UNIT 1 HUMAN VALUES

Learning Objectives

After reading this unit, you will be able to

- ✓ Define basic terms related to morals, values and ethics.
- ✓ Identify the different human values and understand its importance and role.
- ✓ Understand about yoga and meditation.
- ✓ Be aware of stress management.

1.1. ETHICS

Ethics may be defined as the discipline that deals with what is good and bad with moral duty and obligation.

Ethics is a set of principles or standards of human conduct that govern the behaviour of individuals or organizations. Using these ethical standards a person or a group of persons or an organization regulates their behaviour to distinguish between what is right and what is wrong as perceived by others. Ethics is concerned with what is good and right for society.

1.2. MORALS

The word moral is defined in the Oxford dictionary as 'concerned with the principles of right and wrong behaviour' and 'a lesson that can be derived from a story or experience'.

Morals are the standards, norms or principles of right and wrong. They are basically principles which help to guide or behaviour and accept behaviour of others. When we are children we hear and read different stories and in the end there is a question what is the moral of the story? The objective of story telling is, through the story the moral lesson of what is right and is wrong is learnt.

Morality is concerned with principles and practices of morals such as: (a) What ought or ought not to be done in a given situation? (b) What is right or wrong about the handling of a situation? and (c) What is good or bad about the people, policies and ideals involved? Morality is different from ethics in the following ways:

S.No	Morality	Ethics
1.	More general and prescriptive based on customs and traditions.	Specific and descriptive. Its is a critical reflection on morals.
2.	More concerned with the results of wrong action, when done	More concerned with the results of a right action, when not done.
3.	Thrust is on judgement and punishment, in the name of God or by laws.	Thrust is on influence, education, training through codes, guidelines and correction.
4.	In case of conflict between the two, morality is given top priority, because the damage is more. It is more common and basic.	Less serious, hence second priority only. Less common. But relevant today, because of complex interaction in the modern society.
5.	Example: character flaw, corruption, extortion an crime	Example: notions or beliefs about manners, tastes, customs, and towards laws.

1.3. VALUES

The term values comes from the *Latin word 'valere'* which means to be of worth. Value means relative worth, utility or importance, degree of excellence, quality and intrinsically valuable, value literally means something that has a price, something precious and worthwhile. Values are a set of principles or standards of behaviour, that are regarded as desirable, important and held in high esteem by society. They are based on the moral norms or standards. Value is the importance or usefulness of something. Since we give importance, we try to protect values. We value money and jewellery, so keep it under lock. Values reflect personal attitudes and judgments, decisions and choices, behaviour and relationships, dreams and vision. They give rise to beliefs, thoughts, feelings and actions. Higher the benefits, higher the value and higher the values, higher the respect. Value guide us to do the right things and be morally sound. The basis for values are morals. There are different types of values such as personal values social values, behavioural values, moral values and spiritual values.

Importance of Values:

Values play an important role in our lives. The following are some of the important benefits of having a good value system.

➢ Values guide us to live ethically, taking the right decisions, and act appropriately.

➢ Values help us evaluate and judge others actions similarly.

> ➤ Values and beliefs have a bearing on our attitudes. Attitudes are very important for success and harmony in life.

> ➤ Good values help us in feeling at peace from within, and live in harmony with ourselves and the society.

> ➤ Values give direction to our life.

1.4. HUMAN VALUES

Human values are the values of the human begins for the human beings and by the human begins. Human values can also be values of life.

In a profession, the human values identified and used are called key Ethical principles (KEP). Some examples are: Honesty, Integrity, fulfilling commitments, abiding by agreements in letter and spirit, being fair and open minded and willing to admit errors, caring and compassionate, respect for human dignity, responsible, pursuit of excellence and begin accountable for decision and its consequences.

1.5. INTEGRITY

Integrity is the quality of being honest and morally upright h the state of being whole or unified. Thus integrity is an act of honesty There is a close relationship between integrity and honesty. Th consistent honest behaviour develops integrity. The person is said be having human value of integrity when his behaviour and matches. He does what he says. There is no contradiction between what he says and what he does.

