**PRIMETIME: The Milgram Experiment Revisited: 1/3/07**

22:00:02 ANNOUNCER

Tonight on 'Primetime." Get ready to strap in, switch on and follow

orders for one of history's most shocking experiments. Literally.

22:00:13 PARTICIPANT, FEMALE

This says danger.

22:00:14 DOCTOR JERRY BURGER, SOCIAL PSYCHOLOGIST

Right.

22:00:15 PARTICIPANT

Severe shock.

22:00:16 ANNOUNCER

Told to zap the person on the other side.

22:00:19 TROY SCHASTER, ELECTRICIAN

Incorrect. 90 volts. He doesn't like that.

22:00:24 ANNOUNCER

Even when he's yelling out in pain.

22:00:27 PARTICIPANT

I can't continue if I hear this man screaming.

22:00:30 ANNOUNCER

It was the revolutionary experiment that showed what could lead ordinary

people to perform unthinkable acts. Now, for the first time in decades,

who will follow orders?

22:00:43 CHRIS, TEACHER

Oh, I'm sorry, that's incorrect. 105 volts.

22:00:48 ANNOUNCER

Who will refuse?

22:00:50 PARTICIPANT

I can't do this.

22:00:53 ANNOUNCER

And what would you do if put to the test? From Milgram to a modern day

McDonald's, where this young girl was stripped and abused. Were they just

following orders?

22:01:06 CHRIS CUOMO, ABC NEWS

(OC) Why didn't you stop?

22:01:08 ANNOUNCER

Tonight, what's your breaking point? Can you survive on your instincts

alone? Your gut reaction, first impulse? The eyes in the back of your

head? Basically, it all comes down to 'Basic Instinct," a 'Primetime"

limited series. Here now is Chris Cuomo.

22:01:34 CHRIS CUOMO

(VO) Imagine this scenario. You go to a prestigious university to

participate in a learning and memory experiment. When you arrived, you

discover that the teaching instrument is this machine, which seems to give

electroshocks to a man on the other side of the wall. As you move up the

scale he begins to scream out in pain.

22:01:52 STANLEY MILGRAM, SOCIAL PSYCHOLOGIST

The experiment requires that you continue.

22:01:54 CHRIS CUOMO

(VO) The experimenter pressures you to go on. Would you agree to

continue with the experiment?

22:01:59 PARTICIPANT

(Makes noise) That's all.

22:02:01 CHRIS CUOMO

(VO) That's the question Stanley Milgram, a social psychologist at Yale

University, posed in a famous series of experiments about obedience and

authority.

22:02:09 PARTICIPANT

Answer, horse.

22:02:11 CHRIS CUOMO

(VO) He told his subjects they were part of a learning and memory

experiment.

22:02:15 STANLEY MILGRAM

We want to find out just what effect punishment will have on learning in

this situation.

22:02:19 CHRIS CUOMO

(VO) The man on the left is assigned the role of teacher. The man on

the right, the learner, is an accomplice who's been instructed to give

lots of wrong answers. But Milgram wasn't testing memory. He wanted to

know how much pain an ordinary person would inflict on a stranger when

ordered by an authority figure.

22:02:37 PARTICIPANT

Sentence, movie.

22:02:38 CHRIS CUOMO

(VO) His subjects, the so-called teachers, gave what they thought was an

increasingly painful shock each time a wrong answer was given.

22:02:46 PARTICIPANT

165 volts. Time.

22:02:50 CHRIS CUOMO

(VO) But, in fact, there were no shocks at all.

22:02:53 PARTICIPANT

180 volts.

22:02:54 CHRIS CUOMO

(VO) And the subject was hearing a pre-recorded voice at each shock

level.

22:02:59 PARTICIPANT

I can't stand the pain. Let me out of here.

22:03:00 PARTICIPANT

He can't stand it. I'm not gonna kill that man. 435 volts.

22:03:06 CHRIS CUOMO

(VO) In the end, two-thirds of his subjects administered the highest,

most dangerous shock on the machine.

22:03:12 PARTICIPANT

Answer is woman, 450 volts. That's it.

22:03:19 CHRIS CUOMO

(VO) It's been 45 years since the Milgram experiment took place. But

would people behave any differently today? To find out we teamed up with

Dr. Jerry Burger, a social psychologist at Santa Clara University in

California.

22:03:33 DOCTOR JERRY BURGER

People have often asked this question about, would we find these kinds of

results today? And some people try to dismiss the Milgram findings by

saying that's something that happened back in the '60s. People aren't

like that anymore.

22:03:46 CHRIS CUOMO

(VO) We're about to find out if people have really changed.

22:03:49 TROY SCHASTER

I'm a teacher, oh, man. Okay.

22:03:52 CHRIS CUOMO

(VO) 39-year-old Troy Schaster (PH) is an electrician. He's been paid

$50 to participate and told that money is his to keep even if he quits the

experiment early. He's worried about the dangers of the electroshock

machine.

22:04:05 TROY SCHASTER

Wow, I don't think I - can shock him that hard if he really does screw

up. That's, it's severe shock there.

22:04:13 BRIAN, FACILITATOR

Yeah. There are 25...

22:04:14 TROY SCHASTER

If I could just go get my shotgun.

22:04:16 CHRIS CUOMO

(VO) In the room next-door, Troy watches as the learner gets strapped

into his chair. His anxiety rises when he hears the next scripted line.

22:04:24 KEN, PARTICIPANT

I should probably bring up, in a couple years ago at Kaiser, they

diagnosed a mild heart condition. I'm really not too worried about it.

