

CHAPTER V

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\*\*\*\*\* SOME CASE STUDIES

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## CHAPTER V

## SOME CASE STUDIES

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In this chapter a few selected cases with low self-esteem are discussed so as to bring out the effectiveness of group and individual counselling. In all five cases, one of whom was a girl, were selected for detailed case studies.

The cases presented here were interviewed individually as well as in group. Much of the information was obtained from the subjects themselves. The counselling interview can be considered neither completely structured nor completely unstructured. It was unstructured, because the cases were not supposed to answer definite questions. It was structured, because while conducting the interviews, certain situational problems were kept in mind. Situational problems were based on the seven areas which were used in preparing the Self-esteem Scale.

In order to observe the confidential nature of the counselling, these cases are named Mr.A, Mr.B, Miss C, Mr.D.

and Mr. E. These cases are evaluated, keeping in mind the record of their interviews and their performance on a variety of tests. In all 12 to 15 sessions were conducted. It is hardly possible to present all the material of the interviews because the record of transcriptions is very long.

The chronological steps followed in studying these cases were the same as those in other cases of group counselling. In addition, individual counselling interviews were arranged to make detailed investigation of these cases.

All the five cases were treated both in group as well as individual setting. The purpose of subjecting them to individual counselling sessions was mainly to obtain details of information from them. One should not form an impression that individual counselling is a supplement to group counselling nor is it true to say that one counselling procedure is better than the other. The group and individual situations are, however, unique in the sense that they possess certain distinctive features. The purpose of making detailed case studies is not to make a comparison between the two procedures but to know as

many facts about the subjects as possible.

An attempt has been made to present the details of the family history of the subject, collected during the first few counselling sessions, because the family history of the subject made it possible to direct the discussion along certain lines. The specific changes that took place during the successive sessions were then presented and discussed. Besides, the self-esteem changes were discussed for each individual case by referring to the descriptions of self and ideal-self before and after counselling interviews. More specifically the self-image as described by the subject both before and after counselling was studied in terms of items judged to be most characteristic of him. This made it possible for the investigator to know how the self-image of a person changes. Similarly in order to know how the self-ideal changes the ideal self-image was studied by examining more characteristics items sorted by the subject before and after counselling. Some of the significant changes in self-esteem were studied for each case in terms of items which moved by three or more step-intervals. The self-ideal discrepancy which is an index of maladjustment was also studied in each of the seven areas of behaviour. In addition to this, the performance of each subject on the Depressive Affect Scale, the Neurotic Scale and the Anxiety Scale was also examined before and after counselling.

interviews. Finally based on the analysis of the record, certain generalized conclusions about each individual case have been inferred. The conclusions are based on the following :

1. Record of interviews
- 2 Responses to the self-esteem scale
- 3 The correlation between the self before and the self after counselling
- 4 The correlation between the ideal self before and the ideal self after counselling
- 5 Self-ideal correlations before and after counselling
- 6 Results of the Depressive Affect, the Neurotic and the Anxiety Scales.

#### The Case of Mr.A

##### Analysis of the Record of Interviews

Mr. A was a third-born child. He had three brothers and two sisters. His elder sister was married and stayed at her in-laws' house. His elder brother was working in a factory. Two younger brothers and one sister were studying in school. His father was a retired railway signal inspector. The mother looked after the house. The average income of the family was Rs. 500/- per month. According to the existing standard of living. He belonged to the lower middle class. He was 18 years old. He was interested in starting some business and was eager to know something new and different. His main hobby was drawing and painting.

Given a free choice he wanted to become a businessman or an artist. Physically he was quite healthy. He was quite regular in successive counselling interviews.

The counsellor after establishing rapport and convincing the members of the group<sup>of</sup> the importance of discussing problems in a group, presented some situational problems. One of which was pertaining to denial from parents for things which the children very much want. Mr. A's reply to this question was that the children should satisfy their desire by stealing. On another occasion he stated that real friends are those who help in all possible manner in critical moments. He was of the opinion that his own friends had betrayed him and, therefore, he had no friends. Being unable to live a lonely life, he developed interest in painting. He believed that money was everything the man should crave for in life. He wanted to become a businessman, because he saw in it the possibility of making money. It is thus clear that his occupational choice was not based on a realistic assessment of his capacities, interests and attitudes. From his repeated emphasis on friendship it was inferred that he had suffered a severe emotional shock due to something that might have taken place between himself and his friends. Upon insistence to elaborate his experiences with his friends he expressed

his inability to do so in the presence of others. Perhaps due to frustrations he had become so rigid-minded that nothing would appeal to him so readily. When asked about his studies, he at once, replied by saying that education was of no use since educated people did not get jobs and even if they got, they were not suitable to them. He also said that education was not necessary for earning money. He did wish to continue his studies further. However, he admitted that education was necessary for the development of certain good qualities. Many a time Mr. A had insulted his teachers. At times he used to run away from school. He was severely scolded by his teachers for such delinquent behaviour.

Thus, it can be seen that Mr. A had developed negative attitudes towards friends, teachers, relatives, neighbours and even towards his studies. His relation with his parents was not warm and affectionate. They had become indifferent to him due to his aggressive behaviour and neglect of studies. Since he wanted to meet the counsellor personally, he was given an appointment. The summary of whatever he stated is given below :

He had fallen in love with a girl who was studying with him. He tried hard to become friendly with the girl

through various means. He had an opportunity to talk to her only on two occasions for about 10 minutes. The girl did not like to talk to him and began to hate him. Finally, she left that school and joined another school. Mr. A continued his efforts to please her by somehow meeting her but she ignored him all the time. In spite of this it was hard for Mr. A to believe that she did not like him. Later he learned that she was going to marry another boy. When he heard this news he became very sad and depressed. He tried to see the girl with the help of a friend but could not succeed. He thought that his friend played a mischief with him. It was extremely difficult for him to forget the incidence.

He was then given several individual counselling sessions in which he was made to realize that marriage was not such a thing which always took place in accordance with one's own desire. He was convinced that although he had loved her she did not like him. He also admitted that the girl had her own expectations which he might not be fulfilling. Even if he did, the girl was not free to decide on her own about her marriage with Mr. A. He realized that sound decisions could be taken only when the pros and cons of the situation were thoroughly examined. He said that his aggressive nature and his indifference to study might have



served as strong contributing factors to make the girl indifferent. In short, he realized that he made a mistake in believing that the girl had loved him when in fact she had not. He also admitted that he unnecessarily abused friends and insulted teachers. He gave enough indication that he wanted to return to normalcy.

Mr. A was then taken to the group counselling sessions and to the surprise of the counsellors he began to participate freely in the discussion. He did show a good grasp of the problem and offered concrete practical suggestions. During the last session the counsellor had an opportunity to meet the principal who said that there was a lot of change in Mr. A's behaviour. The counsellor learned that Mr. A had admitted all his faults before the principal of the school and had promised to become most regular in his studies. The principal reported that Mr. A was completely different from what he was a few weeks ago.

In the initial counselling Mr. A was found to be ill-tempered. During the middle sessions he was very much depressed and began to comprehend the situations little more realistically. In the final phase of counselling he became more mature and understanding. At the end he promised to work hard and to become friendly with others. This was confirmed from the principal's report.

### Changes in the Perceived Self

Mr. A was administered the Self-esteem Scale and the Scales to measure depression, neuroticism and anxiety both before and after counselling interviews. The changes in the perceived self were examined by considering most characteristic items rated by him before and after counselling interviews. The following table contains items which were considered to be most characteristic of Mr. A's perceived self as revealed by him before and after counselling.

Table 27 : Most Characteristic Items for the Perceived Self ( Mr. A )

Self before Counselling	:Rating: :of : :Items :	Self after Counselling
(34) I generally keep up relationship with old friends.	7	(1) I think that my parents are good in all respects.
(49) Sometimes I feel that people are selfish because they maintain good relations with us whenever they want to get their work done by us.	7	(29) I am aware of each and every event that takes place in my family.
(4) My abilities are not activated in a critical situation.	6	(6) Without being discouraged in a critical situation I generally believe in pushing forward with courage.
(5) I do not believe in accepting suggestions from others even in difficult situation, because I have confidence in my ability to make a decision.	6	(13) I think that I am a little bit sensitive.

(continued)

(Table 27 continued)

Self before Counselling		:Rating: :of : Self after Counselling :Items :
(22) I sometimes feel that I am not doing any work useful to my family.	6	(15) Generally I receive due respect in my family.
(25) Generally after taking decision I do not worry about its results.	6	(17) I think that I am not as intelligent as others are, but I am satisfied with what I have.
(40) I think that I should be on my guard with people who are more friendly.	6	(19) I have warm emotional relationship with others.
(44) In spite of my knowledge of the fact that losing self-control in a difficult situation is harmful, I sometimes lose control over myself.	6	(34) I generally keep up relationship with old friends.

In Table 27 are listed eight items perceived as most characteristic of self before counselling. The corresponding items sorted at the end of counselling are given on the other side ( right hand half ) of the table. This table reveals that Item 34 remained unchanged. Before counselling Mr. A reported that he continued relationship with old friends. He considered other people selfish because they maintained relationship for a selfish purpose. He had no confidence in his abilities. He was not prepared to accept suggestions from others, because he had enough confidence in his abilities to make decisions. He often realized that he was not doing any useful work in his family.

He did not worry about a decision after having taken it. He thought that he should be careful about people who tried to be more friendly with him. Despite knowing that losing control over emotions was not good, he often became irritated. Thus the self-image as revealed by Mr. A before counselling indicates that he did not enjoy warm and cordial relations with others. He had no confidence in his abilities. He remained irritated without any apparent cause.

After counselling Mr. A thought that his parents were good in all respects. He was well aware of the various things happening in his family. He believed in pushing forward without feeling discouraged. He realized that he was a little bit sensitive. He admitted that he received due respect in his family. He was quite satisfied with whatever intellectual capacity he had. He had warm and friendly relations with others. He also maintained his relationship with his old friends. Thus after counselling Mr. A has become more friendly with others, more realistic in understanding his nature and began to feel that he was well received and respected in the family.

The changes in the perceived self can also be studied by considering the changes in the ratings of items before and after counselling interviews.

