Ethics & Morality · GS - IV

Attitude is an important component that goes as input in the development of human beings. How can a suitable attitude be built for a public servant?

EXAM YEAR	PAPER	SUBJECT
2021	GS - IV	Ethics & Morality

MARKS	WORD LIMIT
10	~150 words

Answer Hint

Attitude formation, constitutional values, empathy, impartiality, integrity, ethical role models, education and training, field exposure, self-reflection, emotional intelligence, public service motivation

Model Answer

Introduction

Attitude refers to a person's learned tendency to think, feel and behave in a particular way. For public servants, a constructive attitude shapes decisions, citizen interactions and commitment to public welfare.

Ways to Build a Suitable Attitude

- **Constitutional orientation:** Internalise justice, liberty, equality, fraternity and respect for human dignity.
- **Ethics training:** Use case studies, simulations and discussions to develop moral reasoning and challenge personal biases.
- **Field exposure:** Interact with disadvantaged communities to understand ground realities and strengthen empathy.
- **Ethical role models:** Learn from administrators who demonstrate integrity, courage, impartiality and compassion.
- **Self-reflection:** Regularly examine one's assumptions, prejudices and responses to criticism.

- **Emotional intelligence:** Develop self-awareness, emotional regulation and the ability to understand others.
- **Citizen engagement:** Use public consultations, social audits and grievance redressal to remain responsive.
- **Organisational culture:** Encourage teamwork, transparency, merit and protection for officers who act ethically.

Illustration

An officer who initially views welfare beneficiaries as irresponsible may change this attitude after field visits reveal barriers such as disability, poor connectivity and documentation difficulties. This can lead to more inclusive service delivery.

Conclusion

A suitable public-service attitude develops through continuous learning, ethical leadership and meaningful contact with citizens. It must be reinforced by institutional incentives that reward fairness, integrity and compassion.

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