



# **MURANG'A UNIVERSITY OF TECHNOLOGY**

## **SCHOOL OF BUSINESS AND ECONOMICS**

DEPARTMENT OF HUMAN RESOURCE

UNIVERSITY ORDINARY EXAMINATION

2023/2024 ACADEMIC YEAR

**SECOND YEAR FIRST SEMESTER EXAMINATION FOR BACHELOR OF  
SCIENCE IN HUMAN RESOURCE MANAGEMENT**

**BHR 204 – SOCIOLOGY OF WORK AND EMPLOYMENT**

**DURATION: 2 HOURS**

### **INSTRUCTIONS TO CANDIDATES:**

1. Answer question **ONE** and any other **TWO** questions.
2. Mobile phones are not allowed in the examination room.
3. You are not allowed to write on this examination question paper.

## **SECTION A (30 MARKS)**

### **QUESTION ONE (30 MARKS)**

- a) Outline five characteristics of a group. (5 marks)
- b) List five C's of an effective team. (5 marks)
- c) State five ways of improving social capital within an organization. (5 marks)
- d) Identify five generations in the work place today. (5 marks)
- e) Outline five ways in which work has changed in the last decade. (5 marks)
- f) As collaboration and work groups become more prevalent, workers need well developed social skills. Identify any five of such skills. (5 marks)

## **SECTION B (40 MARKS) ANSWER ANY TWO QUESTIONS**

### **QUESTION TWO (20 MARKS)**

- a) Explain the role of management in influencing employees positively for the achievement of organizational goals. (10 marks)
- b) Discuss the group forming process indicating how each step can influence activities of employees in the workplace. (10 marks)

### **QUESTION THREE (20 MARKS)**

- a) The family is fundamental in moulding the characteristics of an individual. Discuss how a person's family background can influence his / her relationship with colleagues in the workplace citing how this can affect achievement of organizational goals. (10 marks)
- b) Politics and politicians can influence organisations through employees. Discuss this statement. (10 marks)

### **QUESTION FOUR (20 MARKS)**

- a) Explain five ways in which a society can influence the way an employee behaves in the workplace. (10 marks)
- b) Describe how rewarding of employees influences achievement of organizational goals. (10 marks)