CHAPTER CONTENTS

INTRODUCTION

1.1 Background of problem
1.2 Significance of the problem
1.3 Emotion: A concept

Components of Emotions

Classification of Emotions

• Basic emotions.
• Blending of primary emotions.

1.4 Theoretical Traditions in Psychological Emotion Research
1.5 Comparison of various emotions.
1.6 primary emotions and secondary emotions
1.7 Brain areas related to emotions.
1.8 Emotions and attitude change.
1.9 Emotions and Psychotherapy.
2.0 Healthy and unhealthy emotions.

2.1 Facial expressions.

• Importance of facial expressions.
• Important scientific discovery.

2.2 Progress and obstacles in measuring facial expression.
2.3 Current scenario.
2.4 The face is like a switch.

2.5 Emotional Intelligence.
   - Brief history.
   - Origins of the concept.
   - Definitions of Emotional Intelligence.
   - Models of emotional intelligence.
   - Soft skills.
   - Criticism of the theoretical foundation of emotional intelligence.

2.6 Locus of control
   - History of locus of control.
   - Term of locus of control.
   - External V/ s internal locus of control.
   - Personality orientation.
   - Organizational Psychology and Religion.
   - Consumer research.
   - Family origins.
   - Application of locus of control
CHAPTER -1.
INTRODUCTION.

Human emotions exert powerful force on human behavior. All of us feel varied degrees of emotions right from birth. According to many psychologists emotion can be defined as a multifaceted state of feeling that results into physical or mental changes that has impact on our thoughts and behavior. Emotion includes personality traits, mood and motivation. According to Davis Meyers human emotion involves physiologically aroused expressions, behavior and conscious experiences.

According to some theories physiological responses are due to changes in the body which is responsible for many emotions felt by the human beings. It has neurological and cognitive aspects also, it means that our emotion decides how we are going to think and react.

According to Naturalist Darwin emotions are adaptations, which allow both human and animals to survive and reproduce. It can be positive or negative emotions. Whenever we are happy we experience pleasure and would like to remain in the same situation for long period of time or if we are fearful we would like to run away from the situation. In short emotions help us in adaptation and make us act more meaningfully to attend success.

Emotion also helps us to make prompt decisions regarding the trivial event like when to take bath to most important decision like whom to marry? Who to give vote? So emotion play important role to understand ourselves and manage our emotions and at the same time manage others emotions also.

Emotion also allows expressing so that we can make others understand our feelings. It involves facial expressions, body language, posture and gesture and through which we express, interact and communicate with others. It gives us valuable knowledge about others feelings and create strong bond between the people.

Charles Darwin was one of the early researchers who studied emotions scientifically. According to him we give and receive clear information about how we need to react and respond in particular situation. Thus it gives further understanding about other human beings.
1.1 Background of problem:

In this century there is no field in the world which is not touched by psychology. The role of psychology is increasing in the field of management, science and the like. In this age of marketing and competition, it is a must to maintain and develop human relationship by understanding the emotions of others and trying to adjust our nature with theirs. These are the people with whom we can uplift ourselves and our nation as well. In politics too, competition is strongly felt. So the political leaders also need to touch people’s emotions to get intended results.

There are innumerable people in this world that have amazing capacities and talent but due to their strange, chronic or queer nature, their way to development is barricaded. But there are some people who have succeeded in life by their skill of impressing people despite their average capacity and talent. There are a number of people who fall in the second category. But it does not mean that such people flatter and cajole others. Such people are those who are trying to understanding the situation and try to mould their nature favorably. Here we see that their ability for understanding people is experienced with their control on themselves. Today it is important to know people’s nature, temperament and emotions and to make necessary changes in our behavior.

What would be the emotional intelligence impact in correct identification of emotions from facial expressions? Is there any difference in correct identification of emotions from facial expressions between the people whose emotional intelligence is high & whose emotional intelligence is low or not that good? What is the effect of Locus of Control in correct identification of emotions from facial expressions?

This research aims at studying all the factors cited above. The aim of the study is to make keen study how emotional Intelligence can make difference in recognizing correct emotions and how gender and locus of control will differentiate people in this respect.
1.2 Significance of the problem:

The study may provide quantitative data on the identification of emotions from facial expressions, emotional intelligence and locus of control. The study may point out the importance of widely accepted psychological field of emotions in Indian Context. The study may bring an impetus for future experimental studies regarding the effect on identification of emotions from facial expressions on the basis of locus of control and demographic variables.

The study may highlight the importance of the identification of emotions correctly from facial expressions as a field of inquiry to intensify our profound understanding of human nature.

1.3 Emotion: A concept:

There is no universally acceptable definition which has been derived by the researchers. In fact the entire controversy is age old. Many researchers have developed their understanding of the concept according to their understanding and experience.

Personality is ever-changing and flexible response of the individual for the life situation which he or she is facing. In fact though it is ever-changing there is a definite pattern which individual exhibits whenever they face the typical life situation. It means that we all have different personalities and each one of us is unique individuals having our own combinations of traits. It shows what person feels? And what are the bodily changing accompanying those feelings at that point of time. So we can conclude that it involves mind and body simultaneously.

Feeling:

It is a subjective representation of emotions private to the individual who is experiencing them.
Moods:

Moods are diffused affective states that are usually less intense than emotions which last for longer time.

Affect:

It is a wider term which covers emotions, feelings and moods together which can be used interchangeably.

Components of Emotions:

In Scherer's components processing model of Emotions, five important essentials of emotions are described:

1. Individual thinks and starts assessment of life events and matters.

2. It is accompanied with bodily reactions according to the experience for e.g. if seen any dangerous stimulus than feels fear.

3. Accordingly body will start preparing for the Action and reactions.ie bodily responses.

4. Any living beings will have facial expression and various kinds of voices to express their emotions and actions.

Categories of Emotions:

Based on two fundamental viewpoints:

1. Emotions are unique and essentially different construct

2. Emotions can be based on different aspects
According to social psychology researchers emotions can be recognized by almost all the human being without much training because it is an innate phenomenon. Each one of perceive different situations in a unique way depending on our previous experiences and life e circumstances. In all there are six basic emotions.

- Happiness.
- Anger.
- Surprise.
- Fear.
- Disgust.
- Sadness.

Robert Plutchik also agreed with Ekman and suggested eight primary emotions grouped as Positive & Negative or Joy VS sadness. Keeping elucidation of the emotions in men and animals as the main and primary focus.

Emotions prepares us to act.
Emotions provide general plan for the operation and the appropriate action to prepare the body for physiological states of the brain has been proposed. Such preparations can be described in following situation.

For example.

