# Ethics & Morality · GS - IV

**“Emotional Intelligence is the ability to make your emotions work for you instead of against you”. Do you agree with this view? Discuss.**

| EXAM YEAR | PAPER | SUBJECT |
|---|---|---|
| 2019 | GS - IV | Ethics & Morality |

| MARKS | WORD LIMIT |
|---|---|
| 10 | ~150 words |

## Answer Hint

**Self-awareness; self-regulation; motivation; empathy; social skills; emotional balance; ethical judgement; leadership; limitations**

## Model Answer

### Introduction

Emotional Intelligence (EI) is the ability to recognise, understand and manage one’s emotions while responding appropriately to the emotions of others. It helps individuals use emotions constructively rather than allowing them to impair judgement.

### Why the Statement Is Valid

#### 1. Self-awareness

Recognising anger, anxiety or fear helps individuals understand how emotions influence decisions.

#### 2. Self-regulation

Managing emotional reactions prevents impulsive behaviour during conflict or pressure.

#### 3. Motivation

Positive emotional management helps maintain resilience, commitment and focus on long-term goals.

**4. Empathy**

Understanding others' feelings improves communication, conflict resolution and sensitivity towards vulnerable citizens.

**5. Social Skills**

Emotional awareness facilitates teamwork, negotiation and effective leadership.

**Administrative Example**

During a public protest, an emotionally intelligent officer remains calm, listens to grievances, communicates clearly and uses proportionate lawful measures instead of reacting aggressively.

**Critical Perspective**

Emotions cannot always be controlled completely, and emotional intelligence alone does not guarantee ethical conduct. A person may understand others' emotions yet manipulate them for personal gain. EI must therefore be guided by integrity, reason and constitutional values.

**Conclusion**

Emotional intelligence enables emotions to become sources of motivation, empathy and sound judgement. When combined with ethical principles, it improves personal effectiveness and responsible public administration.

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