

4.3 Psychology of Social Situations

Name: _____ Class: _____ Date: _____

Total: 18 marks

KEY WORDS social facilitation 社会助长 • normative 规范性 • obedience 服从
• informational 信息性 • social loafing 社会惰化

Objective

Build the skills to answer exam questions on **conformity** 从众, **obedience** 服从 and group effects.

You must be able to:

- distinguish **normative** 规范性 from **informational** 信息性 social influence
- state the factors that raise or lower **obedience**
- describe **social facilitation** 社会助长 and **social loafing** 社会惰化
- explain **groupthink** 群体思维, **group polarisation** 群体极化 and the **bystander effect** 旁观者效应

1 Worked examples

Study these first. Each one shows the method for a task used later.

■ Two reasons to conform

Normative influence: going along to be accepted, even when you privately disagree.

Informational influence: going along because you believe the group knows better.

■ What changes obedience

Obedience rises with a legitimate and physically present authority, and with distance from the victim; it falls sharply when the authority is remote, when a peer refuses, or when the victim is close and visible.

■ Facilitation and loafing

The presence of others **improves** performance on easy, well-learned tasks and **im-pairs** it on hard ones. In a group where individual effort is not identifiable, people contribute less — **social loafing**.

■ Three group effects

Groupthink: a cohesive group suppresses dissent to preserve agreement. **Group polarisation:** discussion moves a group toward a more extreme version of its initial leaning. **Bystander effect:** the more witnesses present, the less likely any one intervenes, because responsibility is diffused.

2 Practice

2.1 State the difference between normative and informational influence. [2]

2.2 State two conditions that reduce obedience. [2]

2.3 A student performs a well-practised piece better in front of an audience but a new one worse.

(a) Name the effect. [1]

(b) State the factor that decides the direction. [1]

3 Exam-style questions

3.1 Failing to help because many others are present illustrates [1]

A	B
C	D

A groupthink

B the bystander effect

C social facilitation

D normative influence

3.2 A committee that suppresses doubts to preserve agreement shows [1]

A	B
C	D

- A** group polarisation
- B** groupthink
- C** social loafing
- D** informational influence

3.3 A group project is graded only as a whole.

(a) Name the likely effect on individual effort. [1]

(b) Suggest one change to the assessment and justify it. [2]

3.4 Applied research task. In a study, a participant sits with seven others and judges which of three lines matches a standard. The others, who are confederates, all give the same clearly wrong answer. In a second study, participants are told by an experimenter in a lab coat to deliver increasing electric shocks to a learner in another room; 65% continue to the maximum level.

(a) Name the phenomenon in each study and the researcher associated with each. [4]

(b) Explain the difference between normative and informational social influence, and state which better explains the line study. [2]

(c) State **one** change that reduced obedience in the second study, and explain why. [1]
