

Ethics & Human Interface

(Patrick Sheeran)

Focus of Ethics in Human Actions

- Ethics - a branch of philosophy that involves Systematising, defending and recommending concepts of rights and wrong conduct. Ethics studies moral behaviour in humans and how one ought to act.

- Ethics Concentrates on human actions & consequences of human actions

From a deontological perspective, Ethics lays down certain moral laws, standards (Kantian) which are ends in themselves ~~to~~ irrespective of consequences. ~~Teleology~~ Teleology on the other hand, examines ~~to~~ consequences of human actions and lays down suggestions based on rightfulness/wrongfulness of an act. (not so much by applying rules/standards)

- Ethics focus only on people's deliberate actions, not on actions done involuntarily.

↓
actus humanus

↓
actus hominis

- Deontologists use criteria to arrive at the notion of human action while teleologists reflect on the merits of a particular action.

- 3 reqt. must be concurrently present for any action to be human

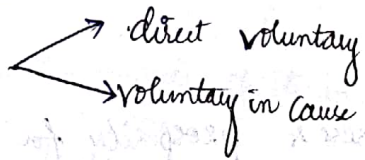
i) There must be some knowledge involved

ii) There must be voluntariness present

iii) The action must be freely done

- ✓ Knowledge - unless one knows about it, it cannot be called "human action"
- ✓ Voluntariness \Rightarrow action must be result of will of the subject. If someone places a gun in my hand and pulls the trigger \rightarrow not a human action
- ✓ Free \Rightarrow freedom of ~~act~~ ^{will} i.e. freedom to choose b/w two actions. Every free action is voluntary, but all V are not free.

H. Action



Eg: Taking a master course to obtain MPA in Pub Ad

Eg: action is not directly willed for its own sake, but arises from another action directly willed

Eg: Fighter pilot dropping bombs \rightarrow killing civilians in the process.

Impediments in Hum Action

- Ignorance ✓ (\Rightarrow lack of knowledge in a subject capable of having knowledge
 \therefore a dog is not considered to be ignorant)
- Passion ✓ (\because it diminishes freedom of will and compels the subject)
- Fear ✓
- Violence ✓ - (resistance to violence is not free \Rightarrow not human action)
- Habit ✓
- Temperament ✓ - (Temperament = sum of a person's natural propensities
character = collection of a person's acquired propensities such as habits)

Ethics & H. Action

Once we determine that action is human, then that action becomes subject matter of ethics & it involves examining morality is good or bad of the action

Purpose of Human Actions

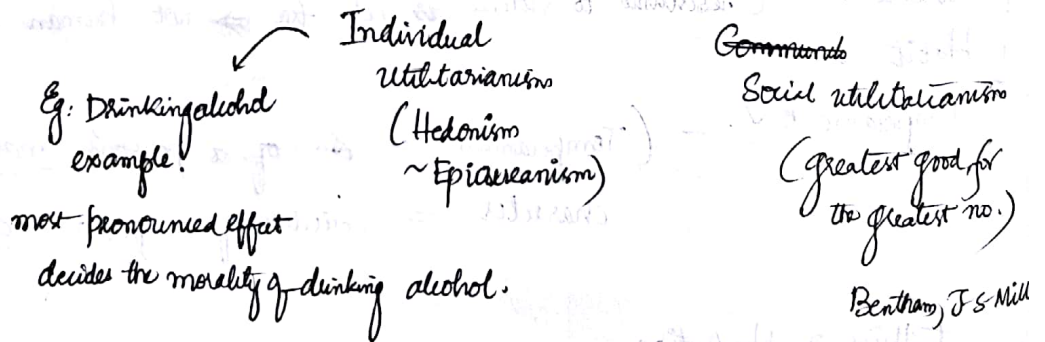
- 1) Epicureans believe that — ultimate purpose is 'pleasure' — Eat, drink, be merry (Chill the fuck out)
- 2) Stoics — highest good human can acquire is cultivation of mind or ~~control~~ acquire knowledge
- 3) Materialism — purpose to acquire wealth
- 4) Humanism — purpose is to achieve progress & prosperity for human race.
- 5) Scholastics — believe ultimate purpose is in association with the Supreme Being.

Essence of Ethics

Essence of Ethics concerns ^{itself with} the fundamental reason why some actions are good and some are not. It is a test to find goodness/badness of human action.

Various Schools

Utilitarianism : Teleological in nature. Two varieties of utilitarianism



H. Spencer combined above two. "An action is good if it brings pleasure to the individual and simultaneously promotes the good of the community"

Yet he agreed that both may be in conflict and says human race has not evolved enough to bring about harmony b/w the two.

Intuitionism

✓ - Says we have a special sense of faculty that enables them to perceive directly what is right and what is wrong. what brings pleasure to this moral faculty is good & what doesn't is evil.

Rationalism (I. Kant)

It is a deontological theory. Kant disagrees with above two. He claimed no action is moral if it is done for pleasure / any other motive than duty or respect for law. - Categorical Imperative.

Acts are good or bad as out of respect for the C-I. or not. Act is good as to motive of the actor, the only motive that makes an act good is respect for duty.

Scholasticism

- Essence of morality lies in human nature considered in totality - that is in all its facts and all its r/ships; including with other human beings, universe and the supreme being.

Determinants of ~~the~~ Morality (Situational factor)

- 1) Object
- 2) Circumstance
- 3) purpose

3 parts of every human action that we should examine to determine morality of the act :

- 1) Object of the H.A ⇒ (What is the act in question?)
- 2) Circumstances in which act was performed
- 3) End / purpose of the Act (⇒ What does the act seek to achieve)

These 3 decide the morality of public action

I) Object of a H.A

Object of any action is its essence. It is that which makes an action be what it is and not something else. Object distinguishes the act from every other act. Object can be good, bad or indifferent.

following principles apply to object of every action

- An action whose object is bad by its very nature - will remain bad and neither circumstances, nor purpose nor intention can change it. A lie remains a lie - irrespective of circumstances, purpose/motiv
- An action that is good may become bad because of circumstances or purpose. Eg: Telling the truth is a good act but when silence would suffice, telling, say, whereabouts of a Jew family to Nazis - is a bad act.
- An action that is indifferent - may become good or bad because of circumstance. Eg: walking - may be indifferent but walking into a store to steal → bad

bad	→ will remain bad
good	→ may become bad
indifferent	→ may become good/bad

II) Circumstances of H.A

→ makes an abstract act, a concrete one; involves act done at a place, date, time by agent, in a manner

(Ch. 1) Moral circumstances, not physical, are the criteria for determining the goodness or badness of a human action.

M.C can increase goodness or badness of a bad act.

Eg: Stealing from a poor person - an aggravating circumstance, is ↑ badness of an already bad act.

Stealing from a rich person - not as bad as above - but an evil act, nonetheless.

- M.C are Specifying if they make an indifferent act, ^{become} good or bad.

Eg: Drawing money from ATM → indifferent
if money belongs to the taker → alright act
" " " to some one else → immoral

Teleologists give importance on circumstances of an action, to the extent that the action helps ↑ happiness.

III) Purpose of H.A.

purpose → intention of the doer. Some principles are:

(Indifferent → good/bad
good → ↑ good, ↓ good,
evil → less evil, more evil
but never good)

→ An action that is indifferent because of its object may become good or bad because of purpose. Eg: Jogging → indifferent act because of essence (object)

when purpose is health → good
when purpose is to run away from murder → bad

→ An action that is good because of object can become ↑ good, ↓ good, bad because of purpose

Eg: donation to a homeless person - good
" " get rid of " - less good
" " lure him into evil - bad act

→ An action that is evil by its object - can become less wrong, more wrong but never good by its purpose. A Good end doesn't justify bad means. (Eg. Lying)

Consequences of Ethics

Morality is attributed to Human Action i.e. moral actions are imputed (associated) to the doer.

The effects of an action are as attributable to the doer as the cause of the act.

- When the actor physically does the act, the action is physically imputed to that person — i.e. person is responsible for his/her action.
- If the actor does not perform the act, but causes another to do it — the 1st person is still morally responsible for the consequences of the act to the degree that he/she foresaw those consequences.

→ Whatever ↑, ↓, destroys liberty & knowledge essential for a moral act also
↑, ↓, destroys resp^y of the actor. On the other hand, the actions of other people may be imputed to us if we have helped, encouraged or persuaded them to do something / or if we have remained silent when these people clearly needed advice.

When are we responsible for the effect of our actions?

To be responsible for an evil effect, we must advert at least vaguely to the fact that action is bad. If we so advert, we are presumed to have willed the effect. (make reference to)

Eg: Hunter sees an object but unsure if it's a man/deer. He ~~then~~ adverts at least vaguely to what the consequences of firing a shot may be and ∴. Presumption is /

that hunter willed the effect of his action.

On the other hand, for a good effect to be imputed, the actor must advert to the good effect and intend it.

