



Course:	CPS	Course Code:	SS – 1008
Program:	BS(CS/SE/DS)	Semester:	Fall 2022
Duration:	60 Minutes	Total Marks:	25
Paper Date:	May 2022	Weight	20%
Section:	All Sections	Pages:	2
Exam	MID EXAM	Section:	K2
Name:		Roll No:	211-7616

INSTRUCTIONS:

- Write your name section and Roll number in the space provided.
- Avoid cutting/ over-writing.
- Attempt all questions on the provided answer sheet.
- Question paper should be stapled your answer booklet.

Q1. Read the case study given below and analyze it.

(25 Marks)

Note: Your analysis should meet the following criteria:

1. Introduction
2. Background
 - a. Summary
 - b. Provide 1 Literature Review with 3 major details for each. (P.T.O for Article)
3. Provide 3 alternatives
4. Your proposed solution should be supported by 3 major details
5. Recommendation
6. Provide brief conclusion at the end of the analysis.

Case Study: "Frightening Behavior"

A supervisor contacts the Human Resources Office because one of his employees is making the other employees in the office uncomfortable. He said the employee does not seem to have engaged in any actionable misconduct but, because of the employer's new workplace violence policy, and the workplace violence training he had just received, he thought he should at least mention what was going on. The employee was recently divorced and had been going through a difficult time for over two years and had made it clear that he was having financial problems, which were causing him extreme stress. He was irritable and aggressive in his speech most of the time. He would routinely talk about the number of guns he owned, not in the same sentence, but in the same general conversation in which he would mention that someone else was causing all of his problems.

According to Bjorkqvist et al. (2019a), aggressors generally seek behaviors that are effective in harming the victim, while at the same time incurring as little danger to themselves as possible. The effect/danger ratio refers to aggressors' subjective estimates of these two components. While it is clear that aggressors prefer a large effect/ danger ratio in many situations, there are several factors present in work settings that, together, may tend to further strengthen this preference. Moreover, work settings usually involve the presence of several persons who, because they must coordinate their activities, often pay close attention to each other's behavior. As a result, workplaces generally contain a "built-in" audience of highly interested observers who are likely to notice overt aggressive actions. It seems possible that potential aggressors in work settings would tend to strongly prefer forms of aggression that allow them to disguise their identity and that leave the victim uncertain as to whether the harm experienced has been intentional-that is, due to planned or deliberate actions by another person. Aggressive behaviors that disguise the identity of aggressors and their aggressive intentions, are often described as covert in nature, and are distinguished from aggressive behaviors described as overt which do reveal the identity of the aggressor and this person's aggressive intentions (Bjorkqvist et al., 2019 a).

At this point, an important question arises: What, specifically, are covert forms of aggression in workplaces like? A framework proposed by Buss (1961) seems useful in answering this question. According to Buss (1961), acts of human aggression can be classified in terms of three different dichotomies: verbal-physical, direct-indirect, and active-passive. Verbal forms of aggression involve efforts to inflict harm on others through words rather than deeds, while physical forms of aggression involve overt actions intended to harm the victim in some manner. Direct forms of aggression are ones in which harm is delivered directly to the victim, while indirect forms involve the delivery of harm through the actions of other agents or through assaults on person or objects valued by the victim (e.g. damage to the victim's property, family). Finally, active aggression produces harm through the performance of some behavior while passive aggression delivers harm through the withholding of some action. Recent investigations indicate that employees often react negatively to such changes. For example, a number of studies have found that persons fired as a result of "downsizing" and also those who remain on the job report increased feelings of anger, frustration, and anxiety following such changes in their organizations (Brockner et al., 1992; Konovsky & Brockner, 1993). Similarly, recent findings indicate that many employees react negatively to increased workplace diversity.

Tsui, Egan and O'Reilly (1994) found, for example, that the greater the diversity among employees in many different workplaces the more negative were the employees' attitudes toward their organizations and the less interested they were in continuing to work there. Several modern theories of aggression suggest that reactions such as negative affect, feelings of anxiety, and frustration increase the propensity for various forms of aggression (Anderson et al., 1995). Thus, it was reasoned here that some of the recent changes in many work settings-for example, downsizing, workplace violence policy, layoffs, salary cuts or freezes and increased diversity of the workforce-have generated increased levels of anger, negative affect, and frustration among employees and in this manner, have contributed to a heightened incidence of workplace aggression (Berkowitz, 1988; Zillman, 1994).

The study explains how key practices pertaining to the psychologically healthy workplace can be used to develop a comprehensive approach to stress management in contemporary organizations. Specifically, we demonstrate the ways in which employee involvement, recognition, work-life balance, health and safety, and growth and development practices can be used to assist in the reduction of work stress and the proactive management of strain. Although many organizations strive to establish a positive environment conducive to work and well-being, identifying where to begin can often seem like a daunting task. Currently, many stress management efforts emphasize individual-level interventions that are simply implemented alongside existing organizational practices. We propose that a broader perspective allows for a better understanding of the stress process, resulting in the ability to consider a wider range of changes to organizational processes. Combining knowledge regarding psychologically healthy workplace practices, stress management intervention levels and the personal resource allocation framework, we present a comprehensive framework for approaching workplace stress management, which can be tailored to the unique needs of various organizations, departments and employees. By adopting this broader perspective, we believe organizations can more strategically address employee stress, resulting in more effective stress management and a profound impact on stress-related outcomes. Employee Assistance Program is one of the strategy we can use for the employees suffering from stress and anxiety (Matthew, 2015).