CHAPTER 3

APPLIED PSYCHOLOGY

தன்நெஞ் சறிவது பொய்யற்க பொய்த்தபின்
தன்நெஞ்சே தன்னைச் சுடும்.

"Utter not a word which the conscience tells is false, lest your own conscience should smite you". Even to entertain the very thought of stealing is an evil to be avoided

Learning Objectives

At the end of this chapter, the students will be able to:

➢ define the term Psychology
➢ explain the importance of psychology in Nursing
➢ describe Maslow's theory of motivation
➢ understand the concept of individual differences
➢ describe attitude
➢ explain emotional adjustment
➢ describe the personality development and its disorders.
➢ understand conflict and frustration
➢ explain regarding crisis intervention

Introduction

The word "Psychology" has originated from two Greek words-"psyche" and "logos". The word logos stand for a rational discourse or a study. The word psyche is interpreted in different ways by psychologists at various periods. Initially the word psyche was interpreted as 'soul', then 'mind' and at later stage as 'consciousness'. Now psychology is viewed as a science which aims to give us better understanding and control of the behavior of the organism as a whole. In simple terms, it is a science of human behavior. A human being is best understood through his behavior. The following quote by Johann Wolfgang Von Goethe reveals the importance of study of human behavior.

"Behavior is a mirror in which everyone displays his image."

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3.1 Definition of Psychology

Psychology is the science of mental life, both of its phenomena and their conditions. The phenomena are such things as we call feelings, desires, cognitions, reasoning decisions and the like. (William Jamel 1890).

"Psychology is the scientific study of the activities of the individual in relation to his environment" Woodworth and Marquis, (1948).

According to N.L. Munn, "Psychology today concerns itself with the scientific investigation of behavior".

3.2 Importance of psychology in Nursing

Psychology helps the nurses to

i. understand and help the patient

Nurses must understand the patients to provide quality nursing care. The study of psychology helps nurses to understand the individual differences found in behavior and personality traits of the patients and the meaning of their behavior at different circumstances.

ii. understand and help the relatives

Nurses in the process of providing holistic care, they encourage the relatives and well wishers to participate in the patient care. It's a challenging task for the nurses to get their cooperation and make them understand why certain actions are performed for the patients. The study of psychology helps nurses to understand the genuine demand of the relatives and concern for the patient.

iii. provide needed advice, guidance and support to the patient

Nurses by studying psychology they understand the principles of guidance and counselling and its techniques. Understanding the techniques of guidance and counseling helps nurses to provide individual or group guidance

as well as counseling services whenever they need it.

iv. provide quality nursing care

Any individual is the combination of the body and mind. If something goes wrong with the body, it affects the mind and vice versa. Individuals get admitted to the hospital for their problems in the body or mind. The study of psychology helps nurses to understand the importance of body mind relationship and apply the principles of psychology in the care of the patients. The knowledge on psychology gives a nurse awareness about the attitude, conflicts, positive thinking, crisis intervention which in turn helps to provide quality nursing care.

v. adjust to the professional environment

Nursing is a team work and has to work together with other health care team members including her colleagues. She should understand the psychology of people around her to work effectively. She is expected to work in collaboration with other health team members and face the challenges in the professional environment. The knowledge on psychology helps nurses to overcome these challenges in their profession.

vi. understand oneself

The nurse must understand them that is her attitude, way of thinking, coping abilities, mental mechanisms, overall strength and weakness. Understanding self helps to adjust to the personal and professional life and to lead a well balanced life.

3.3 Maslow's theory of Motivation

Maslow's hierarchy of needs is a theory in psychology proposed by Abraham Maslow in 1943. This theory is often portrayed in the shape of a pyramid with the largest, most fundamental needs at the bottom and the need for self actualization at the top. From the bottom, the

first four levels of the pyramid contains "deficiency needs" such as physiological, safety, love/belonging and esteem needs. The basic needs must be met before the individual will strongly desire for the next level needs. For example, an individual will not expect safety needs until unless his physiological needs are met. He will not desire for love and belonging before the safety needs are met. Maslow also coined the term 'meta motivation' to describe the motivation of people who go beyond the scope of the basic needs and strive for constant betterment. If these "deficiency needs" are not met, the individual will feel anxious and tense.