Eg: After a presentation on travel reg^{ns} of govt by a speaker, if a mem of audience decides to reimburse the govt for over imbursement. If the speaker never considered - much less intended - this good effect, speaker is not responsible for it.

Acts of double Effect:

Some acts have good and bad effect. How does one decide the morality of such actions? A few principles:

- ① Act that produces good & bad effect - must be good or indifferent - never bad.
- ② Good effect must be immediate - that is not obtained through the evil effect.
- ③ Intention / purpose must be good.
- ④ There must be a proportionately good reason or cause for performing the action in the first place.

Regarding ②, it is tough to figure out whether the evil effect caused the good effect. Solⁿ: ask the question: If you take away the evil effect, does the good effect remain? If yes, → evil effect did not cause it. If it appears that good effect also disappears, then it is wrong.

Classic example: Pregnant woman - about to deliver -
medical complications.

If question of one life vs other, following principle holds:

"It is ~~lawful~~ moral to perform an act of two effects provided the actor intends the good effect although the actor foresees that the evil effect is possible and perhaps probable. The actor does not intend the evil effect."

Test check:

- If we ^{remove} ~~remain~~ the evil effect - death of foetus - good effect remains.
Hence action is moral.

Similarly Public admⁿ go through such situations where sometimes no law is present. Laws & regulations provide imp guidance to all public admⁿ in determining what is ethical & what is not. Even conscience is a guide to ethical action.

Ethics vs. Morality

REM
↓
(LMP)

Philosophy of morality is ethics. Morality ⇒ diffⁿ of intentions, decisions and actions b/w those that are good and those that are bad.

Ethics is that branch of philosophy that addresses Qs. about morality.

Although used as synonyms, morals are beliefs based on practices/teachings regarding how people ^{should} conduct themselves while ethics refers to set of

principles / theory behind them.

Eg: Morality says killing a person/making him suffer → bad ; Ethics - analysis this from

teleological/deontological perspective

Morality in Personal Relationships

A specific action in personal r'ship is considered ethical if it respects, supports and nurtures the basic human potentialities of another.

Unethical actions are those behaviours that limit or damage fundamental human qualities or interfere with human fulfillment.

Attitude & Behaviour (NCERT XII - 6th chap)

- Social psychology is that branch of psych. which investigates how the behaviour of individuals is affected by others and the social envt.
- Social psych takes place in actual/imagined presence of others.
 - Eg: Reciting a poem to oneself - easy but in front of audience → alters our behaviour
- When we meet people, we make inferences about their personal qualities called "impression formation" and we assign causes behind it - attribution

Both the above are influenced by "attitudes"

All 3 processes - collectively called 'Social Cognition'
 - impression formation
 - attribution
 - Social Cognition

Attitude

An attitude is a state of mind, a set of views, or thoughts regarding some topic (called attitude object) which have an evaluative feature (+ve, -ve, neutral). Attitude is accompanied by an emotional component, and a tendency to act in a particular way w.r.t attitude object.

- | | | | | | |
|---------------------|---|--------------------|---|---|---|
| Thought component | - | Cognitive aspect | - | C | ✓ |
| Emotional component | - | evaluative aspect | - | A | ✓ |
| Tendency to act | - | behavioural aspect | - | B | ✓ |
- affective - feelings (values)
 Cognitive - beliefs (beliefs)
 behavioral - actions

Thus, taken together, [C-A-B] forms attitude.

Attitude themselves are not behaviours, but they represent a tendency to behave/act in a certain way.

Thus C-A-B may not always be in unison. Depending upon strength levels of each, attitude varies.

Beliefs

: refer to the cognitive component of attitudes, and form the ground on which attitudes stand, such as belief in god, democracy etc.

Values

- are attitudes that contain a 'should' / 'ought' aspect such as moral, ethical values. Eg: Honesty, Generosity etc.

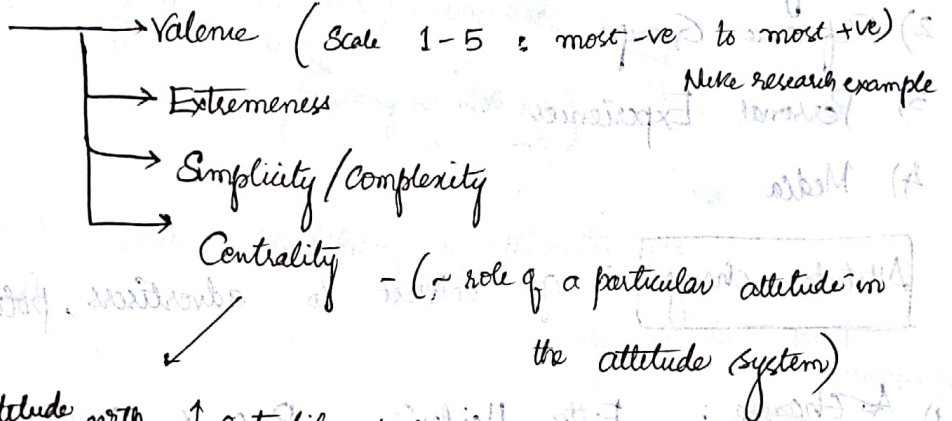
Values are formed when a particular belief / attitude becomes an inseparable part of the person's outlook on life.

Purpose — Attitude provides a background that makes it easier for a person

to decide how to act in a new situation.

Eg: Attitude towards foreigners — Eg: Xenophobic — guides one's behaviour
Callous/generous — towards weaker sections.

4-features of attitude



An attitude with ↑ centrality influences other attitudes in the system
Eg. In matter of world peace, a high -ve central attitude towards military exp.

for: Adaptive Knowledge (stereotyping)
Value expressive (Laughing: value humor)
Ego defensive ✓

Attitude Formation

— learned through experiences, through interaction with others, some are inborn

Process of Attitude formation

LMP

- by association
- Culture norm
- Reward/punishment
- Exposure to info - TV, movies
- modelling/imitation

✓ Learning by assoc: Eg: Students liking a subject because of teachers.

✓ Learning by reward/punishment: Eg: Singing → earns praise → liking for singing
Eat junk food → fall ill frequently → negative attitude

✓ Learning through modelling (observing others) children esp by observing parents

- ✓ Learning attitudes through Cultural norms : Eg: Offering flowers in place of worship
- ✓ Learning through exposure to info : Eg: Reading biographies - inspiration etc

Factors that influence Attitude formation

- 1) Family & School env ✓
- 2) Reference Groups ✓
- 3) Personal Experiences ✓
- 4) Media ✓

Attitude change is of interest to advertisers, politicians, advertisers and others

- 1) Balance Concept: Fritz Heider's P-O-X Concept. P - person, O - another person, X - topic

- 2) Cognitive Dissonance Concept: acc to this, cognitive components of an attitude must be consonant with each other, else one of them will be changed

[Leon Festinger]

Eg: I) Smoking is injurious to health, II) I Smoke.

Here attitude changes subsequently on either of the components to make them aligned.

- 3) Two-Step Concept:

- 1st Step: Target of change (person) identifies with the source (the influence guy)
- 2nd Step: Source himself shows attitudinal change thus making target change his behaviour by imitation

[Eg: (I) Preeti - Soft drink - Sports person (Sponsor) → hambr
(II) Preeti - health drink - att'dly changed sports person]

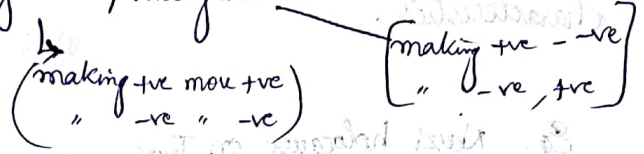
Factors that influence att. change



(A) Characteristics of existing attitude: ie, all 4 = Valence, Extremeness, Complexity, Centrality.

→ In general, +ve attitudes are easier to change than -ve attitudes

[OD: is fine] → att. change may be congruent / incongruent.



(B) Source characteristics: Source Credibility & attractiveness
[Amitabh Bachan - respected]

[Eg: Amitabh for polis campaign]

(C) Message characteristics:
[Simple, forceful message]

1) Att. chg takes place when info is just enough
neither too high nor too low.

2) Rational, emotive appeal → makes a diff

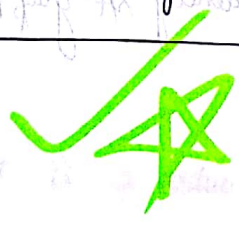
3) Mode of spreading the message - face-to-face > elec. media

(D) Target characteristics: [amenable to change]

Qualities such as prejudices / Self-esteem / influence etc, intelligence (→ tough to chg, → easy to chg)
be flexible personality → amenable to change

→ Beh/attitudinal change

Attitude - Behaviour R'ship



Eg. attitude: all humans are equal
Behaviour: Condones discrimination

Usually in consonance, may-not always. They'll be in consonance if

- Att. is strong & occupies a central place
- A person is aware of his/her attitude

- Person's behaviour is not being watched/evaluated
- if person thinks that behaviour would have a +ve consequence & hence behaves so.

