

Revised & Enlarged Edition 2024

# The LEXICON

For Ethics, Integrity & Aptitude

**Catering to Evolving Trends in GS Paper-IV  
of Civil Services Examination**

Also Useful for All State Public Service  
Commissions' and Other Examinations in which  
Ethics is a Part of the Syllabus

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**Edited by - N.N. Ojha**

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# Preface

Welcome to the **tenth revised edition** of “**The Lexicon For Ethics, Integrity & Aptitude**,” a comprehensive compendium meticulously crafted for students aspiring to excel in the UPSC Civil Services Examination, specifically addressing the syllabus of General Studies Paper IV. As the **dynamic landscape of the UPSC examination evolves**, so does our commitment to provide students with an updated and comprehensive resource that aligns seamlessly with the changing patterns of the examination. This edition **decodes the key terms of the syllabus** for easier understanding of the discipline by the students.

Over the **past three years**, “Lexicon” has been progressively adapting itself to cater to the evolving demands of the UPSC examination. In this tenth edition, we continue our journey of **refinement, incorporating subject matter** that reflects the latest developments and emerging trends in the fields of **ethics, public life, society, and governance**.

Originally designed to acquaint students with the academic discourse of GS Paper IV, “Lexicon” has undergone substantial revisions and enrichments in its dimensions and depth. Given the **dynamism of the syllabus** and the **agile demand** of the examination, new topics and dimensions like **Moral Intuition, Ethical Altruism, Principle of Non- Refoulement**, etc. have been added in the present edition. The book now addresses not only the core principles of ethics but also explores new and pertinent topics such as **constitutional and legal issues**, along with **contemporary ethical issues** like **Moonlighting, Homosexual Marriage Rights, Begging, and Prostitution**, etc.

Recognising the ever-growing complexities of the examination, this edition delves deeper into the **psychology of dealing with case studies**. It aims to ensure that students not only comprehend the ethical principles but also develop the **psychological aptitude** necessary for **effective decision-making, aligning them** with the qualities of a successful civil servant. The tenth edition not only deals with the **approach to solve the case studies** but also ensures that students **get a glimpse into concepts of GS Paper IV** while addressing the case studies. This will help develop the required aptitude and orientation as per the demand of the examination.

The GS Paper IV demands more than just an understanding of ethics paper; it requires individuals to align their behaviour with ethical principles in their daily lives. To meet this expectation, the book has been revised and reconceptualised since its inception by **Chronicle Editorial Team**, incorporating their **rich experiences and expertise**. Their **valuable insights** gained through years of research have transformed this edition into a **comprehensive and holistic solution for students**, providing them with a **one-stop reference for mastering the intricacies of GS Paper IV**.

We hope that “Lexicon For Ethics, Integrity & Aptitude” serves as an **invaluable companion in your journey towards success in the UPSC Civil Services Examination**. May this edition empower you with the knowledge, aptitude, and ethical acumen required to navigate the challenges and emerge as a responsible and effective civil servant.

Best wishes for your preparation and the journey ahead, and simultaneously we invite your **feedback/suggestions at [editor@chronicleindia.in](mailto:editor@chronicleindia.in)**

- N.N. Ojha (Editor)

## HOW TO USE THIS BOOK

“The Lexicon For Ethics, Integrity & Aptitude” is a compendium covering all dimensions of ethics and related concepts. It is meticulously crafted for students aspiring to excel in the UPSC Civil Services Examination and other State PSC Examinations, specifically addressing the syllabus of General Studies Paper IV and other concepts.

This book will enrich the basic concepts of ethics as well as its application in real life situations; hence it requires a systematic study. Outlined below is a pedagogic approach which you can follow to develop clarity of concepts and build a profound foundation.

**Stage 1:** To develop initial clarity and get acquainted with the epistemology of the book, read the syllabus and the decoded terms of the syllabus given at the beginning of the book. The syllabus will make you familiar with scope and demand of the paper and the decoded terms associated with it will provide a clear understanding.

