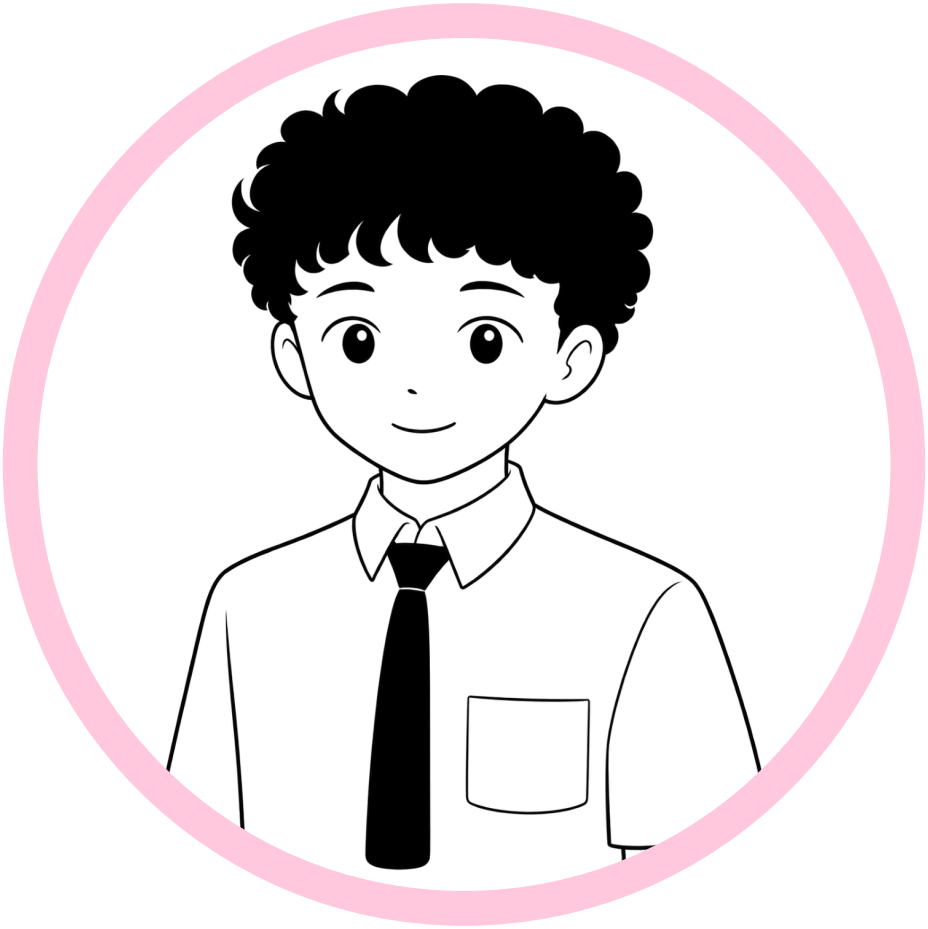
AQA A-LEVEL PSYCHOLOGY · 7182

PSYCHOLOGY



EXAM QUESTION PACK

3.3.7 SOURCES OF STRESS

SCORE	PERCENTAGE
/118	%

STEMUP

These questions belong to AQA, not to us.

The examination questions, mark schemes and examiner reports in this pack were written and published by AQA. They are past assessment materials, reproduced here so that students can revise from them.

What we do not own

STEMUP is not affiliated with AQA and does not own, and makes no claim to own, any of the question, mark scheme or examiner report material in this pack. AQA has not endorsed, approved or been involved in the production of it. AQA and the qualification titles used here belong to their respective owners and appear for identification only.

Where to find the originals

AQA publishes its past papers, mark schemes and examiner reports free of charge. Always check the current specification at aqa.org.uk before you revise, because content and wording can change between series.

If you hold the rights to any material in this pack and would like it amended or removed, contact admin@stemup.co.uk and we will act on it.

Q1.

Using your knowledge of workplace stress, explain why Mike may be experiencing these stress-related symptoms.

(Total 4 marks)

Q2.

Discuss sources of workplace stress.

(Total 8 marks)

Q3.

Outline and evaluate research into life changes **and / or** daily hassles as sources of stress.

(Total 16 marks)

Q4.

Outline **and** evaluate research into life changes as sources of stress.

(Total 16 marks)

Q5.

Brett and Sahil both work for the same company and have been talking about recent changes at work. Brett said that his pay is now dependent on other people's performance and that his department has introduced tighter deadlines and more rigid working hours. Since these changes were made, he has had more days off sick and is concerned that his health is beginning to suffer. There have been no changes in Sahil's department and he said that he hardly ever takes days off sick.

Explain why Brett might have been affected by the changes in his department. Refer to psychological research into workplace stress in your answer.

STEMUP.CO.UK

Extra space

(Total 6 marks)

Q6.

Describe **one** research study that has investigated stress in the workplace. In your answer you should include details of what was done and what was found.

Extra space

(Total 4 marks)

Q7.

Lee and Denis were talking in the doctor's waiting room. Denis remarked that his new neighbours were very noisy and that whenever he drove into town it was getting increasingly difficult to find anywhere to park. Lee said that his wife had died recently and that he was just about to retire.

Using examples from the conversation above, discuss the difference between life changes

STEMUP.CO.UK

and daily hassles.

Extra space

(Total 4 marks)

Q8.

'There are several methods used to manage the negative effects of stress. These methods can be biological or psychological.'

Discuss **two or more** methods of stress management.

(Total 16 marks)

Q9.

What is meant by *locus of control* **and** *hardiness*? Discuss the role of locus of control **and** the role of hardiness in mediating responses to stress. Refer to evidence in your answer.

(Total 16 marks)

Q10.

Describe **one or more** studies of workplace stress.

STEMUP.CO.UK

Extra space _____

(Total 5 marks)

Q11.

The following are examples of stress in everyday life, some are life changes and some are daily hassles. From the list, select **two** examples of life changes and **two** examples of daily hassles.

A Divorce

B Household chores

C Room temperature

D Retirement from work

E Traffic jams

F Getting married

G Changing school

H Missing the bus

Life changes: select **two** from the list above and write **one** letter in each box.		
Daily hassles: select **two** from the list above and write **one** letter in each box.		

(Total 4 marks)

Q12.

Explain what psychological research has shown about the stressful impact of **either** life changes **or** daily hassles.

STEMUP.CO.UK

Extra space

(Total 4 marks)

Q13.

Mr Harris is about to move his business into a brand new building. He is very keen to create a healthy working environment and reduce workplace stress. In this way, he hopes to improve productivity and reduce absenteeism.

What advice would you give Mr Harris? Use your knowledge of psychological research in this area.

Extra space

STEMUP.CO.UK

_____

_____

(Total 6 marks)

Q14.

During the last few months, Paula has suffered from headaches and colds, and has been having difficulty sleeping. She decided to keep a diary and found that her headaches, colds and sleep problems were associated with experiences such as having too much homework, losing house keys and being stuck in traffic.

(a) What is the name for these sorts of stress-related experiences?

_____

(1)

(b) Use your knowledge of psychology to explain why Paula might be feeling unwell.

_____

_____

_____

_____

_____

_____

_____

_____

Extra space _____

_____

_____

_____

(4)

(Total 5 marks)

Q15.

Psychologists have found that the physical environment (e.g. noise and heat) can be a source of stress in the workplace.

Apart from the physical environment, outline **two other** sources of stress in the workplace.

_____

_____

_____

STEMUP.CO.UK

Extra space _____

(Total 4 marks)

STEMUP.CO.UK