



## Mains Practice Question

**Q.** Attitude plays a significant role in shaping human development. How can a public servant cultivate the appropriate attitude required for effective service?(**150 Words**)

24 Apr, 2025 GS Paper 4 Theoretical Questions

### Approach

- Briefly establish the role of attitude in human development and in public service.
- Discuss how a public servant can cultivate the right attitude required for effective service.
- Conclude suitably.

### Introduction

Attitude is a **psychological tendency** to respond favourably or unfavourably to people, situations, or issues, shaped by one's beliefs, and past experiences. In the context of human development, attitude influences how individuals and institutions approach issues like equity, inclusion, and empowerment. A positive and empathetic attitude in public service fosters **ethical decision-making, and inclusive governance**, thereby playing a vital role in promoting social justice and overall human development.

### Body

#### Ways to Cultivate Appropriate Attitude for Public Services:

- **Practicing Empathy:** Appropriate attitudes for public service, such as compassion, tolerance, impartiality, and accountability, can be cultivated through **grassroots exposure**, citizen feedback, learning from experienced colleagues, self-reflection, value-based training, and a strong commitment to citizen-centric governance.
- **Drawing Inspiration and Mentorship:** Public servants often encounter moral dilemmas, and drawing inspiration from national icons can offer ethical clarity.
  - Leaders like **Mahatma Gandhi (truth and non-violence)**, **Sardar Patel (nation-building)**, and **Jawaharlal Nehru (scientific temper and democratic ideals)** provide valuable guidance for nurturing a balanced and principled approach.
- **Adopting a Problem-Solving Approach:** A solution-oriented mindset is critical in public service where challenges are diverse and complex. Officers like Armstrong Pame exemplify this by building a road without relying on government support.
- **Ethical Anchoring:** Anchoring attitude in **constitutional morality** ( justice, equality, dignity) and Gandhian values fosters ethical service.
  - Practicing self-awareness, and moral reflection builds resilience against negative influences.
  - Attitude aligned with fairness, transparency, and neutrality reinforces public trust.
- **Imbibing Moral Values:** Core values like **honesty, integrity, responsibility, and transparency** should form the ethical foundation of a public servant's attitude.
  - **Mission Karmayogi** promotes continuous learning to drive behavioral and attitudinal transformation, in line with the recommendations of the 2nd ARC reports.

- **Inculcating Patriotism:** A deep sense of national service fosters commitment and dedication. Upholding the national interest above personal gain strengthens the spirit of public service.

## Conclusion

A human being is defined by their attitude, and this is especially true for a public servant tasked with nation-building. By cultivating compassion, and a problem-solving approach, a public servant can develop a positive attitude essential for efficient, inclusive, and responsible governance.

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