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1. Statistics Canada estimates over half of Canadians feel that their jobs are "very" or "extremely" stressful.  
True False
2. When people first encounter stressors, the process of primary appraisal is triggered.  
True False
3. Role ambiguity is often experienced among new employees who haven't been around long enough to receive instructions from supervisors or observe and model the role behaviours of more senior colleagues.  
True False
4. According to research, the most stressful event in life is getting fired at work.  
True False
5. In contrast to cognitive coping, behavioural coping refers to the thoughts that are involved in trying to deal with a stressful situation.  
True False
6. A critical factor that determines coping strategy choice is the degree to which people believe that a particular strategy gives them some degree of control over the stressor or how they feel about it.  
True False
7. When people are confronted with a stressor, their bodies secrete chemical compound that increase their heart rate and blood pressure.  
True False
8. Unfortunately, Type B behaviour pattern has been directly linked to coronary heart disease.  
True False
9. Estimates are that between 60 percent and 90 percent of all doctor visits can be attributed to stress-related causes.  
True False
10. In general, relaxation techniques to reduce strain attempt to help people appraise and cope with stressors in a more rational manner.  
True False
11. The particular demands that cause people to experience stress are called strains.  
True False
12. Stressful demands that are perceived as obstructing progress toward personal accomplishments or goal attainment are called challenge stressors.  
True False
13. Although hindrance stressors can be exhausting, they often trigger positive emotions such as pride and enthusiasm.  
True False
14. Role overload reflects the relatively minor day-to-day demands that get in the way of accomplishing the things that we really want to accomplish.  
True False
15. Although most people appraise situations with high time pressure as rather stressful, they also tend to appraise these situations as more challenging than hindering.  
True False

16. Generally speaking, the level of responsibility in a job is higher when the number, scope, and importance of the obligations in that job are higher.  
True False
17. Problem-focused coping refers to behaviours and cognitions intended to manage the stressful situation itself.  
True False
18. Seeking assistance is an emotion-focused cognitive coping strategy.  
True False
19. People are likely to feel more control over a stressor when they appraise it as a hindrance rather than a challenge.  
True False
20. Cognitive coping refers to thoughts used to deal with a stressful situation.  
True False
21. Benign job demands are not appraised as being stressful.  
True False
22. Social support refers to the help that people receive when they are confronted with stressful demands.  
True False
23. Hindrance stressors have a weak negative effect on job performance.  
True False
24. Health related costs are higher when the level of stress on the job is high.  
True False
25. The first step in managing stress is to assess the type of stress in the workplace.  
True False
26. Job sharing means splitting one job into two to reduce role overload.  
True False
27. In order to reduce stress, PricewaterhouseCoopers offers paid sabbaticals for up to one year for personal growth reasons.  
True False
28. Hindrance stressors such as conflict and politics decrease commitment and job performance.  
True False
29. One way that organizations provide resources to employees is through training interventions aimed at increasing job-related competencies and skills.  
True False
30. Supportive practices are one way of helping employees cope with stressful demands.  
True False
31. A training intervention involves practices that increase employees' competencies and skills  
True False
32. Which of these is defined as a psychological response to demands for which there is something at stake and coping with those demands taxes or exceeds a person's capacity or resources?
  - A. Stressors
  - B. Type A behaviour
  - C. Strains
  - D. Stress
  - E. Type B behaviour

33. The particular demands that cause people to experience stress are called
- A. stressors
  - B. Type C demands
  - C. strains
  - D. burnouts
  - E. Type B demands
34. The negative consequences that occur when demands tax or exceed one's capacity or resources are called
- A. stressors
  - B. Type C patterns
  - C. strains
  - D. Type A patterns
  - E. Type B patterns
35. Which of the following job is rated as the least stressful?
- A. U.S. President
  - B. Attorney
  - C. Fisherman
  - D. Musical instrument repairer
  - E. Accountant
36. Which of the following job is rated as the most stressful?
- A. U.S. President
  - B. Attorney
  - C. Fisherman
  - D. Musical instrument repairer
  - E. Accountant
37. Other than the job of a \_\_\_\_\_, all these jobs are rated as being highly stressful.
- A. fire-fighter
  - B. taxi driver
  - C. real estate agent
  - D. fisherman
  - E. librarian
38. Other than the job of a \_\_\_\_\_, all these jobs are rated as being low on stress.
- A. florist
  - B. taxi driver
  - C. appliance repairer
  - D. actuary
  - E. librarian
39. Jodi works at a local coffee shop. She is a trained well in the coffee shop operations. Her daily responsibilities include brewing the five different types of coffee, keep them fresh, and serve them to customers. These types of job demands are called
- A. primary appraisal demands
  - B. job sharing
  - C. role overload
  - D. benign job demands
  - E. secondary job demands
40. Which of these is a work hindrance stressor?
- A. Time pressure
  - B. Positive life events
  - C. Role overload
  - D. Negative life events
  - E. All of these