It's not that serious, but...

22:04:31 BRIAN

Well, you should know that while the shocks that we'll be using today may

be painful, they're not dangerous, okay?

22:04:38 CHRIS CUOMO

(VO) Milgram intended that exchange to set up a conflict in the

subject's mind. A choice between the health of the learner and the

authority of the experimenter.

22:04:48 TROY SCHASTER

So when he gets some right, I get shocked?

22:04:51 CHRIS CUOMO

(VO) Now, Troy starts reading Ken the word pairs he's supposed to

memorize.

22:04:56 TROY SCHASTER

Blue girl. Nice day. Fat neck. Number one.

22:05:04 CHRIS CUOMO

(VO) Then the test begins.

22:05:05 TROY SCHASTER

Blue boy, girl, grass, hat?

22:05:12 CHRIS CUOMO

(VO) The learner must decide which of the four words is the correct

match. At first everything goes smoothly.

22:05:19 TROY SCHASTER

Correct. I was confident that he was doing really good at first. And

then it started looking bad.

22:05:27 CHRIS CUOMO

(VO) At 75 volts, Troy hears the first sign of trouble.

22:05:31 TROY SCHASTER

Soft, rug, pillow, hair, grass. Incorrect. 75 volts. I could actually

hear him next door going (makes noise). And he kept getting things wrong.

Incorrect, 90 volts. He doesn't like that.

22:05:56 CHRIS CUOMO

(VO) At 105 volts, he's clearly uneasy.

22:06:00 TROY SCHASTER

I got a little moist on my forehead there. I wasn't comfortable. I do

not, I can't tell you why I listened to him and kept going. I should have

just said no. The correct word was duck.

22:06:14 CHRIS CUOMO

(VO) Near the end, he's almost wheeling Ken to learn the right word

pairs through the wall.

22:06:19 TROY SCHASTER

Horse. Incorrect. 135 volts.

22:06:28 CHRIS CUOMO

(VO) Troy starts laughing nervously.

22:06:30 TROY SCHASTER

The correct word was woman. Rock, house.

22:06:36 CHRIS CUOMO

(VO) At 150 volts.

22:06:40 TROY SCHASTER

Incorrect. 150 volts.

22:06:45 KEN

That's all, get me out of here. I told you I had heart trouble.

22:06:49 CHRIS CUOMO

(VO) Will Troy listen as the learner begs him to stop or will he follow

Brian's orders?

22:06:55 BRIAN

Tell him the correct word pair of white.

22:06:57 TROY SCHASTER

The correct word was white horse.

22:06:59 KEN

(Inaudible) go on. Let me out.

22:07:00 BRIAN

Please continue.

22:07:02 TROY SCHASTER

The next item is sad.

22:07:04 CHRIS CUOMO

(VO) He obeys the orders.

22:07:06 TROY SCHASTER

Face.

22:07:07 CHRIS CUOMO

(OC) Why didn't you stop?

22:07:10 TROY SCHASTER

The - I saw him getting strapped in. And they were just like little, I

mean, he could have just, if he was in that much pain he could have tore

himself off.

22:07:17 CHRIS CUOMO

(OC) Why are you putting it on him and not you or the experimenter?

22:07:20 TROY SCHASTER

I was just doing my job. I was doing what I was supposed to do.

22:07:26 TROY SCHASTER

Seventy-five volts. So I guess the influence of having the conductor of

the experiment right there next to me telling me to keep going had a lot

to do with it.

22:07:36 PARTICIPANT

Cool, day.

22:07:38 CHRIS CUOMO

(VO) We tested 18 men and 22 women.

22:07:41 DOCTOR JERRY BURGER

Very often the first time they hear a noise from the other room...

22:07:47 PARTICIPANT

Wrong. 90 volts.

22:07:50 DOCTOR JERRY BURGER

.the typical response is to turn toward the experimenter. And if not say

something, at least give a look that says, 'What should I do?" And, of

course, when an expert tells them, not a problem, this is nothing to worry

about, continue, the rationale thing to do in that situation is to

continue.

22:08:10 CHRIS CUOMO

(OC) He's not fingering the face. He's not a drill sergeant.

22:08:12 DOCTOR JERRY BURGER

No. You don't have to be threatening. The power that he has in this

situation comes, in part, because he's an authority figure. And we're all

trained, a little bit, to obey authority figures. But also he's the

expert in this situation. He's the one that knows about this machine.

22:08:29 PARTICIPANT

Incorrect. 105 volts.

22:08:32 CHRIS CUOMO

(VO) In the end almost two-thirds of the men agreed to administer the

highest shock. For the past 30 years, there have been severe restrictions

on using humans in social psychology research. To avoid putting subjects

under too much stress, Dr. Burger made a significant change to our

experiment.

22:08:50 CHRIS CUOMO

In this experiment, you stopped at 150 make-believe volts. In Milgram

they went much higher.

22:08:55 DOCTOR JERRY BURGER

We stopped for ethical reasons. We couldn't put people through the agony

that Milgram's participants went through.

22:09:01 STANLEY MILGRAM

Go on with the procedure, please, teacher.

22:09:05 CHRIS CUOMO

(VO) There's no way to know for sure whether any of our subjects would

have continued farther up the scale. However, Milgram's research may

offer a clue.

22:09:14 PARTICIPANT

Don't the man's health means anything?

22:09:16 STANLEY MILGRAM

Whether the learner likes it or not, we must...

22:09:17 PARTICIPANT

But he might be dead in there.