1. Fear, heart racing, perspiring body increased in the presence of snake.

2. Response will be freezing. Or stopping.

3. Flight When snake galloping toward you, body is prepared to make appropriate action or flight leaving everything at that point of time.

**Emotions are unconscious experience:**

Livings being are not even aware about emotions which occur in a fraction of a second.

**Categorizations of emotions:-**

Emotions are classified into certain categories as follows but it is a controversial issue.

* According to ci-circumplex model by Russell

* If ever emotions have been identifies as number of distinct (basic) states

**Classification by basic emotions:-**

Robert Litchi
It is the instinct and finest research as a part of critical study on emotions by Robert Litchi. It has been divided as eight primary emotions. Emotions listed by his as primary are as follows:

- Acceptance
- Fear
- Anger
- Sadness
- Surprise
- Disgust
- Joy
- Curiosity/interest
- Surprise

Blending of primary emotions:
As we blend together some ingredients to get some other product same way primary emotions are merged together with the secondary emotions to get full range of human emotions.

Robert Plutchwick invented the “wheel of emotions”. According to him there are primary and secondary emotions which can be negative emotions or positive emotions. Also he pointed towards the Complexity of emotions. According to him emotions has range which varies according to intensity and can be put on continuum for e.g. One end of continuum can be joy and the other end can be of sadness. Also most of our emotions are due to learning which comes from our environment or cultural background

**Wheel of emotion.**
Emotions and survival:

Each of the eight survival value of behavior, and evolutionary aspects of the primary reasons that the Plutchik explains

For example: fear of danger encourages, promotes anger struggling for survival. They are considered to be part of our biological heritage and built to the human nature.

Cultural research on tribes which does not have much human contact has been studied to understand whether emotions are innate or it is a result of environment and experience. It has been observed that people who were isolated and living in a Stone Age culture could correctly recognize the expressions of emotions in the photographs. It means that emotions are innate and not learnt. Also it is something which is universal. Every human being whether from developed countries, undeveloped countries, countries having sparse populations or having dense populations understand what other human beings if feeling and trying to explain.

1.4 Theoretical Traditions in Psychological Emotion Research:-

Emotion researchers have offered a number of theoretical traditions. These theories are reciprocal to each other.

James –Lang theory (1884)

According to James feeling and emotions were secondary to physiological responses. He proposed that stimuli trigger activity in the Autonomic nervous system which in turn produces emotional experiences in the brain.

Carl Lang also proposed same theory around that time so it is known as James-Lang theory. According to James “we feel sad because we cry, angry because we strike, afraid because we tremble and we cry, neither strike nor tremble because we are sorry, angry or fearful as the case may be.
For example

- Spotted bear
- Heart begins beating fast.
- Adrenaline is produced.
- Fear is felt.

A bio-feedback theory supporter has altered James Lang theory partly. According to them one can control or alter bodily reactions to experience certain kind of emotions or to avoid certain kind of emotions.
Cannon-Bard theory:

Walter Bradford cannon stated that only physiological responses alone could not explain subjective emotional experiences.

✓ Saw the snake.

✓ Triggers both

  ➢ Physiological response i.e. body sweating, Blood pressure rising etc.

  ➢ Experience of the feeling.
Cognitive theory:

According to this theory thinking activity is must i.e. (judgments or thoughts) is necessary for an emotion to occur

1. An individual feels the emotion.

2. Physiological changes, increased breathing or adrenaline responses.


Comparision of various theories of emotions.
Evolutionary approach:

According to Darwin emotions serve purpose for humans and also helps them to survive so it does have universal counterparts which are, cross cultural In nature. Darwin was the first scientist who mentioned animals having emotions it’s relation with human tendency and actions. According to him humans often show their canine teeth when sneering in rage. He further interprets that our ancestor also used their canine teeth for aggressive action. Almost all the wild animals when in rage use their canine teeth specially while hunting. Thus there is a great relationship between the animal and human emotions and the way they exhibit these emotions.

Neurobiological theories of emotion:

Based on Neural mapping of the limbic system is a pleasant and unpleasant mental state organised in the limbic system in the brain. There are neurochemicals like dopamine, noradrenline and serotonin. Which can be seek in body movements gestures and postures. Paleocircuits (Modules of cingulate gyms) is response for emotion of love which helps the individual or animal to take care, feed or groom the offspring.

If we compare various theories of emotions one can conclude that whether physiological response first or feeling of emotions, but both happens in very short span. Both the repose are necessary to make an meaningful action. Thus emotion is insperable part of our life. It is important that we understand our emotions very well and recognise our feeling with the help of posture, gesture, body movements and most important our facial expressions.
Primary emotions are the emotions felt as a first reaction to anything which we respond to for eg. Getting angry when things are not, the way we want it. Usually Primary emotion go away faster than secondary emotions. Since it is an immediate response. Happiness, sadness, fear, anger are the few example of primary emotions.

Secondary emotions are the emotions which is felt after we feel primary emotions as a result it is a mixture or a blend of different emotions. It remains with us longer than primary emotions. It is a complex emotion. It increases the degree of any emotions which individual is feeling at that moment.

Primary emotions can be easily recognised if we look at the facial expressions of the individual. Eyes, face and body are the major organs which reacts to the situation. If one can differentiate between primary and secondary emotions then individual really has powerful coping skills.

Whenever individual is fearful

Eyes: becomes bigger and rounder. Upper eyelids raised and eyebrows are close or may touch each other.

Mouth: Open and stretched horizontally.

Body: Body temperature increases and heart rate increases.

Attitude: may fly or stop.

Whenever individual is happy

Eyes: The eyelids are wide open and wrinkles appear in the corners of the eye (crow’s feet). The eyebrows are dawn.

Mouth: Cheeks raised, mouth open.
Whenever individual is surprised:

Eyes: Open, rounded eyebrows and eyelids raised.

Mouth: wide open.

It is one of the fastest expression.

Whenever individual is disgusted

Nose: Wrinkles appear on the nose.

Mouth: The upper lip rises.

Teeth; visible.

Whenever individual is angry

Eyes: Shows an intense look, upper eyelids tight eyebrows low.

Mouth: Pressed together. The mouth is narrow.

Body: Body temperature and Heart rate increases.

Whenever the individual is sad:

Eyes: empty, contraction of pupils. Eyelids lowers.

Mouth: Lips corner dawn.

Body: Temperature increases.

Whenever individual feels contempt:

Mouth: Half smile.

Head: slightly tilted back. Attitude: Sense of pride or proud.
TYPES OF SECONDARY EMOTION REACTIONS:

- When we fail to justify our primary emotion as normal we will create secondary emotions.

