

Student name : Ruxana Balasa

Student number : 2017646

Module code and title : BMHP4019/BMHP003 – Pshychology in Health and Social Care

Assignment title : Case study report

Lecturer's name : Dushika Soundarajan

Case study report

Table of Contents

1. Introduction	3
2. Evaluation of Social Identity Theory	3
3. Discussion of Attribution Theory	5
4. Elaboration of the frustration-aggression hypothesis	7
5. Conclusion	7
Reference	9
Books and Journal	9
Website	9

1. Introduction

Social and health care is the major aspect for human beings to make themselves fit and healthy in daily lives and it will assist people to perform their tasks in an efficient way. While the individuals are taken to the counselling centres they wish for better observation of the patients who are mentally depressed distinctively. People who are depressed mentally can acquire some very serious deeds that may affect them in a negative way significantly. There is a great chance that comes within their behaviour where they are not able to control their anger and cannot be able to maintain a pace within the behaviour of these people effectively. However, it is the responsibility of the counselling organisations to understand the point of view of these patients effectively and acknowledge their situations distinctively. Here, in this paper, a case study has been given to where a remarkable problem has been encountered regarding misbehaving of a patient with the employees of the counselling organisation significantly. This paper will also describe three theories that are associated with mental health problems distinctively and these theories are Social identity theory, Attribution theory, and Frustration-aggression hypothesis respectively. Lastly, it will also possess some significant recommendations to resolve the solutions that were portrayed in the case study effectively.

2. Evaluation of Social Identity Theory

Evaluation of theory: This theory had been established by Henri Tajfel within the society to identify the origin of individuals in the society (Scheepers and Ellemers, 2019). The background of individuals has a direct relationship with the behaviour of human beings in society and it is also regarded as the determining tool for identifying the problems that may appear from the background. This theory is regarded as one of the most important contributions of Henri Tajfel to establish a remarkable relationship with the background of individuals as well as the mental condition of those individuals effectively (McLeod, S., 2019). The theorist had proposed various elements of the background as distinctive groups that are responsible to influence individuals directly as well as indirectly. According to the theorist, people basically divide their environment into two major parts “Us” and “Them” which help them to identify their self-esteem in society particularly. These two parts are regarded as In-groups and Out-groups significantly where the first one talks about the culture of the home and the second one portrays the surrounded environment of individuals that can establish a remarkable impact on human beings significantly.

