



KENYATTA UNIVERSITY

UNIVERSITY EXAMINATIONS 2017/2018

FIRST SEMESTER EXAMINATION FOR THE DEGREE OF BACHELOR OF COMMERCE

BHM 423: SOCIOLOGY OF WORK MANAGEMENT AND EMPLOYMENT

DATE: Friday, 24th November 2017

TIME: 11.00 a.m. - 1.00 p.m.

INSTRUCTIONS:

ANSWER QUESTION ONE AND ANY OTHER TWO

QUESTION ONE - CASE STUDY

1. a) Organizations are constantly facing changes and challenges due to the changing internal and external forces surrounding them and to survive they must respond to these changes. In view of this explain to the HR Manager how he can respond to economic restructuring honourably and respectfully. (10 Marks)
- b) Explain the term labour process as used in HR. (3 Marks)
- c) Discuss the relationship between labour process and development of management. (10 Marks)
- d) Enumerate at least three (3) management strategies a HR Manager can apply to improve his employee relations. (7 Marks)

QUESTION TWO

Explain the role of globalization in regard to:

- i) Increased quality of working life. (5 Marks)
- ii) New terms of employee participation at the work place. (5 Marks)
- iii) Flexible specialization at the work place. (10 Marks)

QUESTION THREE

Discuss the impact of new technology and the deskilling debate in Human Resources Management. (20 Marks)

QUESTION FOUR

A good Human Resources Manager is determined by how effectively and efficiently he manages employee for increased productivity at the business enterprise. In view of this, discuss the HR Manager as the service class manager.