- No ext. pressure & no pressure to follow a particular norm

Sometimes - behaviour decides attitude. ✓

Prejudices & Stereotypes

- Stereotypes - cluster of ideas reg the characteristics of a specific group.
All members belonging to this group - are assumed to possess these characteristics.

Eg: Nazi holocaust on Jews

[Stereotype - Cognitive component
Hatred - Affective component
Discriminⁿ - Behav component]

Features / Sources of Prejudice

- ✓ Learning
- ✓ Strong Social identity / Ingroup bias (YHP/RSC)
- ✓ Scapegoating (minority group has no one to defend themselves)
- ✓ Kernel of Truth concept
- ✓ Self-fulfilling prophecy

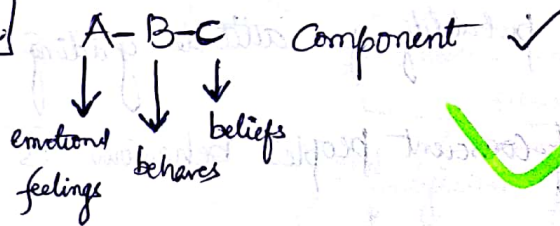
Strategies to handle Prejudice

- ✓ Edu & Info dissemⁿ - to tackle ingroup bias, stereotypes
- ✓ Increasing inter-group contact
- ✓ Highlighting indiv identity & group identity.

Attitude - Content, Structure, Function (Insights)

defⁿ: Attitude is a learned orientation, or disposition toward an object
(Rokeach) or situation which provides a tendency to respond favourably or unfavourably to the object or situation.

Structural approach:



This approach tells us what an attitude is, but it does not tell us why
you have one attitude and I have another.

Functional Approach

Katz suggests 4 f^{ns} of attitude:

- 1) Adaptive ✓ (stereotyping)
- 2) Knowledge ✓
- 3) Self-Expressive ✓
- 4) Ego-defensive ✓

Note: While quoting examples, ensure that examples are related to administration
Eg: how attitude change helps → in better health care
↓
reduced IMR, MMR

When do Attitudes guide Behaviour (depends on person, situation, attitude, behaviour)

- Depends on factors like:
- 1) Qualities of the Behaviour →
 - 2) Qualities of the Person →
 - 3) Qualities of the Situation →
 - 4) Qualities of the attitude itself →

Imp

1) When behaviour is closely matched with attitude, outcome is a strong correlation is attitude guides behaviour

Eg: A religiously devout person (attitude) is expected to offer prayers punctually (behaviour)

2) Qualities of the person: Two types of persons exist
 those who are Self-aware + Conscientious
 those who act based on Circumstances

1st category display greater probability of attitude guiding behaviour - yes

2) Level of moral reasoning, self-conscious people's behaviour is consistent with their attitudes.

3) Qualities of the situation: no of situational factors: that include normative factors, time, pressure to reach a decision

Normative: Social norms, customs exert a strong influence on behaviour

Time Constraint: when high time pressure ⇒ behaviour is often guided by predisposition & attitude not rational reasoning

4) Qualities of the attitude

The stronger the attitude, stronger is its influence on behaviour.

→ Direct Experience have greater influence on behaviour than indirect experience

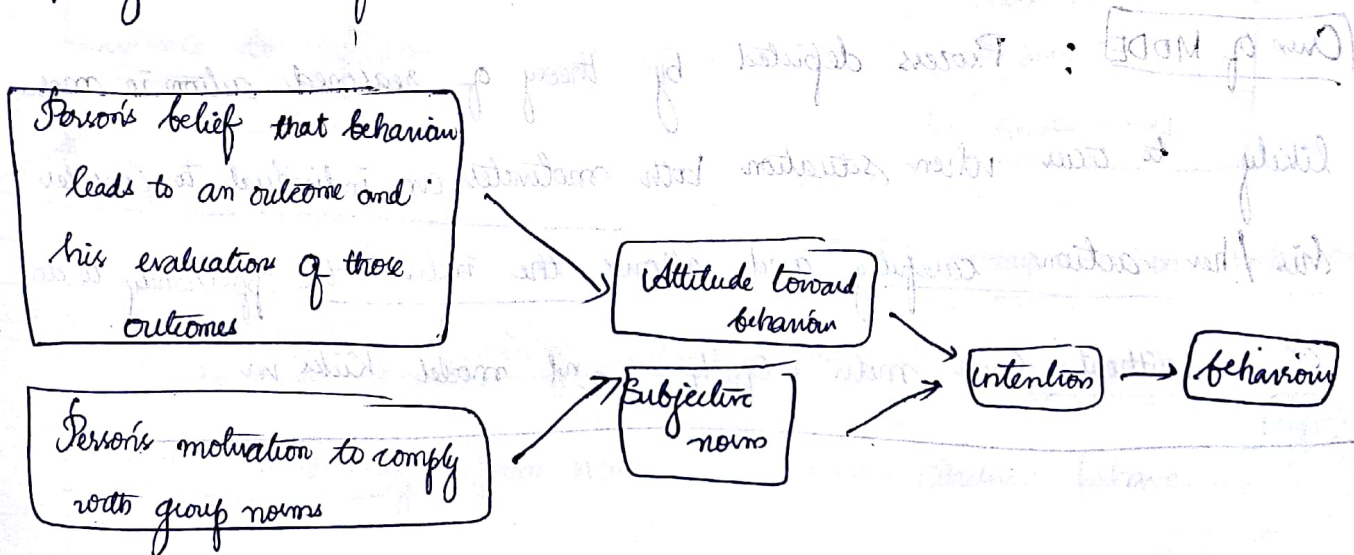
→ Attitude accessibility is more ⇒ behaviour is guided by attitude

Eg: A child likes ice-cream → attitude more readily accessible
but when asked to pick a toy → not readily accessible

How Attitude guides Behaviour

- 3 theories:
- 1) Theory of Reasoned Action (Fishbein)
 - 2) Theory of attitude-to-beh process (Tajiri)
 - 3) Mode model

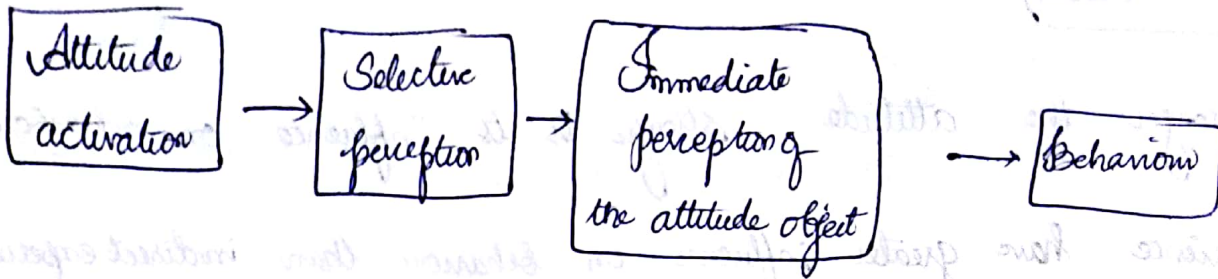
1) Reasoned action theory assumes that — people deliberate about the wisdom of a given course of action



Eg. Attending choosing a college

2) Theory of attitude to behaviour process: Says no reasoning of pros & cons

Eg. Seeing a cockroach, one does not think about unhygienic nature etc but behaves instinctively.



MODE Model (Motivⁿ + Opportunity DETERMINANTS)

Says not all behavior is deliberate & reasoned
not all behavior is an impulsive reaction.

MODE integrates above two & it says

When consequences of action are imp & motivⁿ exists, 1st model applies

When " " are not so imp — 2nd model applies (accessible attitudes guide behav^r here)

Thus Motivⁿ & Opportunity DETERMINES behaviour

Thus Situations that require quick d-m ⇒ 2nd model

Cause of MODE: Process depicted by theory of reasoned action is more likely to occur when situation both motivates an individual to consider his/her action carefully and allows the indiv the opportunity to do so. Without such motivⁿ & opp'ty, 2nd model kicks in

Emotional Intelligence (EI)

E.I - is the ability to perceive, understand, express and control emotions. The term was coined in 1990 by Peter Salovey & John Mayer and popularised by Daniel Goleman. 5 traits of EI are

- Emotional Self-awareness - ability to ^(be aware) monitor your own feelings
- Self-mgt - ability to control impulses, maturity & analysis reasons behind emotⁿ reactions
- Self-motivation - ✓
- Empathy - ✓ being sensitive, empathetic to fellow pees feelings
- Managing Relationships (Adeptness) - Social Competence.

Goleman asserts that EQ is a better predictor of success than IQ for any job

Defⁿ: EI is the ability to perceive emotions, to access and generate emotions

So as to understand emotions and to regulate emotions so as to promote emotional and intellectual growth.

