

PSYCHOLOGY (037)
CLASS- XII
SAMPLE QUESTION PAPER 2023-2024

Time – 3 Hours

Max. Marks – 70

General instructions

- All questions are compulsory except where internal choice has been given.
- Question Nos. 1 -15 in Section A carry 1 mark each. You are expected to answer them as directed.
- Question Nos. 16-21 in Section B are very short answer type-I questions carrying 2 marks each. Answer to each question should not exceed 30 words.
- Question Nos. 22-24 in Section C are short answer type-II questions carrying 3 marks each. Answer to each question should not exceed 60 words.
- Question Nos. 25 - 28 in Section D are long answer type questions carrying 4 marks each. Answer to each question should not exceed 120 words.
- Question Nos. 29-30 in Section E are long answer type questions carrying 6 marks each. Answer to each question should not exceed 200 words.
- Question Nos. 31 – 34 in Section F are based on two cases given. Answer to each one-mark question should not exceed 20 words. Answer to each two-mark question should not exceed 30 words.

SECTION A

- 1 Monika has to be assessed for her abilities of creativity and original thinking. 1
The test to be used by the psychologist will involve the following:
- a. Convergent thinking
 - b. Divergent thinking
 - c. Both convergent and divergent thinking
 - d. Memory and logical thinking
- 2 Formal assessment is objective, standardized and organized. Based on this 1
information, choose the statements which are true for formal assessment.
- i. Formal assessment uses systematic testing procedures.
 - ii. It is always open to subjective interpretations.
 - iii. Based on the assessment, predictions about behavior can be made.
 - iv. It varies from case to case and from one assessor to another.
- a. ii, iii
 - b. i, ii
 - c. i, iii
 - d. ii, iv

- 3 Anna's application for admission to the college of her choice got rejected. When talking about the admission to the college with others, she tells everyone that she was never interested in studying in that college. Identify the defence mechanism used by Anna. 1
- a. Repression
 - b. Reaction formation
 - c. Denial
 - d. Rationalization
- 4 _____ is a dynamic situation-specific reaction to stress. 1
- a. Positive reaction
 - b. Coping
 - c. Conflict resolution
 - d. Meditation
- 5 Ritik uses imagery and imagination to reduce his stress levels. Identify the technique being used by Ritik. 1
- a. Relaxed visualization
 - b. Meditation
 - c. Creative visualization
 - d. Imagination and relaxation
- 6 In the question given below, there are two statements marked as Assertion (A) and Reason (R). Read the statements and choose the correct option. 1
- Assertion (A): Psychological Stress is the stress that we generate for ourselves in our minds.
- Reason (R): These psychological stresses do not have any impact on our physiological being.
- Options:
- a. Both A and R are true and R is the correct explanation of A.
 - b. Both A and R are true and R is not the correct explanation of A.
 - c. A is true but R is false.
 - d. A is false but R is true
- 7 While passing through the streets on her way to the office every day, Jaya feels people are spying on her and the police are chasing her. Identify the type of delusion Jaya is experiencing. 1
- a. Persecution
 - b. Control
 - c. Reference
 - d. Grandeur

- 8 Sonali spends hours reading about her favorite actor. She is preoccupied with thinking and researching about him and when asked to study she gets violent. To diagnose her disorder, a clinical psychologist would need to know: 1
- a. The number of hours she spends studying about the actor each day.
 - b. The percentage of the population sharing her interest in the actor.
 - c. Whether friends and family members share her interest in the actor.
 - d. Whether she is dysfunctional and showing signs of distress.
- 9 Which of the following statements are true about the diathesis stress model? 1
- i. A vulnerability factor and the presence of a pathogenic stressor results in psychological disorder.
 - ii. The presence of biological aberration is enough to develop a psychological disorder.
 - iii. The presence of only pathogenic stressors may lead to psychopathology.
 - iv. The diathesis and the stressor lead to the development of a psychological disorder.
- a. i and ii
 - b. ii and iii
 - c. iii and iv
 - d. i and iv
- 10 Harpreet's mother ignores her when she throws tantrums if asked to keep her room tidy. However, she appreciates Harpreet when she arranges her toys after playtime. The method being used is ____ 1
- a. positive reinforcement
 - b. negative reinforcement
 - c. differential reinforcement
 - d. modelling
- 11 The centrality of an attitude reflects: 1
- a. A person's degree of negative or positive feelings about an object.
 - b. Whether an attitude is negative or negative towards an attitude object.
 - c. The extent to which an attitude would influence the other attitudes in the system.
 - d. The attitude's resistance to change.

