### MARKING SCHEME

#### SET II

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<th>Q.No.</th>
<th>Expected Answer / Value Points</th>
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<tr>
<td><strong>PART A</strong></td>
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<tr>
<td>1.</td>
<td>Crowd</td>
<td>131</td>
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<td>2.</td>
<td>Panic</td>
<td>76</td>
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<td>3.</td>
<td>Bandwagon</td>
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<td>4.</td>
<td>Discrimination</td>
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<td>Post Freudian/Neo-Freudian</td>
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<td>Body Language</td>
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<td>9.</td>
<td>True</td>
<td>139</td>
<td>1</td>
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<tr>
<td>10.</td>
<td>Systematic Desensitization</td>
<td>98</td>
<td>1</td>
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<td><strong>PART B</strong></td>
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<td>11.</td>
<td>Crowding refers to a feeling of discomfort because there are too many people or things around us, giving us the experience of physical restrictions and sometimes lack of privacy. Crowding is the person's reaction to the presence of large number of person's within a particular area or space. When this number goes beyond a certain level it causes stress to individuals caught in that situation.</td>
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<td>158-159</td>
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| 12. | Interpersonal Communication: it involves communication that takes place between two or more persons who establish a communicative relationship  
Intrapersonal Communication: Involves communicating with your own self. It encompasses activities such as personal decision making and focusing on self. | | 183 | 2 |
| 13. | Principle of reciprocal inhibition: This principle states that the presence of two mutually opposite forces at the same time, inhibits the weaker force. | | 98 | 2 |
| 14. | Ways of Self Regulation:  
- Observation of own behaviour  
- Self-Instruction  
- Self Reinforcement  
(Briefly explain any two ways) | | 27 | 2 |
| 15. | Characteristics of emotionally intelligent person:  
- Perceive and be sensitive to your feelings and emotions  
- Perceive and be sensitive to various types of emotions in others by noting their body language, voice etc.  
- Relate your emotions to your thoughts  
- Understand the powerful influence of the nature and the intensity of your emotions  
- Control and regulate your emotions and their | | 17 | 2 |
expressions while dealing with self and others to achieve harmony
( Write any two characteristics)

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<td>16. <strong>Electroconvulsive therapy (ECT)</strong> is another form of biomedical therapy. Mild electric shocks are given via electrodes to the brain of the patient to induce convulsions. The shock is given by psychiatrist only when it is necessary for the improvement of the patient. ECT is not a routine treatment and is given only when drugs are not effective in controlling the symptoms of the patient.</td>
<td>102</td>
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| 17. **Post Traumatic Stress Disorder (PTSD)**
PTSD symptoms vary widely but may include recurrent dreams, flashbacks, impaired concentration and emotional numbing
( Explain with help of an example)
**OR**
Three different types of eating disorders
- Anorexia Nervosa
- Bulimia Nervosa
- Binge Eating
( describe three types in detail) | 77 | 3 |

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| 18. **The different views of Human-Environment relationship are:**
1. Minimalist Perspective: assumes that physical environment has minimal or negligible influence on human behaviour.
2. Instrumental Perspective: physical environment exists mainly for use by human beings for their comfort and well being.
3. Spiritual Perspective: Views environment to be something to be respected and valued rather than exploited. Human beings recognize the interdependent relationship between themselves and the environment. | 154 | 3 |

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| 19. Fritz Heider proposed the **concept of balance** in the process of attitude change. Heider described the form of P-O-X triangle
P- is the person whose attitude is being studied.
O is another person
X is the topic towards which the attitude is being studied.
The basic idea is that an attitude changes if there is state of imbalance between P-O attitude, O-X attitude and P-X attitude. This is because imbalances are logically uncomfortable.therefore, the attitude changes in the direction of balance.
Imbalance is found when
1. All three sides of P-O-X triangle are negative
2. Two sides are positive and one side is negative
Balance is found: | 112 | 3 |
1. All three sides are positive
2. Two sides are negative one side is positive. (can be explained with help of an example)  

20. **Various techniques of compliance are** -  
The foot in the door technique  
The deadline technique  
The door in the face technique  
(Explain the 3 techniques in detail)

