



(University of Choice)

**MASINDE MULIRO UNIVERSITY OF
SCIENCE AND TECHNOLOGY
(MMUST)**

**UNIVERSITY EXAMINATIONS
2021/2022 ACADEMIC YEAR**

2ND YEAR SECOND TRIMESTER EXAMINATIONS

**FOR THE DEGREE
OF
BACHELOR OF SCIENCE IN OCCUPATIONAL SAFETY AND HEALTH**

COURSE CODE: NCO 223

COURSE TITLE: **PSYCHOSOCIAL RISK ASSESSMENT AND
MANAGEMENT**

DATE: 22ND APRIL, 2022

TIME: 11:3AM to 2:30 PM

INSTRUCTIONS TO CANDIDATES

All Questions Are Compulsory

TIME: 3 Hours

MMUST observes ZERO tolerance to examination cheating

This Paper Consists of 5 Printed Pages. Please Turn Over. ►

PART ONE: MULTIPLE CHOICE QUESTIONS, MCQ (20 MARKS)

1. Which of the following statements is true?
 - A. In small quantities, stress is good
 - B. Too much stress is harmful
 - C. All stress is bad
 - D. Only 'A' & 'B' are right

2. Stress management is about learning
 - A. How to avoid the pressures of life
 - B. How to develop skills that would enhance our body's adjustment when we are subjected to the pressures of life
 - C. Both 'A' & 'B' are true
 - D. None of the above

3. Which of the following statements is true about stress management
 - A. Stress management is learning about the connection between mind and body
 - B. Stress management helps us control our health in a positive sense
 - C. Stress management teaches us to avoid all kinds of stress
 - D. Only 'A' & 'B' are right

4. Which of the following are the basic sources of stress
 - A. The Environment
 - B. Social Stressors
 - C. Physiological
 - D. Thoughts
 - E. All of the above

5. Examples of environmental stressors are
 - A. Weather
 - B. Traffic
 - C. Financial problems
 - D. Substandard housing
 - E. Only A', 'B' & 'D' are right

6. The following are the characteristics of Positive Stress
 - A. It improves performance
 - B. It feels exciting
 - C. It motivates
 - D. All of the above

7. Workplace stress only arises when the challenge is sustained for so long, or is so intense, that the person cannot reasonably bear the strain: when it exceeds their ability to cope.
 - A. True
 - B. False

8. Stress can produce symptoms that affect both the body and the mind. It does not affect behavior and emotions.
- A. True
 - B. False
9. Excessive noise, poor lighting, and safety hazards are examples of:
- A. Non-work stressors.
 - B. Physiological stressors.
 - C. Physical environment stressors.
 - D. Interpersonal stressors.
 - E. Role ambiguity.
10. The unwelcome conduct of a sexual nature that detrimentally affects the work environment or leads to adverse job-related consequences for its victims is:
- A. Role ambiguity.
 - B. Psychological harassment.
 - C. Sexual harassment
 - D. Eustress.
 - E. Intra-role conflict.
11. Drug abuse is the excessive consumption of substances such as alcohol, nicotine, drugs or medication, regardless of whether dependence exists or not
- A. True
 - B. False
12. High-risk occupations in terms of workplace violence are:
- A. Taxi-cab drivers
 - B. Police/security officers
 - C. Retail workers
 - D. All of the above
13. All of the following are typical behaviors of workplace bullies except
- A. Giving compliments.
 - B. Making threats.
 - C. Interrupting others.
 - D. Creating physical and mental stress for others.
14. The following are true about the behavioural symptoms of stress
- A. The subject's starts eating more or less
 - B. The subject starts sleeping more or less
 - C. The subject isolates himself/herself from others
 - D. All of the above

15. Which of following Which of the following are stress busters
- A. Trying to find something funny in a difficult situation
 - B. Developing a support network
 - C. Taking a mindful walk
 - D. All of the above
16. Mobbing with regard to organisational measures can take the following forms except
- A. Degrading jobs
 - B. Social isolation
 - C. Improved working relationship
 - D. Verbal and physical aggression
17. The following are the phase descriptions by WHO on the process of the addiction development with alcohol on the basis of consumption patterns except.
- A. Red Phase
 - B. Yellow Phase
 - C. Blue Phase
 - D. Green Phase
18. Shift and night work does not enhance the risk of accidents in workplaces
- A. False
 - B. True
19. There is general agreement that the key component of burnout is:
- A. Emotional exhaustion.
 - B. Poor concentration.
 - C. Feelings of being trapped and helpless.
 - D. Lowered sex drive.
20. The behavioural outcomes of stress can include:
- A. Poor memory.
 - B. Absenteeism.
 - C. Burnout.
 - D. Depression.

SECTION B: SHORT ANSWER QUESTIONS, SAQs (40 marks)

1. (a) Outline four common risk factors for workers who could be affected by workplace violence (4 marks)

(b) Give four reasons why workplace violence should be addressed (4 marks)
2. (a) Define workplace bullying (2 marks)

(b) Give three reasons why bullying impacts work (6 marks)
3. Psychosocial risk factors can arise among all occupational groups. Identify four common psychosocial risk factors in workplaces (8 marks)
4. The organisation of working hours has an important influence on the effect of load factors with which workers are confronted during their work. Identify four good corporate practices which can be employed to reduce the risk. (8 marks)
5. Define burnout and identify three likely sources of burnout in an organization. (8 marks)

SECTION C: LONG ANSWER QUESTIONS, LAQs, (40 marks)

1. In relation other than those associated with the physical environment:
 - (a) Outline EIGHT possible causes of increased stress levels amongst employees (8 marks)
 - (b) Outline the options that might be available to an organization to reduce stress levels amongst its employees. (12 marks)
2. In the psychosocial risk assessment, a systematic assessment of the current working conditions is made on the basis of existing risk-related criteria of the work situation. Five steps must be observed in the risk assessment. Identify and explain each of the steps (20 marks).