41. Which of these is a non-work hindrance stressor?
- A. Time pressure
  - B. Positive life events
  - C. Role overload
  - D. Negative life events
  - E. All of these
42. Which of these is a work challenge stressor?
- A. Time pressure
  - B. Positive life events
  - C. Role overload
  - D. Negative life events
  - E. All of these
43. Which of these is a non-work challenge stressor?
- A. Time pressure
  - B. Positive life events
  - C. Role overload
  - D. Negative life events
  - E. All of these
44. Which of these is not a work hindrance stressor?
- A. Time pressure
  - B. Daily hassles
  - C. Role overload
  - D. Role ambiguity
  - E. Role conflict
45. Which of these refers to conflicting expectations that other people may have of us?
- A. Time pressure
  - B. Daily hassles
  - C. Role overload
  - D. Role ambiguity
  - E. Role conflict
46. Tammy is an advising center expert at a local college. Her job is to help student in course selection and staying on target for graduation. She is evaluated on how many students she sees on a daily basis but also how well or an effective job of advising she does with these students. Tammy tends to get stressed about the quantity and quality issue in her job. Tammy is experiencing which of these?
- A. Daily hassles
  - B. Role conflict
  - C. Role overload
  - D. Role ambiguity
  - E. Time pressure
47. \_\_\_\_\_ refers to the lack of information regarding what needs to be done in a role, as well as unpredictability regarding the consequences of performance in that role.
- A. Time pressure
  - B. Daily hassles
  - C. Role overload
  - D. Role ambiguity
  - E. Role conflict

48. Rita is a new employee at ABC International. She hasn't been around long enough to receive instructions from her supervisors or observe and model the behaviours of more senior colleagues. When asked to come up with a project proposal for a government grant, Rita is more likely to experience
- A. work-family conflict
  - B. daily hassles
  - C. non-work challenge stressors
  - D. role ambiguity
  - E. role conflict
49. \_\_\_\_\_ occurs when the number of demanding roles a person holds is so high that the person simply cannot perform some or all of the roles very effectively.
- A. Time pressure
  - B. Daily hassles
  - C. Role overload
  - D. Role ambiguity
  - E. Role conflict
50. In the cross-cultural study on nursing, which country had the lowest measures for role stressors and job strain?
- A. Hungary
  - B. United States
  - C. United Kingdom
  - D. Italy
  - E. Canada
51. According to research, \_\_\_\_\_ percent of executives spend somewhere between a half day and a full day each week on communications that are not useful or necessary.
- A. 80
  - B. 40
  - C. 10
  - D. 20
  - E. 60
52. Which of these refers to the degree to which the requirements of the work, in terms of knowledge, skills, and abilities, tax or exceed the capabilities of the person who is responsible for performing the work?
- A. Work responsibility
  - B. Time pressure
  - C. Work complexity
  - D. Role conflict
  - E. Negative life events
53. \_\_\_\_\_ refers to the nature of the obligations that a person has to others.
- A. Negative life events
  - B. Time pressure
  - C. Work complexity
  - D. Role conflict
  - E. Work responsibility
54. Work-family conflict is a special form of
- A. time pressure
  - B. daily hassles
  - C. role overload
  - D. role ambiguity
  - E. role conflict