Table 28 : Items Showing Change in the Perceived  
Self by Three or More Step Intervals (Mr.A)

Item No.	Item	Rating of Items	
		Before : Counse- lling	After : Counse- lling
6	Without being discouraged in a critical situation, I generally believe in pushing forward with courage.	3	6
17	I think that I am not as intelligent as others are, but I am satisfied with what I have.	3	6
22	I sometimes feel that I am not doing any work useful to my family.	6	3
27	I believe that the intention of others to criticize me is generally to belittle me.	4	1
29	I am aware of each and every event that takes place in my family.	3	7
35	I have the ability to face easy situations, but I hesitate to face a difficult situation when it arises.	4	1
49	Sometimes I feel that people are selfish, because they maintain good relations with us whenever they want to get their work done by us.	7	2

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The first item regarding his belief of not losing courage in a critical situation but finding a way out with courage, changed from 3 to 6 indicating less characteristic to more characteristic of him. The second item denotes his satisfaction

with whatever intellectual capacity he has, moved from 3 characteristic to 6. The third item shows that his dissatisfaction of not doing useful work to his family changed from 6 to 3. This indicates that his dissatisfaction is reduced after counselling. Item 27 which reads, ' I believe that the intention of others to criticize me is generally to belittle me,' moved from 4 indicating neutral position to 1 indicating less characteristic. Item 29 regarding his awareness of each and every event in his family moved from 3 indicating less characteristic to 7 denoting most characteristic. Item 35 denoting his confidence of handling easy situation and his inability of handling a difficult one changed from 4 indicating neutral position to 1 indicating less characteristic. The last item indicating that he considers other people selfish, because they maintained relations with him whenever they want some favours from him, changed from 7 indicating most characteristic to 2 indicating less characteristic.

Thus the self that he revealed before counselling is different from the self after counselling. This impression is confirmed by the correlation obtained by him. The correlation between his perceived self before counselling and his perceived self after counselling is .16, which is

positive but low. This low correlation indicates that the self has changed after counselling.

### Changes in the Ideal Self

The changes in the ideal-self can be studied by examining the items sorted by Mr. A when he described his desired self. The table below shows the most characteristic items of Mr. A's ideal self as described by him before and after counselling.

Table 29 : Most Characteristic Items for the  
Ideal Self

(Mr. A)	
Ideal Before Counselling	:Rating: :of : Ideal After Counselling :Items :
(1) I think my parents are good in all respects. 7	(1) I think my parents are good in all respects
(37) I take a decision on my own and generally stick to it. 7	(34) I generally keep up relationship with old friends.
(9) Any work can be done in many ways but I believe in following my own decision-making ability. 6	(6) Without being discouraged in a critical situation, I generally believe in pushing forward with courage.
(15) Generally I receive due respect in my family. 6	(31) I feel that only true criticism about me must be accepted.
(20) Even if my friends criticize me, I do not care for them. 6	(24) I have very few friends who can help me in need.

(continued)

(Table 29 continued)

Ideal Before Counselling	:Rating: :of : :Items :	Ideal After Counselling
(32) I feel that a decision should be taken after full consideration.	6	(28) I have confidence in my ability to face different situations though some of my problems are not yet solved.
(40) I think that I should be on my guard with people who are more friendly.	6	(37) I take a decision on my own and generally stick to it.
(49) Sometimes I feel that people are selfish, because they maintain good relations with us whenever they want to get their work done by us.	6	(40) I think that I should be on my guard with people who are more friendly.

As seen from the table, before counselling Mr. A thought that his parents were good in all respects. He was firm in his decision. He liked to do his work the way he wanted it to be done. He was well respected in his family. He did not care for his friends even if they criticized him. He realized that decisions could be taken only after the problem was understood thoroughly well. He thought that he should be on his guard with people who were more friendly with him. He thought that people were selfish in maintaining relations with him.



After counselling he thought that his parents were good in all respects. He generally kept up friendship with old friends. He believed in going ahead without feeling discouraged. He was more realistic in accepting true criticism about him. He had very few friends who could help him in need. He was confident to face any new situation that might come up. He was quite firm in his decision. He felt that he should be on his guard with people who were more friendly with him. As can be seen from the table, there are three items which are common to ideal self before counselling to ideal self after counselling. On the whole it appears that there is not much change in the ideal self. The correlation between the ideal self before counselling and the ideal self after counselling is .39, which is not very low.

In order to study the changes in the ideal self, the items whose placement changed by three or more step intervals are also considered. In the following table these items are given.

Table 30 : Items showing Change in the Ideal Self  
by Three or More Step Intervals (Mr.A)

Item No.	Item	Rating of Items	
		Before :	After
		Couns- elling :	Couns- elling
(18)	I have both good and bad experiences in life. Good experiences give me pleasure while bad ones give me pain.	1	5
(27)	I believe that the intention of others to criticize me is generally to belittle me.	5	2
(28)	I have confidence in my ability to face different situations, though some of my problems are not yet solved.	3	6
(31)	I feel that only true criticism about me must be accepted.	3	6
(34)	I generally keep up relationships with old friends.	4	7
(48)	I am confident that I am intelligent enough to face any situation, though I have still many problems to solve.	1	4
(49)	Sometimes I feel that people are selfish, because they maintain good relations with us whenever they want to get their work done by us.	6	2

The first statement which denotes his good and bad experiences giving him pleasure and pain, changed from 1, indicating less characteristic to 5, indicating more

characteristic. He believed that the intention of others to criticize him was generally to belittle him. This statement changed from 5 to 2, indicating more characteristic to less characteristic. Item 28 denoting his confidence in his ability to face difficult situations, changed from 3 characteristic of him to 6 characteristic of him. This indicates that he was more confident in his ability to face difficult situations after counselling. Item 31 denoting his belief regarding the acceptance of true criticism changed from 3 to 6. Item 34 which denotes keeping up the relationship with old friends changed from 4 to 7, indicating change from neutral position to most characteristic of him. Item 48 indicating that he has full confidence in his intellectual ability to such an extent that he can face any situation, though some of his problems are not yet solved, changed from 1 to 4. The last item regarding his belief in considering other people selfish changed from 6, indicating more characteristic to 2, indicating less characteristic of him.

#### Changes in Self-esteem

We may study the changes in self-esteem of Mr. A by comparing the self-ideal congruence obtained by him before and after counselling interviews and by comparing area-wise discrepancy before and after counselling interviews.

The self-ideal correlations obtained by him before counselling and after counselling are .22 and .33 respectively. This shows that there is no appreciable change in his self-esteem as far as quantitative result is concerned. Discrepancy scores obtained by him in each area are given in the table below :

Table 31 : Areawise Discrepancy Scores (Mr.A)

Areas	Before Counselling	After counselling
Family Relations	12	11
Self-determination	14	10
Intellectual Ability	7	8
Social Relations	15	8
Emotional Stability	11	6
Ability to Stand Criticism	12	10
Personal Strengths and Weaknesses	9	7

Referring to Table 31, it can be said that the discrepancy has decreased considerably in the areas of social relation and emotional stability and to some extent in the area of self-determination. In the areas of family relations, ability to stand criticism and personal strengths and weaknesses, the discrepancy score has slightly decreased, whereas there is slight increase in the level of

discrepancy in the area of intellectual ability.

Changes in Depression, Neuroticism and Anxiety

He obtained nearly equal scores - 71 and 70 - in the Depressive Affect Scale administered before and after counselling interviews. This indicates that the counselling interviews did not bring about change in his depression. His scores on the Neurotic Scale before and after counselling were 65 and 58 respectively. This shows that his neurotic tendency has decreased as a result of counselling treatment. He obtained the scores of 17 and 10 in the anxiety scale before and after counselling respectively. This means that he became less anxious due to the influence of counselling.

Based on the analysis of the record presented above, the following conclusions for Mr.A are drawn.

Conclusions

- He becomes less anxious.
- He develops more confidence in self.
- He develops changes in his attitude towards others.
- He develops his interest in his studies.
- His behaviour towards teachers and principal is also changed.
- He develops confidence in his intellectual ability.

- He becomes more realistic in understanding his own self.
- He becomes more confident in handling easy as well as difficult situations.
- He is able to make firm decisions.
- He becomes more courageous.
- His perceived self changes more than the ideal self.

### The Case of Mr. B

This case is also studied by keeping in mind his performance in different scales and his record of interviews.

### Analysis of the Record of Interviews

Mr. B was 19 years old. His elder brother was a rickshaw<sup>\*</sup> driver. His younger sister was a student of Std. 9, and was quite clever at her studies. His father, who was matriculate<sup>@</sup>, worked in a mill as a labourer. His mother studied upto Std. 7 and she looked after the house. Mr. B, himself, was quite healthy with a strong body. He wanted to become an artist. He helped his brother in rikshaw driving. The average income of his family was about Rs.1,000 per month.

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\* A three-wheeled vehicle

@<sup>high</sup> Matriculate is equivalent to a school graduate.

Mr. B was absent during the first two sessions. On asking the reasons of his absence, the Principal of the school reported that Mr. B was very irregular in his studies and in spite of his efforts to make him study, he remained indifferent and did not pay any attention in the class. He used to run away in the recess. He was not good at study. He failed once ... etc.

The counsellor could contact him on the third occasion when he was specifically asked by the principal to remain present. He was quite indifferent and reluctant to say anything about his studies except that he did not like it. With proper encouragement he revealed that he had problems that could not be solved by anybody and that there was no other alternative for him except to live with those unsolved problems. In the third session Mr. B was convinced that many people have problems and that the problems could be solved if one makes an effort to solve them. He was told through specific illustrations how others handle their problems and live a comfortable life. It was noticed as a result of the explanation given to him by the counsellor that he was more and more inclined to say something about his real difficulties. The counsellor was successful in getting over the resistance offered by

Mr. B in the initial stage and she could get at the root of the difficulties of Mr. B.

There were many reasons for his indifference to study. First of all his father being only a matriculate overestimated the value of education by insisting and forcing him to study all the time. He was not given any freedom on any matter. He was always scolded and criticized by his father for neglecting the studies. During the first few years of life, he did not enjoy a good health. He had failed in an examination once and subsequently he could manage to pass the examination with great difficulty. He was thinking all the time that his 'mind is not working.' He had also created many defenses to justify his inability to study. He argued that there were many people who were not educated and yet they were quite well-to-do. He also argued that even those who studied hard were not able to get jobs and those who got, were not getting good salaries. He said that his teachers were not treating him well. Another difficulty which he pointed out was that his elder brother and his father were not on good terms. His elder brother had suffered several mental shocks in his own love affair. The father and elder brother always quarrelled



and the mother was unable to do anything about it. He further said that he was making efforts to bring about good relationship between his father and brother, but he could not succeed. For his indifference to study he referred to the case of his brother, who had passed B.A. and had to take to the occupation of rickshaw - driving, because he could not get any other job. He had no friends and did not try to develop friendship with any one. Later he revealed that he wanted to make his home a happy place<sup>and</sup> to live a comfortable and peaceful life. He did not know how to do that. He was very much concerned to make his brother very happy by persuading him to marry another girl, but all his efforts were in vain.