22:09:20 DOCTOR JERRY BURGER

When we look back at Milgram's data, what we find is that point, that

150-volt point that we stopped at, is something of a point of no return.

22:09:29 PARTICIPANT

150 volts.

22:09:31 PARTICIPANT

(Makes noise), that's all.

22:09:31 DOCTOR JERRY BURGER

If people go pass that 150 mark, there is an 80% chance they'll go all

the way to the end.

22:09:38 CHRIS CUOMO

(VO) When we come back, how do you think women would test compared to

the men?

22:09:44 CHRIS

That's incorrect.

22:09:47 CHRIS CUOMO

(VO) The battle of the sexes when we return.

 COMMERCIAL BREAK

22:13:26 ANNOUNCER

'Primetime: Basic Instincts," continues with Chris Cuomo.

22:13:32 CHRIS CUOMO

(VO) How many men would agree to electroshock a stranger when ordered to

do so by our experimenter?

22:13:38 PARTICIPANT

Incorrect answer. 90 volts.

22:13:42 CHRIS CUOMO

(VO) Ultimately, more than two-thirds of the men we tested agreed to

administer the highest shock, which made us wonder. Would the kinder,

gentler sex be more responsive to the cries of pain on the other side of

the wall?

22:13:58 PARTICIPANT

(Makes noise) That's all. Get me out of here.

22:14:00 PARTICIPANT

I think women are more compassionate beings, more emotional beings, more

likely to respond to an emotional outburst.

22:14:08 CHRIS CUOMO

(VO) At first, women did seem far more concerned about the effects of

pain on the learner.

22:14:13 PATTY, NURSE

I'm (inaudible). I take care of people. I don't, you know, inflict

pain, you know, normally.

22:14:19 CHRIS

I am assuming you really not gonna get someone a heart attack.

22:14:23 PARTICIPANT

The same stuff go all the way up here. Do we ever get up this far?

Because this says danger.

22:14:28 BRIAN

Right.

22:14:28 PARTICIPANT

Severe shock.

22:14:29 CHRIS CUOMO

(VO) Chris is 50. She's married and has a 19-year-old daughter.

22:14:33 CHRIS

When it starts to get up in here the labeling is not indicative.

22:14:36 BRIAN

Well, we don't know, we don't how far it's gonna go because it all

depends on how the learner learned the words.

22:14:41 CHRIS

Right. Good luck. Number three...

22:14:45 CHRIS CUOMO

(VO) At first she doesn't seem too concerned.

22:14:48 CHRIS

Man, lady, tub, neck. (Makes noise), that's incorrect.

22:14:59 CHRIS CUOMO

(VO) By the way, Chris is a 7th grade teacher.

22:15:01 CHRIS

Number eight, soft, rug, pillow, hair, grass. Oh, incorrect.

22:15:13 CHRIS CUOMO

(VO) Then at 75 volts we noticed something strange. A smile.

22:15:20 CHRIS

I teach kids, so I can kind of tell shock from not shock. So when

somebody just kind of goes, 'Oh, no, I have to write a five-paragraph

essay. Oh." I don't pay much attention to that. So I listen to see if

the kid is really surprised or upset and you always hear a little (makes

noise) beforehand. I didn't hear the (makes noise), so that's why I

smiled.

22:15:42 CHRIS CUOMO

(OC) Pretending to be hurt.

22:15:44 CHRIS

Yeah. Playing with it.

22:15:45 CHRIS CUOMO

(VO) She continues to move deliberately up the row of switches.

22:15:49 CHRIS

Ninety volts. Oh, I'm sorry, that's incorrect. 105 volts. Oh, I'm

sorry. Wet goes with duck. 120. I've had that shock myself.

22:16:06 CHRIS CUOMO

(OC) So you're thinking now...

22:16:08 CHRIS

This isn't good. I had been reassured that there would be no pain

involved.

22:16:12 CHRIS CUOMO

(OC) And that's making you think what?

22:16:14 CHRIS

That I'm not sure I believe the professor. And that I'm gonna think

carefully about what I'm hearing as I'm going along.

22:16:24 CHRIS

Oh, I'm sorry, it is a white horse. This says 150 volts, deep breath.

22:16:33 KEN

Oh, that's all. Get me out of here. I told you I had heart trouble. My

heart is starting to bother me now. Get me out of here, please. My heart

is starting to bother me. I refuse to go on, let me out.

22:16:48 CHRIS

Well...

22:16:49 BRIAN

Please go on. The next item is stab.

22:16:52 CHRIS

Okay. Now, he said that he had a heart problem.

22:16:56 BRIAN

Remember, while the shocks may be painful to him they're not dangerous,

we know that.

22:17:01 CHRIS

Okay. And we're aware of that and there's not gonna be any lawsuit from

his medical facility, right?

22:17:07 BRIAN

Well, if anything happens to him, I am responsible.

22:17:09 CHRIS

That's what I needed to know.

22:17:11 BRIAN

Okay.

22:17:12 CHRIS CUOMO

(OC) Why is that what you needed to know?

22:17:14 CHRIS

I needed to know that he heard what the gentleman said, and I needed to

know that he knew...

22:17:19 CHRIS CUOMO

(OC) I got you.

22:17:19 CHRIS

...and that he was responsible, and that he was aware of what was

happening.

22:17:24 CHRIS CUOMO

(OC) You heard the man say my heart hurts.

22:17:26 CHRIS

I did.

22:17:27 CHRIS CUOMO

(OC) And just having a guy in a lab coat saying, 'Keep going. It's

fine. I'm telling you it's fine, go on," somewhat divorced you from your

own decision making power?

