

CCE(M)/GS-IV/10/2024

GENERAL STUDIES

(PAPER—IV)

Time : 3 hours]

[Full Marks : 250

Please read each of the following instructions carefully before attempting the questions :

- (i) There are **thirteen** questions divided in **two Sections** printed in English.
- (ii) **All** questions are compulsory.
- (iii) The number of marks carried by a question/part is indicated against it.
- (iv) Word limit in questions, wherever specified, should be adhered to.
- (v) Any page or portion of the page left blank in the Question-cum-Answer Booklet must be clearly struck off.

SECTION—A

1. (a) Differentiate between ethics in private and public relationships with example. (150 words) 10
(b) What lessons can be learned from the teachings of great leaders and reformers regarding human values? (150 words) 10
2. (a) Explain the structure and function of attitude and its role in shaping human behaviour. (150 words) 10
(b) How do tolerance and compassion contribute to effective public service delivery? (150 words) 10
3. (a) What is the role of emotional intelligence in conflict resolution within public administration? (150 words) 10
(b) How do regulations and ethical frameworks strengthen governance in international relations? (150 words) 10
4. (a) What are the ethical issues in corporate governance and how can they be addressed? (150 words) 10
(b) Discuss the impact of citizen's charters and codes of conduct on public service delivery. (150 words) 10

5. (a) How does the Right to Information (RTI) enhance transparency and accountability in governance? (150 words) 10
- (b) What challenges are faced in the utilization of public funds and how can they be mitigated? (150 words) 10
6. (a) What are the major ethical concerns and dilemmas in public administration? Illustrate with examples. (150 words) 10
- (b) Explain the role of laws, rule and conscience in ensuring ethical governance. (150 words) 10
7. (a) Discuss the effectiveness of work culture in public administration with examples. (150 words) 10
- (b) What would be the probable ethical governance practices that can ensure the proper utilization of public funds? Explain with a hypothetical example. (150 words) 10
8. Examine the statement – “The best way to find yourself is to lose yourself in the service of others.” (150 words) 10
- SECTION—B**
9. A freshly appointed municipal commissioner is directed by political leaders to sanction an illicit land purchase agreement that favours a dominant commercial conglomerate. Rejecting it may endanger her employment, whilst approving it would contravene her ethical principles.
- Q.** Analyse the ethical challenges encountered by public administrator in light of the above context of political pressure. How can they maintain integrity while operating within the system? (250 words) 20
10. A developing nation is negotiating a trade agreement with a global giant. The agreement presents significant economic advantages but necessitates the loosening of labour regulations, perhaps resulting in worker exploitation. The Government must determine whether to embrace the agreement or safeguard its workforce.
- Q.** Discuss the ethical issues in international relations. Should economic advancement be achieved at the expense of ethical integrity? (250 words) 20

11. A pharmaceutical company renowned for manufacturing affordable medications is alleged to have violated safety regulations. Although its cost-effective medications assist millions, investigations indicate they may have detrimental side effects. The corporation asserts that stronger rules will boost costs and render medications unattainable for the needy.

Q. Should enterprises choose profitability and accessibility over safety? Examine the ethical dilemmas in corporate governance. (250 words)

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12. Satya, a disgruntled resident, attends the municipal office to obtain his property records, although bureaucrats persistently postpone the procedure. One day, he observes a Citizen's Charter exhibited, guaranteeing service within seven days. Equipped with this information, he resolutely insists on prompt action, prompting the bureaucrats, apprehensive of accountability, to accelerate his request. Satya obtains his paperwork within the stipulated timeline, reinstating his confidence in the system. To ensure efficacy, the Government thereafter implements regular audits and a grievance redressal process to maintain the charter's integrity. Notwithstanding the existence of a Citizen Charter, numerous Governmental offices continue to encounter delays and inefficiencies in service provision. In Satya's situation, accountability was important in hastening his request.

Q. Conduct a critical analysis of the obstacles to the effective implementation of Citizen's Charters and propose strategies to guarantee their proper enforcement within public administration. (250 words)

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13. A Governmental agency intends to disseminate statistics on public expenditure to enhance transparency. Nonetheless, an officer named Ridhima exhibits reluctance, apprehensive that confidential security information may potentially be revealed. When a journalist requests complete transparency, Ridhima seeks professional advice and guarantees that only pertinent financial information is disclosed, while protecting essential security data. This meticulous strategy preserves public confidence while safeguarding national security. The case underscores the ethical dilemma of reconciling transparency with security in governance.

Q. Discuss the ethical balance between transparency and security in governance based on the above situation. (250 words)

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