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MBAS 512

III Semester M.B.A. Degree Examination, March 2023
BUSINESS ADMINISTRATION
Stress Management

Time : 3 Hours

Max. Marks : 70

SECTION – A
(Compulsory)

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

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

1. Elaborate with examples how coping mechanism and relaxation techniques are different.

SECTION – B

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

2. Discuss the various social and psychological sources of stress.
3. Do you think time management helps in reducing stress ? Justify.
4. Explain fright and flight response and general adoption syndrome.
5. Elucidate Type A personality and explain the moderator's stress.
6. Explain briefly the management standards and competencies in stress management.
7. Briefly explain about college and occupational stress.
8. Explain the emotional and cognitive coping styles of stress.

P.T.O.



SECTION – C
(Compulsory)

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

9. Case study.

When Mahesh joined XYZ Bank (private sector) in 1985, he had one clear goal-to prove his mettle. He did prove himself and has been promoted five times since his entry into the bank. Compared to others, his progress has been fastest. Currently, his job demands that Mahesh should work 10 hours a day with practically no holidays. At least two day in a week, Mahesh is required to travel. Peers and subordinates at the bank have appreciation for Mahesh. They don't grudge the ascension achieved by Mahesh, though there are some who wish they too had been promoted as well. The post of General Manager fell vacant. One should work as GM for a couple of years if he were to climb up to the top of the ladder, Mahesh applied for the post along with others in the bank. The Chairman assured Mahesh that the post would be his. A sudden development took place which almost wrecked Mahesh's chances. The bank has the practice of subjecting all its executives to medical check-up once in a year. The medical reports go straight to the chairman who would initiate remedials where necessary. Though Mahesh was only 35, he too, was required to undergo the test. The Chairman of the bank received a copy of Mahesh's physical examination results, along with a note from the doctor. The note explained that Mahesh was seriously overworked, and recommended that he be given an immediate four-week vacation. The doctor also recommended that Mahesh's workload must be reduced and he must take physical exercise every day. The note warned that if Mahesh did not care for advice, he would be in for heart trouble in another six months. After reading the doctor's note, the Chairman sat back in his chair, and started brooding over. Three issues were uppermost in his mind.

- i) How would Mahesh take this news ?
- ii) How many others do have similar fitness problems ?
- iii) Since the environment in the bank helps create the problem, what could he do to alleviate it ? The idea of holding a stress-management programme flashed in his mind and suddenly he instructed his secretary to set up a meeting with the doctor and some key staff members, at the earliest.

Questions :

- a) If the news is broken to Mahesh, how would he react ?
 - b) If you were giving the advice to chairman on this matter, what would you recommend ?
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