22:17:35 CHRIS

Oh, sure. It's just like when I'm told to administer the state tests for

hours on end.

22:17:38 CHRIS CUOMO

(OC) You're doing your job?

22:17:39 CHRIS

I'm doing my job.

22:17:40 CHRIS CUOMO

(VO) She told us later, she didn't believe she would have shocked the

learner in the danger zone.

22:17:45 CHRIS CUOMO

(VO) What were the differences between men and women?

22:17:47 DOCTOR JERRY BURGER

The argument has always been that, while women are gonna be more

emphatic, they're gonna be more caring and concerned about the man on the

other side of the wall.

22:17:54 PARTICIPANT

Grass, duck...

22:17:56 CHRIS CUOMO

(VO) And yet some women showed little emotion during the experiment.

22:17:59 PARTICIPANT

Wrong. 120 volts. Wrong, 135 volts.

22:18:10 BRIAN

Didn't go all the way down. Please go ahead.

22:18:13 BRIAN

Okay.

22:18:14 PARTICIPANT

Wrong, 150 volts.

22:18:17 KEN

That's all. Get me out of here. I told you I had heart problems.

22:18:21 PARTICIPANT

White horse.

22:18:22 KEN

My heart is starting to bother me now. Get me out of here, please.

22:18:25 CHRIS CUOMO

(VO) Others seemed disturbed as the experimenter pressures them to

continue.

22:18:29 BRIAN

The next word is sad.

22:18:32 PARTICIPANT

I can't continue if I hear this man screaming and he's - he wants it to

stop.

22:18:36 BRIAN

It's absolutely essential that you continue.

22:18:39 PARTICIPANT

But why if we hear him screaming?

22:18:42 BRIAN

Whether the learner likes it or not...

22:18:42 PARTICIPANT

Because if I was...

22:18:43 BRIAN

...we must continue until he's learned all the word pairs correctly,

okay? Sad, please.

22:18:49 KEN

Ah, that's all. Get me out of here.

22:18:52 CHRIS CUOMO

(VO) Both of these women went on to give the highest shock of 150 volts

to the learner.

22:18:58 DOCTOR JERRY BURGER

One could argue that it's very difficult for a woman to be assertive.

Okay, many women in our society have a more difficult time in saying no to

the male experimenter.

22:19:07 CHRIS CUOMO

(OC) You had a very diverse situation here, women, different ethnic

backgrounds.

22:19:11 DOCTOR JERRY BURGER

It's reasonable to guess that culture would come into this and the

culture might play a role. There are some societies, we call them

collectivist cultures, in which people are geared toward doing what is

good for the group.

22:19:24 KEN

My heart is starting to bother me. Get me out of here, please.

22:19:26 BRIAN

Please continue.

22:19:28 PARTICIPANT

White horse.

22:19:28 KEN

My heart is starting to bother me.

22:19:29 PARTICIPANT

Set.

22:19:30 KEN

I refuse to go on.

22:19:32 PARTICIPANT

Face.

22:19:32 PARTICIPANT (FEMALE), CONTINUED

In Asia, like, punishment from parents as well as punishment from schools

are actually kind of common.

22:19:42 PARTICIPANT

Ninety volts.

22:19:43 CHRIS CUOMO

(VO) We tested 22 women. And we're surprised to find that women were

more likely to continue to the highest shock. 73% of women. 65% of the

men.

22:19:56 PARTICIPANT

The voltage is 150 volts.

22:19:59 KEN

Ah, that's all.

22:20:00 CHRIS CUOMO

(VO) And we began to notice a pattern. The majority of people who

continued to follow orders refused to take responsibility for the

learner's safety.

22:20:08 PARTICIPANT

He's not my responsibility. You all, you know, brought this -we're

volunteers.

22:20:14 PARTICIPANT

It's your control lab experiment.

22:20:16 BRIAN

I see. Okay.

22:20:18 PARTICIPANT

I'm just conduit for you.

22:20:21 PARTICIPANT

Well, I just flipped the switch. I mean, he chose to be there himself to

take the shocks.

22:20:26 BRIAN

Mm-hmm.

22:20:27 PARTICIPANT

And that was his choice.

22:20:33 DOCTOR JERRY BURGER

If responsibility can be placed elsewhere, diffused among other people

then we can avoid any blame, any regret. Any of those things that happen

after the fact. The people who deferred the responsibility didn't feel

good about it, but it allowed them to continue because it really wasn't

them making the decisions, it was the experimenter.

22:20:53 CHRIS CUOMO

(VO) When we come back, as the experimenter pressures this man to

continue...

22:20:57 FRED, SOFTWARE ENGINEER

I'm not a sadist.

22:20:59 BRIAN

Please continue. The next item is sad.

22:21:01 FRED

The experiment allows me to walk out at any time and I will walk out if

you want to push this.

22:21:05 CHRIS CUOMO

(VO) The stage is set for a confrontation.

 COMMERCIAL BREAK

22:25:00 ANNOUNCER

'Primetime: Basic Instincts" continues. Once again, Chris Cuomo.

22:25:07 PARTICIPANT

Two, nice day.

22:25:10 CHRIS CUOMO

(VO) In our control room, Dr. Burger closely watches every reaction to

the learner.

22:25:15 PARTICIPANT

150 volts.

22:25:17 KEN

Ah, that's all, get me out of here. I told you I had heart trouble.

22:25:21 PARTICIPANT

Can I ask him if he's okay? Are you okay?

