

UNIQUE STUDY POINT

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Class: X	Subject: Social Science	Session: 2025-26
Chapter: 05 - Outcomes of Democracy	Time: 1½ Hours	Max. Marks: 40

General Instructions:

1. All questions are compulsory.
2. This question paper contains 20 questions divided into five sections A, B, C, D and E.
3. Section A contains 10 MCQs of 1 mark each.
4. Section B contains 4 questions of 2 marks each.
5. Section C contains 3 questions of 3 marks each.
6. Section D contains 1 question of 5 marks.
7. Section E contains 2 Case Study Based questions of 4 marks each.

SECTION A - Multiple Choice Questions (1 mark each)

- Q1.** In which chapter of Class IX textbook did Madam Lyngdoh's class discuss democracy?
- (a) Chapter 1
 - (b) Chapter 2
 - (c) Chapter 3
 - (d) Chapter 4
- Q2.** Which is the correct statement about interest in democracy?
- (a) It forces us to blame democracy for all problems
 - (b) It pushes us to take position that democracy can address all problems
 - (c) It makes us indifferent to outcomes
 - (d) It stops us from expecting anything
- Q3.** What happens to the share of wealth of ultra-rich in democracies?
- (a) It has been decreasing
 - (b) It has been increasing
 - (c) It remains constant
 - (d) It fluctuates randomly
- Q4.** The poor at the bottom of society find it difficult to meet their basic needs of:
- (a) Food, clothing, house, education and health
 - (b) Only food
 - (c) Only education
 - (d) Only entertainment
- Q5.** What does the chapter say about women being treated with respect?

- (a) Women are always treated with respect
- (b) Women are never treated with respect
- (c) Recognition of principle exists but women are not always treated with respect
- (d) Only rich women are treated with respect

Q6. Which country shows 75% belief that vote makes a difference?

- (a) India
- (b) Nepal
- (c) Pakistan
- (d) Bangladesh

Q7. What does the dilemma about democracy involve?

- (a) Democracy is bad in principle and practice
- (b) Democracy is good in principle but felt not so good in practice
- (c) Democracy is bad in principle but good in practice
- (d) There is no dilemma

Q8. What are the two types of reasons to support democracy mentioned in the chapter?

- (a) Economic and social
- (b) Moral and prudential
- (c) Political and cultural
- (d) Historical and geographical

Q9. Most individuals today believe that their vote makes a difference to:

- (a) Nothing at all
- (b) Only local issues
- (c) The way government is run and their own self-interest
- (d) Only national issues

Q10. According to Table 1, what is the growth rate for poor countries under democracy?

- (a) 3.95
- (b) 4.42
- (c) 4.34
- (d) 4.28

SECTION B - Short Answer Questions (2 marks each)

Q11. What is the difference between moral and prudential reasons for supporting democracy? (2 marks)

Q12. Why do democratically elected governments not appear keen to address the question of poverty despite the poor being a large proportion of voters? (2 marks)

Q13. How does democracy ensure that decision making is based on norms and procedures? (2 marks)

Q14. What does the chapter mean by saying "majority and minority opinions are not permanent"? (2 marks)

SECTION C - Short Answer Questions (3 marks each)

Q15. Compare the income distribution between South Africa and Hungary using Table 2. What conclusions can you draw about inequality in these two democracies? (3 marks)

Q16. Explain three practices and institutions you would look for to measure whether a democracy is accountable, responsive, and has citizen participation. (3 marks)

Q17. "When we ask people about the way democracy functions, they will always come up with more expectations, and many complaints." Explain how this is actually a testimony to the success of democracy. (3 marks)

SECTION D - Long Answer Question (5 marks)

Q18. Discuss the outcomes of democracy in reducing economic inequalities and poverty. Why do democracies fail to meet reasonable expectations on these counts? Despite this failure, explain why democracy is still better than non-democratic alternatives. Support your answer with evidence from the chapter. (5 marks)

SECTION E - Case Study Based Questions (4 marks each)

Q19. Read the following case study and answer the questions:

Arguments about democracy tend to be very passionate because democracy appeals to some of our deep values. Over the years, many students of democracy have gathered careful evidence about its economic outcomes. Table 1 shows rates of economic growth for different regimes between 1950-2000. Table 2 shows inequality of income in selected countries. A cartoon shows income distribution gains 2000-2006 where the rich get extremely buff (strong) while middle class stays thin and poor remain skeletal.