- 12 Sachin believes that one should always speak the truth. This is an example of: 1
- a. Belief
 - b. Cognition
 - c. Value
 - d. Stereotype

- 13 In the question given below, there are two statements marked as Assertion (A) and Reason (R). Read the statements and choose the correct option. 1

Assertion (A): According to Balance theory, two elements of an attitude system must be in the same direction.

Reason (R): An attitude system requires logical consistency else it will lead to 'mental discomfort'.

Options:

- a. Both A and R are true and R is the correct explanation of A.
 - b. Both A and R are true and R is not the correct explanation of A.
 - c. A is true but R is false.
 - d. A is false but R is true
- 14 A collection of people present at a place by chance is a ____ 1
- a. team
 - b. audience
 - c. mob
 - d. crowd
- 15 Which of the following is *not* a feature of a formal group? 1
- a. Functions are stated explicitly and formally.
 - b. Formation is based on rules and laws.
 - c. There is a close relationship among members.
 - d. Members have definite roles.

SECTION B

- 16 How did Charles Spearman explain the concept of intelligence? 2

OR

State the importance of Emotional Intelligence.

- 17 The phenomena of student-teacher interaction in a classroom can be easily studied by psychologists. Critically evaluate the assessment method that will be used here. 2

- 18 'Self-esteem shows a strong relationship with our everyday behavior'. Justify this statement with the help of an example. 2
- 19 Ramesh is admitted to a rehabilitation centre for alcohol addiction. His treatment includes giving him a mild electric shock every time he is made to smell the alcohol. Name and describe the therapy being used. 2
- 20 Imagine the following situation:
'You auditioned for the school play but did not get selected'.
Using Ellis' framework, suggest two contrasting interpretations and their consequences. 2
- 21 Shantanu never paid heed to his mother's advice of doing physical exercise daily in the morning. But one day when he saw his favourite cricketer advocating the importance of regular exercise, he started exercising daily. Identify the characteristics of the source that brought about the attitude change. 2

SECTION C

- 22 Shamin is a spiritual leader who possesses a particular type of intelligence as explained by Howard Gardner. Identify the intelligence and give reasons for your answer. 3

OR

Zarin is high in the ability to think analytically and performs well in academics. With respect to Sternberg's theory, which type of intelligence does Zarin possess? Explain this type of intelligence.

- 23 Describe Selye's General Adaptation Syndrome. 3
- 24 The classification of psychological disorders is important. Justify the statement and explain the two classification schemes. 3

SECTION D

- 25 Mia and Gia are identical twins. They were separated early in childhood. Will they show similarities in their intellectual characteristics? Give reasons for your answer. 4
- 26 Nariman is trying to lose weight. During the festivities, he made sure not to eat his favorite desserts. Identify and explain the aspect of self that Nariman is exhibiting. Suggest some of the techniques he can apply to further achieve his goal. 4
- 27 Highlight the importance of the therapeutic relationship in the process of psychotherapy. 4

- 28 Four friends are working together to develop a plan for their new start-up. After some initial conflict, the group started to work together and became unified. Now the group is very productive and the group goal is in the process of being achieved. Identify the stage of group formation that the group has presently reached. Explain the stages that the group has passed through to reach the present stage. 4

OR

A group of 20 students was asked to complete the task of decorating the classroom boards. However, it was brought to the notice of the teacher that not everyone was participating and putting in effort. Identify and explain the phenomenon being described above and give reasons why this occurs.

SECTION E

- 29 Differentiate between type and trait approaches to personality. Explain any four type theories in detail. 6

OR

Explain the humanistic approach to personality. What did Maslow mean by self-actualization?

- 30 All of us go through anxiety at some point in our lives. At what stage does anxiety become a disorder? Explain its types. 6

OR

Describe the different psychological models used to explain mental disorders.

SECTION F

Read the case and answer the questions that follow.

'My story about work-related stress'

Looking back on my life, I recognize that I have always struggled with anxiety. In relationships, friendships or at work.

However, I misunderstood those feelings for a long time, thinking that my hyper vigilance was a positive thing which made me more productive and in-tune with others. I remember a badge I bought for myself in my early 20s which I had on my desk at work. It said "I thrive on stress. Please hassle me."

