

UPSC CSE (Main) 2023

General Studies Paper-IV

SECTION A

- Q1. (a) What do you understand by 'moral integrity' and 'professional efficiency' in the context of corporate governance in India? Illustrate with suitable examples. (150 words) [10]**

Approach to question:

1. Briefly introduce the concepts of "moral integrity" and "professional efficiency" in the context of corporate governance.
2. Mention their significance in ensuring responsible and effective corporate governance in India.
3. Define each concept clearly, providing a concise explanation.
4. Discuss why moral integrity and professional efficiency are crucial in the context of corporate governance.
5. Provide real-life examples from Indian corporate governance that exemplify moral integrity and professional efficiency.
6. Reinforce the importance of moral integrity and professional efficiency in maintaining the ethical and responsible functioning of corporations in India.
7. Connect the concepts to Mahatma Gandhi's principles.

Answer:

Corporate governance in India, as in any nation, relies on fundamental principles that guide the behaviour and actions of individuals within organizations. These principles are essential in shaping the ethical and operational framework of corporate governance in India.

Moral Integrity in context of Corporate Governance in India:

Moral integrity refers to the adherence to ethical and moral principles, honesty, and a commitment to doing what is right, regardless of external pressures or temptations. It encompasses the following key aspects:

1. **Ethical Decision-Making:** Individuals in corporate governance roles are expected to make decisions that are guided by a strong moral compass.
2. **Honesty and Transparency:** Moral integrity entails honesty and transparency in financial reporting,

disclosure of information, and communication with shareholders, regulators, and the public.

3. **Ethical Leadership:** Leaders within organizations are expected to set an example of moral integrity.

Example: Tata Group's commitment to moral integrity, ethical decision-making, and social responsibility has not only earned it a sterling reputation in India but has also made it a global exemplar of ethical corporate conduct.

Professional Efficiency in context of Corporate Governance in India:

Professional efficiency refers to the ability of individuals and organizations to perform their roles, responsibilities, and functions effectively, competently, and in a manner that aligns with the best interests of stakeholders. Here are key aspects of professional efficiency in corporate governance:

1. **Competence and Skill:** Individuals in corporate governance roles must possess the knowledge, expertise, and skills required to fulfill their duties effectively.
2. **Risk Management:** Professionals in corporate governance should be proficient in identifying, assessing, and managing risks.
3. **Resource Utilization:** Efficiency extends to the prudent use of resources.

Example: HDFC Bank, one of India's largest private sector banks, is known for its professional efficiency in customer service and risk management.

Gandhiji's one of the 7 sins "Commerce without Morality" reminds us of the importance of ethics and human values in all aspects of life, including corporate governance. Corporate governance should prioritize moral integrity and professional efficiency in their operations.

- (b) 'International aid' is an accepted form of helping resource-challenged nations. Comment on 'ethics in contemporary international aid'. Support your answer with suitable examples.**

(150 words) [10]

Approach to question:

1. Begin by acknowledging the importance of international aid as a means of addressing pressing humanitarian and development needs in resource-challenged nations.

2. Discuss various ethical considerations in international aid, supported by suitable examples.
3. Summarize the key points and reiterate that while challenges exist, international aid, guided by ethics, remains a crucial tool in assisting resource-challenged nations, upholding the dignity and rights of beneficiaries.

Answer:

International aid is a vital means of supporting resource-challenged nations, addressing urgent humanitarian needs, and fostering development. However, in the contemporary landscape of international aid, the question of ethics looms large. Here are some ethical considerations in contemporary international aid, supported by examples:

1. **Accountability and Transparency:** Aid organizations must be transparent in their use of funds and accountable to donors and beneficiaries. **Example:** The Red Cross, which faced criticism for lack of transparency during the Haiti earthquake relief efforts, has since made efforts to enhance transparency and accountability.
2. **Local Empowerment and Ownership:** Aid efforts should involve local communities in decision-making and respect their autonomy. **Example:** The BRAC organization in Bangladesh empowers local women to lead development projects.
3. **Cultural Sensitivity:** Aid should respect local cultures, customs, and values, avoiding actions that impose foreign values or disrupt traditions. **Example:** UNESCO's preservation of cultural heritage sites worldwide respects the cultural significance of these sites to their communities.
4. **Human Rights and Social Justice:** Ethical aid organizations prioritize upholding human rights and promoting social justice in their initiatives. **Example:** Amnesty International advocates for human rights globally.

In contemporary international aid, ethics plays a pivotal role in ensuring that aid is delivered with dignity, respect, and the best interests of the recipients in mind.

- Q2. (a) "Corruption is the manifestation of the failure of core values in the society". In your opinion, what measures can be adopted to uplift the core values in the society? (150 words) [10]**

Approach to question:

1. Start by introducing the concept that corruption is a manifestation of the failure of core values in society.
2. Provide a brief overview of the importance of core values such as honesty, integrity, and accountability.
3. Discuss the Measures that can be adopted to uplift core values in society.

4. Reiterate the importance of these measures in fostering a just and ethical society.
5. Conclude by emphasizing the collective effort required from governments, institutions, and individuals to achieve this transformation.

Answer:

Corruption, often described as the abuse of entrusted power for personal gain, is a pervasive problem in societies worldwide. It reflects a breakdown of core values such as honesty, integrity, and accountability. Values are fundamental beliefs and principles that guide the behaviour, decisions, and actions of individuals and groups within a society.

Measures that can be adopted to uplift core values in society:

1. **Education Reform:** Enhance ethical education in schools and universities to instill values like honesty and integrity.
2. **Leadership and Political Accountability:** Encouraging ethical leadership in politics is vital for combating corruption and upholding core values in society.
3. **Transparency and Anti-Corruption Measures:** Strengthen transparency and anti-corruption mechanisms. India established the Central Vigilance Commission (CVC) to investigate corruption cases in government agencies.
4. **Legal Reforms:** Continue to update and strengthen anti-corruption laws. The Prevention of Corruption Act in India has been amended to make it more robust and effective.

It's essential to recognize that uplifting core values is not a one-time fix but an ongoing commitment. It demands the active participation of governments, institutions, communities, and individuals alike. By fostering a culture that values ethics and condemns corrupt behaviour, societies can strive towards a future where corruption is minimized, and core values are upheld as the pillars of a just and prosperous society.

- (b) In the context of work environment, differentiate between 'coercion' and 'undue influence' with suitable examples. (150 words) [10]**

Approach to question:

1. Briefly introduce the significance of understanding these concepts in a work environment.
2. Compare and contrast coercion and undue influence, emphasizing their distinctions in terms of methods and effects.
3. Discuss the steps organizations can take to prevent and address coercion and undue influence.
4. Reiterate the significance of recognizing and differentiating between coercion and undue influence to promote a healthy, ethical, and respectful work environment.

Answer:

A work environment refers to the conditions, circumstances, and surroundings in which people conduct their work-related activities. Two concepts that often arise in discussions of workplace ethics are "coercion" and "undue influence". A negative work environment is characterised by 'coercion' and 'undue influence'.

