ABSTRACT
This thesis deals with the verification of the hypothesis, that a crying person can be helped better than if the latter would not be crying. The aim of this thesis is to carry out a pilot version of an observational experiment and thus identify the problematic moments and other variables, which might enter into the experiment. Mixed design was used to verify this relationship and it consisted of a quantitative analysis of data gathered from mood questionnaires as well as from the observational experiment and the qualitative analyse of data from semi-structured interviews with respondents. The thesis presents basic theoretical concepts and studies relevant for its aim. The survey results have shown that individuals are not capable of identifying the crying during the proposed experimental situation, because they have not paid much attention to the person concerned. The degree of attention towards a crying person depended, inter alia, on the assumed purpose of the presence of the crying person. The distance from the observed situation, the estimation of the competencies of the actress (whether she could handle the situation by herself) and the evaluation of the seriousness of the situation also played their role. It also turned out that when the respondent decided not to help the crying actress; it still might have been a prosocial manifestation (he/she did not want to embarrass her even more). The level of help was not of statistically important difference between the control and experimental group (only a certain tendency was detected); however in the same time the crying person on average received longer help than when she was not crying. The negative affect of the helping person also influenced the prosocial behaviour.

KEYWORDS
crying, tears, communication, willingness to help, prosocial behavior