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Q6

(a) How will you apply emotional intelligence in administrative practices? (150 Words, 10) (b) Strength, peace and security are considered to be the pillars of international relations. Elucidate. (150 Words, 10).

UPSC Civil Services Mains 2017 · GS IV · 10 marks · Emotional Intelligence

Emotional intelligence - concepts, and their utilities and application in administration and governance.

Core demand of the question

- (a) How will you apply emotional intelligence in administrative practices?
- (b) Strength, peace and security are considered to be the pillars of international relations. Elucidate

Revision summary

Emotional intelligence is noticing and steering emotion in self and others so that an officer stays lawful and humane under pressure.

It applies in disasters, inquiries, rumour control and negotiations, without becoming manipulation or a substitute for statute.

Strength is a State's capacity to remain autonomous; peace is processed dispute; security is durable safety of people and polity.

- **The three pillars fail if one is pursued alone:** peace without strength, strength without peace, security without either.

India's quest for strategic space and the UN's peace-and-security language both assume this triangle.

Introduction

Administration is people under pressure. Emotional intelligence is how an officer reads those people, including the self. Part (b) then names three public goods without which States cannot even sit at a table.

Body**(a) Emotional intelligence in administrative practices**

- Emotional intelligence (EI) is the ability to notice, name and regulate one's own emotions, and to notice and respond to others' emotions, without becoming their captive.
- Daniel Goleman's popular framing - self-awareness, self-regulation, motivation, empathy and social skill - is a usable map for a district office.
- **Self-awareness:** know when fatigue, caste comfort or yesterday's insult is writing the order. A pause and a second reader on a harsh demolition note is EI, not weakness.
- **Self-regulation:** do not shout at a clerk or a complainant because a minister shouted at you. The **Central Civil Services (Conduct) Rules, 1964** already require courtesy; EI is how you actually

keep it on a riot day.

- **Motivation:** keep the public goal when the file is dull - a pension, a vaccine camp - without needing daily applause.
- **Empathy:** hear why a farmer will not leave a flood house, or why a woman will not file a police complaint, before you call them stubborn.
- **Social skill:** chair a tense meeting so that a municipal councillor and an engineer can disagree without a walkout; negotiate a procession route that saves both faith and a hospital gate.
- In disaster work, EI is the difference between a camp that humiliates and a camp that feeds. People remember the tone as much as the tarpaulin.
- **In inquiry and discipline, EI means firmness without humiliation:** a charge sheet that is specific, not a public shaming on social media.
- In communication, name fear during a rumour - a communal WhatsApp forward, a disease panic - and give one clear next step. Panic is an emotion; facts without empathy do not land.
- **Limits:** EI is not manipulation, not a smile while the tender is cooked, and not delay of a lawful eviction only because someone cried. Empathy informs the hearing; the statute still decides.
- **Training:** case discussion, feedback after a field day, and mentoring beat a one-hour lecture on "soft skills".

(b) Strength, peace and security as pillars of international relations

- International relations is how States, and now other actors, manage power, trade, war and common problems in a system with no world government.
- **Strength is the capacity to protect autonomy:** military, economic, technological and demographic depth, plus internal legitimacy. A weak State is a subject of others' bargains.
- Peace is more than the silence of guns. It is a condition in which disputes can be processed by diplomacy, law and institutions rather than by conquest.
- Security is the assurance that survival, borders, citizens and critical infrastructure are not at daily mercy of a rival, a terrorist group or a supply shock.
- The three lean on one another. Strength without a peace policy becomes a threat that organises balancing against you. Peace without strength is a hope that a predator may ignore. Security without peace is a garrison forever on edge.
- The Charter of the United Nations (1945) puts peace and security at the centre of collective effort, while still assuming that States keep enough strength to exist.
- India's strategic language - from non-alignment to multi-alignment - has tried to gain security and development space without becoming a camp follower, which is a peace-and-strength mix.
- **Nuclear deterrence** is a grim form of strength meant to produce a kind of security; it does not by itself produce peace, as crises between nuclear neighbours show.
- Economic strength - food, energy, digital public goods - is now as much a security pillar as tanks, which COVID-19 and supply-chain shocks taught.
- **Human security (UNDP, 1994) widens the pillar:** a citizen insecure from hunger or communal violence is a failure of the State even if the border is quiet.
- **Elucidation for ethics:** a republic's foreign policy is unethical if it seeks strength by humiliating the weak abroad, or peace by selling a neighbour's people, or security by a permanent internal emergency.

Flow diagram

Emotional intelligence -> Self-awareness
Emotional intelligence -> Empathy
Emotional intelligence -> Better administration
International relations -> Strength
International relations -> Peace
International relations -> Security
Strength -> Stable order
Peace -> Stable order
Security -> Stable order

Conclusion

Apply EI as self-command, empathy and skilled meetings so that law is implemented by a human being, not by a temper. In world politics, strength, peace and security stand together: drop one and the other two become fear or vanity.

Facts & figures

Daniel Goleman on emotional intelligence

A widely used map of self-awareness, self-regulation, motivation, empathy and social skill, applied here to public office.

Charter of the United Nations, 1945

Places international peace and security at the core of the UN's purpose, while States remain the basic units of strength.

Human Development Report, 1994

Popularised human security - freedom from fear and want - widening security beyond the border gazette.

Central Civil Services (Conduct) Rules, 1964

Require courtesy and conduct becoming a government servant; EI is a practical way to meet that duty under stress.

Nuclear deterrence

A form of strength intended to produce security by making war too costly; it is not the same as a peaceful political relationship.