



David G. Myers

SOCIAL PSYCHOLOGY

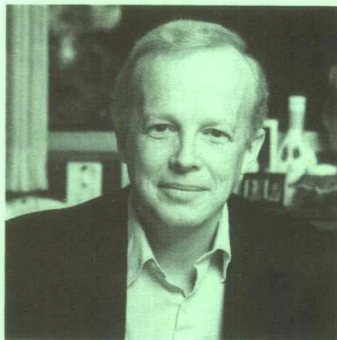
Third Edition

ABOUT THE AUTHOR

David G. Myers is the John Dirk Werkman Professor of Psychology at Hope College, where he has taught for 22 years and has been voted "Outstanding Professor" by students. Dr. Myers' love of teaching psychology is evident in his writing for the lay public. He has authored or co-authored eight books and written for many magazines, including *Saturday Review*, *Psychology Today*, and *Today's Education*.

Also an award-winning researcher, Dr. Myers received the Gordon Allport Prize from Division 9 of the American Psychological Association for his work on group polarization. Dr. Myers' scientific articles have appeared in more than two dozen journals, including *Science*, *American Scientist*, and *Psychological Bulletin*. He has served his discipline as consulting editor to the *Journal of Experimental Social Psychology* and the *Journal of Personality and Social Psychology*.

In his spare time he has chaired his city's Human Relations Commission, helped found a Community Action center which assists poverty-level families, and spoken to numerous collegiate and religious groups. David and Carol Myers are parents of sons ages 23 and 19 and a 12-year-old daughter.



PREFACE

In all of recorded history, human social behavior has been scientifically studied in but one century—our century. Considering that we have barely begun, the results are gratifying. Such psychologists have gleaned significant insights into belief and illusion, love and hate, conformity and independence. Much mystery remains, yet we can now offer partial answers to many intriguing questions: Will people act differently if we can first persuade them to adopt new attitudes? If so, how best to persuade? What leads people sometimes to hurt and sometimes to help another? What kindles social conflict, and how might we transform closed fists into open arms? Answering such questions expands our self-understanding and sensitizes us to social forces at work upon us.

When invited to write this book I envisioned a text that would be at once solidly scientific and warmly human, factually rigorous and intellectually provocative. It would reveal social psychology as an investigative reporter might, providing an up-to-date summary of important phenomena of social thinking and social behavior, and of how such phenomena have been uncovered and how they are being explained. It would be reasonably comprehensive in its coverage of the discipline, yet would also stimulate students' *thinking*—their propensities to inquire, to analyze, to relate principles to everyday happenings.

Presenting concepts concretely enough to enable students to gain some proficiency in working with the ideas prohibits an exhaustive catalog of theory and research. How, then, does one select material for inclusion in a “reasonably comprehensive” introduction to the discipline? I sought to present theories and findings that are neither too esoteric for the typical undergraduate nor better suited to other courses, such as developmental and personality psychology. I chose instead to emphasize material that casts social psychology in the intellectual tradition of the liberal arts. By the teaching of great literature, philosophy, and science, liberal education seeks to expand our thinking and awareness and to liberate us from the confines of our current environment.

Social psychology can contribute to these goals of liberal education. Many undergraduate social psychology students are not psychology majors; virtually all will enter professions other than social psychology. By focusing on humanly significant issues, one can present the fundamental content that preprofessional psychology students need in ways that are stimulating and useful to all students.

The book opens with a single chapter that introduces our methods of inquiry. The chapter also forewarns students of how findings can seem obvious—once you know them—and of how social psychologists' values penetrate the discipline. The intent is to give students just enough to prepare them for what follows.

The remainder of this third edition is organized around its definition of social psychology: the scientific study of how people *think about* (Part One), *influence* (Part Two), and *relate* (Part Three) to one another.

Part One on social thinking examines how we view ourselves and others. For example, Chapter 3 introduces attribution theory and then looks in greater depth at three intellectually provocative concepts: the fundamental attribution error, the self-serving bias, and the benefits of self-efficacy.

Part Two explores social influence. By appreciating the cultural sources of our attitudes, and by learning the nature of conformity, persuasion, and group influence, we can better recognize subtle social forces at work upon us.