22:25:25 CHRIS CUOMO

(VO) Are there clues that indicate whether certain people might be more

compliant with authority?

22:25:30 PARTICIPANT

Wrong, 90 volts.

22:25:35 CHRIS CUOMO

(VO) When you were watching, how good were you at guessing, 'Oh, this

person may go or this may not?"

22:25:40 DOCTOR JERRY BURGER

It was impossible to tell. I tried to guess, I tried to look for signs,

body language, anything to try to guess who is gonna continue and who is

going to stop. And that tells me that it's not that there are certain

kinds of people who are obviously different from the rest of us. It tells

me that probably all of us are capable.

22:26:01 CHRIS CUOMO

(VO) 46-year-old Fred is a self-described non-conformist. He's married,

has no children and works as a software engineer at an Internet company.

22:26:10 FRED

That's incorrect, 75 volts.

22:26:15 CHRIS CUOMO

(VO) After hearing the first scream of pain Fred's face shows no

emotion. What at this point is keeping you in the chair?

22:26:22 FRED

It's two consenting adults saying we're going to do this. Now, until

some point one of us has to say stop.

22:26:30 CHRIS CUOMO

(OC) So you put all of the responsibility in terms of when was the right

quit point on the learner.

22:26:36 FRED

For quite a lot of this, yes. I mean, there is going through my head how

long are we gonna do this. I am waiting for the other person to say stop.

I don't know where I would have just said stop on my own.

22:26:48 CHRIS CUOMO

(VO) Suddenly at 150 volts he meets his moral tipping point.

22:26:52 FRED

That's incorrect. 150 volts.

22:26:56 KEN

Oh, that's all, get me out of here.

22:26:59 FRED

He said that's all. We're not doing any more of this.

22:27:02 BRIAN

He's using the correct word pair?

22:27:04 FRED

The correct word pair was white horse.

22:27:06 BRIAN

Please continue. The next item is sad.

22:27:09 KEN

Let me out.

22:27:10 FRED

No. He has said no joy, I'm not doing this anymore.

22:27:16 BRIAN

Well, I wanna remind you, though, that the shocks may be painful to him,

but they aren't dangerous.

22:27:21 FRED

It doesn't matter. I'm not a, I'm not a sadist. He has said, 'no more."

He is not agreeing to this. I'm not agreeing to this.

22:27:29 BRIAN

Okay, the experiment requires that you continue with the next item of

sad.

22:27:33 FRED

The experiment allows me to walk out at any time and I will walk out if

you wanna push this.

22:27:38 BRIAN

No, well that is correct. It's absolutely essential that you continue.

Okay, remember, whether the learner likes it or not.

22:27:43 FRED

The teacher doesn't like it. I'm walking out.

22:27:45 BRIAN

Okay, we can discontinue with this patient, that's just fine.

22:27:49 FRED

Okay.

22:27:50 BRIAN

I understand.

22:27:51 FRED

When somebody says no, it's no.

22:27:53 BRIAN

Okay.

22:27:53 FRED

I mean, this was obviously, at this point now wrong to go on. It is -

it's not even an intellectual debate.

22:28:02 CHRIS CUOMO

(OC) Well, aren't we supposed to do what we're told?

22:28:03 FRED

Do you have a brain? Shouldn't you use it, too? If somebody walks up to

you and says the blackboard is white and they've got on a lab coat, do you

believe them? No, you got your own eyes. I mean, you look at Nuremberg.

'I was just following orders? I'm sorry, we'll still gonna line you up

and shoot you for war crimes." That's not an excuse.

22:28:25 CHRIS CUOMO

(VO) Fred is talking about the Nuremberg trials of Nazi war criminals

who defended themselves saying they were just following orders.

22:28:33 SOLDIER, MALE

I had to obey. I had only learned the life of a soldier.

22:28:38 CHRIS CUOMO

(VO) During the war, Adolph Eichmann deported millions of Jews to death

camps. He was finally arrested in 1961. Three months later, Milgram

began his famous experiment, fascinated by how such an ordinary looking

man could commit such heinous acts. More recently, these graphic photos

and videos of the abuse of prisoners at Abu Ghraib prison raised

disturbing questions about the interrogation techniques during the war.

Why did so many American soldiers agreed to abuse and humiliate these

defenseless prisoners? The soldier's name is Lynndie England. Her excuse

for abusing prisoners, an echo from the Milgram experiment.

22:29:19 LYNNDIE ENGLAND, FORMER US SOLDIER

We don't feel like we were doing things that we weren't supposed to

because we were told to do them.

22:29:26 CHRIS CUOMO

(VO) Lynndie England was sentenced to three years for her crimes and

dishonorably discharged from the military.

The excuse of following orders has never been upheld in court.

22:29:38 CHRIS CUOMO

(OC) Is there an analogy here to what we saw with Nazi Germany?

22:29:41 DOCTOR JERRY BURGER

What we find when we, when we have situations where people act in

atrocious ways, people are in a situation where they aren't quite sure

what they are supposed to do. Okay. That there's an escalation, they

start small. They move up to more and more, more difficult and more

challenging and more questionable behaviors.

22:30:00 PARTICIPANT

The next one will be at 150 volts.

22:30:01 DOCTOR JERRY BURGER

Why do you think you listened to what the experimenter said? Why do you

think that was...

22:30:04 PARTICIPANT

He was in charge and he, he told me to go ahead and continue. I guess,

I'm under his control, too. I'm doing what he's telling me to do.

22:30:13 CHRIS CUOMO

(VO) During the experiment only a third of our subjects refused to

continue.

