

Contents

| | |
|------------------------------------|------|
| Contributors | xi |
| Preface | xiii |
| Contents of Volumes 1 and 3 | xv |

PART I OVERVIEW

1. Perspectives on Help-Seeking

BELLA M. DEPAULO

| | |
|--------------|----|
| Introduction | 3 |
| References | 10 |

2. Client Ambivalence in Professional Relationships: The Problem of Seeking Help from Strangers

VANESSA MERTON, ROBERT K. MERTON, AND ELINOR BARBER

| | |
|--|----|
| The Auxiliatropic Paradox: | |
| It Is as Difficult to Seek Help as to Provide It | 14 |
| Sociological versus Psychological Ambivalence | 25 |

| | |
|------------|----|
| Summary | 40 |
| References | 41 |

3. Models of the Help-Seeking Process

ALAN E. GROSS AND PEG A. MCMULLEN

| | |
|------------------------------------|----|
| Models of the Help-Seeking Process | 47 |
| Perception of Problems | 49 |
| The Decision to Seek Help | 53 |
| Other Help-Seeking Models | 62 |
| Summary and Conclusion | 66 |
| References | 66 |

PART II PSYCHOLOGICAL MECHANISMS AND MEDIATORS

4. Perceived Inadequacy and Help-Seeking

SIDNEY ROSEN

| | |
|--|-----|
| A Preview | 73 |
| The Meaning and Forms of Perceived Inadequacy | 74 |
| Alternative Strategies for Coping with Inadequacy | 80 |
| Some Possible Moderators of the Association between Inadequacy and Help-Seeking | 86 |
| Styles of Help-Seeking | 95 |
| Summary | 98 |
| References | 100 |

5. Social Comparison in Coping and Help-Seeking

THOMAS ASHBY WILLS

| | |
|---|-----|
| Introduction | 109 |
| Overview of Social Comparison Processes | 110 |
| Model of Stages of Help-Seeking Decisions | 112 |
| Empirical Evidence from Studies of Help-Seeking | 116 |
| Summary and Discussion | 131 |
| References | 138 |

6. Embarrassment and Help-Seeking

E. GARY SHAPIRO

| | |
|---|-----|
| Introduction | 143 |
| Embarrassment | 144 |
| Characteristics of the Request for Help | 146 |
| The Effects of an Audience | 151 |
| Characteristics of the Helper | 153 |
| Characteristics of the Help-Seeker | 158 |
| Conclusions | 160 |
| References | 161 |

7. Help-Seeking and Achievement Orientation: Perspectives from Attribution Theory

RUSSELL AMES

| | |
|---|-----|
| Theoretical Overview | 165 |
| Value-Belief Model for Help-Seeking | 168 |
| Situational Factors and Self-concept of Ability | 175 |
| A Final Integrated View: Help-Seeking under Task- versus Ego-Involved Conditions | 181 |
| References | 184 |

8. A Social-Impact Perspective on the Social Inhibition of Help-Seeking

KAREN B. WILLIAMS AND KIPLING D. WILLIAMS

| | |
|---------------------------------------|-----|
| Introduction | 187 |
| Social Impact Theory and Help-Seeking | 190 |
| Future Research and Applications | 200 |
| References | 203 |

9. Some Implications of Close Social Bonds for Help-Seeking

MARGARET S. CLARK

| | |
|---|-----|
| Introduction | 205 |
| What Is a Close Relationship? | 206 |
| Some Implications of the Characteristics of Close Relationships for Help-Seeking | 209 |

| | | |
|---|-----|-----|
| Variables That May Primarily or Only Affect Help-Seeking in Communal Relationships | 210 | |
| Variables with Impact Dependent on Relationship Type | | 215 |
| Variables That May Primarily or Only Affect Help-Seeking in Exchange Relationships | 221 | |
| Some Remaining Implications of Close Relationships for Understanding Help-Seeking | 222 | |
| Summary | 226 | |
| References | 226 | |

PART III INDIVIDUAL DIFFERENCES

10. Sex Differences, Sex Roles, and Health-Related Help-Seeking

PEG A. MCMULLEN AND ALAN E. GROSS

| | | |
|--|-----|-----|
| Introduction | 233 | |
| Stage I: Problem Perception and Acknowledgment of Need | | 235 |
| Stage II: The Decision to Seek Help and Use Services | | 241 |
| Sex-Role Norms and the Help-Seeking Process | 244 | |
| Differential Socialization of Help-Seeking | 249 | |
| Conclusions and Some Implications | 251 | |
| References | 256 | |

11. Instrumental Help-Seeking and Everyday Problem-Solving: A Developmental Perspective

SHARON NELSON-LE GALL, RUTH A. GUMERMAN,
AND DIANE SCOTT-JONES

| | | |
|---|-----|-----|
| Introduction | 265 | |
| Instrumental Help-Seeking, Skill Acquisition, and Mastery | | 266 |
| Solving the Metaproblem of Soliciting Help: A Model of Instrumental Help-Seeking | 269 | |
| Summary and Conclusion | 279 | |
| References | 280 | |

12. Race, Normative Structure, and Help-Seeking

JOHN F. DOVIDIO AND SAMUEL L. GAERTNER

| | | |
|---|-----|-----|
| Introduction | 285 | |
| Racial Attitudes, Normative Structure, and Receiving Help | | 286 |

| | |
|---------------------------------------|-----|
| An Empirical Test: Method and Results | 289 |
| Discussion | 297 |
| Summary and Implications | 299 |
| References | 301 |

13. Personal Characteristics and Help-Seeking

ARIE NADLER

| | |
|-------------------------------------|-----|
| General Background and Introduction | 303 |
| Self-esteem-Related Explanations | 308 |
| Social-Normative Explanations | 320 |
| Achievement-Related Explanations | 329 |
| Conclusions and Implications | 334 |
| References | 336 |

Author Index 341

Subject Index 355