

Maharashtra State Board
Psychology
Sample Question Paper - 2
Academic Year: 2024-2025

Note :

1. All the questions are compulsory.
2. Figures to the right indicate full marks.
3. Write answers to each question on a new page.

Q1.

1. (a) Complete the following statements by choosing the appropriate word :

1. (a) 1. If MA is greater than CA, then the child has _____ intelligence.

1. average
2. below average
3. **above average**

Solution

If MA is greater than CA, then the child has **above-average** intelligence.

1. (a) 2. The capacity to understand what the other person is experiencing is _____.

1. sympathy
2. **empathy**
3. emotion

Solution

The capacity to understand what the other person is experiencing is **empathy**.

1. (a) 3. _____ has given formula of I.Q.

1. Binet
2. **Stern**

3. Wechsler

Solution

Stern has given formula of I.Q.

1. (a) 4. Individuals who experience _____ commonly have a negative thinking style.

1. **depression**

2. phobia

3. acute stress

Solution

Individuals who experience depression commonly have a negative thinking style.

1. (a) 5. _____ is considered the founder of Psychoanalysis.

1. Wilhelm Wundt

2. Carl Rogers

3. **Sigmund Freud**

Solution

Sigmund Freud is considered the founder of Psychoanalysis.

1. (b) Match the pairs :

Group A		Group B	
(i)	Mindfulness	(a)	Paul Ekman
(ii)	REBT	(b)	Jean Piaget
(iii)	Functionalism	(c)	Albert Ellis
(iv)	Co-founder of the MHFA Programme	(d)	William James
(v)	Basic emotions	(e)	State of Awareness
		(f)	Anthony Jorm

Solution

Group A		Answers	
(i)	Mindfulness	(e)	State of Awareness
(ii)	REBT	(c)	Albert Ellis
(iii)	Functionalism	(d)	William James
(iv)	Co-founder of the MHFA Programme	(f)	Anthony Jorm
(v)	Basic emotions	(a)	Paul Ekman

1. (c) Write whether the statements are True or False:

1. (c) 1. Low serotonin levels are associated with clinical depression.

Low serotonin is closely linked with severe case of clinical depression.

1. True

2. False

Solution

This statement is **True**.

1. (c) 2. Projective techniques can be scored objectively.

1. True

2. False

Solution

This statement is **False**.

1. (c) 3. Brain damage can diminish a person's ability to empathize.

1. True

2. False

Solution

This statement is **True**.

1. (c) 4. People with high neuroticism are emotionally reactive.

1. **True**

2. False

Solution

This statement is **True**.

1. (c) 5. Emotional well-being is not easily observable.

1. **True**

2. False

Solution

This statement is **True**.

1. (d) Answer the following questions in ONE sentence only:

1. (d) 1.

Answer in one sentence.

Who gave Broaden and Build theory?

Answer in one sentence.

Who has introduced Broaden and Build theory?

Answer the following question in only 'one' sentence:

Who proposed 'Broaden and Build' theory?

Solution

Barbara Fredrickson has introduced Broaden and Build theory.

1. (d) 2. Answer in one sentence.

What are complex emotions?

Solution

Complex emotions are those that arise from the combination of basic emotions, such as surprise and sadness, which leads to disappointment.

1. (d) 3. Answer in One sentence:

What is optimism?

Solution

It is a mental attitude - a feeling of hopefulness - that the future will be positive and that negative events will be temporary.

1. (d) 4. Answer in one sentence.

Who has developed the Thematic Apperception Test?

Solution

The Thematic Apperception Test was developed by C. D. Morgan and Henry Murray in 1935.

1. (d) 5. Answer in one sentence:

What is meant by mindlessness?

Solution

Mindlessness is the opposite of mindfulness mentioned earlier. Mindlessness means performing a task with less concentration and little awareness of what is going on in the present moment.

Q2. Answer the following questions in 25 to 30 words each (Any 5).

2. (a) Write in brief about the Broaden and Build theory.

Solution

1. According to Barbara Fredrickson's Broaden and Build theory of positive emotions, we can think of positive emotions as being a way to be open to positive things in our life.
2. When we are happy or experience positive emotions, we tend to think more positive thoughts. This is reflected in our behaviours too. For example, being in a positive frame of mind, we want to be around people and socialise.