(a) Why is it important to base arguments about democracy on evidence rather than just passion? (2 marks)

(b) What do the tables and cartoon together suggest about the economic outcomes of democracy? (2 marks)

Q20. Read the following case study and answer the questions:

The chapter states that expectations from democracy function as criteria for judging any democratic country. What is most distinctive about democracy is that its examination never gets over. As democracy passes one test, it produces another test. As people get some benefits of democracy, they ask for more and want to make democracy even better. When we ask people about democracy, they come up with more expectations and many complaints.

(a) Why is it good that democracy's examination never gets over? (2 marks)

(b) How does this continuous examination and complaint mechanism help improve democracy? (2 marks)

SECTION A - Answers to MCQs

Ans 1. (b) Chapter 2

Explanation: The chapter explicitly states: "Do you remember how students in Madam Lyngdoh's class argued about democracy? This was in Chapter 2 of Class IX textbook."

Ans 2. (b) It pushes us to take position that democracy can address all problems

Explanation: The chapter states: "Our interest in and fascination for democracy often pushes us into taking a position that democracy can address all socio-economic and political problems."

Ans 3. (b) It has been increasing

Explanation: The chapter mentions: "A small number of ultra-rich enjoy a highly disproportionate share of wealth and incomes. Not only that, their share in the total income of the country has been increasing."

Ans 4. (a) Food, clothing, house, education and health

Explanation: The chapter specifically lists these five basic needs: "Sometimes they find it difficult to meet their basic needs of life, such as food, clothing, house, education and health."

Ans 5. (c) Recognition of principle exists but women are not always treated with respect

Explanation: The chapter states: "That does not mean that women are actually always treated with respect. But once the principle is recognised, it becomes easier for women to wage a struggle."

Ans 6. (b) Nepal

Explanation: According to the data on "Belief in the efficacy of vote," Nepal shows 75% of people believing their vote makes a difference, which is the highest among South Asian countries shown.

Ans 7. (b) Democracy is good in principle but felt not so good in practice

Explanation: The chapter states: "So we face a dilemma: democracy is seen to be good in principle, but felt to be not so good in its practice."

Ans 8. (b) Moral and prudential

Explanation: The chapter asks: "Do we prefer democracy only for moral reasons? Or are there some prudential reasons to support democracy too?" indicating these are the two types of reasons.

Ans 9. (c) The way government is run and their own self-interest

Explanation: The chapter concludes: "Most individuals today believe that their vote makes a difference to the way the government is run and to their own self-interest."

Ans 10. (d) 4.28

Explanation: According to Table 1 in the chapter, poor countries under democracy had a growth rate of 4.28 between 1950-2000.

SECTION B - Answers to Short Answer Questions

Ans 11.

Moral Reasons:

- These are based on values and principles about what is right
- Democracy is valued because it is seen as good in principle
- It is based on fundamental values like equality, dignity, and freedom
- Supporting democracy because it is the right thing to do, regardless of practical benefits

Prudential Reasons:

- These are based on practical considerations and outcomes
- Democracy is valued because it works better in practice
- It provides tangible benefits like accountability, transparency, peaceful conflict resolution
- Supporting democracy because it produces better results and is in one's interest

Key Difference: Moral reasons are about principles and values (what should be), while prudential reasons are about practical outcomes and self-interest (what works). The chapter raises both to show democracy can be supported on both grounds.

Ans 12.

Despite the poor being a large proportion of voters, governments are not keen to address poverty because:

- **Political power vs voting power:** Though the poor are large in numbers, they often lack effective political organization and voice. The wealthy have disproportionate influence over policy-making
- **Multiple competing demands:** Democratic governments must balance demands from various groups. Powerful interest groups may push other agendas ahead of poverty reduction
- **Electoral calculations:** Political parties may take poor voters for granted or use short-term populist measures instead of addressing structural poverty
- **Economic constraints:** Governments may prioritize economic growth over redistribution, believing benefits will eventually "trickle down"

This shows the gap between democratic principles (political equality) and actual outcomes (economic inequality), which is part of the dilemma about democracy the chapter discusses.

Ans 13.

