Ethics & Morality · GS - II

The Doctrine of Democratic Governance makes it necessary that the public perception of the integrity and commitment of civil servants becomes absolutely positive. Discuss.

EXAM YEAR	PAPER	SUBJECT
2024	GS - II	Ethics & Morality

MARKS	WORD LIMIT
10	~150 words

Answer Hint

democratic governance, civil services, integrity, impartiality, accountability, transparency, public trust, neutrality, citizen-centric administration, ethical conduct

Model Answer

Introduction

In a democracy, civil servants exercise public authority on behalf of citizens. Their integrity and commitment are therefore central to maintaining **public trust**, which is an essential foundation of democratic governance.

Importance of Positive Public Perception

1. Legitimacy: Citizens are more likely to accept administrative decisions when institutions are perceived as impartial and ethical.

2. Trust in institutions: Honest and responsive officials strengthen confidence in government.

3. Effective implementation: Public cooperation improves when citizens believe that officials act in public interest.

4. Rule of law: Impartial administration reinforces equality before law and prevents arbitrary exercise of power.

5. Social stability: Fair treatment reduces perceptions of discrimination and exclusion.

Building Trust

Civil servants should demonstrate **integrity, political neutrality, transparency, accountability, empathy and responsiveness**. Citizen charters, social audits, grievance-redress mechanisms, e-governance and strong vigilance institutions can reinforce these values.

However, public perception should be based on institutional performance and ethical standards rather than popularity. Civil servants must sometimes take unpopular but lawful decisions in the public interest.

Conclusion

Democratic governance requires citizens to view administration as **fair, competent, accountable and committed to constitutional values**. Sustained integrity in conduct, transparency in decisions and responsiveness to citizens can transform public perception into durable institutional trust.

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