Maslow's Hierarchy of Needs
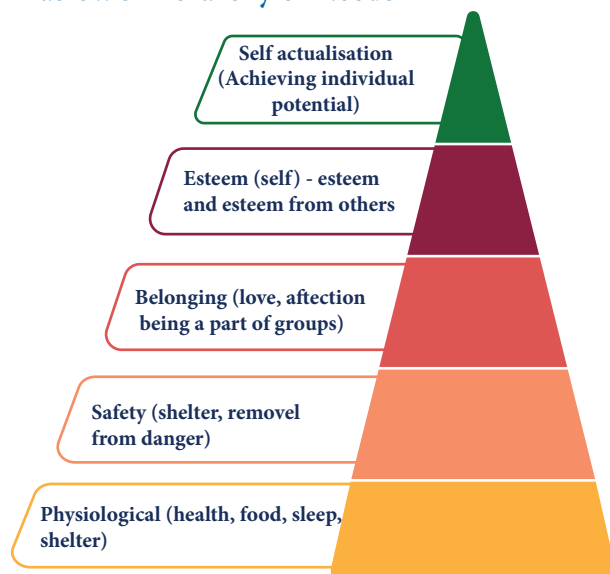
Physiological needs

Physiological needs are the physical requirements for human survival. If these requirements are not met, the human body cannot function properly and will ultimately fail. Physiological needs are the first and basic need in the hierarchy. Without them, the other needs cannot follow up. Physiological needs include breathing, water, food, sleep, clothing, shelter and sex.

Safety needs

Once a person's physiological needs are relatively satisfied, their safety needs take precedence and dominate behavior. For example

in the absence of physical safety – due to war, natural disaster etc. – people may experience stress and tension. Safety and Security needs include personal security, emotional security, financial security, health and well being and safety needs against accidents/illness and their adverse impacts.

Love/Belonging

The third level of human needs is interpersonal and involves feelings of belongingness. Social Belonging needs include friendships, family and intimacy. Human beings need to feel a sense of belonging and acceptance among social groups, regardless whether these groups are large or small. The example for large social groups may include clubs, religious groups, sports teams, gangs, etc and some small social connections include family members, intimate partners, mentors, colleagues, etc. Human beings need to love and be loved – both sexually and non-sexually – by others.

Self esteem

Self Esteem is a belief about one's own worth based on an overall self evaluation. Esteem needs are ego needs or status needs which are related to getting recognition, status, importance, and respect from others in the society. All humans have a need to feel respected; this includes the need to have self esteem and self-respect. These activities give the person a sense of contribution or value. Deficiency in this level leads to low self esteem.

How people with low and high self esteem view themselves?

Those with low self esteem tend to view themselves in negative terms. They do not feel good about them, tend to have trouble in dealing effectively with others and are hampered by self doubts. High self esteem individuals, in contrast, see themselves as worthwhile, capable and acceptable.

Self-actualization

Self actualization refers to an individual's need to develop his or her potentialities: in other words, to do what he or she is capable of doing. It means a person's motivation to reach his or her full potential.

> **Who are Self actualizers?**
> Self-actualizers are people who make the fullest use of their capabilities.

3.4 Individual differences

We all know that whatever lies around us in the form of non-living or living beings differ, from each other in so many respects. Humans, though we are a common species, differ in sizes, shapes, appearances, colour, personality and behaviour. There are individual variations and differences found in ourselves.

Definition of individual differencesy

It is defined as the differences among individuals, that distinguish or separate them from one another and make one as a unique individual in oneself.

Types of individual differences

1. Physical or physiological differences
2. Psychological differences

In total the differences may be found in the following respects. They are differences related to
- Physical differences
- Differences in intelligence
- Differences in attitudes
- Differences in achievement
- Differences in motor ability
- Differences on accout of sex
- Racial differences
- Differences due to nationality
- Differences due to economic status.