Part Three considers the attitudinal and behavioral manifestations of both negative and positive social relations. Thus this reorganized section flows from prejudice to aggression, and from attraction to altruism, and concludes by exploring the dynamics of conflict and peacemaking.

Applications of social psychology are both interwoven throughout every chapter and highlighted with the applied chapter that concludes each section. The applications chapter, "Social Thinking in the Clinic," now includes material on social psychology's contributions to the study of health.

This new edition also features an increased multicultural emphasis. This can be seen not only in visible additions, such as the color photo essay on "Social Behavior around the World," but also throughout the book in the integration of research from various cultural settings. The book's focus remains on the fundamental principles of social thinking, social influence, and social relations as revealed by careful empirical research. But these principles are more and more illustrated transnationally, thereby broadening students' awareness of the whole human family.

In addition to the reorganization of Part Three and the enhanced multicultural emphasis, the book is thoroughly updated. More than 600 citations are new to this edition.

Finally, readers will find new pedagogical aids—added subheadings to organize the material, end-of-chapter suggestions for further reading, and a glossary to supplement the conceptual definitions appearing in the text margins. There are additional—and abbreviated—"Behind the Scenes" personal reflections by selected investigators. And there have been countless abbreviations of old material to accommodate these new features without lengthening the book.

Social Psychology, third edition, is accompanied by a comprehensive teaching-learning package. Martin Bolt's acclaimed *Teacher's Resource Manual* contains a wealth of classroom ideas, including dozens of ready-to-use demonstrations. For many students, the most helpful supplement to this text will be Bolt's *Study Guide*, which provides chapter objectives, chapter reviews, practice tests, and ideas and resources for papers. Finally, Ann Weber has again provided a carefully developed test-item file—over 1500 basic knowledge and application items.

IN APPRECIATION

Although only one person's name appears on this book's cover, the truth is that a whole community of scholars have invested themselves in it. Although none of these people should be held responsible for what I have written—nor do any of them fully agree with everything said—their suggestions made this a better book than it could otherwise have been.

This new edition still retains many of the improvements contributed by consultants and reviewers on the first two editions. To the following esteemed colleagues I there-

fore remain indebted: Robert Arkin, University of Missouri; Martin Bolt, Calvin College; Anthony Doob, University of Toronto; William Froming, University of Florida; Ranald Hansen, Oakland University; Elaine Hatfield, University of Hawaii; Bert Hodges, Gordon College; William Ickes, University of Missouri at St. Louis; Chester Insko, University of North Carolina; Edward Jones, Princeton University; Billy Van Jones, Abilene Christian College; Martin Kaplan, Northern Illinois University; Douglas Kenrick, Arizona State University; Norbert Kerr, Michigan State University; Charles Kiesler, Vanderbilt University; David McMillen, Mississippi State University; Arthur Miller, Miami University; Teru Morton, Vanderbilt University; Darren Newton, University of Virginia; Paul Paulus, University of Texas at Arlington; Royce Singleton, Jr., College of the Holy Cross; Mark Snyder, University of Minnesota; Garold Stasser, Miami University; Homer Stavelly, Keene State College; Elizabeth Tanke, University of Santa Clara; William Titus, Briarcliff College; Tom Tyler, Northwestern University; Rhoda Unger, Montclair State College; Mary Stewart Van Leeuwen, Calvin College; Ann Weber, University of North Carolina at Asheville; Gary Wells, Iowa State University; and Kipling Williams, Purdue University.

This third edition gained from new cover-to-cover reviews before, during, and after its drafting. For countless constructive criticisms and for saving me from many errors, I am grateful to: Robert Arkin, University of Missouri; Susan Beers, Sweet Briar College; George Bishop, University of Texas at San Antonio; Martin Bolt, Calvin College; Dorothea Braginsky, Fairfield University; Russell Clark, Florida State University; Jack Croxton, State University of New York at Fredonia; Philip Finney, Southeast Missouri State University; Stephen Fugita, University of Illinois at Chicago; Marita Inglehart, University of Michigan; Judi Jones, Georgia Southern College; Janice Kelly, Purdue University; Arthur Miller, Miami University; Chris O'Sullivan, University of Kentucky; Nicholas Reuterman, Southern Illinois University at Edwardsville; Linda Silka, University of Lowell; Stephen Slane, Cleveland State University; Ann Weber, University of North Carolina at Asheville; Bernard Whitley, Ball State University; and Midge Wilson, DePaul University.