**Stage 2:** Post familiarity with the syllabus and decoded key terms, it is expected of you to give a first reading of the book. During the first reading the reader must focus on basic concepts and their application in real life environment. The discipline demands a basic understanding by the students; hence try to differentiate between associated concepts and related topics. To be more familiar with the topics, it requires a second reading which would provide deeper understanding and clarity. The reader should inculcate concepts and memorise keywords that will make them more comfortable with the subject.

**Stage 3:** Try to develop a comprehensive and analytical framework of the discipline, specifically focusing on the applied aspects. You can develop maximum efficacy by reading the case studies and understanding the interlinkages of the different concepts. The case study solution demands diversity of dimensions and application of principles. Hence the case study approach given at the beginning can help develop the psychology and aptitude, building a comprehensive understanding of the topics.

**Stage 4:** Once you are done with all these steps, try to analyse your understanding while going through previous year questions. It will provide deeper insights and mirror your acquired aptitude and subsequently it can be further enhanced by repeated and periodic revisions of the book.

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# GENERAL STUDIES PAPER-IV

Syllabus as Prescribed by UPSC

## Ethics, Integrity and Aptitude

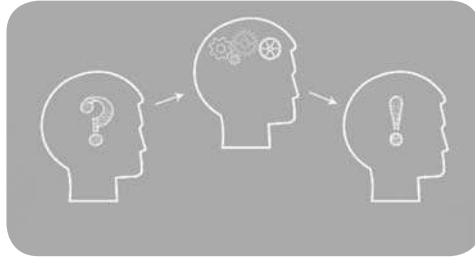
This paper will include questions to test the candidates' attitude and approach to issues relating to integrity, probity in public life and his problem solving approach to various issues and conflicts faced by him in dealing with society. Questions may utilise the case study approach to determine these aspects. The following broad areas will be covered:

- **Ethics and Human Interface:** Essence, determinants and consequences of Ethics in human actions; dimensions of ethics; ethics in private and public relationships. **Human Values** - lessons from the lives and teachings of great leaders, reformers and administrators; role of family, society and educational institutions in inculcating values.
- **Attitude:** Content, structure, function; its influence and relation with thought and behaviour; moral and political attitudes; social influence and persuasion.
- **Aptitude and Foundational Values for Civil Service:** Integrity, impartiality and non-partisanship, objectivity, dedication to public service, empathy, tolerance and compassion towards the weaker-sections.
- **Emotional Intelligence:** Concepts, and their utilities and application in administration and governance.
- **Contributions of Moral Thinkers and Philosophers:** From India and World.
- **Public/Civil Service Values and Ethics in Public Administration:** Status and problems; ethical concerns and dilemmas in government and private institutions; laws, rules, regulations and conscience as sources of ethical guidance; accountability and ethical governance; strengthening of ethical and moral values in governance; ethical issues in international relations and funding; corporate governance.
- **Probity in Governance:** Concept of public service; Philosophical basis of governance and probity; Information sharing and transparency in government, Right to Information, Codes of Ethics, Codes of Conduct, Citizen's Charters, Work culture, Quality of service delivery, Utilization of public funds, challenges of corruption.
- **Case Studies:** On above issues.

## ETHICS SYLLABUS KEYWORDS DECODED

- **Ethics:** Action based on ideas of right and wrong, being consistent with fundamental human virtues.
- **Integrity:** Moral soundness, the practice of being honest and showing a consistent and uncompromising adherence to strong moral and ethical principles and values.
- **Aptitude:** Natural ability to do something, a component of a competence to do a certain kind of work at a certain level.
- **Attitude:** A settled way of thinking for feeling about something (e.g. religion, race, cast, sex, etc.).
- **Human Values:** Beliefs of a person or social group, in which they have an emotional investment.
- **Persuasion:** Cause somebody to adopt a certain position or belief or course of action.
- **Impartiality:** Quality of treating different views or opinions equally and fairly.
- **Non-Partisanship:** Not supporting or influenced by any political party or special interest group.
- **Objectivity:** Judgment based on observable phenomenon not influenced by emotions or personal prejudice.
- **Sympathy:** Human quality of sharing the suffering of others.
- **Empathy:** Human quality of not only sharing but also understanding the sufferings of others.
- **Compassion:** Human quality of understanding other's sufferings and willingness to do something.
- **Tolerance:** Willingness to recognize and respect the beliefs of others.
- **Emotional Intelligence:** Ability to identify, assess and manages one's own emotions and other emotions.
- **Dilemma:** State of uncertainty requiring a choice between equality and unfavourable options.
- **Conscience:** Conformity to one's own ideas of right and wrong.
- **Corruption:** Use of position of trust for dishonest gains (monopoly + discretion- accountability = corruption).

