

(6 pages)

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PBAE 4D**

M.B.A. (CBCS) DEGREE EXAMINATION,
APRIL 2020.

Fourth Semester

Business Administration

Elective — STRESS MANAGEMENT

(For those who joined in July 2016 and afterwards)

Time : Three hours

Maximum : 75 marks

PART A — ($10 \times 1 = 10$ marks)

Answer ALL questions.

Choose the correct answer :

1. Following are the basic types of stress except _____.
 - (a) Tensile stress
 - (b) Compressive stress
 - (c) Shear stress
 - (d) Volumetric stress

2. Stress can be _____.
- (a) temporary
 - (b) mild
 - (c) related to organization
 - (d) all of the above
3. _____ is specifying the goals to be achieved and deciding in advance the appropriate Actions needed to achieve those goals.
- (a) staffing (b) leading
 - (c) organizing (d) planning
4. In a career development focus, addition of development plans is a part of
- (a) training and development
 - (b) performance appraisal
 - (c) recruiting and placement
 - (d) compensation and benefit
5. The types of career plateaus includes all except _____.
- (a) Structural plateau
 - (b) Content plateau
 - (c) Contribution plateau
 - (d) Conception plateau

6. Examples of environmental stressors are _____.
- (a) weather
 - (b) financial problems
 - (c) substandard housing
 - (d) all of the above
7. Crisis situations are _____.
- (a) largely unexpected
 - (b) undesirable
 - (c) both (a) and (b)
 - (d) good signs
8. During a crisis, employee's should _____.
- (a) follow crisis plans and procedures
 - (b) remain Calm and professional
 - (c) be safe and careful
 - (d) do all of the above
9. Yoga _____.
- (a) Is meant for only old people
 - (b) Is useful in reducing stress
 - (c) Cannot be performed always
 - (d) Increase stress

10. _____ is widely used for human relations and leadership training.

- (a) business games
- (b) role playing
- (c) case study method
- (d) job rotation

PART B — (5 × 5 = 25 marks)

Answer ALL questions, choosing either (a) or (b).

Each answer should not exceed 250 words.

11. (a) Explain the various cognitive symptoms of stress.

Or

(b) What are the factors causes of individual stress?

12. (a) What are the importance of Planning the day?

Or

(b) Why you need to learn to say 'No' at work?

13. (a) How are career Plateaus identified?

Or

- (b) Explain in detail about the purpose and benefits of sabbaticals for employees.

14. (a) Define workplace crisis. Explain the types of crisis.

Or

- (b) Define cohesion. Explain various factors influencing group cohesiveness.

15. (a) Explain in detail about the steps of decision making.

Or

- (b) Discuss the role of yoga in the life of an individual.

PART C — ($5 \times 8 = 40$ marks)

Answer ALL questions, choosing either (a) or (b).

Each answer should not exceed 600 words.

16. (a) Explain the strategic techniques and programs for managing stress effectively.

Or

- (b) What is occupational stress? Explain in detail about the role of organization in supporting Employees for stress management.

17. (a) How improper planning can lead to a distress situation? Commend with example.

Or

- (b) Explain the significance of Sensible Delegation in Stress Management.

18. (a) Explain how to go about with a counseling programs for employees working in factory.

Or

- (b) Discuss the efforts required to sustain a marketable career.

19. (a) Discuss the measures required to enhance team spirit in an organization.

Or

- (b) Explain conflict management process in detail.

20. (a) What is self development? Explain the role of SWOT analysis in planning self Development programmes.

Or

- (b) Examine the measures required for improving personality of an individual.