Democracy ensures that decision making is based on norms and procedures through:

- **Established processes:** Democracies have constitutions and laws that define how decisions must be made - through parliamentary debates, committee reviews, public consultations, etc.
- **Requirement to follow procedures:** Unlike dictatorships where rulers can make arbitrary decisions, democratic leaders must follow established procedures
- **Transparency:** A citizen who wants to know if a decision was taken through correct procedures has the right and means to examine the process of decision making
- **Accountability:** If procedures are not followed, decisions can be challenged in courts or through other democratic institutions
- **Deliberation and negotiation:** Democracy is based on the idea of deliberation and negotiation, requiring time to follow procedures properly

This procedural regularity is often missing from non-democratic governments, where decisions can

be made quickly but arbitrarily without following any established norms.

Ans 14.

"Majority and minority opinions are not permanent" means:

- **Changing positions:** In democracy, who forms the majority and minority on different issues keeps changing
- **Issue-based majorities:** A group that is in majority on one issue may be in minority on another issue
- **Electoral shifts:** In elections, different persons and groups can form majorities at different times
- **Fluid alliances:** Political coalitions and alignments keep changing based on issues and circumstances

Importance: This is crucial for accommodating social diversity because:

- Every citizen should have a chance of being in majority at some point of time
- Democracy remains democracy only as long as majorities keep changing
- If someone is permanently in minority on the basis of birth (religion, race, language), then democracy ceases to be accommodative

This principle prevents the tyranny of a permanent majority and ensures that democracy works for all citizens, not just one dominant group.

SECTION C - Answers to Short Answer Questions

Ans 15.

Data from Table 2:

South Africa:

- Top 20%: 64.8% of national income
- Bottom 20%: 2.9% of national income
- Gap: 61.9 percentage points
- This shows extreme inequality

Hungary:

- Top 20%: 34.4% of national income
- Bottom 20%: 10.0% of national income
- Gap: 24.4 percentage points
- This shows much more equal distribution

Comparison:

- South Africa's top 20% gets almost double (1.88 times) what Hungary's top 20% gets
- South Africa's bottom 20% gets less than one-third (0.29 times) of what Hungary's bottom 20% gets
- The inequality gap in South Africa is more than 2.5 times larger than in Hungary

Conclusions:

1. **Democracies vary greatly:** Both are democracies but have vastly different levels of inequality, showing that being a democracy doesn't automatically determine economic outcomes
2. **Democracy doesn't guarantee equality:** The fact that South Africa has such extreme

inequality despite being a democracy confirms the chapter's point that democracies are not very successful in reducing economic inequalities

3. **Historical and policy factors matter:** The difference likely reflects different historical contexts (South Africa's apartheid legacy), economic policies, social structures, and political choices
4. **Economic outcomes depend on multiple factors:** Just as the chapter states, what is achieved under democracy depends on social situations, economic achievements, and cultures - not just the form of government

Ans 16.

Three practices and institutions to measure democratic accountability, responsiveness, and participation:

1. Regular, Free and Fair Elections:

- **What to look for:** Elections held at regular intervals, without intimidation or fraud, where opposition has fair chance to compete
- **Why it matters:** Elections are the primary mechanism for holding government accountable - if people are dissatisfied, they can vote out the government
- **Measures accountability by:** Giving citizens power to reward or punish leaders based on performance

2. Open Public Debate on Major Policies and Legislations:

- **What to look for:** Freedom for citizens and media to discuss and criticize government policies, parliamentary debates that are accessible to public, public consultations before major decisions
- **Why it matters:** Allows citizens to participate in decision-making process and hold government responsive to diverse viewpoints
- **Measures responsiveness by:** Checking whether government considers public opinion and is open to criticism and alternative views

3. Citizens' Right to Information about Government and Its Functioning:

- **What to look for:** Right to Information laws, transparency in decision-making, publication of government data and reports, citizens being able to examine how decisions were made
- **Why it matters:** Transparency is essential for accountability - citizens need information to judge government performance and participate meaningfully
- **Measures accountability by:** Ensuring citizens can verify if correct procedures were followed and hold officials responsible for their actions (as shown in Nannu's example)

These three work together: Elections provide ultimate accountability, public debate ensures ongoing responsiveness, and right to information makes both effective by keeping citizens informed.

Ans 17.