Thus above defⁿ: Combines 2 ideas → emotion makes thinking more intelligent
+
one thinks more intelligently about emotions

1) Emotional Self Awareness (E: E)

Ability to monitor your own feelings and recognise emotional states as they occur

2) Self-Mgt: The ability to control impulses, ensure that emotional reactions are appropriate, and understand what underlies those feelings

3) Self-Motivⁿ: Ability to channel emotions toward the achievement of personal goals - includes ability to delay gratifⁿ and stifle impulses

4) Empathy: Ability to read other people's emotional cues and to take their perspective, being sensitive to others feelings

5) Managing R'ships (Adeptness): Ability to react appropriately to the emotions of others as well as to manage one's own social competence.

defⁿ:

Emotion: is an affective component of consciousness in which joy, sorrow, fear, hate is experienced; where affective \Rightarrow something pertaining to feeling

Intelligence: Aptitude - a set of cognitive abilities which allow us to acquire knowledge to learn and to solve problems.

E. I, E Achievement, E Competence

In academic intelligence sphere we have acad. intelligence, acad. achievement & acad. competence.

↓ Aptitude →
 ↓ Accomplishment →

whether one's achievements reach a particular standard

- Similarly
- ✓ E.I. → ability to reason with emotions
 - ✓ E Achievement → learning ^{what} a person has attained about emotion
 - ✓ E Competence → whether one has reached a reqd level of achievement.

E.I, family, peer group, socio-cultural influences → all affect E-I, EA, EC

*** What EI Predicts**

Psychologists studies have shown that General intelligence → is said to account for 10% - 20% of success of a person, thus leaving >80% to unexplained factors.

How E.I can be acquired (Recently DARTG has in collaboration with CAPAM, has organised Em.int training prog (30-day in 2012))

- E. Skills begin in the home with good parent-child interaction
- Social influence
- Experiences & learning

Benefits of E-I

- Better commⁿ b/w higher & lower authorities ⇒ morale, motivⁿ (from employe^e pov)
- Better equipped to deal with pull & pressures (esp political) Eg: Nagpal, Khemka, Ravikant Gupta
- From Govt pov, EI helps in better govt & public service delivery.
- More E-3 thus more work for less resources
- Positive Attitude allows Leadership: Bureaucrats as Leaders
- Peer-ship
- Rectt, DAS etc, (Personnel admⁿ better) — Social Capital - EQ helps
Human Capital - IQ helps

Eg: In India, EI is stressed in pvt Organisations such as

→ ITC, Infosys but grossly neglected in govt. DARPG in collaborⁿ with CAPAM Organised EI - 30 day workshop in 2012

→ As ARC-2 points, Admⁿ reform must transcend structural aspects to embrace behavioural aspects. Training modules must include EI components to imbue ethos of work culture, Quality Service etc.

Aptitude & Foundational values

Integrity -

Impartiality - (~~not~~ ^{⇒ neutrality, not} favouring any group/orgs)

Non-Partisanship (not pol parties)

Objectivity

Dedication to Public Service

Empathy

Tolerance

Compassion towards the weaker sections.

- Gandhi
- Neheru
- Sukhyi
- Lincoln
- Martin Luther King
- Churchill
- Teresa
- Julius Caesar
- Washington
- Jefferson
- Xiaoping
- Alexander
- Buddha
- Aristotle
- Confucius

Mahatma Gandhi Quotes on "Law" (imp for law vs morality dilemma)

1) "An unjust law is itself a species of violence. Arrest for its breach is more so"

2) "In matters of morality and conscience, the law of majority has no place"

Nolan Cmt - Recs.

dealt with
MPs
Civil Servants & Ministers
NGOs

Imp & innovative Recs

- A Parliamentary Commission analogous to CAG, who will have the mandate to guide, advise & regulate Code of Conduct of MPs and also to investigate allegations of misconduct (Committee on Ethics must be empowered consequentially)
- When the Commission recommends further action, there should be a

hearing by a Parliamentary comt on Privileges - to recommend penalties. AIR 1, CSE 2017

On ministers and Civil Servants

→ Nolan Committee recommended a 2 year gap post retirement for taking up any private employment. This must be applicable to both ministers and civil servants in India!

Other reco.:

On MPs, MLAs

- Code of Conduct for MPs, MLAs

- Parliamentary Commisⁿ to enforce & guide coc.

- Transparency Register must be maintained by Comt of Ethics that publish every MP, MLAs' business interests outside Pment and it shall be updated regularly and published annually.

- ✓ Selflessness - decisions solely in public interest. No question of fin/mat benefits for kith & kin
- ✓ Integrity - should not place themselves under any fin/other obligation to outside indiv/orgs that might influence them in official dut
- ✓ Objectivity
- ✓ Open-ness (transparency)
- ✓ Acc'ty
- ✓ Honesty
- ✓ L'ship

Objectivity: In carrying out public business/duties/awarding contracts holders of public office should make choices on merit

Acc'ty: - must submit themselves to whatever scrutiny is appropriate to their office

Openness - holders of public office - must give reasons for their decisions and restrict info only when under public interest clearly demands

Honesty - holders of public office have a duty to declare any private interests relating to their public duties & to take steps to resolve any conflicts.

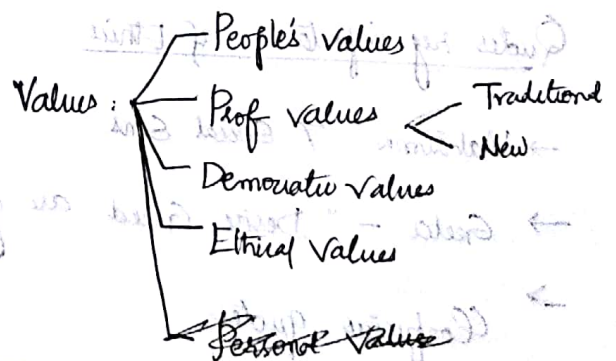
Leadership - should promote above principles and lead by example.

Acc'ty vs Resp'ty

Main diff is that

→ Acc'ty can be shared, resp'ty cannot

→ **Acc'ty is legally binding, resp'ty is morally binding**



Eg: If a person is accountable for something ⇒ he is reqd to report & be answerable for his actions

If a person is responsible for something, buck stops there, i.e. he is in charge of that ^{activity}

i.e. Acc'ty means you are answerable to others for what you do

Eg: RTI helps citizens hold b'crats accountable

Res'p'ty means that it is on you to complete a task faithfully.

You may or may not be accountable for the tasks you are responsible for.

Eg: An employee is responsible for certain tasks in his job,
a) & he is accountable to his Supervisor

b) But a CEO is responsible for many tasks, but he is not accountable to anyone else

Some major Scams: 2G, CWG, Coal-gate, Harshad Mehta, Satyam Scam
Global fin. crisis, Bofors

Quotes reg. importance of Ethics:

- Mahatma - 7 Social Sins
- Greta - "Desire, Greed are gateways to hell"
- Confucius quotes
- Vivekananda - (on devotion & duty) -
- Socrates, Plato, Aristotle ...

7 Sins:

~~Religion~~

- ~~Worship w/o Sacrifice~~
- ✓ - Health w/o Work
- ✓ - Pleasure w/o Conscience
- ✓ - Science w/o humanity
- ✓ - Religion w/o Sacrifice
- ✓ - Politics w/o principle
- ~~Commerce~~ Commerce w/o morality
- ✓ Knowledge w/o character

Ethics in P.A. (

Differentiate b/w Ethics, Morals, Morality, Values and Norms??

The need for Ethical behaviour / Ethics in PubAd ^{from a random} (pdf doc.)

Public Service is **public trust**. Civil Servants are the guardians and service providers to public at large ranging from health, edu, infra etc,

Ethical behaviour ensures that public office is not used for personal gains.

Ethics & democracy: Ethics in govt is critical to realising the promises of democracy. In a democracy, govt has an obligation to treat everyone equally and to provide greatest good to most of the citizens.

This requires the public servants to be independent, impartial and responsible to people. i.e. people has to have confidence in integrity of its govt. When ethical wrongdoings happen, they erode public trust and pose a threat to democratic principles of RoL, equity and justice

Fraud, misappropriation take the power from people and give it to a few in posⁿ of control → thus distorting the concept of equality.

* Imp para

* Public Service ethics and Public trust are a keystone of GG.

Public Service is public trust. Citizens expect public servants to serve

the public interest with fairness and to manage public resources properly on a daily basis. Ethics in PA inspire public trust and create favourable envt for socio-economic devt of a nation. *

OECD • Key components of a sound ethics infra

- Political commitment
- Effective enforcement of legal fw.
- Efficient acc'ty mechanisms (to int'l hierarchy J, L Citizen)
- Workable Codes of Conduct
- An active CSO + Media

Additional points

1) Maintaining high ethical stds is imp in all spheres of society. It is particularly crucial in public sector because "of the pos of trust power and privilege which public servants hold and the resulting obligation not to breach that trust and not to misuse their power or abuse their privilege. Ethical behaviour supports public confidence in the govt and in the democratic process."