- Emotion felt about your self concept. If you feel somebody is talking about you or your qualities emotions will be in tension, but if it is somebody else then tension goes down.

- Intense emotions from past events are usually traumatic or powerful.

- Assumption about the world will bear how individual is going to feel emotions.

- Many a times individual feel insecure about the future then it can give intense emotions for eg. Fear of failure.

BRAIN AREAS RELATED TO EMOTIONS:

In understanding emotion we must understand the function of

1. Limbic system.

2. Autonomic nervous system.

The limbic system is complicate set of structure that is on both sides of the thalamus. Hypothalamus, hippocampus, amygdala and several others parts of the brain are responsible for our emotional life and recollections.
BRAIN AREAS RELATED TO EMOTION

**The hypothalamus:**

The hypothalamus is one of the vital parts of the brain, which takes care of our “homeostasis”. It is responsible for regularizing various aspects of our life like appetite, need for liquids, pain, happiness, sexual pleasure, rage, etc.

It also regulates the Autonomic system which regulates functions like heart rate, blood pressure, breathing, and arousal in response to emotional circumstances. The hypothalamus also senses the level of “leptin” in the blood and instructs the brain to reduce food intake.

Pituitary gland which is called “master gland” is also regulated by the hypothalamus. It regulates growth as well as body metabolism.

**Hippocampus:**

Hippocampus is made up of two pointed structures which lie behind the amygdala. It does the job of conversion. If due to accident or injury if this area of the brain is damaged then humans cannot have recent memory.
**Amygdale:**
Amygdale is two oblong shaped parts of neurons which lays both side of thalamus; It is situated under the hippocampus. If by any chance it is damaged or removed individual will be unable to feel any emotions.

**Cingulated gyrus:**
Cingulated gyrus is a part of cerebrum and responsible for focusing attention on emotionally important events.

**Ventral segmental area:**
Ventral segmental area of the brain stem is responsible for the contentment. If damaged there is no pleasure in life so may turn to gambling, sweets etc. in short to addiction.

**Basal-ganglia:**
Basal –ganglia lie over and on the sides of the limbic system and are tightly connected with the cortex above it. They are responsible for repetitive behavior, reward experience and focusing attention.

**Prefrontal cortex:**
Prefrontal cortex is a part of frontal lobe .It is involved in thinking about life expectation, making strategy, taking right action. It also plays part in pleasure and addiction.

**Emotion and attitude change:**
Emotion plays important part in persuasion, social influence and attitude change. Cognitive processes always occurs before any emotions. We find much advertisement, films, Champaign emotionally appealing. Important factor which affects emotion is self-efficacy, attitude accessibility and message features. Some factors are highly fixed which is difficult to change, but some of the attitude can be alter or change. A new concept is known as “**cognitive dissonance**”

**Emotion and psychotherapy**
Emotion is an important factor in any kind of psychotherapeutic approach. It helps us in understanding human behavior Also it helps us to change attitude and behavior of an individual who is facing psychological problems. There is a definite relationship between cognition and emotion so both are inseparable. Different experience gives different kind of emotion, so experiences are important. In expressing
those feeling we have no problems because we recognize those feelings and express it. It can be mixed feeling. Some people feel guilty at very young age if they express them freely.

All the primary emotions have its own characteristics and there are unique ways to deal with it effectively. Any therapist would like to promote integration between emotion and personality. Emotions provide a rich source of information about our attitude, reactions and actions. It is through this information we can bring new awareness for the client about his desires, goals and concerns.

So one can conclude that without understanding client’s emotions none of the psychotherapist succeeds in his therapy. If he understands client’s emotions then he can recognize emotional world and his experiences and use it as a guide for meaningful action.

**Healthy and unhealthy emotions:**

In order to improve mental health of any individual it is important that he tries to identify which emotion is healthy and which emotions are unhealthy which will hamper wellness of his own and ideally prompt only those emotions which are healthy and positive, which will help the individual to adjust better in his circumstances.

If the emotions are unhealthy, reexamining your attitude, beliefs, behavior and action can alter the situation. It is important that healthy emotions should be expressed and for unhealthy emotions one will give time to understand and avoid impulsive action.

Healthy emotions helps us to uplift our self concept, enjoy life and allows us to adjust with others where as unhealthy emotions gives us low self esteem, depression and feeling of maladjustment. Ideally one should prompt healthy emotions in the environment for others too.

**Developing healthy emotions:**

The psychologist noted here, such as compiling a list of rules;

- Exercise restraint and temperateness in expressing your emotions.
✓ Smile and let the world laugh with you.

✓ Learn to accept things in life are inevitable.

✓ Consideration and respect for other people's rights to develop the attitude.

✓ Opened the door to a renewed interest in reading as a hobby, engage your attention, and the daily life of the ordinary, humdrum diverted from work.

✓ Accept your mistakes. Do not give extreme reactions to situation which can be handled simply.

✓ If some situations are disturbing, divert yourself from those situations.

✓ Agree to learn what you are.

✓ Accept yourself, the way you are.

**Facial expressions:**

Facial expressions are the important gateway for nonverbal expressions. Even though humans have acquired powerful capability of verbal language, the roles of facial expression in person-to-person interactions remain substantial. Innermost feeling of human being is not easily vocalized but exhibited in the facial expression. It can reveal part of the feeling which is so very private. Any amount of words are not enough to express those feeling, but just one facial expression will give entire picture.

**Importance of facial expression:**

According to NSF report by Paul Ekman and Terrance Sejnowski. (1992) face are windows which governs our emotional and social lives. It provides information about
• Affective state for example fear, surprise.
• Cognitive activity for example, Concentration.
• Temperament and personality – for example sociability.
• Truthfulness. On verbal message and leakage of concealed emotions.
• Psychopathology diagnostic information. For example. Depression

Progress and obstacles in measuring facial expressions:

Facial measurement methods and tasks are very elaborate, time consuming and technical task. Developed countries like USA should fund more grants to do research on this particular topic. Many eminent researcher feels that it requires knowledge and skill of many professional from different fields it is a project which will require expertise of many fields. It is important to do research on such a topic since it is involving human beings life.

Current scenario:

The study of facial expression has dominated field of psychology from 1960”s specially when Paul Ekman and carroll Izard took keen interest in the subject. In recent times there is a lot of work has been done to comprehend connection between facial expression and people’s emotion. But there is a controversy where they say there is no one to one correspondence between facial expressions and emotions. According to Joseph Campos PhD University of California at Berkeley, “there is a profound agreement that the face alone with the voice, body posture and hand gestures exhibits our emotions” According to many child psychologist the facial expressions cannot be taken has a gold standard of emotion especially in children. According to Campos emotions can be exhibited definitely by facial expression but it is not the only
medium. There is many more mediums which can be used. For e.g. Voice variation, different body postures etc.