55. What is the concept that refers to the uncertainties with regard to the potential for loss of livelihood, savings, or the ability to pay expenses?
- A. economic uncertainty
  - B. financial uncertainty
  - C. work-family uncertainty
  - D. employment uncertainty
  - E. role uncertainty
56. Family time demands is which type of stressor?
- A. Non-work challenge stressor
  - B. Non-work hindrance stressor
  - C. Work challenge stressor
  - D. Work hindrance stressor
  - E. None of these
57. Which of the following is considered the most stressful life event?
- A. Retirement
  - B. Change in residence
  - C. Death of a spouse
  - D. Fired at work
  - E. Child leaving home
58. Of the following, which is the least stressful life event?
- A. Child leaving home
  - B. Trouble with in-laws
  - C. Change in schools
  - D. The holiday season
  - E. Marital reconciliation
59. When individuals encounter stressors, their secondary appraisals would center on the issue of
- A. is this stressful?
  - B. do I want this?
  - C. how can I cope?
  - D. can someone else take it?
  - E. none of these
60. \_\_\_\_\_ refers to the behaviours and thoughts that people use to manage both the stressful demands that they face and the emotions associated with those stressful demands.
- A. Coping
  - B. Strains
  - C. Type A behaviour pattern
  - D. Stressors
  - E. Negative life events
61. Which of these involves the set of physical activities that are used to deal with a stressful situation?
- A. Negative life events
  - B. Strains
  - C. Type A behaviour pattern
  - D. Positive life events
  - E. Behavioural coping
62. When Amber is confronted with a lot of time pressure at work, she chooses to cope by working faster and harder. This is an example of
- A. emotion-focused behaviour coping
  - B. problem-focused behaviour coping
  - C. emotion-focused cognitive coping
  - D. problem-focused cognitive coping
  - E. behavioural coping

63. Lately, Cory has been facing significant increase in time pressure at work. He has been strategizing about different ways of accomplishing the work more effectively. This is an example of
- A. emotion-focused behaviour coping
  - B. problem-focused behaviour coping
  - C. emotion-focused cognitive coping
  - D. problem-focused cognitive coping
  - E. behavioural coping
64. Working at Garden Tools, Inc. David is confronted with daily hassles lately which have been quite frustrating for him. If David reappraises the situation, looking for positive in this negative situation and comes to the conclusion that the hassles are not that bad after all, it is an example of
- A. emotion-focused behaviour coping
  - B. problem-focused behaviour coping
  - C. emotion-focused cognitive coping
  - D. problem-focused cognitive coping
  - E. behavioural coping
65. Working harder or seeking assistance are examples of
- A. emotion-focused behaviour coping
  - B. problem-focused behaviour coping
  - C. emotion-focused cognitive coping
  - D. problem-focused cognitive coping
  - E. behavioural coping
66. Seeking support and venting anger are examples of
- A. emotion-focused behaviour coping
  - B. problem-focused behaviour coping
  - C. emotion-focused cognitive coping
  - D. problem-focused cognitive coping
  - E. behavioural coping
67. Self-motivation and changing priorities are examples of
- A. emotion-focused behaviour coping
  - B. problem-focused behaviour coping
  - C. emotion-focused cognitive coping
  - D. problem-focused cognitive coping
  - E. behavioural coping
68. Looking for the positive in the negative; and avoiding, distancing, and ignoring are examples of
- A. emotion-focused behaviour coping
  - B. problem-focused behaviour coping
  - C. emotion-focused cognitive coping
  - D. problem-focused cognitive coping
  - E. behavioural coping
69. Which of these is not an example of problem-focused coping?
- A. Seeking assistance from co-workers
  - B. Self-motivation
  - C. Acquiring additional resources
  - D. Seeking emotional support
  - E. Strategizing
70. All of these are examples of emotion-focused coping except
- A. venting anger
  - B. self-motivation
  - C. engaging in alternative activities
  - D. seeking support
  - E. reappraising

71. What did CEO of RIVA, Naomi Henderson experience when she was working 120 hours a week?
- A. paralysis
  - B. cardiac arrest
  - C. ulcers
  - D. cancer
  - E. stroke
72. Which of the following is not a system in the human body that is affected by physiological strain?
- A. immune system
  - B. cardiovascular system
  - C. musculoskeletal system
  - D. gastrointestinal system
  - E. reproductive system
73. Which of the following is not considered to be a behavioural strain?
- A. reduced confidence
  - B. alcohol and drug use
  - C. teeth grinding
  - D. compulsive gambling
  - E. overeating
74. Which of the following is not considered to be a psychological strain?
- A. burnout
  - B. depression
  - C. addiction
  - D. forgetfulness
  - E. anxiety
75. Which of the following is not considered to be a physiological strain?
- A. high blood pressure
  - B. overeating
  - C. headaches
  - D. coronary artery disease
  - E. back pain
76. Physiological strains that result from stressors occur in all of these systems of the human body except
- A. immune system
  - B. cardiovascular system
  - C. musculoskeletal system
  - D. gastrointestinal system
  - E. reproductive system
77. Depression, anxiety, and anger reflect which of these?
- A. Physiological strain
  - B. Psychological strain
  - C. Behavioural strain
  - D. Physical strain
  - E. Emotional strain
78. What is the concept that is defined as the emotional, mental, and physical exhaustion from coping with stressful demands on a continuing basis?
- A. stress
  - B. strain
  - C. burnout
  - D. stressors
  - E. work-life conflict