Integrity helps the other person to predict your behaviour and action. If there is consistency in what you say and what you de people will have belief in you. Lack of integrity results in unpredictable behaviour and action. This value will help the engineers to gain confidence from management and help him to move up the ladder All the organizations are looking for this value in employees.

1.6. WORK ETHIC

We know work is worship. This belief gives lot of value to work and regards it as a god. Many of the large organizations have code of ethics for the employees. These codes specifies the work ethics. For example reporting time 9 AM, lunch 1-2 PM, specifies dress code. A person with work ethic will observe these rules and follow them. He does what is expected out of him. Work ethics are laid down by the organization to bring uniformity in the behaviour of workers, engineers, managers and all other employees.

A good work ethic creates a work culture in the organization and increases the productivity. This value will help the engineer to work hard and discipline himself and build team in an organization.

1.7. SERVICE

Service is the work involving the use of the head, the heart and the hand, for the welfare of others, irrespective of their status, caste or creed.

It is a social value and contributes to the development and offers ample opportunities for the development of one's character and personality Service is voluntarily helping others without expectation of any return. It may be inside the organization or outside the organization helping some Non Government organizations (NGO's) or similar organizations. We say service to humanity is service to God. There are various service organizations like Rotary club, Lions club etc. who do lot of social services. During earth quakes, floods, famine, fire or any other emergencies also, service may be provided. Lot of satisfaction is derived from selfless service. Service is a responsibility of humans toward civil society. Service will help engineer to build his personality and win the respect in the society. It will help to network with customers and people.

1.8. LEARNING

When you do some action then learn in the process. Learning itself is a process. Learning is a value derived from the actions and decisions. One must also know how to unlearn. Sometimes to learn something we are required to unlearn something. It is very difficult to unlearn and comparatively easy to learn. There is a saying that habits die very hard. This is an attitude towards life. There is an opportunity to learn from everything even failure. Organizations want people who posses high level of willingness to learn. It is a fact that we do not know everything You are fool if you think that you know everything. It is not possible at all. Learning takes place in the individual. Once you learn to do something it is very difficult to forget. For example driving, cycling and swimming. The value of learning will help engineer to update new technologies. This will help engineer to develop and grow in an organization. He will become more adjustable and develop open mind to accept the views and option of others.

1.9. CIVIC VIRTUE

This is a social value. Man is a social animal he lives in a society and is a part of the society. While working in an organization he lives in a society. Being a member of the society he has to take care of the people and surroundings. For example not to create pollution to environment, throw waste materials outside, violate traffic rules and be a nuisance to the other members of the society. As a member of the society he has certain roles and responsibilities towards society Every individual has to become a responsible citizen of India. He must obey the law and rules laid down by the society

Indians score low on the civic sense. They have habit of throwing garbage outside, throw the used things anywhere and everywhere. The attitude of 'so what' is engraved in them. In slums people live in a lot of dirt and unhygienic conditions Civic virtue means humans, habitually neat or pure without any dirt, filth or corruption. It is free from dirt, filth, adulteration and corruption. It helps us to keep our surroundings neat, clean and free from diseases. This virtue helps people to live a healthy life with clean environment.

1.10. RESPECT FOR OTHERS

This is a human value which is based on the principle of equality. All the human beings are same and deserve the same respect irrespective of their positions. One must treat all human beings equally, listen to them and not hurt any body. Give respect and take respect. When you give respect to other human beings, they in turn will reciprocate and return the same, vice versa when you disrespect others, they will also return the same. Respect is like a mirror. Mirror reflects your own image. Similarly respect comes back to your in return.

Respect for others helps to avoid conflict misunderstanding and animosity. An engineer, by practicing this value will win respect from other employees and management.