2) An admⁿ stands or falls with the integrity of the govt. Erosion of integrity ⇒ erosion of public confidence ⇒ democracy cannot work

3) The notion of integrity goes much beyond eliminating corruption.

The really distinctive quality of public managers derives from their

resp'ty to act in public interest and to conduct official activities

strictly acc to standards that can survive the closest public scrutiny

thus ensuring the safe-keeping of public expenditure.

Status of Ethics in P.A [Patrick Sheeran]

Good Quote : As Paul Appleby remarked once, "Public morality should be of a higher calibre than private morality because public employees carry out the public's trust."

- Public interest is of greater importance than private interest. Public officials take an oath of office to faithfully carry out their duties and responsibilities. Yet in spite of importance the public gives to ethical conduct, many public servants are currently failing to carry out the public trust. They violate their oath of office and engage in unethical conduct

★ Oath

Problems of Ethics in PAd in India

CRPS KPW

7 Social Sins as to Gandhiji

- 7) Wealth w/o work ✓
- 6) Pleasure w/o conscience ✓
- 5) Knowledge w/o character
- 1) Commerce w/o morality ✓
- 4) Science w/o humanity ✓
- 2) Religion w/o sacrifice ✓
- 3) Politics w/o principle

CRPS KPW

Rem

Add Gandhiji's Talisman
when in doubt...

Sci - hum
Relig - sacrif
Commerce - morality
Politics - principle
Pleasure - Conscience
Wealth - ~~work~~ work
Know - Character

Problems

- Sanskritisⁿ of Corruption, Collusive corruption ✓
- dwindling standards ✓
- Politicisation of bureaucracy (Personal matters esp) ✓
- Harassment of honest bureaucrats ✓
- Power w/o accountability ✓
- Irresponsible work culture, Mystification ✓

Ethical Concerns in P.A (IGNOU doc) - imp

- In PA, ethics focuses on how the P-admin^r should question and reflect in order to be able to act responsibly. We cannot bifurcate the two saying that ethics deals with morals & values while P.Ad → about actions & decisions.

- Levels of Ethics depends upon —
(Various faults of corruption → Same set of factors)

- 1) Political
- 2) Legal-Jud f/w
- 3) Historical
- 4) Socio-cultural
- 5) Adm^re

Ethics concerns itself with systematising & recommending concepts of right & wrong conduct. Ethics studies moral behaviour & how one ought to act. Ethics is the science of morals,

- Indian Context: Ethics have been underscored in our Scriptures
- Ramayana, Mahabharata, Gita. ✓

Chinese: Lao Tse, Confucius ✓

Wⁿ philosophy: Aristotle, Socrates, Kantian, Utilitarian etc,

John Rawls Theory of Justice (This theory — ~~is~~ underpins the fact that: moral conclusions can be reached w/o abandoning prudential standpoint)

Evolution ✓ — check from doc (highlighted part)

Classics (no ethics) → Behavioralism 1960s (neglected ethics) → NPA (emphasised ethics) → NPM, GS (NB - underscored imp of moral)

Father of modern bureaucracy, Weber - highlighted importance of formality
(ie, no misappiation, complete separation)

Deviations from Weberian ideal type → bureaupathologies (V. Thompson)
Riggs: formalism, nepotism

Various Contexts of Ethics in PAd

Historical

Spoils system of US → led to lowering of levels of ethics.
initiated American ethical mileu

1883 → US CS Commisⁿ - meritocracy

Kautilya A'shashtra : 40 types of corrupt practices

Mughal - Bakshish - legalised corruption

British - EIC high levels of corruption

- In most developing nations with colonial history, chasm between people & govt continues to be wide. - impacts → rely on ethics. ✓

Socio-cultural

- Materialism, Commodification esp in the content of LPG ✓

- Sanskritisation of Corruption - Kaushik Basu ✓

- Indian Society today seems to prefer wealth to any other value ✓

In the process of generating wealth, means are neglected ✓

Mahatma Gandhi very much wanted to transform this folly but ever since independence, India has been saddled with challenge of teleology and unidimensionalism.

saddled with teleology } terrible phase

Legal-Judicial

Transparency Int = ~~94~~ / 176 countries
rank

TI rank

76/168 - 2016

- Nebulous laws, confusing defn of corruption.
- Overburdened J, road-block to effective Cr. Justice system.
- No LP, LA → feeble and toothless, frail

Political

- Single most potent influence.

- Electoral corruption leads to political corruption → 'babu-neta nexus'
- Personnel matter control ⇒ harassment of honest babus.

Foci of Ethics in Administration

Salient aspects of ethical d-m are:

- 1) **Maxim of Integrity**: adm^r would take action on the basis of honesty and not use his power, position to serve personal interest.
- 2) **Maxim of Transparency**: those who wish evaluate rationale of decisions be provided with reasons behind such decisions
- 3) **Maxim of Justice**: Those responsible for PF, PI would ensure that principles of equality, equity, fairness are served & no special criteria based on caste, gender etc,

Maxim of Nat. Interest: Though universalists in orientation,

Civil Servant would keep in view the impact of his action on nation's strength & prestige

Japanese and Chinese C. servants especially pay heed to national interest we need to emulate them.

Maxim of Compassion:

An admⁿ w/o violating prescribed laws/rules would demonstrate compassion for the poor, the disabled and the weak while using his discretion in making decisions. At least, he would not grant any benefits to the stronger section of society only because they are strong and would not deny due consideration to the weak, despite their weakness. It invokes sensibilities to understand and even feel the pain of others and motivates one to be truly helpful.

Maxim of Responsiveness:

An admⁿ would not act in a cavalier and high-ho handed manner rather he must be ever-ready & proactive in responding ~~to~~ during grievance redressals.

Maxim of Excellence

"Not just existence, but excellence in Service"

Admⁿ would ensure - Highest quality in admⁿ decisions and action and would not compromise with stds because of Complacency.

An admⁿ system should faithfully adhere to TQM & 6σ Service.

Maxim of Work Commitment

Eg: O.P. Chauday

Eg: E. Sreedharan

Samit Sharma

An admⁿ would be committed to his duties and perform his work

with involvement, intelligence and dexterity.

S. Vivekananda observed "Every duty is holy and devotion to duty is the highest form of worship." ✓

It'd entail - respect for time, punctuality, fulfillment of promises made.

★ Work is not to be seen as burden but as an opportunity to serve and contribute constructively to the nation. ★

Maxim of Legality : Adherence & respect to RoL

Maxim of Resp'ty & Acc'ty : Accountable to people, Constitution, institutions, Ministers
Responsible for his decisions

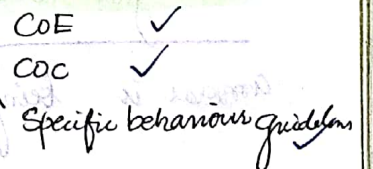
COE

It'd be ideal if all public admo've agencies - ministries, depts, Commis'ns etc adopt a COE and COC

- Conduct rules / COE should not be confined to don'ts of admo've behaviour.

As COE for UK, Australia and other developed democracies underscore, there is

a necessity to evaluate & formulate Codes at 3 levels



Work Ethic & Work Culture (a unique value not found in many answer scripts.)
(Quote this value + TMH + 60+ Sreedharan + O.P. Chaudhary)

★ **Imp**
An imp dimension of ethics in PA is work ethics. It represents a commitment to fulfillment of one's official resp'ty with a spirit of dedication, involvement and sincerity. It implies that a govt f'ay would not treat work as

a burden but as an opportunity to serve the nation.

Thus η , productivity, punctuality will be the hallmark of his admⁿ behaviours.

Can we treat η as ethics? - Truly yes ::

∴ a genuin^e η person has a high regard for goals of governance public welfare

Thus an ethical admⁿ (civil servant) must also be an efficient admⁿ (civil servant)

* Here η doesnot mean mechanical productivity but a higher level of performance that results in tangible outcomes Eg: ↓ in MMR, IMR completing projects on time

Work culture in Indian Scenario

- Self-managed, Self-trained, Self-motivated
- Compared to China, Japan we have a staggeringly low per capita productivity. It may not be illegal, yet it is grossly immoral. Sometimes even being amoral is being immoral.
- Punctuality, promptness, quality of work must be rewarded and those suffering from indolence, indecision, dishonesty — should be penalised. This would result in a healthy work culture.

Corruption - innovative sol^{ns}

- In US federal govt - there functions a hotline called 'Fraud Net' for
 - preventing fraud, abuse, waste. Employees can anonymously report via this-
 - Qui-tam arrangement, False Claims Act ✓
 - Britain - new appeals procedure for civil servants.
 - a civil servant could raise concerns, confidentially with an indiv outside his normal hierarchy. he can even approach & report to Civil Service Commissioners.