I was always on the go, feeling like I had an edge that motivated me. The truth was that I felt anxious almost all the time.

I worked in the same organization for over 20 years. I loved managing my small team of staff and felt that I thrived on the stress of work. I was in a job which I perceived to be rewarding and

stressful in equal measure. I was the problem solver, the one to volunteer for any task. I worked extra hours and felt a great sense of responsibility in my role.

However, in early 2012, I began to struggle to manage the stress of my job. Thoughts and worries about work seeped into every part of my life. I would wake up at night with palpitations, worrying about a task I had not completed, or trying to remember if I had sent an urgent email. I found that my mind wandered to work whilst I was spending time with my family. I withdrew from friends as I didn't have the headspace to switch off and relax.

[\(https://dorsetmind.uk/blog/my-story-about-work-related-stress/\)](https://dorsetmind.uk/blog/my-story-about-work-related-stress/)

- | | | |
|----|--|---|
| 31 | “I thrive on stress. Please hassle me.” Explain the type of stress being referred to here. | 1 |
| 32 | “Thoughts and worries about work seeped into every part of my life. I would wake up at night with palpitations, worrying about a task I had not completed, or trying to remember if I had sent an urgent email. I found that my mind wandered to work whilst I was spending time with my family.”
Suggest and explain two stress management techniques that the writer could use. | 2 |

Read the case and answer the questions that follow.

The Pygmalion effect, or Rosenthal effect, is a psychological phenomenon in which high expectations lead to improved performance in a given area. The hypothesis was that expectations can influence performance. Robert Rosenthal chose an elementary school in California for his study and having tested all the children's IQ, the researchers selected a sample of children at random. He informed the teachers that these were children of high academic potential. Following the test, the teachers were given the names of the 'intellectual bloomers,' but no scores were disclosed. At the end of the school year, all the students retook the test. While the overall scores had risen, the so called 'intellectual bloomers' had improved the most because of the teachers' efforts and the attention they got from them. The evidence seemed to indicate that the teachers' expectations had an impact on the student outcomes, especially in the younger students. A similar process works in the opposite direction in the case of low expectations. The idea of the Pygmalion effect can be applied in many situations. Our beliefs about others can lead us to treat them in such a way that they subsequently start behaving in accordance with our beliefs.

- | | | |
|----|---|---|
| 33 | Identify and explain the source of prejudice which leads students to perform poorly. | 1 |
| 34 | Explain the cognitive and behavioral components of the teachers' attitude towards the 'intellectual bloomers' in the Rosenthal study. | 2 |

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MARKING SCHEME

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SECTION A

- 1 Monika has to be assessed for her abilities of creativity and original thinking. The test to be used by the psychologist will involve the following:

- a. Convergent thinking
- b. Divergent thinking
- c. Both convergent and divergent thinking
- d. Memory and logical thinking

1

Answer: b. Divergent thinking Page 20

- 2 Formal assessment is objective, standardized and organized. Based on this information, choose the statements which are true for formal assessment.

- i. Formal assessment uses systematic testing procedures.
- ii. It is always open to subjective interpretations.
- iii. Based on the assessment, predictions about behavior can be made.
- iv. It varies from case to case and from one assessor to another.

1

- a. ii, iii
- b. i, ii
- c. i, iii
- d. ii, iv

Answer: c Page 3

- 3 Anna's application for admission to the college of her choice got rejected. When talking about the admission to the college with others, she tells everyone that she was never interested in studying in that college. Identify the defence mechanism used by Anna.

- a. Repression
- b. Reaction formation
- c. Denial
- d. Rationalization

1

Answer: d. Rationalization Page 35

- 4 _____ is a dynamic situation-specific reaction to stress.

- a. Positive reaction
- b. Coping
- c. Conflict resolution
- d. Meditation

1

Answer: b. Coping Page 61

- 5 Ritik uses imagery and imagination to reduce his stress levels. 1
Identify the technique being used by Ritik.
- a. Relaxed visualization
 - b. Meditation
 - c. Creative visualization
 - d. Imagination and relaxation

Answer: c. Creative visualization Page 63

- 6 In the question given below, there are two statements marked as Assertion (A) 1
and Reason (R). Read the statements and choose the correct option.

