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GENERAL STUDIES (TEST CODE : 2092)

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Center	Jaipur	Date	27 Aug 23

INDEX TABLE			INSTRUCTIONS		
Q. No.	Maximum Marks	Marks Obtained	1. Do furnish the appropriate details in the answer sheet (viz. Name, Registration Number and Test Code).		
1(a)	10		2. There are TWELVE questions printed in ENGLISH		
1(b)	10		3. All questions are compulsory.		
2(a)	10		4. The number of marks carried by a question/part is indicated against it.		
2(b)	10		5. Answers must be written in the medium authorized in the Admission Certificate, which must be stated clearly on the cover of this Question-Cum-Answer (QCA) Booklet in the space provided. No marks will be given for answers written in medium other than the authorized one.		
3(a)	10		6. Word limit in questions, if specified, should be adhered to.		
3(b)	10		7. Any page or portion of the page left blank in the Question-Cum-Answer Booklet must be clearly struck off.		
3(c)	10		Is student recommended for One-to-One mentoring?		
4(a)	10		Recommended	Strongly Recommended	
4(b)	10				
5(a)	10				
5(b)	10				
6(a)	10				
6(b)	10				
7	20				
8	20				
9	20				
10	20				
11	20				
12	20				
Total Marks Obtained:					
Remarks:					

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EVALUATION INDICATORS

1. Contextual Competence
2. Content Competence
3. Language Competence
4. Introduction Competence
5. Structure - Presentation Competence
6. Conclusion Competence

Overall Macro Comments / feedback / suggestions on Answer Booklet:

1.

2.

3.

4.

5.

6.

All the Best

SECTION - A

1. (a) Direct interactions with social groups, like families and peers, teach people how others expect them to behave. Likewise, a society as a whole reinforces and shapes values through its norms, institutions, media, and collective behaviour. Discuss how a society's formal and informal institutions socialize its population, with examples. (Answer in 150 words) 10

Socialization is the basic unit through which ethical standards are developed in a society. Family, school and society teach an individual the standards to judge any action as right or wrong.

Formal institutions socialize :

1. Schools - School is the primary & first level of socialisation for any child in a formal setting. Teacher acts as the role model and guides conduct of the child.
2. Office and working environment is another formal institution which guides ethical conduct. eg: vishakha guidelines define appropriate behaviour with female colleagues.
3. Democratic and state institutions teach individual important values like social justice, equality.

eg: participating in elections indicates nationalism & patriotism.

Informal institutions -

1. Family, being the first unit has the most profound impact on any individual. eg: a family where the mother and daughter are respected will lead to respectful and decent boys.
2. Peer groups and friends are another important socializing factor which teach social values like loyalty, compassion. eg: friends teach a child the importance of team spirit and helps develop leadership qualities.
3. Relatives and community teach an individual the accepted norms of social behaviour eg: patriarchy.

therefore, socialization is the primary process of maintaining intergenerational uniformity in ethical standards.

1. (b) Do you think technology can play a role in establishing a value-centric modern society? Critically evaluate. (Answer in 150 words) 10

Technology is increasingly becoming more pervasive and humans are becoming more reliant on technology for various needs from education, health, governance etc.

Role of technology in establishing value-centric modern society. -

1. Technology can be used to make education more interactive to teach children important values.
Eg: moral science lectures through interactive case studies simulated through technology.
2. video games and online applications to instill people with values can be encouraged in working environment Eg: "Forest app" to help people focus more.

3. Technology is also used in governance to make service delivery more transparent and accountable.

Eg: DBT and RTI to promote citizen awareness.

4. Technology is useful to promote spirituality and tolerance Eg: frequent debates on social media and preaching awareness.

Challenges to value-centric society

1. Deep web and dark web criminal activity and trafficking.
2. Cryptocurrency used for terror-financing.
3. Deepfakes and AI used to spread disinformation and propaganda.
4. Dark patterns on social media algorithms and data privacy.

Therefore, technology needs to be harnessed with adequate checks, used to promote values and fight the negative impacts.

2. (a) "Drop by drop is the water pot filled. Likewise, the wise man, gathering it little by little, fills himself with good." Discuss. (Answer in 150 words) 10

value formation and morality are ongoing processes which continue throughout the life of an individual. It is a constant feedback loop of behaviour, attitude, social interactions and learning.

