

Test Code: 21059

ForumIAS

ACADEMY

GENERAL STUDIES

Name Of Candidate		Roll No.	19100
Email Id.		Date:	21-7-19
Mobile No.			

Time Allowed: Three Hours

Maximum Marks: 250

INDEX TABLE			INSTRUCTION						
Q. No.	Max. Marks	Marks Obtained							
1			<p>1. Do furnish the appropriate details in the answer sheet (viz. Name, Email, Roll No, Mobile)</p> <p>2. There are TWELVE questions printed in ENGLISH.</p> <p>3. All questions are compulsory.</p> <p>4. The number of marks carried by a question/part is indicated against it.</p> <p>5. Answers must be written in the medium authorized in the admission Certificate, which must be stated clearly on the cover of this Question-Cum-Answer (QCA) Booklet in the space provided.</p> <p>6. Word limit in questions, if specified, should be adhered to.</p> <p>7. Any page or portion of the page left blank in the Question-Cum Answer Booklet must be clearly Struck off.</p>						
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Parameters	Excellent	Very Good	Good	Average	Poor	Very Poor
Language						
Structure						
Presentation						
Handwriting						
Content						
Attempt						

ADDITIONAL COMMENTS



Q.1) a) Code of conduct is just the starting point of ensuring good conduct, it is code of ethics which can ensure highest standards of ethical conduct in performance of duties. Comment. (10 Marks/150 Words)

b) Distinguish between social intelligence and emotional intelligence. In what way, are these two important for a public servant? (10 Marks, 150 Words)

A Code of conduct is the written set of expected behaviour in an organization.

Code of ethics is a non-codified set of values that guide behaviour.

Code of conduct is the starting point only, in ensuring good conduct as:

- (1) All possible situations cannot be accurately gauged and code made for them eg: Spectrum auction

- (2) Increasing complexity of decision making processes. eg: coal allocation

- (3) Fast decision making expected in many situations. eg: firing or not.

Thus, it may not be possible to have a code of conduct that can account for all situations.

Hence, a code of ethics alone can ensure highest standards of ethical conduct because:

- (1) Inner source of guidance, v/s. CoC which is external source.
- (2) Can guide in new, complex and fast decision making situations
- (3) Ensures ethical behaviour of highest standard and not just minimum expected standard like CoC.
- (4) Will push the person to go beyond regular duty to adhere to high ethical norms.

Thus, an internal and well directed code of ethics can ensure highest conduct of ethics in duty performance.

B Emotional intelligence is the ability to identify, manage and direct one's own emotions and the emotions of others.

Social intelligence is the understanding of social situations and the ability to manage them.

The difference between the two are based on their orientation.

Emotional intelligence → is related to internal factors i.e. emotions

which are not visible or decipherable very easily. Eg: anger, sorrow. Social intelligence → deals with social situations which are visible and easy to detect. Eg: protest, mob

Both are important for a public servant as:

(1) Emotional intelligence can help manage difficult situations and also understand the viewpoints of other stakeholders. Eg: Ration not available due to Sadhar non seeding. EI can help empathise and take action to alleviate suffering

(2) Social intelligence can help manage social situations like caste discrimination, patriarchal attitude without appearing paternalistic. Eg: to understand behaviour of masses against a dalit widow. Such understanding can then help direct change of behaviour, attitude

Thus, both EI and SI

Feedback (For OFFICIALS only)

Structure	together help develop empathy, compassion
Question Interpretation	
Content	
Total	

Q.2) a) What are the diverse ethical challenges confronting corporates today? How focus on corporate ethics and corporate governance can help in addressing these challenges? (10 Marks/150 Words)

b) The most important measure of the integrity of a society or the prevalence of corruption is the quality of politics. Do you agree? Justify with examples. (10 Marks, 150 Words)

[A] Ethical challenges confronting corporates have increased with LPG.

Some challenges are:

- (1) Complex stakeholder involvement
- (2) Increased awareness of worker rights and benefits
- (3) Environmental and social concerns
- (4) Diversity at workplace → ethnic and racial minorities, LGBTQ+ community, single parents
- (5) Increasing alienation, mechanisation that is lowering morale of workers
- (6) Triple bottomline pressure - people, planet and profit.
- (7) Plethora of laws, across geographies.

Focus on ethics and corporate governance can help address these challenges by:

- (1) Directing the corporate actions such that all stakeholders - employees, customers, shareholders, partners,

government and the community - see their interests satisfied.

(2) guides in the uncertain operating environment; laws eg: auction rules

(3) increases brand value of the organisation as an ethical entity - will attract more buyers. eg: P & G.

(4) helps in longevity of the organisation by ensuring successful transition of leadership. eg: ITC

A dedicated ethical commitment can help an organisation navigate through any challenges.

B Integrity is the quality of not just being honest but of being incorruptible.