It is clear from the above observations that Mr. B's trouble was partly due to some of the wrong notions he had developed in his mind regarding the value of education and his ability, and partly to the disturbance in the family. There was no one before whom he could reveal his difficulties. He was very much disturbed emotionally and had lost faith in everything. He was taken to the group counselling where the family problems and educational problems were discussed by the group. He was encouraged to take part in the discussion. When the group was discussing

the problems arising out of parental relationship, Mr. B remained silent in the beginning, but gradually he began to participate actively. He became aware that other persons have problems which are similar to his own. He realized that sometimes problems are imagined to exist when in fact they do not exist. He also realized that there are many different problems some of which are due to misunderstanding or one's inability to communicate adequately with the parents. He formed an opinion that there are better solutions to the problems than the ones which he can think of. The discussion was initiated by presenting some concrete problems in which the participants took a keen interest. He learned that family problems could be avoided or tackled if one makes an effort with proper understanding and faith in parents. At a later stage the group was discussing educational problems. Some of the subjects had overt hostility towards their teachers, others had difficulties in adjusting with their classmates. Some of the subjects thought that they were not competent. In these sessions, too, the discussion was initiated by presenting concrete problems. The various issues arising out of these problems were discussed at length. Thus he was convinced that reading with understanding was necessary in order to get good marks in an examination. They also learned to respect their teachers and expressed faith in their

good intentions to help them. They were also convinced that educational problems arise from faulty attitude on the part of the subjects. They realized that systematic and regular study is necessary. During these sessions he was also actively participating. He did come forward to present his own problem on which there was a very fruitful discussion. He seemed to realize that his difficulties could be removed with proper understanding. After that he was called for individual counselling for a few more sessions. There was a marked improvement in his attitudes towards teachers, parents and education. He expressed greater confidence in his own abilities and became more skilful. During individual sessions emphasis was placed upon his abilities to deal with problems he was facing at the time and those he might face in future. He did admit to himself that the indifference he had developed was mainly due to his own faulty attitudes. He was also found to be quite hopeful of convincing his own brother. He promised to study hard and to fulfil the expectations of his father.

In order to substantiate the above observations, Mr. B's sorting for self-perception and ideal self-perception both before and after counselling are examined. It should be noted here that Mr. B was asked to sort 49 self-referent statements for the perceived self and the ideal self before

and after counselling interviews. The changes in the perceived self as well as in the ideal self were also examined in terms of statements which were most characteristic and in terms of the statements whose placement changed by three or more step intervals. The discrepancy between the self and the ideal self in each of the specific areas of behaviour was also discussed.

#### Changes in the Perceived Self

Items which are most characteristic for the perceived self are presented and discussed.

Table 32 : Most Characteristic Items for the  
Perceived Self (Mr. B)

Self before Counselling	:Rating: :of :Items :	:Self after Counselling
(43) My parents take interest in all my activities yet I am not satisfied with them.	7	(24) I have very few friends who can help me in need.
(49) Sometimes I feel that people are selfish, because they maintain good relations with us whenever they want to get their work done by us.	7	(34) I generally keep up relation with old friends.

(continued)

(Table 32 continued)

Self before Counselling		:Rating: :of : Self after Counselling : Items:
(9) Anywork can be done in many ways but I believe in following my own decision-making ability.	6	(5) I do not believe in accepting suggestions from others even in difficult situation, because I have confidence in my ability to make a decision.
(10) I do not like some people so I do not mix with them.	6	(6) Without being discouraged in a critical situation, I generally believe in pushing forward with courage.
(12) When people say that I am intelligent I can not believe it so easily.	6	(9) Any work can be done in many ways but I believe in following my own decision-making ability
(15) Generally I receive due respect in my family.	6	(13) I have both good and bad experiences in life. Good experiences give me pleasure while bad ones give me pain.
(35) I have the ability to face easy situations but I hesitate to face a difficult situation when it arises.	6	(25) Generally after taking a decision, I do not worry about its results.
(46) I am able to understand my own problems.	6	(28) I have confidence in my ability to face differen situations, though some of my problems are not yet solved.

Table 32 shows eight items which are most characteristic of Mr. B's perceived self both before and after counselling interviews. As can be seen from the table, Item 9 which reads 'Any work can be done in many ways but I believe in following my own decision making ability', remained unchanged even after counselling interviews. Before counselling Mr. B revealed that he was satisfied with his parents even if they took interest in him. He also felt that people were selfish because they maintained relationship when they had something to get from him. He believed in doing his work the way he wanted it to be done. He refrained from meeting people, since he did not like them. He had no trust in others when they said that he was intelligent. He believed that he received respect in his family. He felt diffident especially while dealing with difficult situations. He believed that he understood his own problems.

After counselling he felt that he had some friends who might help him and that he maintained relationship with his old friends. He did show greater confidence in his ability to determine. He did not feel disappointed in critical situation, but believed in marching ahead with courage and confidence. He was firm in his belief to do his work the way he wanted it to be done. He showed an awareness of both good and bad experiences in life. There is a kind of firmness in

his determination since he did not worry after making the<sup>a</sup> decision. He was quite confident to face difficult situation despite the fact that some of his problems were yet to be solved. It is thus seen that Mr. B has shown improvement in his perceived self as a result of counselling interviews.

Now the change in the perceived self will be studied by examining the items whose placement changed by three or more steps intervals.

Table 33 : Items Showing Change in the Perceived Self  
by Three or More Step Intervals (Mr. B)

Item No.	Item	Rating of Items	
		Before Counse- lling	: After : Counse- : lling
18	I have both good and bad experiences in life. Good experiences give me pleasure while bad ones give me pain.	3	6
27	I believe that the intention of others to criticize me is generally to belittle me.	5	2
28	I feel quite confident that I can face different situations though some of my problems are not yet solved.	3	6
30	I feel that I do not have a high level of intelligence.	4	1
43	My parents take interest in all my activities, yet I am not satisfied with them.	7	4
49	Sometimes I feel that people are selfish, because they maintain good relations with us whenever they want to get their work done by us.	7	2

The first item which indicates that Mr. B has both good and bad experiences and that good experiences give him pleasure, whereas bad ones give him pain, changed from 3 denoting less characteristic of him to 6 denoting more characteristic of him. The second item which indicates that people criticize him with an intention to belittle him, changed from 5 denoting more characteristic of him to 2 denoting much less characteristic of him. The item denoting his confidence in dealing with new problem situations changed from 3 indicating less characteristic of him to 6 indicating more characteristic of him. Item 30 denoting B's lack of confidence in his possessing high intelligence changed from 4 indicating neutral position of him to 1 indicating least characteristic of him. The item pertaining to his feeling about his parents who take interest in all his activities, yet he is not satisfied with him changed from 7 indicating most characteristic of him to 4 indicating neutral attitude on his part. It follows from this that originally he was very much dissatisfied with his parents, but due to the effect of counselling he felt neither satisfied nor dissatisfied with them. His perception about people in general changed considerably as evidenced from the change in placement of the Item 49. Originally he perceived people to be satisfied because they maintained friendship with him for a selfish purpose. After counselling, this item was rated low,



that is, 2. This indicates that this is not true of him. Thus Mr. B as a result of counselling became aware of both good and bad experiences in life. He did not feel that people criticise him with an intention to belittle him. He became more confident in his abilities to deal with new problems. He showed more satisfaction with his parents. His attitudes towards people in general also showed marked improvement. Thus the self that he revealed before counselling is different from the self after counselling. The correlation between the two sortings made by him for his perceived self before and after counselling is .18 which indicates positive but low correlation.

#### Changes in the Ideal Self

If we examine Mr. B's sortings describing the person he wishes to be, his ideal self, we find no such sharp change as is exhibited in the perceived self.

Table 34 : Most Characteristic Items for the Ideal Self (Mr. B)

Ideal self before Counselling	:Rating: :of :Items :	Ideal self after counselling
(1) I think my parents are good in all respects.	7	(6) Without being discouraged in a critical situation, I generally believe in pushing forward with courage.

(Continued)  
(continued)

(Table 34 continued)

Ideal self before counselling	:Rating: :of :Items :	Ideal self after counselling
(32) I feel that a decision should be taken after full consideration.	7	(24) I have very few friends who can help me in need.
(6) Without being discouraged in a critical situation, I generally believe in pushing forward with courage.	6	(1) I think my parents are good in all respects.
(13) I think that I am a little bit sensitive.	6	(9) Any work can be done in many ways but I believe in following my own decision- making ability.
(15) Generally I receive due respect in my family.	6	(13) I think that I am a little bit sensitive.
(19) I have warm emotional relationship with others	6	(15) Generally I receive due respect in my family.
(25) Generally after taking a decision I don't worry about its results.	6	(32) I feel that a decision should be <sup>taken</sup> after full consideration.
(39) I have respect for my intelligence, because I believe that I am not inferior to others in respect of my intelligence.	6	(34) I generally keep up relationship with old friends.

Table 34 shows eight most characteristic items relating to Mr. B's ideal self both before and after counselling treatment. As seen from the table, Items 1, 6, 13, 15 and 32 have not

changed. The remaining items referring to ideal self have more or less favourable connotations. Thus the ideal self is not much affected by the counselling treatment. The high positive correlation of .58 between the two sortings of items for ideal self also confirms this observation. In terms of his ideal self before counselling, Mr. B showed highly favourable attitude towards his parents, was cautious while taking decisions, believed in going ahead in critical situations without feeling discouraged, was aware of his sensitive nature, believed that he was respected in the family, possessed warm emotional relationship with others, did not worry after the decision was taken and thought himself to be quite competent.

After counselling, besides some of the above mentioned facts, he thought that he had very few friends who could help him, wanted to do the things the way he wanted them to be done and kept up relationship with old friends. On the whole it appears that B's ideal self is not much affected by counselling treatment.

There are three items referring to his ideal self whose placement changed by three or more step intervals. They are shown in the following Table.

