Ethics & Morality · GS - IV

A positive attitude is considered to be an essential characteristic of a civil servant who is often required to function under extreme stress. What contributes to a positive attitude in a person?

EXAM YEAR	PAPER	SUBJECT
2020	GS - IV	Ethics & Morality

MARKS	WORD LIMIT
10	~150 words

Answer Hint

Optimism, self-confidence, emotional intelligence, resilience, values, supportive environment, problem-solving, mindfulness, empathy, constructive thinking

Model Answer

Introduction

A positive attitude is a constructive mental outlook that enables an individual to approach challenges with hope, balance and a willingness to find solutions. For civil servants, it supports resilience, impartiality and effective public service.

Factors contributing to a positive attitude

- **Family and upbringing:** Encouragement, emotional security and the example set by elders shape constructive attitudes.
- **Education and values:** Education, ethical reasoning and exposure to diverse perspectives foster open-mindedness and tolerance.
- **Self-confidence:** Belief in one's abilities encourages initiative and reduces fear of failure.

- **Emotional intelligence:** Self-awareness and emotional regulation help individuals remain composed under pressure.
- **Resilience:** Learning from setbacks enables a person to treat difficulties as opportunities for improvement.
- **Supportive relationships:** Healthy workplace relationships, mentoring and social support reduce stress.
- **Physical and mental well-being:** Adequate sleep, exercise, mindfulness and stress management support emotional balance.
- **Constructive thinking:** Focusing on solutions rather than blame encourages effective decision-making.
- **Purpose and empathy:** Commitment to public service and concern for others provide motivation during difficult situations.

Importance for civil servants

A positive attitude helps officers handle public grievances patiently, motivate teams, manage crises and maintain integrity under pressure. However, positivity must remain realistic and should not become denial of genuine problems.

Conclusion

A positive attitude develops through values, experience, emotional discipline and a supportive environment. For civil servants, it transforms stress into purposeful action and strengthens citizen-centric governance.

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