

Research on irrational factors of group psychology in public emergencies

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Abstract: *In the new era, China's market economy transformation, interest pattern adjustment, new problems, new contradictions increase, and frequent group incidents have gradually become a prominent problem affecting China's social stability. From the perspective of social psychology and the internal mechanism of human behavior, group events are the result of the psychological imbalance of the participants in the process of social change, which is transformed into group behavior under the influence of group psychology. It is a kind of "cluster behavior based on the catharsis of discontent" and an extreme external manifestation of the group's bad social psychology. This paper analyzes the deep-seated reasons for the occurrence of public emergencies, that is, the irrational factors of group psychology in public emergencies and the psychological motivations of irrational factors in public emergencies. On the basis of this, the paper analyzes the mechanism of group irrational psychology in public emergencies, and obtains the coping strategies of group irrational factors in public emergencies. The research results can correctly control and guide the irrational factors of group psychology in emergency events, and the research results can also prevent the adverse consequences of irrational factors in sudden public mass incidents to a certain extent.*

Keywords: *Emergency; Group psychology; Irrational factor*

1. Introduction

The occurrence of public emergencies is closely related to the formation and development of group psychology. In the new era, China's market economy transformation, interest pattern adjustment, new problems, new contradictions increase, and mass incidents are on the rise, which has become an important issue affecting the construction of socialist harmonious society. With the increase of group incidents in our country, people pay more and more attention to group psychology. Among them, guiding the irrational factors of group psychology is an important aspect of preventing and resolving public emergencies.

2. Public emergencies

Public emergency refers to natural disaster, public health, public safety and other sudden occurrence, has a certain scope of involvement and may cause serious social harm. Such incidents often involve a wide range and greater harm, which requires the government and other authorities to take emergency measures. The author believes that the main group emergency in this study refers to the social emergency initiated and participated by the group, that is, the sudden occurrence in the social life, seriously endangers the social order, and causes great losses to the local or the whole society.

3. Irrational factors of group psychology in public emergencies

At present, China's social contradictions are becoming increasingly prominent, and many unprecedented contradictions and social problems have emerged. Under the rapid transformation of today's society, along with the gradually widening gap between the rich and the poor and the increasingly acute social contradictions, the frequency of sudden mass incidents, the number and scale of participants have shown a rapid growth trend. This trend shows that China has gradually entered the so-called "risk society". The risk society theory was proposed by the German sociologist Ulrich Beck, who believes that "risk does not refer to the harm caused, it is not equal to the destruction itself, risk refers to a unique intermediate state between safety and destruction, in this state, the awareness of threatening risks determines the thought and action." Therefore, cultural recognition and definition

form risks.[1]The source of real risk is the threatening risk cognition, which is also the product of today's interest differentiation and class contradictions, and is often presented in an irrational form.[2]

3.1 Irrational factor 1: The dilemma of interest appeal

One of the irrational factors of group psychology in public emergencies is the dilemma of interest appeal. One of the main reasons for the emergence of irrational factors in group psychology in public emergencies is the lack of the right of expression of the masses and the limitation of the way of expression. In this dilemma, the imperfect expression mechanism of public emergency group participants or direct stakeholders or the lack of normal ways to eliminate contradictions have reduced the psychological expectations of the masses for eliminating their own unfair treatment. People in vulnerable positions are under various pressures of social survival, such as unequal distribution of resources and deprivation of occupation, but they cannot directly or indirectly influence decision-making, and the biggest dilemma in reality is that the way to express their demands is often limited. Therefore, "in the game process with the grassroots government, the people at the bottom are always in a naturally weak position, and inevitably produce a sense of helplessness and helplessness." This kind of irrational psychology is the deep-seated reason for the occurrence and development of sudden public mass incidents.

3.2 Irrational factor 2: Panic caused by lack of information

After the occurrence of an emergency, the confusion and lack of information dissemination seriously affect the public's judgment on the emergency, and then cause the loss of individual environmental control. Confirmation bias is the perceptual error caused by people focusing only on information that is consistent with their expectations and ignoring other information. In this out-of-control situation, the group will be in a confused state of survival, especially when facing the uncontrollable situation and unpredictable development trend of sudden events endangering survival, crisis panic will be triggered. In addition, the unpredictability based on the truth of the incident, the prolonged silence of the government and the habitual aphasia of the media also aggravate the irrational psychology of the group.