Hope College, Michigan, and the University of St. Andrews, Scotland, have been wonderfully supportive of these successive editions. Both the people and the environment provided by these two institutions have helped make the gestation of *Social Psychology* a pleasure. At Hope College, poet-essayist Jack Ridl helped shape the voice you will hear in these pages, and Kathy Adamski has again contributed her good cheer along with her secretarial excellence.

Were it not for the inspiration of Nelson Black of McGraw-Hill, it never would have occurred to me to write a textbook. Alison Meersschaert, McGraw-Hill's director of Basic Book Development, guided and encouraged the formative first edition. Editor Alison Husting nurtured this new edition, suggesting numerous creative touches along the way. James Anker has again coordinated the teaching package. And James Belser has patiently guided the process of converting each of the editions from rough manuscript into finished book.

To all in this supporting cast, I am indebted. Working with these four dozen people has made the creation of this book a stimulating, gratifying experience.

David G. Myers

CONTENTS in brief

	<i>Preface</i>	<i>xix</i>
CHAPTER 1	INTRODUCING SOCIAL PSYCHOLOGY	1
PART ONE		
<hr/>		
SOCIAL THINKING		
CHAPTER 2	BEHAVIOR AND ATTITUDES	33
CHAPTER 3	EXPLAINING BEHAVIOR	69
CHAPTER 4	SOCIAL BELIEFS	101
CHAPTER 5	APPLICATION: SOCIAL THINKING IN THE CLINIC	135
PART TWO		
<hr/>		
SOCIAL INFLUENCE		
CHAPTER 6	CULTURAL INFLUENCES	167
CHAPTER 7	CONFORMITY	201
CHAPTER 8	PERSUASION	235
CHAPTER 9	GROUP INFLUENCE	269
CHAPTER 10	APPLICATION: SOCIAL PSYCHOLOGY IN COURT	307
PART THREE		
<hr/>		
SOCIAL RELATIONS		
CHAPTER 11	PREJUDICE: DISLIKING OTHERS	331
CHAPTER 12	AGGRESSION: HURTING OTHERS	369
CHAPTER 13	ATTRACTION: LIKING AND LOVING OTHERS	409
CHAPTER 14	ALTRUISM: HELPING OTHERS	445
CHAPTER 15	APPLICATION: CONFLICT AND PEACEMAKING	481
	<i>Glossary</i>	<i>515</i>
	<i>Bibliography</i>	<i>519</i>
	<i>Acknowledgments</i>	<i>577</i>
	<i>Index</i>	<i>581</i>

CONTENTS

Preface

xiv

CHAPTER

1



INTRODUCING SOCIAL PSYCHOLOGY

1

Social Psychology and the Other Disciplines

3

Social Psychology and Sociology

3

Social Psychology and Personality Psychology

5

Levels of Explanation

5

How We Do Social Psychology

7

Correlational Research: Detecting Natural Associations

7

Correlation need not imply causation

8

Survey research

10

Experimental Research: Searching for Cause and Effect

12

Control: Manipulating one variable while holding others constant

13

Random assignment: The great equalizer

14

The ethics of experimentation

15

Explaining and Predicting: Using Theories

16

Is Social Psychology Simply Sophisticated Common Sense?

17

The I-Knew-It-All-Along Phenomenon

18

Social Psychology and Human Values

20

Obvious Ways in Which Values Enter the Picture

20

Not-So-Obvious Ways in Which Values Enter the Picture

21

Science has subjective aspects

21

Psychological concepts have hidden values

23

There is no bridge from "is" to "ought"

