



MACHAKOS UNIVERSITY

University Examinations for 2022/2023 Academic Year

SCHOOL OF BUSINESS, ECONOMICS AND HOSPITALITY AND TOURISM
MANAGEMENT

DEPARTMENT OF BUSINESS ADMINISTRATION AND FINANCE

FOURTH YEAR SEMESTER EXAMINATION FOR

BACHELOR OF COMMERCE

BBA 423: SOCIOLOGY OF WORK

DATE:

TIME:

INSTRUCTIONS:

Answer Question **ONE (Compulsory)** and any other **Three**

QUESTION ONE (COMPULSORY) (30 MARKS)

- 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 (20 MARKS)

- 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 (20 MARKS)

- 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 (20 MARKS)

- 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 (20 MARKS)

- 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)