- Emotional differences
- Personality differences

Causes of individual differences

- Heredity
- Influence of caste, race and nation
- Sex differences
- Age an intelligence
- Temperament and emotional stability
- Economic condition and education
- Environment

Implications for Nursing

- Nurses must understand that it is quite natural for their patients and people under their care to differ in respect of their likes and dislikes, levels of IQ and understanding, tolerance for the pain, adjustment to the new situations and environment, social and emotional adjustment etc. She must plan her nursing actions considering these differences in her mind.

- The knowledge on individual differences helps nurses to learn and provide care which is unique for each individual.

- Nurses can make their patients and relatives realize that all are not same and there is no point in comparing their treatment with that of others. They cannot simply copy the treatment of others and all cannot be benefitted in the same way.

- Nurses can understand and guide or protect the patients with inferiority or superiority feelings under their care.

3.5 Attitude

The main aim of education is modification of one's behavior according to the expectations of the society. One's behaviour to a larger extent, depends upon one's attitude towards the things,idea, person, or object in his environment. The entire

personality and development of an individual is influenced by his attitude.

Definition

An attitude has been defined as a predisposition or tendency toward a particular congnitive, behavional or emotional reaction to objects or people.

Meaning of Attitude

An attitude is a readiness to respond in such a way that behavior is given a certain direction-Travers, 1973.

An attitude is a predisposition or readiness to respond in a pre-determined manner to relevant stimuli. –Whittaker, 1970.

Nature of Attitude

- Attitude is concerned with the relation of an individual with the specific persons, groups, values or norms related to his environment.
- Attitude are learnt and acquired.
- They are not innate and inherent in an individual.
- It is the state of readiness to respond to a certain stimuli.
- Attitude have definite motivational characteristics.
- It ranges from strongly positive to strongly negative attitude.

Factors influencing the development of Attitude

Attitudes are learnt and acquired. Heredity does not play any role in the development of attitudes. Environment plays an important role in the development of attitude. An attitude at any stage is essentially a product of the interaction of one's self with one's environment. So the factors can be classified as

- Factors within the individual himself
- Factors within the individual's environment

Factors within the individual

Physical growth and development: Poor physical health and growth are responsible for poor emotional and social adjustment. The colour of the skin, weight of the body, or biochemical changes in the body tissues and fluids. for example, sex hormones have a vital effect on the development of attitude through their connection with social adjustment.

Intellectual development: Intelligence influences the attitude formation. The components of intelligence like memory, understanding, thinking etc play a significant role in formation of attitude.

Emotional Development: Emotions play a dominant role in overt or covert (hidden) behavior manifestation and behaviour is related to attitude.

Social development: Social interaction and group processes is the key to attitude formation at any stage of human development. Children having poor social adjustment are more likely to have antisocial attitude.

Ethical and moral development: Each individual develops certain ideals, values and concept of the self in which he takes pride. For enhancing his feelings of self esteem, one tries to develop those attitudes that suit his values and ideals.

Factors within the individual's environment

Home and Family: A healthy family environment and positive attitude of the parents and other members bring desirable impact on the children in picking up desirable attitudes. Many antisocial attitude are said to be the product of the faulty upbringing and unpleasant environment at home.

Social environment: Contact with the people in neighbourhood, school, community, society and norms, traditions etc influences attitude formation and its reshaping. For example, in schools factors like teachers and

their behaviours, class mates or school mates and their behaviours, teaching methods and discipline all contribute towards attitude formation.

Attitudinal changes

Attitude can be changed. It is not fixed one. They can be changed through the acquisition of new experiences. The following are the ways and means of attitudinal changes:-

* Providing proper education
* Making use of the propaganda machinery (eg, family planning, sanitation, road safety)
* Using fear inducing mechanism (eg. Rules and legal laws against dowry, child marriage, child abuses)
* Using modeling technique (eg. Imitating the behaviours of the heroes and heroines)
* Direct personal experience (eg. Lack of exercise leading to obesity and diabetes in a person will develop favourable attitude towards exercises).
* Using cognitive dissonance mechanism (eg, In smoking, making a person to think rationally instead of criticizing his negative attitude towards smoking).
* Bringing desired changes in beliefs and values.