25

Summing Up

26

For Further Reading

27

PART
ONE

SOCIAL
THINKING

CHAPTER

2



BEHAVIOR AND ATTITUDES 33

Do Our Attitudes Determine Our Behavior? 34

Are We All Hypocrites? 34

When Do Attitudes Predict Behavior? 36

Minimizing other influences on expressed attitudes 36

Minimizing social influences on behavior 37

Measuring attitudes specific to the behavior 37

Maximizing attitude potency 38

Does Our Behavior Determine Our Attitudes? 40

Role Playing 41

Saying Becomes Believing 42

The Foot-In-The Door Phenomenon 44

Actions and Morality 46

Interracial Behavior and Racial Attitudes 48

Social Movements 49

Brainwashing 50

Why Do Our Actions Affect Our Attitudes? 51

Self-Presentation 51

Self-Justification 53

Insufficient justification 54

Dissonance after decisions 57

Self-Perception 58

Overjustification and intrinsic motivation 60

Comparing the Theories 61

Dissonance as arousal 62

Self-perceiving when not self-contradicting 64

Summing Up 64

For Further Reading 65

CHAPTER

3



EXPLAINING BEHAVIOR 69

Attributing Causality: To the Person or the Situation? 70

How Do We Explain Others' Behavior? 70

Attribution Theories 71

Why We Study Attribution Errors 73

The Fundamental Attribution Error 74

Even coerced behavior gets attributed to the actor 74

The fundamental attribution error in everyday situations 75

Why the Attribution Error? 77

Focus of attention 77

Cultural differences in attributions 79

How Fundamental is the Fundamental Attribution Error? 80

Perceiving and Explaining Ourselves 81

The Self-Serving Bias: "How Do I Love Me? Let Me Count the Ways." 81

Attributions for positive and negative events 82

Can we all be better than average? 83

<i>Other self-serving tendencies</i>	85
<i>Self-disparagement</i>	87
<i>Why the self-serving bias?</i>	88
<i>Reflections on the self-serving bias</i>	90
Self-Efficacy	93
<i>Learned helplessness versus self-determination</i>	95
<i>Collective efficacy</i>	96
Summing Up	98
For Further Reading	98

**CHAPTER
4**



SOCIAL BELIEFS	101
We Often Do Not Know Why We Do What We Do	103
We Easily Forget Our Previous Attitudes	103
We Readily Deny Real Influences upon Us	104
<i>Explaining our behavior</i>	104
<i>Predicting our behavior</i>	105
<i>The wisdom and delusions of self-analysis</i>	105
Our Preconceptions Control Our Interpretations and Memories	106
How We Perceive and Interpret Events	107
<i>Belief perseverance</i>	109
How We Recall Events	111
<i>Memory construction</i>	112
We Overestimate the Accuracy of Our Judgments	113
The Overconfidence Phenomenon	113
Why Are We Overconfident?	114
Overconfidence in Everyday Life	115
Remedies for Overconfidence	115
We Often Ignore Useful Information	116
Our Use of Useless Information	117
Ignoring Base-Rate Information	117
The Availability Heuristic	119
Illusions of Causation, Correlation, and Personal Control	120
Illusory Correlation	120
Illusion of Control	121
<i>Perceived control when gambling</i>	121
<i>Regression toward the average</i>	123
Our Erroneous Beliefs May Generate Their Own Reality	124
Do Teachers' Expectations Affect Their Students?	124
Do We Get What We Expect from Others?	126
Conclusions	128
Summing Up	131
For Further Reading	132

**CHAPTER
5**



APPLICATION: SOCIAL THINKING IN THE CLINIC	135
Social Cognition in Problem Behaviors	136
Social Cognition and Depression	136
<i>Negative distortion or depressive realism?</i>	136
<i>Are depressive attributions a cause or result of depression?</i>	138
Social Cognition and Loneliness	140
Social Cognition and Social Anxiety	142

Social Cognition and Physical Illness	144
<i>Health psychology</i>	144
<i>Optimism and health</i>	145
Social-Psychological Approaches to Treatment	147
Inducing Internal Change through External Behavior	147
Breaking the Vicious Cycles of Depression and Social Anxiety	148
<i>Social skills training</i>	148
<i>Attributional style therapy</i>	149
Maintaining Change through Internal Attributions for Success	149
Making Clinical Judgments	151
Amateur Psychologizing	151
<i>Judging others</i>	151
<i>Judging ourselves</i>	152
Professional Psychologizing	154
<i>Illusory correlations</i>	154
<i>Hindsight and overconfidence</i>	155
<i>Self-confirming diagnosis</i>	157
<i>Clinical versus statistical prediction</i>	158
<i>Implications</i>	160
Summing Up	161
For Further Reading	162

