

Roll No.

Total No. of Pages : 02

Total No. of Questions : 15

MBA (2014 to 2017) (Sem.-4)

STRESS MANAGEMENT

Subject Code : MBA-970

Paper ID : [A2545]

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. **SECTIONS-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

1. Define Eustress.
2. What are the physiological symptoms of stress?
3. Define Role.
4. Write the importance of anger management.
5. What is stress tolerance level?
6. What is the need for stress audit?

SECTION-B

UNIT-I

7. Discuss the concept of stress.
8. Explain Hans Selye Model of stress.

UNIT-II

9. What is organisational Role Stress? Explain its types.
10. How do life events cause stress? Suggest ways to deal with this stress.

UNIT-III

11. Explain various kinds of stress moderators.
12. How does spirituality help in overcoming stress?

UNIT-IV

13. What steps can be taken by an organisation to manage stress among employees?
14. Explain different phases of stress audit.

SECTION-C**15. Case Study :**

Mrs. Shaminder is a well-known professor in the city college. Her son, Tinu, was an intelligent and promising boy in the early years of schooling. As the child got to learn a bit of internet surfing, he grew fond of it and started spending long hours remaining glued to computer. Thus, he started remaining awake till mid night. Getting up very late in the morning became his habit. Tinu, a first year student of graduate programme, can never make it to attending the first period in the college which starts at nine in the morning. Getting up late and falling off to sleep at odd hours is now his habit. His truant behaviour is a matter of concern for teachers. Initially he was bunking classes, then started missing examinations as he was neither prepared for the test nor was able to reach examination venue on time. Missing a few tests initially and the resultant rebukes of parents made Tinu immune to all insults on this account and now it seems his academic career is spoiled. Thus it has become a great cause of sorrow for Mrs. Shaminder who has been a meritorious student and is a reputed and dedicated teacher.

Questions :

- Q1. Identify main problems in the case.
- Q2. Suggest ways and means to solve the problems in the above case.