

A PPT

ON

Service Ethos

By

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(Video- The silent national anthem )

Do we need ethics ?

Do we need ethics at any only one particular age?

What happens in the absence of Ethics?

Is there any dearth of knowledge or expertise in the society?

Will expertise or knowledge alone sufficient for bringing positive transformation in the society?

Do we have confidence / courage to follow Ethics?

Am I honest ?

Do we have congenial atmosphere to follow Ethics?

Do we have any role to play, in bringing such atmosphere? ([Video-Lead India](#))

Ethics are caught, rather than taught

# Three Dimensions of Ethics

- Ethics in relation to the Self (**Individual**)  
(Related to one's self elevation)
- Ethics in relation to the Society (**In social fabric- includes family, work place and other social places**)
- Ethics in relation to the Environment

## Ethics in relation to the Society- 2<sup>nd</sup> Dimension

- Ethics in social fabric- includes family, work place and other social places

# Service Ethos

- There shall be a set of values, principles and commitments that guide behaviour & actions (of the Public servants) in the service of the nation

(They are Service Ethos )

- Service Ethos transcend individual interests and promote a selfless dedication to the common good.
- Service Ethos are cornerstone of Good Governance

# Tenets of Service Ethos

- Accountability
- Transparency
- Efficiency & Effectiveness
- Social Equity
- Innovation
- Public Trust

# Measures to Foster & Sustain Service Ethos

- Merit Based Recruitment
- Training & Capacity Building
- Ethical Guidelines
- Recognition & Rewarding
- Involvement of Citizens
- Whistle-blower Protection
- Leadership by Example



# Essential Elements at work

- Punctuality
- Positivity
- Promptness
- Perfection
- Regularity
- Honesty
- Creativity
- Communication
- Humanity ([Avoid the letter I](#))
- Accountability
- Transparency

# Essential Elements at Work (Contd..)

- **Congenial Atmosphere:**

Physical Atmosphere(5 S methods),Emotional Atmosphere(Relations)

## **Physical Atmosphere:**

**(Follow -5 S methods)**

**Sorting:** Eliminate all unnecessary things. Keep only essentials.

**Setting in order(Straightening):** Arranging the most frequently used items with easy access.

**Sweeping/Shine:** Keep the work place clean, tidy and organized.

**Standardising:** All work places for a particular job shall be identical.

**Sustaining the practice:** Maintenance and review of the above parameters.

## Congenial Atmosphere:(contd.)

### Emotional Atmosphere (Relations):

- With Subordinates,

- With Peers,

-With Superiors,

-With Public.

(Listening to the common man)

# Ethics at work

(Videos- [Soldier's sacrifice](#))

- Have commitment & dedication to your duty
- Don't lead a parasitic life
- Maintain discipline
- Be humble (think that you are one among many, but not above many)
- Try to win heart (Leave your own positive mark of service)
- Don't claim other's achievement as yours.
- Nature gives us to meet our need, not greed.
- Amassing wealth more than the need- a stupidity, it is against nature & will have bad consequences

## Ethics at work (contd..)

- Extremities are to be dropped
  - Too much inclination towards family  
(to claim your-self as the best one)
  - Strike a balance between the family and the society/work
- Enjoyment is in your mind not in material wealth or out-side  
(Video- Contented life )
- Extra money will not give extra happiness, it may spoil your happiness
- Less luggage more comfort
- Yama is called ‘samavarthy’

# Professional Ethics

## ➤ Who is a Professional

Who works with same efficiency

- Un-supervised
- On repetitions
- Sans influence of emotions

and shall be able to verify & certify

- Media Personnel (running after TRP, sensational news etc)
- Doctors ( Video- Doctor)
- Technicians

Electricians/Carpenters/Plumbers/Turners/Mechanic/ Tailor etc..

- Services

Transporter/Teacher / Banker

# Tenets of Good Governance

- Accessibility
- Responsiveness/Promptness
- Responsibility
- Delegation/ Decentralization
- Empowerment
- Accuracy
- Transparency
- Inclusiveness
- Inclusive Growth
- Creativity/Modernity
- Sustenance
- Feasibility/ Practicability
- Assessment
- Correction
- Congeniality
- Corruption free
- Rule based
- Humanity

# Ethical Pitfalls

WEALTH	WITH OUT	WORK
PLEASURE		PRINCIPLES
EDUCATION		CHARACTER
KNOWLEDGE		WISDOM
SCIENCE		HUMANITY
BUSINESS		MORALS
PROFESSION		CONCERN
DUTY		SERVICE
POLITICS		VALUES
PROGRESS		ORIENTATION
RELIGION		SPIRITUALITY
LOVE		SACRIFICE



- For becoming great one need not be a rich or highly placed person
- If you keep yourself happy- you are a successful person, if you keep others also happy you are a more successful person.
- A society's or an individual's culture is evident through society's/ individual's nature of honouring the other's rights.

How do you render happiness to society

- Being a Public Servant
- Being an ordinary citizen

(Videos- [Happy Life](#) )

Thank you