3. Thus, we have effectively increased or built our social and psychological resources. When we experience a positive emotion, it leads to broadening (increasing) the number of actions we can think of performing.
4. These actions help strengthen our psychological resources which improves our well-being. This is the way in which we can manage our emotions by trying to experience a greater number of positive emotions, which will increase and strengthen our psychological and social resources. This enables us to lead a more fulfilling life.

2. (b) What are the disadvantages of group tests of intelligence?

Solution

Disadvantages of group tests of intelligence:

- i. The test administrator has much less opportunity to establish rapport, obtain cooperation and maintain interest of the clients.
- ii. Compared to individual tests, group tests are less capable of measuring creative aspect of intelligence.

2. (c) Explain major depressive disorder.

Solution

Due to some negative incidences or some other external factors the individual may experience negative feelings, but if it continues for a very long time then it is called Depressive Disorder. Feelings of hopelessness, anxiety and sadness are the major feelings experienced in this disorder. The disorder in which the individual experiences extreme feeling of sadness as well as guilt for at least two weeks, is called Depressive disorder. Symptoms: Feeling of hopelessness, lack of enthusiasm, weight loss, lack of interest in food and loss of appetite, either lack of sleep or excessive sleep, constant feeling of fatigue, sad feeling, excessive feeling of guilt over some matter, sexual dysfunction, suicidal thoughts, inability to concentrate, indecisiveness, etc. are found in the individual suffering from depressive disorder.

2. (d) Define science.

Solution

The word 'Science ' is derived from the Latin word 'Scientia' which means 'knowledge'. Science is the pursuit and application of knowledge and understanding

of the natural and social world following a systematic methodology based on evidence. Emotional evidence, objectivity, scientific causality, systematic exploration, and replication are key components of science.

2. (e) What are the advantages and disadvantages of individual test?

Answer the following question with the help of the given points:

Write in brief about individual tests of intelligence

- i. Meaning
- ii. Advantages
- iii. Disadvantages

Solution

Meaning:

Intelligence tests that can be administered to a single person at a time are called individual tests of intelligence, for e.g., Stanford Binet Scales, Koh's Block Design Test, etc.

Advantages:

- a. The test administrator can establish a rapport with the client.
- b. The test administrator can get additional information about the client's feelings, moods, and expressions during testing.
- c. Individual tests are more capable of measuring creative thinking, compared to group tests.

Disadvantages:

- a. Individual tests are time-consuming and costly to administer.
- b. Individual tests require a trained and skillful examiner to administer, score, and interpret them.
- c. These tests cannot be used for mass testing.

2. (f) Define the following concept:

Mental age

Solution

The concept of mental age was introduced by Alfred Binet. He assumed that mental development need not correspond to chronological age. He devised a test comprising of items specified for different age group levels and measured mental age of various people. Mental age can be defined as the age at which individual performs successfully on all items on the test prepared for that age.

2. (g) Write short note on:

Effect of mass media on personality development

Solution

The word personality is derived from the Latin word 'persona' which was used to refer to masks worn by actors during a stage performance, Thus, the meaning of personality was interpreted as 'projected behaviour' of an individual.

According to Gordon Allport, "Personality is the dynamic organization within the individual of those psychophysical systems that determines his unique adjustments to the environment."

The psycho-social factors that have an effect on personality include heredity, family, peer group, culture, and mass media.

Mass media includes print media e.g., newspapers; audio-visual media e.g., T.V. and new media e.g., internet.

Media is a source of information, education, entertainment, and even socialization. It has a considerable effect on our value system, behaviour patterns and personality. However, excessive dependence on media may lead to egocentrism, poor academic performance, difficulty in concentration, sleep disturbance, etc.

Q3. Write short notes in 50 to 60 words (Any 4) :

3. (a) Write short note on:

Methods to promote empathy.

Explain any two methods to promote empathy.

Explain in your own words any two methods to promote empathy.

Answer the following question in 25 to 30 words.

Explain any two methods of promoting empathy.

Solution

Empathy is the capacity to understand and feel what another person is experiencing from within their frame of reference i.e. capacity to place oneself in another's position. According to Simon Baron-Cohen, there are three components of empathy viz. cognitive empathy emotional reactivity, and social skills. Empathy builds a sense of security and trust. It is closely related to emotional intelligence and is a key to successful relationships.