The difference between the two is as follows:

Coercion:

1. **Definition:** Coercion involves the use of force, threats, or intimidation to make someone do something against their will. It is defined under Section 15 of Indian Contract Act, 1872.
2. **Nature:** It's overt and often involves explicit threats or actions that create fear or pressure. It is a criminal act and is penalised under the provisions of IPC.

Example: An employer threatens to fire an employee if they don't work overtime without additional pay, making it clear that the consequence of non-compliance is job loss.

Undue Influence:

1. **Definition:** Undue influence refers to the manipulation or exploitation of a person's trust or vulnerability to gain an unfair advantage. It is defined under Section 16 of The Indian Contract Act, 1872.
2. **Nature:** It's subtle and may not involve explicit threats but still exerts pressure through manipulation or an abuse of trust. It is Unlawful in nature yet not penalised under the IPC.

Example: A manager, aware of an employee's financial struggles, offers them a promotion with a significant pay increase in exchange for covering up the manager's unethical practices. The employee may feel pressured to accept due to their financial situation and trust in the manager.

Preventative Measures:

1. Establish a zero-tolerance policy for harassment, including sexual harassment.
2. Internal Complaints Committee.
3. Ensure that recruitment, hiring, and promotion processes are fair and free from discrimination.

Organizations should strive to create a workplace where employees are free from such pressures and can make decisions based on their own volition and ethical principles.

Q.3. Given below are three quotations of great thinkers. What do each of these quotations convey to you in the present context?

- (a) "The simplest acts of kindness are by far more powerful than a thousand heads bowing in prayer".- Mahatma Gandhi (150 words) [10]

Approach to question:

1. Mention that this quote highlights the significance of practical acts of kindness over religious rituals.
2. Explain the central message of the quote, emphasizing that simple acts of kindness carry greater power and significance than symbolic religious gestures like bowing in prayer.
3. Discuss why acts of kindness are considered powerful.
4. Provide real-life examples that illustrate the quote's message.
5. Reiterate the message of Gandhi's quote, emphasizing the importance of empathy, compassion, and meaningful actions.

Answer:

Mahatma Gandhi's quote emphasizes the transformative power of simple acts of kindness compared to elaborate religious rituals or displays of devotion. The quote remains profoundly relevant in today's world, where divisions, conflicts, and cultural diversity often coexist. It prompts us to reflect on the impact of our actions, emphasizing that small, compassionate deeds have the potential to bring people together, transcend barriers, and promote harmony in society.

1. **Genuine Human Connection:** Acts of kindness involve direct and genuine human connections. When someone extends kindness to another person, it fosters a meaningful and empathetic connection between individuals.
2. **Immediate Impact:** Kindness often has an immediate impact. It can alleviate suffering, provide comfort, and bring joy in the present moment. On the other hand, prayers and rituals may offer solace but may not provide an immediate and tangible solution to someone's needs. During the COVID-19 pandemic, numerous individuals and organizations in India set up community kitchens to feed those affected by the lockdowns and economic hardships.
3. **Universal Language:** Kindness transcends cultural, religious, and linguistic boundaries. It is a universal language that can be understood and appreciated by people of diverse backgrounds, making it a powerful tool for fostering understanding and unity.
4. **Positive Ripple Effect:** Acts of kindness tend to create a ripple effect. When one person experiences kindness, they are more likely to pass it on to others. This ripple effect can lead to a chain reaction of goodwill and compassion.

In summary, this quote by Mahatma Gandhi encourages individuals to prioritize tangible acts of kindness and service to others as a means of creating positive change in the world. It emphasizes the transformative power of compassion and action over mere religious observance.

- (b) "To awaken the people, it is the women who must be awakened. Once she is on the move, the family moves, the village moves, the nation moves". - Jawaharlal Nehru (150 words) [10]

Approach to question:

1. Provide a brief overview of the quote and its context. Mention that it underscores the role of women in driving societal and national progress.
2. Discuss the significance of empowering women through education, economic opportunities, and social participation.
3. Highlight how when women are empowered, they often bring positive changes within their families.
4. Explain how empowered women can influence their communities or villages.
5. Explore how empowered women can contribute to national progress.
6. Provide real-life examples or stories that illustrate the concepts presented in the quote.
7. Reiterate the significance of empowering women as agents of change at multiple levels, from the family to the nation.

Answer:

Jawaharlal Nehru's statement, "To awaken the people, it is the women who must be awakened. Once she is on the move, the family moves, the village moves, the nation moves," reflects the profound understanding of the central role women play in driving societal transformation.

1. **Empowering Women as Catalysts for Change:** Nehru's statement underscores the idea that women have the potential to be powerful agents of change. Empowering women through education, economic opportunities, and social participation is akin to awakening a force for progress. SEWA, the Self-Employed Women's Association, is a prominent and impactful organization in India that exemplifies how empowering women through education, economic opportunities, and social participation can be a powerful force for progress.
3. **Family-Level Impact:** Empowered women tend to make informed decisions about their children's health, education, and overall well-being. They also play a vital role in nurturing values and ethics within the family, contributing to a more harmonious and responsible household.
4. **Community and Village Transformation:** Women's empowerment initiatives, such as self-help groups and women's cooperatives, have brought about significant changes at the community and village levels. Kudumbashree, a women's self-help group movement in Kerala, India, stands as a powerful real-life example of women's empowerment initiatives.

5. **National Progress:** Women's active participation in politics, governance, and the workforce has a direct impact on a nation's development. Gender-inclusive policies and laws, supported by women's advocacy and leadership, lead to a more equitable and dynamic society. A notable example of such a pioneering woman is Sarojini Naidu.

In conclusion, Jawaharlal Nehru's statement underscores the transformative potential of women's empowerment. When women are awakened and enabled to participate fully in society, they become drivers of positive change, impacting families, communities, and nations.

- (c) "Do not hate anybody, because that hatred that comes out from you must, in the long run, come back to you. If you love, that love will come back to you, completing the circle".- Swami Vivekananda (150 words) [10]

Approach to question:

1. Begin by introducing the quote and its author, Swami Vivekananda.
2. Explain the context in which the quote was made and its relevance to the interconnectedness of emotions and actions.
3. Break down the quote into its key components. Discuss the contrast between hatred and love and how these emotions are depicted as cyclical in nature.
4. Explore the idea that emotions have consequences not only in how they affect others but also in how they impact one's own life.
5. Provide real-life examples or stories that illustrate the concepts presented in the quote.
6. Explain how these examples demonstrate the cyclical nature of emotions and actions, showing how hatred and love can come back to individuals.
7. Summarize the key points made in the response, reiterating the significance of Swami Vivekananda's wisdom.

Answer:

The quote by Swami Vivekananda encapsulates a profound philosophical insight into the nature of human emotions and their consequences. It urges individuals to choose love and compassion over hatred, emphasizing that the energy we project ultimately returns to us, completing a cycle.