79. Alcohol and drug abuse are examples of which of these?
- A. Physiological strain
  - B. Psychological strain
  - C. Behavioural strain
  - D. Physical strain
  - E. Emotional strain
80. Due to time pressure and heavy workload, John has developed high blood pressure and started to show forgetfulness at work and home. These are examples of
- A. physiological and behavioural strains
  - B. psychological and behavioural strains
  - C. physiological and psychological strains
  - D. internal and external strains
  - E. emotional and psychological strains
81. Jessica has always been an impatient, hard-driving, competitive, controlling, and aggressive in everything she does. Jessica can be described as a
- A. mentally challenged person
  - B. type A individual
  - C. cognitively challenged person
  - D. type B individual
  - E. type C individual
82. All of these are True about Type A Behaviour Pattern except:
- A. it may have a direct influence on the level of stressors that a person confronts
  - B. it influences the stress process
  - C. it has been directly linked to the coronary heart disease
  - D. it promotes physiological but not psychological and behavioural strains
  - E. none of these
83. There are two major types of social support:
- A. physiological and behavioural
  - B. instrumental and emotional
  - C. physiological and psychological
  - D. internal and external
  - E. none of these
84. Which of these refers to the help people receive when that can be used to address the stressful demand directly?
- A. Instrumental support
  - B. Physiological support
  - C. Emotional support
  - D. Psychological support
  - E. Internal support
85. Jack recently received a job to do with a heavy workload and a short turnaround deadline. Sam, Jack's co-worker, observed this stressful situation and took half the workload so the department could meet the deadline. The support received by Jack can be best described as which of these?
- A. Behavioural support
  - B. Physiological support
  - C. Emotional support
  - D. Psychological support
  - E. Instrumental support

86. Research reveals that challenge stressors have \_\_\_\_\_ effect on organizational commitment.
- A. no
  - B. a strong negative
  - C. a strong positive
  - D. a moderately negative
  - E. a moderately positive
87. Research reveals that hindrance stressors have \_\_\_\_\_ effect on organizational commitment.
- A. no
  - B. a strong negative
  - C. a strong positive
  - D. a moderately negative
  - E. a moderately positive
88. People who experience higher levels of challenge stressors tend to experience higher levels of
- A. task performance and withdrawal
  - B. deviant performance and task performance
  - C. withdrawal behaviour and deviant performance
  - D. affective commitment and normative commitment
  - E. task performance and affective comment
89. Estimates are that \_\_\_\_\_ of all doctor visits can be attributed to stress-related causes.
- A. between 5 percent and 10 percent
  - B. about 50 percent
  - C. between 11 percent and 20 percent
  - D. between 60 percent and 90 percent
  - E. about 33 percent
90. The cost for providing healthcare to people who experience higher levels of stress appears to be \_\_\_\_\_ than that for those who experience lower levels of stress.
- A. between 5 percent to 10 percent higher
  - B. approximately 50 percent higher
  - C. about 20 percent lower
  - D. between 60 percent and 90 percent higher
  - E. about one-third lower
91. \_\_\_\_\_ can be used to reduce role overload and foster work-life balance.
- A. Job sharing
  - B. Work challenge stressors
  - C. Non-work challenge stressors
  - D. Negative life events
  - E. Time pressure
92. Organizations can provide \_\_\_\_\_ that help employees cope with stressful demands.
- A. primary appraisal
  - B. role overloads
  - C. training interventions
  - D. hindrance stressors
  - E. role ambiguity
93. All of these are examples of supportive practices used by organizations that help employees manage and balance the demands that exists for them in their jobs except
- A. compressed workweek
  - B. full-time telecommuting
  - C. on-site child care
  - D. primary performance appraisal
  - E. flextime