Process of value formation -

1. An individual learns his core values from his family and social environment. These core values are formed by reinforcing beliefs. Eg: watching Republic day parade every year with family makes a child patriotic!
2. These core values guide our attitude and behaviour.

Eg: person who has learnt punctuality at school will behave punctually throughout.

3. Moral reasoning and development of conscience is another process through which individual gains wisdom. Eg: Raja Ram Mohan fought sati even though it was accepted norm in society.

4. Acting in accordance with one's values helps reiteration & strengthening of values and protects one from internal dissonance.

5. Empathy, emotional intelligence and compassion can be developed by reading literature, interacting with people from different backgrounds.

Therefore, value formation never ends and individual must strive at each step to learn.

2. (b) There is an ongoing debate on what constitute the core components necessary to define empathy. However, the three that are most often included in psychologists' definitions are affective understanding, emotional contagion, and cognitive perspective-taking. Explain with suitable illustrations. (Answer in 150 words) 10

Empathy is the ability to understand the emotions and problems of others by keeping oneself in others' situations. Empathy promotes moral and just action.

Components of empathy -

1. Affective understanding means emotional understanding and being able to feel what someone else is feeling. Eg:
→ Feeling the plight of a disabled person when one witnesses them struggling.
2. Affective understanding forms a strong base for empathy but understanding emotions itself is not sufficient.

3. Emotional contagion means translation of emotions into moral actions through just judgements and decision-making. Eg: civil servant who understands the problem of hunger will ensure smooth functioning of PDS.
4. Cognitive perspective-taking : it is necessary to apply seasoned judgement on emotional input to arrive at an accurate and innovative solution. Eg: Swinder Singh (IAS) came up with idea of Chocolate Ganesha for carpenter's union to protect both interests and environment.

Therefore, empathy is developed through emotional understanding, moral reasoning and cognitive evaluation of situations.

3. What does each of the following quotations mean to you?

(a) "The end-product of education should be a free creative man, who can battle against historical circumstances and adversities of nature." Dr. Sarvepalli Radhakrishnan (Answer in 150 words)

10

Education is the learning process formalized through Schooling & Purpose of individual is to develop his potential personality fully through education.

Dr. S Radhakrishnan, first President of India was also a great teacher and role model for all students & teachers even today. Purpose of education to to battle historical circumstances—

1. Education should serve the purpose of instilling self-belief and confidence in students.
2. Recently, Chandrayaan-3 has made India the first country to reach the South pole of moon whereas our space prog.

and space budget is not half
as much as developed nations.

3. Indian Education has played an
important role in overcoming
colonial oppressed mentality.

Eg: taking pride in our past.

→ Role in tackling adversities of
nature -

1. Education should teach innovative
and creative solutions to fight
natural calamities. Eg: frequent
disaster drills in schools.

2. Education plays the crucial
role of spreading awareness &
teaching children sustainable
lifestyle behaviour.

Eg: plastic "ban" in schools.

Therefore, purpose of education is
to develop a holistic and creative
personality.

3. (b) "Forgiveness is not an occasional act. It is a permanent attitude." Martin Luther King, Jr. (Answer in 150 words) 10

Forgiveness is a supreme virtue which requires an amalgamation of values like compassion, maturity to develop high emotional intelligence which allows one to become forgiving.

Attitude of forgiveness —

1. Such an attitude is formed by developing values of kindness, tolerance and understanding.
2. Forgiving attitude must translate into behaviour through constant effort & conscious practise. Eg:
→ Mahatma Gandhi had a forgiving attitude towards moral mistakes because he

believed in people's ability to change.

3. Forgiving attitude requires continuous feedback by inculcating the importance of patience. Eg: parents have to be very forgiving with their children to allow them to grow and learn from mistakes.

4. Forgiving attitude should not be confused for weakness.

→ Forgiveness requires immense courage and moral will.

Eg: Nelson Mandela forgave the white population of South Africa.

Therefore, forgiving attitude must be practised regularly as it is a virtue which brings us close to God and humanity according to Bible, Gita.

3. (c) "The greatest leader is not necessarily the one who does the greatest things. He is the one that gets the people to do the greatest things." Ronald Reagan (Answer in 150 words) 10

Leadership is a value which is not equitably found in all and requires magnanimity and vision.

