

TARGET MAINS 2022

CASE STUDIES DISCUSSION

ETHICS, INTEGRITY AND APTITUDE-4



Model Answer

2016 Q No 11- Suppose you are an officer in charge of implementing a social service scheme to provide support to old and destitute women. An old and illiterate woman comes to you to avail the benefits of the scheme. However, she has no documents to show that she fulfils the eligibility criteria. But after meeting her and listening to her you feel that she certainly needs support. Your enquiries also show that she is really destitute and living in a pitiable condition. You are in a dilemma as to what to do. Putting her under the scheme without necessary documents would clearly be violation of rules. But denying her the support would be cruel and inhuman.

Can you think of a rational way to resolve this dilemma?

Give your reasons for it.

Solution - In the given case study I am in dilemma to put the old woman under the scheme or not.

If I don't put her under the scheme then it may have following merits and demerits.

Merits-

1. There will not be any violation of rules.
2. It would be right as per deontological ethics.
3. There will not be any fear of future departmental enquiry or personal hardship.
4. No more such cases would come to me as this case would discourage them

Ethics

- Deontology → Kant
- Consequentialism → Bentham, J.S. Mill

Demerits-

1. The old and illiterate woman, who falls in vulnerable category, will not get benefitted.
2. Her destitution and pitiable condition won't change.
3. The very objective of the scheme would be compromised.
4. My conscience will prick me and it may lead to guilt.
5. Public value or social good would be destroyed as people will lose faith in the system.

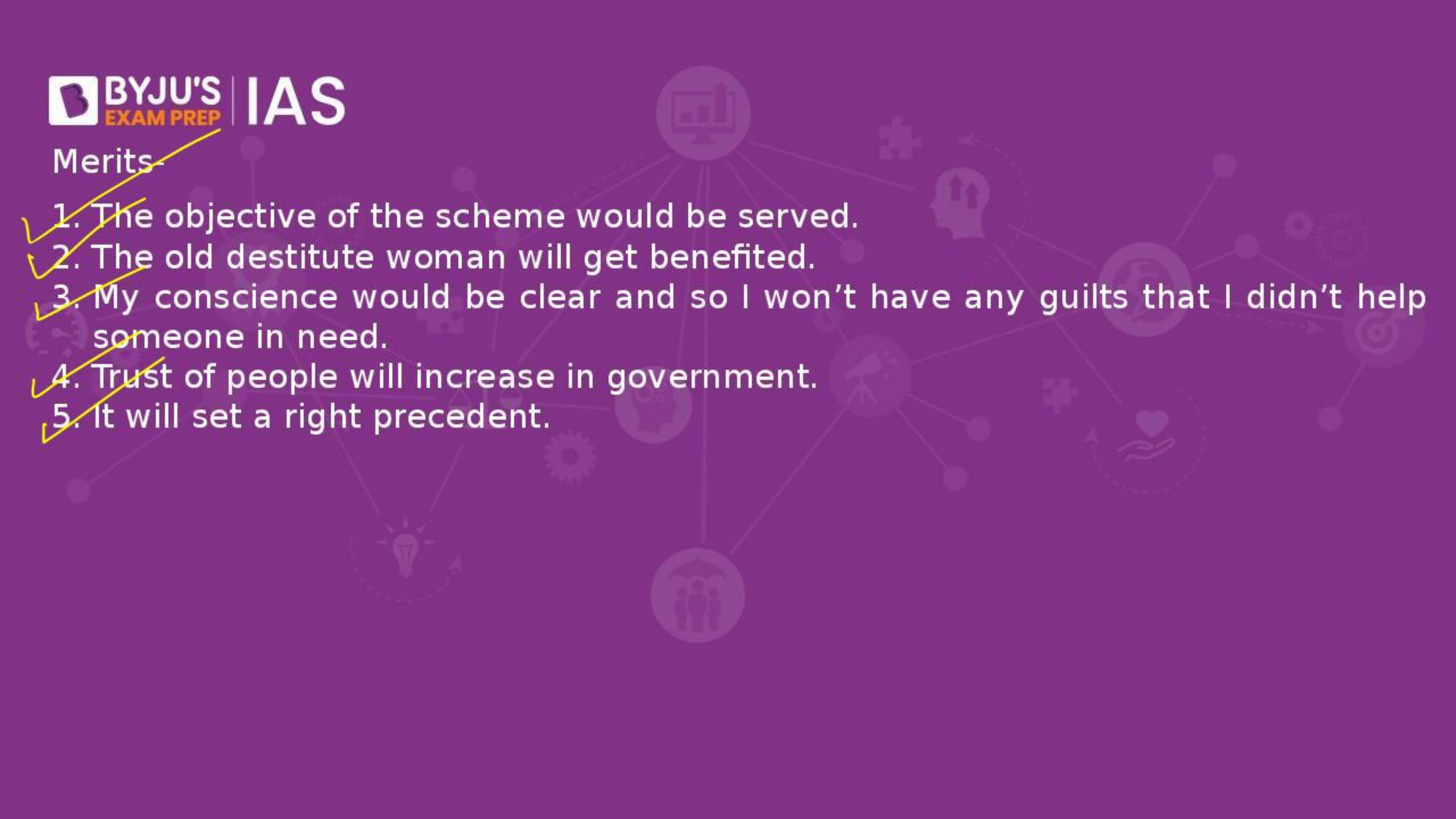
Weaker → no empathy

These demerits are highly unethical especially because the very objective of the scheme is compromised. A scheme made for weaker/ vulnerable section of society always fulfils some end. Rules are made only to achieve those ends. Rules, per se, only have instrumental value but goals have intrinsic value. So, I will go for the second option in this case and that too may have merits and demerits.

