



ZIMBABWE EZEKIEL GUTI UNIVERSITY

FACULTY OF LAW, BUSINESS INTELLIGENCE AND ECONOMICS

DEPARTMENT OF ACCOUNTING, FINANCE AND HUMAN CAPITAL
MANAGEMENT

COURSE CODE : CHR 112
COURSE TITLE : INDUSTRIAL SOCIOLOGY
SPECIAL REQUIREMENTS : None
DURATION : 3 Hours
LEVEL : 1.1
DATE : 13 JUN 2025

INSTRUCTIONS TO CANDIDATES:

1. No cell phones are allowed in the examination venue
2. Answer question 1 (Compulsory) in Section A and any three (3) questions in Section B.
3. The number of marks for each question or part question is shown in brackets []
4. Begin each answer on a new page.
5. **DO NOT OPEN THIS PAPER UNTIL THE INVIGILATOR INSTRUCTS YOU.**

SECTION A

QUESTION ONE

- a) Examine the role of industrial sociology in organisations and discuss its contribution to the understanding of workplace dynamics. **[10 marks]**
- b) In what ways can this understanding improve employee relations and overall organisational productivity? **[15 marks]**

[Total 25 marks]

SECTION B

QUESTION TWO

- a) Explore how occupational communities promote the exchange of knowledge and expertise **[10 marks]**
- b) Discuss three different organisational structures that are found in Zimbabwean organisations **[15 marks]**

QUESTION THREE

Technological changes in the 4th industrial revolution are rapid with the introduction of AI, big data analytics, machine learning and robotics. Discuss the impact of technology on the jobs and employees. **[25 marks]**

QUESTION FOUR

Discuss the key sources of organisational power and how can leaders effectively leverage these sources to influence decision making. **[25 marks]**

QUESTION FIVE

Critically evaluate Max Weber's concept of bureaucracy theory and its contributions in shaping organisational structures **[25 marks]**

QUESTION SIX

Discuss strategies that can be implemented to effectively manage conflicts and enhance collaboration among members in a group or team in fast-paced work environment. **[25 marks]**

END OF EXAMINATION QUESTION PAPER

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