



**SCHOOL OF BUSINESS, ECONOMICS, HOSPITALITY AND TOURISM
MANAGEMENT**

DEPARTMENT OF BUSINESS ADMINISTRATION

SEPT – DEC 2022 SEMESTER FINAL EXAM

CODE: BBA 423 UNIT NAME: SOCIOLOGY OF WORK

TIME: 2 HOURS

INSTRUCTIONS

Answer Question ONE (Compulsory) and any other THREE

QUESTION ONE

- a) Describe any **Five** characteristics/factors that influence the Quality of Work Life as provided by Walton. **(10 marks)**
- b) Explain the following trends in the workforce.
- i) Informal work **(4 marks)**
- ii) Underemployment **(4 marks)**
- iii) Two tiered economy **(4 marks)**
- iv) Less standardized work **(4 marks)**
- v) De-industrialization **(4 marks)**

QUESTION TWO

- a) Based on his ideas concerning the legitimacy of power, Weber outlined the characteristics of bureaucracy in its purest form. Explain these characteristics. **(10 marks)**
- b) Describe the impact of economic restructuring. **(10 marks)**

QUESTION THREE

- a) Discuss the causes and effects of deskilling. **(10 marks)**
- b) Highlight the factors that influence and decide the quality of work life. **(10 marks)**

QUESTION FOUR

- a) Discuss the advantages and disadvantages of technology in the workplace. **(10 marks)**
- b) Explain what benefits would accrue to an organization that has Quality of Work Life. **(10 marks)**

QUESTION FIVE

- a) Discuss the main characteristics of Workers Participation in the Management. **(10 marks)**
- b) Lehrer highlights certain measures that help overcome the difficulties of Quality of Work Life programs. Discuss these measures. **(10 marks)**