**The face is like a switch:**

Face is the mirror of person’s current mental state, feelings and attitude. From the facial expression we can forecast people’s future action. According to Fridlund facial expressions evolves to elicit behavior from others so others can get signals and give desired response. Nico Frija university of Amsterdam feels that facial expressions are used to influence others behavior, but there is no one to one correspondence between the face and specific emotions. But definitely there is some affinity between certain emotions and certain expressions. According to psychologist Russell university of British Columbia facial expressions will tell about overall characteristics of the person’s mood, Positive or negative and then about specific emotions. According to Ekman facial expressions and physiological changes are associated with internal emotions.

**Emotional Intelligence.**

The world is changing very fast so are the rules of world of work and success. All of us are judged by others almost every day. Our family, friends, teachers, boss, superiors use different yardstick for their evaluation. They do not just evaluate on our training and expertise but they see how we manage our relations. How are we handling our life, challenges and important others? It all depends on how smartly we handle our relations with others, and manage our emotions. All these factors are going to give fair idea to us whether we are going to be successful or unsuccessful in our career.

Generally we were told that our academic degrees and scores are going to determine our success, but according to new measure more than these factors our personal qualities such as how self aware we are? Or how flexible we are? Is considered more so one can conclude that future world is not only looking at expertise, technical knowhow but something more than this may be leadership. But do we require only leaders or we require sound followers also? So it’s not only leadership. Whether we live in most developed country, or under developed country, whether we are in the joint family or nuclear family, whether we are working in large organization or small organization, or self employed, we all require portable skills, and term used by Dr.
Goleman a famous Professor of Harvard university. He says the term has been loosely discussed under different titles like personality, character, soft skills etc. but the new name for all this term is “Emotional Intelligence”

Some of the most successful when interviewed frankly admits that they were not in so called “bright student” in their school days but when they started working they were different, more successful and liked by people. Equation had changed almost 360 degrees! Why such things happen?

A brief history of emotional intelligence

In 1930’s Edward Thorndike introduced the concept of "social intelligence”. In 1940’s David Wechsler designed the test of intelligence emphasis two major aspects of intelligence i.e. effective aspects like memory vocabulary, number reasoning e and the affective components of intelligence. According to him affective components may be essential to success in life.

In 1950’s psychologists Abraham Maslow explained how people can build emotional strengths also he introduced the need triangle where the most basic need of any human being is need for survival ie food, clothing, shelter the next in the need triangle he emphasized the need for belongingness. Third layer in need triangle was need for power and the last and ultimate is the need for Nirvana i.e. self realization. Also he showed correlation between the emotional intelligence and human need. In 1975’s Howard Gardner published The Shattered Mind, which introduces the different concept of intelligence. It was he who thought intelligence is multi facet concept and cannot be viewed in narrow sense. In 1985’s Wayne Payne introduced the term emotional intelligence in his doctoral it was Reuven Bar-On used the term in his thesis. In 1990’s Psychologists Peter Salovey and John Mayer published their article, "Emotional Intelligence,"
in the journal. In 1995 Daniel Goleman’s book Emotional Intelligence (EI), often measured as an Emotional Intelligence Quotient (EQ),

It is a new area of psychological research. The definition of EI is constantly changing and modified over the years and still it would change, rather it is broadening its contexuality which has been objected by many modern psychologist.

According to many researchers we will definitely have generation who will be very well informed, aware and so called intelligent but we are heading towards major disaster of inhuman human beings, people who will be incapable of managing their relations. There will be the people who will not be capable to understand their own emotions, how they can understand other’s emotions?

All over the world due to better nutrition, proper schooling, computer awareness, games and puzzles has helped learners to master various skills which we considered as traditional IQ factors. Even a smaller family size has contributed to the rise of IQ.
It has been observed that children are growing intelligent in traditional sense but they are not as sensitive as we would desire for the future generation. All over the world this fact has been felt whether it is developed country or developing country. Parents and teachers feel that today’s generation is materialistic to that extent that human values have been lost. Valuing relations, empathizing for people, altruism feeling is lost. People who cannot take all these terminates into mental disturbances like depression, stress, phobias and many more mental diseases. This is where the role of emotional intelligence comes in. WE do not need people who are well informed because we have machines, inventions, internet, science to take care of all these ...what we will require in near future human beings.......who care for other individual, understand others emotions, mange his relationship with others.....individual who thinks beyond himself. Do we think our present academic and social system is going to provide such kind of human qualities in future generation of students? If answer is no we need to think on these issues seriously.

The workforce today........

What will be the present scenario on work front? What will be the outcome when they really become superiors? Will they know how to manage their own emotions? How to manage relationship with others? How to manage pressures of today’s competitive world? All these will become burning issues for future generation. So elaborate research will definitely help the future generation.

**Defining Emotional Intelligence:**

There are a lot of arguments about the definition of EI arguments that regard both terminology and ape rationalizations. The first published attempt toward a definition was made by Salvoes and Mayer (1990) who defined EI as “the ability to monitor one’s own and other’s feelings and emotions, to discriminate amongst them and to use this information to guide one’s thinking and actions.”
Goleman (1998) defined emotional intelligence as “The capacity for recognizing our own feeling and those of others’ for motivating ourselves and for managing emotions well in ourselves and in our relationships”.

After Goleman (1995) popularized the construct many professionals from different fields were interested in the new term which has a unique understanding of the term intelligence. Many people realized what they had been thinking has to be modified since the traditional meaning does not hold true anymore and there is a need of new definition with different contexuality, keeping in mind the demand of the next generation. It gained considerable public interest.

Like intelligence is different for different individual same way emotional intelligence also differs from individual to individual. We all differ in our expression, our reactions to emotions and how we regulate it.

In modern times high emotional intelligence indicates high level of personal success and satisfactory emotional life. It just does not help people in work but in their personal and emotional life. These are the people who gets positive response from others due to their emotional intelligence not because they could memorize more or count more or can do abstract thinking.

According to Bar-on, “Emotional intelligence is
An array of non cognitive capabilities,
Competencies
And
Skills that influence one’s ability to succeed in coping with environmental demands
And
Pressures”.
Four areas of emotional intelligence

1. Perceiving emotions; 1\textsuperscript{st} step to understand emotions is to accurately perceive them for e.g. Understanding non-verbal signals such as body language and facial expressions.

2. Reasoning with emotions; 2\textsuperscript{nd} step to use emotions to promote thinking and cognitive activities

3. Understanding emotions; 3\textsuperscript{rd} step, the emotions that we perceive can carry a wide variety of meaning. If someone is expressing angry emotions the observer must interpret the cause of the anger and what it might mean.

