



ZIMBABWE EZEKIEL GUTI UNIVERSITY

FACULTY OF BUSINESS, ECONOMICS AND ACCOUNTING

DEPARTMENT OF BUSINESS ADMINISTRATION AND MANAGEMENT

EXAMINATION PAPER

COURSE CODE : CHR112
COURSE TITLE : INDUSTRIAL SOCIOLOGY
DURATION : 3 HOURS
DATE : FEBRUARY 2022
SPECIAL REQUIREMENTS : NONE

10 FEB 2022

INSTRUCTIONS TO CANDIDATES:

1. No cell phones are allowed in the examination venue.
2. Answer any **FOUR (4)** questions.
3. Begin each question on a new page.
4. The number of marks for each question or part question is shown in brackets []

B.13 PM

Question 1

With reference to an organisation of your choice, critically discuss the benefits and challenges presented by modernization with regards to people issues. (25 marks)

Question 2

- a) Outline any **five** sources of organizational conflict. (5)
 - b) Discuss any **four** strategies which can be used to manage conflict in organisations. (15)
- (25 marks)

Question 3

Critically evaluate the relevance of the Scientific Management Theory to present day business organisations. (25 marks)

Question 4

- a) Outline the **three (3)** types of authorities used in an organization. (3)
 - b) Motivate arguments for and against a bureaucratic organization in a modern society. (22)
- (25 marks)

Question 5

Examine any five roles of Human Resource Managers in reducing deviance at work. (25 marks)

End of Paper