

The
Management
University
of Africa



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CERTIFICATE UNIVERSITY EXAMINATIONS

SCHOOL OF ARTS, HUMANITIES, DEVELOPMENT

STUDIES AND SOCIAL SCIENCES (SADS)

CERTIFICATE IN COUNSELLING AND PSYCHOLOGY

CCP 105: STRESS MANAGEMENT

DATE: 30TH JULY 2026

DURATION: 2 HOURS

MAXIMUM MARKS: 70

INSTRUCTIONS:

1. Write your registration number on the answer booklet.
2. **DO NOT** write on this question paper.
3. This paper contains **SIX (6)** questions.
4. Question **ONE** is compulsory.
5. Answer any other **FOUR** questions.
6. Question **ONE** carries **30 MARKS** and the rest carry **10 MARKS** each.
7. **Write all your answers in the Examination answer booklet provided.**

QUESTION ONE

Read the Case Study below carefully and answer the questions that follow:

CASE STUDY:

James works in a busy customer service department where he handles customer complaints, inquiries, and service requests. Due to increased competition in the industry, management has introduced strict performance targets that employees must meet every week. Staff members are expected to serve more customers within shorter periods while maintaining high levels of customer satisfaction. As a result, James often works long hours and occasionally takes work home to meet deadlines.

His supervisor closely monitors employees' performance and frequently points out mistakes without acknowledging good work. James feels that his efforts are not appreciated despite the extra hours he dedicates to the job. He also finds it difficult to discuss workplace challenges with his supervisor because he fears being viewed as incompetent.

Recently, the company introduced new technologies and digital systems that employees must learn and use immediately. Although training sessions were provided, James feels that the training was insufficient. He struggles to adapt to the new systems and worries that his limited technological skills may affect his performance. This has created anxiety about his future employment and career progression within the organization.

Over time, James has begun experiencing several physical, emotional, and behavioural changes. He frequently complains of headaches, fatigue, and difficulty sleeping. He often feels overwhelmed by his workload and struggles to concentrate when handling customer issues. His productivity has declined, and tasks that previously took a short time now require much longer completing.

James's colleagues have noticed changes in his behaviour. He becomes irritated easily and has been involved in several arguments with coworkers

over minor issues. He has also started arriving late to work and sometimes appears distracted during meetings. At home, he spends most of his time worrying about work-related problems and rarely participates in family activities.

Concerned about his declining performance and overall well-being, the company's Human Resource Department has requested a stress assessment to identify the factors contributing to James's stress and recommend appropriate interventions that will help him cope more effectively.

Required:

a) Identify five stressors affecting James. (10

Marks)

b) Explain five effects of stress demonstrated in the case study. (10

Marks)

c) Recommend five individual strategies James can use to manage stress effectively.

(10 Marks)

QUESTION TWO

(a) Define stress. (1 Mark)

(b) Explain four types of stress. (4

Marks)

(c) Discuss five cognitive signs of stress. (5

Marks)

QUESTION THREE

(a) Explain five job-related factors that may cause stress. (5

Marks)

(b) Discuss the impact of stress on employee performance.

(5 Marks)

QUESTION FOUR

- (a) Describe five physical symptoms of stress. **(5**

Marks)

- (b) Explain how counselling helps individuals cope with stress. **(5**

Marks)

QUESTION FIVE

- (a) Explain the four steps involved in implementing a stress reduction plan.

(4 Marks)

- (b) Discuss three challenges individuals face when trying to reduce stress.

(6 Marks)

QUESTION SIX

- (a) Explain the importance of relaxation techniques in stress management.

(5 Marks)

- (b) Describe five relaxation techniques that help reduce stress.

(5 Marks)