→ Not one who does greatest things :

1. Prof. Heisenberg was the father of atomic physics and taught people like Rutherford, Einstein and Oppenheimer. He gave up his scientific pursuits to dedicate himself to academic enlightenment of these scientists.
2. Gandhiji did not support the extremist and radical path of individual heroic action. Rather he believed in the strength of the masses.

→ leader enables people do to great things -

i> Leadership of Martin Luther King Jr enable the blacks to fight apartheid in USA and demand equal rights.

ii> Nelson Mandela languished in prison for 25 yrs to enable people and instil within them the courage to fight.

iii> Gandhi led the National Freedom Movement solely through his faith in collective, non-violent action Eg: NCM and satyagraha.

iv> Abraham Lincoln enabled people to fight civil war to end slavery.

John Stuart Mill says that no great thing can be achieved by dwarfed men.

4. (a) What are the signs that show that an individual ranks on the lower spectrum of emotional intelligence? How far is technology leading to a decline in the emotional intelligence of people, especially the younger generations? (Answer in 150 words)

10

Emotional intelligence means the capacity to understand & utilize one's own and other's emotions to achieve a desired result.

Signs of low emotional intelligence

1. Lack of empathy - Eg: not being able to relate with the plight of the poor.
2. Lack of compassion - not being helpful towards the needy & being self-absorbed.
3. Lack of stability and rationality in actions Eg: letting emotions overpower one's behaviour.
4. Lack of peaceful and moral evaluation of situations.

Technology leading to decline of EI -

1. Technology, specially social media has lowered our social physical interactions leading to lack of practise in dealing with other people.
2. less alone-time for introspection technology acts as a barrier to spending time with ourselves due to multiple distractions.
3. Excessive focus on developing social image by young people leads to them losing touch with reality.

Therefore, technology is cutting people off real struggles & problems and thereby inhibiting their ability to develop EI.

4. (b) "Action is a catalyst for profound shifts in attitude of an individual." How far do you agree with the statement? Give suitable examples to substantiate your answer. (Answer in 150 words) 10

Certain actions and incidents can have profound and deeply altering changes in an individual's attitude because of the impact and emotional memory of such actions —

1. Buddha and Anguliman - as Anguliman was hurting abuses and allegations at Buddha. Buddha did not respond & taught anguliman the value of forgiveness and respect which caused him to immediately become a follower of Buddha.
2. Old lady and Prophet Mohd. - as the old lady used to throw dust and garbage

on the Prophet daily when she was not present one day, the Prophet went to check on her health which caused a profound shift in her attitude.

3. During freedom struggle, when Indians followed Gandhiji's non-violent strategy - it altered the Britisher's attitude towards Indians.
4. Rosa Parks defied segregation on a bus which led her to question discrimination of blacks and began a movement.
5. Gandhiji on train to Pretoria realised the evil nature of British rule.

Therefore, certain actions & incidents can have profound impacts on core values & behaviour

5. (a) Thirukkural advocates a conscious and a spirit-centered approach to business ethics based on eternal values and moral principles that should govern the conduct of business leaders. What are the ethical issues faced by businesses in contemporary times? How will the teachings of Thirukkural assist in their resolution? (Answer in 150 words) 10

Business ethics and corporate governance means the effective benefit of all stakeholders alike along with the profit-motive of the company.

Ethical issues faced —

1. Profit motive v. distribution of wealth - companies are often faced with the choice of how much profit should be kept undivided with employees.
2. Customer care and adequate protection - using good quality raw materials and providing products at affordable prices.

3. Environmental degradation & cost of environmentally friendly transition and practices is often very high.

→ Teachings of Shiksha -

i> conscious approach to evaluate interests of all stakeholders and exercise moral reasoning.

ii> spirit-centered approach enables trusteeship and benevolence of conduct.

iii> Eternal values & moral principles of honesty, trustworthiness, accountability should be indicated in conduct.

Shiksha also taught us about the holistic impact of corporate social responsibility.

5. (b) Laws promote social control by resolving basic value conflicts, settling individual disputes, and making rules that even our rulers must follow. But, law does not always achieve its purpose and can rather harm society. In this background, discuss the limitations and dysfunctions of law, with examples. (Answer in 150 words) 10

Law and morality is not always in tandem and there occur various instances where actions can be lawfully justified but not ethically. Laws promote social control but are also influenced by social forces & environment.