Empathy can be promoted by using the following methods -

1. **Increase social interactions** - Simple method is to have a person interact more frequently with people who need help. With such frequent contacts the individual truly begins to understand the perspectives and motives of the people who are being helped.
2. **Connecting through similarities** - point out similarities with another person e.g same type of work, having same type of problem or goals, growing up in the same part of country, etc. This may lead to realize that we all are the part of the same world.
3. **Ask yourself what you are feeling** - The first step towards understanding others is understanding yourself. Research shows that people who are more accurate in judging their own motives and emotions are able to empathize better.
4. **Challenge yourself** - When you undertake something which is quite challenging and you have to struggle hard to achieve goal, you are more likely to be humble and humility is a key enabler of empathy.
5. **Cultivate a sense of curiosity** - Try replacing the habit of judging by the new habit of curiosity. You tend to ask more frequently when curious, leading you to open up and develop stronger understanding of people around you.
6. **Widen our social circle** - Contact with people of different races, cultures, and viewpoints helps to increase empathy towards them at a neurological level.

3. (b) Write Short note:

Interview

Solution

It is the most common method of measuring personality. It is a process in which any interviewer tries to collect information about the personality of an interviewee by asking various questions.

Factors like time taken to give answers, gestures, postures, body movements, etc. of an interviewee are also taken into account while measuring personality of an interviewee.

There are two types of interviews:

1. **Structured Interview:** It is a type of interview in which the total number of questions, the sequence of questions, and so on are predetermined. When industrial psychologists use structured interviews to select someone for a specific job, no questions are added or deleted on the spot.
2. **Unstructured Interview:** It is a type of interview in which the total number of questions to be asked to the interviewee, the sequence of questions, etc. are not pre-determined. Depending on the responses of an interviewee, some questions are added or deleted on the spot. Generally, clinical psychologists, counselling psychologists, health psychologists, sport psychologists, etc. use unstructured interview for collecting detailed information about the personality of their clients.

3. (c) Write Short Note:

Benefits of Emotional Well being

Explain the benefits experienced by an individual who is high on emotional well-being.

1. Consulting family member
2. Engage in talk with the other party
3. Active listening
4. Speaking assertively

Write short note on the following in 50 to 60 words:

Benefits of emotional well being in day-to-day life

Solution

Emotional well-being means managing our emotions, both positive and negative ones so that we can lead a healthy and productive life.

An individual who is high on emotional well-being will experience the following benefits:

1. Coping with stress:

- They are better able to deal with stress.
- They use healthy methods like talking to friends, exercising, etc. to cope.

2. Better Self Regulation:

- They are able to deal with emotions such as anxiety, anger, and fear without allowing the emotions to overpower them.
- They can label how they feel and accept these negative emotions as being a normal part of life.

3. Increases productivity:

- Feeling positive makes them feel energized, which helps in the performance of various tasks like studying, playing, etc.
- The ability to focus and think clearly is also enhanced in emotionally healthy people.

4. Increased creativity:

- They are open to new experiences and curious in life.
- They can think of different strategies to solve a problem when one fails.

5. Life Satisfaction:

- They are able to build relationships and have deep personal connections.
- They perform activities like volunteering in social service or philanthropic activities which helps give purpose and meaning to their life.

3. (d) Explain the following concept.

Empathy

Solution

Empathy is the capacity to understand and feel what another person is experiencing from within their frame of reference, i.e., the capacity to place oneself in another's position. Empathy is widely regarded as the key to successful relationships.

Its components are as follows:

1. **Cognitive Empathy:** It means knowing how the other person feels and what they might be thinking. It is sometimes called perspective-taking.
2. **Emotional Reactivity:** It means directly feeling the emotions that another person is feeling. It's a deep-seated, gut reaction that often feels like a visceral human response.
3. **Social Skills:** It involves the other two components too as feeling the emotion becomes the driving force behind the action and understanding gives it the right direction.

There are some methods which can help us to promote the empathy.

1. **Increase Social Interactions:** Simple method is to have a person interact more frequently with people who need help.
2. **Connecting Through Similarities:** point out similarities with another person e.g same type of work, having same type of problem or goals, growing up in the same part of country, etc.
3. **Ask Yourself What You Are Feeling:** The first step towards understanding others is understanding yourself.
4. **Challenge Yourself:** When you struggle to achieve something, you become more humble leading to empathy.
5. **Cultivate Your Sense of Curiosity:** Try replacing the habit of judging by the new habit of curiosity.
6. **Widen Your Circle:** Empathy, especially for strangers, starts with exposure to people who are different than us.

