

CSM : 17

GENERAL STUDIES

PAPER - IV

Time Allowed : 3 hours

Full Marks : 100

Mark for each question is indicated against it.

Attempt any 10 (ten) questions taking at least 2 (two) but not more than 3 (three) questions from each Unit.

UNIT - I

1. What is ethics? Why is it important that civil servants should behave ethically? Why does unethical behaviour occur? **(2+4+4=10)**
2. 'Public Relation has become a vital function affecting management decision and influencing public opinion in every public or private organisation'. Discuss the statement in the context of ethics in public administration. **(10)**
3. In the context of Mizoram, discuss the various roles of social institutions responsible for shaping the values of the young adult. What are the pros and cons of having such influencing bodies? **(5+5=10)**
4. Differentiate between a leader and a reformer. Give an example for each, who is a role model for you, and discuss the human values that you have learned from each one of them. **(5+5=10)**

UNIT - II

5. 'Moral awareness is the soul of the fundamental moral attitude'. What do you understand by this statement? Do you agree with it? Give reasons. **(5+5=10)**
6. Illustrate the nature of impartiality and non-partisanship as the foundational values of civil servants with suitable examples. Suggest how the civil servants can be better empowered to uphold these values. **(5+5=10)**
7. Define emotional intelligence (EI). Highlight the differences between emotional quotient (EQ) and intelligence quotient (IQ). How can EQ be improved to serve the self and the society? **(2+4+4=10)**
8. Briefly highlight the truthfulness of the following quotations: **(5+5=10)**
 - (a) '*There is enough on this earth for every one's need but for no one's greed*' – Mahatma Gandhi
 - (b) '*When we tackle obstacles, we find hidden reserves of courage and resilience we did not know we had*'. – A.P.J Abdul Kalam.

UNIT - III

9. What are the obstacles to ethical accountability in public service? Highlight the essential characters that ensure the practice of ethics in administration for civil servants. **(5+5=10)**
10. “The rule of law is fundamental and universal to politics and society”. Discuss. **(10)**
11. “Probity can exist without governance but governance without probity would undermine both”. Comment. **(10)**
12. One of the basic objectives of the Right to Information Act is to contain corruption. How far, in your opinion, has the Act helped in containing corruption in Mizoram? **(10)**

UNIT - IV

13. Hruaia is a young MCS officer posted in the rural area. His wife and children lives in the city in his ancestral home. Hruaia wants to maintain a better security for his house and approached Mawia, a good friend and a police inspector. Mawia directs him to a firm that offers CCTV, burglary alarm and other security devices. Hruaia learns that the devices from the firm are very effective at preventing burglary.
Hruaia also learns that Mawia would advise the victim and other bystanders to install security devices from the same firm when theft or robbery takes place in his jurisdiction. Hruaia confronts Mawia as a friend and learns that: **(10)**
 - i. Mawia takes money from the firm to endorse the security products.
 - ii. Mawia used the money to pay the informers to keep a check on criminal elements in his jurisdiction and that he doesn't spend the money on himself or his family.
 - iii. Mawia defensively questioned why an endorsement with a good cause by an official is unethical or illegal?

Should Hruaia stop his friend from continuing the endorsement activity? Give the rationale.

14. You are the Head of a Department which has programmes for distributing and subsidizing a limited number of tools and machines. Among the applicants there are poor citizens who would not have afforded to purchase the items from the market as well as those from the upper strata of the society some of whom were influential and known to you personally. The materials in the Department are not sufficient for all. As the Chairman of the Committee authorized to select the beneficiaries what would be your decision and why? **(10)**
15. You are heading a Development Block that is planning to convene an interview panel shortly under your chairmanship for selection of the post of Section Officer. A few days before the interview, you get a call from the Personal Secretary (PS) of a Minister seeking your intervention in favour of the selection of a close relative for this post. The PS also informs you that he is aware of the long pending grant of fund, which is extremely needed for development for your Block, which is awaiting the Minister's approval. He assures you that he would get these proposals cleared.
What are the options available to you? Evaluate two options available to you and choose the one which you would adopt, giving reasons. **(5+5=10)**

- 16.** The MD of your company, a small manufacturing company of canned juices, has been complaining that sales are stagnant. A key problem you discover is that the market for the product your firm makes is well developed but your products themselves are not very exciting. None among your colleagues seem to care about doing anything innovative. Instead, they seem more interested in doing things the way they have always done in the past because this enables them to serve better their own social and religious obligations such as attending funerals, meetings, etc. as they have ample extra time. **(5+5=10)**
- (a) What factors do you suspect are responsible for the way the culture in this organization has developed over the years?
 - (b) What do you recommend to change the work culture of this organization?

* * * * *