



UNIVERSITY OF ESWATINI

UNIVERSITY OF ESWATINI

DEPARTMENT OF SOCIOLOGY AND SOCIAL WORK

MAIN EXAMINATION PAPER- NOVEMBER, 2019

TITLE OF PAPER: INDUSTRIAL SOCIOLOGY

COURSE CODE: SOC409

TIME ALLOWED: THREE (3) HOURS

INSTRUCTIONS

- 1 ANSWER ANY FOUR (4) QUESTIONS**
- 2 ALL QUESTIONS CARRY EQUAL MARKS**

TOTAL MARKS - 100

THIS PAPER MUST NOT BE OPENED UNTIL PERMISSION IS GRANTED BY THE INVIGILATOR

1. Drawing from the work of Volti (2008), Grint, (2005) and Watson (2009), discuss the following:
 - a. The distinction between work and non-work.
 - b. The notion of 'making a living'.
2. Discuss the nature of production under monopoly capitalism (c.1920) with specific reference to the characteristics of Fordism.
3. Examine the logic of routinization and explain why it may result in resistance among interactive service workers.
4. With examples, discuss the rationale of the increased adoption of non-standard work and outline the implications of the choice.
5. Discuss five determinants of job satisfaction in the workplace.
6. Discuss authority, autonomy and altruism as essential hallmarks of a profession and briefly explain why it has been argued that professions are increasingly becoming deprofessionalized.
7. With specific examples, discuss the impact of *Robots, AI, and Automation* on the social and technical organization of work in the 21st Century world of work.
8. With reference to Darrell West's (2018) *The Future of Work* and any other literature, discuss the threats and challenges to the future of work in the 4th industrial age and suggests how Eswatini can address them.