Limitations & dysfunctions of law -

1. Equality of procedure for all
Eg: pregnant mother should be allowed to take her exam despite low attendance due to special circumstances.
2. Blind to circumstantial conditions and disparities -
law treats all equal however

socio-economic standing of all
is not equal which hampers
access to justice. Eg: Jessica
Lat murder case where
procedures of law were misused
through money & muscle power.

3. Does not take into account the
readiness of society for
certain changes. Eg: Sec 377 was
decriminalized but people still
don't have acceptance of LGBTQ
relations.
4. Delayed justice due to
elaborate, formal procedures.

Therefore, law has limitations
which can be overcome by
free legal aid, citizen participation
and equitable application &
timely revaluation of law.

6. (a) Discuss the ethical issues involved in the spending of public money by the government on advertisements? What measures would you suggest to address these issues? (Answer in 150 words) 10

Spending on public advertisements is a double-edged sword because even though it is necessary to spread awareness & information dissemination, it is also misused for political purposes.

Ethical issues —

1. Amount of funding — Eg: more than 50% of the budget of 'Beti Bachao Beti Padhao' was spent on advertisements which left little for actual implementation.
2. Advertisements used to promote political parties rather than govt. schemes.
3. Excessive spending in form of billboards and posters in name of awareness.

measures to address —

1. Regulation of amount spent through frequent auditing and check through CAG reports.
2. Enactment of law guiding the mechanism of expenditure.
3. Embedded rules within each Act and scheme limiting the amount to be spent.
4. Evaluation of schemes by Parliamentary committees to judge effectiveness & need.

Therefore, transparency and accountability has to be ensured through frequent auditing and reporting & public disclosures.

6. (b) In India, there are conduct rules, which govern an officer's behaviour and conduct. These include the Central Services (Conduct) Rules, 1964, All India Services (Conduct) Rules, 1968 etc. Do you think there is a need for a separate Code of Ethics for civil servants in India? What important values should be part of such a Code of Ethics? (Answer in 150 words)

10

Code of Ethics is a crucial document which acts as a guiding values and provides general tone to the ethical conduct and behaviour of officers. Code of Ethics also helps citizens demand their rights as it streamlines the expectations from officers.

Important values to be included-

1. Leadership : to come up with innovative solutions and to show dedication for duty.
2. Openness and tolerance towards all diverse views and taking well-informed decisions after understanding all viewpoints.

3. Objectivity and fairness of conduct and legal and rational application of procedures.
4. Selflessness and compassion towards service delivery.
5. Transparency and accountability of actions through both internal regulations and external controls.
6. Helpful and available, approachability to develop connect with people.
7. Integrity of values, actions and behaviour.

Therefore, a code of Ethics will provide guiding light according to which officers must constantly align their behaviour.

SECTION - B

In the following questions, carefully study the cases presented and then answer the questions that follow (in around 250 words):

7. In a capitalist market, the goal of a business is to sell a product to satisfy demand. In this context, a company's objective is to maximize profits. However, there are industries where the social good should take precedence over profits and the pharmaceutical Industry is an example of such an industry.

Recently, an incident of arbitrary pricing by a pharmaceutical company has come to light. After years of research, the concerned company released a medicine for the treatment of a rare disease. It holds the patent for the medicine and has spent considerable R&D resources to produce the medicine. But the extraordinarily high price it has fixed for the medicine has not only dashed the hopes of patients suffering from the rare disease but has also shocked the conscience of the public at large. However, there are also some who are arguing that forcing the company to cap the price of the medicine will disincentivise pharmaceutical firms to conduct research and produce treatments for rare diseases in the future.

In this context, answer the following:

- What are the various issues in the above situation?
- Do you think a price-cap solves the given problem by creating another one?
- What are the long-term measures that can be taken to deal with issues arising in such cases? (Answer in 250 words)

20

This case provides an example of
harmonizing profit, investment in
research and social good.

a) Issues involved -

i) Profit motive v. healthcare &
well-being of individuals.

ii) Returns on investments on
Research & development.

iii> Social goods and well are motive
of state v. Interference in
free market economy.

b> Price-cap benefits:

i> Price cap does solve the
problem of availability &
affordability of life saving
drugs.

ii> Price cap will ensure that
patients suffering fatal illnesses
are saved with timely access
to treatment.

iii> Price-cap upholds the duty
of the state under social
contract to provide adequate
safeguards.

