Integrity

Integrity means that the moral agent acts according to the inner convictions of a person. His conducts should be free from hypocrisy and deception. His actions should be in conformity with his stated values. But it is hard to follow high morals which one proclaims. The British historian GM Trevelyan has commented on this aspect of Puritanism i.e. rigid pursuit of high morals: “by making a shibboleth of virtue, it (puritanical version of Christianity) bred notorious hypocrites”. But it doesn’t mean that one needs to abandon morals. One should be moral sincerely without making a show of it.

Public leaders who possess integrity create interpersonal trust. Integrity which refers to actions resulting from a set of well ordered commitments and beliefs promotes trusts. Trust implies the capacity to depend on and place confidence in the actions of others. All social interaction depends on integrity and trust. Integrity especially relevant in Public Administration in which cooperative, corroborative and collective efforts are needed to solve interconnected problems. Hence, character, particularly integrity, is essential in leaders and bureaucrats.

In this context public administration writers make a distinction between ‘ethics of compliance’ and ‘ethics of integrity’. In ethics of compliance, public servants are trained or given detailed instructions on various laws, rules, regulations and procedures which govern their working in an organization. After learning about these matters, public servants are expected to scrupulously follow them. In this process, public servants learn to follow a set of externally imposed commands. However, they may not do any moral thinking on their own.

Ethics of integrity in contrast tries to impart to civil servants the necessary skills to analyze moral problems on their own. They are trained in areas like public service ethos, ethical standards and values and in the processes of ethical reasoning. By using such skills public servants will follow ethical norms in their conduct. Ethics of integrity leads to development of moral character with self responsibility and moral autonomy. It relies on internal, positive, proactive and voluntary efforts of public servants rather than on external commands and penalties.

Impartiality

Impartiality is a norm of justice holding that decisions should be based on objective standards, instead of on the basis of bias, prejudice, or preferring the advantage to one person over another for unsuitable reasons. Impartiality is acting solely according to the merits of the case and serving equally well governments of different political persuasions. Impartiality means that civil bureaucrats in carrying out their official work, including functions like procurement, recruitment, delivery of services etc., should take decisions based on merit alone. Impartiality implies that the behavior of, and treatment by a bureaucrat to any individual or entity has to be exclusively on the basis of merit. An administrator has to take numerous major decisions such as recruitment, procurement and allotment. To make such decisions effective and efficient, there has to be absolute impartiality.

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Impartiality is the eminence of a person where one is impartial while allocating any goods or services among several people or selecting a person from a set of people based on certain set of abilities.

In Impartiality, candidates must: Perform his responsibilities in a way that is fair, just and equitable and reflects the Civil Service commitment to equality and diversity they must not act in a way that unjustifiably favors or discriminates against particular individuals or interests.

In political Impartiality, person must: Serve the government, whatever its political persuasion, to the best of his ability in a way which maintains political impartiality and is in line with the requirements of this code, no matter what your own political beliefs are.

Act in a way which deserves and retains the confidence of ministers, while at the same time ensuring that you will be able to establish the same relationship with those whom you may be required to serve in some future government.

Comply with any restrictions that have been laid down on your political actions.

Candidates must not act in a way that is determined by party political considerations, or use official resources for party political purposes and allow their personal political views to determine any advice they give or their actions

Non Partisanship

Non-partisanship is not being precisely owned or allied with any group, party or cause. Non-partisanship can be called political neutrality. Non-partisanship infers that the officer is to do his task without any fear of, or favour to any political party. The values of the administrator will flow from the constitution not from the philosophy of any political party. Non-partisanship is the process of not involving any political party even if the person has strong faith in any political thought.

Non-partisanship strengthens the democratic procedures and institutions along with maintaining the integrity of the service. The administrators are always with continuous interface with the politicians, therefore it is necessary to detach themselves from any political dogma and do his duty sincerely. It does not matter which party is in power. Significance of non-partisanship can be appreciated by considering a situation in which this virtue is absent. If the administrator is motivated to any political party, there would always be a group that would remain alienated from the government services as they would have voted for losing party. It strongly fascinates other prerequisites of moral administration like clearness and trustworthiness.

Objectivity: Meaning as a Philosophical concept

Objectivity, as a method of philosophy, is dependent upon the presupposition distinguishing references in the field of epistemology regarding the ontological status of a possible objective reality, and the state of being objective in regard to references towards whatever is considered as objective reality. In other words, what is real and how do we know what we infer about the real is true. Inherent to the distinction is a paradoxical notion that despite the various meanings or definitions assigned to the concept by various disciplines, schools of thought, or individual philosophers,

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ultimately there is a body of knowledge referred to which is considered representative of a single reality.

The concept of objectivity contains the reason why the question "Who decides what is right or wrong?" is wrong. Nobody "decides." Nature does not decide—it merely is; man does not decide, in issues of knowledge, he merely observes that which is. When it comes to applying his knowledge, man decides what he chooses to do, according to what he has learned, remembering that the basic principle of rational action in all aspects of human existence is: "Nature, to be commanded, must be obeyed." This means that man does not create reality and can achieve his values only by making his decisions consonant with the facts of reality. Objectivity begins with the realization that man (including his every attribute and faculty, including his consciousness) is an entity of a specific nature who must act accordingly; that there is no escape from the law of identity, neither in the universe with which he deals nor in the working of his own consciousness, and if he is to acquire knowledge of the first, he must discover the proper method of using the second; that there is no room for the arbitrary in any activity of man, least of all in his method of cognition—and just as he has learned to be guided by objective criteria in making his physical tools, so he must be guided by objective criteria in forming his tools of cognition: his concepts.