Table 35 : Items Showing Change in the Ideal Self  
Three or More Step Intervals (Mr.B)

Item No.	Item	Rating of Items	
		Before : Counse- lling	After : Counse- lling
3	I believe in treating friends, but I do not know how to accord good hospitality to them.	5	2
20	Even if my friends criticise me I do not care for them.	4	1
46	I am able to understand my own problems.	1	4

The first item concerning the way in which he should treat his friends, moved from 5 indicating more characteristic to 2 indicating less characteristic. This means that he was well aware of the manner in which he should accord good hospitality to his friends. The statement, ' Even if my friends criticize me, I do not care for them', moved from 4 indicating neutral position to 1 indicating least characteristic of him. The statement ' I am able to understand my problems ' moved from 1 indicating least characteristic of him to 4 indicating neutral position.

#### Changes in Self-esteem

In order to study the changes in Mr. B's over all self-esteem

the correlations between self and ideal-self both before and after counselling were compared. Secondly, the area-wise discrepancy scores both before and after counselling were examined. The self-ideal correlation before counselling was found to be  $-.11$  which shows marked discrepancy between his self and his perceived self. The self-ideal correlation after counselling was  $.52$ , which indicates a close positive relationship between his perceived self and his ideal self.

Table 36 : Area-wise Discrepancy Scores (Mr.B)

Areas	Before Counse- lling	After Counse- lling
Family Relations	16	13
Self-determination	10	4
Intellectual Ability	10	6
Social Relations	11	4
Emotional Stability	11	7
Ability to Stand Criticism	9	6
Personal Strengths and Weaknesses	12	9

It is seen from the above table that the discrepancy scores obtained before counselling are higher than those obtained after counselling in all the areas of behaviour.

It follows from this that the effect of counselling is in the direction of reducing self-ideal discrepancy. It should be noted here that the ideal-self was not much affected, whereas the perceived self was highly affected by the counselling treatment. This indicates that the perceived self is brought closer to the ideal self under the influence of counselling treatment.

#### Changes in Depression, Neuroticism and Anxiety

Considering the results of depression, neuroticism and anxiety, it was found that there was a marked tendency on the part of Mr. B to show decrease in the initial levels of depression, neuroticism and anxiety. The score on <sup>the</sup> Depressive <sub>the</sub> Affect Scale changed from 73 to 60, on <sub>the</sub> Neurotic Scale from 71 to 60 and on Anxiety Scale from 19 to 10.

The following conclusions can be drawn for Mr. B on the basis of the analysis of the data discussed above.

#### Conclusions

- There is a marked change in his attitudes towards teachers and education.
- He expresses greater confidence in his own abilities and becomes more skilful.
- He becomes regular in his studies.

- He shows marked improvement in his attitudes towards people in general.
- There is an appreciable change in his perceived self.
- There is an improvement in the levels of his depression neuroticism and anxiety.
- His self has become more like his ideal self.
- He shows greater confidence in his ability to take decisions and to face difficult situation.

#### The Case of Miss C

Now the case of Miss C will be examined in relation to her record of counselling interviews and to her performance in the Self-esteem Scale, the Depressive Affect Scale and the Neurotic Scale.

#### Analysis of the Records of Interviews

In the first Counselling Session the purpose of the meeting and the responsibility of the subjects in it were explained. The subjects were also told about the value of group discussion and the role that they had to play in it. The counsellor tried to establish more trusting atmosphere by referring to some of the cases and the manner in which they were helped. In the first few sessions an attempt was made to know the opinion of the group on some of the

situational problems. During the first two sessions Miss C was completely silent, although she was encouraged to take part in the discussion. Her eagerness to say something was marked on her face. She appeared to be disturbed and unhappy and this was detected at the time when the group was discussing a problem of family relationship, which was put forth by her friend. In the third session she said that sometimes people were put to trouble by accidental circumstances. When she was asked to elaborate and explain her views further, she expressed her inability to do so. At the end of the session she expressed her desire to see the counsellor personally for her own problems, which, she said, should not be discussed in the presence of others. She was, therefore, given an appointment with the counsellor. on a later day.

In the first meeting she said, ' I can't concentrate on reading even if I tried very hard to do so.' She further said, ' Even if I try to read a novel or an interesting story, I am not able to concentrate.' It was also revealed that she was not able to do any other work with ease and confidence. She appeared to be very nervous, depressed and anxious. This was confirmed by the results of the Depressive Affect, the Neurotic and the Anxiety Scales. She was found



to be very diffident, reserved, sensitive to criticism, unable to establish friendly relations with others and emotionally unstable. Since she was inclined to talk about her difficulties in her family life, she was asked to give her family history, which was as follows :

Her mother was a T.B. patient and died when she was four years old. She had an elder brother and a younger sister. A few years after the death of her mother, <sup>her</sup> father also became a T.B. patient and finally he died. Her father was a heavy smoker and <sup>a</sup> habitual drunkard. He did not earn anything and spent whatever he had. After the death of her father she was compelled to go, alongwith her younger sister, to her uncle's place. Her uncle was staying in Baroda City. Her elder brother was staying in another town named Dohad. Her uncle's daughter was of a very bad temperament. She was all the time taunting Miss C and was not allowing her to read by asking her to do the household work. Once the counsellor herself visited Miss C's family. Her cousin sister treated her well, but it was soon detected that her attitude towards Miss C was malicious. She even started criticizing her in the presence of the counsellor. She complained by saying that Miss C was neither studying nor doing any work in the house properly. The counsellor

thought it proper to interview Miss C's cousin sister. She gave her consent at the request made by the counsellor. During her interview it was found that she was quite sympathetic to Miss C since there was nobody to look after her. When she was asked to describe what she would do if she had been in the place of Miss C, she said that she would study hard and try to please all by doing household work. She also reported that she should obey all the persons in the family. Miss C's cousin sister was given a number of problems and illustrations in order to convince her that she had to play an important role in helping Miss C. In the beginning she did not realize and appreciate the inadequacies which Miss C was facing, but gradually she became more sensitive and finally expressed her whole-hearted support for helping Miss C in her studies and in doing the household work. Another thing which was revealed by her cousin was that Miss C behaved like a typical village girl. It was natural for Miss C to behave in that manner, since she had recently come to stay with her uncle in the City. Some time was needed by her so that she <sup>could</sup> adjust herself to the new family. It was explained to her cousin that adjustment could be made if sympathetic treatment was given. The counsellor had noticed a marked change in the behaviour of her cousin towards Miss C. Later Miss C alone was called for further counselling. She was feeling lonely and helpless. She was convinced that problems

arose due to many reasons and that one had to face them realistically. She was also told that whatever her cousin had said was all with good intention and that there was no reason for her to believe that she bore a grudge against her. Miss C ~~knew~~ all the work to be done in the house, but she was feeling awkward since she had to stay at her uncle's place. She learned that one's own sensitive nature was a hindrance and that she should do all the work without feeling hurt at the comments and criticisms of other members. Gradually she became more confident and recognized clearly her goals to be achieved by doing hard work. On a later occasion it was thought by the counsellor that it would be better if both Miss C and her cousin were contacted again to find out whether they were getting on well or not. But before the counsellor could see them, they had invited her to their residence. The counsellor noticed <sup>that</sup> both of them had changed considerably and were staying happily.

Miss C's uncle was a medical doctor and had no time to inquire about what was going on. He was quite sympathetic to Miss C and treated her well. Miss C's aunt was at times abusing her for no fault of hers, but in such matters her cousin helped her.

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In the case of Miss C, it is clear that she was feeling highly inadequate, since she was compelled to stay at her uncle's place. She did not receive love from her mother since she had died when Miss C was only four years old. Her father being <sup>a</sup> drunkard did not pay any attention <sup>to her</sup> and he also died, leaving nothing for the children. She was ill-treated by her cousin sister who thought that Miss C should do all the work in the house and that there was no necessity for her to study. Instead of receiving love and sympathy, Miss C received abuses, which made her more nervous and anxious. In the case of Miss C it was necessary to give counselling to her cousin sister, too, without whose help it would not have been possible for Miss C to stay happily and to make progress in her studies.

#### Changes in the Perceived Self

We may now turn to the process of changes as reflected in Q - sorts of self-referent items. According to our research design, Miss C at two different times sorted out the statements to represent her perception of herself and her perception of the self she desired to be. Thus the four sortings were made.

The changes which took place in the self-reference of Miss C will be examined by referring to her responses to some items.

Table 37 : Most Characteristic Items for the Perceived  
Self (Miss C)

Self before Counselling	:Rating: :of : :Items :	Self after Counselling
(18) I have both good and bad experiences in life. Good experiences give me pleasure, while bad ones give me pain.	7	(6) Without being discouraged in a critical situation I generally believe in pushing forward with courage.
(36) I have enough freedom in my family; even then I cannot put my problems before my parents freely.	7	(35) I have <sup>the</sup> ability to face easy situations, but I hesitate to face a difficult situation when it arises.
(3) I believe in treating friends, but I do not know how to accord good hospitality to them.	6	(18) I have both good and bad experiences in life. Good experiences give me pleasure while bad ones give me pain.
(6) Without being discouraged in a critical situation I generally believe in pushing forward with courage.	6	(28) I have confidence in my ability to face different situations, though some of my problems are not yet solved.
(28) I have confidence in my ability to face different situations, though some of my problems are not yet solved.	6	(41) I can fully control my feelings.
(35) I have the ability to face easy situations; but I hesitate to face a difficult situation when it arises.	6	(43) My parents take interest in all my activities, yet I am not satisfied with them.
(44) In spite of my knowledge of the fact that losing self-control in a difficult situation is harmful, I sometimes lose control over myself.	6	(48) I am confident that I am intelligent enough to face any situation, though I have still many problems to solve.

(continued)

(Table 37 continued)

Self before Counselling	Rating: of : Self after Counselling Items :
(46) I am able to understand my own problems.	6 (49) Sometimes I feel that people are selfish, because they maintain good relations with us whenever they want to get their work done by us.

Table 37 reveals that Items 6, 18, 28 and 35 are unchanged. It can be seen that before counselling Miss C was quite aware of good and bad experiences giving pleasure and pain respectively. She reported that she had ample freedom in the family, but she could not put problems before parents freely. Since her parents were not alive she rated this statement in reference to her uncle's family. She even did not know how to treat her friends. She believed that she should not lose courage in a critical situation, but should find a way out with courage. She expressed confidence in her abilities to face any situation that might come up. She, however, felt diffident while facing the difficult situation. She was well aware of the fact that lack of control over one's own self is harmful, but she was not able to exercise such control. She understood her problems and

difficulties. Thus before counselling she could not put her problems before elders, expressed confidence in her ability to face any new situation, but at the same time felt diffident while facing a difficult situation and was aware of her problems.

