



# MACHAKOS UNIVERSITY

University Examinations for 2019/2020 Academic Year

SCHOOL OF BUSINESS AND ECONOMICS

DEPARTMENT OF BUSINESS ADMINISTRATION

FOURTH YEAR FIRST SEMESTER EXAMINATION FOR

BACHELOR OF COMMERCE

**BBA 423: SOCIOLOGY OF WORK, MANAGEMENT AND EMPLOYMENT**

**DATE: 4/12/2019**

**TIME: 8.30-10.30 AM**

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## INSTRUCTIONS:

Answer Question ONE and any other TWO Questions.

### QUESTION ONE (30 MARKS)

**Study the following Case Study and answer the questions that follow:**

Kim, a recent graduate of a prestigious business school, had taken a job in the auditing division of Greenspan and Company, a fast growing leader in the accounting industry. Greenspan relocated Kim, his wife, and their one year old daughter from Nairobi to Kisumu. On arriving, they bought their first home and a second car. Kim was told that the Company had big plans for him. Thus, he did not have to worry about being financially overextended.

After several months, Kim found that he was working late into the night to complete his auditing assignments. He realized that the Company did not want its clients billed for excessive hours and that he needed to become more efficient if he wanted to move up in the Company. He asked one of his friends, Mwende, how she managed to be so efficient in auditing client records.

Mwende quietly explained: "Kim, there are times when being efficient isn't enough. You need to do what is required to get ahead. The partners just want results-they don't care how you get them."

"I don't understand," said Kim.

"Look," Mwende explained, "I had the same problem you have a few years ago, but Mr Mwema, the manager of the auditing department] explained that everyone 'eats time' so that the group shows top results and looks good, everyone in it looks good. No one cares if a little time gets lost in the shuffle."

Kim realized that 'eating time' meant not reporting all the hours required to complete a project. He also remembered one of Mr Mwema's classic catch phrases, "results, results, results." He thanked Mwende for her input and went back to work. Kim thought of going over Mr Mwema's head and ask for advice from the division manager, but he had met her only once and did not know anything about her.

**Required:**

- a) If you were Kim working in such work environment, what should you do? (10 marks)
- b) Explain the impact of this Company's social impact on young accountants. (10 marks)
- c) What advice would you give to Mr Mwema in order to change his social way of doing work? (10 marks)

**QUESTION TWO (20 MARKS)**

- a) Discrimination is an evil found in most organizations. Explain different types of discriminations in the workplace? Give examples to illustrate your answers. (10 marks)
- b) Discuss the motives of corporate restructuring. (10 marks)

**QUESTION THREE (20 MARKS)**

Distinguish between:

- a) Work orientation and implicit contract (4 marks)
- b) Self-identity and social identity (4 marks)
- c) Feelings and emotions (4 marks)
- d) Conflict at the level of interest and conflict at the level of behavior (4 marks)
- e) Organization mischief and humor (4 marks)

**QUESTION FOUR (20 MARKS)**

- a) There are three dimensions of how a particular type of work is understood and evaluated. Describe these dimensions. (9 marks)
- b) Globalization is arguably the most important factor currently shaping the world economy. Discuss the pro and cons of globalization to the society. (11 marks)

**QUESTION FIVE (20 MARKS)**

- a) Explain types of employment. (10 marks)
- b) The debate of deskilling is a global phenomenon. Discuss the effects of deskilling in workplace. (10 marks)