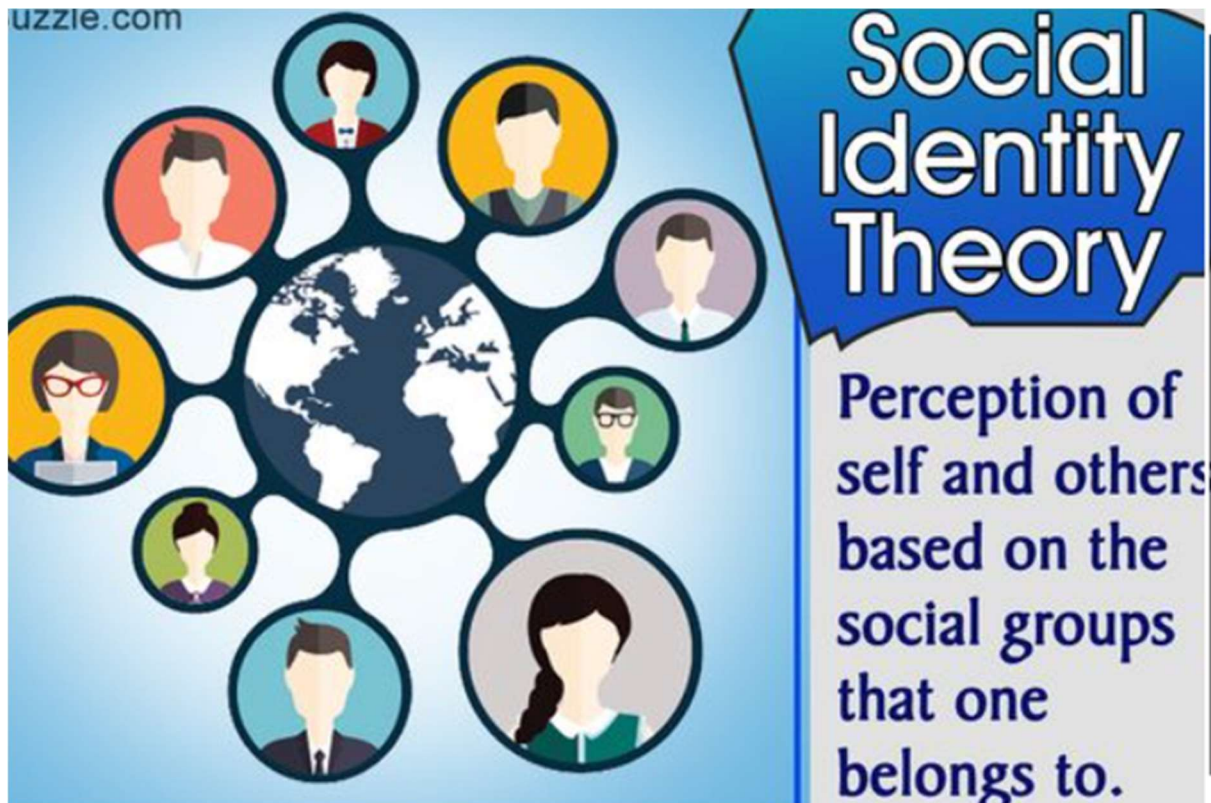


Figure 1: Concept of Social Identity Theory

(Source: Shrestha, P., 2017)

Different stages of Social identity Theory: It is also observed that there are several factors that cannot be divided in above discussed groups significantly. There are basically three stages that can help individuals to identify their associated groups so that they can establish their works distinctively (Hogg, 2020, p. 112-138). These stages help the counsellors to understand the nature of social existence so that their problems can be encountered effectively. The first stage is called categorisation where people are put into one group after analysing several categories such as Nationality, religion, skin colour, age, etc (McLeod, S., 2019). It helps the counselling managers to start their managing process in an efficient and in a suitable way so that these patients can feel comfortable to talk and share their problems with them. The stage is associated with the social identification of individuals as per their professional lives efficiently so that the managers can manage them in their ways. The last stage is called social comparison where it is compared which part of human beings has deficiency that has led them to become depressed particularly.



Figure : Three stages of Social Identity Theory

(Source: Ellemers N., 2020)

Application of this theory with the case study: In the case study the misbehaviour has been done with the receptionist of the counselling centre by a patient aged 15 years old. He has been suffering from massive depression and in this age background, this has become very common problem among teenagers. This phase is one of the most sensitive phase of individuals so the staff of the counselling centres need to handle his mood swings and misbehaviour sportingly rather showing him any violence or anger significantly (Hogg, 2020, p. 112-138). This theory will help the staff to identify his belongings, culture, and problematic phases that can create various problems within himself.

3. Discussion of Attribution Theory

Description of Attribution Theory: Attribution theory is defined as the process of explaining the causes behind any incident or events significantly. This process is also used to evaluate the gathered information and utilised to establish causal judgements regarding the causes and its effects on the organisations distinctively (McLeod, S., 2017). This theory includes two major models that can portray various factors of this theory. However, in general this theory has two major divisions from stability perspectives and from the locus perspective of the problems distinctively. The first quadrant basically portrays the ability of individuals as an internal factor and as external it has the difficult situations that they need to confront while performing the tasks. On the other hand, from an unstable perspective motivation is the internal factor and much of human beings is regarded as the external factors respectively.

Inference theory of Jones & Davis: According to the theorists Jones and Davis it is observed that people only pay more attention to the intentional behaviour rather than accidental behaviour effectively (Tamborini *et al.*, 2018). It is noticed that dispositional attributions express the information by which the future behaviour of individuals can be portrayed distinctively. This information can come from five major resources and these resources are as follows:

Choice: while people possess their concern, choosing their way of behaviour freely indicates that those individuals have the influence of internal factors so they may face the problems that are related to the internal factors (McLeod, S., 2017).

Intentional and accidental behaviour: it is observed that when the behaviour is related to the intentional processes then it will produce effect on the personality of the individual. On the other hand, it may be attributed to the external situation of the individuals distinctively (The Saliency, 2020).