**PART D**

21. **Sources of Psychological Stress:**  
- Conflict  
- Frustration  
- Internal pressures  
- Social pressures  
(Explain all four)

22. **Promotion of pro environmental behaviour:**  
- Reducing air pollution  
- Reducing noise pollution  
- Managing disposal of garbage  
- Planting trees and ensuring their care  
- Saying no to plastic in any form  
- Reducing non-biodegradable packaging of consumer goods  
- Implementation of laws related to construction  
(Explain any 4 points)

23. **The overall tendency for people to give greater weightage to internal or dispositional factors than to external or situational factors is called fundamental attribution error (Example of fundamental attribution error)**  

**OR**  
**Ways of reducing Social Loafing**  
- Making the efforts of each person identifiable  
- Increasing the pressure to work hard  
- Increasing apparent importance or value of task  
- Making people feel that their individual contribution is important  
- Strengthening group cohesiveness which increases motivation for successful group outcome.  
(Any four points)

24. **Factors contributing to healing in psychotherapy:**  
- The technique adopted by the therapist and the implementation of the same with the patient/client  
- The therapeutic relationship formed between the therapist and the client.  
- The process of emotional unburdening, known as catharsis has healing properties  
- There are several non specific factors associated with
psychotherapy. Some are attributed to the therapist and some to the client.

- **Patient Variable:** non specific factors attributable to the client. Such as motivation for change, expectation of therapy etc
- **Therapist Variables:** non specific factors attributable to the therapist. Such as positive nature, unresolved emotional conflict, good mental health etc.

### 25. Characteristics of Effective Helper:
- Authenticity
- Positive regard for others
- Empathy
- Paraphrasing

(Explain all four)

### 26. Coping

**Coping** is a dynamic situation-specific reaction to stress. It is a set of concrete responses to stressful situations or events that are intended to resolve the problems and reduce stress.

**Strategies of coping:**
- Task-oriented strategies
- Emotion Oriented Strategies
- Avoidance-Oriented Strategies

(Explain the three strategies)

### 27. Conformity

**Conformity** means behaving according to the group norm i.e. the expectation of other group members.

**Determinants of Conformity:**
- Size of the group
- Size of the minority
- Nature of the task
- Public or private expression of behavior
- Personality

(Explanation of all the determinants)

OR

**Conflict** is a process in which either an individual or a group perceives that the others have opposing interests and both try to contradict each other.

**Reasons for conflict:**
- Lack of communication
- Relative deprivation: members of a group compare themselves with other groups and perceive that they don’t have what they desire to have which the other group has.
- One party’s belief that it is better than the other
- Feeling that the other group does not respect the norms of my group
<table>
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<th>28.</th>
<th>Psychodynamic therapy has conceptualized the structure of the psyche, dynamics between different components of the psyche and the source of psychological distress.</th>
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</table>
|      | - Desire for retaliation  
|      | - Biased perceptions  
|      | - Competition for scarce resources.  
|      | - Perceived inequity  
|      | Methods of Eliciting the nature of Intrapsychic Conflict:  
|      |  ➢ Free Association  
|      |  ➢ Dream Interpretation  
|      | - Modality of Treatment  
|      |  ➢ Transference- positive and negative transference  
|      |  ➢ Resistance- conscious and unconscious resistance  
|      | - Confrontation  
|      | - Clarification  
|      | - Working Through  
|      | - Insight-intellectual and emotional  
|      | - Duration of therapy  
|      | ( Brief explanation of all above mentioned points) |
|      | **OR**  
|      | The techniques of behavior modification:  
|      |  ➢ Negative Reinforcement  
|      |  ➢ Positive Reinforcement  
|      |  ➢ Aversive Conditioning  
|      |  ➢ Token Economt  
|      |  ➢ Systematic Desensitization  
|      |  ➢ Modelling  
|      |  ➢ Vicarious Learning  
|      | (Brief explanation of all) |

|      | 94-96  
|      | 6  

|      | 97-98  
|      | 6  

|      | 6  