3. (e) Write short notes on:

Gordon Allport's trait theory of personality

Solution

Allport's theory of personality is one of theories based on the trait perspective to study personality. Gordon Allport, an American psychologist identified 18000 separate terms which could be used to describe personality. A trait is a relatively enduring and consistent way of thinking, feeling and acting. That means the trait is consistently found in an individual over a period of time.

Based on these descriptions he suggested the following three basic categories of traits:

1. **Cardinal trait:** It is a single trait that dominates an individual's entire personality. It dominates and shapes a person's behaviour for his whole life. A person becomes known specifically for this trait. e.g. a trait of humanitarianism was the cardinal trait in Mother Teresa's personality.
2. **Central traits:** These traits are general characteristics that form the basic foundation of an individual's personality. Around 5 to 10 traits that best describe an individual's personality are called central traits. These traits are the building blocks of our personality. e.g. traits like sensitivity, sociability, self-confidence, diligence, and honesty.
3. **Secondary traits:** These traits appear only in specific situations and so, are narrow in their effect. Secondary traits play a very minor role in determining an individual's personality as such traits are situational. e.g. getting anxious before an interview, or being impatient while waiting in a queue.

3. (f) Write a short note on the following:

Overdependence on the Internet

Explain the following concept in 25 to 30 words.

Overdependence on internet

Solution

1. Now a day's using the internet is essential. It is important to remember that the internet is not the problem. How we use it and for how long we surf the internet every day is what can lead to problems. While the amount of time we use the internet can be a concern, so is what we are using it for. For example, online gambling, gaming, pornography, etc.

2. The individual might interact with pals more frequently online than in person.
3. A person's increasing reliance on the internet may cause them to overlook their personal hygiene, real-world relationships, or other important matters.
4. Most of the time people do not need to get professional help, but their overdependence on the internet can lead to problems in their life.

Q4. Write answers to the question based on the following examples (Any 4) :

4. (a) Write answer to the question based on the following example.

Zara is social, outgoing and prefers social interaction. Which type of personality does she possess?

Solution

Extrovert

4. (b) Write answer to the question based on the following example.

Subhash is a lyricist. He suddenly finds the exact lines that he was searching for weeks. In which stage of creative thinking is he?

Solution

Illumination

4. (c) Write answer to the question based on the following example.

Ram was praised by his teacher for his assignments. So, he writes his next assignment with more interest. Which type of learning process is this?

Solution

Operant conditioning

4. (d) Write an answer to the question based on the following example.

Veena has developed good habits like studying regularly whereas her friend has developed unhealthy habits of bunking lectures and bullying. Which factor of shaping personality has influenced them?

Solution

Peer influence

4. (e) Write an answer to the question based on the following example.

Rita feels very tense during exams. She shows symptoms like lack of sleep, uneasiness, the sensation of vomiting, breathlessness, etc. Name the disorder.

Solution

Generalized anxiety disorder

4. (f) Write an answer to the question based on the following example.

Joe's parents insulted him in public without any reason. What kind of emotional abuse is this?

Solution

Verbal abuse

Q5. Explain the following concepts in 25 to 30 words (Any 5) :

5. (a) Explain the following concept.

Mindfulness

Solution

Mindfulness is the basic human ability to be fully aware of where we are and what we are doing. It means that we should not be overly reactive or overwhelmed by what's going on around us. Mindfulness refers to mental awareness that helps to focus on the 'Here and Now'. It helps to increase self-regulation, which results in growth and happiness. Mindfulness is maintaining moment by moment awareness of our thoughts, feelings, bodily sensation and surrounding environment.

5. (b) Explain the following concept in 25 to 30 words:

Survey Method

Write short notes on the following :

Survey method

Solution 1

1. A survey is defined as a research method used for collecting data from a pre-defined group of respondents (sample) so as to gain information and insights on various topics of interest such as political opinions, consumers' preferences, etc.

2. The survey method collects the required information with the help of questionnaires, checklists, rating scales, inventories, and interviews.
3. Surveys can be undertaken using email, telephonic calls, or direct interaction with respondents.
4. The survey method is an economic and efficient method of data collection.
5. It is largely used by social psychologists, educational psychologists, and industrial psychologists.