However, price-cap also
creates several other issues

- i> Disincentivize investments in research and development
- ii> Rob company of due profit opportunity to gain returns on investment.
- iii> Lack of incentive to conduct further research to come up with solutions.

(c) Long term measures -

1. WTO norms also allow compulsory licensing as it is crucial to make lifesaving drugs accessible to citizens.
2. Govt. can provide subsidies to patients to purchase such drugs considering it is a rare disease, the fiscal burden may not be that high.

iii> Providing incentives to companies to make drugs available at low cost.

→ Eg: allowing them to cut back on social responsibility expenditure to invest money into research.

iv> Tax rebates to companies which provide drugs at subsidized rates.

v> Increasing govt. expenditure on R&D which stands at a low 0.7% of GDP to develop drugs.

Therefore, both affordable pricing and remuneration on return can be ensured through govt. incentives on other aspects of tax, trade, custom duty.

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8. The Indian Railways (IR) has approximately 43,000 hectares of vacant land, which is not required for operational purposes in the foreseeable future. Such plots of land are entrusted to the Rail Land Development Authority (RLDA) by the Railway Board for commercial development. As the Vice-Chairman of the RLDA, you are responsible for identifying the potential of these vacant lands and work out the best mode of commercial development.

Meanwhile, the Union government is planning to build India's first intermodal stations. Intermodal Stations (IMS) are terminal infrastructure, which integrate various transportation modes such as rail, road, mass rapid transit system, bus rapid transit, inland waterways, auto-rickshaws, taxis and private vehicles so that people can move from one mode to another seamlessly.

The Union Ministry has shortlisted two cities to build IMS. The land identified in one city, which also happens to be the home town of a Union Minister, belongs to the RLDA. You are supposed to clear a final report on this land based on which it will be cleared for building IMS.

After going through the land details, you discover that the land contains natural urban forest with more than 40,000 trees that provide diverse ecosystem services to the residents of the cities. Clearing this land for the project will lead to cutting of these trees. Also, the news of this land being under consideration is already out and the environmental civil society groups in the city are protesting against it. They are threatening to go to the court if the trees are cut to proceed with the project. Further, an alternative site has been proposed by an environmental think tank, which could be suitable in terms of sustainable development of the project.

On the other hand, there is pressure from the Union Minister to clear the land for the project. A senior member from the Railway Board has also approached you to look into the issue favourably else it might upset the political executive.

- What are the ethical dilemmas faced by you in the given situation?
- Under the given conditions, what are the options available to you?
- Critically evaluate each of the options listed by you.
- What option would you adopt and why? (Answer in 250 words)

20

The case presents an ethical dilemma of development v. environmental protection. It also requires me to act with prudence to arrive at suitable solution.

a) Ethical dilemmas -

- i> Development v. environmental protection : clearing of forests.
- ii> Personal ethics and professional demands to hasten the process.
- iii> Need of infrastructure and simultaneous need to cater to demands of environmentalists.
- iv> Court proceedings can delay the project indefinitely.

b) Options available -

1. Listen to minister to clear the land and ignore protesters.
2. Listen to minister to clear land but come up with alternative plan for redressal of environmental grievances.
3. Do not clear the forest.

(c) Option 1 : listen to minister

Merits : Professional interests will be satisfied as I shall have shown obedience and efficient conduct of tasks.

- Infrastructure development and economic growth.
- Jobs and employment opportunities for locals.

Demerits - Dereliction of personal ethics and responsibility to protect all stakeholders equally.

- Protests may become violent and harm public order.
- Environmental degradation
- Court proceedings may stay the conduct of project leading to a loss-less scenario.

Option 2: Alternative plan

Merits: uphold both professional duty and personal ethics thereby displaying integrity.

- Heeding to minister's need for project completion.
- Involving stakeholders like local people, environmentalists.

Demerits — The Minister may get re removed for not being hasty.

- Environmentalists may reject alternative plan of compensatory reforestation.