~~HERE~~

Some stats reg. Work Culture

WBank - Ease of Doing Business Rank India at 170 ∴ Red-tape ✓

A Hong Kong Consultancy ranked India By a whisker among major Asian Countries
(Pol & Econ Consultancy Group)

↓
Report says officials are rarely held accountable and were the root cause of the mistrust felt by companies towards govt.

Some sol^{ns} (Imp ★ - Must Remember)

- Relate performance to pay - PRIS ✓
- PMD ✓
- Lateral Entry ✓
- 14, 20 yrs review ✓
- Domainisation ✓

In Brazil, 60% salary of bureaucrat → depends on competency
40% fixed ⇒ incompetent bureaucrats receive less (this is diff from PRIS as proposed by 6th Pay Comm)

In India 100% fixed - no incentive

- Reduce subjectivity in **PAS**: current sys 60% - ^{Personal Skills} final competency (subjective)
40% - work of p (objective assessment)

This has created a situation where 90% bureaucrats → rated outstanding w/o even face-to-face meeting with appraiser. "If everyone is rated outstanding, probably no one really is, in truth"

- Cabinet Sectⁿ recently drafted a new PAS which has 80% weightage to ^{o/p} work & 20% weightage to ^{skills} skills & final attributes

As former Cab. Secy Naresh Chandra observed "India's governance structure is too fragmented. We have 5 times no. of ministries as in US. Work supposed to be done by 1 ministry in US is done by six here."

^{Secy} ~~we~~ should learn from E Sreedharan and take the lead in innovation, how he was able to seamlessly co-ordinate b/w diff departments.

Conscience

Conscience is a special act of the mind that comes into being when the intellect passes judgement on the goodness / badness of an act. It is a practical judgement on a particular, concrete H.A.

- Conscience is diff from Law. Law states a general rule concerning actions.

Conscience lays down a practical rule for specific action i.e. Conscience

applies law/rule to specific actions. Conscience is to law, as a

~~Sense~~

brush is to paint. ✓

make effort to resolve the doubt.

Conclusion

In spite of the help that laws, rules and conscience may be to a public admⁿ they do not guarantee infallible judgement.

While rules, laws would seem to be a deontologically sound frame of ref, teleological approach acknowledges that there are too many civil laws, rules reg.

Hence, here Conscience & human reason comes to the rescue.

Value



defⁿ: The word value means a belief, standard, preference that is held by an indiv/ org^{ns}. Values by themselves are neutral i.e. There are good values, bad values, neutral values..

Ethical Dilemma

defⁿ: An ethical dilemma arises from a situation that necessitates a choice between competing sets of principles. Thus an ethical dilemma can be described as a situation that requires a choice between competing sets of principles.

Ethical dilemmas revolve around:

- 1) Loyalty vs. honesty
- 2) privacy vs. public interest
- 3) Short term vs. long term
- 4) Justice vs. mercy

(Swiftness vs. privacy)

- ✓ admⁿ Secrecy vs. transparency
- ✓ authority vs. accountability
- ✓ national interest vs. public interest
- ✓ Law vs. morality & conscience.
- ✓ Whistle blowing vs. career

Public Service Values (dce)

Values in themselves do not have agency - ies do not actually do anything. Instead, it is the application of ethical codes to values that will lead to particular behaviours.

everyday life.

[Ethos - characteristic spirit of a culture, era, or individual as manifested in its ~~best~~ beliefs, aspirations]

Ethos, Conduct

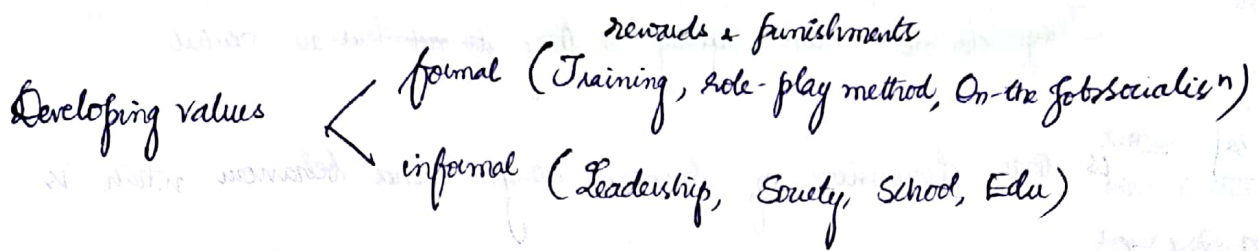
If values and ethos ~~to~~ guide action, conduct is understood as performance of the actual activities, themselves. \Rightarrow Conduct is about the behaviour of indiv in a particular situation.

Ethos \rightarrow Greek word meaning "character" - used to describe beliefs or ideals that characterize a community/nation/ideology. guiding

Categories of Public Service Values

Ethical	Democrat	Professionals <small>Trad. New</small>	People	Personal
✓ Integrity	RoL	Spirit of Service		
✓ Honesty	Impartiality	Competence ✓	Benign	
✓ Probity	Neutrality	Work ethic ✓	Tolerance	
✓ Accountability	Responsiveness	Excellence ✓	Compassion	
✓ Justice	Acc'ty	Innovation ✓	Empathy	
✓ Fairness	Legality	Leadership ✓	Courage	
		Excellence ✓	Humanity	
		E-3		
		Quality of Service		

Value conflicts are inevitable. Rather than an impediment to progress, Conflict can enhance the quality of d-m through problem idⁿ & deliberation.



Key Elements in Values dev^t

- Leadership
- Control - rewards & punishment
- Workable COC : A COC should not be simply a list of unethical practices but be clear about its purpose and how it intends to contribute to Orgⁿ ∴ 3 levels reqd $\left\{ \begin{array}{l} \text{CoE} \\ \text{COC} \\ \text{actual docs & docs} \end{array} \right.$
- Whistle blower mechanism (Fraud Net, Qui Tam)

Some Quotes :

- "There is a higher court than Courts of justice and that is the Court of Conscience" - Gandhi
- "In matters of conscience, law of the majority has no place."

Traditional Prof-values : Neutrality, Objectivity, Impartiality, Hierarchy

New Prof values : Quality of Service, Competence, Work ethic, Innovation, Leadership

Values - are enduring beliefs that influence attitudes, actions, choices. They do not have agency \Rightarrow they do not ~~be~~ are neutral.

Ethics - is that dimension of human thought and behaviour which is guided by standards and principles of right conduct. It involves a commit to do the right thing.

Australian Public Service has following values enshrined in Public Service Act

Impartial \Rightarrow pol neutrality, F³ advice, objective

Committed to service \Rightarrow APS is professional, objective, innovative, diligent - works to achieve best results

Accountable \Rightarrow open & acc'table to Australian people with f/w of Ministerial Resp'ty.

Respectful \Rightarrow ✓

Ethical \Rightarrow honest, trustworthy and acts with integrity.

Fidelity - complete and confirmed adherence to principles; integrity. Quality of having strong moral principles and ideals

Definitions

Empathy / Intellectual Empathy: entertaining others views

Intellectual empathy is an awareness of the need to put imaginatively put oneself in the place of others so as to genuinely understand them. To have intellectual integrity empathy is to be able to accurately reconstruct the viewpoints and reasoning of others and to reason from premises other than one's own.

This trait also co-relates with the willingness to remember occasions when one was wrong in the past despite strong intentions of being right

Opposite of intellectual empathy = intellectual self-centred thinking from a self-centred perspective, unable to understand others thoughts and feelings.

Intellectual Humility - may be defined as having a consciousness of limits of ones knowledge, including a sensitivity to circumstances.

This entails being aware of ones biases, prejudices, limitations & the extent of ones ignorance. It doesnot imply spinelessness or submissiveness but implies lack of boastfulness, pretentiousness.

Opposite of this is intellectual arrogance. - people of this kind fall prey to biases and claim to know more than they actually know.

Intellectual Perseverance

defined as the disposition to work ones way through intellectual complexities despite the frustration & challenges in the task.

One who has intellectual perseverance doesnot give up in the face of challenges/difficulties within the task.

Opposite of this is indolence / laziness

Intellectual autonomy - may be defined as internal motivation based on the ideal of thinking for oneself, having rational self-authorship of one's beliefs, values and way of thinking; not being dependent on others for direction and control of one's thinking.

Autonomous persons are in charge of their lives, have self control & competence.

Opposite is intellectual conformity, submissiveness / dependence.

Tolerance ⇒ indicates a fair, objective and permissive attitude toward those whose opinions, practices, race, religion, nationality differ from one's own especially.