22:30:17 BRIAN

It's essential that you continue.

22:30:18 PARTICIPANT

I can't, I can't continue at this point.

22:30:21 BRIAN

Okay. You have no choice, you must continue.

22:30:23 PARTICIPANT

No, I do have a choice and I'm not continuing.

22:30:26 PARTICIPANT

Are you gonna hold me down?

22:30:27 BRIAN

Whether learner like it or not, it would be helpful if you continue.

22:30:31 PARTICIPANT

But I'd rather not.

22:30:33 CHRIS CUOMO

(VO) So what made them stop when the majority went on? We noticed that

people who resisted early in the experiment seemed less likely to continue

to the end. This man tried to quit after he heard the third cry of pain.

22:30:47 PARTICIPANT

Okay. I'm done.

22:30:49 CHRIS CUOMO

(VO) A second clue, all the subjects who refused to obey the

experimenter's final orders told us they felt directly responsible for

their actions.

22:30:58 PARTICIPANT

I would have felt that I would have hit the switch that would have killed

him. If he died, I would feel a deep responsibility.

22:31:06 CHRIS CUOMO

(VO) When we come back the Milgram experiment comes to life.

22:31:10 LOUISE OGBORN, VICTIM

I was begging her just to take me to the police department because I

didn't do anything wrong.

22:31:14 CHRIS CUOMO

(VO) A stranger on the phone pretending to be a police officer orders

people at a McDonald's to strip search an employee and make her do jumping

jacks in the nude. How much farther will it go?

 COMMERCIAL BREAK

22:34:03 ANNOUNCER

Think you'd be strong enough to resist a stranger giving you bizarre

orders in a lab or over the phone? That's what they probably thought,

too. At this McDonald's, even as the voice ordered them to strip and

spank an employee, and that's just for starters.

22:34:20 LOUISE OGBORN

I wanted to run.

22:34:22 ANNOUNCER

The Milgram experiment in real life. Why did they obey? 'Primetime"

continues after this from our ABC stations.

 COMMERCIAL BREAK

22:36:29 ANNOUNCER

'Primetime: Basic Instincts" continues with Chris Cuomo.

22:36:35 CHRIS CUOMO

(VO) April 9th, 2004, evening rush hour at the local McDonald's where

assistant manager Donna Summers suddenly gets a strange call about a

theft.

22:36:36 DONNA SUMMERS, FORMER ASSISTANT MANAGER

He said he was a police officer and I was talking to him about something

being stolen. And that one of the employees had done it.

22:36:53 CHRIS CUOMO

(VO) High school senior Louise Ogborn was working an extra shift when

her manager calls her into the tiny back office.

22:37:00 LOUISE OGBORN

And she said, 'Well, they said it was a little girl that looked like you

- in a McDonald's uniform so it had to be you.

22:37:07 CHRIS CUOMO

(VO) It was the beginning of a terrifying ordeal caught on videotape

here on one of the McDonald's surveillance cameras. The man on the phone

ordered Summers to confiscate the girl's clothing and do a strip search.

22:37:20 DONNA SUMMERS

I honestly thought he was a police officer and what I was doing was the

right thing.

22:37:25 CHRIS CUOMO

(VO) The caller told Donna Summers to get her fiancé, Walter Nix, to

watch the teenager during the restaurant's rush hour. He then ordered Nix

to force her to do jumping jacks, hit her and even perform a sexual act.

Naked and vulnerable, Louise Ogborn says she never even tried to escape.

22:37:44 LOUISE OGBORN

When an adult tells you to do something it's what you do. You don't

argue, you know, somebody smacks you on the hand, you listen.

22:37:52 CHRIS CUOMO

(VO) The story made headlines as a real life example of the Milgram

experiment. Why did these people follow the bizarre orders of a stranger

on the phone? Social psychologist Dr. Phil Zimbardo was a consultant in

the McDonald's case.

22:38:07 DOCTOR PHIL ZIMBARDO, SOCIAL PSYCHOLOGIST

Usually, obeying authority is good. We obey our parents. And we obey

our teachers. The problem is, it's fine to obey just authority, it's not

fine to obey unjust authority.

22:38:20 CHRIS CUOMO

(VO) But is there anything that would stop people from obeying the

orders of an authority figure?

22:38:26 STANLEY MILGRAM

Incorrect. You three must decide the punishment to be administered.

22:38:31 CHRIS CUOMO

(VO) Milgram found when he used a team of two accomplices who both

refused to continue, 90% of his subjects followed their example. So we

wondered, would compliance with the experimenter's orders decrease if we

added an accomplice to our own experiment?

22:38:48 BRIAN

So you can turn that worksheet over.

22:38:50 CHRIS CUOMO

(VO) On the left the real subject, Michelle. On the right, Tammy, our

new accomplice who starts the test.

22:38:57 TAMMY, ACCOMPLICE

75 volts.

22:39:01 MICHELLE, PARTICIPANT

And she started going up the scale and then she started reacting. And I

thought, okay, well, maybe she's just holding it too long because I did

notice she would hold it down a little bit.

22:39:11 CHRIS CUOMO

(VO) But at 90 volts, Tammy pretends to be too disturbed to continue.

22:39:16 TAMMY

I don't think I can even do this.

22:39:18 BRIAN

Teacher two, would you please take over?

22:39:20 CHRIS CUOMO

(VO) With little apparent emotion, Michelle takes over.

22:39:23 MICHELLE

The correct word pair is cool cave. That's incorrect. 105 volts. 120

volts. I felt the pressure of, wow, it's up to me. I'm the last one.