Solution 2

1. A survey is defined as a research method used for collecting data from a pre-defined group of respondents (sample) so as to gain information and insights on various topics of interest such as political opinions, consumers' preferences, etc.
 2. The survey method collects the required information with the help of questionnaires, checklists, rating scales, inventories, and interviews.
 3. Surveys can be undertaken using email, telephonic calls, or direct interaction with respondents.
 4. The survey method is an economic and efficient method of data collection.
 5. It is largely used by social psychologists, educational psychologists, and industrial psychologists.
5. (c) Explain the following concept.

DSM-5

Solution

- i. Presently, the two major systems of classifying psychological disorders are DSM and ICD.
- ii. Diagnostic and Statistical Manual for Mental Disorders (DSM) was published in its first version by the APA in 1952, i.e., DSM-I.
- iii. In 2013, the DSM-5 was introduced which contains 22 broad categories of mental disorders with subcategories.

- iv. It is the classification of officially recognized psychiatric disorders, for e.g., categories in DSM-5 include anxiety disorders, obsessive-compulsive and related disorders, and personality disorders.

5. (d) Explain the following concept in 25 to 30 words:

Emotion

Solution

- i. Emotion is derived from the Latin word 'Emovere' which means to stir up or move.
- ii. Emotions can be defined as a combination of bodily arousal, expressive behaviour, thoughts, and feelings.

5. (e) Explain the following Concept in 25 to 30 words:

Sentence completion test

Solution

Sentence Completion Test (SCT) is a type of projective technique used to assess personality. The individual is given a series of incomplete sentences and is asked to complete them in his/her own words, for e.g., My mother, My greatest fear is It is assumed that the endings provided by the person will reflect their motivation, urges, internal conflicts, etc.

5. (f) Explain the following concept:

Attention

Solution

According to Guildford, "attention is the process of focusing on one or few objects, persons or situations from among many from the field of awareness." According to Norman Munn, "attention is the mental process of bringing few stimuli into the centre of awareness out of many stimuli present."

5. (g) Explain the following concept.

Mental Representation

Solution

Thinking is a mental activity that involves various cognitive elements and processes such as information manipulation, problem solving, reasoning, and decision making. These are some of the fundamental components of thought. Mental representation is one of them. It is the mental representation of something that is not physically available to the senses at the time. Internal sensations are encoded in mental representation. Internal representations are formed as a result of direct or indirect experiences with sense organs.

Q6. Answer any TWO of the following in 80 to 100 words each with the help of the following points :

6. (a) Explain the positive symptoms of schizophrenia.

- i. Hallucinations
- ii. Delusions
- iii. Disorganized speech
- iv. Incongruent affect

Solution

Schizophrenia: The term "Schizophrenia" is derived from the Greek words Schizein (to split) and Phren (to be split) (mind). Swiss psychologist Paul Eugene Bleuler coined the phrase in 1911. In the mind, the literal meaning of the word 'Schizophrenia' is split. It is a psychotic condition.

According to the DSM-5, there are two types of schizophrenia symptoms.

- A. Positive symptoms
- B. Negative symptoms

The positive symptoms of schizophrenia:

These behaviours are an excess of an addition to the normal thoughts or behaviours of an individual. It includes:

- a. **Hallucinations:** Hallucination is false perceptions in the absence of a stimulus. It can be auditory, visual, tactile, olfactory, or gustatory or may be related to internal sensations of the body.
- b. **Delusions:** Delusion occurs when an individual has a belief that is false but he is not ready to change it in spite of clear contrary evidence.

- c. **Disorganised speech and loosening of association:** A person's talk is unrelated, i.e., he may use useless words or may jump from one point to another which has no connection to the first.
- d. **Disorganised behaviour (Bizarre movements):** A person behaves in a very strange manner, i.e. doing the same act for hours together, screaming without reason, running here and there without purpose, attacking or biting someone, undressing clothes in public places, etc.
- e. **Incongruent affect:** Emotions expressed by a person do not match the situation. e.g. he cries on happy occasions and laughs on sad occasions.

6. (b) Explain the ALGEE Model in your own words.

Explain the ALGEE model in your own words:

- a. Approach, Assess, and Assist
- b. Listen non - judgmentally
- c. Give support and information
- d. Encourage professional help
- e. Encourage self-help and other support strategies.

