

QUESTION 11

एक भावनात्मक रूप से बुद्धिमान प्रशासक संकट के दौरान जनता की चिंता को प्रभावी ढंग से कैसे प्रबंधित कर सकता है और शांति कैसे बनाए रख सकता है? अपने तर्कों को स्पष्ट करने के लिए वास्तविक दुनिया के उदाहरणों का प्रयोग कीजिए। (10 अंक, 150 शब्द)

How can an emotionally intelligent administrator effectively manage public anxiety and maintain calm during a crisis? Use real-world examples to illustrate your points. (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

An emotionally intelligent administrator can manage public anxiety during a crisis through transparent communication, empathy, and maintaining composure. This builds trust and empowers the public to cooperate with relief measures.

- **Transparent Communication:** Regularly sharing accurate, factual information through reliable channels combats misinformation and manages uncertainty. Example- During Cyclone Phailin (2013), Odisha's administration effectively used clear, proactive communication to evacuate almost one million people, minimizing panic and casualties.
- **Empathy and Compassionate Action:** Acknowledging the public's fear and suffering humanizes the response and builds rapport. Example- Throughout the COVID-19 lockdowns, numerous Indian Administrative Service (IAS) officers empathetically ensured food and shelter for stranded migrant workers, reflecting compassionate governance.

- **Composure and Self-Regulation:** An administrator's calm and steady demeanour provides a stabilising presence, preventing impulsive decisions and inspiring public confidence.

Example- During the 2021 Chamoli glacier disaster, the District Magistrate maintained calm during critical operations, which helped manage the public's fear and the media's scrutiny.

- **Active Listening:** Engaging with public concerns and grievances fosters a sense of being heard and involved, reducing frustration.

Example- Initiatives like Kozhikode's "Operation Sulaimani," started by an IAS officer, provided free food to citizens and reduced administrative delays, showing responsiveness to people's needs.

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Space for Answer Discussion:

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