4. Managing emotions; 4\textsuperscript{th} step regulating emotions, responding to the emotions of others, responding appropriately are important part of emotional management

The best aspect of emotional intelligence is that it is a skill so it can be developed by anybody at any point of time unlike IQ which is once achieved cannot be changed after certain age. Moreover IQ is inherited so it is hereditary, which is beyond human control where as EQ is absolutely in control of human beings. Right training and opportunity can change EQ levels drastically where as IQ cannot be changed

Thus, emotionally intelligent individuals presumably are geared toward success in a number of ways. Emotional intelligence involves the ability to monitor one’s own and other’s feelings and emotions, to regulate them and to use emotion based information to guide thinking and action. According to Goleman (1998) emotional intelligence consists of five basic emotional and social competencies. These are
1) Self-awareness:

Self-awareness is the most important aspect of emotional intelligence. If the individual is self aware he or she knows what are their strengths and the weakness. Also individual understand the cause of his emotional responses and reactions. Thus it gives possibility of handling life circumstances efficiently. Self-awareness is the most important coping life skill, and defense mechanism, as it allows us individual to develop self- control especially during the emotionally stressful situation. Individuals who are aware about their limitations and does try to improve themselves and their mistakes. Self-aware people have higher level of self-confidence and have a firm grasp on their capabilities. They know when to take risk in short they prefer their own decisions. The risks they take on the job are calculated. They will never ask for a challenge that they know they cannot handle.

When individual is self aware they do not become victim of their own emotions. Many a times individual suffer in their life due to their emotions which they could not control or express at the right time or in right way so instead of helping in made damage to their career or relationships. Infact ideally our emotions should help us to get over the emotional stress and make us capable of handling situations in life which may create stress for many individuals otherwise.

2. Inspired By:

It inspires to take initiative to improve and perseverance even in the problem. It helps us to move towards our goal. People with good motivation remains optimistic even in the difficult situation.
3. Motivation:

Motivation refers to our deepest preferences to move and guide us toward our goals, to help us take initiative and strive to improve and to persevere in the face of setbacks and frustrations. People with high motivation remain positive even under unmanageable situations.

4. Empathy:

Empathy means understanding others emotions and create cordial relationship with others rather than competition.

5. Interpersonal Skills:

Social skills allow us to handle our emotions effectively and understanding different social situations and interact accordingly. These skills can be used in leading people, to negotiate, to convince, to resolve disputes, for co-operation and for working with team more effectively. People who possess this skill are considered smart and diplomatic. They have huge acquaintances and can interact with people more effectively.

Let us understand what is a not emotional Intelligence and common misconception which prevails about the new term.

It is not being nice. People think an emotionally intelligent person will be always nice with others. This is not emotional intelligence. Actually it is all about confronting people positively so as to get best out of the situation or create win-win situation for both the parties.
It is not expressing oneself without any inhibition without considering others. It is actually managing one’s own emotions and helps others to express their feeling freely so that all can work towards common goal.

It is not that man is more emotionally intelligent or women are superior to man. But it is an understanding that each one of has our strengths and weaknesses.

It is common misconceptions that emotional intelligence is fixed and cannot be developed, in fact unlike IQ it is not genetically inherited, nor only it develops only in the childhood, in fact it is largely developed through the life experiences and it keeps growing.

**Models of Emotion Intelligence:-**

Emotional Intelligence the term has been defined by many psychologist but still confusion is prevailing about the exact meaning of the construct. Various definition covers varied aspect of the term and at times they are amending their own definition also.
Currently there are three main models of EI

- Traits of EI model
- Performance dependant EI models
- Composite models of EI

The ability - based model:

Salovey and Mayer tried defining Emotional Intelligence Within the standard criteria of intelligence. Salovey and Mayer revised their definition of Emotional
Intelligence “The ability to perceive emotions, integrate emotion to facilitate thought, understand emotions and to regulate emotions as useful sources of information that help one to make sense of and navigate the social environment.”

The model proposes that all the individuals differ in their ability to process emotion and how they relate this emotional processing to their thinking. We can see these abilities in certain adaptive behavior. The model proposes that Emotional intelligence includes certain types of abilities.

1. **Perceiving emotions:**

   The first and foremost ability which any individual should possess is the ability to understand his own feeling and interpret others emotions not only in pictures, voices, cultural artifacts but also in faces for day to day communication. It is one of the most basic ability as it makes all the other processing of emotional information possible.

2. **Using emotions** –

   Our emotions are used to its best when we can connect emotions to help different mental activities. Those thinking activities will help and individual in problem solving, decision making and planning. Those individual that has high emotional intelligence uses these abilities to change their approach, moods, feeling in order to perform best for the task which they are handling

3. **Understanding emotions** -

   It is an ability to understand emotional language and how complexly our emotions are interwoven with each other. It also means understanding that our emotions evolve over the time.
4. Managing emotions – It is an ability to regulate one’s emotions and other too. So people with the good emotional intelligence not only control their emotions but use their emotions for their benefit even though it is negative still they use it to achieve their goals which they are intending.

**Measurement of the ability - based model:**

Various models for the assessment of the structure led to the development of various devices. While some of these measures may be related to each other, but each one of them having unique way of looking at the same construct.

**Mixed models of EI:**

**Emotional Competencies (Goleman) model:**

According to Daniel Goleman emotional Intelligence is a wide array of competencies and skills that determines managerial performance measured by thematic-rater assessment and self-assessment (Bradberry and Greaves, 2005), According to Goleman Emotional Intelligence is the strongest predictor of success specially in career >Research of Bradberry and Greaves conformed these finds of Goleman when they researched on world –wide sample.

In his book Goleman (The emotional intelligence quick book 2005) outlined four main EI constructs
1. **Self awareness:**

   It is ability to someone’s emotions and recognizes their effect while using inner instinct to guide decision.

2. **Self-management:**- Controlling one’s emotions and impulses according to changing circumstances and is in accordance with the changing circumstances.

3. **Social awareness** - The ability to sense, understand, and make actions for other’s emotions while understanding the social relationships.

4. **Relationship management** - The ability to inspire, influence, and help others to develop while managing conflict.

   According to Gilman all these competencies are not innate talent but it is a learned capability that should be developed for excellent performance especially in career success.
Measurement of the Emotional Competencies (Goleman) models:

Measurement tools based on Golman’s model is

Emotional Competency Inventory (ECI)

Emotional Intelligence Appraisals (EIA)

Both inventories are self report or 360 degree evaluation.