Consequences of hatred:

1. **Destructive Consequences:** Just as a boomerang returns to its thrower, hatred often leads to destructive consequences. Hitler who rose to the top of the world based on the policy of jingoism and the Holocaust led to the fall of Hitler after backlash from German society and the world community.

2. **Negative Emotions:** Hatred is an intense negative emotion that can consume an individual. Kansa's story serves as a classic example of how negative emotions, particularly fear and hatred, can drive individuals to commit harmful deeds.
3. **Self-Destruction:** Hatred can be self-destructive. The character of Ravana from the Hindu epic, the Ramayana, is often cited as an example of self-destruction driven by negative emotions, particularly arrogance and hatred.

The Cycle of Love: Conversely, when we choose love, kindness, and compassion in our interactions, these positive emotions are often reciprocated.

1. **Personal Fulfillment:** By choosing to love and express kindness, we enhance our own happiness and well-being. Love and positive emotions contribute to a sense of fulfillment, contentment, and inner harmony.
2. **Inner Peace and Well-being:** Choosing love and positive emotions contributes to inner peace and well-being. When we let go of hatred and negative emotions, we reduce stress and anxiety, leading to a more contented and harmonious life.
3. **Community and Society:** Love and compassion often have a ripple effect in communities and society. Acts of kindness can inspire others to do the same, leading to a more compassionate and cooperative environment.

In essence, Swami Vivekananda's wisdom encourages us to be mindful of the emotions we cultivate, as they have a profound impact on our well-being and the interconnectedness of our experiences. Choosing love, kindness, and positivity not only benefits others but also enriches our own lives in a profound and cyclical manner.

- Q4. (a) "What really matters for success, character, happiness and lifelong achievements is a definite set of emotional skills — your EQ — not just purely cognitive abilities that are measured by conventional IQ tests". Do you agree with this view? Give reasons in support of your answer. (150 words) [10]**

Approach to question:

1. State your thesis: whether you agree or disagree with the view that EQ is more crucial for success, character, happiness, and lifelong achievements.
2. Explain how EQ contributes to success.
3. Emphasize that success often requires a synergy between EQ and IQ. Both contribute to a well-rounded individual.
4. Emphasize the idea that both EQ and IQ are valuable, and their significance depends on the context, making a well-rounded individual who possesses a balance of both more likely to thrive in diverse life situations.

Answer:

Emotional Intelligence (EQ), are of paramount importance for success, character development, happiness, and lifelong achievements. While cognitive abilities measured by conventional IQ tests are undeniably valuable, EQ plays a vital complementary role, and here are several reasons to support this view:

1. **Interpersonal Relationships and Success:** Building and maintaining relationships are key to personal and professional success. EQ, which encompasses empathy, communication, and social skills, is crucial in forming strong connections with others.
2. **Leadership and Teamwork:** Effective leadership often depends on emotional intelligence. For instance, leaders like Nelson Mandela and Mahatma Gandhi exemplified strong EQ in their leadership, inspiring social change through empathy and understanding.
3. **Character Development:** EQ contributes significantly to character development. It fosters qualities such as empathy, integrity, and ethical decision-making.
4. **Conflict Resolution:** Conflict is a natural part of life. EQ helps individuals navigate conflicts by promoting effective communication, active listening, and empathy.

While cognitive abilities measured by IQ tests are undoubtedly important, they represent only one facet of human intelligence. Emotional intelligence complements cognitive abilities and enhances one's overall capacity to navigate life successfully, build meaningful relationships, and achieve personal fulfillment and character development.

- (b) Differentiate 'moral intuition' from 'moral reasoning' with suitable examples. (150 words) [10]**

Approach to question:

1. Briefly introduce the concepts of "moral intuition" and "moral reasoning" as two distinct approaches to ethical decision-making.
2. Discuss the key differences between moral intuition and moral reasoning with suitable examples.
3. Emphasize that recognizing the differences between moral intuition and moral reasoning allows for more informed and balanced ethical decision-making.
4. Conclude by highlighting the significance of ethical awareness in fostering a just and principled society.

Answer:

Ethical decision-making is a complex process that involves various cognitive and emotional mechanisms. Two fundamental components of this process are moral intuition and moral reasoning. Here's a differentiation between the two with suitable examples:

1. **Definition:**
 - (a) Moral intuition involves making ethical decisions based on immediate, instinctive feelings or gut reactions. It relies on a person's internal moral compass and emotional responses to determine what is morally right or wrong.
 - (b) Moral reasoning involves a more deliberative and cognitive process of ethical decision-making. It requires analyzing a situation, considering moral principles, consequences, and ethical frameworks, and arriving at a reasoned judgment about what is morally right or wrong.
2. **Basis:**
 - (a) Moral intuition is based on immediate feelings and instincts.
 - (b) whereas moral reasoning relies on cognitive processes and deliberation.
3. **Speed:**
 - (a) Moral intuition is often quick and automatic.
 - (b) While moral reasoning is typically slower and requires more cognitive effort.
4. **Complexity:**
 - (a) Moral intuition is simpler and may be more suitable for straightforward situations.
 - (b) Moral reasoning is better suited for complex ethical dilemmas that involve multiple factors and competing principles.
5. **Example:**
 - (a) **Moral intuition:** If a person witnesses someone in distress and immediately feels compelled to help without analyzing the situation further, this is a manifestation of moral intuition.
 - (b) **Moral reasoning:** When faced with a complex moral dilemma, such as deciding the ethical course of action in a business scenario involving competing interests and principles, moral reasoning comes into play.

Recognizing the strengths and limitations of each approach enables individuals to make more informed and ethically sound decisions, ultimately contributing to a more just and principled society.

- Q5. (a) Is conscience a more reliable guide when compared to laws, rules and regulations in the context of ethical decision-making? Discuss.**

(150 words) [10]

Approach to question:

1. Briefly introduce the topic and provide context.
2. State the thesis that explores the reliability of conscience in ethical decision-making compared to legal frameworks.

3. Discuss instances where conscience serves as a reliable guide.
4. Explain the role of laws, rules, and regulations in ethical decision-making.
5. Emphasize that ethical decision-making often benefits from the interplay between individual conscience, which provides personal moral guidance, and legal frameworks, which offer societal standards and accountability.

Answer:

Conscience represents an individual's inner moral compass, shaped by personal values and beliefs, while legal frameworks provide externally imposed rules and standards for behaviour. Mahatma Gandhi says - "There is a higher court than courts of justice and that is the court of conscience". It supersedes all other courts.

Conscience as a more reliable guide:

1. **Moral Courage in Society:** Conscience can play a crucial role in challenging unjust laws and norms. In India, leaders like Mahatma Gandhi followed their conscience to advocate for nonviolent resistance against British colonial rule.
2. **Humanitarian Actions:** Individuals and organizations often rely on conscience to engage in humanitarian actions beyond legal requirements.
3. **Moral Autonomy:** Relying on conscience promotes moral autonomy, encouraging individuals to think critically and make ethical choices independently.
4. **Analyzing Complex Situations:** Conscience serves as an individual's moral compass, helping them discern right from wrong, particularly in intricate ethical situations where legal or institutional guidelines may not provide clear answers.