94. Which of these supportive practices allow employees some degree of latitude in how many hours they spend at work?
- A. Compressed workweek
  - B. Full-time telecommuting
  - C. On-site child care
  - D. Bring child to work if needed
  - E. Flextime
95. As an alternative to managing stressors, many organizations use \_\_\_\_\_ that reduce strains.
- A. compressed workweek
  - B. relaxation techniques
  - C. on-site child care
  - D. primary performance appraisal
  - E. flextime
96. Which of these techniques attempt to help people appraise and cope with stressors in a more rational manner?
- A. Compressed workweek
  - B. Relaxation
  - C. On-site child care
  - D. Cognitive-behavioural
  - E. Flextime
97. Sara and Laura work at ABC Federal, a medium-sized bank with 240 branches in 8 states. Sara works as a teller and Laura works as one of five regional supervisors of all tellers. Sara recently received instructions from her supervisor that all tellers will be evaluated on number of people she assists at her window per day. Serving more customers means higher performance effectiveness. However, Sara is also expected to follow the bank's number one goal of customer satisfaction. Laura on the other hand is facing a difficult situation. Two of the regional supervisors left the bank for other opportunities resulting in significant increase in work responsibility and time pressure for Laura and the remaining two supervisors. The bank hired Jason in the management trainee position to take over one of the supervisor's position. Two days into his new job, he was asked to take over the territory and learn on the job. It is becoming quite difficult for Jason as he also takes care of his elderly parents, and his wife is expecting twins.

Sara can be described as facing which of these?

**Scenario: Stress at ABC Federal**

- A. Role overload
- B. Role conflict
- C. Role ambiguity
- D. Work-family conflicts
- E. Daily hassles

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Laura is facing which of these stressors?

**Scenario: Stress at ABC Federal**

- A. Non-work challenge
- B. Work hindrance
- C. Non-work hindrance
- D. Work challenge
- E. None of these

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Jason can be described as facing which of these?

**Scenario: Stress at ABC Federal**

- A. Role overload
- B. Role conflict
- C. Role ambiguity
- D. Negative life events
- E. Daily hassles

101. Abbey, Bianca, and Cassandra were discussing the recent difficult times they were facing at United Papers, a newspaper and magazine publishing company. Abbey indicated that as she is facing time pressures in her department. She also noted that she is coping by working harder to meet the workload and the ever tightening deadlines. Bianca immediately remarked that she is facing the similar situation but instead of working harder and longer hours, she is constantly thinking about how to best meet her work demands more efficiently. Cassandra simply got angry and said "why should we have to work harder or to strategize? It is the company's responsibility to get enough people to work different jobs". Abbey suggested to Cassandra that instead of venting anger she should find a way to get the work done.

Which of these coping strategies is utilized by Abbey?

**Scenario: Time Pressures at United Papers**

- A. Emotion-focused behaviour coping
- B. Problem-focused behaviour coping
- C. Emotion-focused cognitive coping
- D. Problem-focused cognitive coping
- E. Behavioural coping

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Which of these coping strategies is utilized by Bianca?

**Scenario: Time Pressures at United Papers**

- A. Emotion-focused behaviour coping
- B. Problem-focused behaviour coping
- C. Emotion-focused cognitive coping
- D. Problem-focused cognitive coping
- E. None of these

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Cassandra appears to be using which of these coping strategies?

**Scenario: Time Pressures at United Papers**

- A. Emotion-focused behaviour coping
- B. Problem-focused behaviour coping
- C. Emotion-focused cognitive coping
- D. Problem-focused cognitive coping
- E. None of these

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Abbey and Bianca are facing which type of stressor at United Papers?

**Scenario: Time Pressures at United Papers**

- A. Non-work challenge
- B. Emotion-focused behaviour
- C. Non-work hindrance
- D. Work challenge
- E. Emotion-focused cognitive

105. When people first encounter stressors, the process of \_\_\_\_\_ is triggered.

- A. behavioural appraisal
- B. problem-focused appraisal
- C. primary appraisal
- D. benign job demands
- E. secondary job demands

106. \_\_\_\_\_ occurs as people evaluate the significance and the meaning of the stressors they are confronting.

- A. Primary appraisal
- B. Benign job demands
- C. Behavioural job demands
- D. Secondary job demands
- E. Problem-focused appraisal

107. Job demands that tend not to be appraised as stressful are called:

- A. secondary job demands.
- B. primary appraisals.
- C. secondary appraisals.
- D. problem-focused events.
- E. benign job demands.