Assertion (A): Psychological Stress is the stress that we generate for ourselves in our minds.

Reason (R): These psychological stresses do not have any impact on our physiological being.

Options:

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- b. Both A and R are true and R is not the correct explanation of A.
- c. A is true but R is false.
- d. A is false but R is true

Answer: c. A is true but R is false Page 55

- 7 While passing through the streets on her way to the office every day, Jaya feels 1
people are spying on her and the police are chasing her. Identify the type of delusion Jaya is experiencing.
- a. Persecution
 - b. Control
 - c. Reference
 - d. Grandeur

Answer: a. Persecution Page 81, 82

- 8 Sonali spends hours reading about her favorite actor. She is preoccupied with 1
thinking and researching about him and when asked to study she gets violent.
To diagnose her disorder, a clinical psychologist would need to know:
- a. The number of hours she spends studying about the actor each day.
 - b. The percentage of the population sharing her interest in the actor.
 - c. Whether friends and family members share her interest in the actor.
 - d. Whether she is dysfunctional and showing signs of distress.

**Answer: d. Whether she is dysfunctional and showing signs of distress
Page 71**

- 9 Which of the following statements are true about the diathesis stress model? 1
- i. A vulnerability factor and the presence of a pathogenic stressor results in psychological disorder.
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 - iii. The presence of only pathogenic stressors may lead to psychopathology.
 - iv. The diathesis and the stressor lead to the development of a psychological disorder.
- a. i and ii
 - b. ii and iii
 - c. iii and iv
 - d. i and iv

Answer: d. i and iv Page 75, 76

- 10 Harpreet's mother ignores her when she throws tantrums if asked to keep her room tidy. However, she appreciates Harpreet when she arranges her toys after playtime. The method being used is ____ 1
- a. positive reinforcement
 - b. negative reinforcement
 - c. differential reinforcement
 - d. modelling

Answer: c. differential reinforcement Page 98

- 11 The centrality of an attitude reflects: 1
- a. A person's degree of negative or positive feelings about an object.
 - b. Whether an attitude is negative or negative towards an attitude object.
 - c. The extent to which an attitude would influence the other attitudes in the system.
 - d. The attitude's resistance to change.

Answer: c Page 109, 110

- 12 Sachin believes that one should always speak the truth. This is an example of: 1
- a. Belief
 - b. Cognition
 - c. Value
 - d. Stereotype

Answer: Value Page 109

- 13 In the question given below, there are two statements marked as Assertion (A) and Reason (R). Read the statements and choose the correct option. 1

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- c. A is true but R is false.
- d. A is false but R is true

Answer: a. Both A and R are true and R is the correct explanation of A.
Page 112, 113

- 14 A collection of people present at a place by chance is a ____ 1
- a. team
 - b. audience
 - c. mob
 - d. crowd

Answer: d. Crowd Page 131

- 15 Which of the following is *not* a feature of a formal group? 1
- a. Functions are stated explicitly and formally.
 - b. Formation is based on rules and laws.
 - c. There is a close relationship among members.
 - d. Members have definite roles.

Answer: c. There is a close relationship among members. Page 135

SECTION B

- 16 How did Charles Spearman explain the concept of intelligence? 2

Answer: Charles Spearman proposed the two factor theory. He said that intelligence consists of a general factor (g-factor) and some specific factors (s-factors).

(Brief explanation of the two factors)

(1+1=2) Page 6

OR

State the importance of Emotional Intelligence.

Answer: Emotional intelligence is a set of skills that helps in accurate appraisal, expression, and regulation of emotions.

They encourage cooperative behavior and reduce antisocial activities.

(or any other relevant explanation)

(1+1=2) Page 17

- 17 The phenomena of student-teacher interaction in a classroom can be easily studied by psychologists. Critically evaluate the assessment method that will be used here. 2
- Answer:** Observation method
It involves employing systematic, organized, and objective procedures to record behavioral phenomena occurring naturally in real time. 1mk
Limitation - Observer has little control over the situation and the reports may suffer from subjective interpretations.
(1+1=2) Page 4
- 18 ‘Self-esteem shows a strong relationship with our everyday behavior’. Justify this statement with the help of an example. 2
- Answer:** Children with high academic self-esteem perform better in schools than those with low academic ones. High social self-esteem students are liked by their peers.