However, laws, rules and regulations supplement conscience in making ethical decisions:

1. **Anti-Corruption Laws:** India has a comprehensive set of anti-corruption laws and institutions, including the Prevention of Corruption Act and the Central Vigilance Commission.
2. **Environmental Regulations:** India has environmental laws and regulations that govern activities such as pollution control, waste management, and conservation of natural resources.
3. **Preventing Corruption:** The Prevention of Corruption Act, 1988, and the Whistleblower Protection Act, 2014, aim to prevent corruption and protect whistleblowers.

The interplay between conscience and legal frameworks is a testament to the multifaceted nature of ethics, highlighting the importance of both personal morality and collective societal standards in shaping a more ethical world.

- (b) 'Probity is essential for an effective system of governance and socio-economic development'. Discuss.

(150 words) [10]

Approach to question:

1. Begin by defining “probity” as the quality of having strong moral principles, including honesty, integrity, and ethical behaviour.
2. State the thesis that probity is indispensable for both governance and socio-economic development.
3. Explain how probity is vital for an effective system of governance.
4. Discuss the importance of probity in socio-economic development.
5. Emphasize that probity is not only a moral imperative but also a practical necessity for fostering trust, accountability, and sustainable progress in society.

Answer:

Probity, defined by honesty, integrity, and adherence to ethical principles, is undeniably crucial for both an effective system of governance and socio-economic development. Here, we will discuss the significance of probity in both aspects:

Effective System of Governance:

1. **Trust in Government:** Probity is essential for fostering trust in the government. Leaders like Dr. A.P.J. Abdul Kalam, known for their integrity, have inspired trust in government institutions.
2. **Transparency and Accountability:** Probity ensures transparency and accountability in governance, India’s Right to Information Act (2005) is a powerful example of probity in action.
3. **Rule of Law:** Probity upholds the rule of law. When those in power adhere to ethical standards, it sets an example for everyone to follow the law.
4. **Social Cohesion:** Probity contributes to social cohesion. A government perceived as fair and ethical helps bridge divides and reduces social unrest, fostering a more harmonious society.

Socio-Economic Development:

1. **Social Welfare Programs:** Programs like the Pradhan Mantri Jan Dhan Yojana (financial inclusion), Pradhan Mantri Ujjwala Yojana (LPG connections for households), and Ayushman Bharat (healthcare) demonstrate India’s commitment to probity in delivering social welfare services to marginalized populations.
2. **Resource Allocation:** Ethical resource allocation ensures that resources are distributed fairly, addressing the needs of marginalized and disadvantaged populations.
3. **Education and Health:** Honest governance is more likely to allocate resources for education and healthcare, which are fundamental to human capital development and economic growth.

Probity is the cornerstone of good governance and socio-economic development. It fosters trust, accountability, transparency, and ethical behaviour, which, in turn, create an environment conducive to growth and progress.

- Q6. (a) What were the major teachings of Guru Nanak? Explain their relevance in the contemporary world.**

(150 words) [10]

Approach to question:

1. Begin by introducing Guru Nanak as the founder of Sikhism and a significant spiritual and social reformer of the 15th century.
2. Mention that his teachings, found in the Guru Granth Sahib, continue to inspire and guide people worldwide.
3. Discuss the major teachings of Guru Nanak and their relevance in the contemporary world.
4. Summarize Guru Nanak’s major teachings and their timeless relevance.
5. Emphasize that his teachings offer valuable guidance in addressing contemporary challenges, fostering inclusivity, social justice, compassion, and responsible environmental stewardship. They serve as a source of inspiration for individuals and movements striving for a better world.

Answer:

Guru Nanak, the founder of Sikhism and the first of the ten Sikh Gurus, was a spiritual leader, philosopher, and reformer who lived in the 15th century in the Indian subcontinent. His teachings, often encapsulated in hymns and verses found in the Guru Granth Sahib (the central religious scripture of Sikhism), hold profound relevance in the contemporary world.

Major teachings of Guru Nanak and their relevance in the contemporary world:

1. **Oneness of God (Ik Onkar):** Guru Nanak emphasized the belief in one formless, omnipresent God. In a diverse and interconnected world, this teaching promotes religious tolerance and unity.
2. **Equality of All Humans:** Guru Nanak rejected caste, class, and gender discrimination, proclaiming the equality of all humans. In today’s world, where issues of social justice and inequality persist, this teaching underscores the importance of treating everyone with respect and dignity.
3. **Selfless Service (Seva):** Guru Nanak emphasized the importance of selfless service to humanity. In contemporary society, volunteerism and community service are seen as crucial for addressing societal challenges. Sikh community kitchens (langar) that offer free meals to anyone, regardless of background, serve as a powerful example of seva in action.
4. **Compassion and Humility:** Guru Nanak promoted compassion and humility as virtues to cultivate. Initiatives promoting empathy, kindness, and humanitarian aid, such as disaster relief efforts and charitable organizations, draw inspiration from this teaching.

In conclusion, Guru Nanak's teachings offer timeless wisdom that resonates with contemporary challenges and aspirations. They guide individuals and societies toward greater inclusivity, social justice, compassion, and responsible stewardship of the Earth. His teachings serve as a source of inspiration for movements and initiatives seeking to create a more harmonious and equitable world.

(b) Explain the term 'social capital'. How does it enhance good governance?

(150 words) [10]

Approach to question:

1. Begin with a concise definition of social capital as the collective value of social relationships, trust, and shared norms within a society or community.
2. Explain its importance for good governance.
3. Highlight how social capital plays a crucial role in enhancing good governance by fostering various positive dynamics.
4. Emphasize that social capital is a valuable resource for building trust, promoting civic engagement, facilitating communication, and enabling cooperation within societies. It contributes to accountable, responsive, and inclusive governance that meets the needs of its citizens.

Answer:

Social capital refers to the networks, relationships, and trust that exist within a society or community. It encompasses the social connections and bonds among individuals and groups, which can be valuable for achieving common goals and facilitating cooperation. Social capital can enhance good governance in several ways:

1. **Trust and Cooperation:** Social capital fosters trust among individuals and groups. In a society where people trust each other, they are more likely to cooperate and work together towards common objectives.
2. **Civic Engagement:** Social capital encourages civic participation. This involvement can hold governments accountable and influence policy decisions.
3. **Conflict Resolution:** Social capital can be instrumental in resolving conflicts peacefully. When individuals have strong social ties, they are more inclined to seek non-violent means to resolve disputes.
4. **Resource Mobilization:** Social capital can help communities mobilize resources more effectively. When people trust each other and work together, they can pool resources and coordinate efforts to address common challenges.
5. **Reducing Corruption:** Trust and social networks can serve as checks against corruption. In societies where there is strong social capital,

corrupt practices are less likely to go unnoticed or unchallenged, as individuals are more likely to report misconduct.

