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Total No. of Pages : 03

Total No. of Questions : 15

MBA (2015 to 2017) (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

1. Can stress be managed through emotional intelligence?
2. How stress and job performance are inter related?
3. What are the symptoms that an employee is in stress?
4. What do you understand by stress audit?
5. How can time management help in reducing stress?
6. What is the role of personality in stress management?

SECTION-B**UNIT-I**

7. Briefly explain General adaptation syndrome model of stress as explained by Hans Seyle.
8. What do you mean by stress? What causes physiological stress? What are the physiological symptoms of stress?

UNIT-II

9. What are the different types of life events that cause stress? How do individuals differ in their response to these life events in terms of taking stress?
10. What do you mean by role stress? Explain the different types of role stressors in the organization.

UNIT-III

11. How an individual may identify that he is in stress? Briefly explain the strategies that can be adopted to manage stress.
12. *“Spirituality is not about any religious beliefs but it is about connecting to yourself and others”*. Discuss the statement in the light of how does spirituality helps in stress relief.

UNIT-IV

13. *“All types of stress are not negative. When an individual learns to tolerate the stress to enhance performance, stress is healthy”*. Discuss the statement
14. What factors are responsible for increasing stress within the organization? What strategies can be adopted to reduce the stress within an organization?

SECTION-C

15. Case Study :

Ms. Shilpa has been working with infotech pvt ltd at Hyderabad since 2013. She joined this IT company as a software trainee but over the time she performed so well that she got three promotions and now she is a part of team of software developers. Her team leader is impressed by her technical know how and her skills to resolve the technical issues. Till 2017 she devoted her quality time to her responsibilities and has been found dedicated towards her job. However, HR manager of this company Mr S. Dass has noticed a major change in her behavior since last few months as these changes were putting a significant impact on her performance. So he collected some important information regarding her life. He came to know that she got married in December 2016. Her husband was staying at some other place so she has shifted with him at a distant place in June 2017. She has to travel almost two hours daily due to this change in place. Her mother got expired in February 2018. She was very close to her mother and was not able to accept it. Moreover, she delivered a baby girl in June 2018. Mr Dass concluded that Shilpa is not able to manage this stress and making balance between her personal and

professional life. As a HR manager he investigated the other women working in his company. But he realized that most of women workers are maintaining work life balance and performing well. So he calls Shilpa to discuss about her problem and provide her necessary counselling.

Question :

- a) Do you think that some major life changes in shilpa's life have created stress which has reduced her efficiency?
- b) Do individuals vary in reacting to similar life events in terms of managing stress?
- c) What coping strategies Ms Shilpa should follow to reduce stress caused to her due to life changes?
- d) Should Mr Dass suggest practicing meditation and Yoga to Ms Shilpa to relieve stress?

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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.