



Mains Practice Question

Q. Attitude plays a crucial role in the effectiveness of civil servants. How does a positive attitude contribute to efficient civil service, and what personal and external factors influence the development of this attitude? (150 words)

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Approach:

- Define the concept of a positive attitude in the context of a civil servant's life and duties.
- Discuss how a positive attitude enhances efficiency in public administration, influencing decision-making and public trust. Also, examine the personal and external factors that help cultivate it, with examples from civil services.
- Conclude suitably.

Introduction:

A positive attitude is **an optimistic and solution-oriented mindset** that allows individuals to face challenges with **resilience and openness**. In the context of civil services, it plays a crucial role **not only in enhancing individual performance** but also in improving the overall effectiveness of public governance. It fosters better **decision-making**, and contributes to more efficient and responsive service delivery.

Body:

Contribution of a Positive Attitude to Efficient Civil Service

- **Problem Solving and Innovation:** Civil servants with a positive attitude are better equipped to approach problems with creative solutions, which is essential for efficient governance. A positive mindset encourages out of the box thinking, helping to **resolve complex administrative challenges**.
 - For example, **Armstrong Pame, an IAS officer from Manipur, demonstrated a strong positive attitude** by mobilizing community resources to build a 100 km road in a remote region with community help.
- **Trust and Respect:** A positive attitude fosters trust, which is essential in civil service. Citizens are more likely to trust civil servants who display optimism, professionalism, and a genuine commitment to serving the public.
 - **For example**, Shilpa Prabhakar Satish, Collector of Tirunelveli, built trust in public education by enrolling her own daughter in a government-run Anganwadi.
- **Boosting Morale and Productivity:** A positive attitude directly influences work morale, ensuring that civil servants remain motivated and productive even in challenging situations. It helps in overcoming the stress and pressure associated with public service roles.
 - **For example**, during the **COVID-19 pandemic**, civil servants like **district magistrates and health officers** demonstrated a positive and service-driven attitude while managing lockdowns, quarantine centers, and vaccination drives.

Personal and External Factors Influencing Positive Attitude Development:

▪ **Personal Factor:**

- **Emotional Intelligence and Self-Awareness:** Civil servants with high emotional intelligence are more likely to manage their emotions effectively, which aids in **maintaining a positive outlook** even in adversity.
- **Work Ethic and Self-Motivation:** Strong **personal values, discipline, and a commitment to public service** help individuals maintain a positive attitude and stay focused on their duties.

▪ **External Factors:**

- **Organizational Support:** A **positive and supportive work environment** that recognizes the efforts of civil servants plays a critical role in fostering a positive attitude. **Regular feedback, recognition, and career development** opportunities can enhance morale.
 - Public scrutiny and high expectations can either make or break a civil servant's attitude.
- **Leadership Influence:** Civil servants often mirror the values and attitude of their leaders. When leadership promotes transparency, ethical conduct, and accountability, it sets the tone for a positive and committed administrative culture.
 - **For example, Sardar Vallabhbhai Patel demonstrated firm resolve and visionary leadership in the integration of over 560 princely states post-independence.**
 - His decisiveness, clarity of purpose, and ethical approach deeply influenced the newly formed IAS, instilling a sense of duty, discipline, and national unity among civil servants

Conclusion:

As Winston Churchill said, ***"Attitude is a little thing that makes a big difference."*** A positive attitude significantly enhances the effectiveness of civil servants by improving morale, trust, and problem-solving. It stems from both individual qualities and institutional support. For governance to be truly responsive, nurturing such an attitude is essential.