- **Accountability:** To take responsibility for the outcome of one's action and address the issues coming out of it promptly and fairly.
- **Integrity:** Consistency of values, principles, expectations, actions and outcomes in the context of the behaviour of an individual.
- **Probity:** Being a person of honesty, integrity and uprightness. Applying values of impartiality, accountability and transparency. Respecting humans, compassion for downtrodden and commitment to their welfare.
- **Citizen's Charter:** An undertaking a public organization gives to citizens to provide a high level of service while meeting standards contained in declaration.
- **Transparency:** Sharing information and acting in an open manner. The information, however, must be timely, relevant, accurate and complete for it to be used effectively.
- **Right to Information:** It refers to the right of Indian citizen to seek any information from the Government, inspect any Government document and seek certified photocopies thereof.
- **Codes of Conduct:** A code of conduct is a set of rules outlining the norms, rules, and responsibilities of, and or proper practices for, an individual. An ethical culture is created by the organization's leaders who manifest their ethics in their attitudes and behavior.
- **Codes of Ethics:** A code of ethics is a guide of principles designed to help professionals conduct business honestly and with integrity.
- **Work Culture:** A set of practices, values and shared beliefs within an organization and among its employees that is generally regarded as appropriate way to think and act.



## A BRIEF ANALYSIS OF CASE-STUDY (GS PAPER-IV, 2018 - 2023)

*To get familiar with the pattern of questions being asked, in this chapter a brief analysis of previous years' papers are discussed - particularly case study questions - that is the real test of this paper and in practical life.*

*One should first know about the roadblocks/knots then he should explore ways to overcome/unknot them through the tools provided in this book in a systematic manner.*

*Further, in this chapter, broader contours of the questions has been taken and certainly this cannot be treated as 'Model' answer as what is 'Model' for UPSC always remains shrouded on mystery and subject to varied interpretations. But, still this can be one of the approaches which you can opt for while attempting this paper.*



## 2 THE LEXICON

### General Overview of Previous Paper

Answering the questions of GS Paper- IV 2023 required the understanding of both theoretical and applied ethics.

The 'Section- A' of GS Paper- IV, 2023 had six questions where each question had two sub parts with quotation based question having three sub parts.

**These questions were framed from topics like -**

- Moral integrity and professional efficiency in the context of corporate governance;
- Ethical issues in international relations and funding;
- Understanding of work environment;
- Role of society in inculcating values, corruption;
- Contributions of moral thinkers;
- Emotional intelligence: concepts, their utilities and application;
- Moral attitude;
- Ethics and human interface; and
- Probity in governance.

The questions were broadly based on the impact of ethics on society, ethics in public administration and international relations.

### An Overview of Case-Study Questions

The Section-B of GS Paper-IV, 2023 had six case studies. The case studies required the understanding and application of ethical concepts from perspective of different professions like executive in a nationalised bank, District Magistrate, Joint Secretary, IAS officer as Managing Director of the State Road Transport Corporation, Additional Director General of Central Public Works Department, and a responsible position in a ministry in the government.

Answering these case studies requires identification of stakeholders, ethical issues involved, options available and proper understanding of the merits and demerits of each option to resolve the issue.

**Case Study:** What are the ethical issues involved in the behaviour of bank manager who facilitated the release of fund from a dormant account for the surgery of a person who is father of a colleague of an executive in nationalised bank? (2023)

**This case study involves the concepts of**

- Honesty
- Compassion
- Ethics in Public Administration



## LEXICON OF CASE-STUDY

*In the following section, we have tried to present in an objective manner, how to look at the Case-Study questions, as Case-Study is said to be pedagogy of management fraternity. Apart from this, some selected write-ups, which goes a long way in enriching the optimal manner in which one can negotiate Case-Study questions has also been given.*

### What is Case Study?

A case study is an account of an activity, event or problem that contains a real or hypothetical situation and includes the complexities one would encounter in the workplace. Case studies are used to help you see how the complexities of real life influence decisions.