108. Identify the work hindrance stressor.
- A. Daily hassles
  - B. Positive life events
  - C. Work-family conflict
  - D. Negative life events
  - E. Work complexity
109. Identify the nonwork hindrance stressor.
- A. Role overload
  - B. Daily hassles
  - C. Work complexity
  - D. Work responsibility
  - E. Work-family conflict
110. Which of the following statements about Type A individuals is False?
- A. They tend to be hard-driving.
  - B. They have a strong desire to achieve.
  - C. They receive "rewards" in the form of increases in the amount of work required.
  - D. They tend to be aggressive and competitive.
  - E. They are less prone to interpersonal conflict.
111. Which of the following statements about the effects of strains on performance and commitment is True?
- A. Strains have a strong negative effect on job performance.
  - B. Strains have a moderate negative effect on organizational commitment.
  - C. People who experience higher levels of strain tend to have moderate levels of task performance.
  - D. People who experience higher levels of strain tend to feel strong levels of affective commitment.
  - E. People who experience higher levels of challenge stressors tend to feel lower levels of normative commitment.
112. Stressful demands that are perceived as hindering progress toward personal accomplishments or goal attainment are called:
- A. challenge stressors.
  - B. time pressures.
  - C. family time demands.
  - D. hindrance stressors.
  - E. work complexities.
113. Stressful demands that are perceived as opportunities for learning, growth, and achievement are called:
- A. challenge stressors.
  - B. daily hassles.
  - C. role conflicts.
  - D. hindrance stressors.
  - E. work-family conflicts.
114. Students sometimes experience \_\_\_\_\_ when professors remain vague about particular course requirements or how grading is going to be performed; the class becomes stressful because it is not quite clear what it takes to get a good grade.
- A. role ambiguity
  - B. daily hassles
  - C. role overload
  - D. personal development
  - E. role conflict

115. Two people sharing the responsibilities of a single job, as if the two people were a single performing unit is known as:
- A. job sharing.
  - B. telecommuting.
  - C. compressed working hours.
  - D. contracting.
  - E. term-time working.
116. Which of the following reflects the relatively minor day-to-day demands that get in the way of accomplishing the things that we really want to accomplish?
- A. Family time demands
  - B. Daily hassles
  - C. Personal development
  - D. Positive life events
  - E. Negative life events
117. \_\_\_\_\_ reflect the time that a person commits to participate in an array of family activities and responsibilities.
- A. Work-family conflicts
  - B. Change in family get-togethers
  - C. Negative life events
  - D. Family time demands
  - E. Positive life events
118. Activities including participation in formal education programs, music lessons, sports-related training, hobby-related self-education, participation in local government, or volunteer work are examples of:
- A. personal development.
  - B. professional development.
  - C. self actualization.
  - D. management development.
  - E. change management.
119. After people appraise a stressful demand, they ask themselves, "What should I do" and "What can I do" to deal with this situation? These questions reflect:
- A. primary appraisal.
  - B. secondary appraisal.
  - C. secondary job demands.
  - D. problem-focused events.
  - E. behavioural job demands.
120. Janet has several daily hassles and copes by avoiding work—coming in late, leaving early, or even staying home. This is an example of:
- A. positive life events.
  - B. emotion-focused cognitive coping.
  - C. behavioural coping.
  - D. problem-focused cognitive coping.
  - E. perception coping.
121. Which of the following refers to the thoughts that are involved in trying to deal with a stressful situation?
- A. Cognitive coping
  - B. Emotion-focused behaviour coping
  - C. Negative life events
  - D. Problem-focused behaviour coping
  - E. Type B behaviour pattern



122. The emotional, mental, and physical exhaustion that results from having to cope with stressful demands on an ongoing basis is called:
- A. burnout.
  - B. Type A behaviour pattern.
  - C. Type B behaviour pattern.
  - D. stressor.
  - E. benign job demands.
123. Define stress. What are the symptoms often associated with stress? Provide an example of a stressful situation relating to you and explain how it may have affected your job performance.
124. Why do you think a fire-fighter is ranked as a more stressful job than a police officer? Explain.
125. Explain the difference between hindrance stressors and challenge stressors. What are the four types of stressors? Provide an example of a stressor for each type.
126. Compare and contrast the stresses related with a divorce and the holiday season. Why is the stress score of a divorce so much higher than that of holidays?
127. Do people cope with stressors differently? Explain the four broad categories of coping. How do you tend to deal with situations?