The Bar-On model of Emotional-Social Intelligence (ESI):

Psychologist Reuven Bar-on first used to term “emotional Quotient”. He defined “Emotional Intelligence as being concerned with effectively understanding oneself and others, relating well to people, and adapting to and coping with the immediate surroundings to be more successful in dealing with environmental demands”

According to him EI develops over the life span and it can develop, further improve, through training, programming and therapy. Bar-on hypothesizes that people having higher than average EQ are generally happier in their environment and can handle various kinds of pressures more positively. Lower EQ level indicates that individual may not be that successful and may have emotional problem because of inability to handle the work pressure or emotional pressure created by their personal life. A person who has lower EQ especially on reality testing, problem solving, stress tolerance and impulse control .So according to him cognitive intelligence equally contributes to general intelligence.
Measurement of the ESI Model:

The Bar-on emotion quotient Inventory (EQ-I) is a self report measure of Emotionality. It measures emotional and social competent behavior and intelligence. It is not meant for personality assessment or cognitive assessment. It is assessment of mental ability of frustration tolerance. 103 items has been used to measure total EQ and to measure five composite scale scores, corresponding to the five components of the Bar-on model. Only limitation of this scale is it is self reporting scale.

The Trait EI model:

Emotional intelligent individuals has certain personality traits, based on that there is a model which has been devised by the psychologists which is called ability based model. Many of them did not like that the Psychometric test which was invented to measure this trait.

Measurement of the Trait EI model:

Trait Emotional Intelligence Questionnaire (TEIQue) specifically designed to measure the overall structure and is currently available in 15 languages.

The test encompasses 15 subscales the following four factors

1. Well being.
2. Self control.
3. Emotionality
4. Sociability.

A psychometric property of TEIQue scores is globally normally distributed and reliable.
TEIQue score were unrelated to nonverbal reasoning scale like Raven’s matrices. but it is definitely related to certain personality dimensions like optimism, agreeableness.

SOFT SKILLS:

A soft skill is a term which is often used with a person’s Emotional Intelligence Quotient. (EIQ), the cluster of many personality traits like communication skills, sociability, optimism or positivism. Actually in reality it is complementing hard skills which are a job requirement and at the same time it is complementing the soft skills of “inner knowing”. Soft skills are personal attributes that helps individual’s communication skills, job performance and career needs. A soft skill is not only applicable in workplace but outside world also.
Whenever ether is a face-to-face contact or there is a human interaction in the business, workers need to get train on emotional, intelligence. Many multinational companies have realized the need to importance of emotional, intelligence hence their human resources development departments arrange training workshops, seminars and talks by experts for to develop their workers emotional intelligence. They considered all the employees as a human resource, since they invest on them huge funds to develop their EQ levels which in turn will help organization to get best out of each individual employee. All over the world many organizations are facing problems of absenteeism, big turn over ratios, internal departmental conflicts of the employees, alcoholism due to personal distress and many more. All these factors can bring down any organizations performance to great extent so in order to prevent such issues, as a preventive measures they have started giving soft skill training programs for their employees as well as for their families.

Professions like medical, law, retail management, marketing, teaching are the few examples where soft skills assessments are must before taking any trainees or workers. Soft skills are further divided into

1. Behavioral competencies or interpersonal skills.

2. A people skill which includes how to interact convinces, negotiate, solve problems and plan and act strategically. Teambuilding or influencing skills will require more than occupational skills

**EI is too broadly defined and the definitions are unstable**

As mentioned before definition of emotional intelligence is constantly modified, widened, and broaden as a result it covers many unrelated elements which make the concept unintelligible.
According to many critics stabilization of the concept is must and it is difficult to do meta-analyses.

Goleman’s early work has been criticized by Eysenck (2000) Goleman’s descriptions unsubstantiated assumptions about intelligence in general, and it also runs contrary to what is expected when studying types of intelligence.

Goleman has almost considered any type of behavior as intelligence. When we see five abilities as an emotional intelligence it is desirable that all these abilities are interrelated and should be quantifiable.

Similarly, Locke (2005), in EI structure of the concept of intelligence is a myth, and that he offers an alternative explanation: This is another form or type of intelligence, but intelligence (the ability to grasp abstractions) is applied to a specific life domain: emotions. The concept should be re-named and should be called as skill.

No substantial predictive value:

Most of the EQ scales are self reporting scales as a result it is not easy to accept it as an objective assessment of emotional intelligence. Moreover what does not have objectivity loses its analytical value.

**Locus of control:**

Locus of control is considered to be an important aspect of personality. In 1950’s the concept was originally developed by Julian Rotter. Julian Rotter (Oct 22 1916-Jan 6 2014) was an American Psychologist known for developing theories which had a strong impact till this date, for example his social learning theory and locus of control theory is still very effective till this date.

Julian Rotter was born in 1916 in Brooklyn New York United states. His family was Jewish immigrant family. He was a third son of the family. He was deeply
interested in Psychology from very beginning of his academic career. He attended Brooklyn College in 1933 for his undergraduate degree. Due to scope he studied chemistry even though he was interested in Psychology.

Wood and Solomon Asch were his teachers of Psychology. He was greatly influenced by him. He did his masters degree at University of Iowa under Kurt Lewin. He did his internship at the Worcester State hospital where he met Clara Barnes, later he married to her. In 1941, he earned his doctorate degree from Indiana University. He worked on ‘levels of aspiration’. In 1963 he became director of clinical training in University of Connecticut.

‘The interpersonal trust scale’ a research measure of the stable individual difference in personality was developed by Julian Rotter. Recently on Jan 6, 2014 he passed away at the age of 97 at his home in Mansfield, Connecticut.

When Rotter developed his social learning theory, Freud’s psychoanalytic theory was dominant and acceptable by many professionals which reflected on individual’s unconscious instinctual motives as determinant of behavior. According to his theory individuals were naïve to their conscious impulses and treatment required a long term analysis of childhood experiences. At that time learning approaches had a deep impact on drive theory which believed that people are motivated by physiologically based impulses which pressurizes individual to satisfy them.

When Rotter developed learning theory he deviated from instinct based psychoanalysis and drive based behaviorism. According to him empirical law of effect is a motivating factor for any social learning. Any learner would like to have positive stimulation or positive reinforcement and avoid the unpleasant or negative reinforcement. Rotter condensed principle of behaviorism and personality factors and stress was lesson on physiological Instincts.

According to Julian Rotter personality indicates an interaction of the individual with his environment. Environment plays extremely important role in shaping up any individual’s personality so one must take both the factors into account i.e. individual and the environment. Rotter’s describes personality as a relatively stable set of potential for responding to situation in a particular.
So according to Rotter personality is a dynamic organization. If we change how individual thinks or change the environment, his behavior will change. Also he believes that personality pattern does not get set at particular age or stage of life rather due to our life experiences individual built the new set of beliefs. To change those beliefs one may require more efforts and interventions. He says all learning doesn’t occur due to punishment or in order to avoid punishment rather it happens for seeking to maximize their reinforcement.