Ethical dilemma - is a situation in which:

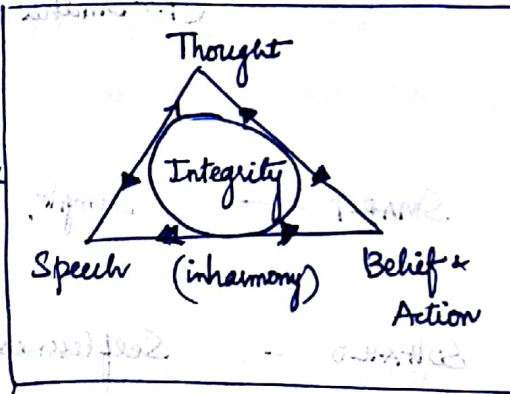
- you are unsure of the right thing
- involves conflict of values
- some harm may be caused no matter what you do

Diligence - trait of being fully committed to the work and doing it with utmost sincerity, devotion and dedication. It is one of the cardinal principles of work ethics.

"Strive on with Diligence" - Buddha

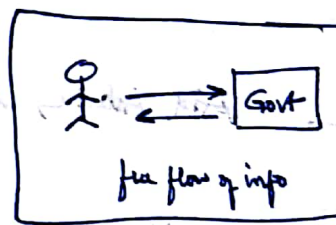
1) Integrity — Consistency in thought, speech, belief and action that reflects adherence to moral principles. No deviation, no influence.
Can use Gandhi quote:

"Happiness is when what we believe, what we speak and what we do are in complete harmony."

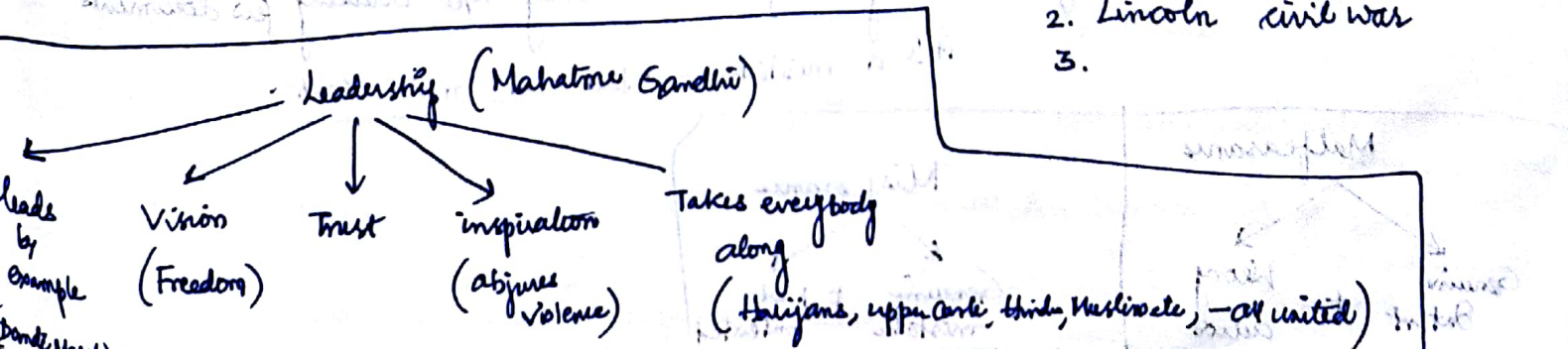


2) Openness / Transparency — Eg: Company to its investors
Govt to its public
Orgn to its members

Just as a shareholder has an ownership in a company, the public have a share in the govt. They delegate the work to public servants to carry out the tasks truthfully and sincerely.



3) Leadership — is the art of motivating a group of people towards achieving a common goal. Leadership provides inspiration/motivation and a vision into the future. Eg: 1. Mahatma Gandhi freedom struggle
2. Lincoln civil war
3.



Nishkama Karma - Work without desiring end result. Full effort is full victory.

Eg: Sports : they give their best. Winning or losing are part of the game
(P.V. Sindhu - lost to Carolina Marin in Olympic final)

SMART - Simple, Moral, Accountable, Responsive, Transparent

SATHILO - Selflessness, Objectivity, Honesty, Acc'ty, Integrity, Leadership, Openness

Good govt - **RC PATREE** → Rule of Law
Consensus orient'd

Participatory
Accountable

Transparent
Responsive

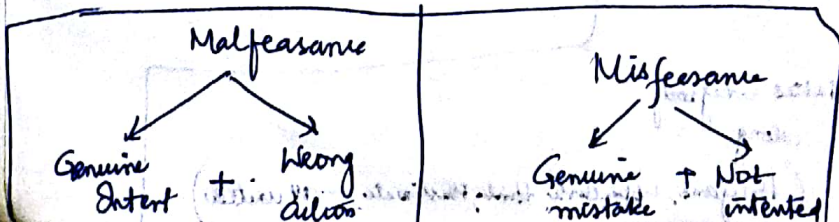
Equitable
Effective & Efficient

Aid, Advice, Assist

Malfeasance - doing something illegally with malefic, malicious intention, usually for private benefit
Eg: favouring awarding tender to personal relation

Misfeasance - wrong due to mistake / negligence. No malefic intention.

Eg: Granting pension money w/o checking few documents
it's a mistake → but not malevolent

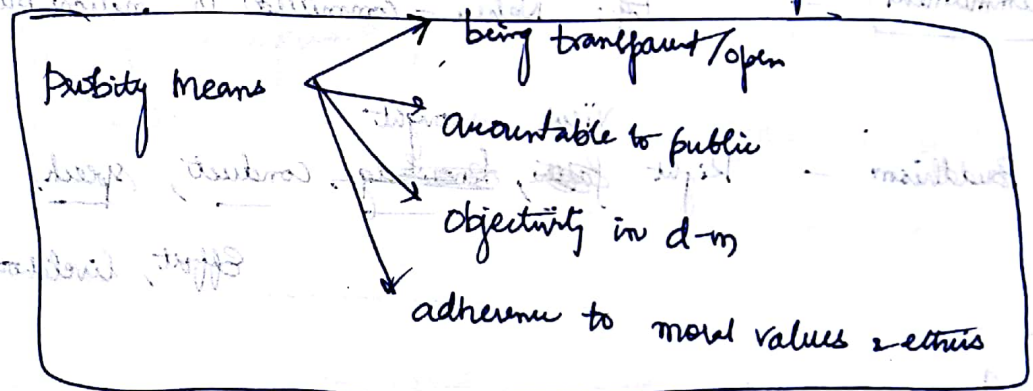


- **Perseverance** → any sports example; A. Lincoln lost 12 elections.
Martin Luther King - faced hostility

- **Red tapism** - excessive regulation, rigidity to formal rules.

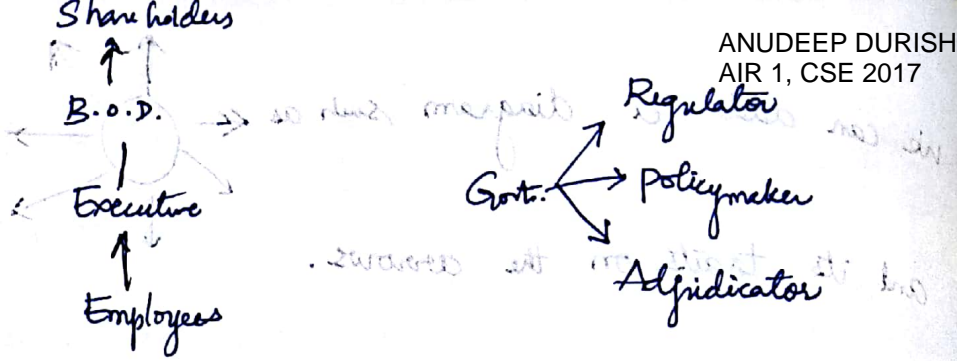
Eg. old person → pension all documents w/o birth certificate
to deny pension on such flimsy ground → red tapism

- **Probity** - adherence to highest principles of morality and ethical conduct



Case-study - (general solutions)

- Govt policies, rules, regulation cont.
- Create new guidelines
- Violation of estd protocol
- Ethics committee ✓
- Zero-tolerance policy ✓
- Code of silence
- Inhouse training / Inhouse reporting system (Coordⁿ, consultation, reprimand & rapprochement)
- Correct and Constitutional use of position
- Prof. competence and integrity
- Compassion & competence
- Complaint Committee
- Effective grievance redressal mechanism
will be put in place
- Speedy investigation / Swift justice.



Benevolence - trait of being kind, charitable

Eg: Melinda Gates Foundation

Aptitude - Inherent ability, potential to be effective at a particular task.