Somebody has to keep the experiment going.

22:39:42 KEN

That's all. Get me out of here. I told you I have heart trouble.

22:39:46 BRIAN

Please continue. The correct word pair is white horse.

22:39:50 MICHELLE

He said, 'Let me go." I can't do this.

22:39:54 CHRIS CUOMO

(VO) She is visibly breaking down.

22:39:58 MICHELLE

The correct pairing is white horse. I'm sorry. I can't, I can't

continue.

22:40:02 BRIAN

Okay.

22:40:02 MICHELLE

I started shaking. It wasn't the very last word. I mean, that was my

breaking point, but the one before that, it was getting pretty bad.

22:40:11 CHRIS CUOMO

(VO) At 150 volts she refuses to continue despite the experimenter's

orders. But Michelle is in the minority. In one of the most surprising

findings of our experiment, we discovered that even with a moral guide

sitting in the same room as our subject, there was little decrease in

compliance with the orders of an authority figure. 63% of our subjects

continued to electroshock the learner, even after our accomplice

protested. That's only a slight drop from the 70% in our original

experiment.

22:40:45 CHRIS CUOMO

(OC) Milgram believed that if you could find some other people who also

wanted to reject the authority that was your best bet for breaking out of

the conformity.

22:40:51 DOCTOR JERRY BURGER

I suspect if we'd had three or four people stop the experiment, it would

have been very difficult for people to continue because they, at that

point, would feel that continuing was the abnormal response.

22:41:04 CHRIS CUOMO

(VO) And in the real life application of Milgram's experiment, the

McDonald's case, Walter Nix was sentenced to five years in prison for

sexual abuse. Donna Summers was fired and pleaded no contest to a

misdemeanor charge. Her justification for her actions was another

disturbing echo from the Milgram experiment.

22:41:24 DONNA SUMMERS

I was following the instructions of what a police officer was telling me.

You weren't there. You didn't hear the phone call. You have no idea

what you would have done in that situation. You think you do, but you

don't know.

22:41:36 CHRIS CUOMO

(VO) When we come back an experiment that goes even further. What will

happen to ordinary men in a world without rules?

 COMMERCIAL BREAK

22:45:07 ANNOUNCER

'Primetime: Basic Instincts" continues. Here's Chris Cuomo.

22:45:14 CHRIS CUOMO

(VO) Most of our subjects were convinced they wouldn't have continued to

electroshock the learner much further. Patty is a registered nurse.

22:45:22 PATTY

I wasn't going to do it.

22:45:23 CHRIS CUOMO

(OC) Can you be 100% sure? Because you did start asking the next

question.

22:45:27 PATTY

The next item is sad. I did start asking the next question, yes.

22:45:31 CHRIS CUOMO

(OC) Which does somewhat question your resolve not to go forward.

22:45:34 PATTY

Right. I know it sounds like a contradiction.

22:45:40 CHRIS CUOMO

(VO) But how could she be certain? Social psychologist Phil Zimbardo's

upcoming new book 'The Lucifer Effect" explains why normal people commit

evil acts. Zimbardo is famous for his landmark 1971 study, 'The Stanford

Prison Experiment."

22:46:02 DOCTOR PHIL ZIMBARDO

What makes good people sometimes do bad things? Is it some psychopathic,

sadistic tendency, which - it's latent that emerges? Or is it that

ordinary, good people could be seduced to doing terrible things by

powerful situational forces?

22:46:23 CHRIS CUOMO

(VO) He paid college students $15 a day to role-play as prisoners and

guards in a make-believe jail ran out of the basement of the Stanford

Psychology Department. Prisoners were given new identities by number

instead of name. Rick Yacco (PH) was a broadcasting major.

22:46:40 RICK YACCO, PARTICIPANT

I still remember my own number after all these years. It was 1037.

22:46:46 DOUG KORPI, PARTICIPANT

Prisoner 8612.

22:46:50 CHRIS CUOMO

(VO) The prisoner group was forced to wear loose smocks, no underwear

and tight fitting pantyhose caps to simulate shaven heads. The group

acting as guards dressed in khaki uniforms and mirrored sunglasses. They

were armed with nightsticks. 18-year-old Dave Eshelmen (PH) decides to

take on the role of an aggressive and intimidating guard.

22:47:13 DAVE, PARTICIPANT

It was my impression that it was kind of boring. Nothing was really

happening so in my 18-year-old brain I thought it would be a good thing if

I were to force the action.

22:47:25 DAVE

Now, there's a couple of ways that we can do this.

22:47:28 DAVE

A couple of nights before I had watched the Paul Newman called 'Cool Hand

Luke," and they had this great character in there that was the warden.

 CLIP FROM "COOL HAND LUKE"

22:47:35 RUSH WILLIAMS, ACTOR

I can be a good guy or I can be one real mean son of a bitch.

22:47:42 DAVE

'It's all up to you."

22:47:43 RUSH WILLIAMS

It's all up to you.

22:47:49 DAVE

Everybody out.

22:47:50 CHRIS CUOMO

(VO) To everyone's surprise the rest of the guards followed his lead and

started harassing the prisoners, waking them up at night and forcing them

to do counts for punishment.

22:48:02 DAVE

Prisoners started calling me John Wayne. I objected to that nickname

because, you know, that was not the character I was playing.

22:48:09 CHRIS CUOMO

(VO) Doug Korpi (PH) was one of the prisoners.

22:48:12 DOUG KORPI

They would come out, tell us to do exercise. We would say, 'And if we

don't?"