128. Describe Type A Behaviour Patterns. Do you feel you are a Type A individual? Explain.

129. Is stress important? Why? Provide some examples to justify your answer.

130. What is a stress audit? Explain how to reduce stressors and strains.

## 5 Key

1. (p. 109) FALSE
2. (p. 109) TRUE
3. (p. 112) TRUE
4. (p. 116) FALSE
5. (p. 117) FALSE
6. (p. 118) TRUE
7. (p. 119) FALSE
8. (p. 121) FALSE
9. (p. 126) TRUE
10. (p. 129) FALSE
11. (p. 109) FALSE
12. (p. 111) FALSE
13. (p. 111) FALSE
14. (p. 112) FALSE
15. (p. 117) TRUE
16. (p. 114) TRUE
17. (p. 117) TRUE
18. (p. 117) FALSE
19. (p. 117) FALSE
20. (p. 117) TRUE
21. (p. 110) TRUE
22. (p. 121) TRUE
23. (p. 124) TRUE
24. (p. 126) TRUE
25. (p. 126) FALSE
26. (p. 127) FALSE
27. (p. 128) FALSE
28. (p. 124) TRUE
29. (p. 128) TRUE
30. (p. 128) TRUE
31. (p. 128) TRUE
32. (p. 109) D
33. (p. 109) A
34. (p. 109) C
35. (p. 110) D
36. (p. 110) A

- 37. (p. 110) E
- 38. (p. 110) B
- 39. (p. 110) D
- 40. (p. 111) C
- 41. (p. 111) D
- 42. (p. 111) A
- 43. (p. 111) B
- 44. (p. 111) A
- 45. (p. 112) E
- 46. (p. 112) B
- 47. (p. 112) D
- 48. (p. 112) D
- 49. (p. 112) C
- 50. (p. 113) A
- 51. (p. 112) B
- 52. (p. 113) C
- 53. (p. 114) E
- 54. (p. 115) E
- 55. (p. 115) B
- 56. (p. 111) A
- 57. (p. 116) C
- 58. (p. 116) D
- 59. (p. 116) C
- 60. (p. 116) A
- 61. (p. 117) E
- 62. (p. 117) B
- 63. (p. 117) D
- 64. (p. 117) C
- 65. (p. 117) B
- 66. (p. 117) A
- 67. (p. 117) D
- 68. (p. 117) C
- 69. (p. 117) D
- 70. (p. 117-118) B
- 71. (p. 119) A
- 72. (p. 119) E
- 73. (p. 120) A
- 74. (p. 120) C

75. (*p. 120*) B
76. (*p. 119*) E
77. (*p. 120*) B
78. (*p. 120*) C
79. (*p. 120*) C
80. (*p. 120*) C
81. (*p. 121*) B
82. (*p. 121*) D
83. (*p. 121*) B
84. (*p. 121*) A
85. (*p. 121*) E
86. (*p. 125*) E
87. (*p. 124*) B
88. (*p. 125*) D
89. (*p. 126*) D
90. (*p. 126*) B
91. (*p. 127*) A
92. (*p. 128*) C
93. (*p. 129*) D
94. (*p. 129*) E
95. (*p. 129*) B
96. (*p. 130*) D
97. (*p. 112*) B
98. (*p. 111*) D
99. (*p. 111*) B
100. (*p. 112*) C
101. (*p. 117*) B
102. (*p. 117*) D
103. (*p. 117*) A
104. (*p. 108, 111*) D
105. (*p. 109*) C
106. (*p. 109*) A
107. (*p. 110*) E
108. (*p. 105, 112*) A
109. (*p. 115*) E
110. (*p. 121*) E
111. (*p. 125*) E
112. (*p. 111*) D

113. (p. 111) A

114. (p. 112) A

115. (p. 127) A

116. (p. 112) B

117. (p. 115) D

118. (p. 116) A

119. (p. 116) B

120. (p. 117) C

121. (p. 117) A

122. (p. 120) A

123. (p. 109) Stress is defined as a psychological response to demands for which there is something at stake, and where coping with those demands would tax or exceed a person's capacity or resources. Stress depends on both the nature of the demand and the person who confronts it. A stressed-out feeling may result in headaches, upset stomach, backaches, and sleeping difficulties. Student responses to the last part of the question will vary.