1.11. LIVING PEACEFULLY

We must live in peace and allow others also to live peacefully. Living peacefully require immense amount of patience, adjusting with others, give and take, self control and emotional stability. Harmony is required for peaceful living. Where there is harmony there we can see peace. It is a social value. This is derived from the civic sense. In villages, one finds peace. There is absence of rush and people keep cool and calm.

In temples also there is divinity and peace. Once this value is practiced by individuals in society, terrorism and hatred will disappear. A person with this value will not create problem for others. These days this value is very important.

1.12. CARING

This is a human value which gives satisfaction to others. Every human being wants attention and recognition. When human being is ignored, he feels lonely, feels left out and develops an inferiority complex. He faces a low esteem. He craves for attention. Love and care to other humans, make them wanted and results in attention. We have to show concern for other fellow human beings. This value will help to create, attitude of mother and not find fault with others and develop a feeling of caring. It will help to

reduce conflicts in the organization. People also will be happy to get attention and performance of subordinates will increase and improve.

1.13. SHARING

Sharing is the ability to give others what we possess. When we start caring we also share. Caring and sharing can be considered as two sides of a coin. They are inseparable. Caring and sharing are used together. There is togetherness when things are being shared. When we start to share with others, we get more and more. Sharing helps us to overcome selfishness and create spirit of magnanimity. Sharing includes not only but also sharing of joy or sorrow with others. This value will bring together people of different religion, caste and creed and create atmosphere of family inside the organization. In will help in team building and improve the performance of the organization.

1.14. HONESTY

Honesty means truthfulness. It is internal within an individual that guides a person to be true to one side and to others. Honesty is the best policy. A honest person speaks truth and accepts full responsibility for work done. He does not cheat others. One needs to be honest with oneself. We feel that we have cheated others, but in fact you are cheating yourself rather than others. When a person is honest he leads a peaceful and a happy life. Recognition will automatically come for practicing honesty in life. Some of the actions of an engineer that lead to dishonesty are:

1. Lying

Honesty implies avoidance of lying. An engineer may communicate wrong or distorted test results intentionally or otherwise. It is giving wrong information to the right people.

2. Deliberate deception

An engineer may judge or decide on matters one is not familiar or with insufficient data or proof, to impress upon the customers or employers. This is a self-deceit.

3. Withholding the information

It means hiding the facts during communication to one's superior or subordinate intentionally.

4. **Not seeking the truth**

Some engineers accept the information or data, without applying their mind and seeking the truth.

5. **Not maintaining confidentiality**

It is giving right information to wrong people. The engineers should keep information of their customers/clients or of their employers confidential and should not discuss them with others.

6. **Giving professional judgment under the influence of personal benefits and prejudice.**

1.15. COURAGE

Life has many challenges, problems and critical issue and they must be faced with confidence. Courage is the ability to face the strains and setbacks. It is dynamic and motivates a person to fight for principles and values.

It drives people to achieve the impossible. Courage helps to face the problems with calmness, poise, tranquility, fearlessness and confidence. The quality of courage helps to build confidence in an individual. By practicing this value, entrepreneurial qualities and risk taking abilities will develop.

Courage is the tendency to accept and face risks and difficult tasks in rational ways. Self-confidence is the basic requirement to nurture courage. Facing the criticism, owning responsibility, and accepting the mistakes or errors when committed and exposed are the expressions of courage. In fact, this sets their mind to be vigilant against the past mistakes, and creative in finding the alternate means to achieve the desired objectives.

1.16. VALUING TIME

Time is a rare resource. Once it is spent it is lost forever. We say "Time is Gold". This indicates time is precious we can also say "Time Money". Just as money has value, time also has value. Time must be planned well in advance and needs to be utilized properly. It must not be wasted. It cannot be stored and it just flies. In India we take time for granted. When a work is not completed we normally say there is no time. This attitude reveals that you do not have value for time. When you start valuing time, you plan it well and avoid wastage. Time needs to be invested properly. Money when invested in business gives return, similarly time when invested delivers money and hence time is money. We need to use time for personal growth and organization development.