Thus Rotter’s social learning theory blends specific and general constructs which enables professionals to measure variables and will be able to make accurate predictions from these variables.

Julian Rotter ‘Locus of control’ concept was based on generalized expectations for control of reinforcement i.e. locus of control means people’s belief about what determines their destiny with or without reinforcement. According to Julian Rotter people can be classified onto continuum from very internal to very external. Individual have strong locus of control believe that the responsibility for whether or not they get reinforced at the end lies with them. Internal believes in own efforts where as external believes in external factors of chance, luck or any other external factors. Hence many a times they do not acknowledge their own efforts nor did they put their best to achieve the best.

Rotter has warned and discussed the limitations of his theory according to him
1. Locus of control is not a type.
2. Locus of control is a generalized expectancy so it will be able to say a lot about how is people’s behavior across situations.
3. However once an internal locus of control so always Internal, is not a criteria. They may regress to very internal to external. This is due to their previous experiences and perception. So one can conclude how personality of the person, environment interacts to get what is a real potential of the individual.
History:

In 1966 republished an article in psychological monographs which gives zest of his research. This research was basically combined efforts of Rotter and his students; it was basically an unpublished research.

In 1976 Herbert al. Lefcourt defined the perceived locus of control 'a generalized expectancy for Internal as opposed to external control of reinforcement ‘James and Pheres 1950.

Rotter (1975, 1989) has discussed problems and misconceptions in others' use of the internal-versus-external construct. Further research concluded that typical expectancy shifts were done by the individual who is internally located whereas a typical expectancy shift were done more by external located individuals who believes in chance so people can be divided into two broad categories

Ability based (Internal cause) v/s Attribute based (luck) (External cause). Bernard Weiner said locus may relate to whether attributions are made to stable or unstable causes.

Term of locus of control:

This construct was called ‘locus of reinforcement by Rotter. Here he was trying to bridge behavioral and cognitive psychology. According to him our behavior is largely guided by reinforcements i.e. either reward or punishments. Individual’s beliefs guide us what kind of attitude or behavior people may adapt.

Philip Zimbardo a famous psychologist also worked on Internal control orientation or external control orientation.(Zimbardo.19885 p.275)

We can divide into two parts
1. Internal locus of control.-ambitious and successful
2. External Locus of control -negative in approach.
According to Bhthia and Golin (1978) Locus of control is the ability to apply control over results which will decide whether frustration will result into aggression. People who believe that they cannot do anything about the results felt helpless and felt greater aggression in response where as people who believed that internal life, is in our control and we can control the outcome (Bhthia and Golin et al. 1978)

Individual with high Internal locus of control believe that events in their life derive primarily from their own actions for e.g. If internal locus of control student does not do well in the exams he will blame his lack of preparation on their part and if they do well they would give credit to their ability to study. On the other hand External control locus of control individuals may blame college for setting such test or if they do well papers were lenient or they were simply lucky.

Those individual who has high Internal locus of control exhibit self confidence, are more politically involved and can influence others easily in comparison of External locus of control.

Also they feel that success is bound to happen and if it does not then they try and find out the possible causes of failure. This theory is applicable to many fields such as educational Psychology, health Psychology or clinical Psychology. It is also suggest that specific and more global measures of locus of control will be more useful. Careful distinctions should made between locus of control and attribution style. Locus of control is important aspect of core self-evaluations. It was first examined by Judge,Locan and Durham (1997)

This attribute is useful for predicting work outcomes, job satisfaction and job performance.

<table>
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<tr>
<th>External Locus of Control</th>
<th>Internal Locus of Control</th>
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<td>Individual believes that his/her behavior is guided by personal decisions and efforts.</td>
<td>Individual believes that his/her behavior is matched by self efficacy, talent, skill and other factors</td>
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So can we say that Internal is good and External is bad, such a simplistic view of the concept is not correct for e.g. Internals can be psychologically unhealthy and unstable but actually internal orientation has to be matched by self efficacy, talent, skill and
opportunity, so individual really achieves self control and responsibility. Overly internal person who does not have enough efficacy or competence can behave anxious depressed and neurotic. So having internal locus of control is not enough but must have realistic sense of the influence. Psychological research has found that people with a more internal locus of control are more achievement orientated and to get better paid jobs.

Locus of control is largely learnt. It is a response to circumstances so good trainer can make shift toward internal locus of control (for e.g. outdoor education programs Hans 2000, Hattie, Marsh, Neill and Richards 1997)

**External V/S Internal Locus of Control**

Many individual believes that they are the master of their fate and their own actions are responsible for the life outcomes. Nobody else their responsibility and if there is any limitations which is their in their work, they are the ones who should be working on it. They believe that they can control their life events. These are those people who are internally located individuals. For their success they take the credits for their failures they hold themselves responsible. Of course there is a degree of internality as previously stated.

These individuals prefer their own decisions, they are independent minded. They like to be self-reliant. Research states that as individual matures up and becomes more experienced they become more and more internal. Generally it is believed that man tends to be more internal than females.

**Benefits of internal locus of control:**

People who are internally located tends to be more responsible for their actions good or bad for e.g. Students who blame themselves for failing in exams. Internally located students would accept that they did not work hard and the entire responsibility for not doing well is theirs and nobody else is responsible for the outcomes except they themselves. Whereas students who are externally located may put the blame on life situation, examination system. So people who are internally located are more punctual, hard working and ambitious than externals. They are more dependable, self motivated and successful.
Benefits of external locus of control:

External locus of control individuals is more relaxed, humble and agreeable. Less competitive and takes life little easily as a result we find them happy-go–lucky, enjoying and fun loving.

Drawbacks of Internal locus of control:

Usually it is a general impression that internally located individuals must be more successful and happy but it is not a necessary condition. The major drawback of extremely located individual is that they may be so ambitious, that they don’t enjoy simple be so ambitious that they don’t enjoy simple pleasure of life. These individual's may become arrogant, unreasonable and perfectionists who may expect same level of perfection from others and may become inhuman. They may invite problems of ill health and psychological instability.

DRAWBACKS OF EXTERNAL LOCUS OF CONTROL:

Individuals with external locus of control may blame others for their failure. According to them they are late because of traffic they didn’t pass due to bad teaching of teachers. They are ill due to climatic conditions but never blame them.

Moreover external locus of control people exhibit low level of self motivation and their performance is generally lower than their co-workers who has Internal locus of control.