If I put her under the scheme, it may have following merits and demerits

Means → End
✓

Merits-

- 
- ✓ 1. The objective of the scheme would be served.
 - ✓ 2. The old destitute woman will get benefited.
 - ✓ 3. My conscience would be clear and so I won't have any guilts that I didn't help someone in need.
 - ✓ 4. Trust of people will increase in government.
 - ✓ 5. It will set a right precedent.

Demerits-

1. It may be taken as violation of rules and if reported departmental enquiry may take place against me which may lead to personal hardship.
2. My discretionary power may be in question.
3. More such cases may appear if people come to know about the same.

But these demerits don't appear to be unethical and they can be corrected as follows-

1. I will add her under the scheme provisionally on the basis of a report that I will prepare on the basis of my enquiry. *Because of this there won't be any violation of rule as I am using my discretionary power to benefit people.*
2. Meanwhile I will assist her to get her documents done. *Because of this, in future also there won't be any issues as criteria of documents would be fulfilled.*
3. I will also create a window to provide help in all such cases as that is the meaning of public services. *This will show that my job is to implement the scheme effectively is performed and it will include maximum beneficiaries as well.*

Case study 1 – Sunita has been appointed as a teacher in a private school. She has been preparing for a government job but somehow have not been able to crack it so far. But being an ambitious girl who want to be self-dependent she joined this private school. She gets a salary of 25k but school management gets her signature on a receipt in which salary is mentioned as per 7th pay commission, which is much higher than what she gets.

She is the only working member of the family. She has ailing parents and a dependent brother. In such a situation what should she do? Should she continue the job or complaint about the same to the required authority?

Issues

25 thousand → signing a receipt of 60k

25 thmd — receipt of 60 k

↳ Affector of private school in India

↳ education is in 'Concurrent List'

↳ 7th pay Commission is followed by
— govt both state / centre

→ prt schools may follow
state's legislation on it

— Pvt schools are generally registered as travellers /
Soc → NGO

Issue 2 ⇒ It is a matter of charity

25k 60k

anonymous
taking more
teachers in faith

Action: → # She can report about it to
the 'Director of education'

She should look for another job

Case study 2 - You have been recently appointed as the District Magistrate of Rampura district. Lok Sabha elections have been announced and Election Commission has nominated you as the returning officer.

The last two elections in your constituency have seen a very low voters' turnout. Although the literacy rate is much above the national average in the area and economic wellbeing is also present, people do not use their democratic right.

Analyse the situation and explain what steps you will take in order to increase the awareness of people regarding the electoral process and thus, ensuring high voters' turnout?

Formula

to change attitude → use social influential
persuasion method

→ take help of

↳ CSO - Civil soc org - NHOs, Media

↳ Celebrities → education / religious

↳ Social media - WhatsApp

↳ school children / College
Students

↳ 'KulKul
natak'

Case study 3 - Ramesh has been preparing for civil services. He wants to be an IAS officer. He resides in Delhi. One day a friend calls him and asks him to go with him for a vacation for 4-5 days. The friend also informs him that some common friends are also coming over and so it would be an interesting trip. Ramesh loves to travel and so he readily agrees but then he realises that he doesn't have the kind of money required for the trip.

Next day, by chance, he gets a call from another friend who asks him to appear for an examination for somebody else for which he is promised to get 25 thousands. It is a clear case of impersonification and being a value-conscious person Ramesh asked for some time to reply.

You are also a close friend of Ramesh and so he comes to you for suggestion. What suggestion will you give?

to appear for the exam

- 1) you will get money
- 2) you can plan your trip
- 3) you will enjoy and have fun
- 4) somebody will be benefitted as well

- 1) Violation of law
- 2) Wrong as per deontology
- 3) if caught, your career will perish
- 4) Personal hardship

not to appear for it

Ment

- 1) Conscience will be clear - no guilt
- 2) no personal hardship
- 3) right as per ethics - deont

Deont

- 1) you may not get money
- 2) you may miss the trip

Solⁿ

1) As he wants to be a Civil servant,
vacation would be a distraction

2) If sure to go, you can think of taking
loan/Credit from your parents/friend

↳ work to earn - part-time

Case study 4 – Rajesh is a senior administrator in a company. He introduced biometric system to control absentees from job. Apart from that he has been instrumental in bringing various reforms in office apart from his original work.

But lately, extra work is going on mounting like parking issue, ventilator issues; etc. which does not come under his direct supervision, still he supervised them.

Due to this extra work, ^{Rajesh}~~Ghanshyam~~'s superior began to become concerned about the department's apparent lack of focus and delay in implementation of other official work. However, Raghav's patience is beginning to wear thin.

Analyse the case according to the emotional intelligence model.

Peter Salovey
John D. Mayer

Ability model

↓ Perceive emotion
↓ Reasoning with emotion
↓ Understanding of emotion
↓ Managing emotions