Analysing a case study requires you to practice applying your knowledge and thinking skills to a real situation. To learn from a case study analysis you will be “analysing, applying knowledge, reasoning and drawing conclusions” (Kardos & Smith 1979).

**According to Kardos and Smith (1979) a good case has the following features:**

- It is taken from real life (true identities may be concealed).
- It consists of many parts and each part usually ends with problems and points for discussion. There may not be a clear cut-off point to the situation.
- It includes sufficient information for the reader to treat problems and issues.
- It is believable for the reader (the case contains the setting, personalities, sequence of events, problems and conflicts).

So, in a nutshell; a case study gives you an opportunity to “participate” rather than be passive. It calls for a more engaged approach from the



## ETHICS & HUMAN INTERFACE

*Etymologically the term “ethics” correspond to the Greek word “ethos” which means character, habit, customs, ways of behaviour etc.*

*Ethics may be defined as the systematic study of human actions from the point of view of their rightfulness or wrongfulness, as means for the attainment of the ultimate happiness. It is the reflective study of what is good or bad in that part of human conduct for which human has some personal responsibility. In other words, Ethics is a set of standards that a society places on itself and which helps guide behaviour, choices and actions.*

*Ethics is one of the branches of philosophy. As a philosophical discipline, ethics is the study of the values and guidelines by which we live. It also involves the justification of these values and guidelines. It is not merely following a tradition or custom. Instead it requires analysis and evaluation of these guidelines in light of universal principles.*

*Ethics is also called “moral philosophy”. The word “moral” comes from Latin word “mores” which signifies customs, character, behaviour etc. It is the reflective study of what is good or bad in that part of human conduct for which human has some personal responsibility.*

*As moral philosophy, ethics is the philosophical thinking about morality, moral problems, and moral judgments.*



## ATTITUDE

***Attitude refers to a psychological tendency that is expressed by evaluating a particular object with some degree of favour or disfavour. "Object" includes people, things, events, and issues. Attitudes are the feelings and beliefs that determine the behaviour of the persons. They provide framework for responding in a particular fashion.***

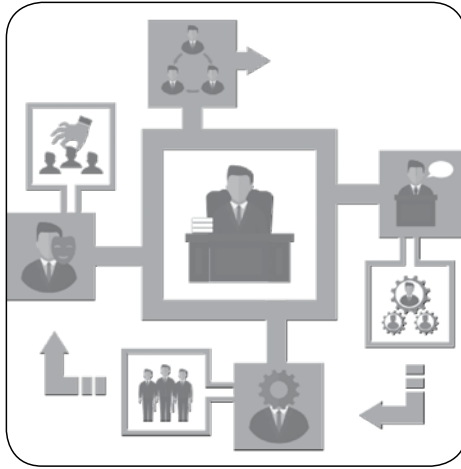
***The attitudes may be positive or negative. The positive attitudes yield favourable behaviour and the negative attitudes yield unfavourable behaviour. Therefore all variables must be identified and analysed which help in the formation of favourable attitudes. The persons having positive attitudes towards the job and organisation may contribute their best to the organisation.***

### Components of Attitude- 'CAB'

Attitude involves the expression of an evaluative judgment about a stimulus object. In other words, reporting an attitude involves making a decision concerning liking vs. disliking, approving vs. disapproving or favouring vs. disfavouring a particular issue, object, or person.

The most influential model of attitude is multi-component model that conceptualizes three components of attitude, generally called CAB:

- Cognitive
- Affective
- Behavioural



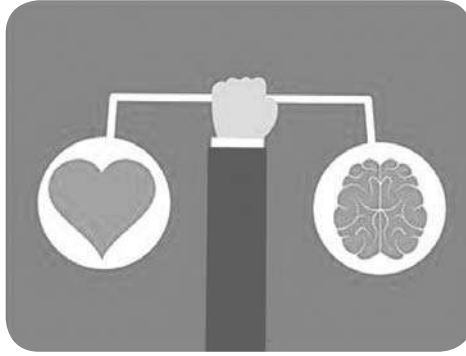
## APTITUDE & FOUNDATIONAL VALUES FOR CIVIL SERVICES

*Ethical issues in civil services are common these days. Almost every country whether developed or developing is facing challenges of corruption in public administration. India is nowhere aloof of this.*

