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Total No. of Pages : 02

Total No. of Questions : 15

**MBA (Sem.-4)**  
**STRESS MANAGEMENT**  
Subject Code : MBA-970  
M.Code : 71399

Time : 3 Hrs.

Max. Marks : 60

**INSTRUCTION TO CANDIDATES :**

1. **SECTION-A** contains **SIX** questions carrying **FIVE** marks each and students has to attempt any **FOUR** questions.
2. **SECTION-B** consists of **FOUR** Subsections : Units-I, II, III & IV. Each Subsection contains **TWO** questions each carrying **EIGHT** marks each and student has to attempt any **ONE** question from each Subsection.
3. **SECTION-C** is **COMPULSORY** and consist of **ONE** Case Study carrying **EIGHT** marks.

**SECTION-A**

- Q1. What is Eustress?
- Q2. What is physiological stress?
- Q3. How do life events cause stress?
- Q4. Differentiate between role erosion and role stagnation.
- Q5. What is the importance of social support as a moderator of stress?
- Q6. What is stress management?

**SECTION-B****UNIT-I**

- Q7. Explain Hans Selye Model of stress.
- Q8. Explain the causes and effects of physiological stress.

**UNIT-II**

- Q9. What kind of life events can be stressful? Explain the ways to deal with stress caused by such events.
- Q10. Discuss various types of Organisational Role Stressors.

### UNIT-III

Q11. Explain stress coping styles and strategies.

Q12. What are the moderators of stress? How do they help individuals under stress?

### UNIT-IV

Q13. Suggest some measures to raise stress tolerance levels among individuals.

Q14. Explain the concept of stress audit and discuss the problems in measuring stress.

### SECTION-C

Q15. Read the following case and answer the questions given below :

Reema worked as an Office Administrator for a property company in Delhi. Suffering from stress, she took an initial three weeks off work, but this turned into a lengthier sickness absence. *"I was feeling extremely stressed, fatigued and emotional. I'd been off work for three weeks and was still really struggling."* Once she reached the four week absence point, her company's HR department asked if they could refer her to Fit for Work, to see if the service could help find a way to relieve her stress and help her back to work. *"My company let me know that I was going to be called by a Fit for Work case manager – I was initially nervous about speaking to the case manager, as I was worried it might be an impersonal type of approach. But actually my case manager, Emma, was lovely and made me feel very comfortable."* Emma explained to Reema how the referral to Fit for Work would work and addressed any worries she had. *"She explained that the service is totally voluntary and impartial, which really helped as it meant she could listen to my problems and offer neutral, unbiased advice. We discussed my stress at length, but we also discussed other things like how my job was affecting my stress levels and any other obstacles which were preventing me going back to work."*

Working together, Reema and Emma drew up a Return to Work Plan to help Reema find a suitable route back to work. Reema said, *"I found being referred to Fit for Work a really empowering experience – it enabled me to express how I was feeling properly. I was finding it hard to even think about going back to work, but having Emma's guidance meant that I felt empowered to discuss the issues I was facing with my employer. Having Emma's support made all the difference in the world."*

#### Questions :

- Identify the problem in the case.
- Comment upon the measures adopted by the company to deal with the problem.

**NOTE : Disclosure of identity by writing mobile number or making passing request on any page of Answer sheet will lead to UMC case against the Student.**