Time can be sold or purchased. When you employ a servant, you buy his time. In contrast when you work for somebody, you sell your time we pay on the basis of time spent. This clearly shows that time has value and can be measured in terms of money.

This value will help to earn more, as time is money and value. It makes individual to develop discipline, timeliness and practice to be on time and to waste time of others.

Time is wasted in the following ways:

i.   Lack of clear goals and objectives.
ii. Lack of adequate planning.
iii. Unscheduled meetings.
iv. Poor communication.
v.   Poor delegation.
vi. Poorly organized supervision.
vii. Assuming unnecessary public responsibilities.
viii.   Lack of priorities, standards, policies or procedures.

Time can be managed properly in the following ways:

i.   Keeping things simple.
ii. Maintain accurate calendars and abide by them.
iii. Delegate everything possible and empower subordinates.
iv. Concentrate on doing only one task at a time.
v.   Don't waste other peoples' time.
vi. Use checklists and to do lists.
vii. Ensure time is set aside for high priority tasks.
viii.   Adjust priorities as a result of new tasks.
ix. Ensure all meeting have a purpose, a time limit and include only essential.
x.   Establish dead line for work completion.

1.17. CO-OPERATION

Cooperation means coming together. Co-operation can achieve much more than an individual. Cooperation develops strength which is much greater than the strength of an individual. Generally, the psychology of human being is to come together when faced with crisis, this value will help for the growth of the business. The achievement will be more by cooperation, rather than individual. It results in team building in organization.

1.18. COMMITMENT

This is a basic requirement for any profession. Commitment is a very important value which is expected from employees of an organization. Commitment results in devotion of time and money. The value of commitment makes humans responsible.

In an organization communication, sharing and caring attitude, culture and climate create commitment. Commitment of job, duty, money etc. this value will get recognition and attention from the management. It will make individual to work hard and achieve more.

1.19. EMPATHY

Empathy is the value of being considerate. Empathy begins with showing concern, and then obtaining and understanding the feelings of others, from others point of view. You have to put yourself in the shoes of other person to know where the shoe pinches and to experience the same feelings and express the same. It helps to change the attitude. The action change when you try and empathize with other person. You understand the problems and experiences and become considerate. This will develop attitude of being in others shoe. Subordinates expect for this value in their superiors.

1.20. SELF CONFIDENCE

Self confidence is the strength and value of an individual. It is inherent and internal in self. The encouragement and support from the family members, friends, organization, peers result in self becoming confident. Rewards also make person more confident. Self confidence implies trust in oneself and in one's ability. It helps to enrich the character. The result is positive approach and develop self respect and optimism. It is supposed to be the first secret of success. This value will help engineers to deliver performance and achievements.

1.21. CHARACTER

Character is the light which shines when the sun is down and other lights are out. It is that power with which we can win victory even when losing battles. It is the awakened divine in man before whom all heads bend, it shines even in poverty. Robbers can break open and rob honey, jewels etc in the world, but not character.

When we have lost everything but not character, we have not really lost anything. Everything made by man can be destroyed by man but not character. This reveals the strength of character. One can build ones' own character. The role of education is to develop character. Character transmission is the essential mission of education. One

can build or lose character. You will get respect all round by inculcating this personal value.

1.22. SPIRITUALITY

Spirituality is the realization and understanding of who you are? It brings alignment of mind with the body. Meditation and yoga help to become spiritual. You realize the truth and understand the reality. These are also known as moral values.

They are related to an individual's character, nobility and personality conforming to what is right and virtuous. It reveals a person's self control, self purification and inner quality. They depict a person's spiritual convictions and profoundness. Some examples of moral and spiritual values are: detachment, faith, loyalty, non- violence, obedience, prayer, renunciation and truthfulness. It helps to achieve extraordinary from ordinary people. It makes human mind calm and helps to concentrate more. This is the highest order of all the values. Once this values are practiced all the other will follow suit. The emotional balance will be achieved and full control over the mind and body is gained. This helps to lead a happy life. Once you become happy, you will make others happy.

