ETHICS, INTEGRITY AND APTITUDE

GENERAL STUDIES- IV
A GENERAL UNDERSTANDING
**Syllabus**

This paper will include questions to test the candidates’ attitude and approach to issues relating to integrity, probity in public life and his problem solving approach to various issues and conflicts faced by him in dealing with society.

*Questions may utilize the case study approach to determine these aspects. The following broad areas will be covered:*

**Ethics and Human Interface:** essence, determinants and consequences of ethics in human actions; dimensions of ethics; ethics in private and public relationships.

**Human Values:** lessons from the lives and teachings of great leaders, reformers and administrators; role of family, society and educational institutions in inculcating values.

**Attitude:** content, structure, function; its influence and relation with thought and behaviour; moral and political attitudes; social influence and persuasion.

*Continued...*
Syllabus

Aptitude and Foundational Values for Civil Service: integrity, impartiality and non-partisanship, objectivity, dedication to public service, empathy, tolerance and compassion towards the weaker sections.

Emotional Intelligence: concepts, and their utilities and application in administration and governance.

Contributions of moral thinkers and philosophers from India and world.

Public / Civil Service Values and Ethics in Public Administration: status and problems; ethical concerns and dilemmas in government and private institutions; laws, rules, regulations and conscience as sources of ethical guidance; accountability and ethical governance; strengthening of ethical and moral values in governance; ethical issues in international relations and funding; corporate governance.

Continued...
Probity in Governance: concept of public service; philosophical basis of governance and probity; information sharing and transparency in government, right to information, codes of ethics, codes of conduct, citizen’s charters, work culture, quality of service delivery, utilization of public funds, challenges of corruption.

Case Studies on above issues.
The term is derived from the Greek word ethos which can mean custom, habit, character or disposition.

Ethics is the discipline dealing with what is good and bad and with moral duty and obligation.

Ethics is a system of accepted beliefs that control behaviour, especially such a system based on morals.

Ethics is a system of moral principles. They affect how people make decisions and lead their lives.

Ethics is concerned with what is good for individuals and society and is also described as moral philosophy.

Morality is a set of personal or social standards for good or bad behaviour and character.
Meta-ethics looks at the origins and meaning of ethical principles. It investigates where our ethical principles come from, and what they mean. Are they merely social inventions? Do they involve more than expressions of our individual emotions?

Normative ethics is concerned with the content of moral judgements and the criteria for what is right or wrong. It tries to arrive at moral standards that regulate right and wrong conduct. This may involve articulating the good habits that we should acquire, the duties that we should follow, or the consequences of our behavior on others.

Applied ethics looks at controversial topics like war, animal rights and capital punishment. Case studies in ethics involve applied ethics.
Environmental ethics is a branch of ethics that studies the relation of human beings and the environment and how ethics play a role in this. Environmental ethics believe that humans are a part of society as well as other living creatures, which includes plants and animals.

Feminist ethics is an approach to ethics built on the belief that traditionally ethical theorizing has undervalued and / or underappreciated women's moral experience, which is largely male-dominated, and it therefore chooses to reimagine ethics through a feminist approach to transform it.

Professional ethics encompass the personal and corporate standards of behavior expected by professionals. Professionals exercise specialist knowledge and skill. How the use of this knowledge should be governed when providing a service to the public can be considered a moral issue and is termed professional ethics.
Ethics and Human Interface: Essence, determinants and consequences of Ethics in human actions; dimensions of ethics; ethics in private and public relationships

The Utilitarian Approach
Ethical actions are those that provide the greatest balance of good over evil.

The Rights Approach
The notion that humans have the right to choose paths which affect their destiny.

The Fairness or Justice Approach
People should be treated equally regardless of their station in life.

The Common Good Approach
Ethical actions are those that benefit all members of the community.

The Virtue Approach
There are higher orders of goodness to which man should aspire.
Where do the ideas of right and wrong come from?

Are ethical standards universal, or situational?

Can there be precisely defined rules of ethical conduct?

If human beings are inherently selfish, what explains our selfless actions?

What motivates our moral actions—reason or emotion?

Are there distinctly male and female approaches to ethics?

Does the Golden Rule of Ethics simplify things—We should do to others what we would want others to do to us.
The concept 'value' is expressed in different life situations as significant in fulfilling our mental, emotional, spiritual or practical requirement. It may also simply be described as that which we find good or meaningful. It is very common to comment on the value of things that one prefers or likes and for which one may make conscious effort to acquire.

