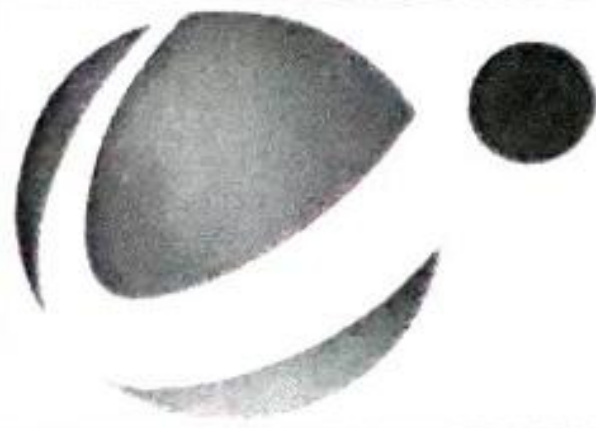




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SOCIOLOGY (TEST CODE : 1527)

Name of Candidate	NAMRATA CHOUBEY		
Medium Eng/Hindi	ENGLISH	Registration Number	947033
Center	DELHI	Date	12/03/2021

INDEX TABLE

Q. No.	Maximum Marks	Marks Obtained
1 (a)	10	
(b)	10	
(c)	10	
(d)	10	
(e)	10	
2 (a)	20	
(b)	20	
(c)	10	
3 (a)	20	
(b)	20	
(c)	10	
4 (a)	20	
(b)	20	
(c)	10	
5(a)	10	
(b)	10	
(c)	10	
(d)	10	
(e)	10	
6(a)	20	
(b)	20	
(c)	10	
7 (a)	20	
(b)	20	
(c)	10	
8(a)	20	
(b)	20	
(c)	10	

INSTRUCTIONS

1. Do furnish the appropriate details in the answer sheet (viz. Name, Registration Number and Test Code).
2. The Candidate should attempt FIVE Questions out of EIGHT questions strictly in accordance with the instructions given under each question printed in ENGLISH & HINDI
3. The number of marks carried by a question/part is indicated against it.
4. Answers must be written in the medium authorized in the Admission Certificate, which must be stated clearly on the cover of this Question-Cum-Answer (QCA) Booklet in the space provided. No marks will be given for answers written in medium other than the authorized one.
5. Word limit in questions, if specified, should be adhered to.
6. Any page or portion of the page left blank in the Question-Cum-Answer Booklet must be clearly struck off.

Total Marks Obtained:

16-B, 2nd Floor, Above National Trust Building, Bada Bazar Marg, Old Rajinder Nagar, Delhi-110060

Plot No. 857, 1st Floor, Banda Bahadur Marg (Opp Punjab & Sindh Bank), Dr. Mukherjee Nagar
Delhi-110009

EVALUATION INDICATORS

1. Contextual Competence
2. Content Competence
3. Language Competence
4. Introduction Competence
5. Structure - Presentation Competence
6. Conclusion Competence

Overall Macro Comments / feedback / suggestions on Answer Booklet:

1.

2.

3.

4.

5.

6.

All the Best

1. Write a short note on each of the following in not more than 150 words.

10 x 5 = 50

- (a) "Methodological pluralism is a panacea that can solve all research problems." Discuss.

Methodological pluralism refers to using a combination of different kinds of methods / approaches towards understanding and explanation of a research problem. In Sociology, thinkers like Max Weber advocated methodological pluralism in research.

A panacea for all research problems

1) It is most appropriate way of approaching the study of complex subjects. Something as complex as society cannot be explained using one method / approach.

For example, human behaviour can be explained both by his personal interpretation as well as impact of outside institution.

therefore, to understand human action, a combination of micro as well as macro approach will be more apt.

2) Methodological pluralism also provides the opportunity to constantly investigate the established fact and a possibility to discover something not known, thus expanding the scope of research.

1) It will give too many variables, facts and approaches, difficult to choose the most suitable one, hampering objectivity.

2) The theories may become too complex, with no scalability or practical use in real world.