Option - 3 — Not going ahead.

Merits — Environment saved.

- Protests solved.

Demerits → Job loss and lack of opportunity for development & necessary infrastructure.

d) course of action

1. I shall choose Option 2 whereby I come up with alternative plan of compensatory reforestation
2. I shall convince the minister of importance of taking public into confidence through regular consultations & public disclosures
3. I shall also evaluate the alternative site suggested for project development and convince my superiors if that is more viable.
4. Involving all stakeholders in decision making will ensure creative and acceptable solution.

Therefore, I shall constitute a public forum immediately and start working on my alternative plans.

9. You are the head of the Human Resources (HR) department of a reputed tech company in India that has several high profile national and international clients. It has recently come to your notice that a few employees of the Software Development Team have become irregular and insincere towards their work in the past few months.

In the past, this team has been instrumental in timely executing projects, resulting in massive revenue and profits for the company. When you enquire about the issue in detail, you find that many employees including the senior leaders of the concerned team are juggling between multiple jobs. This phenomenon is popularly known as 'moonlighting'. When you ask the employees, most of whom have been high performers, their argument is that doing multiple jobs makes them more skillful and resourceful in their work.

Further, their justification is that they have been doing their gigs beyond the usual working hours of the company. Some of them communicate that they face financial constraints and this is a reason for them to pursue the second gig. Others are of the view that it provides them avenues to learn new things, which is of help in their current roles.

Thus, a whole network of freelancing has been flourishing secretly. You also get to know that employees in some other departments, like the Testing team, are envious of the Software Development team and secretly express their wish to pursue a similar path.

Owing to no specific guidelines, these employees have got a free hand. It has led to multiple issues of productivity and the work culture of the organization and could set a wrong precedent for the other employees, if allowed to continue. On the other hand, firing such a huge number of high performing employees at once is going to add to the attrition rate of the company and loss of talent. The views amongst your colleagues in the HR department is also divided on the issue. You have been entrusted by the senior management to evaluate the situation and take appropriate steps.

In this context:

- Highlight the ethical issues associated with moonlighting.
- As the HR head of the company, what are the options available to you?
- Evaluate each of these options and choose the option, which you would adopt, giving reasons. (Answer in 250 words)

20

Current case involves the problem of efficiency of employees, equal treatment of all and harmonizing profits of the company with employee's interests.

a) Ethical issues -

1. Efficiency of employees that are moonlighting.
2. Confidentiality and potential conflict of interests of employees working for others.
3. Unfair treatment of other employees not allowed to moonlight.
4. Proven current insincerity v. past ethical and efficient conduct.

b) Options available -

1. Allowing the practice.
2. Firing employees.
3. Devising regulations and tender warnings to employees.

c) Evaluation -Option 1 : allowing the practiseMerits: Employee satisfaction and retention of high performing individuals.Demerits - continued inefficiency and insincere work culture ; setting wrong precedent.Option 2 Firing employees and banning practise.Merit - setting deterrent example.
→ Ensure productivity and disciplineDemerits - High attrition.
→ low morale and job insecurity
→ loss of talented employees
→ Negativity in working envi.

Option 3 - Regulations & WarningMerits - Ensure accountability.

- Maintain morale and productivity
- Help those who are learning genuine skills.
- Retain talented employees & allow others to upgrade their skills also.

Demerits → May affect productivity of employees.

- Confidentiality and conflict of interest issues may persist.
- Losses to company due to lack of undivided attention of employees.
- Complacent work-environment.
- unfair for those who wish to maintain work-life balance & loyalty to company.

⇒ Course of action -

1. Firstly, I shall ensure that employees' irregularities & missing of deadlines is addressed.
2. I shall tender written warnings about poor performance.
3. I shall come up with a holistic set of guidelines by inculcating the best practices in market.
4. Employees should sign NDAs & should be banned from working with rival companies or clients.

Therefore, a precarious rope has to be tread when it comes to moonlighting.

10. You are the CEO of a highly successful multinational clothing corporation based in a developed country. Your brand is a household name and your products are sold worldwide. In an attempt to manage production costs and maintain competitive pricing, your company outsources its manufacturing operations to a developing nation where labour is inexpensive.