The statement that people always come up with more expectations and complaints is actually a testimony to democracy's success for these reasons:

1. Shows Development of Awareness:

- The fact that people are complaining shows they have developed awareness about their rights
- They understand what they can expect from government
- This awareness itself is a product of democratic education and participation

2. Transformation from Subject to Citizen:

- As the chapter states: "A public expression of dissatisfaction with democracy shows the success of the democratic project: it transforms people from the status of a subject into that of a citizen"
- In non-democratic systems, people accept whatever they get as subjects
- In democracy, people demand their rights as citizens
- Complaining shows people see themselves as empowered citizens, not helpless subjects

3. Ability to Look Critically at Power:

- Complaints show "people have developed awareness and the ability to expect and to look critically at power holders and the high and the mighty"
- Democracy gives people the freedom and confidence to criticize those in power
- In dictatorships, such criticism would be dangerous; that people feel safe complaining shows democracy is working

4. Democracy's Self-Improving Nature:

- "What is most distinctive about democracy is that its examination never gets over"
- "As democracy passes one test, it produces another test"
- "As people get some benefits of democracy, they ask for more and want to make democracy even better"
- Complaints and expectations are the mechanism through which democracy improves itself

5. Sign of Rising Standards:

- More complaints don't mean democracy is failing - they mean people's expectations are rising
- This rising expectation pushes democracy to continuously improve
- Satisfaction would mean stagnation; dissatisfaction drives progress

Key Insight: The chapter is making a profound point - complaints in a democracy are not a bug but a feature. They show that democracy is succeeding in creating aware, empowered citizens who know they have the right to demand better governance. In contrast, absence of complaints in a dictatorship doesn't indicate satisfaction but fear and helplessness.

SECTION D - Answer to Long Answer Question

Ans 18.

Outcomes of Democracy in Reducing Economic Inequalities and Poverty:

1. The Expectation:

- It is reasonable to expect democracies to reduce economic disparities
- When a country achieves economic growth, we expect wealth to be distributed so all citizens lead better lives
- Democracy is based on political equality, so we might expect this to translate to economic equality

2. The Reality - Democracies Have Failed:

Evidence on Inequality:

- In actual life, democracies do not appear very successful in reducing economic inequalities
- Within democracies, there can be very high degree of inequalities:
 - In South Africa and Brazil, top 20% take over 60% of national income, leaving less than 3% for bottom 20%

- A small number of ultra-rich enjoy highly disproportionate share of wealth
- Not only that, their share in total income has been increasing
- Those at the bottom have very little to depend upon
- Their incomes have been declining
- Sometimes they find it difficult to meet basic needs like food, clothing, house, education and health

Evidence on Poverty:

- The poor constitute a large proportion of voters
- Yet democratically elected governments do not appear keen to address poverty
- In Bangladesh, more than half the population lives in poverty
- People in several poor countries are now dependent on rich countries even for food supplies

3. Why Do Democracies Fail on These Counts?

Reason 1: Political Equality ≠ Economic Equality

- Democracies are based on political equality (all have equal voting rights)
- But parallel to bringing individuals into political arena on equal footing, we find growing economic inequalities
- Having equal votes doesn't automatically translate to equal economic power or outcomes

Reason 2: Form of Government Has Limited Impact

- "Democracy is just a form of government. It can only create conditions for achieving something"
- Economic outcomes depend on many factors beyond form of government:
 - Country's population size
 - Global situation
 - Cooperation from other countries
 - Economic priorities adopted
- Democracy creates conditions but doesn't guarantee economic equality

Reason 3: Influence of Wealth

- Even in democracies, wealthy groups have disproportionate influence
- They can shape policies through various means despite political equality
- Economic power translates into political influence

Reason 4: Multiple Competing Demands

- Democracies must balance demands from various groups
- Economic interests often take precedence over poverty reduction
- "Democracies often frustrate the needs of the people and often ignore the demands of a majority of its population"

4. Why Democracy Is Still Better Than Non-Democratic Alternatives:

Argument 1: Non-Democracies Are No Better

- "At the same time, there is nothing to show that non-democracies are less corrupt or more sensitive to the people"
- Non-democratic regimes also fail to reduce inequality
- In fact, they may make it worse since there are no checks on power
- So rejecting democracy wouldn't solve the economic inequality problem

Argument 2: Democracy Provides Other Crucial Benefits

- **Legitimacy:** Democratic government is people's own government - this alone makes it better
- **Dignity and Freedom:** Democracy stands much superior in promoting dignity and freedom of individuals
- **Legal and Moral Framework:** Provides foundation for fighting discrimination and inequality
- **Accountability and Transparency:** Citizens can hold government accountable and examine decisions