In conclusion, social capital is a vital asset for fostering good governance by building trust, promoting civic engagement, facilitating communication, and enabling cooperation within societies. It contributes to accountable, responsive, and inclusive governance that meets the needs and aspirations of its citizens.

Q7. You are working as an executive in a nationalised bank for several years. One day one of your close colleagues tells you that her father is suffering from heart disease and needs surgery immediately to survive. She also tells you she has no insurance and the operation will cost about ₹ 10 lakh. You are also aware of the fact that her husband is no more and that she is from a lower middle class family. You are empathetic about her situation. However, apart from expressing your sympathy, you do not have the resources to fund her.

A few weeks later, you ask her about the well-being of her father and she informs you about his successful surgery and that he is recovering. She then confides in you that the bank manager was kind enough to facilitate the release of 10 lakh from a dormant account of someone to pay for the operation with a promise that it should be confidential and be repaid at the earliest. She has already started paying it back and will continue to do so until it is all returned.

- (a) What are the ethical issues involved?
 - (b) Evaluate the behaviour of the bank manager from an ethical point of view.
 - (c) How would you react to the situation?
- (250 words) [20]

Approach to question:

1. Identify the Ethical Issues: Begin by listing the ethical issues involved in the scenario.
2. Examine the bank manager's actions from an ethical standpoint, considering both the positive and negative aspects of their behaviour.
3. Provide a thoughtful response on how you, as an executive in the bank, would react to this situation, considering ethical principles and the best course of action.

Answer:

In this scenario, several ethical issues arise:

1. **Ethical Issues:** Certainly, let's examine the ethical issues involved in this case from both positive and negative aspects:

Positive Aspects:

- (a) **Compassion and Empathy:** On the positive side, the bank manager's behaviour demonstrates compassion and empathy towards a colleague in a time of need.
- (b) **Timely Assistance:** The manager's quick action helped ensure that a life-saving surgery took place promptly, potentially saving a human life.

Negative aspects:

- (a) **Breach of Confidentiality:** The bank manager accessed a dormant account without the account holder's knowledge or consent, violating the principle of confidentiality.
- (b) **Misuse of Authority:** The bank manager misused their position to release funds for a personal reason.
- (c) **Preferential Treatment:** Granting a loan without following proper procedures and giving preferential treatment based on personal connections goes against the principles of fairness and equality in the workplace.

2. Evaluation of the Bank Manager's Behaviour:**Positive aspects:**

- (a) **Empathy and Compassion:** By facilitating release of the required amount in time of emergency.
- (b) **Fair end (Teleological approach):** The successful surgery and timely treatment from that money.
- (c) **Moral Duty:** Helping the colleague and saving a human's life.

Negative aspects:

- (a) **Lack of Transparency:** The manager should have followed established procedures to assist the colleague.
- (b) **Abuse of Power:** Using their authority to access dormant funds without proper authorization demonstrates a misuse of power and a breach of trust.
- (c) **Unfair Treatment:** The manager's actions display favoritism.
- (d) **Long term impact:** It may lead to repetition of such activities and any unwanted consequences may lead to cognitive dissonance.

3. In this situation, as an executive in the bank, I would take the following actions:

- (a) **Speak to the bank manager:** I would have a private conversation with the bank manager to express my concerns about the ethical issues involved in accessing dormant funds without proper authorization. I would advise them to rectify the situation immediately.

- (b) **Encourage repayment:** I would support my colleague in her efforts to repay the funds as promised and ensure she understands the importance of fulfilling her commitment to maintain trust within the organization.
- (c) **Report the issue:** If the bank manager does not rectify the situation and continues to engage in unethical behaviour, I would escalate the matter to higher authorities.
- (d) **Promote Ethical Conduct:** I would advocate for ethical conduct within the bank, emphasizing the importance of adhering to policies while also being compassionate toward colleagues' needs.

In conclusion, my approach would prioritize ethical principles, fairness, and transparency, while also ensuring my colleague's well-being is supported through appropriate channels.

Q8. A landslide occurred in the middle of the night on 20th July, 2023 in a remote mountain hamlet, approximately 60 kilometres from Uttarkashi. The landslide was caused by torrential rains and has resulted in large-scale destruction of property and life. You, as District Magistrate of that area, have rushed to the spot with a team of doctors, NGOs, media and police along with numerous support staff to oversee the rescue operations.

A man came running to you with a request for urgent medical help for his pregnant wife who is in labour and is losing blood. You directed your medical team to examine his wife. They return and convey to you that this woman needs blood transfusion immediately. Upon enquiry, you come to know that a few blood collection bags and blood group test kits are available in the ambulance accompanying your team. Few people of your team have already volunteered to donate blood.

Being a physician who has graduated from AIIMS, you know that blood for transfusion needs to be procured only through a recognized blood bank. Your team members are divided on this issue; some favour transfusion, while some others oppose it. The doctors in the team are ready to facilitate the delivery provided they are not penalized for transfusion. Now you are in a dilemma. Your professional training emphasizes on prioritising service to humanity and saving lives of individuals.

- (a) What are the ethical issues involved in this case?

- (b) Evaluate the options available to you, being District Magistrate of the area.
(250 words) [20]

Approach to question:

1. Start by identifying and briefly describing the ethical issues involved in the case.
2. Evaluate the options available to you, being the District Magistrate.
3. For each option, provide a balanced analysis of the pros and cons, considering factors such as ethical principles, legal implications, and the urgency of the situation.
4. Conclude your response by presenting a well-reasoned and ethical course of action that you believe would be most appropriate in this challenging situation.

Answer:

1. Ethical issues involved in the case:

- (a) **Professional Conduct vs Empathy:** Balancing the need for professional conduct and adherence to regulations with the empathetic response to the pregnant woman's dire situation.
- (b) **Duty vs Morality:** The conflict between your duty as a District Magistrate to uphold the law and your moral duty, stemming from your medical background, to prioritize saving lives.
- (c) **Human Life vs Legal Procedures:** Weighing the preservation of human life, especially in an emergency, against following established legal procedures and protocols.
- (d) **Objectivity vs Compassion:** The ethical dilemma of maintaining objectivity and impartiality, a requirement in your role as a District Magistrate, versus demonstrating compassion and humanitarianism.

2. Different options available being a district magistrate:

Option 1: Immediate Blood Transfusion

Pros:

- (a) **Saving a Life:** The primary advantage is the potential to save the pregnant woman's life, aligning with the ethical principle of beneficence.
- (b) **Urgency:** It addresses the emergency situation promptly, which is crucial in a life-threatening scenario.
- (c) **Humanitarian Duty:** Demonstrates a strong commitment to humanitarian values and immediate action.

Cons:

- (a) **Ethical Guidelines:** It goes against established medical ethics and safety standards.

- (b) **Legal Implications:** Administering a blood transfusion without proper sourcing from a recognized blood bank could have legal consequences.
- (c) **Informed Consent:** Obtaining informed consent may be challenging in this emergency situation, raising questions about patient autonomy and ethical practice.

