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MBAS 512

III Semester M.B.A. Degree Examination, April/May 2022
BUSINESS ADMINISTRATION
Stress Management

Time : 3 Hours

Max. Marks : 70

SECTION – A
(Compulsory)

Note : Answer to the question should **not** exceed **6** pages. **(1×15=15)**

1. 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 ?

SECTION – B

Note : Answer **any five** of the following. Answer to **each** question should **not** exceed **five** pages. **(5×8=40)**

2. How an individual may identify that he is in stress ? Briefly explain the strategies that can be adopted to manage stress.
3. What factors are responsible for increasing stress within the organization ? What strategies can be adopted to reduce the stress within an organization ?
4. "Spirituality is not about any religious beliefs but it is about connecting to yourself and others". Discuss the statement in the light of how spirituality helps in stress relief.
5. Critically examine how effective utilization of time reduces the stress .
6. Explain how good communication helps in managing stress and work performance in the organization.
7. What is the importance of emotional intelligence for the present organization scenario ? Explain with example.
8. Explain different relaxation technique used to reduce the stress and how it different for different culture.

P.T.O.



SECTION – C
(Compulsory)

Note : Answer to the question should **not** exceed **six** pages. (1×15=15)

9. Analyse the following 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 behaviour 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.

Questions :

- 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 ?
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