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## UPSC CIVIL SERVICES MAINS EXAM 2017: General Studies Paper – 4 (Part 2) (Download PDF)

(September 27, 2018)

Q8. (a) Discipline generally implies following the order and subordination. However, it may be counter-productive for the organization. Discuss. (150 Words, 10). Discipline makes order in the organization and maintained the its working. Army, Defense, Sports and more.

- Maintain punctuality in the organization and keeps regular attendance.
- Team work
- Transparency
- Coordination
- Clear explanation of consequences
- It takes action against wrong action of the employees.
- It maintain hierarchy in the organization.
- Maintain consistency and fairness
- It allows seniors to have respects among subordinates.
- Detrimental effect on organization
- Prevent innovative methods of working of organization.
- More focus on rules and means but not the ends.
- Leads to protest and revolt
- Don't allow lower officials to present their views effectively as seniors are more prone in ordering then listening.

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- It takes more of ego war in organization.
- Brings ego-clash
- Creates differences at hierarchical levels
- Non-friendly attitude
- Top down approach
- Some of the important elements are addressed

(b) Without commonly shared and widely entrenched moral values and obligations, neither the law, nor democratic government, nor even the market economy will function properly.

- What do you understand by this statement? Explain with illustration in the contemporary times. (150 Words, 10)
- Bring proper legislation and implementation as well
- Laws bind people living in a community – protect safety and ensure rights
- Democracy is in danger when people move away from moral responsibilities
- Satyam Ramalingaraju - software firm that lack moral values they diverted shareholders money for other projects and inflated the profits, cheated the investors so public lost faith in that firm finally it got collapsed.
- NPAs and project Indradhanush for banking

Q9. You are an honest and responsible civil servant. You often observe the following:

(a) There is a general perception that adhering to ethical conduct one may face difficulties to oneself and cause problems for the family, whereas unfair practices may help to reach the career goals.

(b) When the number of people adopting unfair means is large, a small minority having a penchant towards ethical means makes no difference.

(c) Sticking to ethical means is detrimental to the larger developmental goals

(d) While one may not involve oneself in large unethical practices, but giving and accepting small gifts makes the system more efficient.

Examine the above statements with their merits and demerits. (250 Words, 20)

**Explanation:**

(a) confident and respected but would have guilt of neglecting family responsibilities

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- (b) set examples, Gandhi mobilized the masses starting as minority, respected but honest people will avoid themselves to join corrupt services
- (c) rehabilitation of people by dam building or clearing of forest land – protection is key but displacement is issue
- (d) maintain integrity and not accept gifts – foot in the door technique, subordinates will replicate the senior staff

Q 10. You are aspiring to become an IAS officer and you have cleared various stages and now you have been selected for the personal interview. On the day of the interview, on the way to the venue you saw an accident where a mother and child who happen to be your relatives were badly injured. They needed immediate help.

What would you have done in such a situation? Justify your action. (250 Words, 20)

**Refer: Balance of Attitude (NCERT Class 12 Psychology Chapter 6)**

Find this video at: <https://www.youtube.com/video/T-NFoEPFvd8>

**NCERT Class 12 Psychology Chapter 6: Attitude and Social Cognition**

- Call 108/Ambulance
- Rush them to hospital
- Call relatives and inform them about the situation
- Go for the interview – finish it off (remain mentally stable)
- Rush from interview back to relatives
- Be ready to take dual responsibilities considering the fact that this would be the part of your life once you are a civil servant and you will have to maintain a balance between such conflicting issues between work and family.
- Aristotle defines moral virtue as a disposition to behave in the right manner and as a mean between extremes of deficiency and excess, which are vices.

Q11. You are the head of the Human Resources department of an organization. One day one of the workers died on duty. His family was demanding compensation. However, the company denied compensation because it was revealed in investigation that he was drunk at the time of the accident. The workers of the company went to strike demanding compensation for the family of the deceased. The Chairman of the management board has asked for your recommendation.