22:48:19 CHRIS CUOMO

(VO) But within 24 hours the prisoners, led by Korpi, launched a

full-scale rebellion.

22:48:28 DOCTOR PHIL ZIMBARDO

They ripped off their numbers. They took off the stocking caps. They

barricaded themselves in a cell and they started taunting the guards and

cursing the guards.

22:48:37 CHRIS CUOMO

(VO) The guards retaliated, escalating the abuse forcing prisoners to

exercise constantly and depriving them of food, sleep and bathroom rights.

22:48:47 DOUG KORPI

They took our clothes off. They took the cots out and then they took the

bicycle chains that were on our feet and they chained us together naked.

22:48:58 CHRIS CUOMO

(VO) Since Zimbardo's ground rules clearly prohibited the use of

physical violence, the guards invented a degrading series of psychological

humiliations.

22:49:07 DAVE

You be the bride of Frankenstein and you be Frankenstein. I want him to

walk over here like Frankenstein and say that you love him immensely.

22:49:15 DAVE

Anything I could find that, you know, would humiliate them in some way.

That would try to break down any solidarity they had with each other.

22:49:27 DAVE

You're smiling to (inaudible). You get down and give me 10 pushups.

22:49:30 CHRIS CUOMO

(VO) Then the guards forced the prisoners to shame a rebel into

submission.

22:49:34 PARTICIPANTS, GROUP

Prisoner 819 did a bad thing. Prisoner 819 did a bad thing.

22:49:41 CHRIS CUOMO

(VO) Prisoner 819 began weeping uncontrollably. Two of the prisoners

told Zimbardo they were suffering from severe trauma and were removed from

the experiment early. One of those prisoners was Doug Korpi.

22:49:56 DOUG KORPI

God damn it. Doug. You don't know, you don't know. God. I mean, Jesus

Christ, I'm burning up inside, don't you know?

22:50:05 DOUG KORPI

All I would have had to say to Phil is, 'Phil, let me out now or I'll sue

your ass." Why didn't I think of that?

22:50:13 CHRIS CUOMO

(VO) In less than a week, four of the students were released after

having emotional breakdowns. Zimbardo decided to terminate the

experiment.

22:50:23 DOCTOR PHIL ZIMBARDO

The Stanford Prison Study is clearly thought of as one of the most

unethical studies ever done because kids suffered. They suffered day

after day after day. And they got worse and worse. And we should have

ended it sooner.

22:50:36 CHRIS CUOMO

(VO) Even without the orders of Milgram's authority figure the subjects

in the Stanford Prison Experiment lost their moral compass. They began to

act in morally questionable ways because of the power of the situation.

22:50:50 DAVE

I was able to set an agenda that was really evil and yet nobody

questioned it and nobody stopped it. And what will it be?

22:50:59 DOCTOR PHIL ZIMBARDO

You emerge as something alien to yourself. That you become the bad

apple. You are corrupted by the situation.

22:51:11 CHRIS CUOMO

(VO) Despite the importance of their findings, both Zimbardo and Milgram

were condemned for putting their subjects under the stress of believing

they were capable of harming another human being. Since then, all

research with humans has been restricted, which is why it's been

impossible to revisit the Milgram Experiment for 45 years. When we come

back, the controversy over human experimentation.

 COMMERCIAL BREAK

22:54:06 PARTICIPANT

Incorrect.

22:54:07 CHRIS

Seventy-five volts.

22:54:09 CHRIS CUOMO

(VO) Since the '70s, the use of humans in scientific research has been

restricted. In order to redo the Milgram Experiment, ABC News' protocol

was vetted by the American Psychological Association. Clinical

psychologists prescreened our subjects for psychological stability. We

also told participants they could pull out of the experiment at any time

and that deception might be involved.

22:54:33 CHRIS CUOMO

(OC) Do you think you can learn these types of things about behavior

without testing human beings?

22:54:38 DOCTOR JERRY BURGER

If you ask people what do you think you'll do and what do you think the

average person will do, we're often wrong. The only way the really know

for sure is to put people in that situation and find out what they really

will do.

22:54:51 CHRIS CUOMO

(VO) Even Dr. Burger discovered something unnerving when he took the

practice test.

22:54:56 DOCTOR JERRY BURGER

Having the experimenter tell me things like, 'It's essential if you

continue, it's important to continue," it dawned on me that if I were a

participant, if I were in this situation, I think I might continue.

22:55:11 CHRIS CUOMO

(VO) It is a warning that everyone may be at risk.

22:55:14 CHRIS

What it does is that it helps me see vulnerability for situations.

22:55:20 TROY SCHASTER

I should have been in control of what I decided to do but I was deferring

to him.

22:55:28 CHRIS CUOMO

(VO) At the right time, in the right place, anyone may be capable of

anything.

22:55:33 DOCTOR PHIL ZIMBARDO

Unless we begin to focus on what is the situation that makes ordinary

people do these evil things, then the situations keep going on and on.

22:55:44 FRED

I'm not going to sit here and say that, you know, I'm Mr. Goodie

Two-shoes and I would have stopped this at this point. I don't know, I

really don't.

22:55:51 CHRIS CUOMO

(VO) The Milgram Experiment is a cautionary tale. Sometimes all that's

necessary for evil to succeed is for ordinary people to just do what

they're told.

22:56:01 DOCTOR JERRY BURGER

When situations have these elements to them we can no longer count on

people making decisions based on what they feel is right or wrong because

now they're caught on a situation that is leading them to do things that

may even surprise them.