*If we see everyday newspaper, we find cases of corruption not only at junior level but also at higher level of civil service hierarchy where important decisions are made. Therefore it becomes important to inculcate the value of ethics in civil servant in order to ensure the true essence of public administration and welfare.*

*Therefore, the clear understanding of foundational values of civil service is required in order to score good in UPSC or other State PCS exam.*

*In this chapter, we have discussed most important ethical values from the perspective of a civil servant. The understanding of these values not only helps to write answer in section A of ethics paper but also help in case studies asked in section B.*



## EMOTIONAL INTELLIGENCE

*Emotionally intelligent people are sensitive to other people. They are able to manage their own emotion as well understand the emotion of others. Therefore, an emotionally intelligent civil servant can efficiently ensure welfare of people at large by understanding their hardships. In this chapter, we have discussed emotional intelligence, its characteristics, functions, etc. Also how emotional intelligence can deliver desired outcome in civil services, management and other profession.*

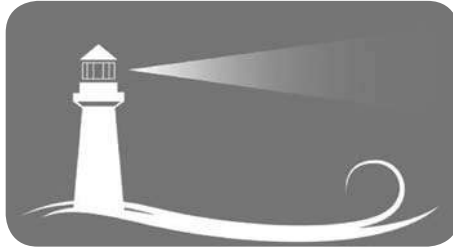
### Emotions

Emotion is an affective state of consciousness in which joy, sorrow, fear, hate, or the like, is experienced, as distinguished from cognitive and volitional states of consciousness.

Whereas, the term 'affective' is defined as something pertaining to feeling or emotions, especially pleasurable or unpleasurable aspects of a mental process.

### Intelligence

Intelligence is a set of cognitive abilities which allow us to acquire knowledge, to learn and to solve problems.



## CONTRIBUTIONS OF MORAL THINKERS & PHILOSOPHERS

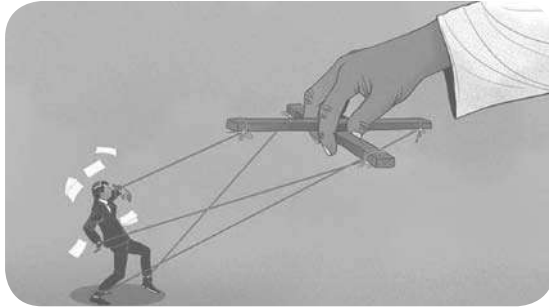
*Moral thinking is vital part of any human civilization. From time immemorial, it has been observed that various philosophers, leaders, scholars have worked hard to inculcate the moral values in society to develop harmony and peace. In this chapter we have discussed some important moral thinkers and philosophers whose contributions in society were appreciated. Familiarity with such moral thinkers, scholars, philosophers and their vision would help to write better answer in ethics paper of UPSC.*

### Philosophy

Philosophy is the methodical work of thoughts. It is an art of life. It tries to understand the meaning and the value of life. It is an attempt to understand the Ultimate Reality. Philosophy is the study of the principles which underlie all knowledge. Philosophy tries to discover ultimate truth. It is an attempt of rational interpretation and unification of all our experiences. It tries to give a rational picture of the whole universe.

The word 'philosophy' is derived from the Greek word 'philosophia' which means striving after wisdom. Philosophy is love of knowledge and philosopher is a person who seeks knowledge.

In India, Philosophy is called 'Darshan' which means 'Vision' and also the means or instruments of Vision. Indian philosophy arises out of the urge for the direct realization of ultimate Reality. We find the seeds of Indian philosophy in the Upanishads, the sacred books of Hindus.



