

# CASE STUDY REPORT

Psychology for Health and Social Care

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# 1. Introduction

The main goal on this particular report is to sustain fight amount of information about our complaint against a staff member on the Reception at CCC (Civil Counseling Center). Report itself will gather some of the theories on social and behavior psychology, and by that explanations I will face the recommendation procedures to the sole problematic situation.

As we all know the purpose of specific case study problematic issue patient – receptionist word battle. Rules and affection also are included to the case, so it has to be explained and looked in any possible angle.

I will mention in the that order Social Identity Theory, Attribution Theory, and Fundamental Attribution Error (known as FAE).

The next paragraphs will provide you with important details about the service user's circumstance. Certain diagnosis Emery-Dreifuss muscular dystrophy (EDMD) is a usually starts in early childhood and is named for two British and American academics who first diagnosed the disorder (Derfuss, 1961). Muscle contracture develops at an early age as a result of the sickness, and the patient's heart, shoulders, and upper limbs are all afflicted in different ways. This disease has no known cure or treatment.

Also there is a very big concerns on mental health among youngsters in United Kingdom, related off course to suicidal approach to the individuals. The NHS do yearly studies about that common issue and divide young population with suicidal behavior more likely to be young males. Let's not make mistakes here, suicide is not just because it is, it is because of physical and mental situation factors.

## 2. Social identity theory in our case

The social identity theory is concerned with groupings of individuals and which group you would claim to be a member of. This is a list of groups with whom we interact on a daily basis. We may identify as a member of a group of students at a specific school or college, as a family member, or could be religious membership. Holy grail of this theory is that for every group with whom you may identify, there is another group of people who do not identify in the same manner (Hogg, 2018). We are referring to them as "others." People from other colleges, families, and religious backgrounds. Conflicts between these tribes have a long history in humanity and they had an impact on people's lives all across the world. As a result, we are loyal to our group (Tajfel, 1979), and agreeing to the Social personality hypothesis amid the method of being 'us' versus 'them' with the three stages of: category, recognize and comparison.

Thinking of that way in our case the sole staff member and the service user, we may get to the idea of categorizing surrounded world by staff member and her belonging to people who work. People who has no disabilities or disadvantages, mostly women and like I said working ones with close age like 58 years. We could research in (Abraham Maslow, 1962) self-actualization theory, and will discover our case is clearly part of it. Our receptionist need to be recognized as a working one, professional belonging, social recognized and respected as well.

On the other side we have a young boy, physically and mentally problematic with no options to do sport again plus educationally not finished. Completely opposite the staff member we spoke about above.

Applying this hypothesis, it is evident that these two individuals are having a place to different diverse groups and the acceleration of the situation during that day may be a genuine battle of "us" versus "them". And when we are talking approximately the final arrange - comparison-typically where the "us „versus "them" begins into coming to play. The typical social identity theory (Tajfels and Turner) with people giving more focuses to their group and less to the people from the other social group, shows up human nature to do categorization and comparison.

### 3. The attribution theory and FAE

Looking on a prospective thru another theory in our small problematic situation, give us more clue about both characters in the battle. Attribution theory is concerned with how individuals interpret events and how this relates to their thinking and behavior (Heider, 1958).

Of course we are looking with no judgement or assumptions so far.

Often we try to explain ourselves behavior among other who circling around. Usually we predict behavior on different factors such as internal and external. People used a different combination, different factors who dispose them to your visibility, sensibility and a hunch.

In other words, how we make assumption on others behavior, based on primal information.

Do people behave the same way in all situations, or they change the pattern?

Or is more likely internal factors to sustain that person internally - inside. Or perhaps his/her character is affected by the situational environment?

Do we ask ourselves the right questions?

We will speak about consensus as well. It is a common way of behave on a group meaning. Consensus also mean that behavior in situations is external (outside) factor and not so much as internal (inner) factor of the problem.

Speaking of our sole case, we have a staff member who is in general good and nice as a person, who is acting differently or let say aggressively to the user of the service because of the circumstances. My assumption is that she is normally polite and accurate to her colleagues, so that ugly scene is an external factor particular. According to me more evidence is needed to clarify which factors are breached. Talking to her will be a best effort I order to gather more information, because people are spontaneous sometimes or just mean in other occasions. Like I said clarity is need to be faced.

That is the moment I will mention FAE (Fundamental attribution error) theory by (Jones and Harris, 1967). It is a simple explanation for overemphasizing personal characteristics and ignore situation factors. We have a clear state worker in CCC (Civil Counseling Centre), so it is crystal clear that her job is to meet any kind of people with completely different problems and background in life. Same is valid for the service users in that particular center. Have to cope with the pandemic measures into the receptions and in any other closed doors facilities, rules are the rules. Our young hero here has a mental and physical conditions to behave irrational and differently. Internal behavior, period.

## 4. Frustration aggression hypothesis theory

The (FAH) is a social psychological theory which deals with anger, hostility and even violence, if we do not achieve our desirable goals. (Dolland, 1939)

Be that as it may, it isn't as it were the hopefuls who can cause dissatisfactions. Comparable to prevalent opponents, inept or narrow minded cooperators can too create dissatisfactions as their inconvenient behavior may avoid people from achieving individual accomplishment, or groups from reach in a common objective in cases where fruitful participation is fundamental.

The sole frustration, could expand to aggression and would unleashed the bad emotional status. There is a many forms of frustration who could play a key role in our case scenario.

Do not forget that we are talking about completely different individuals here. We should talk about empathy, but later down of the case. People easily get behavior to prevent and preserve themselves. Like I said our case is divided by the diversificated differences among those two participants.

As it been stated above, the staff member act aggressively and that make it the frustration on the same scene.

Is that the real behavior or affected one, has to investigated.

## 5. Conclusion

By my opinion staff member gone too far with the affection, and that would lead to the poor service review on the CCC (Civil Counseling Centre). Bad points are being made to her good service record.

## 6. Next steps

She has to be appointed to the CCC Manager and her explanation must be revised and taken as an information on the case. Also the other side of statement should be taken from the service user.

## 7. Help

My advice is that staff receptionist has to suspended till it be clarifying the whole case investigation. Behavior must be cope and moderate according to job description.

Formal letter of apology to the service user and his parents/guardians has to made. Services must continue to be a pillar to those who need them accurately.

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