Option 2: Seek Approval from Blood Bank

Pros:

- (a) **Ethical Guidelines:** Aligns with established medical ethics and safety standards, ensuring the blood's safety and suitability for transfusion.
- (b) **Legal Compliance:** Reduces the risk of legal repercussions for the medical professionals and the District Magistrate.
- (c) **Patient Safety:** Prioritizes the safety of the pregnant woman by following recognized medical protocols.

Cons:

- (a) **Time Delay:** Seeking blood from a recognized blood bank may introduce delays.
- (b) **Urgency:** The bureaucratic process involved in obtaining blood bank approval may not match the immediacy of the emergency.

Option 3: Start the process of blood transfusion with available resources and in the meantime arrange for blood from nearby blood banks or call any mobile blood bank van to the spot.

Pros:

- (a) **Immediate Life-Saving:** It addresses the urgent need to save the life of the pregnant woman by initiating the transfusion promptly.
- (b) **Humanitarian Duty:** Demonstrates a commitment to humanitarian values by taking immediate action to save a life.
- (c) **Parallel Arrangements:** Simultaneously arranging for blood from nearby blood banks or a mobile blood bank van acknowledges the importance of adhering to ethical and safety standards.

Cons:

- (a) **Ethical Guidelines:** Initiating the transfusion with available resources may still go against established medical ethics and safety standards.
- (b) **Risk Mitigation:** Although parallel arrangements are being made, there is a risk that the blood from the nearby blood bank or mobile blood bank van may not arrive in time.

Most appropriate course of action in this situation would be option 3. This approach attempts to balance

the immediate need to save a life with the ethical and safety concerns associated with blood transfusions. It acknowledges the urgency of the situation while making efforts to adhere to ethical and legal standards.

Q9. At 9 pm on Saturday evening, Rashika, a Joint Secretary, was still engrossed in her work in her office. Her husband, Vikram, is an executive in an MNC and frequently out of town in connection with his work. Their two children aged 5 and 3 are looked after by their domestic helper. At 9:30 pm her superior, Mr. Suresh calls her and asks her to prepare a detailed note on an important matter to be discussed in a meeting in the Ministry. She realises that she will have to work on Sunday to finish the additional task given by her superior.

She reflects on how she had looked forward to this posting and had worked long hours for months to achieve it. She had kept the welfare of people uppermost in discharging her duties. She feels that she has not done enough justice to her family and she has not fulfilled her duties in discharging essential social obligations. Even as recently as last month she had to leave her sick child in the nanny's care as she had to work in the office. Now, she feels that she must draw a line, beyond which her personal life should take precedence over her professional responsibilities. She thinks that there should be reasonable limits to the work ethics such as punctuality, hard work, dedication to duty and selfless service.

- Discuss the ethical issues involved in this case.
- Briefly describe at least four laws that have been enacted by the Government with respect to providing a healthy, safe and equitable working environment for women.
- Imagine you are in a similar situation. What suggestions would you make to mitigate such working conditions?

(250 words) [20]

Approach to question:

- Discuss the ethical issues involved in the case. Focus on the conflict between personal life and professional life, and how it affects Rashika and her family.

- Describe at least four laws enacted by the Government to provide a healthy, safe, and equitable working environment for women in India.
- Explain the key provisions and objectives of each law.
- Imagine you are in a similar situation and provide suggestions to mitigate such working conditions. These should address the work-life balance dilemma.
- Summarize the key points made in your response, emphasizing the importance of achieving a balance between personal and professional life, and how it contributes to ethical workplace practices and individual well-being.

Answer:

The ethical issues in this case include:

- Work-Life Balance:** The ethical dilemma arises from the conflict between her dedication to her career and her obligations to her family and personal well-being.
- Family Responsibilities:** Rashika feels guilty about neglecting her family, especially her young children, due to her work commitments.
- Employee Rights:** Rashika's superior, Mr. Suresh, called her to work late on a Saturday evening and expects her to work on a Sunday. This raises concerns about the boundaries of employee rights and the need for reasonable working hours and rest periods.
- Impact on Children's Socialization:** Leaving her young children in the care of a nanny and frequently missing important family moments due to work commitments can affect the socialization and emotional development of Rashika's children.

Four laws enacted by the Government to provide a healthy, safe, and equitable working environment for women in India are:

- The Maternity Benefit Act, 1961:** This law ensures that women employees receive maternity benefits, including paid leave, medical allowances, and job protection during pregnancy and childbirth.

Key provisions:

- Provides a woman with maternity leave of up to 26 weeks for the first two children.
 - Allows 12 weeks of maternity leave for the third child onwards.
 - Provision of creche facility.
- The Sexual Harassment of Women at Workplace (Prevention, Prohibition, and Redressal) Act, 2013:** This law mandates the establishment of internal committees in workplaces to address and prevent sexual harassment and provides legal recourse for victims.

Key provisions:

- (a) Requires all workplaces with 10 or more employees to establish Internal Complaints Committees (ICCs) for addressing complaints of sexual harassment.
- (b) Provides a clear definition of sexual harassment and procedures for filing complaints.

3. **The Equal Remuneration Act, 1976:** This act prohibits discrimination in pay and employment on the basis of gender, ensuring that men and women receive equal pay for equal work.

Key provisions:

- (a) Prohibits discrimination in pay between men and women for the same work or work of a similar nature.
- (b) Ensures equal pay for equal work, irrespective of gender.
- (c) Mandates employers to maintain records of the employees' wages and related particulars.

4. **The Factories Act, 1948:** This law sets regulations for working conditions in factories, including provisions for safety, health, and hygiene, benefiting all employees, including women.

Key provisions:

- (a) Sets regulations for working conditions in factories, benefiting all employees, including women.
- (b) Specifies safety and health measures, including cleanliness, ventilation, and sanitation facilities.

Though it is gender neutral law, it has some key provisions related to women workers:

- (a) Women must have separate toilets and washrooms with doors.
- (b) If a factory has more than 30 women workers the employer must provide a creche for the workers children.
- (c) Women cannot be made to lift more than the prescribed weight.

In a similar situation, here are suggestions to mitigate such working conditions:

1. **Set Boundaries:** Establish clear boundaries between work and personal life.
2. **Support Network:** Build a strong support network, including family, friends, and domestic help, to share childcare responsibilities and provide assistance when work demands increase.
3. **Prioritize Self-Care:** Prioritize self-care, including physical and mental health, to ensure overall well-being.
4. **Advocate for Change:** Encourage workplace policies that promote work-life balance, such as limiting excessive working hours, promoting

family-friendly policies, and creating a culture that values both personal and professional life.

Finding the right balance between personal and professional life is an ongoing journey that requires careful consideration, adaptation, and a commitment to one's own well-being and the welfare of their family.

Q10. Vinod is an honest and sincere IAS officer.

Recently, he has taken over as Managing Director of the State Road Transport Corporation, his sixth transfer in the past three years. His peers acknowledge his vast knowledge, affability and uprightness.

