



# MACHAKOS UNIVERSITY

University Examinations for 2019/2020 Academic Year

SCHOOL OF HUMANITIES AND SOCIAL SCIENCES

DEPARTMENT OF SOCIAL SCIENCES

FOURTH YEAR FIRST SEMESTER EXAMINATION FOR

BACHELOR OF EDUCATION (ARTS)

BACHELOR OF ARTS

ASC 407: SOCIOLOGY OF WORK AND INDUSTRY

DATE: 5/12/2019

TIME: 8.30-10.30 AM

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INSTRUCTIONS: Answer QUESTION ONE and any other TWO QUESTIONS

## QUESTION ONE (30 MARKS)

- a) Define Work and outline the basic elements of work process (5 marks)
- b) Explain **five** most important methods of research in sociology of work (10 marks)
- c) Explain **four** factors that led to drastic changes in the field of work from post industrial era (8 marks)
- d) Define ethics according to Jones (2004) and explain the three main sources of business ethics (7 marks)

## QUESTION TWO (20 MARKS)

- a) Discuss the history of work through the various periods (10 marks)
- b) Analyze the basic elements of Mayo's theory (10 marks)

## QUESTION THREE (20 MARKS)

- a) Explain **five** methods used to select employees (10 marks)
- b) Outline **five** rules of a good behavior during an interview (5 marks)
- c) Outline **five** basic rules for writing a good CV (5 marks)

## QUESTION FOUR (20 MARKS)

- a) Discuss Maslow's classification of human needs (10 marks)
- b) Giving example explain **five** types of rewards managers can utilize to motivate employees (10 marks)

**QUESTION FIVE (20 MARKS)**

Taking into account you are the incoming Chief Executive Officer for a telco company based in Kenya. Discuss the major challenges you would expect and the probable solution for effective management of the organization.