

QUESTION 03

अभिवृत्तियाँ मूल्यांकनात्मक कथन हैं जिन्हें किसी व्यक्ति के चरित्र और व्यावसायिकता को आकार देने में महत्वपूर्ण माना जाता है। सिविल सेवकों के संदर्भ में इस कथन का परीक्षण कीजिए।

(10 अंक, 150 शब्द)

Attitudes are evaluative statements that are considered important in shaping a person's character and professionalism. Examine this statement in the context of civil servants. (10 Marks, 150 Words)

Thought Process (Pre-Writing Work)

- Parts of the question with expected marks criteria
- Directive Word(s)
- Topic Word(s)
- Limiting Words
- Writing Presentation
- Writing Interpretation

This section will be discussed in the Answer Discussion Class.

Content for Answer

Attitudes, which are evaluative statements reflecting one's disposition towards people, objects, or events, are vital for civil servants. A civil servant's attitude is a primary driver of character, defining who they are, and professionalism, influencing how they perform their duties. A strong, ethical attitude acts as an inner compass, guiding actions and decisions, especially in complex and stressful situations.

Role in character formation

- **Integrity:** An attitude anchored in honesty and moral uprightness ensures decisions are based on public interest, not personal gain, and builds a reputation for incorruptibility.

- **Empathy and Compassion:** A compassionate attitude helps civil servants understand citizens' problems, particularly the vulnerable, enabling them to deliver inclusive and responsive governance.
- **Objectivity:** An attitude of impartiality helps a civil servant make decisions based on merit and facts rather than personal biases or prejudices.

Impact on professionalism

Attitudes also directly influence a civil servant's professionalism and performance:

- **Resilience and Adaptability:** A positive, solution-oriented attitude helps civil servants stay effective under pressure, adapt to changing circumstances, and view challenges as opportunities.
- **Public Trust:** Transparent and accountable attitudes build public trust, encouraging cooperation and support for government initiatives. A negative or biased attitude erodes this confidence.
- **Service Delivery:** The attitude of a civil servant dictates how they interact with the public. A professional and positive attitude improves responsiveness, communication, and overall service delivery.

In essence, while aptitude provides the necessary skills, attitude provides the ethical drive and resilience required for a civil servant to serve the public effectively and with moral conviction. Therefore, cultivating the right attitudes is essential not only for the personal growth of civil servants but also for ensuring effective governance and public welfare.

Space for Answer Discussion:

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