

WRAP Exams · wrapexams.com

Prelims PYQ, Mains model answers, and copy evaluation. Write to the desk for this paper, a doubt, or the AI waitlist.

ask@wrapexams.com · +91 85951 84903 · wrapexams.com

Q2

(a) "Hatred is destructive of a person's wisdom and conscience that can poison a nation's spirit." Do you agree with this view? Justify your answer. (b) What are the main components of emotional intelligence (EI)? Can they be learned? Discuss.

UPSC Civil Services Mains 2020 · GS IV · 10 marks · Emotional Intelligence

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

Core demand of the question

- (a) "Hatred is destructive of a person's wisdom and conscience that can poison a nation's spirit." Do you agree with this view? Justify your answer
- (b) What are the main components of emotional intelligence (EI)? Can they be learned? Discuss

Revision summary

Hatred blinds facts, recuses conscience and trains a nation in cruelty.

Anger at injustice can be moral; hatred of a whole community is not.

EI's main components are self-awareness, self-regulation, motivation, empathy and social skills.

They can largely be learned through practice, feedback and a culture that rewards calm.

A workshop cannot install EI if the organisation pays for rage.

Introduction

Hate looks like energy. Part (a) asks whether it actually burns the mind and then the republic. Part (b) asks what emotional intelligence is made of, and whether an adult - including a civil servant - can still learn it.

Body**(a) Hatred destroys wisdom and poisons a nation's spirit - agreement**

- Agreement is substantially right. Hatred is not a sharp tool that one puts down after use. It rewires attention, so that facts which do not feed the enemy-picture are not seen.
- Wisdom needs the capacity to hold two facts, to wait, and to change one's mind. Hatred treats change of mind as treason.
- Conscience is the inner court that still asks "is this fair to that person?" Hatred recuses that court and substitutes a crowd.
- **At the person:** a lynch rumour, an honour killing, or an officer who "teaches a lesson" to a community has already lost the prudence that [Article 21](#) requires.
- **At the nation:** a poisoned spirit is a public that cheers humiliation, a market that boycotts a surname, and a police that arrives late for one victim and early for another.

- **Justification from public ethics:** constitutional fraternity (Preamble; Article 51A) is the opposite of a spirit organised by hate. The Second Administrative Reforms Commission treated communal bias in administration as a governance failure, not a private taste.
- **Justification from history:** Partition's long trauma, 1984, 2002, and smaller riots show the same sequence - rumour, dehumanisation, then a generation that cannot share a classroom without fear.
- **Hate speech dressed as nationalism still poisons:** it spends soft power, scares capital, and trains children that cruelty is belonging.
- **Critical limit:** anger at injustice is not the same as hatred of persons. Fury at a rapist, a rioter or a corrupt nexus can be moral. Hatred that paints a whole faith, caste or language as the crime is what the quote names.
- **Another limit:** nations need a spine against aggression. Deterrence and lawful force are not hatred. Targeting civilians, or enjoying the enemy's child's death, is.
- Therefore: agree. Hatred destroys the individual's wisdom and conscience, then leaks into the nation's spirit as a habit of cruelty. Public duty is to starve it - accurate speech, equal law, and no reward for the entrepreneur of offence.

(b) Components of EI, and whether they can be learned

- Emotional intelligence is the ability to notice, name, use and regulate emotions in oneself and in others so that a decision stays intelligent.
- **Main components, in the working list used in administration and in Goleman's popular model:** self-awareness; self-regulation; motivation; empathy; and social skills.
- **Self-awareness:** knowing that you are afraid, vain or furious before the noting is written. Without it, the file is a mood.
- **Self-regulation:** pausing the transfer order, the lathi, or the tweet until the fact sheet is true. It is temperance under the Conduct Rules, not numbness.
- **Motivation:** a drive toward the public task that is not only ACR or applause. It is what keeps an officer in a flood camp after the camera leaves.
- **Empathy:** accurate reading of the person at the counter - a widow who cannot name a scheme, a child who will not speak before the uncle.
- **Social skills:** listening, speaking so a crowd can de-escalate, coordinating police and health without a turf war, and giving a speaking order that a citizen can understand.
- Can they be learned? Yes, in large part. They are skills and habits, not a mystic gift reserved for the saint.
- Childhood and culture set a baseline. Training, feedback, role-play, field attachment, counselling after a riot or a disaster, and a boss who models calm can still shift an adult.
- **Evidence from practice:** de-escalation training for police, mindfulness as attention training, 360-degree feedback, and case discussion of illegal oral orders all treat EI as teachable.
- **Limits:** a person who enjoys cruelty, or whose incentives punish empathy, will not "learn" EI from a two-day workshop. Learning needs a system that does not reward the shout.
- **For civil servants:** EI is learnable and it is a duty. A brilliant officer who cannot regulate rage or read a frightened complainant will still produce injustice.
- Learning is not faking warmth. It is building the five components so that law is applied with a steady hand.

Flow diagram

Hatred -> Wisdom fails
Hatred -> Conscience recused
Hatred -> NSP Nation's spirit poisoned
Emotional intelligence -> Self-awareness
Emotional intelligence -> Self-regulation
Emotional intelligence -> Motivation
Emotional intelligence -> Empathy
Emotional intelligence -> Social skills
Training and example -> Emotional intelligence

Conclusion

Hatred is agreed to be a solvent of wisdom, conscience and national spirit; righteous anger at a crime is not a licence to hate a people. Emotional intelligence has five working parts and can be learned as habit, if institutions stop paying for the opposite.

Facts & figures

Daniel Goleman's EI model

Widely used in management and public-service training: self-awareness, self-regulation, motivation, empathy and social skill.

Preamble and Article 51A

Fraternity and the duty of harmony are the constitutional names for a nation's spirit that hatred poisons.

Second Administrative Reforms Commission

Treated communalisation and bias in administration as ethical and governance failures.

Indian Penal Code / Bharatiya Nyaya Sanhita hate and riot offences

Criminal law already names incitement and riot; ethics asks the officer not to wait for a corpse before using that law evenly.

Police de-escalation and counselling

Practical proof that regulation of fear and anger is trained, not merely preached.

WRAP Exams · Write. Read. Analyse. Practice. · <https://wrapexams.com/upsc/mains-answers/gs-4/2020/a-hatred-is-destructive-of-a-persons-wisdom-and-conscience-that-can-poison-a-nations-spirit-do-you-agree-with-this-view-justify-your-answer-b-what-are-the-main-components-of-emotional-intelligence-ei-can-they-be-learned/> · ask@wrapexams.com · wrapexams.com