**Human values** are values which are fundamental to human beings’ innate nature of being human. These guide human beings in the right path, giving them a sense of peace and rightness.
**Human Values: role of family, society and educational institutions in inculcating values**

**Values Theory** defines values as desirable, trans-situational goals, varying in importance, that serves as guiding principles in people’s lives.

Values are beliefs.

Values are a motivational construct.

Values serve as standards or criteria.

Values are ordered by importance relative to one another.
Human Values: role of family, society and educational institutions in inculcating values

The ten basic values can be characterized by describing their central motivational goals:

1. **Self-Direction**. Independent thought and action; choosing, creating, exploring.

2. **Stimulation**. Excitement, novelty, and challenge in life.

3. **Hedonism**. Pleasure and sensuous gratification for oneself.

4. **Achievement**. Personal success according to social standards.

5. **Power**. Social status and prestige, control or dominance
Human Values: role of family, society and educational institutions in inculcating values

The ten basic values can be characterized by describing their central motivational goals:


7. Conformity. Restraint of actions, etc. likely to violate social expectations or norms.

8. Tradition. Respect of customs/ideas that culture or religion provide the self.


10. Universalism. Understanding, etc. for the welfare of all people and for nature
**Human Values: role of family, society and educational institutions in inculcating values**

**Socialization** refers to the lifelong process of inheriting and disseminating norms, customs, and ideologies, providing an individual with the skills and habits necessary for participating within his or her own society.

Socialization is the means by which infants begin to acquire the skills necessary to perform as functioning members of society. Unlike other living species, whose behavior is biologically set, humans need social experiences to learn their culture and to survive.

**Group socialization** is the theory that an individual’s peer groups, rather than parental figures, influences his or her personality and behavior in adulthood.

**Gender socialization** refers to the learning of behavior and attitudes considered appropriate for a given sex. Boys learn to be boys, and girls learn to be girls.

**Cultural socialization** refers to parenting practices that teach children about their racial history or heritage and, sometimes, is referred to as **pride development**.
Attitude: content, structure, function; its influence and relation with thought and behaviour

Attitude means a predisposition or a tendency to respond positively or negatively towards a certain idea, object, person, or situation.

An attitude is "a relatively enduring organization of beliefs, feelings, and behavioral tendencies towards socially significant objects, groups, events or symbols."

Attitudes structure can be described in terms of three components (ABC)-

Affective: this involves a person’s feelings / emotions about the attitude object.

Behavioral (or conative): the way the attitude we have influences how we act or behave.

Cognitive: this involves a person’s belief / knowledge about an attitude object.
Moral and political attitudes

Moral attitudes or morals relate to, or are concerned with the principles or rules of right conduct or the distinction between right and wrong.

They are founded on the fundamental principles of right conduct rather than on legalities, enactment, or custom.

Political attitudes can be broadly defined as the opinions and values individuals hold about political issues, events, and personalities.

Political attitudes are the attitudes of people to the areas of public life, for example views on nationalism, political conservatism, political liberalism, political radicalism etc.
Social influence refers to the way in which individuals change their ideas and actions to meet the demands of a social group, perceived authority, social role or a minority within a group wielding influence over the majority.

The **three areas of social influence** are-
- conformity
- compliance
- obedience

**Persuasion** is the act of influencing someone to do something or to change their mind. Persuasion can attempt to influence a person's beliefs, attitudes, intentions, motivations, or behaviors. It can also be interpreted as using one's personal or positional resources to change people's behaviors or attitudes.

**Propaganda**, on the other hand, is a message designed to persuade its intended audience to think and behave in a certain manner. Propaganda is information, often inaccurate information, and has a negative connotation.
Aptitude and foundational values for Civil Service, integrity, impartiality and non-partisanship, objectivity, dedication to public service

A **bureaucracy** is a system of administration distinguished by its clear hierarchy of authority, rigid division of labor, written and inflexible rules, regulations, and procedures, and impersonal relationships.

It typically refers to an organization that is complex with multilayered systems and processes. These systems and procedures are designed to maintain uniformity and controls within an organization.

A **civil service** includes the permanent professional branches of a state's administration, excluding military and judicial branches and elected politicians.

