



ZIMBABWE EZEKIEL GUTI UNIVERSITY

FACULTY OF BUSINESS, ECONOMICS AND ACCOUNTING

DEPARTMENT OF BUSINESS ADMINISTRATION AND MANAGEMENT

EXAMINATION PAPER 1

COURSE CODE : CHR 112
COURSE TITLE : INDUSTRIAL SOCIOLOGY
DURATION : 3 HOURS
DATE :
SPECIAL REQUIREMENTS : 01 DEC 2022

INSTRUCTIONS TO CANDIDATES:

1. No cell phones are allowed in the examination venue.
2. Answer any **FOUR (4)** questions. (Level 1.1 to level 2.2)
3. Answer **QUESTION ONE (1)** and any other **THREE (3)** questions. (Level 4.1 and 4.2)
4. Begin each question on a new page.
5. The number of marks for each question or part question is shown in brackets []

ANSWER ANY FOUR QUESTIONS.

QUESTION 1

Explain in detail the factors that influence organisational conflict (25)

QUESTION 2

Explain the importance of team building in improving work relationships and efficiencies (25)

QUESTION 3

Define Industrial Sociology and briefly explain its significance to Human Resources Management (25)

QUESTION 4

Explain in detail the meaning of:

- a) functionalist perspective (15)
- b) Symbolic perspective (10)

QUESTION 5

Define the following social relations terms and give a brief explanation each.

- a) Internal Relations (5).
- b) Formal Relations (5)
- c) Informal Relations (5)
- d) Mixed Relations (5)
- e) External Relations (5)

QUESTION 6

Analyse the following theories of sociology of work and critic their relevancy and effect to modern Industrial Sociology.

- a) Karl Marx's Alienation (10)
- b) Emile Durkheim- Division of labour (Anomie) (10)
- c) Marx Weber- Bureaucracy (5)