Ethics & Morality · GS - IV

Identify five ethical traits on which one can plot the performance of a civil servant. Justify their inclusion in the matrix.

EXAM YEAR	PAPER	SUBJECT
2021	GS - IV	Ethics & Morality

MARKS	WORD LIMIT
10	~150 words

Answer Hint

Integrity, impartiality, objectivity, empathy, accountability, ethical performance matrix, public service values, transparency, citizen-centric administration

Model Answer

Introduction

A civil servant's performance must be evaluated not only through efficiency and outcomes but also through the ethical values guiding decisions and conduct.

Five Ethical Traits

1. **Integrity:** Ensures honesty and consistency between personal principles and official actions. It prevents corruption and misuse of authority.
2. **Impartiality:** Ensures equal treatment irrespective of caste, religion, gender, political affiliation or economic status. It promotes fairness.
3. **Objectivity:** Bases decisions on evidence, rules and merit rather than personal preferences or prejudice. It improves rationality.
4. **Empathy:** Enables officials to understand the needs of vulnerable citizens and design humane, inclusive solutions.

5. **Accountability:** Makes officials answerable for decisions, use of public resources and administrative outcomes. It discourages negligence and arbitrariness.

Justification for the Matrix

These traits provide measurable indicators of ethical administration. Integrity can be assessed through compliance and conflict-of-interest disclosures; impartiality through fair service delivery; objectivity through reasoned decisions; empathy through citizen feedback; and accountability through timely grievance redressal.

Conclusion

An ethical performance matrix should combine these traits with measurable outcomes, transparent evaluation and citizen feedback. This helps build a civil service that is competent, trustworthy and responsive.

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