PART
TWO

SOCIAL
INFLUENCE

CHAPTER
6



CULTURAL INFLUENCES	167
Norms	168
Norms Grease the Social Machinery	169
Norms Vary with Culture	170
A Universal Norm	171
Roles	173
Effects of Role Playing	174
<i>Roles that dehumanize</i>	174
<i>Burnout</i>	176
Role Reversal	177
Role Conflict	178
<i>Conflict between person and role</i>	178
<i>Intrarole conflict</i>	178
<i>Interrole conflict</i>	179
Gender Roles	180
How Do Males and Females Differ?	180
<i>Aggression</i>	181
<i>Empathy and sensitivity</i>	182
<i>Sexual attitudes and behavior</i>	182
<i>Social power</i>	183
Why Do Males and Females Differ?	184
<i>Biology</i>	184
<i>Culture</i>	187
<i>Biology and culture</i>	189

Changing Gender Roles	190
Should There Be Gender Roles?	193
The Great Lesson of Social Psychology: Persons and Situations	195
Summing Up	196
For Further Reading	198

CHAPTER

7



CONFORMITY	201
Classic Studies	204
Sherif's Studies of Norm Foundation	204
Asch's Studies of Group Pressure	205
Milgram's Obedience Experiments	208
<i>Emotional distance of the victim</i>	211
<i>Closeness and legitimacy of the authority</i>	212
<i>Institutional authority</i>	213
<i>The liberating effects of group influence</i>	213
Reflections on the Classic Studies	214
<i>Behavior and attitudes</i>	214
<i>The power of the situation</i>	216
<i>The fundamental attribution error</i>	217
When Do People Conform?	217
When the Group is:	218
<i>Three or more people</i>	218
<i>Unanimous</i>	219
<i>Cohesive</i>	220
<i>High in Status</i>	220
When the Response is:	220
<i>Public</i>	220
<i>Made without prior commitment</i>	221
Why Conform?	222
Who Conforms?	223
Males versus Females	223
Personality	224
Cultural Differences	226
Resisting Social Pressure	228
Reactance	229
Asserting Our Uniqueness	230
Summing Up	231
For Further Reading	233

CHAPTER

8



PERSUASION	235
Effective Persuasion	237
Who Says? The Effect of the Communicator	237
<i>Credibility</i>	238
<i>Attractiveness</i>	240
What Is Said? The Content of the Message	242
<i>Appeal to reason versus emotion</i>	242
<i>Discrepancy</i>	244
<i>One-sided versus two-sided appeals</i>	246
<i>Primacy versus recency</i>	247

How Is It Said? The Channel of Communication	249
<i>Active experience or passive reception?</i>	249
<i>Personal versus media influence</i>	250
To Whom Is It Said? The Audience	253
<i>What the audience is thinking</i>	253
<i>Age</i>	256
Case Studies In Persuasion: Cult Indoctrination	257
Attitudes Follow Behavior	258
<i>Compliance breeds acceptance</i>	258
<i>The foot-in-the-door phenomenon</i>	258
Persuasive Elements	259
<i>The communicator</i>	259
<i>The message</i>	260
<i>The audience</i>	260
Group Isolation	261
Resisting Persuasion: Attitude Inoculation	261
Strengthening Personal Commitments	262
<i>Challenging beliefs</i>	262
<i>Developing counterarguments</i>	262
Case Studies: Large-Scale Inoculation Programs	263
<i>Inoculating children against peer pressure to smoke</i>	263
<i>Inoculating children against advertising influence</i>	264
Inoculation and Its Implications	264
Summing Up	266
For Further Reading	267

CHAPTER

9



GROUP INFLUENCE	269
What is a Group?	271
Social Facilitation	271
The Presence of Others Can Boost Performance	271
The Presence of Others Can Hurt Performance	272
The General Rule	273
Crowding: The Presence of Many Others	275
Why Are We Aroused in the Presence of Others?	275
<i>Evaluation apprehension</i>	276
<i>Driven by distraction</i>	276
<i>Mere presence</i>	276
Social Loafing	277
Many Hands Make Light Work	278
Social Loafing in Everyday Living	280
Deindividuation	281
Doing Together What We Would Not Do Alone	281
<i>A group</i>	282
<i>Physical anonymity</i>	282
<i>Activities that arouse and distract</i>	284
Deindividuation as Diminished Self-Awareness	285
Group Polarization	286
The Story Begins: "Risky Shift"	286
Do Groups Intensify Opinions?	287
<i>Experiments on group polarization</i>	287
<i>Naturally occurring group polarization</i>	288
Explaining Group Polarization	290