The Chairman of the State Road Transport Corporation is a powerful politician and is very close to the Chief Minister. Vinod comes to know about many alleged irregularities of the Corporation and the high-handedness of the Chairman in financial matters.

A Board Member of the Corporation belonging to the Opposition Party meets Vinod and hands over a few documents along with a video recording in which the Chairman appears to be demanding bribe for placing a huge order for the supply of QMR tyres. Vinod recollects the Chairman expediting clearing of pending bills of QMR tyres.

Vinod confronts the Board Member as to why he is shying away from exposing the Chairman with the so-called solid proof he has with him. The member informs him that the Chairman refuses to yield to his threats. He adds that Vinod may earn recognition and public support if he himself exposes the Chairman. Further, he tells Vinod that once his party comes to power, Vinod's professional growth would be assured.

Vinod is aware that he may be penalized if he exposes the Chairman and may further be transferred to a distant place. He knows that the Opposition Party stands a better chance of coming to power in the forthcoming elections. However, he also realizes that the Board Member is trying to use him for his own political gains.

- (a) As a conscientious civil servant, evaluate the options available to Vinod.
- (b) In the light of the above case, comment upon the ethical issues that may arise due to the politicization of bureaucracy.

(250 words) [20]

Approach to question:

1. Evaluate the each options available to Vinod.
2. For each option, provide a balanced analysis of the pros and cons.
3. Provide your assessment of the most appropriate option for Vinod while considering the ethical and practical aspects.
4. Discuss the ethical issues that arise due to the politicization of bureaucracy.
5. Summarize the ethical issues raised in the case and emphasize the need for a professional and apolitical bureaucracy to ensure transparent and ethical governance.

Answer:

1. As a conscientious civil servant, Vinod faces a complex ethical dilemma. Here, we'll evaluate the options available to him, along with their respective pros and cons:

Option 1: Expose the Chairman:

Pros:

- (a) Upholds ethical and legal responsibilities.
- (b) Rooting out corruption and ensuring transparency.

Cons:

- (a) Risk of backlash, penalties, and transfers.
- (b) Potential harm to career and personal life.

Option 2: Remain Silent:

Pros:

- (a) Immediate professional stability and safety.
- (b) Avoids personal risk and potential retaliation.

Cons:

- (a) Compromises ethical duty to protect public resources.
- (b) Perpetuates corruption and irregularities.

Option 3: Seek Legal and Internal Remedies:

Pros:

- (a) Follows established procedures and due process.
- (b) Reduces personal risk compared to direct exposure.

Cons:

- (a) May face obstacles or delays within the bureaucracy.
- (b) May not ensure a complete and transparent investigation.

Option 4: Engage with the Opposition Party:

Pros:

- (a) Potential protection and support from the Opposition Party.
- (b) Possibility of exposing corruption without personal risk.

Cons:

- (a) Risk of being used for political gains.
- (b) Compromises the neutrality and professionalism of the bureaucracy.

Option 5: Open an investigation to verify the authenticity of the evidence and expose the Chairman if found guilty:

Pros:

- (a) Upholds ethical standards and fairness.
- (b) Complies with legal procedures and due process.
- (c) Ensures evidence-based decision-making.
- (d) Minimizes personal risk and political interference.
- (e) Preserves neutrality and professionalism.

Cons:

- (a) Time-consuming process that may delay actions.
- (b) Risk of interference or obstruction.
- (c) Potential leaks compromising confidentiality.

The most appropriate option for Vinod is option 5, as a conscientious civil servant, is to open a detailed investigation to verify the authenticity of the video recording and collect the necessary evidence. After ensuring the evidence's credibility, he should take action against the Chairman following the rules of the corporation.

2. The case indeed illustrates significant ethical issues that arise due to the politicization of bureaucracy:

- (a) **Conflict of Interest:** When politicians in positions of power have close ties to bureaucrats, there is a heightened risk of conflicts of interest.
- (b) **Misuse of Power:** Politicization can lead to the misuse of power by influential politicians.
- (c) **Compromised Neutrality:** Bureaucrats are expected to remain neutral and impartial in their decision-making.
- (d) **Partisan Manipulation:** The involvement of the Opposition Party member illustrates how politicians may attempt to manipulate conscientious civil servants for their own political agendas.
- (e) **Undermining Public Trust:** Politicization can erode public trust in government institutions.

In summary, the case underscores the importance of maintaining a professional and apolitical bureaucracy to ensure fair and transparent governance.

Q11. You have just been appointed as Additional Director General of Central Public Works Department. The Chief Architect of your division, who is to retire in six months, is

passionately working on a very important project, the successful completion of which would earn him a lasting reputation for the rest of his life.

A new lady architect, Seema, trained at Manchester School of Architecture, UK joined as Senior Architect in your division. During the briefing about the project, Seema made some suggestions which would not only add value to the project, but would also reduce completion time. This has made the Chief Architect insecure and he is constantly worried that all the credit will go to her. Subsequently, he adopted a passive and aggressive behaviour towards her and has become disrespectful to her. Seema felt it embarrassing as the Chief Architect left no chance of humiliating her. He would very often correct her in front of other colleagues and raise his voice while speaking to her. This continuous harassment has resulted in her losing confidence and self-esteem. She felt perpetually tensed, anxious and stressed. She appeared to be in awe of him since he has had a long tenure in the office and has vast experience in the area of her work.

You are aware of her outstanding academic credentials and career record in her previous organisations. However, you fear that this harassment may result in compromising her much needed contribution in this important project and may adversely impact her emotional well-being. You have also come to know from her peers that she is contemplating tendering her resignation.

- (a) What are the ethical issues involved in the above case?
- (b) What are the options available to you in order to complete the project as well as to retain Seema in the organization?
- (c) What would be your response to Seema's predicament? What measures would you institute to prevent such occurrences from happening in your organization? (250 words) [20]

Approach to question:

1. Identify the Ethical Issues: Begin by listing the ethical issues involved in the scenario.
2. Evaluate the options available to you.
3. For each option, provide a balanced analysis of the pros and cons.

4. Explain how you would offer Seema emotional support, validation, and assistance in addressing the issue.
5. Outline measures to prevent similar occurrences.

Answer:

1. Ethical Issues Involved:

- (a) **Workplace Harassment:** The Chief Architect's passive-aggressive behaviour, humiliation, and disrespect towards Seema constitute workplace harassment, which is an ethical violation.
- (b) **Impact on Well-being:** Seema's continuous humiliation and harassment have adversely affected her emotional well-being, leading to stress, anxiety, and a loss of self-esteem.
- (c) **Gender Bias:** If the harassment is gender-based, it may involve gender discrimination.
- (d) **Abuse of power and authority:** Chief Architect's abuse of power and authority is another significant ethical issue evident in the described case.

2. Certainly, here are the options available to address the situation and complete the project while retaining Seema in the organization, along with their pros and cons:

Option 1: Directly Address the Issue with the Chief Architect:

Pros:

- (a) Addresses the root cause of the problem by confronting the Chief Architect's behaviour.
- (b) Encourages a more respectful work environment.

