

UNIVERSITY OF SWAZILAND
DEPARTMENT OF SOCIOLOGY AND SOCIAL WORK

SUPPLEMENTARY EXAMINATION PAPER, JULY 2017

TITLE OF PAPER : **INDUSTRIAL SOCIOLOGY**

COURSE CODE : **SOC409**

TIME ALLOWED : **THREE (3) HOURS**

INSTRUCTIONS : **ANSWER ANY FOUR (4) QUESTIONS.**
ALL QUESTIONS CARRY EQUAL MARKS
TOTAL MARKS: 100

**THIS PAPER MUST NOT BE OPENED UNTIL PERMISSION HAS BEEN
GRANTED BY THE INVIGILATOR.**

SUPPLEMENTARY EXAMINATION – JULY 2017

SOC 409: INDUSTRIAL SOCIOLOGY

1. Identify and discuss the key features of work under merchant capitalism.
2. Citing evidence from the literature, analyse how the capitalist labour process creates distinct patterns of work experience and its impact on workers.
3. Critically discuss the emotional labour thesis with specific reference to interactive service work.
4. Analyse the rise, development and decline of Fordism.
5. State and discuss the advantages and disadvantages of Japanese lean production (JLP).
6. Examine the economic, social and psychological consequences of underemployment.
7. Using examples, explain how professions create and maintain sheltered labour markets for their members.
8. Compare and contrast any two sociological explanations of strike activity in unionized workplaces.