Ethics & Morality · GS - IV

How will you apply emotional intelligence in administrative practices?

EXAM YEAR	PAPER	SUBJECT
2017	GS - IV	Ethics & Morality

MARKS	WORD LIMIT
10	~150 words

Answer Hint

Emotional intelligence; self-awareness; self-regulation; empathy; conflict resolution; team leadership; stress management; citizen-centric administration

Model Answer

Introduction

Emotional intelligence (EI) is the ability to recognise and manage one's emotions and understand those of others. It makes administration more responsive and humane.

Administrative Applications

- **Self-regulation:** Controlling anger and avoiding impulsive decisions during crises or public criticism.
- **Empathy:** Understanding the difficulties of vulnerable citizens while delivering pensions, healthcare and welfare benefits.
- **Conflict resolution:** Listening to opposing groups and facilitating dialogue during community or workplace disputes.
- **Team leadership:** Recognising staff strengths, providing constructive feedback and maintaining morale.
- **Grievance redressal:** Communicating patiently with distressed citizens and resolving complaints sensitively.
- **Ethical decisions:** Recognising emotional biases while ensuring decisions remain evidence-based, impartial and lawful.

Conclusion

Emotional intelligence strengthens leadership, reduces conflict and improves public service delivery. Combined with professional competence and ethical principles, it builds trust between citizens and administration.

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