Cons:

- (a) Risk of potential conflict with the Chief Architect.
- (b) It may not yield immediate results, and Seema's well-being could continue to be affected.

Option 2: Mediation:

Pros:

- (a) Involves a neutral third party, which can help facilitate a constructive conversation.
- (b) Offers an opportunity for both Seema and the chief Architect to express their concerns.

Cons:

- (a) Success depends on the willingness of both parties to participate in mediation.
- (b) The Chief Architect may not be receptive to the process.

Option 3: HR Involvement and Formal Complaint:

Pros:

- (a) Involves HR in addressing the issue, ensuring a structured approach.

- (b) Can lead to a formal investigation if necessary, which may result in disciplinary actions against the Chief Architect.

Cons:

- (a) May lead to a strained working relationship between Seema and the Chief Architect.
 (b) Investigation processes can be time-consuming.

Option 4: Recognize and Promote Seema's Contributions:

Pros:

- (a) Publicly acknowledge Seema's valuable suggestions and contributions to the project.
 (b) Offer Seema opportunities for leadership and recognition.

Cons:

- (a) Recognition alone may not mitigate the Chief Architect's harassment.
 (b) Seema may continue to face disrespectful behaviour from the Chief Architect.

3. **In response to Seema's predicament, I would take the following steps:**

- (a) **Private Meeting with Seema:** Schedule a confidential meeting with Seema to discuss her concerns and feelings.
 (b) **Emotional Support:** Offer immediate emotional support and reassurance.
 (c) **Exploration of Options:** Discuss the various options available to address the issue, such as addressing the Chief Architect's behaviour, involving HR, or exploring mediation, and seek Seema's input on her preferred course of action.
 (d) **Implement Chosen Course of Action:** Based on Seema's preferences and the severity of the situation, take the necessary steps to address the issue promptly.
 (e) **Recognition and Validation:** Publicly recognize Seema's contributions and value to the project and the organization.

To prevent occurrences of workplace harassment and foster a respectful and inclusive organizational culture, I would institute the following measures:

- (a) **Clear Anti-Harassment Policies:** Develop and communicate clear anti-harassment policies and guidelines within the organization.
 (b) **Training and Awareness Programs:** Conduct regular training sessions on diversity and inclusion, workplace ethics, and respectful communication.
 (c) **Reporting Mechanisms:** Establish confidential and anonymous reporting mechanisms for employees to report harassment or unethical behaviour.

- (d) **Prompt Investigations:** Institute a clear and prompt process for investigating harassment complaints, involving HR and impartial third parties if necessary.

Q12. You hold a responsible position in a ministry in the government. One day in the morning you received a call from the school of your 11-year-old son that you are required to come and meet the Principal. You proceed to the school and find your son in the Principal's office. The Principal informs you that your son had been found wandering aimlessly in the grounds during the time classes were in progress. The class teacher further informs you that your son has lately become a loner and did not respond to questions in the class, he had also been unable to perform well in the football trials held recently. You bring your son back from the school and in the evening, you along with your wife try to find out the reasons for your son's changed behaviour. After repeated cajoling, your son shares that some children had been making fun of him in the class as well as in the WhatsApp group of the students by calling him stunted, duh and a frog. He tells you the names of a few children who are the main culprits but pleads with you to let the matter rest.

After a few days, during a sporting event, where you and your wife have gone to watch your son play, one of your colleague's son shows you a video in which students have caricatured your son. Further, he also points out to the perpetrators who were sitting in the stands. You purposefully walk past them with your son and go home. Next day, you find on social media, a video denigrating you, your son and even your wife, stating that you engaged in physical bullying of children on the sports field. The video became viral on social media. Your friends and colleagues began calling you to find out the details. One of your juniors advised you to make a counter video giving the background and explaining that nothing had happened on the field. You, in turn posted a video which you have captured during the sporting event, identifying the likely perpetrators who were responsible for your son's predicament. You have also narrated what has actually happened in the field and made attempts to bring out the adverse effects of the misuse of social media.

- (a) Based on the above case study, discuss the ethical issues involved in the use of social media.
- (b) Discuss the pros and cons of using social media by you to put across the facts to counter the fake propaganda against your family. (250 words) [20]

Approach to question:

1. Identify the Ethical Issues: Begin by listing the ethical issues involved in the scenario.
2. Discuss the pros and cons of using social media to counter fake propaganda.
3. Conclude by emphasizing the importance of making a well-considered decision regarding the use of social media while taking into account ethical considerations, privacy, and the well-being of all involved parties.

Answer:

1. Ethical issues involved in the use of social media in the context of the present case study include:
 - (a) **Cyberbullying and Online Harassment:** The initial incident of students making fun of the protagonist's son on WhatsApp and social media constitutes cyberbullying, an ethical issue where individuals are targeted and harmed emotionally through online platforms.
 - (b) **Privacy Invasion:** Sharing a video of the son without his consent invades his privacy and raises concerns about respecting personal boundaries and dignity, especially when it contributes to his humiliation.
 - (c) **Misuse of Social Media:** Both the initial cyberbullying incident and the false propaganda video exemplify the misuse of social media platforms for harmful purposes.
 - (d) **Parental Responsibility and Ethical Dilemma:** The protagonist faces an ethical dilemma as a parent regarding how to protect their child's interests while also acting responsibly and ethically towards the other children involved.
 - (e) **Transparency vs. Privacy:** The decision to post a counter video to correct misinformation and provide the true narrative raises questions about balancing transparency with respecting personal

privacy and dignity, especially when involving a minor.

2. Discussing the pros and cons of using social media to counter fake propaganda against your family involves considering the potential benefits and drawbacks of this action:

Pros:

- (a) **Correcting Misinformation:** Using social media allows you to correct false information and provide an accurate account of events, helping to protect your family's reputation.
- (b) **Direct Communication:** Social media provides a direct channel to communicate with a wide audience, including friends, colleagues, and the public, ensuring your side of the story is heard.
- (c) **Transparency:** Posting a counter video demonstrates transparency and honesty, which can help regain public trust and counteract false accusations.
- (d) **Raising Awareness:** Sharing your experience can raise awareness about the consequences of online harassment and cyberbullying, potentially influencing others to act responsibly on social media.

Cons:

- (a) **Privacy Concerns:** Sharing a video featuring your son without his explicit consent may invade his privacy and raise ethical concerns, particularly if it contributes to his humiliation.
- (b) **Escalating the Situation:** Responding to false propaganda with a counter video may escalate the conflict, potentially making the situation worse, especially if it leads to more online harassment or retaliation.
- (c) **Public Scrutiny:** Posting a counter video invites public scrutiny, which can be emotionally challenging for your family and might further stigmatize your son, impacting his well-being.
- (d) **Legal Implications:** Depending on the content and jurisdiction, there could be legal implications to consider, such as defamation or privacy rights violations, which may result in further legal troubles.

In conclusion, using social media to counter false propaganda is a complex decision with potential benefits and risks. Balancing the need to protect your family's reputation with respecting privacy and dignity is crucial.