Solution

ALGEE is an action plan to carry out First Aid in Mental Health.

- a. **Approach, Assess, and Assist in any crisis** - An attempt is made to understand the situation and observe if there are behavioural changes in the person with whom we are concerned.
- b. **Listen non-judgmentally** - We should listen to the other person without letting our opinions influence us. We should not judge/criticize but listen with acceptance and empathy. It does not imply that we agree with what the other person is saying but it ensures that the person feels supported.
- c. **Give support and information** - This helps the person to feel more in control of the situation since they have emotional and informational support.
- d. **Encourage the person to get professional help** - Persons suffering from mental illness may hesitate to seek help due to a lack of knowledge or due to the stigma attached. Others may not know how to respond to someone showing

'red flags' of mental illness and may do more harm than good. Mental health professionals are trained to help the person to identify the problem and cope with the situation.

- e. **Encourage self-help and other support strategies** - Self-help strategies are tasks that help to increase our resources to deal with stress and to maintain mental health such as exercise, adequate sleep, having hobbies, etc.

6. (c) Answer the following questions in detail:

Explain the laws of perceptual organization.

Answer the following questions with the help of the given points:

Explain the laws of perceptual organization.

Points:

- i. Law of proximity
- ii. Law of similarity
- iii. Law of continuity
- iv. Law of closure

Answer the following question in 80 to 100 words with the help of the given points:

Explain the laws of perceptual organization.

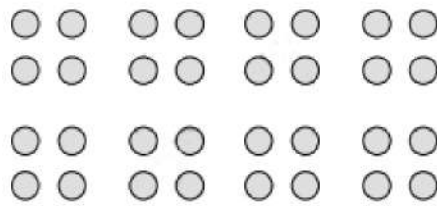
Points:

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- ii. Law of similarity
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Solution 1

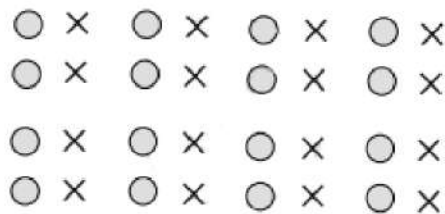
Laws of Perceptual Organisation: Perception is defined as the process of assigning meaning to information received about the environment based on past experiences. Our brain has a proclivity to organize our sensations into meaningful wholes.

1. **Law of proximity:** According to this law, the stimuli that are near each other are perceived together than the stimuli that are far away from each other.



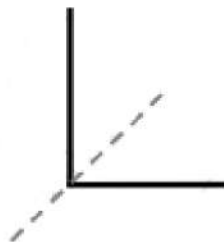
In the above image, we perceive pairs of dots in each line as the dots which are near to each other are perceived together. So, instead of perceiving a line of eight dots, generally, a line of four pairs of dots is perceived.

2. **Law of similarity:** According to this law, the stimuli that are similar to each other are perceived together than stimuli that are distinct from each other.



In the above image, we perceive four alternate vertical lines of circles and crosses since similar stimuli are perceived together. Generally, we do not perceive four horizontal lines with circles and crosses in alternate sequences.

3. **Law of continuity:** According to this law, there is a tendency to perceive a stimulus in continuation as per its established direction. Also, when two stimuli intersect, a continuation of each stimulus is perceived apparently.



In the above image, a straight vertical line and a straight horizontal line are perceived together as a letter 'L', and a cutting line is perceived separately. Generally, we do not perceive four different lines going in different directions.

4. **Law of closure:** According to this law, there is a tendency to perceive an incomplete stimulus in a complete manner.

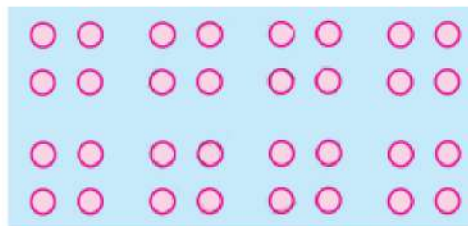


In the above image, our brain fills up gaps in incomplete stimulus and we perceive it as a triangle and square. Generally, we do not perceive it as three/four separate lines going in different directions.