It is a body of government officials who are employed in civil occupations that are neither political nor judicial. In most countries the term refers to employees selected and promoted on the basis of a merit and seniority system, which may include examinations.
Aptitude and foundational values for Civil Service, integrity, impartiality and non-partisanship, objectivity, dedication to public service

**Aptitude** is inborn potential to do certain kinds of work whether developed or undeveloped. Ability is developed knowledge, understanding, learned or acquired abilities (skills) or attitude.

**Integrity** is being honest and showing a consistent and uncompromising adherence to strong moral and ethical principles and values. In ethics, integrity is regarded as the honesty and truthfulness or accuracy of one's actions. It means *doing the right thing, even when no one is looking*. It includes behaving in an open, fair and transparent manner, honouring one’s commitments and working to uphold the public service values.

**Impartiality** (or evenhandedness or fair-mindedness) is a principle of justice holding that decisions should be based on objective criteria, rather than on the basis of bias, prejudice, or preferring the benefit to one person over another for improper reasons.

**Non-partisanship** is a lack of affiliation with, and a lack of bias toward, for example, a political party.
Aptitude and foundational values for Civil Service, integrity, impartiality and non-partisanship, objectivity, dedication to public service

In its purest sense, the idea of objectivity assumes that a truth or independent reality exists outside of any investigation or observation; being based on facts and not influenced by personal beliefs or feelings.

**Dedication** can be complete devotion and faith in someone or something; or the willingness to give a lot of time and energy to something because it is important.

*Dedicated employees work towards achieving organizational goals. It includes aligning behaviours and interests with the needs and goals of the organisation.*

It may also include understanding of the organization's mandate, structure, policies, processes, norms and its interface with other organisations. It further includes an understanding of the organization's informal structures, power dynamics and constraints.
Aptitude and foundational values for Civil Service, integrity, impartiality and non-partisanship, objectivity, dedication to public service

From the *Constitutional Reform and Governance Act, 2010 (UK)*:

As a civil servant, you...are expected to carry out your role with dedication and a commitment to the Civil Service and its... **core values**:

- **‘integrity’** is putting the obligations of public service above your own personal interests
- **‘honesty’** is being truthful and open
- **‘objectivity’** is basing your advice and decisions on rigorous analysis of the evidence
- **‘impartiality’** is acting solely according to the merits of the case and serving equally well governments of different political persuasions

These core values support good government and ensure the achievement of the highest possible standards in all that the Civil Service does.
Empathy, tolerance and compassion towards the weaker sections

Empathy is the ability to share someone else's feelings or experiences by imagining what it would be like to be in that person's situation. It is the capacity to understand or feel what another person is experiencing from within.

Tolerance is the willingness to accept behaviour and beliefs that are different from your own, although you might not agree with or approve of them. It is the quality of allowing other people to say and do as they like, even if you do not agree or approve of it.

Compassion means showing kindness, caring, and a willingness to help others. It is a natural quality of empathy and understanding to the emotions, feelings, thoughts and experiences of others and a natural response that motivates a desire to help and support them when they need it.
Empathy, tolerance and compassion towards the weaker sections

Social justice holds that all people should have equal access to wealth, health, well-being, justice, and opportunity, or giving to each what he or she is due.

According to the UN, social justice is an underlying principle for peaceful and prosperous coexistence within and among nations. We advance social justice when we remove barriers that people face because of gender, age, race, ethnicity, religion, culture or disability.

Affirmative action describes policies that support members of a disadvantaged group through education, employment, etc. that have suffered past discrimination. Affirmative action seeks to achieve goals such as bridging inequalities in employment and pay, increasing access to education, promoting diversity, and redressing apparent past wrongs, harms, or hindrances.

Positive discrimination means making sure that people such as women, members of disadvantaged groups, weaker sections, and people with disabilities get a fair share of the opportunities available.
Empathy, tolerance and compassion towards the weaker sections

All people are biased by their situations, so how can people agree on a social contract to govern how the world should work. John Rawls suggests that we should imagine we sit behind a veil of ignorance that keeps us from knowing who we are and identifying with our personal circumstances. By being ignorant of our circumstances, we can more objectively consider how societies should operate. (original position)

The liberty principle and the difference principle supplement Rawls’ veil of ignorance

According to the liberty principle, the social contract should try to ensure that everyone enjoys the maximum liberty possible without intruding upon the freedom of others.

According to the difference principle, the social contract should guarantee that everyone an equal opportunity to prosper. In other words, if there are any social or economic differences in the social contract, they should help those who are the worst off. And, any advantages in the contract should be available to everyone.