1.22.1. Yoga

Yoga is a Hindu spiritual and ascetic discipline, a part of which, including breath control, simple meditation, and the adoption of specific bodily postures, is widely used for health and relaxation.

Benefits of yoga

1. It will calm your mind
2. Reduce human stress
3. It will boost human immunity
4. Enhancing fitness
5. Better sleep
6. Weight control

1.22.2.   Meditation

Meditation is a practice of concentrated focus upon a sound, object, visualization, the breath, movement or attention itself in order to increase awareness of the present moment, reduce stress, promote relaxation, and enhance personal and spiritual growth. Through the process of meditation we can cure our psychological complex, anger, passions, cowardice etc. It brings harmony and peace.

Effects of Meditation

By meditation, the following five aspects of personality, which constitute professional excellence are realized.

1. **Perspicacity:**

A clear and total understanding of everything. With pas experience, present situations and anticipated trend of the suture, thoughts are analysed before any action. With proper understanding and clear judgment, this analytical wisdom called perspicacity helps one to succeed in all situations.

2. **Magnanimity:**

Many of the individuals think only of their position and power in all their approaches. Meditation can break this shell. With some years of meditation practice, one will see himself/herself in everything and everybody.

3. **Receptivity:**

Expectations lead to disappointment and cause further anxiety, worry, tension and mental imbalance. Practice of regular meditation opens one's mind and enables him to listen to others, analyse the pros and cons and learn new things.

4. **Adaptability:**

One has to tolerate, adjust and agree with others views, situations and happening around to understand the reality of life. A mediator remains comfortable by adapting to any kind of situation.

5. **Creativity:**

Studies show that we are using only about 10- 15% of the brain cells in our activities. The dormant cells are activated by meditation and one gets new ideas beyond the conventional. By practing meditation regularly new ways and approaches to problems are seen.

1.23. STRESS MANAGEMENT

Stress

Stress is a state of mental tension and worry caused by problems in life, work etc. Stress is something that causes strong feelings or wrong or anxiety. It can also be defined in the following ways

➢ Stress is a feeling of emotional physical tension.

- Stress is the physical or mental tension caused by either excess of efforts or by conflicting situations.
- Stress is a person's experience of emotions that are painful.
- Stress is an individual's response to pressure.
- Stress is a downward spiral that can seriously damage your physical and mental well-being.
- Stress is anything that causes a change in your life.

Causes of Stress

1. Unfulfilled desires and expectations.
2. Guilt feeling and reactions to failures cause stress in a person
3. Work situations, repetitive work, tight deadlines and poor welfare facilities can also cause stress.
4. Personal problems in family.
5. Any critical life changes, both pleasant and unpleasant taking place one's life can cause stress.

Kinds of Stress

1. Acute stress
2. Episodic stress
3. Chronic stress

Acute Stress

Acute stress is the most widely experienced one, since it is caused by the daily demands and pressures encountered by each one of us.

Episodic Stress

A cute stress that is suffered too frequently is called episodic stress. This type of stress is usually seen in people who make self- inflicted, unrealistic or unreasonable demands which get all clamored of and bring too much stress in their attempt to accomplish these goals. Episodic stress is not like chronic stress, through, because this type of stress ceases from time to time yet not as frequently as acute stress does.

Chronic Stress

It acute stress is not resolved and begins to increase or last for long periods of time, it becomes chronic stress. Chronic stress is the response to emotional pressure suffered for a prolonged period over which can an individual perceives he or she has no control. Chronic stresses kill through suicide, heart attack and violence.

Symptoms of Stress

1. Inability to concentrate
2. Confusion
3. Forgetfulness
4. Anger
5. Sadness
6. Depression
7. Anxiety
8. Sadness
9. Headache
10. Sleep problems
11. Increased sweating
12. Tiredness
13. Restlessness
14. Worrying
15. High blood pressure

Stress management

Stress management refers to the wide spectrum of techniques and psychotherapies aimed at controlling a person's level of stress for the purpose of improving everyday functioning methods to reduce stress.