3.3 Irrational factor 3: the sense of deprivation under social reference

According to social comparison theory, individuals' satisfaction with life and work is not measured by absolute objective standards, but evaluated by the reference group around them. If they are in a relatively low position as a result of comparison, they will have a sense of relative deprivation.[3]The reason for this is that our country is in a period of social transition. On the one hand, the gap between the rich and the poor widens due to the imbalance of social and economic development, the long-term existence of social contradictions and the unfair occupation of resources and distribution of interests are very likely to give rise to dissatisfaction and a sense of relative deprivation. In general, the group that feels the sense of relative deprivation is a self-perception of the inferiority or disadvantage of itself and its interests by establishing reference coordinates and comparing them accordingly. This inner feeling does not come from absolute disadvantage, but is the result of comparison with others. On the other hand, the pains and resentments brought by the rapid economic and social transformation have not been resolved in time, and the pressure of social survival from the outside has been internalized under the generalization of the sense of relative deprivation, thus strengthening the psychological pressure of the group. Studies by foreign scholars have shown that "long-term sense of relative deprivation can easily cause social members to participate in cluster behavior." [4] In recent years, domestic scholars believe that "in real life, the relative deprivation of individuals may be hidden for a long time without being noticed, but members of the same age, the same occupation or other social groups with the same social identity have similar experiences of relative deprivation, which is easy to arouse people's sense of group relative deprivation, and once the sense of group relative deprivation appears, Provides the psychological basis for the outbreak of mass incidents." [5]

4. Social psychological motivation of group irrational psychology in public emergencies

Social psychology research shows that certain attitudes and behaviors are always driven by certain psychological motives. There is no such thing as behavior without a psychological basis. As the result of mass behavior, mass events are fundamentally caused by various contradictions and problems in the

social change during the transition period. But it has to be seen. There is no simple causal relationship between the contradictions and problems in the real society and the mass incidents. There is also a very complex intermediary link - people's psychology, which is the fundamental reason for affecting and restricting social harmony. In order to explain the crowd behavior or manage the group events caused by the crowd behavior, it is necessary to conduct in-depth analysis of the social psychological motivation and group psychological mechanism of the group events participating in the people. It is necessary to conduct an in-depth analysis of the social psychological motivation and group psychological mechanism of the people involved in mass incidents. From the perspective of social psychology, behavior is the external manifestation of psychology. The formation and occurrence of mass incidents, in the current social situation, has a universal and profound social psychological basis.

4.1 General sense of social injustice

Social injustice is not only an objective social phenomenon, but also a subjective psychological feeling. Social injustice is mainly reflected in the following aspects: the polarization of social classes is solidified, the distribution of benefits is unbalanced, and the gap between the rich and the poor is widening. The rich are getting richer, the poor are getting poorer, and in the process of social transformation and change, there is widespread inequality of opportunities and corruption everywhere and other reasons, more and more members of society due to poverty of rights become vulnerable groups, and thus produce a strong sense of relative deprivation and serious sense of social injustice. To some extent, mass incidents are no more than a way for some specific social members or groups to express their dissatisfaction or vent their emotions about social injustice.

4.2 Serious crisis of trust in society

The loss of trust in the former society has intensified, and there is a serious trust crisis, mainly due to the major changes in the social class structure determined by economic conditions and gradually becoming stereotyped. Our country has entered a state of "social structure tension", stratum fracture, mutual suspicion, mutual distrust, social consensus is difficult to achieve in this situation. According to the survey, as far as the trust in government departments is concerned, the public's trust in governments at all levels is declining step by step, reflecting the low trust in grass-roots governments.