After counselling she believed that she should march ahead without feeling discouraged. She felt that she could handle moderately difficult situations. She was well aware of good and bad experiences in life. Despite the fact that some of the problems were not yet solved, Miss C felt confident in handling any situation. She could fully control her feelings. She was not happy with her parents (uncle and aunt) even if they took interest in her. She expressed confidence in her intelligence to such an extent that she could face any situation, though she had yet to solve many problems. She considered other people selfish, because they maintained relations with her whenever they wanted favours from her. Thus the change that took place in her ability to control her feelings was due to counselling.

The changes in her perceived self as a result of counselling may be studied by noticing the items whose placement changed by three or more step intervals.

Table 38 : Items Showing Change in the Perceived  
Self by Three or More Step Intervals  
(Miss C)

Item No.	Item	Rating of Items	
		Before : Counse- lling	After : Counse- lling
12	When people say that I am intelligent, I cannot believe it so easily.	4	1
36	I have enough freedom in my family even then I cannot put my problems before my parents.	7	3
37	I take a decision on my own and generally stick to it.	1	5
44	In spite of my knowledge of the fact that losing self-control is a difficult situation is harmful, I sometimes lose control over myself.	6	1
48	I am confident that I am intelligent enough to face any situation, though I have still many problems to solve.	2	6

The first item indicating her lack of confidence in her intelligence changed from 4, denoting neutral attitude of her to 1 indicating less characteristic of her. This shows that before counselling she was not ready to believe that she was intelligent but after counselling she considered herself



intelligent. The second item which denotes that she could not put her problems before elders though she enjoyed enough freedom in her family, moved from 7 denoting most characteristic of her to 3 denoting less characteristic of her. Item 37 which denotes that she made up her mind and generally stuck to it, moved from 1, indicating least characteristic to 5, indicating more characteristic of her. This means that before counselling she could not take a decision on her own, but after counselling she was able to take a decision on her own. Item 44 which denotes her knowledge regarding the fact<sup>that</sup> losing self-control is harmful. Even then she sometimes lose control over herself. This has changed from 6 indicating more characteristic of her to 1 denoting least characteristic of her. This indicates that she had no control over her feelings before counselling, but she could manage to control her feelings after counselling. Item 48 shows that she had full confidence in her intelligence to such an extent that she could face any situation, though some of her problems were still unsolved, moved from 2 characteristic to 6 characteristic. Thus Miss C as a result of counselling became more confident in her knowledge about her intelligence, in her ability to solve problems, in her courage to put her problems before elders in her ability to determine and in her ability to control

over herself.

Now we shall turn our attention to her sorting regarding ideal-self.

### Changes in the Ideal Self

Examining her perception of the person she would like to be, her ideal self, we find some changes as described in Table 39.

Table 39 : Most Characteristic Items for the Ideal-Self  
(Miss C)

Ideal-self before Counsell- ing	:Rating: :of :Items :	Ideal-self after Counsell- ing
(24) I have very few friends who can help me in need.	7	(28) I have the ability to face different situation though some of my problems are not yet solved.
(49) Sometimes I feel that people are selfish, because they maintain good relations with us whenever they want to get their work done by us.	7	(49) Sometimes I feel that people are selfish, because they maintain good relations with us whenever they want to get their work done by us.
(7) Whenever I hear criticism about me I become emotion- ally upset.	6	(4) My abilities are not activated in a critical situation.
(10) I do not like some people so I do not mix with them.	6	(13) I think that I am a little bit sensitive.
(23) I remain irritated at home without any reason and I am sure that I cannot do anything to control it.	6	(16) I am not able to decide what method to follow to solve a problem.

(continued)

(Table 39 continued)

Ideal-self before Counselling:		:Rating:	Ideal-self after counselling	
of			Items :	
(32) I feel that a decision should be taken after full consideration.	6		(31) I feel that only true criticism about me must be accepted.	
(37) I take a decision on my own and generally stick to it.	6		(41) I can fully control my feelings.	
(43) My parents take interest in all my activities, yet I am not satisfied with them.	6		(48) I am confident that I am intelligent enough to face any situation, though I have still many problems to solve.	

The above table shows that Item 49 is unchanged. Before counselling Miss C felt that she had very few friends who could help her. She thought that people were selfish in maintaining relations with her. She was sensitive, so when she heard criticism about her she became upset. She did not like some people and therefore she did not mix with them. She felt that she remained irritated at home and was unable to do anything to check this behaviour. She thought that, while taking<sup>a</sup> decision, all other factors should be considered. She was able to take a decision on her own and stick to it. She felt that she was not satisfied with her parents ( uncle and aunt ), though they took interest in her activities.

After counselling she was quite confident that she could face different situations, though some of her problems were still unsolved. She thought that people were selfish in maintaining relations with her. She was unable to handle critical situations. She was well aware of her sensitive nature. She was unable to decide how to proceed to solve her own problems. She was of the opinion that true criticism about her should be accepted. She felt that she could control her feelings. She felt that she was intelligent enough to tackle any difficult situation, though some of her problems were unsolved.

The discrepancy between the ideal self before counselling and the ideal self after counselling can also be observed in the following ten items.

Table 40 : Items Showing Change in the Ideal Self by  
Three or More Step Intervals (Miss C)

Item No.	Item	Rating of Items	
		Before Counse- lling	: After Counse- lling
(5)	I do not believe in accepting sugges- tions from others even in difficult situation, because I have confidence in my ability to make a decision.	2	5
(10)	I do not like some people, so I do not mix with them.	6	3
(23)	I remain irritated at home without any reason and I am sure that I cannot do anything to control it.	6	2

(continued)

(Table 40 continued)

Item No.	Item	Rating of Items	
		Before Counse- lling	: After : Counse- : lling
(24)	I have very few friends who can help me in need.	7	4
(28)	I have confidence in my ability to face different situations, though some of my problems are not yet solved.	2	7
(31)	I feel that only true criticism about me must be accepted.	1	6
(36)	I have enough freedom in my family, even then I cannot put my problems before my parents freely.	4	1
(43)	My parents take interest in all my activities, yet I am not satisfied with them.	6	2
(46)	I am able to understand my own problems.	2	5
(47)	There are some matters on which I am unable to take a decision. I think that suggestions from friends and elders would be useful on such occasions.	1	4

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The first statement denoting unwillingness to accept suggestions from others and confidence in one's own ability to make decision, changed from 2, indicating less characteristic of her to 5, indicating more characteristic of her. The statement concerning non-liking of people and therefore not mixing with them, changed from 6 to 3. This

shows that after counselling Miss C did not believe that she did not like people and therefore she did not mix with them. Item 23 which denotes that she remained irritated at home without any reason and she could not do anything to check it moved from 6 characteristic of him to 2 characteristic of him. This means that before counselling she could not check her irritated nature, but after counselling she could control this behaviour. The statement ' I have very few friends who can help me in need ' changed from 7 to 4, indicating change from most characteristic to neutral position. She showed a marked improvement in her confidence to face new situation as revealed in the Item 28 which changed from 2 to 7 indicating less characteristic of her to <sup>most</sup> characteristic of her. The statement, ' I feel that the criticism about me must be accepted', changed from 1, indicating less characteristic to her to 6, indicating more characteristic of her. Item 36 denoting her inability to put her problems before elders, though she has perfect freedom in her family, moved from 4, indicating neutral position to 1 indicating less characteristic of her. The statement concerning dissatisfaction with her parents (uncle and aunt), changed from 6, indicating more true of her to 2, indicating less true of her. The statement regarding her ability to understand her problems moved from 2 to 5 indicating less characteristic of her to more characteristic of her. She also showed improvement in the matter pertaining to accepting suggestions from friends and elders.

The correlation between the perceived self before counselling and the perceived self after counselling is .10 which is positive but low. Similarly the correlation between the ideal-self before counselling and the ideal-self after counselling is  $-.07$ , which is negative and very low. These low correlations indicate that both self and ideal self have changed after counselling.

#### Changes in Self-esteem

The changes in self-esteem of Miss C may be studied by comparing self-ideal correlation obtained by her before counselling with the self-ideal correlation obtained by her after counselling and by examining area-wise discrepancy scores before counselling and after counselling. The self-ideal correlation obtained by her before counselling is .10 which is very low. The self-ideal correlation after counselling is .49 which indicates greater degree of congruence between the self and ideal-self. The table below shows area-wise discrepancy scores between self and ideal-self before and after counselling interviews :

Table 41 : Area-wise Discrepancy Scores (Miss C)

Areas	Before Counselling	After counselling
Family Relations	10	13
Self-determination	12	6
Intellectual Ability	10	3
Social Relations	11	7
Emotional Relations	12	8
Ability to Stand Criticism	11	8
Personal Strengths and Weaknesses	10	11

It can be observed from Table 41 that the self-ideal discrepancy in the area of family relations has increased. It has increased slightly in the area of strengths and weaknesses. In the areas of ability to stand criticism, social relations and emotional stability, it has decreased to some extent. There is a marked decrease in discrepancy in the areas of self-determination and intellectual ability.

#### Changes in Depression, Neuroticism and Anxiety

The results on the Depressive Affect Scale shows that she has not much improved. Her score before counselling was 75 and after counselling it was 71. Similarly she did not show much



improvement in her performance on the Neurotic Scale. Her scores on this scale before and after counselling are 71 and 68 respectively. There is however a marked reduction in her anxiety. Her score before counselling was 20 and after counselling she obtained a score of 11.

The following conclusions are based on the analysis of the records of Miss C :

Conclusions

- She is able to control her feelings.
- There is a very slight change in her attitude towards parents ( uncle and aunt ) and others.
- There is a very little change in her perception of her own intellectual competence.
- She is more confident in her ability to take a decision.
- She is unable to handle critical situation.
- She has still some doubts in her ability to understand her own problems.
- Her performance on the Depressive Affect Scale has slightly improved.
- There is a marked improvement in her anxiety.
- The neurotic tendency is less pronounced.
- There is not much improvement in her perception of her own abilities.

- She perceives herself as being more nearly what she wants to be.