Methods to reduce stress

1. Daily exercise
2. Yoga
3. Meditation
4. Listen to music
5. Walking
6. Prayer

TWO MARK QUESTIONS AND ANSWERS

1. What is ethics?

The term ethics in derived from the Greek word ethos character) refers to the philosophical science that deals with the rightness and wrongness of human actions. Ethics is concerned with what is good and right for society.

2. What are morals?

Morals are the standards, norms or principles of right and wrong They are basically principles which help to guide our behaviour and accept behaviour of others.

3. What is morality?

Morality can be defined in the following ways:

Principles governing right and wrong and good and bad behaviour.

The degree to which something is right or wrong, good or bad, and so on.

A system of moral principles followed by a particular group of people.

4. Define ethics. Mention some universally accepted ethical standards.

Ethics can be defined as a discipline dealing with which is good and bad with moral duty and obligation. Some of the universally accepted ethical principles are: integrity, honesty, accountability, responsibility, loyalty and collegiality.

5. What are values?

Values are set of principles or standards of behaviour that are regarded as desirable, important and held in high esteem by society. They are based on the moral norms or standards.

6. What are human values?

Human values are the values of the human beings for the human beings and by the human beings. Morals and values are the foundation of human values. Human values can also be defined values of life.

7. Define the term 'Integrity'.

Integrity is the quality of being honest and morally upright. Thus integrity is an act honesty. There is a close relationship between integrity and honesty. The consistent honest behaviour develops integrity in an individual. The moral of honesty results in integrity The person is said to be having human value of integrity when his behaviour

and action matches. He does what he says. There is no contradiction between what he says and what he does.

8. What is honesty?

Honesty means truthfulness. It is a quality within an individual that urges a person to be true to oneself and to others.(A honest person speaks truth and accepts full responsibility for work done He does not cheat other person. Honesty is the best policy.

9. Why time is a value?

Time is Gold'

Time = Money

Just as money has value, time also has value. Time is a resource and needs to be utilized and not wasted. It cannot be stored an it just flies. So time is a value.

10. List some important time wasters.
i.   Lack of clear goals and objectives.
ii.   Lack of adequate planning.
iii. Unscheduled meetings.
iv.   Poor communication.
v.   Poor delegation.
vi.   Poorly organized supervision.
vii. Assuming unnecessary public responsibilities
viii.   Lack of priorities, standards, policies or procedures.

11. How can one manage his/ her time properly?
i.   Keep things simple.
ii.   Maintain accurate calendars and abide by them
iii. Delegate everything possible and empower subordinates.
iv.   Concentrate on doing only one task at a time.
v.   Don't waste other people's time.
vi.   Use checklists and to do lists.
vii. Ensure time is set aside for high priority tasks.
viii.   Adjust priorities as a result of new tasks.
ix.   Ensure all meeting have a purpose a time limit, and include only essential.
x.   Establish dead line for work completion.

12. How is dishonesty a dangerous issue?

A dishonest person cheat others. He does not speak truth. So it will spoil the character and reputation of an individual.

13. What is courage?

Courage is the ability to face the strains and setbacks. Life has many challenges, problems and critical issue and they must be faced with confidence. The quality of courage helps to build confidence in an individual.

14. What is sharing?

Sharing is the ability to give others what we possess. When we start sharing, we get more and more. After sharing there are no expectations as it expects nothing in return. Sharing helps us to overcome selfishness and create spirit of magnanimity. It is not only sharing of thing but also joy or sorrow. It will help in team building.

15. What is commitment?

Commitment is a very important value which is expected from employees of an organization. The value of commitment makes humans responsible. In an organization, communication sharing and caring attitude, culture and climate create commitment. Commitment of time, job, duty, money, etc. This value will get recognition and attention from the management. It will make an individual to work hard and achieve more.