124. (p. 110) Student responses will vary. Fire-fighters deal with saving lives and serving the community (i.e. saving burning buildings). They must be well-trained in medical and fire safety, and respond under pressure. While saving lives, fire-fighters must protect themselves as well. Police officers experience many of the same types of stress; however, police officers often monitor minor traffic violations. Both of these jobs are considered highly stressful.

125. (p. 111) Hindrance stressors are stressful demands that are perceived as hindering progress toward personal accomplishments or goal attainment. These stressors tend to trigger negative emotions. Challenge stressors are stressful demands that are perceived as opportunities for learning, growth, and achievement. The four types of stressors are work hindrance stressors, work challenge stressors, non-work hindrance stressors, and non-work challenge stressors. Several examples are provided under each of the four types. Role conflict, role ambiguity, role overload, and daily hassles are examples of work hindrance stressors. Time pressure, work complexity, and work responsibility are examples of work challenge stressors. Non-work hindrance stressors include work-family conflict and negative life events. Non-work challenge stressors are family time demands, personal development, and positive life events.

126. (p. 116) Refer to Table 5-2. Student responses will vary. Divorce would be considered a negative life event and result in negative emotions. Research has shown that a number of life events are perceived as quite stressful, particularly when they result in significant changes to a person's life. The holiday season would be considered family time demands which reflect the time that a person commits to participate in an array of family activities and responsibilities. This season is generally associated with positive, rather than negative, emotions.

127. (p. 116-118) Yes, people deal with situations in various ways. The two methods of coping are behavioural coping and cognitive coping. Behavioural coping involves the set of physical activities that are used to deal with a stressful situation. Cognitive coping refers to the thoughts that are involved in trying to deal with a stressful situation. The dimension that deals with the focus of coping includes problem-focused and emotion-focused. Problem-focused coping refers to behaviours and cognitions intended to manage the stressful situation itself. Emotion-focused coping refers to the various ways in which people manage their own emotional reactions to stressful demands. Student responses will vary in reference to the last question.

128. (p. 121) Type A people have a strong sense of time urgency and tend to be impatient, hard-driving, competitive, controlling, aggressive, and even hostile. They also have a strong desire to achieve. Type A people tend to be prone to interpersonal conflict because they are aggressive and competitive. Student's answers will vary for last response.

129. (p. 124-125) Refer to Figures 5-4 and 5-5. Challenge stressors have a moderate positive on organizational commitment. Illnesses, exhaustion, and drunkenness would detract from employee effectiveness in almost any job context. Hindrance stressors have a strong negative effect on organizational commitment. People who work at jobs that they know are causing them to feel constantly sick and exhausted will likely be dissatisfied with their jobs and feel less desire to stay with the organization and more desire to consider alternatives. However, not all stress has a negative impact. Certain types of stressors have positive relationships with performance and commitment. Challenge stressors often result in positive emotions and the net benefits of those emotions sometimes outweigh the costs of the added strain.

130. (p. 126) A stress audit is an assessment of the level and sources of stress in the workplace. This is the first step in managing stress. If a stress audit reveals that stress may be a problem, then alternative courses of action must be taken into consideration. Managing or reducing stressors is one general course of action. One way to reduce stressors is the organization could try to eliminate or significantly reduce stressful demands. Job sharing is an example of this approach. This is to reduce role overload and foster work-life balance. As an alternative to managing stressors, many organizations use practices that reduce strains. One type of strain-reducing practice involves relaxation techniques, such as progressive muscle relaxation, meditation, and miscellaneous calming activities. Another practice involves cognitive-behavioural techniques. These techniques tend to help people appraise and cope with stressors in a more rational manner. A third practice involves health and wellness programs. These are comprehensive efforts that include health screening and health-related courses and information.

## 5 Summary

<u>Category</u>	<u># of Questions</u>
Colquitt - Chapter 05	130
Difficulty: Difficult	19
Difficulty: Easy	21
Difficulty: Moderate	90
Learning Objective: 05-01 What is stress; and how is it different from stressors and strains?	19
Learning Objective: 05-02 What are the four main types of stressors?	39
Learning Objective: 05-03 How do individuals cope with stress?	37
Learning Objective: 05-04 How do individuals differ in their handling of stress?	9
Learning Objective: 05-05 How does stress affect job performance and organizational commitment?	7
Learning Objective: 05-06 What steps can organizations take to manage employee stress?	19