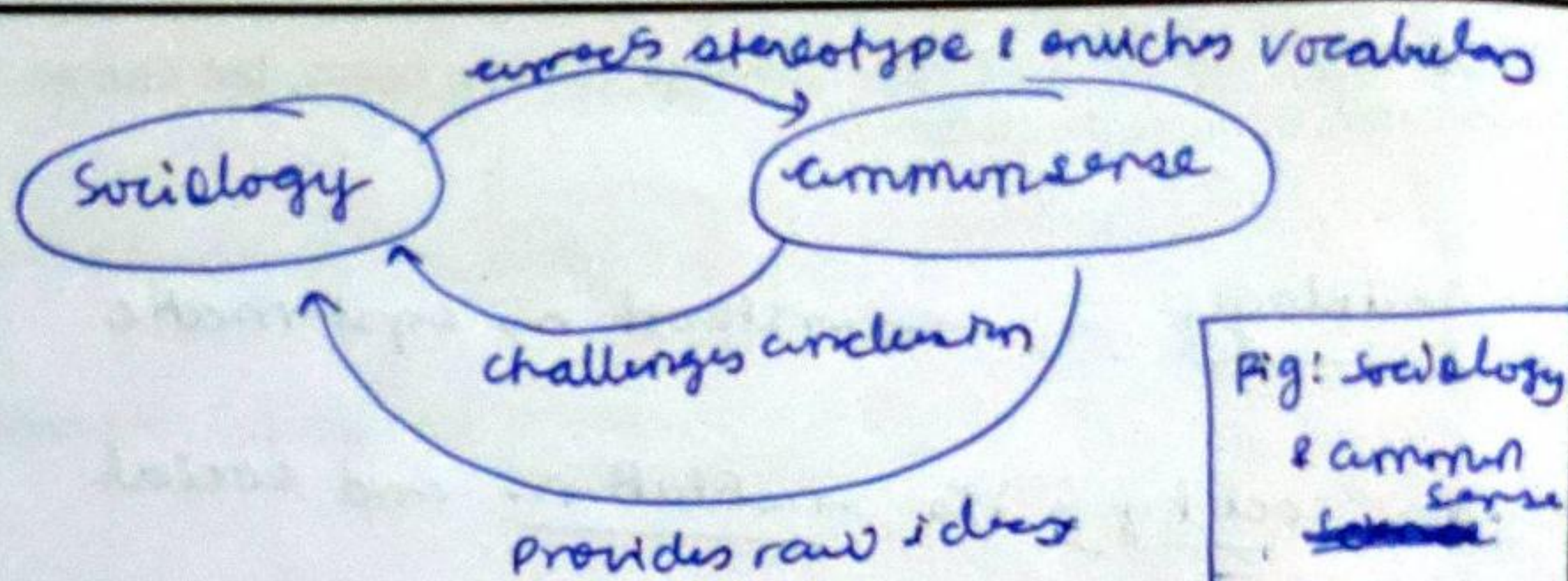
Methodological Pluralism is suitable for study of society, but only till it is streamlined and zeroed in on limited useful methods.

1. (b) Sociology and common sense converge at some points, but diverge more often. Evaluate the statement.

Sociology is understood as systematic study of society, its institutions and social processes. Common sense is basically the routine knowledge that people have of their everyday world and activities.

Convergences between sociology and common sense

- 1) Common sense complements sociology in selection of research problem and hypothesis building. sociology basically tends to answer questions generated from common sense.
- 2) common sense also helps sociology by challenging the conclusions.
- 3) According to Anthony Giddens, sometimes sociological knowledge itself also becomes a part of the common sense.



Divergences between Sociology & common sense

- 1) Common sense is based on conjectures, and stereotypical beliefs, sociology uses reason & logic.
 - 2) common sense is basically an understanding of what appears on the surface, sociology explains reasons & events, not so apparent.
 - 3) Common sense belongs to the person's own understanding, sociology builds upon generalised theories.
 - 4) Sociological knowledge is change oriented, while common sense promotes status quoism.
- Sociology and common sense are not mutually exclusive. According to Moore & Reid, they together expand man's understanding of truth.

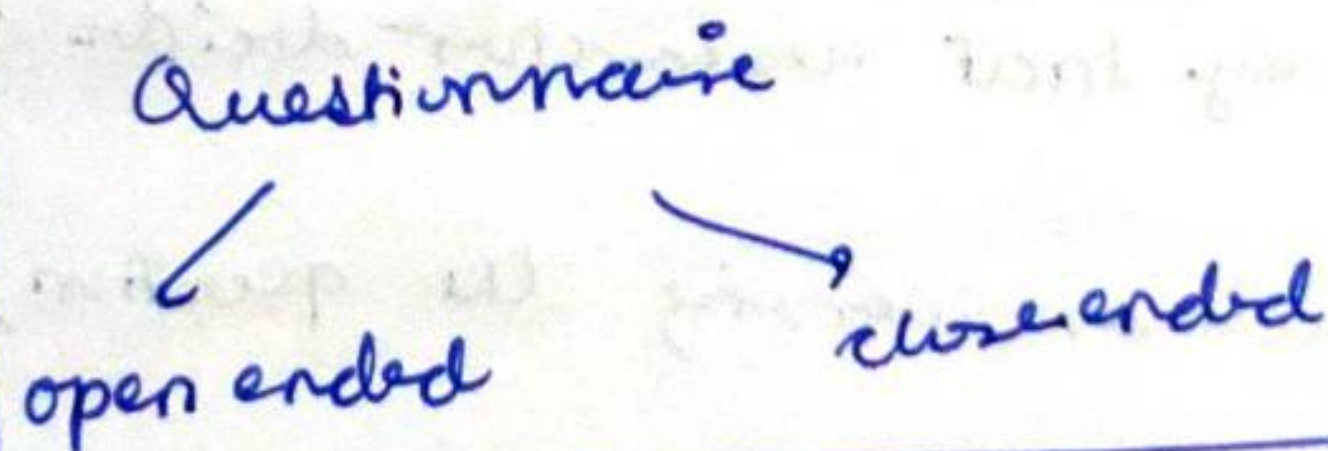
1. (c) Discuss the role of questionnaire as a tool of data collection in sociological research.