However, a grave situation has recently unfolded. An investigative journalist, following up on an anonymous tip, has revealed that one of the companies to which you have outsourced an important part of your production is operating its facility under appalling conditions. The facility, which employs a large number of people, including minors, is nothing short of a "sweatshop," where employees work long hours for abysmally low wages in a hazardous environment. The report has led to widespread international condemnation, inciting potential consumer boycotts, and putting your company's hard-earned reputation in jeopardy.

If this was not alarming enough, another serious issue has surfaced. A thorough investigation by your compliance team has uncovered that one of the suppliers to the aforementioned outsourced facility has been engaging in illegal deforestation activities. The supplier has been ruthlessly exploiting the country's natural resources, causing significant harm to the local ecosystem and contributing to climate change. These findings have escalated the reputational crisis facing your company, further complicating the ethical landscape.

You find yourself in a challenging position, caught in a triad of ethical, financial, and environmental predicaments. If you decide to shut down the factory or enforce better labour standards, the ensuing rise in production costs could affect your market competitiveness and dent your profit. Conversely, if you choose to continue with the current setup, you risk contravening international labour laws, human rights norms, and environmental regulations, potentially inflicting irreversible damage to your company's reputation.

- (a) What are the ethical dilemmas being faced by you in this context?
- (b) Discuss the merits and demerits of the options available to you. Which of these will you choose and why?
- (c) What are the ethical alternatives available to the multinational corporations to balance profitability and ethical labour practices? (Answer in 250 words) 20

The current case involves a conflict of profit interest of the company with interests of stakeholders & calls for ethical governance & corporate conduct.

a) Ethical dilemmas

1. Profit v. Reputation
2. Reducing cost of production
v. upholding labour and environmental laws.
3. Short-term profits may lead
to irreparable damage to
company's reputation & loss
of consumer base.

b) Options available -

Option - 1 : Ignore complaints &
continue production :

Merits | - Reduced cost of production
→ Profits for company.
→ Professional duty upheld

Demerits | : loss of reputation

- loss of environmental resources.
- violating labour and human rights laws.

Option 2 - Revoking the contract with outsourced facility:

Merits - Immediate reconciliation of rumours and upholding image of company.

Demerits → The report of journalist may be false leading to loss of ethical conduct.

- loss of employment for locals
- loss of profits with increased cost of production.

Option 3 - Evaluation & inquiry and subsequent action -

1. I shall choose this option as it allows me to make a well-informed, calculated

decision.

2. I shall address the summons and inform the public about internal inquiry into the matter.
3. I shall get in touch with govt. of developing nation & collaborate with them to rectify any inconsistencies.
4. If the allegation prove to be ~~false~~ I shall publicly denounce the contractor & apologize for negligence.
5. I shall ensure the employees of further employment through better contracts.

Therefore this course of action will allow me to save defamation and protect important reputation.

c) Alternative available -

1. To sell products at fair value by taking consumers into confidence about costs of production.
2. Diversifying employment nations and choosing countries with robust legal frameworks to protect labour laws.
3. To advertise according to their good governance practices to earn repute which develops a loyal customer base.

Govt. worldwide should also ensure that their labour laws are implemented & MNCs do not exploit their natural & human resources.

11. The rise of the gig economy greatly benefits the new generation of employees, as it provides them with new job opportunities and multiple sources of income. It is a common trend for fresh graduates who move out of smaller towns and cities and take up gig works to make ends meet till they land a permanent job. Organizations are also opting for temporary professionals over training their own employees for a specific skill set. The NITI Aayog estimates that India has 7.7 million gig workers, which it expects will swell to 23.5 million by 2029-30. Being a gig worker in a delivery company, Rahul earns around Rs. 30,000 to Rs. 40,000 per month depending upon the number of orders received. Also, the work gives him flexibility in scheduling and structuring his days. However, he faces unprecedented struggles due to long working hours, lack of job security, lack of availability of gigs and mainstream jobs, inhuman treatment by the employers and lack of legal protection or rights. But, he is compelled to work, as he is the sole earning member of his family of 4 members. Finding a sense of identity has become difficult as the frequently asked question 'what do you do for a living?' remains to be one of the toughest to answer. It is very difficult for him to get financial assistance, such as loans and mortgages, as he has no stable income to show nor any business to his name, just a skill which is being used every now and then by some employer. Getting health insurance is yet another pain with no insurance companies extending benefits to him due to the nature of his job. In short, Rahul and his family have almost no recognition in the society even for bare minimum amenities, which are reserved for the 'working class'. The abuse of the gig workers is further aggravated by the venture capitalists who would rather pour their money into organizations which are devoid of the employee liability and do not have the overhead expenses of managing a full-time workforce, making it difficult for the regular employers to compete.