16. Define self commitment.

Self confidence is the strength and value of an individual. It is inherent and internal in self. It is supposed to be the first secret of success.

17. What is the importance of cooperation?

Cooperation means coming together. Cooperation can achieve much more than individual. The achievement will be more by cooperation. Cooperation develops strength which is much greater than the strength of an individual.

18. What is empathy?

Empathy is the value of being considerate. You have to put yourself in the shoes of other person to know whether the shoe pinches and to experience the same feelings and express the same.

19. How important is the value of spirituality?

Spirituality is the realization and understanding of who you are? It brings alignment of mind with the body. Meditation and yoga help to become spiritual. It reveals a person's self control self purification and inner quality.

20. What are the factors that shape self-confidence in a person?

The encouragement and support from the family members friends, peers and training in organisation.

21. How moral, ethical and human values are related?

Ethics is concerned with what is good and right for society. Ethics is a manifestation of moral and values in the form of decision. It is an applied moral science. Just as organization behaviour is application of psychology to the behaviour, ethics is an applied moral science.

MORALS + VALUES + ETHICS HUMAN VALUES

22. What is yoga?

Yoga is a Hindu spiritual and ascetic discipline, a part of which, including breath control, simple meditation, and the adoption of specific bodily postures, is widely practiced for health and relaxation.

23. What are the benefits of yoga?

1. It will calm your mind.
2. Reduce human stress.
3. It will boost your immunity.
4. Enhancing fitness.
5. Better sleep.
6. Weight control.

24. What is meditation?

Meditation is a practice of concentrated focus upon a sound, object, visualization, the breath, movement or attention itself in order to increase awareness of the present moment, reduce stress, promote relaxation, and enhance personal and spiritual growth through the process of meditation we can cure our psychological complex, anger, passions, cowardice etc. It brings harmony and peace.

25. What is stress?

Stress is a state of mental tension and worry caused by problems in life, work etc. Stress is something that causes strong feelings or worry or anxiety.

26. Write a brief note on stress.

✓ Stress is a feeling of emotional physical tension.
✓ Stress is the physical or mental tension caused by either excess of efforts or by conflicting situations.
✓ Stress is a person's experience of emotions that are painful.
✓ Stress is an individual's response to pressure.
✓ Stress is a downward spiral that can seriously damage your physical and mental well-being.
✓ Stress is anything that causes a change in your life.

27. What are the causes of stress?

1. Unfulfilled desires and expectations.
2. Guilt feelings and reactions to failures cause stress in a person.
3. Work situations, repetitive work, tight deadlines and poor welfare facilities also cause stress.
4. Personal problems in family.
5. Any critical life changes, both pleasant and unpleasant taking place in one's life can cause stress

28. What are the symptoms of stress?

1. Inability to concentrate
2. Confusion
3. Forgetfulness
4. Anger
5. Sadness
6. Depression
7. Anxiety
8. Sadness
9. Headache
10. Sleep problems
11. Increased sweating
12. Tiredness

binils.com
Anna University, Polytechnic & Schools

13. Restlessness
14. Worrying
15. High blood pressure

29. What are the methods to reduce stress in life?

1. Daily exercise
2. Yoga
3. Meditation
4. Listen to music
5. Walking
6. Prayer
7. Sharing with friends, family members and collegues.

30. Define stress management.

Stress management refers to the wide spectrum of techniques and psychotherapies aimed at controlling a person's levels of stress for the purpose of improving everyday functioning.

31. What are the different types of stress?

1. Acute stress
2. Episodic stress
3. Chronic stress

32. What is acute stress?

Acute stress is the most widely experienced one, since it is caused by the daily demands and pressures encountered by each one of us.

33. What is episodic stress?

Acute stress that is suffered too frequently is called episodic stress. This type of stress is usually seen in people who make self-inflicted, unrealistic or unreasonable demands which get all clamured up and bring too much stress in their attempt to accomplish these goals. Episodic stress is not like chronic stress, though, because this type of stress ceases from time to time yet not as frequently as acute stress does.