Argument 3: Democracy Creates Conditions for Change

- Even if democracy hasn't reduced inequality, it gives the poor:
 - A voice to demand economic justice
 - Legal standing to fight discrimination
 - Freedom to organize and protest
 - Right to vote for policies that might reduce inequality
- Example: Democracy in India has strengthened claims of disadvantaged castes for equal status
- In non-democracies, the poor would have even fewer avenues to address inequality

Argument 4: Holistic Evaluation

- We cannot judge democracy on just one parameter (economic equality)
- Need to consider overall package of democratic outcomes
- Democracy should be preferred for moral reasons (dignity, freedom, equality in principle) even if prudential benefits (economic outcomes) are mixed

Argument 5: Recognition of Equality Principle

- Even if practice doesn't match, recognition of equality principle matters
- Once recognized legally and morally, it becomes easier to wage struggle
- "Perhaps, it is the recognition that makes ordinary citizens value their democratic rights"
- In non-democracies, there wouldn't even be legal and moral foundation for demanding equality

5. Conclusion:

Democracies have indeed failed to meet reasonable expectations regarding reduction of economic inequality and poverty. The poor remain marginalized economically despite political equality, and their share has even declined while the rich have gotten richer. This happens because democracy is just a form of government that creates conditions but doesn't guarantee economic outcomes, which depend on many other factors.

However, democracy is still better than non-democratic alternatives because:

1. Non-democracies are no more successful at reducing inequality
2. Democracy provides crucial non-economic benefits like dignity, freedom, legitimacy, and accountability
3. It creates legal and political conditions that make it possible to fight for economic justice
4. It transforms people from subjects to citizens who can demand their rights

As the chapter suggests, we should prefer democracy not because it guarantees economic equality (it doesn't), but because it provides something more fundamental - human dignity, freedom, and the tools to continuously improve society. The fact that people can complain about economic inequality in a democracy is itself a sign of its success, as such complaints would be suppressed in non-democratic systems.

Ans 19.

(a) Why evidence is important rather than just passion (2 marks):

It is important to base arguments about democracy on evidence rather than just passion because:

1. Avoids Unrealistic Expectations:

- As the chapter states: "Our interest in and fascination for democracy often pushes us into taking a position that democracy can address all socio-economic and political problems"
- Passion can lead us to expect too much from democracy
- Evidence helps us understand what democracy can and cannot realistically achieve
- This prevents disappointment and inappropriate blame when democracy doesn't meet unrealistic expectations

2. Enables Fair Comparison:

- Evidence allows us to compare democracy with non-democratic alternatives objectively
- Without data, we might either overestimate democracy's failures or idealize it unreasonably
- The chapter uses Tables 1 and 2 to make fair comparisons between regimes and countries

3. Helps Make Informed Decisions:

- The chapter notes: "some debates about democracy can and should be resolved by referring to some facts and figures"
- Evidence-based arguments help us decide whether democracy is worth supporting despite its flaws
- Data helps distinguish between democracy's actual failings and our unrealistic expectations

4. Provides Basis for Improvement:

- Careful evidence shows exactly where democracy succeeds and where it fails
- This helps identify specific areas needing improvement
- Passion alone might lead to either giving up on democracy or defending all its flaws

(b) What tables and cartoon together suggest (2 marks):

The tables and cartoon together suggest mixed and concerning economic outcomes of democracy:

Suggestion 1: Democracy Doesn't Guarantee Economic Growth

- Table 1 shows that dictatorial regimes (4.42%) had slightly higher growth than democratic regimes (3.95%)
- For poor countries specifically, the difference is negligible (dictatorship 4.34% vs democracy 4.28%)
- This suggests democracy is not a guarantee of economic development

Suggestion 2: High Inequality Within Democracies

- Table 2 shows that within democracies, there can be very high inequality
- Democratic countries like South Africa and Brazil show extreme inequality (top 20% gets over 60%)
- This confirms that being a democracy doesn't prevent vast economic disparities

Suggestion 3: Unequal Distribution of Growth Benefits

- The cartoon (2000-2006) dramatically illustrates that economic growth doesn't benefit everyone equally

