

UNDERSTANDING HUMAN BEHAVIOUR SERIES-11

Lecture: 11

(Duration -11)

INDIVIDUAL BEHAVIOUR : WORKING OF THE HUMAN MIND

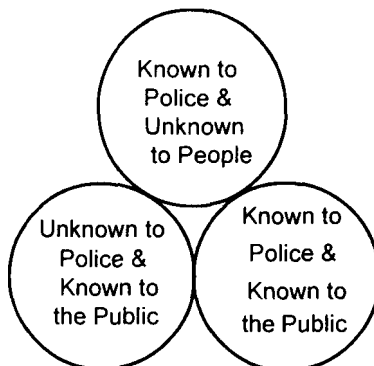
The police acts and the people see them act. There are several acts about which a police officer/ man knows well what he acts and his acts are fully visible to the public. For example, a police officer conducts patrolling and here both the officer/ his party and the people in his jurisdiction know what is going on.

(Fig:8)

The police behaviour is fully visible here to the public. There are behaviour about which the police know what they are doing and the public do not know what is going on. A police officer manipulates some records secretly and the people do not know it. Here the act of the police is not visible to the public. Another example is that the police giving false promises to illiterate people. Instances are there that the police do not know what they are doing and at the same time, the people know what they do. Examples are some of the facial expressions, body language, ways of talking and finger language etc. And all these do affect the police- community interactions.

It may be born in mind that there are conscious and unconscious aspects for one's behaviour. The conscious aspects of a man behaviour means those aspects about which a man is fully aware of what he is doing. The sex, caste, community, rank, powers and authority etc. should form the conscious part of a police officer's/ man's ego so much so that his behaviour should be guided by such

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KNOWN - UNKNOWN BEHAVIOUR

(Public Behaviour Act)

awareness. Yet, there are instances that some police officers/ men forget about the conscious part of their ego. A custodial rape is an example in point why do they behave so?

STRUCTURE OF HUMAN MIND

(Fig: 9)

See A and it can be noted that the human mind has three layers- the conscious, sub-conscious and unconscious. The conscious layer knows well everything about what a man does. For example, when a police officer listens patiently to a complaint, he knows well that he is doing so. On the other hand, when he does not do so as expected by him, then also he knows it. Hence it may be stated that a man behaves in a particular manner, not because he does not know how to behave, but because he knows well that he can afford to behave the way he does. This is what may be seen when a police officer ill-treats a complainant or suspect while he performs his duty.

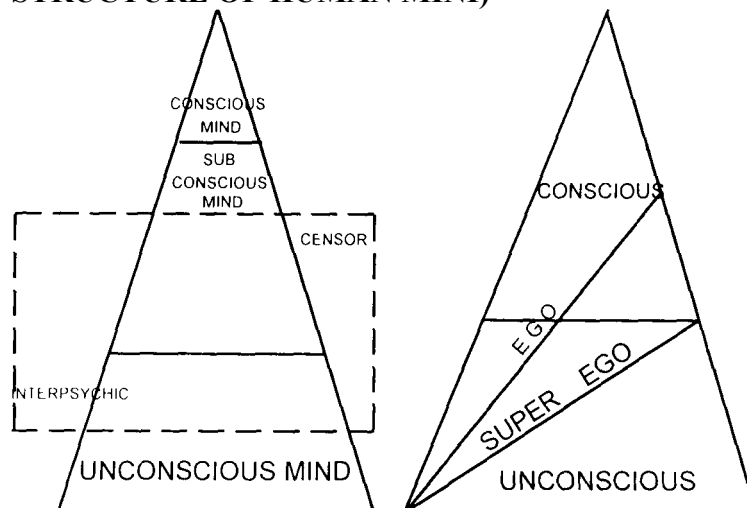
THE SUB- CONSCIOUS

The past experiences which an individual had in his life go deep and get stored into the sub- conscious layer of his mind. A person can recall these experiences if he wants particularly when there is a precipitating experience. A police officer was found to be very unsympathetic to people belonging to the higher caste. On analysis, it was found out that he suffered a lot from the hands of the higher caste members of the society when he was a little boy and the experience which he has stored in the sub- conscious was called back whenever he saw a member of the higher caste.