Social desirability: It indicates people are keen to become social with a correspondent or try to stay different with themselves. However, it can impose a significant effect on the behaviour distinctively.

Hedonistic relevance: It indicates the nature of person's behaviour that can be harmful and violent for others distinctively.

Personality: This is the most important resource as it predicts the external characteristics of individuals particularly.

Application of this theory: In this paper, the case study is about a teenager boy who had gone through a diagnosis of Emery- dreifuss muscular dystrophy and he had to leave his place in the football training academy for his disabilities.it has worked as the breakdown phase for teenager boy and had impacted the bay's behaviour directly (McLeod, S., 2017). This impact has directed him to establish bad behaviour. Thus, this boy has faced internal breakdown of his motivation level and it has driven him towards suicidal tendencies and depression significantly.

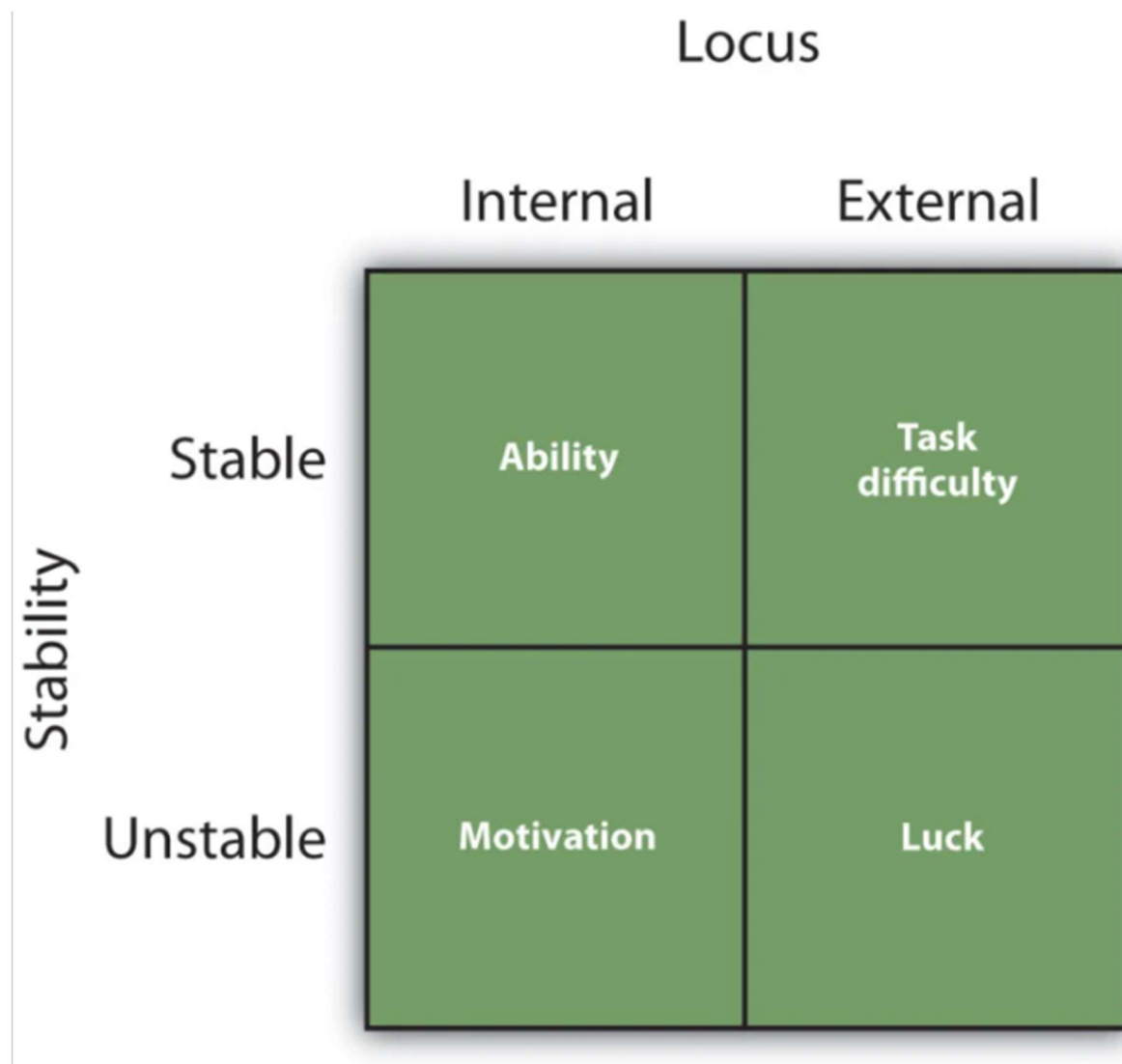


Figure 3: Attribution theory

(source: The Saliency, 2020)