Children with low self-esteem are found to display anxiety, depression and increase in anti-social behavior.
(1+1=2) Page 26, 27
- 19 Ramesh is admitted to a rehabilitation centre for alcohol addiction. His treatment includes giving him a mild electric shock every time he is made to smell the alcohol. Name and describe the therapy being used. 2
- Answer:** Ramesh is being treated using Aversive conditioning.
It refers to repeated association of undesired response with an aversive consequence. With repeated pairings of the image of the drug and the pain of the shock, the drug becomes aversive as the pain of the shock is associated with it and the person will give up the drug.
(1+1=2) Page 97, 98
- 20 Imagine the following situation: 2
‘You auditioned for the school play but did not get selected’.
Using Ellis’ framework, suggest two contrasting interpretations and their consequences.
- Answer:**
Interpretation 1
Antecedent-Belief -Consequence
I was not selected- I am not good enough-sadness
Interpretation 2
Antecedent-Belief-Consequence
I was not selected-I must spend more time practicing my acting-Determination to improve

Any similar contrasting examples.

(1+1=2) Page 99

- 21 Shantanu never paid heed to his mother's advice of doing physical exercise daily in the morning. But one day when he saw his favourite cricketer advocating the importance of regular exercise, he started exercising daily. Identify the characteristics of the source that brought about the attitude change. 2

Answer: Attractiveness and credibility.

Popularity of the cricketer and he being a credible source for Shantanu (the target).

(1+1=2 mark) Page 115

SECTION C

- 22 Shamin is a spiritual leader who possesses a particular type of intelligence as explained by Howard Gardner. Identify the intelligence and give reasons for your answer. 3

Answer: Intrapersonal intelligence- an ability to understand one's own feelings, motives, and desires): This is because Shamin has the knowledge of his internal strengths and limitations and uses that knowledge to effectively relate to others. Such people are high in this ability and have finer sensibilities regarding their identity, human existence, and meaning of life.

(1+1+1=3 marks) Page 7

OR

Zarin is high in the ability to think analytically and performs well in academics. With respect to Sternberg's theory, which type of intelligence does Zarin possess? Explain this type of intelligence.

Answer: Zarin possesses componential or analytical intelligence. It is the analysis of information to solve problems.

This intelligence has three components-

1. Knowledge acquisition component, which is responsible for learning and acquisition of the ways of doing things.
2. Meta or a higher order component, which involves planning concerning what to do and how to do.
3. Performance component, which involves actually doing things.

(Any two sub-components to be explained.)

(1+2=3 marks) Page 8

- 23 Describe Selye's General Adaptation Syndrome. 3

Answer: Gives importance to physiological factors in stress

GAS involves three stages: alarm reaction, resistance, and exhaustion (explanation of all three)

(1+1+1=3) Page 59

24 The classification of psychological disorders is important. 3
Justify the statement and explain the two classification schemes.

Answer: Classifications are useful because they enable psychologists, psychiatrists and social workers -

- to communicate with each other about the disorder
- to help in understanding the causes
- to know the processes involved in their development and maintenance.

DSM - Diagnostic and Statistical Manual- The American Psychiatric Association (APA) classifies various kinds of psychological disorders on the basis of discrete clinical criteria which indicate the presence or absence of disorders.

ICD-International Classification of Behavioral and Mental Disorders prepared by WHO

For each disorder, a description of the main clinical features or symptoms, and of other associated features including diagnostic guidelines is provided in this scheme.

(1+1+1= 3) Page 73

SECTION D

25 Mia and Gia are identical twins. They were separated early in childhood. Will 4
they show similarities in their intellectual characteristics? Give reasons for your answer.

Answer: Explain with reference to Mia and Gia

The evidence for hereditary influences on intelligence comes mainly from studies on twins and adopted children. The intelligence of identical twins reared together correlates almost 0.90. The intelligence of identical twins reared in different environments correlated 0.72.

Environmental deprivation lowers intelligence while rich nutrition, good family background, and quality schooling increases intelligence.

There is a general consensus among psychologists that intelligence is a product of complex interaction of heredity (nature) and environment (nurture).

