Ethics & Morality · GS - IV

In a crisis of conscience, does emotional intelligence help to overcome the same without compromising the ethical or moral stand that you are likely to follow? Critically examine.

EXAM YEAR	PAPER	SUBJECT
2021	GS - IV	Ethics & Morality

MARKS	WORD LIMIT
10	~150 words

Answer Hint

Crisis of conscience, emotional intelligence, self-awareness, emotional regulation, empathy, moral courage, ethical reasoning, conflicting duties, impartiality, accountability, limits of emotional intelligence

Model Answer

Introduction

A crisis of conscience arises when competing duties, values or personal convictions make it difficult to determine the ethically appropriate course of action. Emotional intelligence can help resolve such conflicts, but it is not sufficient by itself.

How Emotional Intelligence Helps

- **Self-awareness:** Helps identify fear, anger, guilt or personal interests that may distort judgement.
- **Emotional regulation:** Prevents impulsive reactions under pressure.
- **Empathy:** Enables understanding of the consequences of a decision for different stakeholders.
- **Conflict management:** Supports respectful dialogue when legal duties, public expectations and personal convictions conflict.
- **Moral courage:** Helps individuals withstand pressure while remaining calm and purposeful.

Illustration

Suppose an officer is pressured by a superior to favour an ineligible applicant. Emotional intelligence can help the officer manage anxiety, communicate respectfully and firmly refuse the improper instruction. The officer can document the decision and follow the prescribed procedure.

Critical Examination

Emotional intelligence can also be misused. An emotionally skilled person might manipulate others, rationalise wrongdoing or prioritise harmony over justice. Therefore, emotional intelligence must be guided by constitutional morality, laws, integrity and objective ethical reasoning.

Conclusion

Emotional intelligence helps an officer navigate a crisis of conscience without losing composure, but ethical principles must determine the final decision. The ideal approach combines emotional maturity with moral courage and accountability.

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