**CHAPTER
10**



Informational influence 290
Normative influence 290
Groupthink 292
 Symptoms of Groupthink 294
 Groupthink in Action 296
 Preventing Groupthink 297
 Groupthink Illustrates Group Influence Principles 298
Minority Influence 299
 Consistency 299
 Self-Confidence 300
 Defections from the Majority 300
 Is Leadership Minority Influence? 301
Summing Up 303
For Further Reading 304

APPLICATION: SOCIAL PSYCHOLOGY IN COURT 307

Judging the Evidence 308
 Eyewitness Testimony 309
 How persuasive is eyewitness testimony? 309
 How accurate are eyewitnesses? 310
 The Defendant's Characteristics 316
 Physical attractiveness 317
 Similarity to the jurors 318
 The Judge's Instructions 318
The Jury 320
 The Jurors as Individuals 321
 Jury selection 321
 "Death-qualified" jurors 321
 The Jury as a Group 322
 Minority influence 322
 Group polarization 323
 Leniency 323
 Are twelve heads better than one? 324
 Are six heads as good as twelve? 324
 Simulated Juries and Real Juries 325
Summing Up 326
For Further Reading 327

**PART
THREE**

**SOCIAL
RELATIONS**

**CHAPTER
11**



PREJUDICE: DISLIKING OTHERS 331
What is Prejudice? 332
How Pervasive Is Prejudice? 333
 Racial Prejudice 333
 Prejudice Against Women 337
 Gender stereotypes 337
 Gender attitudes 338

Social Sources Of Prejudice	341
Social Inequalities	342
<i>Prejudice rationalizes inequalities</i>	342
<i>Religion and Prejudice</i>	343
<i>Discrimination's impact: The self-fulfilling prophecy lurks again</i>	344
Ingroup and Outgroup	345
Conformity	347
Institutional Supports	347
Emotional Sources of Prejudice	349
Frustration and Aggression: The Scapegoat Theory	349
Personality Dynamics	351
<i>Needs for status and group identification</i>	351
<i>The authoritarian personality</i>	352
Cognitive Sources of Prejudice	353
Categorization	353
<i>Perceived similarities within groups, differences between groups</i>	353
The Persuasive Power of Distinctive Stimuli	355
<i>Distinctive people draw attention</i>	355
<i>Vivid, distinctive cases get remembered</i>	357
<i>Distinctive events produce illusory correlations</i>	358
Attribution: Is it a Just World?	359
<i>The ultimate attribution error</i>	359
<i>The just-world phenomenon</i>	360
Cognitive Consequences of Stereotypes	362
<i>Stereotypes are self-perpetuating</i>	363
<i>Do stereotypes bias our judgments of individuals?</i>	363
Summing Up	365
For Further Reading	366

**CHAPTER
12**



AGGRESSION: HURTING OTHERS	369
What Is Aggression?	371
The Nature of Aggression	372
Is Aggression Inborn?	372
<i>Instinct theory</i>	372
<i>Biological influences upon aggression</i>	374
Is Aggression a Response to Frustration?	376
<i>Frustration-aggression theory revisited</i>	377
<i>The distinction between frustration and deprivation</i>	379
<i>Does money buy happiness?</i>	379
Is Aggression Learned Social Behavior?	384
<i>Learning the rewards of aggression</i>	384
<i>Observational learning</i>	384
Influences Upon Aggression	386
Aversive Incidents	386
<i>Pain</i>	386
<i>Heat</i>	388
<i>Attacks</i>	389
<i>Crowding</i>	390
Arousal	390
<i>Pornography</i>	392
<i>Television</i>	396
Group Aggression	402

CHAPTER

13



Reducing Aggression 403
 Catharsis 403
 A Social Learning Approach 406
Summing Up 407
For Further Reading 407