4.3 Deep sense of disappointment and helplessness

In the real society, the process of safeguarding the rights of many people who have lost their interests has experienced a psychological process of hope-full of disappointment - despair and helplessness, and the interest expression mechanism is blocked, inefficient or even ineffective, resulting in a deep sense of helplessness and disillusionment. Most of the reasons for the occurrence of mass incidents are nothing more than the unbalanced and unfair distribution of interests between the participants of mass incidents and the local government or authorities, which damages the interests of the masses. What is particularly serious is that the local government once turned a blind eye to the grievances of the people, lacked a positive response for a long time, and even used the police to suppress the people's assertion of their rights. As a result of long-term repression and silence, serious bloody conflicts broke out in the silence.

4.4 Widespread social resentment

Some scholars have pointed out that due to the relative sense of deprivation and lack of security widely existing in all social classes, there is a hidden "abstract anger" among the people, that is, the general and long-term anger caused by unspecified people due to unspecified things. If this abstract anger is not expressed through appropriate channels, it will eventually be vented in various irrational ways. In recent years, mass incidents have remained frequent, because in the process of accelerating development and transformation in some places, many historical contradictions and problems have accumulated, and these problems have not been resolved in a timely manner, resulting in too deep public grievances. "Public discontent is too deep" explains the crux of most mass incidents, it is in this sense, the mass incidents seem to be accidental or triggered by accidental factors or unexpected events, but it is inevitable, is the inevitable result of the long-term backlog of grievances and the need to find an exit to release.

5. Generation mechanism of group irrational psychology in public emergencies

The reason why group psychology becomes the initiating psychology in public emergencies is mainly due to its unique functions and functions, such as emotional infection, deindividuation, psychological hint and so on. These unique functions and functions of group psychology provide important psychological mechanisms for group events. These unique functions and functions of group psychology provide important psychological mechanisms for group events.

5.1 Emotional infection mechanism

Emotional infection refers to a phenomenon of emotional transmission that causes the same emotions of others through language, expression, action, etc. There are two kinds of emotional infection in groups: circular infection and chain infection. Circular infection is when one person's behavior arouses the emotions of others, arouses the emotions of others, and the behavior of others in turn infects their own emotions, arouses stronger emotions, and exacerbates their own behavior. A chain infection is when one person's emotions infect another person, and another person's emotions infect a third person, and so on, so that everyone in the group is infected and excited. In essence, emotional infection is the transmission and communication of emotions. Its premise is that there are similarities in situation, attitude, value, social status, etc. It plays a role in unifying the feelings of members in the group and can attract and influence many people. In our country, most mass incidents evolve and develop under emotional infection. At first, the mass incident was just an expression of demands, but with the increasing number of onlookers and the participation of groups with different interests, it eventually led to vicious and extreme destructive acts.

5.2 Depersonalization mechanism

Deindividuation means that individuals in a crowd will be aroused by the influence of people around them, and thus integrate into their emotions or behaviors. The individual identity is blurred, it is difficult to distinguish the differences between themselves and others, and self-consistency is decreased, self-control ability and evaluation level are low. When a group incident occurs, individuals participating in the group will hide their personal identity and personality, which will weaken the fear of the consequences of the behavior, enhance the courage to carry out illegal behaviors, and become reckless, regardless of the consequences of the behavior. At the same time, deindividuation will lead individuals to reduce the control and restraint of their own behavior. Le Pen believes that psychological masses are anonymous, and in the anonymous state, the individual's conscious personality disappears and the unconscious personality dominates. Coupled with emotional infection, people become machines that are not controlled by their own will, and the instinct to destroy is unleashed, resulting in wanton violence and irrational behavior. Zimbardo, an American psychologist, proposed that the root of deindividuation lies in the anonymity and ambiguity of responsibility caused by the environment. The former makes the individual submerged in the group, difficult to be found and identified, so as to break away from the legal or moral constraints, and do some daily behavior that is impossible to do when they are alone. The latter makes the individual realize that he does not have to bear the responsibility for the group behavior, and does not feel guilty for his own improper behavior, so the behavior becomes more rude or presumptuous.