Fairness, as Rawls and many others believe, is the essence of justice.
Empathy, tolerance and compassion towards the weaker sections

Passion for serving people with special care for the marginalized and disadvantaged.

Being approachable, welcoming, caring and rising above bias while interacting with people.

Understanding the needs of the people and constantly striving to improve the services.

Addressing all the issues of the citizens in an unbiased manner.

Ensuring that levels of service are maintained.

Understanding issues from others’ perspective, particularly the disadvantaged.

Understanding the value of affirmative action towards the marginalized and disadvantaged.

Seeking the feedback of citizens to understand their needs and outcomes.
Emotional intelligence refers to the ability to identify and manage one’s own emotions, as well as the emotions of others.

Emotional intelligence is generally said to include **at least three skills:**

- emotional awareness, or the ability to identify and name one’s own emotions;
- the ability to harness those emotions and apply them to tasks like thinking and problem solving; and
- the ability to manage emotions, which includes both regulating one’s own emotions when necessary and helping others to do the same.

*It is a term created by two researchers – Peter Salovey and John Mayer – and popularized by Daniel Goleman in his 1996 book of the same name.*
Emotional intelligence- concepts, and their utilities and application in administration and governance

Emotional intelligence has five major components-

Self Awareness- or the ability to recognize and understand your own emotions. It is also being aware of the effect of your own actions, moods, and emotions of other people.

Self Regulation- or being able to regulate and manage your emotions, that is, waiting for the right time, place, and avenue to express your emotions.

Social Skills- Being able to interact well with others; you should be able to put emotional intelligence to work in daily interactions and communications.

Empathy- the ability to understand how others are feeling.

Motivation- People who are emotionally intelligent are motivated by things beyond mere external rewards. Instead, they have a passion to fulfill their own inner needs and goals.
Laws, rules, regulations and conscience as sources of ethical guidance

The legal definition of **law** is rules of conduct approved and enforced by the government of and over a certain territory (e.g. the laws of India). It is the **system of rules** which a particular country or community recognizes as regulating the actions of its members and which it may enforce by the imposition of penalties.

**Conscience** is the inner sense of what is right or wrong in one’s conduct or motives, impelling one toward right action. It is the complex of ethical and moral principles that controls or inhibits the actions or thoughts of an individual.

Through our individual conscience, we become aware of our deeply held moral principles, we are motivated to act upon them, and we assess our character, our behavior and ultimately our self against those principles.

**Voice of conscience** is an inner voice that judges your behavior.

**Crisis of conscience** is a time when someone is worrying because they think that they have done something unfair or morally wrong.
An **ethical dilemma** is a situation in which a difficult choice has to be made between two courses of action, either of which entails transgressing a moral principle. It is a conflict between alternatives, where no matter what a person does, some ethical principle will be compromised. *(e.g. the runaway trolley).*

The first moral dilemmas written down appear in the Bible. For example, Abraham faced a classic moral dilemma when he was commanded by God to sacrifice his son Isaac—murder his son or disobey God!

A **conflict of interest** is a situation in which a person or organization is involved in multiple interests, financial or otherwise, and serving one interest could involve working against another. It is a situation in which someone's private interests are opposed to that person's responsibilities to other people. It arises when what is in a person’s best interest is not in the best interest of another person or organization to which that individual owes loyalty, or when a person must answer to two different individuals or groups whose needs are at odds with each other.
Accountability and ethical governance; strengthening of ethical and moral values in governance

Simply put governance means the process of decision-making and the process by which decisions are implemented (or not implemented). Governance can be used in several contexts such as corporate governance, international governance, national governance and local governance.

**Good governance** has 8 major characteristics. It is participatory, consensus oriented, accountable, transparent, responsive, effective and efficient, equitable and inclusive and follows the rule of law.

It assures that corruption is minimized, the views of minorities are taken into account and that the voices of the most vulnerable in society are heard in decision-making. It is also responsive to the present and future needs of society.

**Ethical governance** refers to the processes, procedures, culture and values which ensure high standards of behaviour.
Accountability and ethical governance; strengthening of ethical and moral values in governance

Accountability is the obligation or willingness to accept responsibility or to account for one's actions.

If you take responsibility for your own actions, you show accountability.

