

Mark schemes

Q1.

[AO1 = 6 AO2 = 4 AO3 = 6]

Level	Marks	Description
4	13-16	Knowledge of what psychologists have found out about workplace stress is accurate and generally well detailed. Application is effective. Discussion is thorough and effective. Minor detail and/or expansion of argument is sometimes lacking. The answer is clear, coherent and focused. Specialist terminology is used effectively.
3	9-12	Knowledge of what psychologists have found out about workplace stress is evident but there are occasional inaccuracies/omissions. Application/discussion is mostly effective. The answer is mostly clear and organised but occasionally lacks focus. Specialist terminology is used appropriately.
2	5-8	Limited knowledge of what psychologists have found out about workplace stress is present. Focus is mainly on description. Any application/discussion is of limited effectiveness. The answer lacks clarity, accuracy and organisation in places. Specialist terminology is used inappropriately on occasions.
1	1-4	Knowledge of what psychologists have found out about workplace stress is very limited. Application/discussion is limited, poorly focused or absent. The answer as a whole lacks clarity, has many inaccuracies and is poorly organised. Specialist terminology is either absent or inappropriately used.
	0	No relevant content.

Possible content:

- the job-demands resources model (Karasek, 1979) – levels of control can offset the negative effects of excess workload
- workload – too much/not enough work to do as a source of stress. Evidence excess workload is related to raised chronic physiological arousal and raised levels of stress hormones (Johansson, 1978) and stress-related illness such as CHD (Kivimaki, 2006)
- control – the level of control a worker has over the workload (degree of latitude) affects stress; high control = low stress; low control = high stress. Low control linked to CHD (Marmot, 1997)
- further effects of combined excess workload and lack of control: dissatisfaction, depression, psychosomatic illness, burnout
- Job Content Questionnaire (Karasek, 1985) as used to assess job stressors.

Possible application:

- Carrie is suffering the physiological effects of stress – lack of sleep, heart pounding

- Carrie does not have any control over the speed at which she has to work – packages come along a conveyor belt... or any control over the physical environment (noise)
- Carrie is not managing to meet her targets... suggests targets are unrealistic and therefore workload is too high
- factory workers want to arrange a meeting... suggests they are trying to exert some control over their working conditions
- the workers want to discuss work-related illness... suggests some workers are experiencing negative health effects of excess workload and low control.

Possible discussion:

- use of evidence to discuss the effects of workplace stress
- discussion of other key factors affecting stress – physical environment, eg excess temperature, noise, personal space; organisational factors, eg opportunities for change, involvement in decision-making; co-workers; home-work interface – ability to cope with competing demands of work and home life, eg childcare
- evidence tends to be correlational as research takes place in the field where extraneous variables cannot be controlled
- relationship between aspects of control and the stressful effect of daily hassles
- perceived levels of control may have the same effect as actual levels of control
- mediating variables include personality type (Type As respond less well to stress), whereas hardiness enables workers to cope with the challenge of higher workload and they have an inbuilt feeling of being in control
- implications for employers and managers – giving workers some control over their workplace can be good for employee health and reduce absenteeism.

Credit other relevant material.

Q2.**[AO1 = 3 AO3 = 3]**

Level	Marks	Description
3	5-6	Outline is clear, accurate and detailed. Limitation is appropriate and well outlined. Answer is organised and coherent. Specialist terminology is used effectively.
2	3-4	Outline is mostly clear but lacks detail in places. Limitation is appropriate but the outline lacks detail. There is some appropriate use of specialist terminology. OR one aspect at L3 (maximum 3 marks).
1	1-2	Outline is limited/muddled. Limitation is limited/muddled. The answer lacks clarity and accuracy. Specialist terminology is either absent or inappropriately used. OR one aspect at L1/2.
	0	No relevant content.

Possible content:

- life changes are life events that might cause stress and illness – can be positive/negative - require adjustment
- Social Readjustment Rating Scale (SRRS) devised by Holmes and Rahe (1967) included 43 such life changes
- each life change can be accorded a value known as a life change unit (LCU) and an overall LCU score can be calculated by adding the LCUs for all the life changes experienced in the last year
- examples include marriage (50 LCUs) and changing job (36 LCUs)
- Holmes and Rahe suggest a high LCU score can predict illness.

Possible limitations:

- life changes can be experienced very differently, eg divorce may be a negative experience for some but positive for others
- individual differences (personality, gender etc) can mediate the effects of life events
- the relationship between LCU score and stress-related illness is correlational so cannot say life changes cause illness
- controlability may affect the extent to which a life change causes stress – changes we can have control over are less stress-inducing
- need to distinguish between positive changes (getting a better job) and negative changes (losing a good job) as they have vastly different effects.

Credit other relevant material and limitations.