



# MANICALAND STATE UNIVERSITY OF APPLIED SCIENCES

FACULTY OF APPLIED SOCIAL SCIENCES

HUMAN RESOURCE MANAGEMENT DEPARTMENT

INDUSTRIAL SOCIOLOGY

CODE: SSHR127

SESSIONAL EXAMINATIONS

OCTOBER 2021

DURATION: 3 HOURS

EXAMINER: MR K. CHATIZA

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## **INSTRUCTIONS & INFORMATION**

- 1. This paper contains 2 sections with 6 Questions.*
  - 2. Section A is compulsory.*
  - 3. Answer ANY **three** other questions from section B*
  - 4. Total marks 100*
  - 5. You are reminded of the need for good English and clear presentation in your answers.*
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## **SECTION A**

1. With reference to an organisation of your choice, critically discuss the benefits and challenges presented by *modernization* with regards to people issues.

**(25 marks)**

## **SECTION B**

2. a) Outline any **five** sources of organizational conflict. **(5 marks)**

- b) Discuss any **four** strategies which can be used to manage conflict in organisations. **(20 marks)**

3. Critically evaluate the relevance of the Scientific Management Theory to present day business organisations. **(25 marks)**

4. a) Deviance is both inevitable and functional in the world of work. Discuss. **(12 marks)**

- b) Examine the role of Human Resource Managers in reducing deviance at work. **(13 marks)**

5. Work-place diversity presents more problems than it ensures efficiency. Discuss. **(25 marks)**

6. Through the use of any **two** sociological theories on work and industry, analyse the differences between pre-industrial and post-industrial societies. **(25 marks)**

**END OF EXAMINATION**