Accountability is usually defined as a social relationship in which an actor feels an obligation to explain and to justify his conduct to some significant other. (Romzek & Dubnick)

In governance, it exists when there is a relationship where an individual or body, and the performance of tasks or functions by that individual or body, are subject to another's oversight, direction or request that they provide information or justification for their actions.
**Ethical issues in international relations and funding**

*International relations* (often referred to international affairs) has a broad purpose in contemporary society, as it seeks to understand:

- The origins of war and the maintenance of peace
- The nature and exercise of power within the global system
- The changing character of state and non-state actors who participate in international decision-making
Ethical issues in international relations and funding

**Realism** states that all nations are working to increase their own power, and those countries that manage to horde power most efficiently will thrive, as they can easily eclipse the achievements of less powerful nations.

The theory further states that a nation’s foremost interest should be **self-preservation** and that continually gaining power should always be a social, economic, and political imperative.

**Liberalism** (also called **liberal internationalism**) is based on the belief that the current global system is capable of engendering a peaceful world order. Rather than relying on direct force, such as military action, it places emphasis on **international cooperation** as a means of furthering each nation’s respective interests.

**Constructivism** rests on the notion that rather than the outright pursuit of material interests, it is a **nation’s belief systems**—historical, cultural and social—that explain its foreign policy efforts and behavior.
Ethical issues in international relations and funding

**Marxism** states that capitalism is no longer practically sustainable in the modern world. Marx believed that private property should be replaced by cooperative ownership, with the emphasis placed entirely on satisfying human needs for consumption, rather than creating private profit.

Under an ideal **socialist international regime**, societies would work together to ensure that basic human needs were met on a global scale.

**Gender issues** are a significant concern within global politics, and **feminism** as an international relations theory seeks to regulate the power derived from (or denied on the basis of) an individual’s gender.

Feminists are mostly interested in tracking political and social developments that inhibit success in female populations. When systems of power tell women they can only fulfill certain roles, those limitations become social norms and perpetuate the cycle.
Ethical issues in international relations and funding

The International Basic Structure and the Principles of the Law of Peoples (John Rawls)

• Peoples are free and independent, and their freedom and independence are to be respected by other peoples.

• Peoples are to observe treaties and undertakings.

• Peoples are equal and are parties to the agreements that bind them.

• Peoples are to observe the duty of nonintervention (except to address grave violations of human rights).
Ethical issues in international relations and funding

The International Basic Structure and the Principles of the Law of Peoples (John Rawls)

• Peoples have a right of self-defense, but no right to instigate war for reasons other than self-defense.

• Peoples are to honor human rights.

• Peoples are to observe certain specified restrictions in the conduct of war.

• Peoples have a duty to assist other peoples living under unfavorable conditions that prevent their having a just or decent political and social regime.
Ethical issues in international relations and funding

Article 51 in The Constitution Of India

51. Promotion of international peace and security The State shall endeavour to-

(a) promote international peace and security;

(b) maintain just and honourable relations between nations;

(c) foster respect for international law and treaty obligations in the dealings of organised peoples with one another; and encourage settlement of international disputes by arbitration
Ethical issues in international relations and funding

Ethical issues faced by commercial banks, governments and international financial institutions in their international lending activities include not only to whom and for what purpose such lending takes place but also the more delicate questions of the relations between sovereign lending and economic management, as well of lending to sovereign countries embroiled in situations of conflict.

Is it ethically legitimate and necessary for development assistance to try to change some value systems, and is this best achieved by conditionality?

Has development assistance diverged from its predominant ethical rationale: the duty of rescue from mass despair, and, in consequence, is it ethically flawed?

Can, or should, international aid be separated from national interests?
Corporate governance (Cadbury Report 1992) is the system by which companies are directed & controlled. It is concerned with the structures and allocation of responsibilities within the company.

Good corporate governance is characterized by a firm commitment and adoption of ethical practices by an organization across its entire value chain and in all of its dealings with a wide group of stakeholders encompassing employees, customers, vendors, regulators and shareholders (including minority shareholders) in both good and bad times. To achieve this, certain checks and practices need to be whole heartedly embraced.