In group incidents, due to anonymity and the convergence of group behavior concepts, individuals will ignore the evaluation of their behavior by others outside the group or the group, and pay special attention to the evaluation from group members. As a result, the self-evaluation standards have been deviated and distorted, the control and restraint of the self have declined sharply, and many behaviors that can not be implemented or dare not be implemented at ordinary times are not allowed by social morality and norms. This is an important reason why mass incidents are difficult to predict and control.[6]

5.3 Psychological suggestion mechanism

Psychological suggestion refers to influencing others' psychology and behavior in an implicit and indirect way. Suggestion tends to cause others to act in a certain way unconsciously, or to accept a certain opinion or belief uncritically. The way to send a hint message in a group may be very simple, a word, an action may make the emotional group form a psychological suggestion. Because of the uncertainty of information, it is most likely to trigger suggestion response. Generally speaking, in the

process of mass incidents, there is always a variety of information, and the uncertainty of information will make individuals accept the opinions of the majority of the group. In addition, the reason why groups in group events are easy to trigger suggestion reactions is also closely related to their own cognitive errors. People involved in group events often have high sensitivity, the realistic survival pressure and a large number of negative reports tend to distort people's cognition, so that their thinking and feelings all turn to the same direction, forming a psychological group, the most prone to psychological suggestion reaction.[7]

6. Coping strategies of irrational factors of group psychology in public emergencies

6.1 Strengthen public opinion guidance and promote information openness and transparency

The dissemination of information plays a key role in the development of mass incidents. Timely and accurate information dissemination will help the public understand the truth of the incident, effectively prevent the subsequent crowd from joining and facilitate the settlement of the incident. On the contrary, gossip and rumors will play a negative role in promoting the development of the event. To this end, the relevant government departments must have fast and accurate public opinion collection and research and judgment capabilities, correctly guide public opinion, quickly respond to public questions, take the initiative to disclose information in a timely manner, publish the truth of the incident at the first time, find the root cause of the incident, and let the truth go ahead of the rumors.

6.2 Strengthen ideological guidance and eliminate herd mentality

According to the different psychological motives of the masses, the participants should be divided into different types, and different strategies should be adopted to treat them and disintegrate them. The parties directly related to the cause of the incident should communicate with each other on an equal footing, patiently placate, educate and guide, and solve difficulties. For the general public who sympathize with and support them or look on with curiosity, it is necessary to help them distinguish right from wrong through legal and policy publicity, based on persuasion, persuasion, education, evacuation, and persuasion to leave, so that they can abide by laws and regulations and consciously withdraw. We must take decisive measures to stop those who use violence to block roads, besieging Party and government offices and committing serious crimes such as beating, smashing, looting and burning. In the case of ineffective education, the leader of the instigator should be forcibly taken away at an opportunity to deter other participants. In short, we must actively unite to win over the majority of the masses, divide, isolate, and fight against a small number of wrongdoers.

6.3 Collect participants' information to reduce the depersonalization effect

It is believed that the deindividuation psychological effect of law is the main reason why most people participate in mass incidents. By tracking and photographing participants in mass incidents, the public security organs lock the target, especially the close-up shots of the faces and behaviors of some perpetrators, and publicize them through the media, calling on acquaintances to identify and persuade them to dispel their anonymity, so as to stimulate the self-control consciousness of others in the group, at the same time, provide strong evidence for the attack treatment. Through extensive collection of the information of the main participants and appropriate disclosure, it can stimulate the awareness of self-behavior control of the other side, and also play a deterrent effect on the whole group.[8]

7. Conclusions

In the handling and response to public mass incidents, only by analyzing the different psychological demands of the people involved in mass incidents can we determine the root of the problem and give the right medicine. Only in the different periods of the latent, occurrence, development and whole process of mass incidents can correct coping measures and disposal plans be taken to achieve the purpose of avoiding the occurrence of vicious group incidents or minimizing the negative impact of group incidents on society. Although the research has analyzed the psychological motivation, generation mechanism and coping strategies of public mass emergencies, however, mass incidents occur in diverse fields, have various causes and complex forms, and there are inevitably omissions or ill-considered places in the occurrence and development of mass incidents. Therefore, there are still many areas for further research on the irrational psychological factors of sudden public mass events.

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