- What recommendation would you provide the management?
- Discuss the merits and demerits of each of the recommendations. (250 Words, 20)

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- Do a Breathalyzer tests – to check whether workers are drunk before entering the factory
- This could had been dangerous for the co-workers as well that day
- Save the culprit or do justice
- But family needs assistance
- Compensation to family – from worker welfare fund jointly with company
- Employment to their family members
- Scholarships to their children or educational assistance
- Accountability towards worker
- Improve worker-manager relationships
- Empathy is required

Q12. You are the manager of a spare parts company A and you have to negotiate a deal with the manager of a large manufacturing company B. The deal is highly competitive and sealing the deal is critical for your company. The deal is being worked out over a dinner. After dinner, the manager of manufacturing company B offered to drop you to the hotel in his car. On the way to hotel he happens to hit motorcycle injuring the motorcyclist badly. You know the manager was driving fast and thus lost control. The law enforcement officer comes to investigate the issue and you are the sole eyewitness to it. Knowing the strict laws pertaining to road accidents you are aware that your honest account of the incident would lead to the prosecution of the manager and as a consequence the deal is likely to be jeopardized, which is of immense importance to your company.

What are the dilemmas you face? What will be your response to the situation? (250 Words, 20)

- Values: Integrity, Truthfulness, Honesty to the Law, Trust in the due procedure of law, Compassion, etc.
- Stakeholders: Motorcycle Rider, Me, Manager of Company B and society as a whole.
- Laws: Good Samaritan Law, Giving True testimony to the Law Officer
- Cognitive dissonance theory – if act against conscience it will create dissonance; if act with conscience it will harm the professional life
- But there is an option of switching the job
- Honest description – that we was not drunk but fast – authorities will decide.
- Encourage manager to accept this mistake, pay for hospitalization charges, request the person hit to take back the complaint
- Explain that manager is a good person with moral integrity but that was a mistake

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- Motorcyclist should get justice
- Emotional intelligence is important

Q13. A building permitted for three floors, while being extended illegally to 6 floors by a builder, collapses. As a consequence, a number of innocent laborers including women and children died. These laborers are migrants of different places. The government immediately announced cash relief to the aggrieved families and arrested the builder.

Give reasons for such incidents taking place across the country. Suggest measures to prevent their occurrence. (250 Words, 20)

- Occurs due to greediness, corruption, no mechanism and work criteria, no fear, political interference and issues
- Prevention methods
- Cancel permission of such builders
- Hefty fines
- Make laborers aware – bring education and literacy
- Eliminate corruption
- Geotag buildings
- Take strict measures
- E-governance
- Transparency
- Participation
- Use of technology
- RERA framework and its implementation
- Identify illegal building and encroachments

Q14. You are a Public Information Officer (PIO) in a government department. You are aware that the RTI Act 2005 envisages transparency and accountability in administration. The act has functioned as a check on the supposedly arbitrarily administrative behavior and actions. However, as a PIO you have observed that there are citizens who filed RTI applications not for themselves but on behalf of such stakeholders who purportedly want to have access to information to further their own interests. At the same time there are these RTI activists who routinely file RTI applications and attempt to extort money from the decision makers. This type of RTI activism has affected the functioning of the administration adversely and also possibly jeopardises the genuineness of the applications which are essentially aimed at getting justice.

What measures would you suggest to separate genuine and non-genuine applications? Give merits and demerits of your suggestions. (250 Words, 20)

- Genuine application will be supported by documentation
- Compulsory ID proof to make sure that one is not cheated
- Create safety issues and identify theft issues
- Create RTI training workshops to tackle misuse
- You can tell someone that the information cannot be provided.
- Technological changes and streamlining can be done
- Search for authenticity of information
- Upgrade and amend the law from time to time and that's why we say constitution is a living document.
- Demerit is can reduce transparency and accountability, give arbitrary power to PIO (Public Information Officer)

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