# Ethics & Morality · GS - IV

**Apart from intellectual competency and moral qualities, empathy and compassion are some of the other vital attributes that facilitate the civil servants to be more competent in tackling the crucial issues or taking critical decisions. Explain with suitable illustrations.**

| EXAM YEAR | PAPER | SUBJECT |
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| MARKS | WORD LIMIT |
|---|---|
| 10 | ~150 words |

## Answer Hint

**Empathy enables civil servants to understand people’s experiences and perspectives, while compassion motivates action to alleviate suffering. Together with competence, integrity and impartiality, these qualities promote humane decision-making, responsive administration and trust between citizens and the state.**

## Model Answer

### Introduction

Intellectual competence helps civil servants analyse problems, while moral integrity guides them towards ethical choices. Empathy and compassion ensure that decisions remain sensitive to human needs.

### Body

Empathy involves understanding another person’s circumstances and feelings. Compassion goes further by motivating practical action to reduce suffering. These qualities improve grievance redressal, conflict resolution and inclusive service delivery.

For example, during a drought, an empathetic district collector would recognise the distress of farmers and migrant workers. Compassion would motivate timely drinking-water arrangements, employment support and accessible relief services.

Similarly, a police officer dealing sensitively with survivors of violence can reduce trauma and encourage reporting. In healthcare administration, understanding the difficulties faced by persons with disabilities can lead to accessible facilities and better service delivery.

However, empathy must be balanced with impartiality, evidence and legal requirements to prevent favouritism or inconsistent decisions.

**Conclusion**

Empathy and compassion humanise administration and strengthen public trust. When combined with competence, integrity and fairness, they help civil servants make effective, just and citizen-centred decisions.

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