At every time, he showed unsympathetic attitude to the members of the higher caste, his conscious mind reminded him that he was

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STRUCTURE OF HUMAN MIND



There is an-interpsychic mechanism-censor

Both ego and Super Ego have the continuous and unconscious part

Fig 9

doing things in a wrong way. But, he could not help it as his sub-conscious mind was dominating his conscious mind. Here, the police officer might not be knowing fully well the reasons for the misbehaviour to the members of the higher caste. At the same time, everybody around him might be talking about it. As a police officer one cannot and should not be bad with people of higher caste. He needs here a cleaning of his sub-conscious layer.

The unconscious of a man consists of many things such as:

1. those about which an individual has no occasion to think.
2. those impulses which are repressed or which an individual wants to deny simply because he does not want to admit that he has them.
3. those which an individual does not recognise to be favourable facts about himself simply because they seem improbable to him.

Thus, one may see that the unconscious of a man consists of animal instincts, the satisfaction of which give to people a lot of pleasure in ordinary circumstances. When a police officer tortures a suspect in his custody, he may derive pleasure because his act gives instinctual satisfaction to him. Any act a person does should give him satisfaction and also it should ensure satisfaction to others as well. If a certain act gives satisfaction only to the person who acts, then in majority of cases, it satisfies his instincts more than others things and as such it must be coming from the unconscious level of his mind. But, this cannot be allowed and tolerated.

EGO. ID AND SUPER - EGO

A person behaves in a particular way because he has an ego formed on concepts which may be real or unreal. A superintendent of police had false ego concepts and he started demoralising his sub-

Human Values and Police Behaviour

ordinates. He failed to realise that he cannot behave the way he wanted because there is a super-ego which worked powerful in his mind. The super-ego of a person is formed of the do's and don'ts which go deep in his mind. "Thou shall not torture a suspect" - this is a super-ego norm written in the mind by the law, standing orders and the constitution. Therefore, whenever a police officer beats a man in his custody, his super-ego dictates/ should dictate that he is not doing the right thing. Yet his ego does it because it is influenced by a overdose of animal instincts which constitute the 'Id', in human mind. Psychologists say that the over-effect of 'Id', impulses make a man to behave the way he does. There, then takes place a conflict between the ego and the super-ego and this is what makes a person to feel guilty for what he does. The super-ego operates via interpsychic mechanism called the ensor in human mind.

HUMAN MIND AND TRANSACTIONAL ANALYSIS

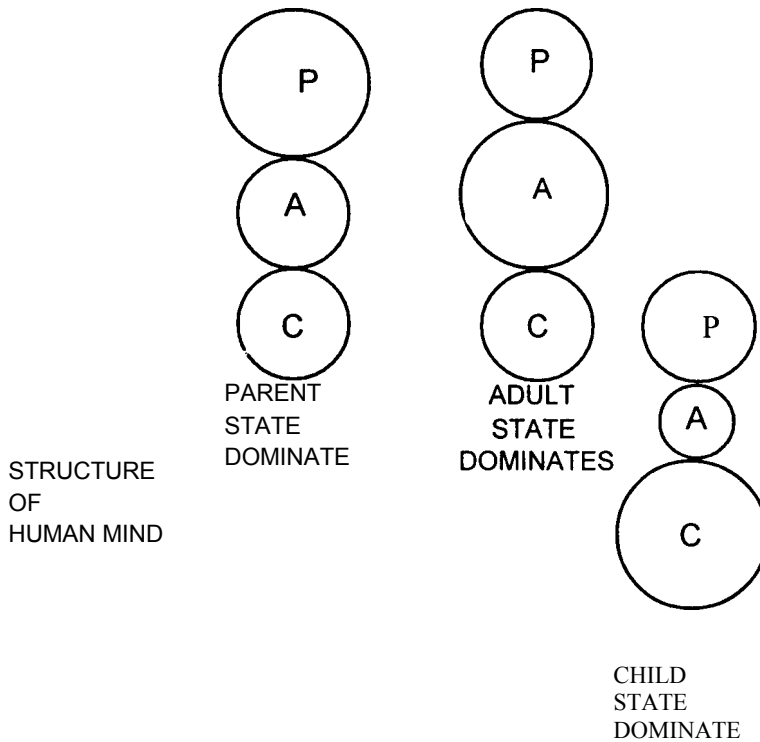
(Fig: 10)