## CIVIL SERVICES VALUES & ETHICS IN PUBLIC ADMINISTRATION

*The levels of ethics in governance are dependent on the social, economic, political, cultural, legal-judicial and historical contexts of the country. These specific factors influence ethics in public administrative systems. Ethics, whether in an entire society, or in a social sub-system, evolves over a long period of time and is influenced, during its nurturance and growth, by a variety of environmental factors, such as, historical, socio-cultural, legal-judicial, political and economical.*

*Ethics is integral to public administration. In public administration, ethics focuses on how the public administrator should question and reflect in order to be able to act responsibly.*

*Ethical standards determine moral conduct. Therefore, erosion of ethics or basic moral principles of right and wrong in any society can undermine trust in institutions and thereby disturb the basic fabric of peace and harmony. In this chapter we have discussed some important ethical challenges or dilemmas with respect to important institutions such as bureaucracy, governance, corporate, healthcare industry, etc.*





## PROBITY IN GOVERNANCE

*Although ethics and values are necessary to ensure probity in governance but there are certain situations where we need other measures to ensure probity in governance in case of lapse in ethics. In this chapter we have discussed other fundamentals in order to ensure probity in governance such as, code of conduct for civil servants, Right to Information Act, protection of whistle blowers, people's participation, social auditing, civil societies, role of media, etc.*

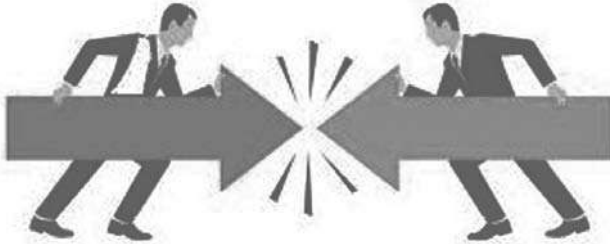
### Public Service

The term public service carries different meanings.

The first meaning of 'public service' is in the sense of a public utility, i.e., it refers to the kind of services governments commonly provide - electricity, healthcare, maintenance of law and order, urban and rural infrastructure, etc.- where the prime criteria of success are availability, affordability and accessibility of services.

In this connection, the delivery of public service means the goods and services offered by government institutions to the public, and it includes the interface between the citizen and the administration.

Second, public service refers to all the public functionaries including all those working in the army as well as the judiciary and the executive.



## CONFLICT OF INTEREST & CONFLICT IN ADMINISTRATION

*Conflict of interest is an important concern which sometimes becomes the root cause for many of the ethical dilemmas as far as public life and government service is concerned. Though, Conflict of Interest has been discussed in other Units of this book but this Chapter is exclusively devoted for this aspect.*

### Conflicts of Interest in Government

#### What are Conflicts of Interest?

An individual play multiple roles in his life, they inherently possess many different interests and loyalties. At any given time, these interests may compete with each other. Such conflicts are a part of life and are unavoidable. Public officials, as stewards of the public trust, are required to put the public's interest before their own. Impropriety occurs when an officeholder, faced with conflicting interests, puts his or her personal or financial interest ahead of the public interest. In the simplest terms, the official reaps a monetary or other reward from a decision made in his or her public capacity.

The most common conflicts in local government happen when office-holders face a vote on real property/land use issues that affect their own holdings. Other examples include voting to grant a benefit to a company in which the officeholder owns stock or even to a non-profit organization on whose board the officeholder may sit.



## PROFESSIONAL CODE OF ETHICS

*Ethical choices diminish risk, advance positive results, increase trust, determine long term success and build reputations. Leadership is absolutely dependent on ethical choices. Professional ethics are a set of principles that guide the behaviour of people in a business context. They are essential to maintaining the legality of business and a healthy workplace. So what is a professional code of ethics? Professional Code of Ethics refers to the standards that apply to a specific setting in an organization.*

*A professional code of ethics provides employees with a set of guidelines they can use to make good decisions in the workplace. It allows organization to set a baseline expectation for what is socially acceptable and how professionals or employees should approach problems. A professional code of ethics can help organization's employees to work honestly and with integrity, which may create a more harmonious work environment.*

### Professional Code of Conduct

A code of conduct is set of written guidelines about how an employee within an organization should behave in the workplace and how the employee should treat others within the company. The benefits of a code of conduct includes -



## INTERNATIONAL RELATION AND ETHICS

*For this section, we define the term “ethics” as the department of study concerned with the principles of human duty. Ethics, as the term is used in the international sphere, will be defined as “the study of the nature of duties across community boundaries. It is the study of how members of ‘bounded’ communities, mostly nation-states, ought to treat outsiders and strangers and specifically whether it is right to make such distinctions”.*

### Ethics in International Affairs/ Relations

It is worth mentioning that the discipline of international relations is concerned with explaining and discussing issues that are inherently ethical in nature, as evidenced by a review of some of the most commonly asked questions in the area. For instance, as Chris Brown states in International Relations Theory, the moral standing of the sovereign state is one of the major topics discussed by international theory.

