

TECHNICAL UNIVERSITY OF MOMBASA

School of Business

DEPARTMENT OF BUSINESS ADMINISTRATION

DIPLOMA IN BUSINESS ADMINISTRATION Y1S1

BLS 2101: SOCIAL STUDIES

SERIES: APRIL 2016

TIME: 2 HOURS

INSTRUCTIONS

- This paper consists of FIVE questions.
- Answer question ONE (Compulsory) and any other TWO questions

SECTION A

QUESTION ONE

a) Occupational stress occurs when there is discrepancy between the demands of environment and an individual's ability to carry out and complete these demands. Explain MAJOR factors that contribute to occupational stress. (15 marks)

b) Life skills are abilities for adaptive and positive behaviour that enable individuals to deal effectively with the demands and challenges of everyday life. Explain benefits of studying life skills to an individual (15 marks)

SECTION B

QUESTION TWO

a) Decisions can be categorized based on the level at which they occur. Discuss 3 categories of such decisions. (9 marks)

b) Creativity is the generation of new, imaginative ideas. Explain steps in creative decision making. (11 marks)

QUESTION THREE

- a) Self- awareness is the process of getting to know your feelings, attitudes and values. Explain needs 5 of self-awareness. (10 marks)
- b) Explain values associated with self- esteem. (10 marks)

QUESTION FOUR

- a) Explain advantages of good time management. (12 marks)
- b) Explain factors that can be used to evaluate level of creativity in the decision making process. (8 marks)

QUESTION FIVE

- a) Stress can be experienced by the employees in their workplace. Explain organizational strategies for managing stress. (15 marks)
- b) Highlight importance leisure time to an individual (5 marks)