



**UNIVERSITY OF ESWATINI**  
**DEPARTMENT OF SOCIOLOGY AND SOCIAL WORK**  
**SUPPLEMENTARY EXAMINATION PAPER- JANUARY, 2020**

**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. Distinguish between early and imperial agricultural societies in pre-industrial Europe, with emphasis on the impact of the social and technical organization of work on society.
3. Discuss the characteristics and new ideology of work in the early factories under industrial capitalism in Europe.
4. Distinguish between the terms unemployment and underemployment and, citing the distinctions between class, age and gender, discuss the social consequences of unemployment.
5. Examine the process of routinization of interactive service work among service recipients and explain the circumstances under which service recipients accept or resist routines.
6. Outline Karl Marx's views on the centrality of work in human life and explain his arguments for alienated labour under the capitalist system of production.
7. With specific examples, discuss the impact of *Robots, AI, and Automation* on the social and technical organization of work in the advent of the 4<sup>th</sup> industrial revolution.
8. Differentiate between the pluralistic and the radical Marxist approaches to labour relations.