Ethical Challenges and Dilemmas
Four aspects a Public servant should pay attention to

1. Knowledge of Law
2. Method of work
3. Attitude to Public
4. Relations with Senior officers
Ethical Dilemmas
Ethical Dilemma

An ethical dilemma is one in which a person has to choose between two options, both of which are morally correct, but in conflict.
Ethical Dilemmas

Example from my own experience

could
What should I do?
Fundamental – Principles for dealing with Ethical Dilemmas

- Democratic ACCOUNTABILITY of administration
- The Rule of Law and principle of LEGALITY
- Professional INTEGRITY and
- RESPONSIVENESS to Civil Society
Guidelines for making ethical decisions and doing the right thing

• Respect everyone
• Accept Full Responsibility
• Expect Ethical Outcomes
• Quit Blaming Others
Touchstone

• Apply the three level of Ethics:
  1. Follow Rules
  2. Understand the Rationale of rules
  3. Demonstrate Mangalkarak Behaviour

• Listen to one’s Inner Voice.

• “Silence is both a physical and a spiritual necessity for me…In the attitude of silence, my soul finds the path in a clearer light.”

  - Mahatma Gandhi
THE THREE ETHICAL RULES....

(How Ethical Decisions are Made)
THE GREATEST
GOOD
WILL THE ACTION CAUSE THE GREATEST GOOD FOR THE GREATEST NUMBER OF PEOPLE?
THE MORE GOOD THAT RESULTS, THE MORE RIGHT THE ACTION
THE GOLDEN RULE
“DO UNTO OTHERS AS YOU WOULD HAVE THEM DO UNTO YOU”
THE HEART OF THE GOLDEN RULE IS-----EMPATHY
EMPATHY MEANS PUTTING YOURSELF IN ANOTHER PERSON’S POSITION
HOW DO YOU TEST WHETHER AN ACTION IS RIGHT OR WRONG UNDER THE GOLDEN RULE?
ASK YOURSELF

“WOULD I WANT TO BE TREATED THIS WAY?”

If your answer is NO, then the action breaks the Golden Rule
REAL-WORLD
ETHICS
THERE ARE MORAL RULES THAT MOST PEOPLE KNOW INSTINCTIVELY, WITHOUT THINKING.
EXAMPLE-
LYING IS WRONG

BUT UNDER THIS RULE, THERE MAY BE RARE OCCASIONS THAT A PERSON MAY HAVE TO LIE
Checklist for dealing with ethical dilemmas

- Step 1. Recognize the ethical dilemma.
- Step 2. Get the facts.
- Step 3. Identify your options.
- Step 5. Decide which option to follow.
- Step 6. Ask the “Spotlight Questions”: To double check your decision.
  - “How would I feel if my family found out about my decision?”
  - “How would I feel if the local newspaper printed my decision?”
- Step 7. Take action.
ETHICAL DECISION MAKING
Vertical Limit
Movie scene from ‘Vertical Limit’

- Should the son kill the father?
- If you were the son,…
- If you were the daughter,…
- If you were the father,…
It can be said that the people who work in Public Service face Ethical – Dilemmas, many a times, and it is imperative that that they rely upon their Inner – strength/ Inner voice to ‘guide’ them, which shall never be wrong.

It is the ‘Conscience’ i.e. the Light of the Soul, that burns inside one’s heart.

It is this little spark of Celestial Fire that makes known to oneself the presence of ‘Indweller’

It raises the Voice in protest, whenever anything is thought of or done contrary to the interest of the ‘Indweller’ i.e. one’s inner voice/conscience, because Conscience is the voice of the SELF, which says ‘Yes’ or ‘No’, when one is involved in a moral struggle, which is what an Ethical Dilemma is.

Conscience is the internal monitor and is a form of truth which is the knowledge of our acts and feelings, as right or wrong.

This a very sensitive balance (scales), to weigh actions.
• It is a guiding voice from within, the Faculty or Principle by which we distinguish right from wrong

• We must understand that, Sense of Duty is Conscience. Scrupulousness is Conscience

• Conscience is a silent Teacher and guide

• It’s a needle that points steadily to the pole-star” Do this action. It is right” it warns you also “this is wrong, do not do this”

• You may suffer the consequences for sometime, but as they say, when you ‘live’ your ‘second – innings’, you can then look back with great satisfaction, as to what you did
• When people hurt you, you just think of them as ‘sandpaper’. They may rub and scratch you painfully, but you end up ‘Smooth and Polished”, while they end up ‘worn-out’ and of no further use.
Once a man got lost in a desert. The water in his flask had run out two days ago, and he was on his last legs. He knew that if he didn't get some water soon, he would surely die. The man saw a small hut ahead of him. He thought it would be a mirage or maybe a hallucination, but having no other option, he moved toward it. As he got closer, he realized it was quite real. So he dragged his tired body to the door with the last of his strength.

The hut was not occupied and seemed like it had been abandoned for quite some time. The man entered into it, hoping against hope that he might find water inside.
His heart skipped a beat when he saw what was in the hut - a water hand pump...... It had a pipe going down through the floor, perhaps tapping a source of water deep underground.

He began working the hand pump, but no water came out. He kept at it and still nothing happened. Finally he gave up from exhaustion and frustration. He threw up his hands in despair. It looked as if he was going to die after all.
• Then the man noticed a bottle in one corner of the hut. It was filled with water and corked up to prevent evaporation.

• He uncorked the bottle and was about to gulp down the sweet life-giving water, when he noticed a piece of paper attached to it. Handwriting on the paper read: "Use this water to start the pump. Don't forget to fill the bottle when you're done."

• He had a dilemma. He could follow the instruction and pour the water into the pump, or he could ignore it and just drink the water.
What to do? If he let the water go into the pump, what assurance did he have that it would work? What if the pump malfunctioned? What if the pipe had a leak? What if the underground reservoir had long dried up?

But then... maybe the instruction was correct. Should he risk it? If it turned out to be false, he would be throwing away the last water he would ever see.
Hands trembling, he poured the water into the pump. Then he closed his eyes, said a prayer, and started working the pump.

He heard a gurgling sound, and then water came gushing out, more than he could possibly use. He luxuriated in the cool and refreshing stream. He was going to live!
• After drinking his fill and feeling much better, he looked around the hut. He found a pencil and a map of the region. The map showed that he was still far away from civilization, but at least now he knew where he was and which direction to go.

• He filled his flask for the journey ahead. He also filled the bottle and put the cork back in. Before leaving the hut, he added his own writing below the instruction: "Believe me, it works!"
• This story is all about life. It teaches us that **We must GIVE before We can RECEIVE Abundantly.** More importantly, it also teaches that **FAITH plays an important role in GIVING.** The man did not know if his action would be rewarded, but he proceeded regardless. **Without knowing what to expect, he made a Leap of Faith.**

• Water in this story represents the **Good things in Life** something that brings a **smile to your face.** It can be Intangible Knowledge or it can
• represent Money, Love, Family, Friendship, Happiness, Respect, or any number of other things you Value - **Whatever it is that you would like to get out of life** - that's water.

• The water pump represents the **Workings of the Karmic Mechanism**. Give it some "Water" to Work with, and it will **RETURN far more than you put in**.........!!!