Implications for Nursing

* Nurses can help patients to develop positive and desirable attitude towards the things and persons
* She can help patients and their relatives to bring about attitudinal changes.
* She can use the techniques of attitudinal change whenever and wherever applicable.

3.6 Emotions

Human beings are emotional beings and emotions add colour and spice to our life.

Emotions are the outward expressions of the feelings. They are usually aroused by external stimuli and emotional expression is directed towards the stimuli in the environment that arouses it.

Meaning of emotion

Emotions are agitated states of our mind and body leading us to perform some or other types of behavioural acts.

It is a subjective response that is usually accompanied by a physiological change and is associated with a change in behavior.

Types of emotions

Emotions are categorized as positive emotions and negative emotions.

Positive emotions

The Positive emotions are pleasant emotions like amusement, love, curiosity, joy and happiness which are helpful and essential for the development of an individual.

Negative emotions

Negative emotions are the unpleasant emotions like fear, anger, jealousy which are harmful to the well being and development of an individual.

At the same time, too much of everything is bad. Emotions with too much intensity and frequency whether positive or negative bring harmful effects.

Components of emotion there are three basic components:

* **Congnitive:**- Physiological and behavioural
* **Cognitive component:**- Includes the thoughts, values and expectations that help in determining the intensity and type of emotions.
* **Physiological component:**- It is also known as a arousal. This is an internal

physical changes that occur in the bodies when one experiences an emotion.

- **Behavioural or Expressive component:-** Action done as a result of cognitive and physiology. Ex. Emotional expression is a form of communication. A baby's smile can create bonding.

Bodily changes accompanying emotions

There are bodily changes happening during positive as well as negative emotions.

Internal bodily changes: It includes changes in

- Functioning of heart
- Blood circulation
- Functioning of digestive system
- Sugar level
- Red Blood cells
- Temperature
- Secretions of ducts and ductless glands
- Sweating and perspiration
- Tone of the muscles
- Functioning of the brain

External bodily changes: These are observed in

- Face as facial expressions
- Body postures
- Voice as vocal expressions

Emotional Adjustments

Emotional adjustment is the realization of one's emotions and feelings and controlling feelings when making relationship with others.

It is the capability of adjusting to his self and environment in relation to the use and expression of his own emotions. An emotionally adjusted person has an ability to express all types of emotions, positive or negative, in an appropriate degree with reasonable control at the appropriate time.

Characteristics of an emotionally adjusted person

- All emotions are easily recognized in him
- He/She expresses emotions in a socially desirable way
- He exercises control over his emotions
- He is not a day dreamer.
- He will not run away from realities
- He is guided more by his intellect than his emotions
- He never puts the responsibility of his own mistakes on others
- He possess adequate self concept and self respect
- He thinks for others
- He never engages in antisocial behavior
- He maintains social relationships
- He has emotional stability

Emotions in Health and illness

- All emotions are basically useful to our survival.
- Emotions are capable of exercising a leading role in the health and happiness of the individual.
- An emotionally adjusted person is found to possess a good health, free from illness or diseases.
- An emotionally maladjusted individual is characterized with a poor health and ailing personality.
- The person with positive emotions enjoys good physical health
- Many of our chronic physical conditions and illnesses are linked with emotional maladjustment.
- Emotional maladjustments increases the individual's susceptibility to many physical and mental ailments.

3.7 Personality disorders

Personality of an individual is all that possessed by him in terms of his physique,

intellect and behavioural traits determining his unique adjustment to the self and the environment.

Personality is the totality of emotional and behavioural characteristics that are peculiar to a specific person and that remain somewhat stable and predictable over time.

Types of personality disorder

1. **Paranoid personality disorder:** Individuals with this condition suffer from distrust and suspiciousness of others. They are oversensitive and trust no one.

2. **Schizoid personality disorder:** These individuals display social withdrawal, have discomfort with human interaction, and are unsocial.

3. **Schizotypal personality disorder:** Individuals have magical thinking, illusions, hallucination etc.