34. What is chronic stress?

If acute stress is not resolved and begins to increase or last for long periods of time, it becomes chronic stress. Chronic stress is the response to emotional pressure suffered for a prolonged period over which an individual perceives he or she has no control. Chronic stress kills through suicide, heart attack and violence.

35. Distinguish between 'morality' and 'ethics'

S.No	Morality	Ethics
1.	More general and prescriptive based on customs and traditions.	Specific and descriptive. Its is a critical reflection on morals.
2.	More concerned with the results of wrong action, when done	More concerned with the results of a right action, when not done.
3.	Thrust is on judgement and punishment in the name of God	Thrust is on influence, education, training through codes, guidelines and correction.

	or by laws.	
4.	In case of conflict between the two, morality is given top priority, because the damage is more. It is more common and basic.	Less serious, hence second priority only. Less common. But relevant today, because of complex interaction in the modern society.
5.	Example: character flaw, corruption, extortion an crime	Example: notions or beliefs about manners, tastes, customs, and towards laws.

binils.com

Anna University Questions

Part A

1. Define Human Values (Apr/May 2022)

2. What is service learning? (Apr/May 2022) (Nov/Dec 2019) (Apr/May 2017)

3. Write the difference between ethics, morale and values. (Apr/May 2021)

4. Differentiate sympathy form empathy (Apr/May 2021)

5. Define Honesty (Nov/Dec 2019)

6. What is meant by integrity? How is it related to work ethics? (Nov/Dec 2018)

7. Define the term self confidence. How is it related to character development?(Nov/Dec 2018)

8. What are the General characteristics of values? (Nov/Dec 2017)

9. What are the two important ways of building courage? (Nov/Dec 2017)

10. Define work Ethics (Apr/May 2019)

11. Brief on spirituality (Apr/May 2019)

12. What is meant by civic virtue and how is it related to respected for others? (Apr/May 2018).

13. Define the term empathy and how is it related to Emotional Quotient. (Apr/May 2018)

14. Define moral values with suitable examples.

15. What are the values? (May/June 2016)

16. What is meant by self-confidence? (May/June 2016)

Part B

1. Enumerate on the importance and characteristics of service learning (Apr/May 2022)(Nov/Dec 2017)

2. State and explain the elements and benefits of empathy (8) (Apr/May 2022)

3. Compare empathy with sympathy (5) (Apr/May 2022)

4. Write the need and importance of studying ethics and how far the study of ethics improves the behaviour of an individual and boosts the organization culture. (Apr/May 2021)

5. Discuss in details how far the yoga and mediation improves ones personality and help to achieve professional excellence and stress management. (Apr/May 2021) (Apr/May 2017) (Nov/Dec 2019)

6. Explain character and spirituality and their importance in ethics. (May/June 2016)

7. Explain the importance of self confidence in ethics (May/June 2016)

8. Explain the scope and importance of professional ethics in engineering (Apr/May 2017)

9. What is integrity? How integrity play a major factor in work ethics? Discuss with suitable examples (Apr/May 2018)

10. What is spirituality? What are the spiritual traits to be developed for excellence in anorganization? Discuss with suitable examples (Apr/May 2018)

11. Write short notes on Honesty and Integrity (Apr/May 2019)

12. Explain the role of yoga in professional ethics (Apr/May 2019)

13. Define Empathy. State and explain the elements, Benefits of Empathy and compareEmpathy with sympathy. (Nov/Dec 2017)

14. What is service learning? Discuss its role in caring and sharing in society withsuitable examples. (Nov/Dec 2018)

15. What is empathy? Discuss its role in the spiritual development for excellence in anorganization with suitable examples. (Nov/Dec 2018)

16. Explain the different ways to improve the spirituality in corporate environment.(Nov/Dec 2019)

binils.com