One of the measures of integrity of a society or the prevalence of corruption is the quality of politics as:

(1) Political leaders in a democracy are chosen by the people, and are a reflection of qualities people expect in their leaders.

Example: ADR report says India's

legislature has ~35% representatives with serious criminal charges.

Transparency International ranks India 84th in corruption perception index. Both seem connected here

(2) Political leaders are the highest level of decision makers and their integrity or lack of it, will percolate to the lower rungs

(3) They can make laws to punish corruption or ease it. Example: dilution of RTI, electoral bonds may make corruption easy.

However, this is not always true as: (1) Right to Recall not available

(2) In a monarchy, politicians cannot be chosen and hence are not true representatives

(3) Vastness and complexity of administration, civil services anonymity may make lower rungs prone to improbity.

In general, government does not reflect the societal quality and a clean government is needed.

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Question Interpretation	
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Q.3) a) What do you understand by probity in governance? Do you think lack of probity in governance is the weakest link in our quest for prosperity and equity? (10 Marks/150 Words)

b) It is common to require media to be objective and impartial, which is a contradiction. They can either be objective, or impartial, but cannot be both at the same time. Do you agree? Justify. (10 Marks/150 Words)

A Probity in governance is the quality of being upright.

Probity helps in:

- (1) Being incorruptible
- (2) Being courageous to stand up to wrong acts.
- (3) Guides correct allocation of public funds and sense of duty

Lack of probity in governance is the weakest link in our quest for prosperity and equity as:

- (1) Huge discretion is available to administration, which in absence of probity, leads to misappropriation
- (2) The welfare schemes do not reach their intended beneficiaries, thus continuing inequality.
- (3) Social justice is compromised due to politico-bureaucratic-corporate nexus, thus reducing equity -
- (4) Equal access to opportunities is denied, equality of letter, not spirit

- (5) guilty often go unpunished due to nexus and entrenched corruption
- (6) accumulation of wealth illegally.
- (7) Huge parallel economy (~40% GDP)

Way forward:

- (1) strengthening of ethical values
- (2) CVC, CBI, CIC, Lokpal → institutions to be strengthened and independent
- (3) Digitalization to reduce discretion
- (4) TAM trinity
- (5) Grievance redressal mechanisms
- (6) Fast track courts for civil servant and politicians' cases.

B Objectivity is the quality of making decisions based on rational and observable facts.

Impartiality is the quality of not favouring any one side and treating all sides equally.

Media is required to be both objective and impartial.

This is not a contradiction because:

- (1) Objectivity helps in rational reporting, while impartiality

will ensure that news is reported without bias or agenda.

Example: Impartial media will report about a criminal MLA irrespective of party in power. And objectivity will ensure that facts of the crime are reported accurately without sensationalizing or downplaying it.

(2) Both ensure correct picture is presented to the viewer / reader.

(3) Both together will uphold the media ethics of accurate, unbiased reporting.

(4) Both are required for an informed decision making by the audiences.

Thus, objective and impartial media is the need of the hour and only such a media can effectively play its role as 4th pillar of democracy.

Feedback (For OFFICE use only)

Structure	
Question Interpretation	
Content	
Total	



Q.4) a) Explain giving examples the relevance of emotional intelligence in complex and challenging environments characterized by frequent policy changes
(10 Marks/150 Words)

b) How can one's social prejudices and attitudes affect one's performance, dedication and service delivery as a public servant? Explain with examples. How can these biases be removed for effective service delivery?
(10 Marks/150 Words)

A Emotional intelligence is the ability to recognise, manage and direct one's own emotions and also that of others.

EI is important in complex and challenging environments characterized by frequent policy changes as:

- (1) Helps manage the uncertainty
- (2) Guides quick decision making
example: calming a mob that is about to turn violent.
- (3) Frequent transfers → keeps morale and motivation high
- (4) Changing deliverables, new responsibilities → helps cope well.

Emotional intelligence can thus help in managing oneself in such challenging environment.

It also helps in:

- (1) Understanding emotions of those

affected by such changes. Eg:
demolition of tenements due to
new CRZ policy.

(2) Can help get support of others
in implementing new policies.
Eg: demonetization → EI can help
calm anger and worry of masses,
and ensure smooth operations.

(3) Maintain emotional wellbeing.
Eg: DK Ravi IAS suicide due to
work pressure and transfers.

EI thus can be the anchor
that can safely help navigate
tumultuous policy environments

B Prejudice is a preconceived
notion towards any thing or person.
Attitude is the learnt predisposition
towards a thing, object or person
or situation.

Both prejudice and attitude can
affect one's performance, dedication
and service delivery as a public
servant as follows.

(1) If one is prejudiced against a
religion, in communal violence
cases, one will not act if that

Religion is a victim

(2) If one is discriminating towards a caste, may not work for their welfare. Eg: relief material not sent to dalit bastis.

