



## Mains Practice Question

**Q.** How can the cultivation of a positive attitude among public servants enhance their effectiveness in addressing the needs and concerns of citizens? (150 words)

28 Mar, 2024 GS Paper 4 Theoretical Questions

### Approach

- Begin the answer by introducing the Positive Attitude.
- Discuss how cultivation of a positive attitude among public servants enhances their effectiveness in addressing the needs and concerns of citizens.
- Conclude as per the requirement of keywords.

### Introduction

A positive attitude among public servants is crucial for effective governance as it impacts their behavior, decision-making, and interactions with citizens. This attitude is reflected in their commitment, empathy, and willingness to serve the public interest.

### Body

#### Enhanced Service Delivery:

- **Improved Responsiveness:**
  - Public servants with a positive attitude are more likely to respond promptly to citizen queries, complaints, and requests, leading to improved service delivery.
  - For example, in Singapore, the Civil Service College emphasizes the importance of a positive attitude in its training programs, leading to high levels of citizen satisfaction.
- **Increased Accountability:**
  - A positive attitude fosters a sense of accountability among public servants, making them more proactive in addressing issues and ensuring transparency in their actions.
  - This can be seen in the "Seva Setu" program in Gujarat, India, where government officials visit villages to address citizen grievances promptly.

#### Enhanced Policy Implementation:

- **Effective Communication:**
  - A positive attitude enables public servants to communicate policies and programs effectively to citizens, fostering understanding and cooperation.
  - For instance, the "Pradhan Mantri Ujjwala Yojana" in India, which aims to provide free LPG connections to below-poverty-line households, has been successful due to effective communication by public servants.
- **Innovative Problem-Solving:**
  - Public servants with a positive attitude are more likely to engage in innovative problem-solving, finding creative solutions to complex issues.
  - The "Beti Bachao, Beti Padhao" campaign in India, which aims to address gender imbalance, has seen success due to the innovative approaches adopted by public servants.

## Enhanced Public Trust:

### ▪ Building Trust:

- A positive attitude helps in building trust between public servants and citizens, leading to increased cooperation and support for government initiatives.
- For example, in New Zealand, the "Kiwi Can" program promotes positive attitudes among young people, leading to better community engagement and trust in public institutions.

### ▪ Reduced Corruption:

- A positive attitude reduces the likelihood of corrupt practices among public servants, as they are more focused on serving the public interest rather than personal gain.
- For instance, Hong Kong's Independent Commission Against Corruption (ICAC) upholds integrity and accountability in the public sector, supported by the positive attitudes of civil servants

## Conclusion

The cultivation of a positive attitude among public servants is essential for enhancing their effectiveness in addressing the needs and concerns of citizens. It leads to improved service delivery, enhanced policy implementation, and increased public trust. Governments should invest in training programs and initiatives that promote positive attitudes among public servants to ensure effective governance and citizen satisfaction.

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