4. **Antisocial personality disorder:** These individuals have a general disregard for law, socially irresponsible behaviours and violate the rights of others.

5. **Borderline personality disorder:** These people will have fluctuating attitude, impulsive, self destructive behavior, and form chaotic relationships.

6. **Histrionic personality disorder:** These people will have dramatic and extroverted behavior and are excitable, emotional people. They have a tendency to be self dramatizing, attention seeking, overly gregarious and seductive.

7. **Narcissistic personality disorder:** They are overly self centered and exploiting others to fulfill their own desires. They view themselves as superior and they believe that they deserve to receive a special rights and privileges.

8. **Avoidant personality disorder:** They have extreme shyness and fear or rejection and are uncomfortable in social situations.

9. **Dependent Personality disorder:** They are dependent on others, allow others to decide for them, submissive, and also tolerate mistreatment by others.

10. **Obsessive-Compulsive personality disorder:** They are very serious, formal and have difficulty expressing emotions. They are overly disciplined, perfectionist and preoccupied with rules.

11. **Passive-Aggressive personality disorder:** They feel cheated and unappreciated. They believe that life has been unkind to them, and they express envy and resentment over the easy life that they perceive others having.

Causes of Personality disorders

• Hereditary

• Parental antagonism and harassment

• Neurochemical dysfunction

• Poverty and poor socio economic conditions

• Faulty parenting styles

• Excessive disciplining

• Parental rejection

• Parental attitude and behaviours

Treatment Modalities

Psychotherapy: It is given by the trained psychotherapist to establish therapist-client relationships.

Milieu or Group therapy: It is given by taking support and feedback from peers which is more effective than one to one interaction with a therapist.

Cognitive Behaviour therapy: Behavioural strategies offer reinforcement for positive change. Social skills training and assertiveness training teach alternative ways to deal with frustration.

Psychopharmacology: Medications such as anxiolytics, antidepressants, and antipsychotics are available to manage the patients with personality disorders

All individuals at one or other time in our day to day life have conflicts and frustration. Continuous feeling of chronic conflict and frustration will have a negative impact on our well being. Frustration and unresolved needs and desires cause great emotional unhappiness.

Meaning of conflict

Douglas and Holland defines conflict as a painful emotional state which results from a tension between opposed and contradictory wishes.

Barney and Lehner defines conflict is a state of tension brought by the presence in the individual of two or more opposing desires.

Types of conflict

- **Approach-Approach conflict:** This arises when an individual is faced with the problem of making a choice between two or more positive goals almost equally motivating and important. For example, a child may have to choose between watching a movie in TV or going out to play games.

- **Avoidance-Avoidance conflict:** In this, an individual is forced to choose between two negative courses of action. For example, a child who does not want to study and at the same time does not want to displease the parents by failing in the examination may experience such conflict.

- **Approach-Avoidance conflict:** In this, an individual is faced with a problem of choice between approaching and avoiding tendencies at the same time.

Sources of Conflict

The conflict arises from the home, school, occupational social and cultural environment. The faulty upbringing at home, unhealthy relationships, over protection is the sources of conflict from home environment. Unpleasant school or college environment, role of teachers, faulty method of teaching, denial of opportunities for self expression and classmates are some of the sources of conflict in youngsters. Improper working environment, dissatisfaction with the working conditions, unsatisfactory relationships and poor salary or wages is the sources of conflict in occupational environment. The taboos, inhibitions and the negative attitude towards sex are the causes of many sex conflicts in the minds of youth and adults.

Conflict resolution

- Negotiation is an important part of conflict resolution
- First of all, accept each desire as it arrives without judgment or resistance
- Remove any barrier or resistance in choosing among conflicting desires
- Think the goals of life and which one of the desires will be helpful to achieve the life's goal
- Choose one desire and follow it with full enthusiasm

Meaning of Frustration

Frustration means emotional tension resulting from the blocking of a desire or need (Good, 1959)

According to Barney and Lehner (1953), frustration refers to failure to satisfy a basic need because of either condition in the individual or external obstacles.