Mervyn Frost further identifies as election of such questions. For example, when is intervention by one state in the domestic affairs of another state justified? When may states justifiably go to war? Answers to these ethical and normative questions are central to international relations theory.

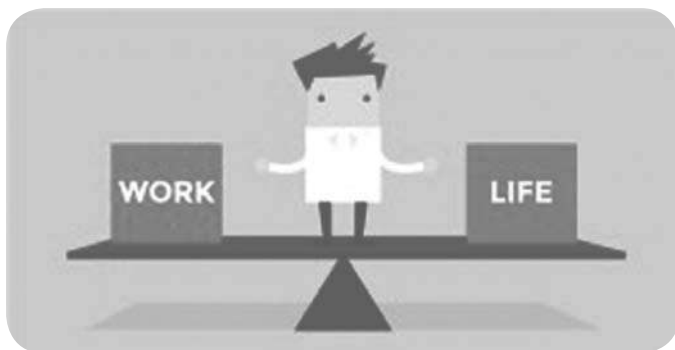


## CORPORATES & ETHICS

*In the contemporary world, with the increasing role of corporates in generating wealth and employment and at the same time increasing corporate frauds and negative impact on climate, environmental sustainability and living conditions on human beings, it has become necessary to study the ethics followed by corporates. Corporate ethics studies appropriate business policies and practices regarding potentially controversial subjects, including corporate governance, insider trading, bribery, discrimination, corporate social responsibility, fiduciary responsibilities, and much more. This chapter provides insights about corporate governance, corporate working, corporate scandals, etc.*

### Definition

Ethics in business refer to a code of standard by which one can determine what is wrong and what is right for the business enterprise. It is determined by principles such as fairness, integrity, commitment to agreements, broad-mindedness, considerateness, importance given to human esteem and self-respect, etc. According to Andrew Crane, "Business ethics is the study of business situations, activities, and decisions where issues of right and wrong are addressed."



## ETHICAL ISSUES

*We find some ethical lapses in our daily life in almost every dimension that needs some immediate attention. Every day in the newspapers, we find news related to corruption, cheating scandals, doping in sports, crimes, etc. Such events are so common in their occurrence that now it is being questioned – does anyone act ethically? Studying ethics can help you arrive at clearer positions and arguments on real life issues – and can help you apply them, too. In fact, thinking more about ethical theory may even change your mind about issues in today's world.*

*In this chapter, we are providing some of the common ethical issues related to our daily lives as well as the global ethical concerns. Such issues will give some greater knowledge and understanding about applied ethics in different fields.*



## GLOSSARY

*Even among those who believe they know ethics there is not total agreement on the meaning of the terms that are used. Below are some terms related to ethics - that each of the students of ethics must understand which will be useful in comprehending a question and substantiating the same.*

### A

**Absolutism:** Absolutism as an ethical theory in contrast to relativism. The belief in a value or good that always holds its value. It is expressed by the ancient stoics as “Let justice be done though the heavens fall”.

**Accountability:** A situation in which someone is responsible for things that happen and can give a satisfactory reason for them. It is the readiness or preparedness to give an explanation or justification to stakeholders for one’s judgments, intentions and actions.

**Administrator:** A person responsible for carrying out the administration of a business or organization.

**Admire:** It is defined as regard with respect or warm approval. If you hold someone in high esteem or look up to someone, you admire that person.

**Afflictions:** Affliction denotes a cause of persistent pain or distress. In ethics, it is something which causes physical or mental sufferings (either by wrongdoing or undoing).

**Agency:** Agency is the capacity of a person to act in accordance with his resolve or will in a given environment.