On the whole it appears that there is very little improvement in the case of Miss C. Although there is an appreciable amount of improvement as regards her self-esteem and anxiety, there is no improvement in respect of her perception of her own abilities and her relations with other people. There is very little change in her neurotic tendency and the level of depression. It seems that further counselling is necessary in order to bring her to a more realistic position.

#### The Case of Mr. D

The case of Mr. D is studied on the basis of his record of interviews and his performance in different scales.

#### Analysis of the Records of Interviews

Mr. D belonged to the same school in which Miss C was studying. He was short and thin. He appeared to be very much

depressed and gloomy. He was encouraged to participate in a group discussion. In the beginning he was very reluctant but with encouragement and explanation he showed willingness to participate. As in the case of all other groups the purpose of their meeting was explained to the subjects in this group and the value of freely discussing and sharing the views of others was impressed on them. A number of illustrations of problem cases dealt with by the counsellor and other persons with success were given to them. An attempt was made to explain them how problems arise due to one's own inability to see the problem from the points of view of other persons and to restructure the whole problem situation. They were convinced that problems arise due to a variety of reasons and that many people have problems. They learned that there were better solutions to the problems than the ones arrived at without deep thinking. During the time when the counsellor was trying to establish rapport with the group members by convincing them of the fruitfulness of discussing freely their own problems, there were marked expressions indicative of eagerness or inquisitiveness on the face of Mr. D.

The group discussion was initiated by some concrete situational problems relating to family relations, social relations and the like. Mr. D was found to be patiently listening to the members of the group, but he did not utter a single word

during the first two sessions. The counsellor, however, did try to encourage Mr. D but he simply agreed to what was being said by other members. At the end of the second session Mr. D expressed his desire to meet the counsellor personally and he was asked to meet her on a fixed day. He described his difficulties by referring to his younger brother's delinquent behaviour. His brother used to run away from home and had contracted bad habits like smoking, gambling and stealing. Mr. D maintained that his inability to make progress in his studies was mainly due to his brother's delinquent behaviour. On further inquiry, it was noticed by the counsellor that his real problem was not his brother but something else in the family. On one occasion Mr. D told the counsellor that he did not like to study and that he would like to earn. When the counsellor pointed out to him that there was no necessity for him to earn since his father was there to look after him, tears flowed from his eyes when the reference to his father was made. The counsellor, therefore, tried to collect as much information as she could from Mr. D about his family.

Mr. D's father lived in a small village in the Broach District. He had 17 acres of land and a water pump. About three years ago, he had an income of Rs. 20,000. Mr. D had three brothers and two uncles. He was the eldest son of his

father. His two younger brothers were studying in a village school. He himself was staying with his uncle in Baroda. His eldest sister was married. Mr. D's father did not enjoy a good physical health during the last two years and was not expected to survive any longer due to the serious diseases from which he was suffering. He used to drink heavily and had spent a lot <sup>of money</sup> during the period of illness. He was not able to pay any attention to his land and Mr. D's uncle looked after the land. The uncles, according to him, were very cunning and tried to snatch away whatever Mr. D's father had, with the result that the family became very poor. Mr. D's mother being unable to do anything in this matter took comfort from her son's growth and development. Mr. D was intensely pre-occupied with the idea of saving his father's own property, which was being grabbed by his uncles. He had an earnest desire to make his mother very happy and to bring his brother on the right path. When he was describing his family history, he was greatly disturbed and at times unable to speak. The feelings of helplessness and heightened emotionality were marked on his face. He was eager to find some way out of the difficult situation at the earliest. He being quite young, was not able to take care of his property nor was he able to say anything to his uncle.

Mr. D was never encouraged in his studies by his father. His uncles did show some interest in him and often inspired him

to study hard. He liked his uncles but was disturbed when he knew that they were trying to take away his property. His mother remained sad most of the time, but she was a very loving mother and did all that she could to educate him.

This problem was discussed at length in group counselling sessions in which Mr. D was present. The discussion was then initiated by him. Many alternative solutions were offered by the participants but the problem remained unsolved. During the discussion, Mr. D learned that since his uncles had to look after the property, there was no point in his remaining sad, anxious, tense and gloomy. He was convinced that he should utilize his time for his education without paying any attention to what the uncles were doing. During this time he appeared to be less anxious and more confident. He admitted that he immensely benefited by group discussion since he knew about a variety of problems and modes of solving them. He did show a good grasp of the entire situation.

Mr. D sorted 49 self-referent statements, describing him as he was and another time he sorted the same statements, describing his perceived self and ideal self, before and after counselling interviews. Along with these self-ideal sortings, he was tested in respect of depression, neuroticism and anxiety. His performance on the Self-esteem Scale was examined

in detail by presenting most characteristic items as judged by him for the self as well as for the ideal self before and after counselling interviews.

### Changes in the Perceived Self

The following table shows items which are rated by Mr.D for his self as most characteristic of him before and after counselling interviews :

Table 42 : Most Characteristic Items for the  
Perceived Self (Mr. D)

Self before Counselling	:Rating: :of : :Items :	Self after Counselling
(32) I feel that a decision should be taken after full consideration.	7	(6) Without being discouraged in a critical situation, I generally believe in pushing forward with courage.
(37) I take a decision on my own and generally stick to it.	7	(21) I feel that I can achieve more with less effort.
(13) I think that I am a little bit sensitive.	6	(10) I do not like some people, so I do not like to mix with them.
(18) I have both good and bad experiences in life. Good experiences give me pleasure while bad ones give me pain.	6	(15) Generally I receive due respect in my family.
(21) I feel that I can achieve more with less effort.	6	(31) I feel that only true criticism about me must be accepted.

(continued)

(Table 42 continued)

Self before Counselling	:Rating: :of : :Items :	Self after Counselling
(22) I sometimes feel that I am not doing any work useful to my family.	6	(37) I take a decision on my own and generally stick to it.
(31) I feel that only true criticism about me must be accepted.		(41) I can fully control my feelings.
(46) I am able to understand my own problems.	6	(46) I am able to understand my own problems.

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It can be said from the table that Items 21, 31, 37 and 46 are unchanged. Before counselling Mr. D thought that the decision should be taken by taking into consideration many factors which influence it. He was able to make up his mind and generally stuck to the decision he took. He was well aware of his sensitive nature. He had both good and bad experiences in life, giving pleasure and pain respectively. He felt that he was achieving more in proportion to the efforts made by him. He felt that he did not do anything useful to his family. He was of the opinion that true criticism about him should be accepted. He understood his own problems. Thus Mr. D was well aware of his nature and difficulties around him before counselling.



After counselling he believed that he must strive to go ahead even in the face of difficulties. He thought that he could achieve more with less effort. Since he did not like some people, he did not mix with them. He felt that he was respected in his family. He was also of the opinion that the true criticism about him must be accepted. Once he decided certain things he stuck to them. He was also able to control his feelings. He was also able to understand his own problems. Mr. D felt more confident of himself and quite realistic in his relations with others.

Now the statements whose placement changed by three or more step intervals will be examined.

Table 43 : Items Showing Change in the Perceived Self  
by Three or More Step Intervals (Mr. D)

Item No.	Item	Rating of Items	
		Before counselling	: After counselling
(6)	Without being discouraged in a critical situation, I generally believe in pushing forward with courage.	1	7
(13)	I think that I am a little bit sensitive.	6	2
(19)	I have warm emotional relationship with others.	2	5
(22)	I sometimes feel that I am not doing any work useful to my family.	6	3
(24)	I have very few friends who can help me in need.	5	2
(41)	I can fully control my feelings.	3	6

As seen from the table, the statement pertaining to handling of a critical situation with courage and confidence moved from 1, indicating least characteristic of Mr. D to 7, indicating most characteristic of him. Thus the effect of counselling is in the direction of making him more courageous and confident in the presence of difficult situations. The second statement regarding his perception of his nature as sensitive has changed from 6, indicating more characteristic of him to 2, indicating less characteristic of him. This shows that he became less sensitive as a result of counselling. The statement concerning his warm emotional relationship with others, has moved from 2, indicating much less concern to 5, indicating greater concern. This indicates that before counselling he did not have warm relationship with others, but after counselling he felt that he had this type of relationship with others. Item 22 which indicates that he was not doing any work useful to his family changed from 6 to 3. The statement which reads, 'I have very few friends who can help me in need', moved from 5, indicating more true of him to 2, indicating less true of him. This shows that before counselling Mr. D felt that he had very few friends who could help him, but after counselling he did not have this feeling. Finally the statement, 'I can fully control my feelings' moved from 3, indicating less

characteristic of him to 6, indicating more characteristic of him. This indicates that before counselling he could not control his feelings, but after counselling he did feel that he had greater control over his feeling. Thus the change was found in his attitude towards others, in his sensitive nature and in his control over his feelings.

The correlation between the perceived self before counselling and the perceived self after counselling is .09, which indicates high degree of discrepancy between the perceived self before and the perceived self after counselling interviews.

#### Changes in the Ideal Self

The changes in Mr. D's self-ideal perception may be examined by comparing his responses before and after counselling interviews when he described his ideal self. In the following table are shown statements rated high by Mr. D for his ideal-self before and after counselling.

Table 44 : Most Characteristic Items for the Ideal Self  
(Mr. D)

Ideal self before Counselling	:Rating: :of :Items :	Ideal self after Counselling
(6) Without being discouraged in a critical situation, I generally believe in pushing forward with courage.	7	(6) Without being discouraged in a critical situation, I generally believe in pushing forward with courage.

(continued)

(Table 44 continued)

Ideal-self before Counse- lling	:Rating: :of : :Items :	Ideal-self after Counse- lling
(32) I feel that a decision should be taken after full consideration.	7	(21) I feel that I can achieve more with less effort.
(5) I do not believe in accepting suggestions from others even in difficult situation, because I have confidence in my ability to take a decision.	6	(5) I do not believe in accepting suggestions from others even in difficult situation, because I have confid- ence in my ability to take a decision.
(14) I feel that I am capable in all respects.	6	(11) I have the ability to stand any criticism about me.
(15) Generally I receive due respect in my family.	6	(31) I feel that only true criticism about me must be accepted.
(29) I am aware of each and every event that takes place in my family.	6	(9) Any work can be done in many ways but I believe in following my own decision-making ability.
(31) I feel that only true criticism about me must be accepted.	6	(32) I feel that a decision should be taken after full consideration.
(46) I am able to understand my own problems.	6	(37) I take a decision on my own and generally stick to it.

