

Q. 6

A Civil Servant should have sympathy, empathy & compassion. Comment.  
(150 words).

Ans. 6

Civil servants are considered as building blocks of the nation as they are part of implementing different policies. At the same time, they serve the civilians.

In this context, they are expected to be sympathetic, empathetic & compassionate at the same time.

Sympathy - It is crucial as without sympathy, a civil servant may not recognize the problems faced by people & work towards solving them.

Empathy - By recognising problems, they won't solve. Here, empathy is important so that he can feel & analyse the problem in depth without any prejudices. In other words, it motivates us to take actions but actions are not taken.

Compassion - It's an action stage where problems are eradicated. Here,

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civil servants are required to act with a calm mind following protocols.

For eg :- if a child is selling newspapers nearby traffic signal & feel sad for him, it is sympathy. If we buy newspaper from him, then it is empathy but if we provide him an address of an NGO which works in educating weak & poor children, then it is compassion.

Therefore, all the qualities are required for civil servants for able administration.