- The rich get "extremely buff" (very muscular/strong), middle class stays thin, poor remain skeletal
- This visual representation shows that income distribution gains go disproportionately to the rich
- Even when democracies grow economically, the ultra-rich capture most of the benefits

Suggestion 4: Growing Inequality Over Time

- The cartoon's time frame (2000-2006) combined with the chapter's text suggests the problem is getting worse
- As the chapter states, the share of ultra-rich "has been increasing"
- Economic growth in democracies is accompanied by increased inequalities

Overall Message:

Together, these pieces of evidence paint a sobering picture: democracies don't perform significantly better than dictatorships on economic growth, and even when they do grow, the benefits are very unequally distributed, with the rich capturing a disproportionate and increasing share. This supports the chapter's conclusion that democracies have not been successful in reducing economic inequalities, even though we might reasonably expect them to do so.

However, as the chapter argues, this doesn't mean we should reject democracy - because non-democracies are no better on these counts, and democracy provides other crucial non-economic benefits.

Ans 20.

(a) Why it's good that democracy's examination never gets over (2 marks):

It is good that democracy's examination never gets over because:

1. Drives Continuous Improvement:

- "As democracy passes one test, it produces another test"
- This means democracy is constantly improving and evolving
- If examination ended, democracy would stagnate and stop improving
- Ongoing examination ensures democracy keeps striving to be better

2. Shows Rising Expectations:

- "As people get some benefits of democracy, they ask for more and want to make democracy even better"
- This shows people's standards are rising - they're not satisfied with minimal democracy
- Rising expectations push democracy to deliver more benefits
- This is positive because it means democracy is creating aware, demanding citizens

3. Keeps Government Accountable:

- Continuous examination means government is always being watched and evaluated
- This prevents complacency and forces ongoing accountability
- If people stopped examining democracy, leaders might become unresponsive

4. Characteristic of Democracy's Distinctiveness:

- The chapter states this is "what is most distinctive about democracy"
- Unlike dictatorships where criticism is suppressed, democracy welcomes ongoing scrutiny
- This self-critical nature is a strength, not a weakness

(b) How continuous examination and complaint mechanism helps improve democracy (2 marks):

The continuous examination and complaint mechanism helps improve democracy in several ways:

1. Identifies Problems and Areas Needing Work:

- Complaints highlight specific failures and shortcomings
- This helps identify which aspects of democracy need improvement
- Without complaints, problems might remain hidden or unaddressed
- Example: Nannu's complaint through RTI exposed bureaucratic unresponsiveness

2. Creates Pressure for Reform:

- When people complain, it creates political pressure on government to act
- Politicians must respond to sustained complaints or risk losing elections
- This pressure mechanism makes democracy responsive over time
- Example: Women's long struggles created sensitivity about equal treatment

3. Raises Standards and Expectations:

- As the chapter notes, expectations from democracy "also function as the criteria for judging any democratic country"
- Each round of complaints raises the bar for what is considered acceptable
- Today's complaints become tomorrow's baseline standards
- This gradually improves the quality of democratic governance

4. Empowers Citizens:

- The act of complaining itself empowers citizens
- It "transforms people from the status of a subject into that of a citizen"
- Empowered citizens are more likely to participate, hold leaders accountable, and demand good governance
- This creates a positive feedback loop of improvement

5. Encourages Democratic Learning:

- Through examining democracy and complaining, citizens learn about their rights
- They develop "awareness and the ability to expect and to look critically at power holders"
- This learning process strengthens democratic culture
- More aware citizens can make better use of democratic institutions

6. Prevents Complacency:

- If people were always satisfied, governments might become complacent
- Continuous complaints keep pressure on political leaders to perform
- This prevents democracy from degenerating into mere form without substance

7. Distinguishes Democracy from Dictatorship:

- In dictatorships, complaints are suppressed - silence doesn't mean satisfaction
- In democracies, complaints are a sign of health - they show people feel free to speak
- This complaint mechanism is itself a democratic freedom that improves the system

Key Insight: The chapter is arguing that what might seem like a weakness (constant complaints, never-ending examination) is actually democracy's greatest strength. It's a self-correcting system where dissatisfaction drives improvement. The complaint mechanism transforms democracy from a static form of government into a dynamic, evolving system that continuously strives to better serve

its citizens. This is why most individuals believe "their vote makes a difference" - because the system does respond to pressure over time, even if slowly.

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