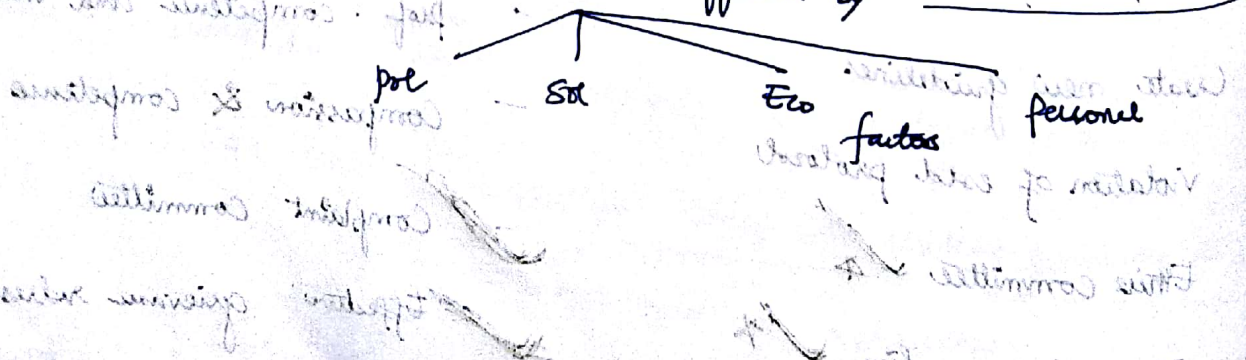
Equanimity - Eg: Gauri Parashar Joshi

Commitment - Eg: Nehru - committed to nation building

Buddhism - Right ~~faith~~ ^{view, thought} ~~knowledge~~ ^{conduct, speech}, mindfulness + conc
Effort, livelihood

Jainism - Right faith, Right knowledge, Right conduct

Work culture is affected by



Ethics in IR

- Panchsheel
- R2P of UN
- UDHR
- Sovereign equality
- Self determination

- ICJ + At Kulkarni Jadhav
- War ethics
- Intl river treaties

North Korea - US Nuke war

Utilization of public funds

- Misuse
- under use
- Inefficient use

- Grievance
- Cyber espionage
- Terrorism
- Black money/ money laundering
- Refugees
- R2P: intervention
- IP rights
- Cap punishment
- Torture
- AI bots
- Neo-imperialism
- Genocide

Issues

- Outlays no outcomes ✓
- Rigidity ✓
- top down ✓
- inefficiency, corruption ✓
- Meech Rush ✓

Stⁿ: Principle of Subsidiarity

- e-tech
- Social audit
- Outcome budgeting + ZBB budgeting
- Transparency in spending
- Auditing + feedback

Improving Work Culture :-

- Take pride in work
- Leadership by example
- Ac'ty
- Adherence to rules
- Reward excellence

COC

How?

- Reward & Incentive
- Create strong COC / rules - for strict obedience + punishment
- Anti Corruption laws + Social ac'ty (soc. audit)
- CoC, CoE
- Improve org structure, cut red tapism, Emphasis on service delivery

Give examples: Google, Microsoft, Spox govt.

- Innovation, Diversity, Tech.

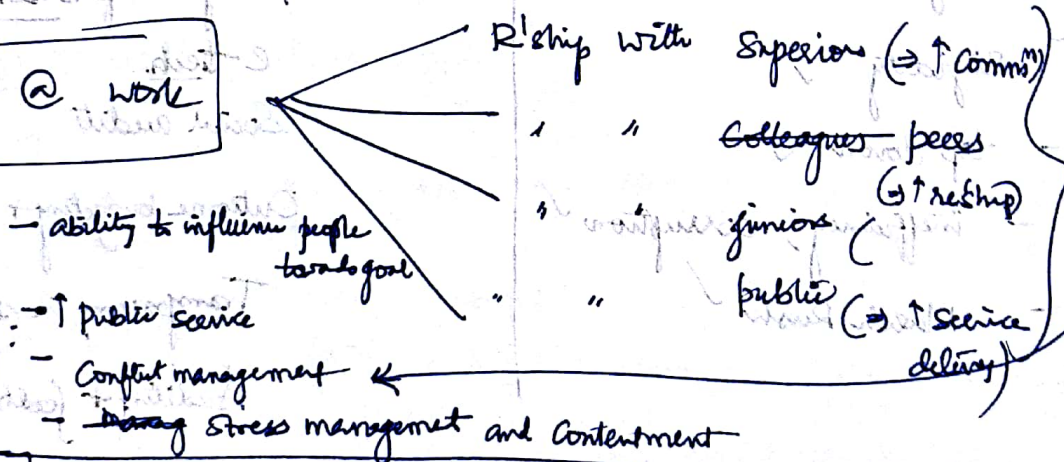
Motivation / demotivation in Org

- Tenure Security / Job security (Got Jobs)
- Recognition / awarding excellence (Google)
- Oppressive hierarchy / strict rules (Got Jobs)
- Work Culture - Taking pride (Delhi Metro)
- Merit vs. Seniority vs Nepotism
- Leadership quality

Need to give examples for Companies.

Eg: Uber - Sexual harassment claims
- bad PR
- huge loss.

EI @ work



Give examples of Ganvi Prashar Joshi, death during time of riots.

Why it is Imp in B?

- ↑ Public service
- Conflict management
- Stress management and Contentment

Why we need Ethics & Values
(Importance)



Why Ethics when we already have laws

- Laws, rules, regulation cannot govern all aspects of admin :: dynamic & diverse

∴ Need to solve ethical dilemma (Terrorism, C.O.C., dams vs tribal displacement, Euthanasia vs Suffering)

- Situational ethics - helps us choose the best option

- Sense of duty.

- Guide our action / Consciousness

- Areas where laws don't exist (priv. conduct)

- Within laws, lot of discretion
Eg: Company - R-to-biz
Shell Company - Corruption

Priority

- needs: Work Commitment

Excellence
Accty & Resp'ty

Responsiveness and Resilience

Towards us well

Service Delivery - Sevottam

Remember

RATER: Reliability, Assurance, Tangible, Empathetic, Responsiveness

How to inculcate values

- Rect^t
- Training & Dev
- Clear Rules
- Reward, incentive
- Persuasion

- CoE, CoC
- Leadership
- protect honesty penalise dishonesty
- Mentorship

Determinants of Behaviour/Ethics

Individual based on moral principles & environment

Indiv (personal moral system, upbringing, people)

External (Media, Society, public, Govt)

Social factors (Culture, Society, Edu etc.) (China)

Institutional (law, rules, regulations, CoE, CoC, Work Culture)

Imp

Value means a belief, standard, preference that is held by an indiv/orgn.

Values by themselves are neutral. \Rightarrow there are good values, bad values, neutral values.

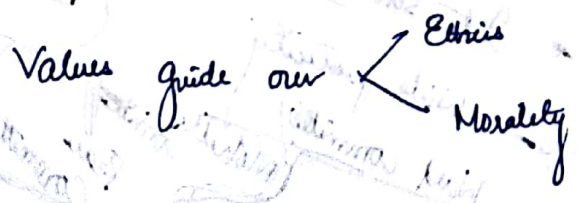
Ethics are the set of standards that the society places on itself to guide its action and behaviour.

Generally codified via COE, COC, rules etc.
Eg: Corruption - erodes democracy & breaks trust \therefore unethical

Morals are principles with respect to right or wrong conduct. It is a person's compass of right & wrong conduct. \star

(Eg) Olympic athletes have to follow code of ethics - (not doing drugs etc)
he also say p. we must have a moral compass

(Eg2) Lawyer defending a guilty client $\left\{ \begin{array}{l} \text{professionally ethically} \\ \text{personally immoral} \end{array} \right.$



Eg: Value life \Rightarrow eating meat immoral, unethical.

Inspirational figures

→ Nat^l Leaders: Lincoln, Lutherking, Gandhi, Patel, Nehru, Mandela

→ Civil servants: Sarve Sharna, O.P. Chandhary, DK Roopa, Gauri Parashra Joshi

→ Religions: Ram-Ravana, Buddha, Krishna-Arjuna, Jaina

Sarva Dharma Same Bhava

Sarve Jane Sukhino Bhavantu

[Sarve Bhavantu Sukinah, Sarve Santu Niramaayah]

Handy Phrases & Terminologies

Personal morality
Professional integrity
moral Courage of conviction
Running away from Responsibility
Dereliction of duty
Complacency, negligence in work
Spirit of law, Spirit of Cm, Spirit of public service
Proactiveness
Respect for law
→ Willingness to assume responsibility & dutifully perform it
Strong bent towards action
Impartiality / Non-partisanship
Morally upright.
Conscience as a source of ethical guide
Social influence & persuasion
Respect for humanity & dignity for all
Sense of ethical accountability
Love & respect for justice
Natural Justice

- Using Emotional Intelligence
- Being an accomplice in an ethically questionable act.
- Abdicating responsibility, amounts to betrayal of public faith.
- act in good faith
- Institutionalise
- Collective wisdom
- Rules and SOP
- Conduct, Caution, motive & intuition
- denigration of office
- HOLDIAS
- Equanimity/Empathy/Tolerance
- Compassion, Altruism, Sentient
- Virtue, Justice
- SMART
- (Sensible, Mobile, Acc'table, Accessible, Responsive, Transparent)
Abuse of power → Hitler
1975 Emergency
Alexander

