Ethics & Morality · GS - IV

Efficiency is doing things right, while effectiveness is doing the right thing. How do you strike a balance between the two to enhance productivity?

EXAM YEAR	PAPER	SUBJECT
2026	GS - IV	Ethics & Morality

MARKS	WORD LIMIT
10	~150 words

Answer Hint

Efficiency, effectiveness, productivity, goal orientation, resource optimisation, outcome-based governance, prioritisation, monitoring

Model Answer

Introduction

Efficiency concerns optimal use of resources, whereas effectiveness concerns achievement of the intended objective. Public administration requires both.

1. Establish Clear Objectives

An organisation should first identify outcomes and public needs. This ensures that efficient processes are directed towards meaningful goals.

2. Optimise Resources

Technology, delegation, standard operating procedures and capacity building can reduce time, cost and duplication without compromising quality.

3. Measure Outcomes

Performance indicators should assess both inputs and outcomes. A department may process applications rapidly yet remain ineffective if citizens' problems remain unresolved.

4. Ethical Balance

Excessive emphasis on efficiency may encourage shortcuts, while excessive focus on effectiveness may waste resources. Administrators should therefore consider cost, quality, equity and sustainability together.

5. Continuous Improvement

Feedback, audits and outcome evaluation should be used to redesign processes.

Conclusion

The ideal approach is to do the right things in the right manner: effectiveness determines direction, while efficiency ensures optimal execution.

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