The base objective of corporate governance is to promote fairness, transparency and accountability of corporates.
As per the definition adopted by the Organization for Economic Cooperation and Development (OECD)-

“Corporate governance is the system by which business corporations are directed and controlled. The corporate governance structure specifies the distribution of rights and responsibilities among different participants in the corporation, such as, the board, managers, shareholders and other stakeholders and spells out the rules and procedures for making decisions in corporate affairs. By doing this, it also provides the structure through which the company objectives are set and the means of attaining those objectives and monitoring performance.”
Corporate governance

Corporate Social Responsibility (CSR) is a management concept whereby companies integrate social and environmental concerns in their business operations and interactions with their stakeholders. CSR is generally understood as being the way through which a company achieves a balance of economic, environmental and social imperatives (Triple-Bottom-Line-Approach), while addressing expectations of shareholders and stakeholders.

CSR is a self-regulating business model that helps a company be socially accountable — to itself, its stakeholders, and the public. By practicing CSR, also called corporate citizenship, companies can be conscious of the impact they have on society including economic, social, and environmental. To engage in CSR means that, in the normal course of business, a company is operating in ways that enhance society and the environment, instead of contributing negatively to them.

CSR can bring along many advantages, such as enhanced access to capital and markets, increased sales and profits, operational cost savings, improved productivity and quality, efficient human resource base, improved brand image and reputation, enhanced customer loyalty, better decision making and risk management processes.
**Probity in Governance: Concept of public service; Philosophical basis of governance and probity**

Probity is the quality of having strong moral principles; honesty and decency. It implies tried and proven honesty or integrity and uprightness of character or action.

Probity in governance is an essential and vital requirement for an efficient and effective system of governance and for socio-economic development. An important requisite for ensuring probity in governance is absence of corruption. The other requirements are effective laws, rules and regulations governing every aspect of public life and, more important, an effective and fair implementation of those laws, etc.

Public service means employment by the government, especially through civil service. It also means a service that is provided by and or supported by a government or its agencies. It further includes agencies that provides a public service for the government or on behalf of the government.
Transparency is government’s obligation to share information with citizens that is needed to make informed decisions and hold officials accountable for the conduct of the people’s business.

Transparency, as one of the basic principles of good governance, implies the public insight in the work of public administration bodies. Citizens should be enabled to inspect the work of the public administration as well as the availability of instruments for monitoring the decision-making process. Also, citizens should be familiar with the regulations applied in the procedure for exercising their rights, in a clear and understandable way.

Transparency means that decisions taken and their enforcement are done in a manner that follows rules and regulations. It also means that information is freely available and directly accessible to those who will be affected by such decisions and their enforcement. It also means that enough information is provided and that it is provided in easily understandable forms and media.
**Information sharing and transparency in government, Right to Information**

The Supreme Court, in *SP Gupta vs Union of India (1982)* held that-

“Open Government is the new democratic culture of an open society towards which every liberal democracy is moving and our country should be no exception. In a country like India which is committed to socialistic pattern of society, right to know becomes a necessity for the poor, ignorant and illiterate masses…”

**Dr. Manmohan Singh, then PM, 2006**

“RTI has become a tool of good governance. The RTI Act should not just be limited to a citizen’s right but it should empower everyone to hold truth to power”

The Preamble to the **Right to Information Act, 2005** provides that-

“Democracy requires an informed citizenry and transparency of information which are vital to its functioning and also to contain corruption and to hold governments and their instrumentalities accountable to the governed”.

Information sharing and transparency in government, Right to Information

The Right to Information Act, 2005 provides that:

**Information** is any material in any form. It includes records, documents, memos, e-mails, opinions, advices, press releases, circulars, orders, logbooks, contracts, reports, papers, samples, models, data material held in any electronic form. It also includes information relating to any private body which can be accessed by the public authority under any law for the time being in force.

A **public authority** is any authority or body or institution of self government established or constituted by or under the Constitution; or by any other law made by the Parliament or a State Legislature; or by notification issued or order made by the Central Government or a State Government. The bodies owned, controlled or substantially financed by the Central Government or a State Government and non-Government organisations substantially financed by the Central Government or a State Government also fall within the definition of public authority. The financing of the body or the NGO by the Government may be direct or indirect.
The Right to Information Act, 2005 provides that-

Right to information means the right to information accessible under this Act which is held by or under the control of any public authority and includes the right to-

- inspection of work, documents, records;
- taking notes, extracts or certified copies of documents or records;
- taking certified samples of material;
- obtaining information in the form of diskettes, floppies, tapes, video cassettes or in any other electronic mode or through printouts where such information is stored in a computer or in any other device;
A **code of ethics** document may outline the mission and values of the business or organization, how professionals are supposed to approach problems, the ethical principles based on the organization's core values, and the standards to which the professional is held. It is a guide of principles designed to help professionals conduct business honestly and with integrity.

