



## Mains Practice Question

**Q.** How can emotional intelligence help in resolving ethical dilemmas and conflicts of interest in public administration? (150 words)

05 Oct, 2023 GS Paper 4 Theoretical Questions

### Approach

- Start by defining emotional intelligence (EI) and mention its relevance in the context of public administration.
- Briefly explain how EI is crucial for addressing ethical issues and conflicts of interest.
- You can conclude by emphasizing that a high level of EI can contribute to an ethical and effective public administration system that serves the best interests of the public.

### Introduction

Emotional intelligence (EI) is the ability to understand, use, and manage emotions in relation to oneself and others. EI plays a crucial role in resolving ethical dilemmas and conflicts of interest in public administration by enhancing an individual's ability to navigate complex interpersonal and ethical situations effectively.

### Body

EI can help in resolving ethical dilemmas and conflicts of interest:

- **Self-awareness:** EI begins with self-awareness, which allows public administrators to recognize their own emotions, values, and biases.
  - This self-awareness enables them to identify when they might be facing an ethical dilemma or conflict of interest and understand the emotional responses these situations trigger within them.
- **Empathy:** In public administration, recognizing diverse stakeholder perspectives is vital for ethical decision-making. Empathetic administrators grasp varied needs, promoting constructive solutions through inclusive dialogues.
- **Effective Communication:** EI enhances communication, enabling public administrators to engage in open, respectful conversations with stakeholders, crucial for resolving ethical dilemmas and conflicts of interest.
- **Decision-making:** Ethical dilemmas demand tough choices, balancing interests and values. EI helps administrators make ethically sound decisions by considering facts, rules, and the moral and emotional aspects of choices.
- **Conflict resolution:** Conflicts of interest can lead to tension among stakeholders. Public administrators with high emotional intelligence can mediate, promoting fair resolutions and preventing escalations.
- **Self-regulation:** EI empowers administrators to control their emotions and make rational decisions, reducing the risk of unethical behavior in challenging situations like ethical dilemmas or conflicts of interest.
- **Ethical leadership:** Emotionally intelligent public leaders inspire ethical behavior, empathy, and effective communication, setting a positive example for their teams and colleagues, and

encouraging ethical standards and conflict resolution.

## Conclusion

Emotional intelligence is crucial in public administration, helping administrators handle ethical challenges and conflicts. It promotes self-awareness, empathy, communication, and ethical decision-making, ensuring fairness and transparency, benefiting the public.

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