Objectivity in Civil Service code of ethics:

Objectivity is founding advice and decisions on rigorous analysis of the evidence. It entails that a truth remains true universally, independently of human thought or approaches. It is established that objective decisions are not impacted by personal feelings or opinions in considering and representing facts. Taking an objective approach to an issue means having due regard for the known valid evidence (relevant facts, logical implications and viewpoints and human purposes) pertaining to that issue. If significant valid evidence is denied or counterfeit, an objective approach is incredible. An objective approach is particularly important in science, and in decision-making processes which affect large numbers of people (e.g. politics, bureaucracy). In some circumstances, an objective approach is unmanageable because people will naturally take a biased, self-interested approach. That is, they will select out those views and facts which agree with their own.

To maintain objectivity in public services, candidates must:

- Provide information and advice, including advice to ministers, on the basis of the evidence, and accurately present the options and facts.
- Take decisions on the merits of the case.
- Take due account of expert and professional advice.

Candidates must not:
Disregard inconvenient facts or relevant considerations when providing advice or making decisions. Frustrate the implementation of strategies once decisions are taken by declining to take, or abstaining from, action which flows from those decisions. Therefore objectivity means consideration of convenient and in convenient facts, taking decision based on merits of the case in the matters related to:

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- Public administration.
- Policy implementation.
- Policy formulation.
- Awarding contracts.
- Making recommendation for awards and benefits.

In brief, objectivity entails implementation of policy in letter and spirit any personal without bias

Dedication: Definition

Dedication suggests voluntary commitment rather than rigidity. Dedication is calm and measured. There is no element of harshness or punishment in dedication. If discipline is the stick, then dedication is a voluntary willingness and desire to reach for the carrot without the threat of that stick.

Dedication implies a level of mastery. It is the point at which you no longer need to apply discipline because your creative work flows out of your own organic desire to do that work.

Dedication is the eminence of people to be devoted or loyal to a duty or purpose, thought or action. Dedication is vital personality trait of an individual. In organizational framework, faithful employees work towards achieving the organizational goals. Dedication will carry person through a lack of motivation. It is his ability to continue acting when motivation is lacking. Dedication will drive to certain task rapidly. There are some occupation in which employees dedicate their lives to public service even sacrificing their personal life and comfort.

Dedication to public service

In India we often find that bureaucrats are doing their duty just because they are obliged to do so. They are under formal commitment to perform their duty. But such attitude is not going to help much as in developing countries like India civil servants need not only perform maintenance but they also play an important role in socio economic development of the country. The process of overcoming the destruction caused by imperial exploitation and embarking upon complex process of social reconstruction requires some extra efforts which can only be possible through dedication.

Dedication to public service involves integrating yourself with the idea of public good and public interest. Single minded relentless pursuit of public good is there. If a civil servant is dedicated his sense of duty is integrated with the responsibility which has been given to him. A dedicated person will remain motivated even if the task given to him is not exciting and unwanted.

Dedication ensures that the sense of duty becomes an end in itself. It is not dependent upon the nature of assignment given to a civil servant. Dedication to public service is very important, especially in countries like India. There will be many internal and external factors which will force you to deviate you from your goal. Under such condition it is your dedication towards the constitution as well as towards the policies of government which will help you in accomplishing your duty.

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Empathy: Definition

The term "empathy" is used to describe a wide range of experiences. Emotion researchers generally define empathy as the ability to sense other people's emotions, coupled with the ability to imagine what someone else might be thinking or feeling.

Contemporary researchers often differentiate between two types of empathy: "Affective empathy" refers to the sensations and feelings we get in response to others' emotions; this can include mirroring what that person is feeling, or just feeling stressed when we detect another's fear or anxiety. "Cognitive empathy," sometimes called "perspective taking," refers to our ability to identify and understand other peoples' emotions. Studies suggest that people with autism spectrum disorders have a hard time empathizing.

Empathy seems to have deep roots in our brains and bodies, and in our evolutionary history. Elementary forms of empathy have been observed in our primate relatives, in dogs, and even in rats. Empathy has been associated with two different pathways in the brain, and scientists have speculated that some aspects of empathy can be traced to mirror neurons, cells in the brain that fire when we observe someone else perform an action in much the same way that they would fire if we performed that action ourselves. Research has also uncovered evidence of a genetic basis to empathy, though studies suggest that people can enhance (or restrict) their natural empathic abilities. Having empathy doesn't necessarily mean we'll want to help someone in need, though it's often a vital first step toward compassionate action.

Importance of empathy

A world without empathy would be chaotic and uncivilized. We probably wouldn't survive it. **Empathy** creates connections between people, bringing them together and helping to forge friendships and love. It makes us feel as if someone cares for us: without it we would likely feel vulnerable and lonely.

Empathy "allows us to create bonds of trust, it gives us insights into what others may be feeling or thinking; it helps us understand how or why others are reacting to situations, it sharpens our 'people acumen' and it informs our decisions."Although other species have the capacity for **empathy**, the human ability to relate to another person's feelings and to even act on it is what brings us together, spreads humanity and makes our world a much nicer place to live. Through **empathy**, we understand each other's experiences and are more prone to help each other. **Empathy helps us connect with**

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