A **code of ethics and professional conduct** outlines the ethical principles that govern decisions and behavior at an organization. They give general outlines of how employees should behave, as well as specific guidance for handling issues like harassment, safety, and conflicts of interest.

The terms **Code of Ethics** and **Code of Conduct** are often mistakenly used interchangeably.

They are, in fact, two unique documents. Codes of ethics, which govern decision-making, and codes of conduct, which govern actions, represent two common ways that organizations self-regulate. They provide direction to employees and establish a public image of good behavior, both of which benefits businesses of any size.
Citizen’s Charters; Work culture; Quality of service delivery

The concept of Citizens' Charter enshrines the trust between the service provider and its users. The concept was first implemented in the United Kingdom in 1991 as a national programme with a simple aim: to continuously improve the quality of public services for the people of the country so that these services respond to the needs and wishes of the users. The Programme was re-launched in 1998 and renamed Services First.

In India, in a Conference of Chief Ministers held in 1997, presided over by the Prime Minister, an 'Action Plan for Effective and Responsive Government' at the Centre and State levels was adopted. One of the major decisions at that Conference was that the Central and State Governments would formulate Citizens' Charters, starting with those sectors that have a large public interface. Initial Charters were formulated in public sector banks.

These Charters were required to include standards of service and time limits that the public can reasonably expect, avenues of grievance redress and a provision for independent scrutiny with the involvement of citizen and consumer groups.
A **Citizen’s Charter** is a document which represents a systematic effort to focus on the commitment of the organisation towards its citizens in respect of -

- Standard of services
- Information
- Choice and consultation
- Non-discrimination and accessibility
- Grievance redress
- Courtesy and value for money.

This also includes expectations of the organisation from the citizen for fulfilling the commitment of the organisation.
In India, the Citizen’s Charter is not legally enforceable and, therefore, is non-justiciable. However, it is a tool for facilitating the delivery of services to citizens with specified standards, quality and time frame etc. with commitments from the organisation and its clients.

However, the Right of Citizens for Time Bound Delivery of Goods and Services and Redressal of their Grievances Bill, 2011 (Citizen’s Charter Bill) did attempt to provide statutory backing to Citizen’s Charters, but it lapsed in Parliament. The Bill aimed to create a mechanism to ensure timely delivery of goods and services to citizens.

The Bill required all public authorities to publish a Citizen’s Charter. The Charter should specify the functions of public authority, the time frame for their delivery and the conditions for entitlements of the good and services.

*Citizen’s Charters; Work culture; Quality of service delivery*
Citizen’s Charters; Work culture; Quality of service delivery

The Sevottam Model was developed by the Government of India with the overarching objective of improving the quality of public service delivery in the country. The model has three main components-

The first component requires effective Citizen’s Charter implementation thereby opening up a channel for receiving citizens’ inputs into the way in which organizations determine service delivery requirements.

The second component requires a good grievance redress system operating in a manner that leaves the citizen more satisfied with how the organization responds to complaints/grievances, irrespective of the final decision.

The third component postulates that an organization can have excellent performance in service delivery only if it is managing the key ingredients for good service delivery well, and building its own capacity to continuously improve delivery.
Work is activity involving mental or physical effort done in order to achieve a purpose or result.

Work culture or organizational culture is an intangible ecosystem that makes some places great to work and other places toxic. In a nutshell, the ideology of an organization is what constitutes its work culture.

It affects or defines the ability of the leadership and employees to relate to each other for the common good of the organization and operate within a mutually agreed and acceptable boundary of cultural values and emotional interface. It defines the environment in which employees work. Work culture includes a variety of elements, including work environment, company mission, value, ethics, expectations, and goals.

Quality in a service organization is a measure of the extent to which the service delivered meets the customer's / client’s expectations. The perception of quality is influenced not only by the service outcome but also by the service process.
The relationship between public officials and the public has been described as **fiduciary** in nature (one of the reasons is that public officials handle large amounts of public funds).

A fiduciary is “a person to whom property or power is entrusted for the benefit of another.”