According to Osterman and Bjorqust(1999):

Three types of locus of control has been identified

1. Internal locus of control which exhibits the belief that one has control over their life events.
2. Powerful other locus of control is the belief that events are not in their control and it is someone higher up who decides their destiny that is authority figures.
3. Unknown locus of control is when individual feels he doesn’t know why certain events are taking place in his life and they feel helpless. In fact any individual should have more control of their behaviors and actions to reduce the possibility of aggressive behavior.

According to Winstok and Perkis (2009) self control refers to the degree in which a person is capable of regulating his thoughts and feelings especially in conflicting situations. According to Winstok lower the self control, the brighter possibility of violent behavior which individual may exhibit.

Internal locus of control individuals typically find situations in which they can’t influence their outcomes to be unpleasant and frustrating. They would try their level best to control it whereas external locus of control individuals generally feels powerless (Baron and Richardson 1994). Some researchers have found positive relationships between external locus of control and aggression.

According to Oysterman and Bjorkqvist et al. (1999) external locus of control is correlated with some mental problems like conduct disorder, psychological maladjustments, job pressure, depression chronic anxiety and suicidal tendency.

Healthy well balanced locus of control is desirable creating healthy life environment which reduces aggressive and violent behavior. Ideally one must have control over their personal environment.

**Personality orientation:**

Rotter (1975) warned world that internal locus of control and external locus of control represents two ends of continuum and it is not a typology. Internals tend to believe that for any events or outcomes they have control so they are capable of handling any situation hence hard work is the only way to get positive results. They also believe that every action has its consequences and it depends on them whether to control it or not.

An external gives weight age to external circumstances they believe that may life events happens and they don’t have much control on them. They believe that their action will not make much difference. They have 4 types of beliefs 1. Powerful others. Such as they believe that world is too complex to predict its outcomes so internality is all about efforts where as externality is all about luck so naturally their achievement
motivation shows great discrepancy. Internal has high N-Ach where as externals have less in comparison. Individual's with an external locus of control is more stressed and prone to clinical depression.

According to Rotter (1966) locus of control is a single construct but 1970’s uni-dimensionality of the locus of control has been questioned by Levenson whether certain life event is self determined or chance based must be separated. Weiner’s early work (1970) suggested that internality and externality dimensions are attributed the bases of stable and unstable causes.

According to new theory now outcomes can be attributed on

1. Ability
2. Efforts.
3. Task difficulty.
4. Luck(later he modified this factor as chance)

There is a 3rd category of locus of control individuals which is coming up is bi-locals. It means they are mixture of both. They can handle stress and cope with their diseases more effectively so these individual can control their actions and have faith in outside responses too.

**Attribution style:**

Attribution style is a concept was developed by Lyn Yvonne, Abrasnson, Martin Selegmam and John D Teasdals. According to this concept stability, internality and externality is important but globally. Specificity are also needed. Abramson et al believed that how people explained success and failures in their lives related to whether they attributed these to internal or external factors, short term and long term factors and factors that affected all situations all situations.

Attribution theory was introduced by Fritz Heider. He has strong influence on locus of control theory, but differences exist between the histories of these two models. Attribution theories have been researching in how and why people make attribution where as locus of control theorists were more concerned with individual differences.
Bernard Weener (1970) has made significant contributions to both these approaches. He added the additional dimension of stability, instability and later on he added controllability. According to him, person’s control is not enough and there are causes which are internal. It was further developed by Abraham Seligman and Teasdale (globalist – specificity).

Organizational Psychology and religion:

Industrial and Organizational Psychology, Educational Psychology and Psychology of Religion are few e.g. where the concept of locus of control was applied. Richard Kahoe suggested that intrinsic religious orientation correlates negatively with internal locus of relevance to both health psychology and Psychology of religion.

Kreuter and Rubio (2003) developed a questionnaire to analyze spiritual health locus of control (in which “God empowers the individual to take healthy actions”) and a more negative spiritual health locus of control (where health is left up to God).

In industrial psychology, it is found that people having internal locus of control does make positive action to their jobs rather than External Locus of control people, who merely talks about job change.

Consumer research:

The concept of locus of control has been used in even consumer research for e.g. Martin, Ven and Pervan (2007) how belief about the control of body weight influences how they react to the female models in advertisement of different body shapes.

They found that females those who believe in controlling weight respond more positively to slim models in advertisement and it is always with the reference of self. In contrast a female who cannot control their body weight and feels helpless prefers large sized models especially for non fattening product. For fattening products they prefer slim models. Locus of control is found to be converted by weight control beliefs and will power.
**Family origins:**

It is observed that individuals who are born and brought up by family and parents who are internally located individuals and develops internal locus of control and also their family would develop the same. In contrast externals are typically related to lower socio-economic status. It is also said that societies which are going through social unrest people may show more external locus of control.

In 1995 Schneewind suggests that children in large single parent families headed by women are more likely to families headed by women are more likely to develop an external locus of control. According to Schulte and Sehaltz children in families where parents have been supportive and consistent in discipline develop internal locus of control. Children whose parents are having external locus of control are more likely to give credits of their success or failure to external events. Lefcourt said warmth, supportiveness and parental encouragement is important for development of internal locus of control but it lacks casual evidence. But still it is not clear whether genetics play any considerable role in development of locus of control.

**Age:**

It is believed that as people age they will become less internal and more external but still the picture is not yet clear. Longitudinal data collected by Gatz and Karel (cited by Johnson et al 2004) till the middle age internality increases and then decreases with the age. Schultz and Schultz (2005) Heckhausen and Schulz (1995) or Ryckman and Malikosi (1975) suggested that locus of control increases in internality until middle age. In fact between 8 to 14 attempts to control environment is very obvious.

Locus of control can influence how people think and react towards their health and health decisions. How we approach to all these diseases, is a matter of locus of control. Sometimes it is expected to see older adults do experience constant decline or ill health so it is felt that their locus of control will be affected. Age plays an important role in development of locus of control. Older adults have started understanding that
there are events which are not in their control. Usually older people do have control over their attitude and approach to the situation.

Journal psychometric Medicine examined the health effect of childhood locus of control. 7500 British adults showed internal locus of control at the age of 10 wasn’t overweight at the age of 30. It if generalized that children with internal locus of control may develop higher level of self-esteem.

**Gender based differences:**

According to Schultz and Schultz (2005), significant gender differences in locus of control have not been found for adults in the USA population.

**Cross-cultural issues:**

Many social psychologists had researched on this topic, especially to find out does cultural differences exist? According to them Japanese are more externally located in comparison of USA. According to Berry et al (1992) African Americans in the US are more externals than whites still this area is supposed to be more researched.