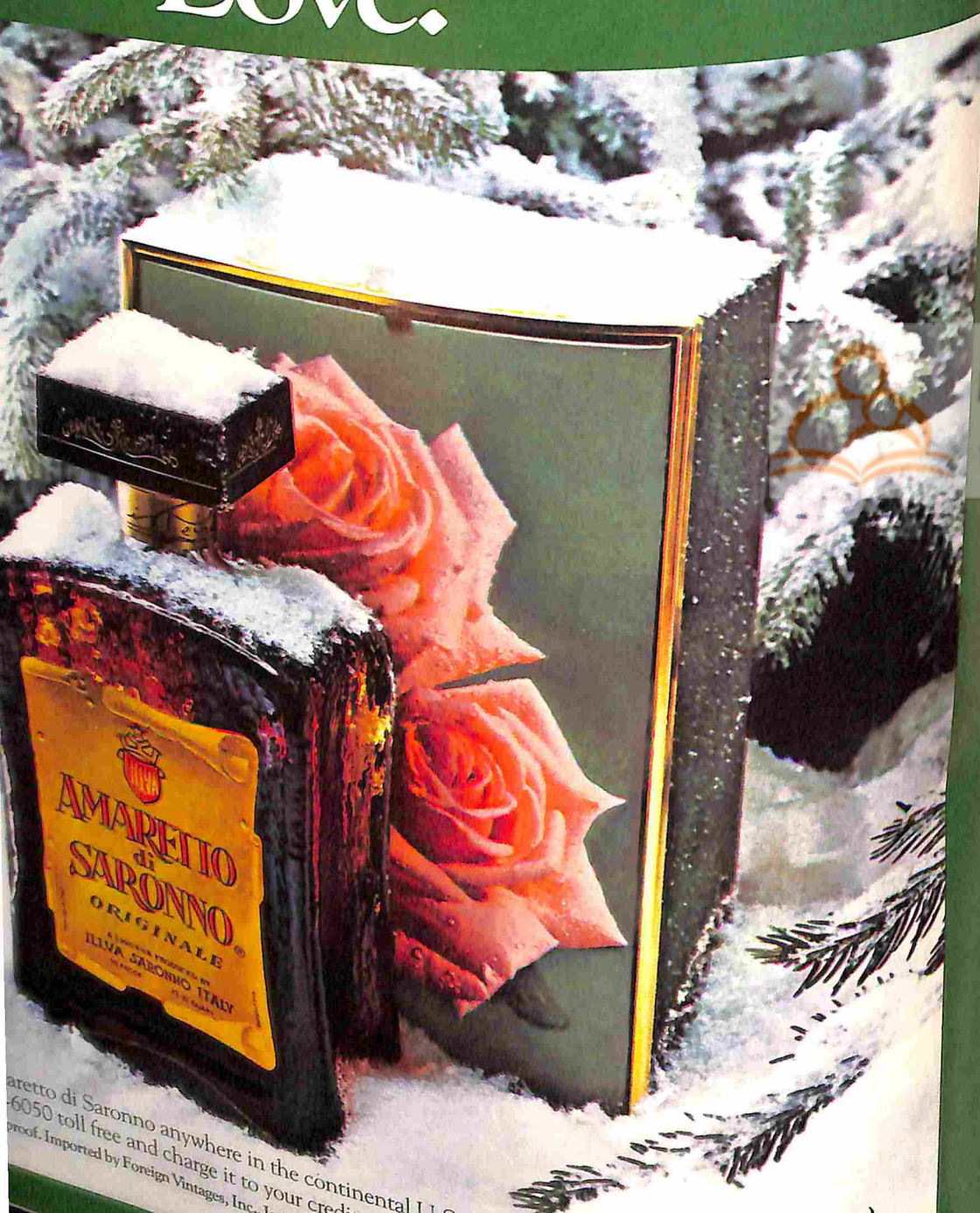


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THE MAGAZINE OF HUMAN BEHAVIOR

36

Santa Now and Then

By Ludy T. Benjamin, Jr., Jacqueline F. Langley, and Rosalie J. Hall
Do kids believe in Santa the way they did in 1896? A comparative study of the myth's changing meaning.

46

Complainer Beware

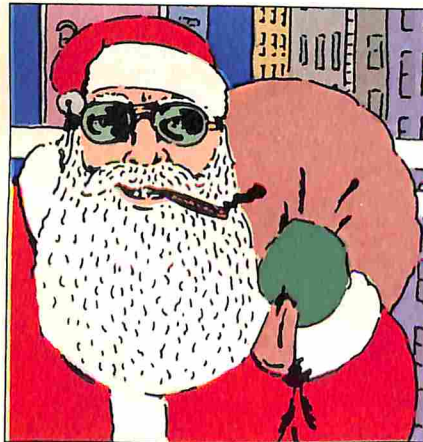
By Laura Nader
An anthropologist sets out to explore the various channels for handling consumer complaints in America. She finds most of them offer little satisfaction—and exact a high psychological toll from the complainers. Among her proposed solutions are a federal complaint bank and a system of no-fault compensation for unsatisfied customers.

64

Going to the Mountain

By Berkeley Rice
Outward Bound on a wilderness survival trek, managers learn new ropes for climbing (cliffs) and making decisions.

PAGE 36



84

Feeling Free

By Mihaly Csikszentmihalyi and Ronald Graef
People reveal cycles of yearnings and satisfactions when asked several times a day to rate how they feel about what they are doing at that moment.

92

The Me Degeneration

By Morris B. Parloff
Jules Feiffer practices psychiatry with license in his new cartoon novel about a middle-aged man who wills himself to be two years old. Parloff, a professional, approves.

DEPARTMENTS

9

Letters

12

Up Front / Seasonal Rhythms in Behavior

By Zick Rubin
A psychologist explores the neglected impact of seasons on moods and actions.

PAGE 46



20

At Issue /

The Sex-Change Conspiracy

By Richard M. Restak
New studies call into question the \$10 million growth industry of sex-change operations.

27

Newsline

A possible cooling of divorce fever; self-saboteurs; and other items.

Books

104 / The Father of Jensenism

By Steven Jay Gould
The fascinating, rather dark influence of *Cyril Burt, Psychologist*, as mapped by L. S. Hearnshaw.

108 / Best Behavior Books of 1979

The editors' selections.

124

The Brain / Alienation of Affection

By James W. Prescott
Too little touching or rocking may impair development of the neuronal systems in a child's brain.

Cover: Photograph by Ken Ambrose

PAGE 64



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A Comparative Study of Beliefs About Santa in 1896 and Today

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