There at least four factors that identify a **fiduciary relationship**:

- The beneficiary has delegated authority to the fiduciary to act on its behalf;
- The fiduciary has discretionary powers over the beneficiary’s assets or interests;
- The fiduciary is in a position superior to that of the beneficiary due to specialized access, knowledge or ability; and
- The beneficiary trusts that the fiduciary will act in the beneficiary’s best interest.
Utilization of public funds; Challenges of corruption

Fiduciaries are under obligations that ensure compliance with their role responsibilities, which broadly are-

- The duty of care
- The duty of loyalty
- The duty of impartiality
- The duty of accountability
- The duty to preserve the public’s trust in government.
Utilization of public funds; Challenges of corruption

The duty care requires that the public official **competently and faithfully execute the duties of the office.**

Public fiduciaries have an absolute obligation to **put the public’s interest before their own direct or indirect personal interests.**

Public officials have a **duty to represent all of their constituents fairly.** This means that they must **overcome any inherent bias** that they possess.

Without a duty of accountability, the public’s ability to monitor the behavior of public fiduciaries would be severely limited. **From the duty of accountability flows the duty of transparency.**

Trust in government is so important, public fiduciaries are charged with protecting and maintaining the public trust. Toward this end, public fiduciaries have a **duty to avoid even the appearance of impropriety.**
Utilization of public funds; Challenges of corruption

Corruption is the abuse of entrusted power for private gain. [Is it only this?]

Nepotism is the practice of appointing relatives and friends in one's organization to positions for which outsiders might be better qualified.

For philosophers corruption consists mainly in rulers serving their own self interest, rather than the common good.

Though corruption is normally looked upon as a legal (mainly economic) offence, philosophers have identified corruption as fundamentally a moral, as opposed to legal, phenomenon.

The World Bank (1997) believes that the health of economic institutions and progress in economic development is closely linked to corruption reduction.

Acts can be corrupt even though they are legal. Moreover, it is evident that not all acts of immorality are acts of corruption; corruption is only one species of immorality.
Altruism means acting in the best interest of others rather than in one’s own self-interest. Some people believe altruism constitutes the essence of morality.

The conformity bias is the tendency people have to behave like those around them rather than using their own personal judgment.

Consequentialism is an ethical theory that judges whether or not something is right by what its consequences are.

Deontology is an ethical theory that uses rules to distinguish right from wrong. For example, Immanuel Kant believed that ethical actions follow universal moral laws, such as “Don’t lie. Don’t steal. Don’t cheat.”

The fundamental attribution error is the tendency people have to overemphasize personal characteristics and ignore situational factors in judging others’ behavior.

Justice broadly refers to fairness.
Moral absolutism asserts that there are certain universal moral principles by which all peoples’ actions may be judged. It is a form of deontology.

The social contract theory says that people live together in society in accordance with an agreement that establishes moral and political rules of behavior. Some people believe that if we live according to a social contract, we can live morally by our own choice and not because a divine being requires it.

Utilitarianism is an ethical theory that determines right from wrong by focusing on outcomes. It is a form of consequentialism. It holds that the most ethical choice is the one that will produce the greatest good for the greatest number.

Virtue ethics is a philosophy developed by Aristotle and other ancient Greeks. It is the quest to understand and live a life of moral character. This approach to morality assumes that we acquire virtue through practice. According to Aristotle, by honing virtuous habits, people will likely make the right choice when faced with ethical challenges.
Human Values – lessons from the lives and teachings of great leaders, reformers and administrators / Contributions of moral thinkers and philosophers from India and world

• The Ethics paper seldom asks about individual reformers, leaders, thinkers, etc.

• Instead, focus on quotes by such people, and try to understand their meanings.

• For example-

  • Happiness is when what you think, what you say, and what you do are in harmony. (Mahatma Gandhi)

  • If you want to shine like a sun, first burn like a sun. (APJ Abdul Kalam)

  • I learned that courage was not the absence of fear, but the triumph over it. (Nelson Mandela)

  • One has not only a legal, but a moral responsibility to obey just laws. Conversely, one has a moral responsibility to disobey unjust laws. (Martin Luther King, Junior)
Case studies

- **Ethics case studies** are case studies of applied ethics.

- Ethics case studies involve ethical as well as other issues.

- They should be looked at from the point of view of ethics principles, such as the greater good, the social contract, ends and means, etc.

- They studies should be answered pragmatically.

- Learn to clearly understand the issues involved.

- Do not go beyond the issues mentioned in the study.

- Try out previous year’s case studies.