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MBAS 512

Third Semester M.B.A. Degree Examination, December 2017
BUSINESS ADMINISTRATION
Stress Management

Time : 3 Hours

Sri Dharmasthala Manjunatheshwara
College of Business Management, Mangalore
Post Graduate Centre for Management
Studies and Research Library

Max. Marks : 70

SECTION - A
(Compulsory)

(1×15=15)

Note : Answer to the question should **not** exceed **six** pages.

1. Explain with examples, the various methods of reducing workplace stress by the employees themselves at the individual and organisational level.

SECTION - B

(5×8=40)

Note : Answer **any five**. Each question carries **eight** marks. Answer to the question should **not** exceed **five** pages.

2. Discuss the psychological fallouts in stress management.
3. Explain how the phenomenon of stress might be highly individualistic in nature.
4. 'Burn-out is a defence mechanism for reduction of stress'. Discuss with example.
5. What are the progressive relaxation techniques ?
6. How to deal with monetary stress and unhealthy worry ? Explain.
7. Explain the various psychological and cognitive symptoms of stress.
8. What is conflict management ? State the significance of conflict management in stress.
9. Elaborate the adaptive and maladaptive behaviour with examples.



SECTION – C
(Compulsory)

(1×15=15)

Note : Answer to the question should **not** exceed **six** pages.

10. Sandy Elizabeth was thirty years old when her divorce become final. She was forced to go to work to support her two children. Sandy got married right after graduating from college and had never really held a full time job outside the home. Nevertheless, because of her enthusiasm, education and maturity she impressed the HR Manager at Devon's Department Store and was immediately hired. The position involves supervising three departments of men's and women's clothing. Sandy's training consisted approximately two months at another store in the Devon chain. She spent this training period both selling merchandise and learning the supervisor's responsibilities. On the first day of her supervisory job, Sandy learn that because of size constraints at the store, six clothing departments are all located in the same area. In addition to Sandy, there are two other supervisor in the other departments. These three supervisors share the service of 28 full and part-time sales people. Because the various departments are so jammed together, all the sales people are expected to know each department's merchandise. Devon's merchandising philosophy is that it will not finish one department or store wide sale without starting another. Both the clerks and the supervisor, who work on a commission and salary basis, are kept busy marking and remarking the merchandise as one sale stops and another starts. To make matter worse, Devon's expects the employees to remark each item just prior to closing time the night after a big sale. The pressure is intense and customers are often neglected and irritated. However, all the sales people realised that when the customer suffers, so do their commissions. As a supervisor Sandy is expected enforce the company's policy rigidly. Soon after taking the positions as supervisor, Sandy began to experience severe headaches and gnawing stomach ache. She would like to quit her job, but realistically she can't because the pay is good and she needs to support her children.

Questions :

- a) To what do you attribute Sandy's health problem ? What are some possible extraorganisational, organisational, group and individual stressors.
- b) Is there anything that this company could do to alleviate stress for its supervisors ? What individual coping strategies could Sandy try ?