Page 10

- 26 Nariman is trying to lose weight. During the festivities, he made sure not to eat his favorite desserts. Identify and explain the aspect of self that Nariman is exhibiting. Suggest some of the techniques he can apply to further achieve his goal. 4

Answer: Nariman is exhibiting Self-control/Self-regulation. Learning to delay or defer the gratification of needs. (1)

A number of psychological techniques of self-control have also been suggested.

a. Observation of one's own behavior is one of them. This provides us with the necessary information that may be used to change, modify, or strengthen certain aspects of self.

b. Self-instruction is another important technique. We often instruct ourselves to do something and behave as we want. Such instructions are quite effective in self-regulation.

c. Self-Reinforcement is the third technique. This involves rewarding behaviors that have pleasant outcomes.

(1+3=4) Page 27

- 27 Highlight the importance of the therapeutic relationship in the process of psychotherapy. 4

Answer:

1. The special relationship between the client and the therapist.
2. It is a permanent and lasting relationship.
3. Two major components- contractual nature; limited duration of the therapy.
4. Trusting and confiding relationship. The therapist encourages this by being accepting, empathic, genuine and warm to the client; s/he is not judging the client even if the client is rude or confides all the 'wrong' things. This is the unconditional positive regard which the therapist has for the client.
5. The therapist has empathy for the client - understanding things from the other person's perspective. Empathy enriches the therapeutic relationship and transforms it into a healing relationship.
6. The therapeutic alliance also requires that the therapist must keep strict confidentiality. The therapist must not exploit the trust and the confidence of the client.
7. Finally, it is a professional relationship, and must remain so.

Any four points

(1+1+1+1=4) Page 91

- 28 Four friends are working together to develop a plan for their new start-up. After some initial conflict, the group started to work together and became unified. Now the group is very productive and the group goal is in the process of being achieved. Identify the stage of group formation that the group has presently reached. Explain the stages that the group has passed through to reach the present stage. 4

Answer: The group is in the performing stage of group formation. The group has passed through Tuckman's developmental sequences. These are forming, storming, norming, performing and if the group disbands then adjourning. (Brief explanation of the stages)

(1+3=4) Page 133

OR

A group of 20 students was asked to complete the task of decorating the classroom boards. However, it was brought to the notice of the teacher that not everyone was participating and putting in effort. Identify and explain the phenomenon being described above and give reasons why this occurs.

Answer: Social loafing. A participant puts in less effort as the group size increases.

- Group members feel less responsible for the overall task being performed and therefore exert less effort.
- Motivation of members decreases because they realize that their contributions will not be evaluated on an individual basis.
- The performance of the group is not to be compared with other groups.
- There is improper coordination (or no coordination) among members.
- Belonging to the same group is not important for members. It is only an aggregate of individuals.

(Any three points)

(1+3=4) Page 137

SECTION E

- 29 Differentiate between type and trait approaches to personality. Explain any four type theories in detail. 6

Answer

Type- The type approach attempts to comprehend human personality by examining certain broad patterns in the observed behavioral characteristics of individuals. In contrast, **the trait** approach focuses on the specific psychological attributes along which individuals tend to differ in consistent and stable ways.

Type Approaches:

- a. Hippocrates
- b. Charak Samhita- Tridosha and trigunas
- c. Sheldon- body type
- d. Jung- Introverts and Extroverts
- e. Friedman and Rosenman- Type A and B; Morris- Type C and D

Explanation of any four in detail

(2+4=6) Page 30, 31

OR

Explain the humanistic approach to personality. What did Maslow mean by self-actualization?

Answer: Humanistic theories emphasize on personal responsibility and innate tendencies towards personal growth.

- Human beings are fully functioning psychologically healthy persons who live life to the fullest; live in the here and now.
- Rogers spoke of discrepancy between real self and ideal self - maladjustment and adjustment.
- Rogers proposed two basic assumptions: a) Humans are goal-directed and worthwhile; b) People choose adaptive and self-actualizing behavior.
- All human beings need unconditional positive regard, freedom of choice and feeling of fulfilment for attainment of self-actualization.
- Maslow's Self-Actualization- a state where people have reached their own fullest potential. According to him, human beings are free to shape their lives and to self-actualize.

(1+1+1+1+1+1=6) Page 41

30 All of us go through anxiety at some point in our lives. At what stage does anxiety become a disorder? Explain its types. 6

Answer: Anxiety is usually defined as a diffuse, vague, very unpleasant feeling of fear and apprehension.

High levels of anxiety that are distressing and interfere with effective functioning indicate the presence of an anxiety- disorder.