Causes of Frustration
External factors

Physical factors: Natural calamities, floods, droughts, earthquakes, fire and accidents cause frustration in an individual.

Social and societal factors: Societal norms and values impose certain obstacle in meeting the individual needs which leads to frustration

Economic and financial factors: Unemployment and lack of money causes frustration in an individual.

Internal factors

Physical abnormality or defects: Too small or too big a stature, very heavy or thin body, an ugly face or dark complexion etc causes frustration.

Conflicting desires or aims: When a person has conflicting desires, he develops frustration. For example, a nurse wants to work in abroad and does not want to leave her family in home country causes frustration.

Individual's morality and high ideals: An individual's moral standards, code of ethics and high ideals may become a source of frustration to him.

Level of aspirations: One may aspire very high in spite of one's incapabilities or human limitations which may lead to frustration

Lack of persistence and sincerity in efforts: Frustration may result in one's own weakness in putting continuous and persistent efforts with courage, enthusiasm and will power.

▌ Reaction to frustration

It can be classified as simple reactions and violent reactions

Simple reactions: It includes

- Increasing trials or improving efforts
- Compromising with what is available
- Withdrawal from the situation
- Submissiveness
  Violent reactions: It includes aggression

3.9 Crisis intervention

Stressful situations are a part of everyday's life. Any stressful situation can precipitate a crisis. Crisis result in a disequilibrium from which many individuals require assistance to recover.

▌ Meaning of crisis

A sudden event in one's life that disturbs homeostasis, during which usual coping mechanisms cannot resolve the problem (Lagerquist, 2001)

▌ Characteristics of a crisis

Crisis occurs in all individuals at one time or another

- They are precipitated by specific identifiable events.
- Crises are personal by nature. What may be considered as crisis by one individual may not be so for another.
- Crisis are acute, not chronic and will be resolved in one way or another within a brief period.
- A crisis situation contains the potential harm for psychological growth or deterioration.

▌ Causes of crises

Crisis may arise as a result of

- Stress or from the environment
- Life transitions
- Traumatic experience in life like death of loved one, accidents,
- Life threatening illnesses
- Stress out of promotions.
- Existing psychiatric problems

▌ Crisis Intervention

Individuals experiencing crisis have an urgent need for assistance. In crisis intervention the therapist, or other intervener becomes a part of the individual's life situation. Because of the individual's emotional state, he or she is unable to solve a problem, so requires

guidance and support from another to help mobilize the resources needed to resolve the crisis.

Goal of crisis intervention

- Resolution of immediate crisis
- Restoration of the individual to his pre-crisis level of functioning

Phases of crisis intervention

Phase 1: Assessment: It includes gathering of information regarding the precipitating stressor and resulting crisis that prompted individual to seek professional help. It includes assessment of physical and mental status, coping methods, support systems, individual's personal strengths and limitations.

Phase 2: Planning: In these phase, goals are established and appropriate activities are planned to meet the goals based on the individual's needs and strengths.

Phase 3: Intervention: This is the actual phase of implementation in which the person suffering from crisis is helped to overcome/manage the crisis. It includes guidance services and utilizing the support systems in favour of the individual.

Phase 4: Evaluation of crisis resolution: It includes reassessment to determine if the stated objective was achieved. It includes reassessment for positive behavioural changes, adaptive coping strategies, growth and learning from the crisis and plan of action for dealing with stressors similar to the one that precipitated the crisis. At the end of this phase, decision is made regarding follow up therapy; if needed, the nurse provides referral information.

Activity 1

Study the individual differences among your classmates on any five aspects such as height, weight, BMI, colour of skin, IQ, academic achievement etc and submit a report.

Recall the various emotions experienced in the past one week, state the reason and classify and submit the report.

DO YOU KNOW?

Sigmund Freud is known as Father of Psychology.

National Mental Health Programme was launched in year 1982 by Govt of India.

World mental Health day is observed on 10th October every year.

Institute of Mental Health, Kilpauk was founded in 1794 by British.

Child Helpline- No: 1098, to call for help when any child is in distress.

