

Attitude and Aptitude

Attitude for Civil Services

Attitude is a person's mental view, determining their perception and response to people, events, or issues. It is a learned tendency that can be changed over time.

Key Concepts & Examples

- **Components (ABC Model): Attitudes have three components:**
 - **Affective (Emotional):** Feelings about an object.
Example: Feeling angry when witnessing discrimination.
 - **Behavioural (Conative):** Inclination or intention to act in a certain way.
Example: Participating in social justice movements or standing up against discriminatory behaviour.
 - **Cognitive (Beliefs/Thoughts):** Thoughts and beliefs about an object.
Example: Believing all humans are equal regardless of caste or religion.
- **Moral Attitudes:** Attitudes concerned with righteousness and universal values.
Example: An officer with a moral attitude of fairness might advocate for equal access to welfare schemes for all, regardless of political affiliation.
- **Political Attitudes:** A set of beliefs influencing one's conduct towards political problems.
Example: An officer maintaining non-partisanship during elections, ensuring free and fair polling without bias towards the ruling party.
- **Influence on Behaviour:** A positive, public-oriented attitude in a civil servant can improve service delivery and resilience under stress.
Example: IAS officer Smita Sabharwal implemented an "open-door" policy, where her positive attitude towards accessibility led to transparent governance and public trust.
- **Social Influence & Persuasion:** Attitudes can be changed through effective communication and social influence techniques.

Example: The success of the Swachh Bharat Abhiyan relied heavily on persuading people to change their long-standing attitudes towards open defecation through information campaigns and social pressure.

Aptitude for Civil Services

Aptitude is the inherent potential or natural ability to learn or acquire a specific skill, which can be further developed through training and practice. For civil services, certain foundational values are considered key aptitudes.

Key Foundational Values & Examples

- **Integrity:** Adhering to moral and ethical principles, especially under pressure.
Example: The current Collector of Hyderabad, IAS officer Hari Chandana, is known for her transparent and people-centric approach. Her initiatives, such as the "Waste to Wealth" project and digitised feedback systems, focus on efficient fund utilization and zero corruption, inspiring public trust and cooperation in government programs.
- **Impartiality & Non-partisanship:** Treating all citizens fairly, without bias, and maintaining neutrality from political affiliations.
Example: A District Magistrate ensures that disaster relief funds are allocated based purely on need, not on the local political dynamics or community background.
- **Objectivity:** Making decisions based on facts and merit, not personal feelings or biases.
Example: An official evaluating tender bids selects the best quality and cost-effective offer, even if a competitor attempts to offer a bribe.
- **Dedication to Public Service:** Prioritizing public interest over personal gain.
Example: IAS officer Armstrong Pame personally funded a 100km road in Manipur to connect remote villages when government funds were delayed, showcasing dedication beyond the call of duty.
- **Empathy, Tolerance, and Compassion:** Understanding and sharing the feelings of the vulnerable, being patient, and acting with kindness.
Example: Dr. Rajendra Bharud, collector of Nandurbar, used his medical background and compassion to proactively arrange medical support and oxygen for his tribal district during the COVID-19 pandemic. Another example is Divya Devarajan IAS learning the local Gond language to better connect and address the concerns of tribals in Adilabad.

- **Analytical Aptitude:** The ability to think critically and solve problems effectively.
Example: Using data analysis and critical thinking to design an effective waste management plan for a growing urban area, considering all stakeholders and environmental impacts.

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