Types-

- Generalized Anxiety Disorder
- Panic Disorder
- Phobia
- SAD

Explain the symptoms of four types.

(2+1+1+1+1=6) Page 76, 77

OR

Describe the different psychological models used to explain mental disorders.

Answer: The psychological models include:

The Psychodynamic model -forces within the person not consciously aware, determine behavior; three central forces that are dynamic; instinctual needs, drives and impulses (id), rational thinking (ego), and moral standards (superego).

The Behavioral Model-learning maladaptive ways of behaving. Learned through conditioning; what has been learned can be unlearned.

The Cognitive Model- Irrational beliefs, think in illogical ways and make overgeneralizations.

The Humanistic-existential model- natural tendency to be friendly, cooperative and constructive, driven to self-actualize.

Existentialists give meaning to our existence or to avoid that responsibility.

(1.5+1.5+1.5+1.5 = 6) Page 74, 75

SECTION F

Read the case and answer the questions that follow.

'My story about work-related stress'

Looking back on my life, I recognize that I have always struggled with anxiety. In relationships, friendships or at work.

However, I misunderstood those feelings for a long time, thinking that my hyper vigilance was a positive thing which made me more productive and in-tune with others. I remember a badge I bought for myself in my early 20s which I had on my desk at work. It said “I thrive on stress. Please hassle me.”

I was always on the go, feeling like I had an edge that motivated me. The truth was that I felt anxious almost all the time.

I worked in the same organization for over 20 years. I loved managing my small team of staff and felt that I thrived on the stress of work. I was in a job which I perceived to be rewarding and stressful in equal measure. I was the problem solver, the one to volunteer for any task. I worked extra hours and felt a great sense of responsibility in my role.

However, in early 2012, I began to struggle to manage the stress of my job. Thoughts and worries about work seeped into every part of my life. I would wake up at night with palpitations, worrying about a task I had not completed, or trying to remember if I had sent an urgent email. I found that my mind wandered to work whilst I was spending time with my family. I withdrew from friends as I didn't have the headspace to switch off and relax.

<https://dorsetmind.uk/blog/my-story-about-work-related-stress/>

- 31 “I thrive on stress. Please hassle me.” Explain the type of stress being referred to here. 1

Answer: Eustress

Eustress is the term used to describe the level of stress that is good for you and is one of a person’s best assets for achieving peak performance and managing minor crises.

Page 51-52

- 32 “Thoughts and worries about work seeped into every part of my life. I would wake up at night with palpitations, worrying about a task I had not completed, or trying to remember if I had sent an urgent email. I found that my mind wandered to work whilst I was spending time with my family.” 2
Suggest and explain two stress management techniques that the writer could use.

Answer: (Explanation of any two of the following)

- Relaxation Techniques
- Meditation Procedures
- Biofeedback
- Creative Visualization
- Cognitive Behavioral Techniques
- Exercise

Page 62-63

Read the case and answer the questions that follow.

The Pygmalion effect, or Rosenthal effect, is a psychological phenomenon in which high expectations lead to improved performance in a given area. The hypothesis was that expectations can influence performance. Robert Rosenthal chose an elementary school in California for his study and having tested all the children’s IQ, the researchers selected a sample of children at random. He informed the teachers that these were children of high academic potential. Following the test, the teachers were given the names of the ‘intellectual bloomers,’ but no scores were disclosed. At the end of the school year, all the students retook the test. While the overall scores had risen, the so called ‘intellectual bloomers’ had improved the most because of the teachers' efforts and the attention they got from them. The evidence seemed to indicate that the teachers’ expectations had an impact on the student outcomes, especially in the younger students. A similar process works in the opposite direction in the case of low expectations. The idea of the Pygmalion effect can be applied in many situations. Our beliefs about others can lead us to treat them in such a way that they subsequently start behaving in accordance with our beliefs.

- 33 Identify and explain the source of prejudice which leads students to perform poorly. 1

Answer: Self-Fulfilling Prophecy-Brief explanation

The target group may behave in ways that justify the prejudice.

($\frac{1}{2} + \frac{1}{2} = 1$) **Page 119**

- 34 Explain the cognitive and behavioral components of the teachers' attitude towards the 'intellectual bloomers' in the Rosenthal study. 2

Answer: Cognitive component- Teachers' expectations and belief that the students are highly intelligent and can understand easily.

Behavioral components- the teachers' attention and effort

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