ATTRACTION: LIKING AND LOVING OTHERS 409

A Simple Theory Of Attraction 411
Liking: Who Likes Whom? 413
 Proximity 413
 Interaction 415
 Anticipation of interaction 415
 Mere exposure 418
 Physical Attractiveness 418
 Dating 418
 The matching phenomenon 419
 The physical-attractiveness stereotype 420
 Is the physical-attractiveness stereotype accurate? 422
 Who is attractive? 423
 Similarity versus Complementarity 425
 Do birds of a feather flock together? 425
 Do opposites attract? 428
 Liking Those Who Like Us 429
 Attribution 430
 Self-esteem and attraction 430
 Gaining another's esteem 431
Loving 432
 Passionate Love 433
 A theory of passionate love 434
 Variations in love 436
 Companionate Love 437
 Self-disclosure 440
 Equity 441
 Ending a close relationship 441
Summing Up 442
For Further Reading 443

CHAPTER

14



ALTRUISM: HELPING OTHERS 445

Why Do We Help One Another? 447
 Social Exchange: The Benefits and Costs of Helping 447
 Altruism as disguised self-interest 448
 Empathy as a source of genuine altruism 449
 Social Norms 451
 The reciprocity norm 452
 The social-responsibility norm 453
 Sociobiology 454
 Kin protection: Genes care for relatives in whom they reside 454
 Reciprocity 455
 Comparing and Evaluating Theories of Altruism 456
When Will We Help? 457
 Situational Influences: When Are We Likely to Be Good Samaritans? 457

<i>Number of bystanders</i>	457
<i>Models: Helping when someone else does</i>	463
<i>People in a hurry</i>	465
<i>Whom do we help?</i>	465
Personal Influences: Who are the Good Samaritans?	466
<i>Guilt</i>	466
<i>Mood</i>	468
<i>Personality traits</i>	471
How Can Helping Be Increased?	472
Undoing the Restraints on Helping	472
<i>Reduce ambiguity, increase responsibility</i>	472
<i>Guilt and concern for self-image</i>	474
Socializing Altruism	475
<i>Modeling altruism</i>	475
<i>Attributing one's helpful behavior to altruistic motives</i>	475
<i>Learning about altruism</i>	476
Summing Up	477
For Further Reading	478

CHAPTER
15



APPLICATION: CONFLICT AND PEACEMAKING	481
Conflict	483
Social Dilemmas	483
<i>Laboratory dilemmas</i>	483
<i>Resolving social dilemmas</i>	487
Competition	490
Perceived Injustice	491
Misperception	493
<i>Mirror-image perceptions</i>	493
<i>The blacktop illusion</i>	497
<i>Shifting perceptions</i>	497
Peacemaking	498
Contact	498
<i>Does desegregation improve racial attitudes?</i>	498
<i>When does desegregation improve racial attitudes?</i>	500
Cooperation	501
<i>Common external threats</i>	501
<i>Superordinate goals</i>	502
<i>Cooperative learning</i>	504
Communication	506
<i>Bargaining</i>	506
<i>Mediation</i>	506
<i>Arbitration</i>	509
Conciliation	509
Summing Up	512
For Further Reading	514
<i>Glossary</i>	515
<i>Bibliography</i>	519
<i>Acknowledgments</i>	577
<i>Index</i>	581

CHAPTER

1

INTRODUCING SOCIAL PSYCHOLOGY

SOCIAL PSYCHOLOGY AND THE OTHER DISCIPLINES

Social Psychology and Sociology
Social Psychology and Personality Psychology
Levels of Explanation

HOW WE DO SOCIAL PSYCHOLOGY

Correlational Research: Detecting Natural Associations
Correlation need not imply causation / Survey research
Experimental Research: Searching for Cause and Effect
Control: manipulating one variable while holding others constant /
Random assignment: the great equalizer / The ethics of
experimentation
Explaining and Predicting: Using Theories

IS SOCIAL PSYCHOLOGY SIMPLY SOPHISTICATED COMMON SENSE?

The I-Knew-It-All-Along Phenomenon

SOCIAL PSYCHOLOGY AND HUMAN VALUES

Obvious Ways in Which Values Enter the Picture
Not-So-Obvious Ways in Which Values Enter the Picture
Science has subjective aspects / Psychological concepts have hidden
values / There is no bridge from "is" to "ought"

SUMMING UP FOR FURTHER READING