4. Elaboration of the frustration-aggression hypothesis

Evaluation of the theory: In the year 1939 John Dollard and his colleagues have established aggression-frustration hypothesis that has portrayed the reasons for establishing the reasons behind the frustration as well as the aggression of individuals in the organisational world particularly (Dictionary. Apa, 2020). This theory has portrayed major two reasons and the first one is associated with the interrelationship between aggression and frustration particularly (Breuer and Elson, 2017, p. 1-12). In addition to this, this theory has aimed at portraying aggression as the result of frustration of other people as well.

Application of this theory with the case study: Above three models have portrayed the perspective of the boy who has gone through a problematic situation when needs to put down his hobby and passion for footballs significantly. The above two models have identified the processes that can be applied to handle the boy and help him to come out from his recent situation. Moreover, this theory will focus on the receptionist as well who coas 54 years old and had the responsibility to maintain the processes and rules of the organisation. While the boy loves to roam around it cannot be accepted as the rules cannot provide allowance and he also faces several problems such as breathlessness, ankle problems that is risky for him as wed as for authority (Jambon *et al.*, 2019, p. 1013-1024). Thus the frustration of the boy has come from the aggression of the receptionist particularly.



Figure 4: Frustration-aggression hypothesis

(Source: Jambon *et al.*, 2019, p. 1013-1024)

5. Conclusion

The above analysis has shown that the psychological problems are directly associated with the external and internal problems of individuals that may lead them to the depression phase particularly. Thus, every individual needs to be conscious regarding the incidents that are happening around themselves and need to be confronted bravely. After analysis of the case study with the help of above three psychological theories, it has been noticed that the

boy is suffering from the lack of motivation in his lives. He has no present aim to fulfil so he feels hopeless. Hence, while he was stopped by the receptionist, his frustration has generated the aggression rapidly. As a recommendation, it can be mentioned that the staff needs to understand their positions and mental health, sensitivity of their nature, and take the action according to that.

Reference

Books and Journal

Breuer, J. and Elson, M., (2017). *Frustration-aggression theory* (pp. 1-12). Wiley Blackwell.

Hogg, M.A., 2020. *Social identity theory* (pp. 112-138). Stanford University Press.

Jambon, M., Colasante, T., Peplak, J. and Malti, T., (2019). Anger, sympathy, and children's reactive and proactive aggression: Testing a differential correlate hypothesis. *Journal of abnormal child psychology*, 47(6), pp.1013-1024.

Scheepers, D. and Ellemers, N., (2019). Social identity theory. In *Social psychology in action* (pp. 129-143). Springer, Cham.

Tamborini, R., Grall, C., Prabhu, S., Hofer, M., Novotny, E., Hahn, L., Klebig, B., Kryston, K., Baldwin, J., Aley, M. and Sethi, N., (2018). Using attribution theory to explain the affective dispositions of tireless moral monitors toward narrative characters. *Journal of Communication*, 68(5), pp.842-871.

Website

Dictionary. Apa (2020) *Frustration-aggression hypothesis evaluation* : <https://dictionary.apa.org/frustration-aggression-hypothesis>

Ellemers N. (2020) Importance of social identity theory : <https://www.britannica.com/topic/social-identity-theory>

McLeod, S. (2017) Attribution theory to express psychological attributes : <https://www.simplypsychology.org/attribution-theory.html>

McLeod, S. (2019) Social Identity theory : <https://www.simplypsychology.org/social-identity-theory.html>

Shrestha, P. (2017) Concept of social identity theory: <https://www.psychestudy.com/social/social-identity-theory>

The Salience (2020) Social psychology and Attribution theory : <https://thesalience.wordpress.com/psychology-101/social-psychology/attribution/theories-of-attribution/>