SUMMARY

- ❖ Psychology is the scientific study of the activities of the individual in relation to his environment.
- ❖ Maslow's hierarchy of needs is a theory in psychology proposed by Abraham Maslow in 1943.
- ❖ This theory is often portrayed in the shape of a pyramid with the largest, most fundamental needs at the bottom and the need for self actualization at the top.
- ❖ Individual difference is defined as the differences among individuals that distinguish or separate them from one another and make one as a unique individual in oneself. The differences in individual are due to heredity or environment or both.
- ❖ An attitude is a readiness to respond in such a way that behavior is given a certain direction.

- ❖ Emotions are agitated states of our mind and body leading us to perform some or other types of behavioural acts. Emotions are categorized as positive emotions and negative emotions. The components of emotions are knowing, feeling and doing.
- ❖ Emotions are capable of exercising a leading role in the health and happiness of the individual. An emotionally adjusted person is found to possess a good health, free from illness or diseases.
- ❖ Personality is the totality of emotional and behavioural characteristics that are peculiar to a specific person and that remain somewhat stable and predictable over time.
- ❖ Frustration refers to failure to satisfy a basic need because of either condition in the individual or external obstacles.
- ❖ Conflict is a state of tension brought by the presence in the individual of two or more opposing desires. The conflict arises from the home environment, school environment, occupational environment and social and cultural environment.
- ❖ Stressful situations are a part of everyday's life. Any stressful situation can precipitate a crisis.
- ❖ Crises result in a disequilibrium from which many individuals require assistance to recover.
- ❖ Individuals experiencing crises have an urgent need for assistance. In crisis intervention the therapist, or other intervener becomes a part of the individual's life situation.
- ❖ The goal of crisis intervention is the resolution of immediate crisis and restoration of the individual to his pre-crisis level of functioning

GLOSSARY A-Z

Aggression	-	feelings of anger resulting in hostile or violent behaviour
Anxiolytics	-	drug used to relieve anxiety
Antidepressants	-	drug used to reduce feelings of sadness and worry
Antipsychotics	-	drug used to manage psychiatric disorders
Stress	-	A state of mental or emotional strain

Evaluation

I. Choose the correct answer

1. The theory of hierarchy of need is proposed by
   a) Abraham Maslow
   b) Abraham Marlow
   c) Abraham Mundro
   d) Abraham Muller

2. Which one of the following is **not** a physiological need according to hierarchy of needs theory?
   a) Breathing   b) Water
   c) Food   d) Belongingness

3. Which one of the following is the self esteem need?
   a) Physiological need
   b) Status need
   c) Safety need
   d) Security need

4. Which one of the following is **not** the ways of attitudinal changes?
   a) Providing proper education
   b) Using modeling technique
   c) Direct personal experience
   d) Avoiding /neglecting

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5. The example for positive emotion is

   a) Fear   b) Anger

   c) Joy   d) jealousy

6. Which one of the following is not the component of emotions?

   a) Knowing   b) Enjoying

   c) Feeling   d) Doing

7. Which one of the following is Not the treatment modality of people with personality disorder?

   a) Psychotherapy

   b) Milieu therapy

   c) Cognitive Behaviour therapy

   d) Hydrotherapy

II. Short answers

8. Define the following terms

   a) Psychology

   b) Individual differences

   c) Attitude

   d) Personality

   e) emotion

   f) Conflict

   g) Frustration

   h) Emotional adjustment

   i) Crisis intervention

9. List any four individual differences

10. List the nature of attitude

11. Explain types of emotions

12. List any four bodily changes accompanying emotions

13. Enlist any four causes of personality disorder

14. List any four causes of frustration

15. Explain the types of conflict

III. Brief answers

16. Importance of Psychology

17. Factors influencing the development of attitude and attitudinal changes

18. Types and components of emotions

19. Characteristics of emotionally adjusted persons

20. Cause of frustration and reaction to frustration

21. Types and sources of conflict and its resolution

IV. Detailed answers

22. Explain in detail Maslow's hierarchy of needs

23. Individual differences

24. Explain the personality disorders and development

25. Describe crisis and crisis intervention

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