Solution 2

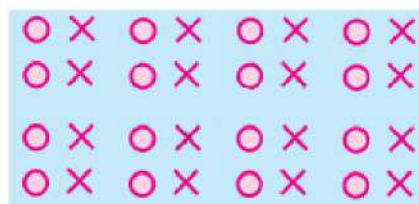
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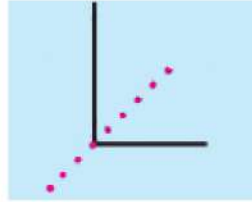
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Q7. Answer any ONE of the following in 180 to 200 words :

7. (a) Explain first aid in anxiety.

Solution

A sensation of tension, helplessness, etc., is anxiety. Anxiety disorders can result from excessive levels of anxiety that continue even after the scenario that caused them has passed.

Particular of the contributing elements that contribute to anxiety include genetic factors, an imbalance of some neurotransmitters, traumatic events, etc. Acute stress disorder, social phobia, separation anxiety disorder, and other sorts of anxiety disorders are among them.

Some signs of anxiety include:

1. **Physical symptoms** like rapid heart rate, shortness of breath, dizziness, headaches, restlessness, tremors, etc.
2. **Psychological symptoms** like mind going blank or racing, difficulty in concentration, forgetfulness, problem in decision making, irritability, anger, etc.
3. **Behaviour symptoms** like avoiding people and situations, repetitive checking, etc.

The following is the action plan for administering first aid to anxiety:

1. **Step 1:** Approach, evaluate, and offer support to the anxious person.
Therefore, as soon as you see that a person is exhibiting signs of anxiety, you should talk to his or her immediate family members to make them aware of the gravity of the situation and encourage them to get help from a mental health specialist.
2. **Step 2:** Pay them no mind as you listen to them. They require patient listening. Never express criticism or unkind remarks.
3. **Step 3:** Inform people who need support that they frequently feel ashamed or guilty. They require assistance in these circumstances. Help the person by offering them hope and letting them know that they are not to blame for their mental disease and that many people who have been diagnosed with mental disorders can recover with the aid of qualified mental health professionals.
4. **Step 4:** Encourage getting the proper expert assistance. With the right scientific treatment provided by a mental health professional, anxiety is a treatable illness. You can encourage them to see a counsellor or therapist and even go with them if you want to. The key to managing anxiety is to motivate the client to seek appropriate professional assistance.
5. **Step 5:** Promote self-help and other forms of assistance. Finding some of the positive behaviours that might help a person cope with their mental health challenges can be helpful. They can partake in pursuits that they enjoy or have always wished to do. Self-help techniques might also assist individuals in regaining control over their lives. Encourage them to practise basic relaxation techniques, such as deep breathing, laughter therapy, and other physical activities like walking, running, or playing outdoor games, among others.

7. (b) Explain the Big Five-Factor Model of personality (OCEAN).

Solution

Robert McCrae and Paul Costa (1987) developed a theory of personality explaining the five major factors of personality. According to them, personality traits are considered basic tendencies that are rooted in biology and that interact with external influences including culture in shaping the skills, habits, tastes, and values of the individual.

The five major factors (traits) of personality are as follows:

1. **Openness to experience (O):** Openness to experience is a trait related to an appreciation for art, emotion, adventure, unusual ideas, creativity, imagination, curiosity, and a variety of experiences.
2. **Conscientiousness (C):** Conscientiousness is a trait showing a tendency to display self-discipline. It is related to the way in which people control, regulate, and direct their impulses. People having high conscientiousness are well-organized, responsible, dependable, and hardworking whereas people having low conscientiousness are unorganized, irresponsible, spontaneous, and careless.
3. **Extroversion (E):** Extroversion is a trait characterized by a breadth of activities and energy creation from external means. People having high extroversion are talkative, enthusiastic, open-minded, sociable, assertive, and courageous. On the other hand, people having low extroversion are less talkative, shy, alone, and less involved.
4. **Agreeableness (A):** Agreeableness is a trait showing an ability of an individual to get along with people and concern for social harmony. People having high agreeableness are kind, loving, caring, friendly, and cooperative whereas people having low agreeableness are uncooperative, jealous, hostile, and argumentative.
5. **Neuroticism (N):** Neuroticism is a trait showing the tendency to experience negative emotions, such as anger, anxiety, or depression. People having high neuroticism are anxious, depressed, irritable, fearful, impulsive, angry, and unstable. People having low neuroticism are balanced, calm, and stable.