



AMREF INTERNATIONAL UNIVERSITY
SCHOOL OF PUBLIC HEALTH
DEPARTMENT OF HEALTH SYSTEMS MANAGEMENT AND DEVELOPMENT
BACHELOR OF SCIENCE IN HEALTH SYSTEMS MANAGEMENT AND
DEVELOPMENT
END OF SEMESTER EXAMINATION DECEMBER 2024
HMD 317: HEALTH AND STRESS MANAGEMENT

TIME: Two Hours
Date : December 2024
TIME : Two (2) Hours **Start:** 4:30 pm **End:** 6:30 pm

INSTRUCTIONS TO CANDIDATES

- 1) This exam is out of 70 marks
- 2) Section-A is compulsory with a Total of 30 Marks
- 3) Answer any TWO (2) questions in Section B

Read carefully the additional instructions preceding each section.

Section-A. This section is compulsory.

1. Define the term stress. (2 marks)
2. Citing relevant examples, distinguish between eustress and distress. (4 marks)
3. Differentiate between traumatic stressors and role strain stressors. (4 marks)
4. Highlight three dimensions of cognitive appraisals. (3 marks)
5. State four behavioural responses to stress. (4 marks)
6. Outline five symptoms of work place stress. (5 marks)
7. Highlight the five stages of work stress (5 marks)

8. Citing examples, outline the three stages of the General Adaptation Syndrome (GAS) that are experienced by an individual when he or she is in a situation that is stressful. (3 marks)

Section-B: Answer Any two questions

9. Wasafi Solutions is a rapidly growing software company which has been experiencing a high employee turnover and decreased productivity.
- a) Explain four possible causes of workplace stress in Wasafi Solutions. (8 marks)
 - b) Describe three specific indicators of stress that the employees of Wasafi Solutions could be exhibiting that is attributable to work stress. (6 marks)
 - c) Discuss three intervention measures that the company may employ to manage the work place stress levels in the organization. (6 marks)
10. a) Discuss five categories of organizational stressors that can impact on the employees' well being and performance. (10 marks)
- b) Discuss five ways in which the organization's leadership could address organizational stressors to create a healthier working environment. (10 marks)
11. a) Citing examples, analyze five unique stressors faced by managers in organizations. (10 marks)
- b) Discuss two models of workplace stress. (10 marks)