The human mind is structurally drawn by the school of Transactional Analysis as under. Human mind has three ego states called the Parent, Adult and Child. The parent ego state contains attitudes and behaviours incorporated into human personalities from external sources mainly from parents, customs, traditions, rules, regulations, laws etc. People should think, act and feel like their parents or those who raised them or as they experienced or they are expected. The officers, therefore, should behave as they are expected and not in the way they are interested.

Adult ego state is understood to be behaviour of a person in a rational, calm or unemotional way. This is because of the objective and realistic collection of information and facts, analysis of the probable consequence of certain human acts, studying the cause and

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EGO - STATES



At a particular situation one ego-state may be dominating human behaviour.

Fig. 10

effect of a particular human act. Here the behaviour is doubtlessly well organised and intelligent. In many instances, the police officers have to behave from their adult- ego state as their actions should be the result of well thought out decisions.

The child Ego state contains all the impulses that come naturally to a child/ infant. Here, the people at this state, feel and act as they had acted at an earlier stage of their personality development. The acts are said to be the acts of the inner children of the past. They may behave in anger, in love or in fear etc. Police officers may

behave from this ego state if they think that it is the best at a given situation.

Any persons including Police officers can exercise effective control over their feelings and actions if they really want to. To a given situation, man can take an option to behave.

ILLUSTRATIONS

A constable comes to the sub-inspector and says. "Sir", I cannot work with P who is most irresponsible".

The sub-inspector can respond from his parent Ego as follows:

"Please do not quarrel". He can as well react from his Adult and say "I want to get more information and from his child. "I am fed up with you" in an angry tone.

A Superintendent of Police who tells his director general of Police.

"Sir, I should be given the charge to supervise a case"

The DGP may react from - his Adult, "Why are you interested in the investigation of that case?"

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From his Parent "Let the law takes its course and let the officer who investigates it may continue it"

From his child "Please don't bother me with your stupid request"

Transactions may be complimentary, crossed, direct, indirect, straight forward, diluted, intense, weak. etc depending upon the ego state from where a man behaves

In all transactions, the non-verbal aspects- such as the eye-contact, tone of voice, body language, dress, manners and mannerisms etc assume a lot of importance

A police officer may have to study the ways in which different ego- states operate so that he can have a full or part control of his behavioural tactics The principles of transactional analysis are important in all works of police including during interrogation, interviewing, inter-personal relations and police-public interactions More about the application of I A in police work will be discussed later

CLASS ROOM EXERCISES

1 Write down the super- ego norms of police department in-

- a) crime investigation
- b) petition enquiry
- c) inter- personal contacts
- d) police- community interactions

2 Write down the ego- concepts which police officers have formed about themselves If they are unreal or imaginary, show they affect police- public contacts

3 Identify the ego- states in the following situations and bring out the response from the Parent, Adult and Child ego states

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a A stimulus of flattery -

"Sir" you are very intelligent because you have four MA degrees"

Responses

- Adult
- Parent
- Child

b A stimulus of a petitioner offering a gift

c A stimulus of a request to get a casual leave

d A stimulus of the late arrival of a subordinate

DISCUSSION

NOTES

1 K T Varkey and James Vadackumchery, Human Relations in Banking, Santha, Cochin, 1988

2 K T Varkey and James Vadackumchery, op cit