As seen from Table 44, Items 5, 6, 31 and 32 remained unchanged. Mr. D believed in marching ahead in a critical

situation both before and after counselling. He felt that no decision should be taken without considering the possible effects of other factors. This item was also true for him after counselling. He thought that he did not want any suggestions from others, because he was confident of handling situations by himself. He maintained this perception for his ideal self even after counselling. Before counselling he considered himself capable of accomplishment. He felt that he was respected in his family. He was aware of each and every event that took place in his family. He did not mind accepting true criticism about himself. He maintained this perception when he described his ideal self even after counselling. He was quite aware of his problems.

After counselling Mr. D was able to achieve more with less effort. He preferred to do his work the way he liked it to do. He was able to stand any criticism about himself. He generally stuck to the decision once taken by him. Thus Mr. D's ideal-self after counselling appeared to be firm and realistic.

In the following table are shown statements which indicate movement in their placements by three or more step intervals.

Table 45 : Items Showing Change in the Ideal Self by  
Three or More Step Intervals (Mr. D)

Item No.	Item	Rating of Items	
		Before Counselling	After Counselling
(19)	I have warm emotional relationship with others.	2	5
(21)	I feel that I can achieve more with less effort.	1	7
(34)	I generally keep up relationship with old friends.	2	5
(37)	I take a decision on my own and generally stick to it.	1	6

As seen from the table, the statement concerning his emotional relationship with others changed from 2 characteristic of him to 5 characteristic of him. The second item which indicates that he can achieve more with less effort, moved from 1 denoting less characteristic to 7 denoting most characteristic of him. Item 34 indicating his keeping up relationship with old friends moved from 2 characteristic of him to 5 characteristic of him. The last item which indicates that he generally sticks to a decision once taken by him changed from 1, denoting less characteristic of him to 6, denoting more characteristic of him. Thus the change is found in his ability to achieve more with less efforts in his relation with his friends and others in his self-determination.

The correlation between the ideal self before counselling and the ideal self after counselling was .16 which is positive but low. This low correlation indicates the greater discrepancy between the ideal-self before and the ideal-self after counselling.

#### Changes in Self-esteem

As stated earlier, in the case of Mr. D also, the changes in self-esteem are studied by keeping in mind the self-ideal correlation obtained by him before counselling and after counselling. Area-wise discrepancy scores obtained by him before and after counselling will also be examined.

The self-ideal correlation obtained by him before counselling was .19, whereas after counselling it turned out to be .52. This indicates that the discrepancy between self and ideal self is reduced as a result of counselling interviews. In Table 46 are shown area-wise discrepancy scores between Mr. D's self and ideal-self :

Table 46 : Area-wise Discrepancy Scores (Mr. D)

Areas	Before Coun- selling	:After Coun- :selling
Family Relations	10	8
Self-determination	8	4
Intellectual Ability	5	6
Social Relations	8	5
Emotional Relations	10	6
Ability to Stand Criticism	6	6
Personal Strengths and Weaknesses	11	3

As seen from the above table, the self-ideal discrepancy score is greatly reduced in the area of strengths and weaknesses. The self-ideal discrepancy is reduced to some extent in the areas of self-determination, social relations and emotional stability. In the area of family relations the discrepancy is reduced slightly. It has remained unchanged in the area of ability to stand criticism. There is a slight increase in the level of discrepancy in the area of intellectual ability.

#### Changes in Depression, Neuroticism and Anxiety

As stated earlier, Mr. D was administered the Depressive Affect, the Neurotic and the Anxiety Scales both before and



after counselling treatment. He obtained the score of 47 before counselling and of 43 after counselling on the Depressive Affect Scale. This shows that his performance on the Depressive Affect Scale produced change to some extent in the expected direction. There was a marked change in the neurotic symptoms and the manifestation of anxiety. His score on the Neurotic Scale was 58 before counselling and 46 after counselling. His scores on the Anxiety Scale before and after counselling were 18 and 11 respectively.

The following conclusions can be drawn from the analysis of the record presented above :

### Conclusions

- He appears to be less anxious.
- He appears to be more confident.
- He becomes realistic in his relations with friends.
- His attitudes towards others also changed in a positive direction.
- He becomes more courageous and confident in presence of difficult situations.
- He becomes less sensitive.
- He is able to exercise control over his feelings.
- He is able to stand any criticism against him.

- He is able to achieve more with less effort.
- Both self and ideal self have changed considerably.
- There was a marked improvement in his neurotic tendency and the level of anxiety.
- There is a marked improvement in the level of depression.
- The self has moved closer to the ideal self which indicates a kind of firmness in decision-making and a sort of realism in handling the situation.

#### The Case of Mr. E

In the pages which follow, we shall examine the case of Mr. E. This case will be studied by keeping in mind his performance in different scales and his record of interviews.

#### Analysis of the Record of Interviews

During the first two sessions an attempt was made to explain the importance of freely discussing the problems and responsibilities to the members of the group. In the third session, some situational problems were discussed. Mr. E was completely silent in the beginning, but once when the discussion was going on about adolescents' behaviour in relation to their parents he at/once interrupted and asked the members to opine on a problem of one of his friends who lost interest in studies, because whatever he did

with a good intention was severely criticized by his parents. He further said, " what could be done for a boy whose opinion is not respected, whose every act is looked upon with distrust and who receives hatred and nothing else from his parents ? " When he was asked to give an illustration of a specific act which was condemned by the parents, he said that he did not know. He maintained that parents were to be blamed for the misbehaviour of their sons and daughters. When he was asked to say whether he admitted that the sons and daughters were misbehaved, he denied by saying that they did not want to behave the way they did. While criticizing the parents, he said, " what else can the child do when every thing he does is criticized ? " He was asked a series of questions to clarify what he said, but he simply said that he did not know. From the way he talked it became apparent to the counsellor that the problem must be his own and more probing was necessary by obtaining the parents' opinion about Mr. E, the teacher's opinion and his family history.

According to Mr. E's parents, he remained sad and gloomy all the time and did not read at home. He was indifferent to studies and showed a lack of interest in studies. When he was asked to read, he simply sat with the book, pretending that he was engrossed in reading. At times he avoided reading

by finding false excuses like headache, eyesore etc. He was not very regular and careful in all his work. He did not keep his dress, books and other things properly. He became happy when he was successful in provoking his younger brother and sister. He did not obey the parents and did what he liked. He did not want to correct his mistakes even if he was repeatedly advised by the parents. When he was criticized for his wrong doing he became too much irritated. He bothered least to learn what was good for him and for others. He kept himself aloof when his father was present in the house. He became more mischievous especially when his father was not present.

According to his teacher, he did pay attention to what was being taught in the class, but did not try to understand by his own efforts. He crammed certain facts in order to get through the examination. He wrote systematically. He rarely talked in the class. He felt exhausted and at times complained of ill-health. He was pleased when he was encouraged and praised. He was quite normal but lacked motivation to do hard work. An attempt was also made to get the family history which is presented below :

Three months after Mr. E was born, he fell sick and it continued over a period of about two years. He did not enjoy

good health even after that. He was sent to a primary school at the age of seven. One of his teachers was very sympathetic to him. He was transferred to another school when he was in Std. 2. He failed in the examination that year. Parents were ever demanding and were very strict in discipline. They thought that their child should get good grades, but Mr. E failed to fulfil his parent's expectations. Upon this they became more and more strict with Mr. E and insisted that he should study hard. He was deprived, during his early years, of many privileges. Parents never allowed him to do what he wanted to do. He was criticized all the time by his parents. He was not allowed to opine on any matter. Under the atmosphere of threat and strictness, Mr. E could barely manage to get through the examination. He used to get frightened the moment he heard his parents talking loudly, thinking that they were talking about him. The results of the severe criticism was that he became more irritable. This behaviour was strongly resented by the parents who punished him for it. Frequent punishment made him nervous. Gradually ~~he~~ <sup>he</sup> became indifferent in the house. He was doing whatever work was assigned to him. He began to tolerate criticism without speaking a word. He started taking interest in outdoor games and sports and liked to play with boys who were younger than he. He liked very much to talk again and again about

some appreciation that he received from his teacher for his proficiency in games and sports. He was very active in the playground and became diffident as soon as he entered the house. The parents all the time praised the younger son who was very good at study.

This description provides a sufficient number of clues to the fact that Mr. E was neglected by his parents and he needed appreciation and encouragement. During the individual counselling sessions he admitted that the problem posed by him in the group discussion was his own. He was told once again by the counsellor about the usefulness of the group meeting and was assured that he would be in a better position if he freely discussed his problems.

Mr. E was then asked to join the group once again, where he began to present his problem of criticism he received from his parents. The discussion continued for several sessions. He went on putting specific issues pertaining to his behaviour in relation to his parents. Gradually the reference changed from symptoms to self and the number of negative self-evaluations showed a marked decrease. He developed the skill in looking at the problem from different angles and became more critical than he was ever before. The types of solution he proposed to the problems presented by

other persons in the group were quite satisfactory. There was an indication that the level of maturity increased. He began to take interest in other persons and their problems offering very useful suggestions. He became more tolerant of his argument being contradicted by other members. He began to respect the feelings of other persons and developed more confidence in his own abilities.

In the case of Mr. E it was clear that his indifference and consequent lack of interest in studies were due to parental neglect and rejection. He was striving to get recognition and appreciation, the denial of which resulted in indifference and lack of interest in studies. There is no doubt that Mr. E has learned during group counselling skills to handle the problem, to probe deeper into the nature of the problem and to understand and accept the view points of others. It is expected that with his new skills Mr. E will approach his problems in a manner which is liked by his parents. The behaviour will in turn change the attitudes of his parents towards him. This change in attitude will make it possible for him to get his parental approval and appreciation.

#### Changes in the Perceived Self

Mr. E was administered the Self-esteem Scale. He was

asked to sort 49 statements in such a way that he could describe his perceived self and was also asked to describe his wanted self by sorting the same statements again after two days. After counselling he was asked to sort the statements in a similar way.

In order to know the changes in Mr. E's perceived self, eight items rated high by him were examined in detail. In Table 47 are listed eight items perceived as most characteristic of self before counselling. In the right hand half of the table are the corresponding statements from the sorting at the conclusion of counselling.

