

Solutions

Each answer shows the steps, then the **result**.

2.1

- the stressor is the event; the stress response is the body's reaction to it, mediated by appraisal

2.2

- alarm; resistance; exhaustion

2.3

(a)

- emotion-focused coping

(b)

- when the situation cannot be changed

3.1 B

- prolonged arousal and resource depletion produce the health cost

3.2 B

- changing the stressor requires that it be changeable

3.3

(a)

- differences in appraisal, social support or perceived control

(b)

- give employees more control over how and when work is done, since perceived control lowers threat appraisal and therefore the physiological response

3.4

(a)

- Alarm** — the stressor is perceived, adrenaline is released and the body mobilises resources (1). **Resistance** — the body stays aroused and copes, with hormone levels remaining high (1). **Exhaustion** — resources are depleted, resistance to illness falls and physical damage appears (1)

(b)

- The workload was the same in both groups, so the difference in hormone levels cannot come from the stressor itself (1); it comes from how it was **appraised** — as a challenge to be met or as a threat of harm — which shows that stress is the product of the event and the person's interpretation of it (1)

(c)

- Problem-focused** coping acts on the stressor itself, for example by making a plan or removing the demand (1). **Emotion-focused** coping manages the feelings the stressor produces, for example by reframing it or seeking support; it is the more useful of the two when the stressor **cannot** be changed (1)

(d)

- Diaries depend on memory and honesty, and people high in negative affect may report both more hassles and more symptoms, so the correlation could reflect a reporting style rather than a real effect on health (1)