(3) Prejudice towards a cadre will hamper performance and resort to frequent holidays, transfer requests, thus work will suffer. Eg: NE cadre

(4) Patriarchal attitude will hamper empathy and tolerance towards woman victims of crime like rape, domestic violence.

These biases can be removed by:

- (1) Training, role playing.
- (2) Bharat Darshan, sensitization
- (3) Role plays, role models.
- (4) Strict adherence to code of conduct → equal treatment to all citizens, rule of law.
- (5) Unlearning and relearning.

Thus, attitude change can help effective service delivery.

Feedback (For OFFICE use only)

Structure	
Question Interpretation	
Content	
Total	

Q.5) What do each of the following quotations mean to you in the present context?

a) Truth can be stated in a thousand different ways, yet each one can be true. (10 Marks/150 Words)

b) When we are no longer able to change a situation, we are challenged to change ourselves. (10 Marks/150 Words)

c) The world perishes not from bandits and fires, but from hatred, hostility and sheer apathy. (10 Marks/150 Words)

A Truth can have many interpretations and each of them can be true.

Example: various eyewitnesses of a crime may tell different ways of what they witnessed. yet each one can be true.

Truth is not restricted to only one way of stating it. Any matter has multiple angles to it and each can be true.

In this era of fake news or biased news, selective sections of any incident may be reported, and that portion may be true. However, another way of reporting it may also be true → both of these are unethical means as it is hiding the whole truth.

However, if complete picture is seen and yet the truth has

been told in different manners, each of it will be true.

Thus, truth, in any form, will remain the truth.

B Gandhi said "Be the change you want to see in the world".

Change of the situation is often desirable but not always possible. Example: Chennai is facing water shortage. Environment and climate change has made this situation difficult to change.

Hence, now the need is the citizens to change themselves. Saving water, recycling water, rainwater harvesting, plugging leaks, de-silting, cleaning ponds → these are behavioural changes that can help cope with the situation of water scarcity.

In the fast changing world, there are situations that are beyond changeability like:

- (1) climate change.
- (2) water scarcity
- (3) Extreme weather events.

- (4) risk of nuclear accidents
(5) Marine degradation
(6) Globalization and its systemic risks. Example: FED actions affect India too.

Thus, the need is to change and improve our coping mechanisms to handle such situations.

Nature is the most powerful force and once we fail to control it anymore, coping is the only way forward.

[C] "They came for the Jews and I said nothing because I was not a Jew.

They came for the communists and I remained quiet because I wasn't one.

They came for the homosexuals and I watched as I was straight.

And then they came for me, but there was no one to help."

These lines show how the silence and apathy of masses can slowly burn the whole world.

hatred towards those unlike us, hostility towards the different races or religions and sheer apathy towards their plight will slowly kill the spirit of humanity and what would remain is a spectre of all things lost.

Bandits and fires - overt actions of violence can only cause external damage. However, if such actions are allowed unchecked due to prejudice and indifference, collective conscience of mankind is damaged leading the world into a downward spiral.

Syrian crisis, Nigerian and Sudanese ethnic wars, Rohingya issue, status of minorities in Pakistan and China - these and many more instances require a unified world response to save mankind.

Feedback (For OFFICE use only)	
Structure	
Question Interpretation	
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Total	

Q.6) a) Writing off farm loans is neither feasible for farmers as it creates moral hazard, nor it is likely to help the economy at large. Discuss the ethical concerns surrounding the farm loan waivers while suggesting solutions for addressing them.
(10 Marks/150 Words)

b) It is the public servant's internal moral character and individual conscience that is critical in ensuring that actions are ethical rather than rules, regulations and laws.
(10 Marks/150 Words)
Comment.

[A] State-wise farm loan waivers are a common sight during election years.

However, this is neither economically nor ethically the correct solution.

The ethical concerns surrounding farm loan waivers are:

(1) Moral hazard → honest repayers are penalized

(2) Corrupts the credit culture

(3) Will transfer the burden to all tax payers → does not follow the 'greatest good for greatest number' principle

(4) Makes lending cautious → honest customers also find it difficult to get loans → 'lemons market' is created

(5) Reduces funds available for welfare schemes → 'social justice' is delayed.

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(6) Benefits institutional borrowers who are rich farmers → misplaced subsidy problem.

(7) Most vulnerable sections like landless labourers are not benefited. Solutions to address the ethical concerns are:

(1) Increase repayment capacity of the farmers.

(2) Diversify sources of income

(3) Delay loan repayment tenure instead of waiving them off.

(4) Reward honest repayers by concessional rates.

(5) Ensure economic support to small farmers who borrow from informal sources.

(6) Agri reforms like irrigation, hybrid seeds, organic farming, Zero budget farming, soil health card, resource mapping.

Thus, a unified approach of increasing farmer income and agri reforms, along with increased employment in non-agri sectors can help reduce volatile demands

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