Table 47 : Most Characteristic Items for the Perceived Self (Mr. E)

Self before Counselling		:Rating: :of : :Items :	Self after counselling	
(8) I feel that whatever faults that are ascribed to me by my parents are really not with me.	7		(19) I have warm emotional relationship with others.	
(26) I have to work hard to get through the examination.	7		(48) I am confident that I am intelligent enough to face any situation, though I have still many problems to solve.	
(7) Whenever I hear criticism about me, I become emotionally upset.	6		(6) Without being discouraged in a critical situation, I generally believe in pushing forward with courage.	

(continued)



(Table 47 continued)

Self before Counselling		:Rating: : of : :Items :	Self after Counselling	
(12)	When people say that I am intelligent, I cannot believe it so easily.	6	(13)	I think that I am a little bit sensitive.
(16)	I am not able to decide what method to follow to solve a problem.	6	(17)	I think that I am not as intelligent as others are, but I am satisfied with what I have.
(23)	I remain irritated at home without any reason and I am sure that I cannot do anything to control it.	6	(18)	I have both good and bad experiences in life. Good experiences give me pleasure while bad ones give me pain.
(30)	I feel that I do not have a high level of intelligence.	6	(22)	I sometimes feel that I am not doing any work useful to my family.
(49)	Sometimes I feel that people are selfish, because they maintain good relations with us whenever they want to get their work done by us.	6	(40)	I think that I should be on my guard with people who are more friendly.

Table 47 shows that the self-image as described by Mr. E before counselling indicated that the faults that were ascribed to him by his parents were really not with him. He had to put in a good deal of effort to get through the examination. He became easily upset over the criticism about

him. He had no confidence in his abilities, so when people said that he was intelligent he could not believe it. He was confused and he could not decide what method to follow to solve a problem. The feelings of helplessness and irritation without any apparent reason were also experienced by him. He felt that he did not possess high intellectual ability. He perceived people to be selfish, because they maintained friendship with a selfish purpose.

There is a marked contrast between the self he perceived before counselling and the self he perceived after counselling. This can be seen in the ratings that he made to some of the statements after counselling as shown in Table 47. The self as described by Mr. E indicated that he had warm emotional relationship with others. He expressed enough confidence in his intellectual ability for handling any situation that might come up. He believed in marching ahead without feeling disturbed. He was aware of his sensitive nature. He was satisfied with the intelligence he possessed. He had both good and bad experiences giving pleasure and pain respectively. He realized the fact that he was not doing any useful work in his family. He was somewhat suspicious about people who were more friendly to him. Thus, the self after counselling shows a marked improvement. Mr. E has become more realistic and confident as a result of counselling.

self

The changes in Mr. E's perceived <sup>self</sup> due to the influence of counselling are now examined in terms of items in which he moved three or more step intervals.

Table 48 : Items showing Change in the Perceived Self by Three or More Step Intervals (Mr.E)

Item No.	Item	Rating of Items	
		Before Counselling	After counselling
(12)	When people say that I am intelligent, I cannot believe it so easily.	6	3
(14)	I feel that I am capable in all respects.	2	5
(18)	I have both good and bad experiences in life. Good experiences give me pleasure, while bad ones give me pain.	2	6
(22)	I sometimes feel that I am not doing any work useful to my family.	3	6
(23)	I remain irritated at home without any reason and I am sure that I cannot do anything to control it.	6	3
(26)	I have to work hard to get through the examination.	7	4
(28)	I have confidence in my ability to face different situations, though some of my problems are not yet solved.	2	5

In Table 48 there are seven items showing change by three or more step intervals in the expected direction. The first item denoting lack of confidence in his intellectual ability changed from 6 to 3, indicating more characteristic to less characteristic of him. The item 'I feel that I am capable in all respects' was rated low before counselling, but the rating shifted in the positive direction after counselling. Item 18 regarding his good and bad experiences which gave him pleasure and pain respectively was also rated low before counselling and this rating shifted in the positive direction after counselling. Item 22 concerning not doing useful work to his family, changed from 3, indicating less characteristic of him to 6 indicating high characteristic of him. Item 23 denotes that he remained irritated at home without any reason and could not do anything to check it, changed from 6 to 3 indicating more characteristic of him to less characteristic of him. This shows that he could control his irritable nature after counselling. Item 26 concerning the amount of work he was required to put in for getting through the examination was rated high before counselling, but it occupied a neutral position after counselling. The last item 'I feel quite confident that I can face different situations though some of my problems are not yet solved' changed from 2 to 5, denoting less characteristic to more characteristic of him.

Thus after counselling, his perception towards his personal strength, intellectual ability and emotionality has changed.

#### Changes in the Ideal Self

The changes in Mr. E's ideal self due to the influence of counselling are now examined in terms of items which are rated as most characteristic of him before and after counselling.

Table 49 : Most Characteristic Items for the Ideal Self (Mr. E).

Ideal self before Counselling	Rating: of :Items :	Ideal self after Counselling
(20) Even if my friends criticize me, I don't care for them.	7	(18) I have both good and bad experiences in life. Good experience give me pleasure, while bad ones give me pain.
(40) I think that I should be on my guard with people who are somewhat more friendly.	7	(48) I am confident that I am intelligent enough to face any situation, though I have still many problems to solve.
(1) I think my parents are good in all respects.	6	(13) I think that I am a little bit sensitive.
(10) I do not like some people, so I do not mix with them.	6	(19) I have warm emotional relationship with others.

(continued)

(Table 49 continued)

Ideal self before Counselling	: Rating: : of : : Items :	Ideal self after Counselling
(17) I think that I am not as intelligent as others are, but I am satisfied with what I have. 6		(24) I have very few friends who can help me in need.
(24) I have very few friends who can help me in need. 6		(26) I have to work hard to get through the examination.
(26) I have to work hard to get through the examination. 6		(28) I have confidence in my ability to face different situations, though some of my problems are not yet solved.
(47) There are some matters on which I am unable to take a decision. I think that suggestions from friends and elders would be useful in such matters. 6		(46) I am able to understand my own problems.

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Before counselling, as seen from Table 49, Mr. E did not care if his friends criticized him. He thought that he should be on his guard with people who were more friendly. He felt that his parents are good but he did not like certain people. He was satisfied with whatever intellectual capacity he had. He had very few friends who could help him. He had to work hard in order to get through examination. He

realized that he was not able to take decisions on certain issues and believed that suggestions offered by others would be of value in such cases.

After counselling, Mr. E was well aware of good and bad experiences giving him pleasure and pain respectively. He expressed a good deal of confidence in his ability to face any new situation that might come up. He was aware of his sensitive nature. He thought that he had warm relationship with others. His friendship was limited to a few friends. He was quite confident to face different situation, despite, the fact that many of his problems were yet unsolved. He was required to work hard to get through the examination. He thought that he was quite capable of understanding his own problems. Thus Mr. E expressed greater confidence in his abilities and he was more realistic and had better interpersonal relationship.

The table below shows items describing Mr. E's ideal self which moved by three or more step intervals due to counselling.

Table 50 : Item Showing Change in the Ideal-Self by  
Three or More Step Intervals (Mr. E)

Item No.	Item	Rating of Items	
		Before Counselling	:After Counselling
(10)	I do not like some people, So I do not mix with them.	6	3
(15)	Generally I receive due respect in my family.	1	5
(23)	I remain irritated at home without any reason and I am sure that I cannot do anything to control it.	5	2
(27)	I believe that the intention of others to criticize me is generally to belittle me.	5	1
(28)	I have confidence in my ability to face different situations, though some of problems are not yet solved.	2	6
(38)	I turn away from difficulties.	4	1
(48)	I am confident that I am intelligent enough to face any situation, though I have still many problems to solve.	3	7

As seen from the above table the item, ' I do not like people so I do not mix with them, ' changed from 6 indicating more characteristic of him to 3 indicating less characteristic of him. The second item which denotes that he received due respect in his family, changed from 1 to 5,



indicating least characteristic to more characteristic of him. The third item regarding his irritable nature and his inability to check it, was rated high by him before counselling, but it was shifted to low rating in the expected direction. This is also true in the case of ~~the~~ <sup>the</sup> item, 'I believe that the intention of others to criticize me is generally to belittle me.' Item 28 concerning Mr. E's ability to face different situations changed from 2 indicating that Mr. E was much less confident to 6, indicating that he was more confident in facing different situations. The item concerning his reaction to difficulties moved from 4, indicating that he took neutral position to 1 indicating that there was no tendency in Mr. E to turn away from difficulties. Mr. E had no confidence in his intellectual competence to face any situation which might come up before counselling, but after counselling he felt that he had enough competence to deal with any situation.

#### Changes in Self-esteem

The changes in self-esteem will be studied by considering self-ideal correlations and area-wise discrepancy scores obtained by Mr. E before and after counselling interviews.

The initial self-ideal correlation was .22 which is positive but low. The correlation between the perceived self and ideal self after counselling turned out to be .63 which indicates a high degree of congruence between self and desired self.

Table 51 : Area-wise Discrepancy Scores (Mr. E)

Areas	Before Counselling	: After Counselling
Family Relations	11	10
Self-determination	13	3
Intellectual Ability	6	3
Social Relations	16	11
Emotional Stability	14	5
Ability to Stand Criticism	12	6
Personal Strengths and Weaknesses	4	7

The above table shows that the discrepancy is reduced considerably after counselling in the areas of self-determination, social relations, emotional stability and ability to stand criticism. In the areas of family relations and intellectual ability it decreased slightly, whereas it increased slightly

in the area of personal strengths and weaknesses.

#### Changes in Depression Neuroticism and Anxiety

Considering the results of depression, neuroticism and anxiety, it can be said that there was a marked tendency on the part of Mr. E to show decrease in the initial levels of depression, neuroticism and anxiety. The scores on the Depressive Affect Scale changed from 63 to 43, on the Neurotic Scale from 62 to 44 and on the Anxiety Scale from 20 to 10.

The data which have been discussed tend to support the following findings regarding Mr. E.

#### Findings

- He has developed enough skill to handle the problematic situations.
- He is able to probe deeper into the problem that he faces.
- He learns to understand and to accept the viewpoints of others.
- There is a significant change in his attitudes towards friends and relatives.
- He expresses enough confidence in his intellectual ability for handling different situations.
- He becomes more courageous.
- He becomes able to control his own feelings.

- He develops more favourable attitudes towards his personal strength, and emotionality.
  - He becomes able to stand any criticism against him.
  - The congruence between the perceived self and the ideal self increases considerably.
  - There is a marked improvement in the levels of depression, neuroticism and anxiety.
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