(a) Discuss the ethical issues involved in the case.

(b) What can be done to resolve the problems faced by gig workers like Rahul?
(Answer in 250 words)

20

This case involves various ethical issues about labour and human rights of gig workers. It calls for adequate regulations & social security benefits for them.

a) Ethical issues -

1. labour rights which call for equality in treatment with their salaries and regular-waged counterparts.
 2. Wage and employment security of gig workers.
 3. Regulation of working hours and conditions of service
 4. Lack of bargaining power due to absence of any unionisation.
 5. Lack of social security benefits and access to regular remuneration.
- b) Lack of institutional credit.

7. Lack of adequate remuneration
for overtime and inhuman
working hours.
8. Lack of security in
hazardous situations &
no liability taken by
company.
9. Lack of laws and regulations
for companies hiring gig
workers.

b) Measures —

1. Enactment of separate
social security act for
gig workers. in line
with Minimum wages Act
etc..

2. Amending current laws to include gig workers in the ambit of temporary employees, thereby making them eligible for security benefits.
3. Imposing requirements on companies that employ gig workers to provide adequate pay, overtime pay and social security benefits.

⇒ Steps taken

1. Social Security Code, 2020 includes definition and benefits for gig workers.

1. Govt has established a [Fund] for social security of gig workers which will have contributions from govt., companies and gig workers.

3. Encouraging banks & insurance companies through separate [PSL] norms for gig workers.

Therefore, it is crucial to account for this large productive population.

12. In the recently announced result of the Civil Services Examination, for the second year in a row, a female candidate has secured the top rank. Overall, of the total of 933 successful candidates, 320 are women. This is the highest percentage of women candidates selected in any year. But these numbers are far less than the proportion of women in the population. Even in the bureaucratic hierarchy, women seldom hold top posts as compared to men.

In the medical sector, on an average more women join medical colleges compared to men in India. But at the post-graduation and doctoral levels, the percentage of female doctors is around one-third of the male doctors. It is also observed that positions of leadership in academics and administration are still mostly occupied by men.

Additionally, in the field of politics, the representation of women in leadership positions remains relatively low. In the Lok Sabha, women hold only around 14% of the seats. In the State Legislatures, the representation of women varies, with some states showing higher percentages than others. However, there is still a long way to go to achieve gender parity in political representation.

In this context, answer the following questions.

- (a) What are the key barriers and challenges that hinder the path of women in their journey towards leadership roles in their respective fields?
- (b) How do the social and cultural norms affect women's employment in India?
- (c) Discuss how gender parity in employment opportunities and career growth be ensured for women in India. (Answer in 250 words) 20

According to Global Gender Gap Index by WEF, India is ranked at 156 which is very low, below Bangladesh & Sri Lanka.

According to PWFS Labour Survey, only [22%] of women are employed.

a) Key barriers -

1. Patriarchal society
2. Biased outlook of people
towards capability of women
in managing leadership roles
3. Double burden of unpaid
household chores, child
rearing and employment.
4. Lack of role models and
female leadership networks
to support women.

b) Social & cultural norms -

1. Women are required to
be home-bound and to
look after household duties.

2. Avenues for women are limited and also the fields they are allowed to participate in Eg: nursing, caregiving, domestic duties.
3. Safety at workplace despite vishakha guidelines.
4. Lack of adequate mobility and secure urban infrastructure for women.

C) Gender Parity

1. Art 42 provides for equal remuneration
2. DPSP provides for maternity benefits.

3. 73rd and 74th CAA :
reservation for women in
III tier elections - (1/3rd)
4. Art 15(4) - special provision
for upliftment of women.
5. Art 16(4) - reservations
in public employment.
6. Equal Pay for Equal
Remuneration Act, 1972.
7. Maternity Benefit Act, 2017

Therefore, multiple measures &
their adequate implementa-
tion reqd.