A questionnaire is basically a set of questions in a pre-set order. It is used as an organised tool to collect information for the research purpose. A Questionnaire can be administered through an interview, sent through post or in form of online survey.

Role of Questionnaire in data collection

1) close ended

Questionnaire with limited response



Option (e.g. multiple choice) is very fast

efficient and objective way of data collection.

Also, the processing of data to draw up conclusion is easier in this process.

2) Open ended Questionnaire requires descriptive answers and a qualitative tool to have broad

as well as deep understanding of the issue at hand. Especially in sociological research, open ended questionnaire are of great value to understand the nuances of the issue.

Limitations of Questionnaire in data collection

- 1) In questionnaire, there is possibility of the researcher asking the leading question, which may prompt the respondent to answer in a way that researcher decides.
- 2) While answering the question, the respondent may try to answer in a socially desirable manner, creating a bias.
- 3) There may be problem of non-response bias, especially in postal or online survey, limiting the answers available to analyse.

Despite some deficiencies, questionnaire is the most popular and easy to use method of data collection, especially in technology age.

1. (d) Explain the institutional ethnography approach with examples.

Judy Payne, in her 'Key concepts in Sociological Research', 2004 defined ethnography as the production of highly detailed accounts of people's lives in social settings, based on systematic and long term observation and conversation with the participants.

Institutional Ethnography approach in research

1) Institutional Ethnography basically uses two methods for study - Participant observation and field studies.

2) Participation observation is basically studying a society and its processes ^{by} being a member of the research setting itself, living in the locality and putting yourself in the shoes of the subjects and then understanding their point of view to form an opinion.

3) Field study may or may not include participant observation. A researcher can also go and examine people as a researcher with professed objective.

3) ethnography gives a detailed, in depth and holistic view of the social phenomenon, which is not possible to achieve through any other method.

4) This method also helps to avoid pre-conceived notions, and allows for correction of initial impression, thus building theories close to reality.

5) Malinowski is pioneer of this approach in sociology with his famous research in Trobriand Island. In India, MN Srinivas developed ethnographic account of Rampura village.

though validity remains a being challenge in ethnographic accounts, however, it has led to development of landmark theories in sociology.

1. (e) Examine the utility of reliability and validity in social research by giving suitable examples.

Reliability and Validity are two important parameters that determine the correctness and effectiveness of an observation, and hence, usefulness of a result. Reliability leads to repetition of the same results again; Validity is the degree of meeting the desired goal.

Utility of Reliability in Social Research

~~Reliability~~ Reliability basically concerns itself whether the same result (obtained in a research) can be produced again or not.

It is the most important tool to accept the results of a sociological research.

It is ~~because~~ because if the results are not reproducible, they do not have any practical applicability.

Research methods like Participant observation

or ethnography pose the challenge of reliability because the result may vary when the researcher is varied. Such a theory, is thus reflective of researchers' own bias and hence not suitable for theory and generalisation.

Utility of Validity in Social Research

A result is valid, if it achieves what it was supposed to achieve. Validity is difficult to achieve in social research, as they are mostly subjective and there are no fixed goals in terms of outcome / result.

Lack of validity in a result makes it less useful with the change in situation, time, researcher and hence lacks the ability of generalisation.

Validity is difficult to achieve in social research. To solve the issue of reliability and validity in social research, Hammonday urged to look beyond truth, and focus on 'relevance'.

2. (a) 'Sociology grew as a product of the reflection of great thinkers reflecting on society'. Comment. 20

Sociology is understood to be systematic study of society, its institutions and processes. Sociology emerged along with advent of modernity and socio economic changes in Europe. Along with the changes, human quest to reflect upon them and to find solution to new kind of challenges gave rise to sociology.

Sociology - Product of reflections of great thinkers

In the late 17th and 18th centuries, an intellectual movement began in Europe, which is called the 'Enlightenment movement'. This was mainly led by Montesquieu and Rousseau. The main focus of this era intellectual movement was on 'reason and individualism'. It had a great influence on the emergence of sociology.

Erving Gellner says in his 'Ideology
and the development of sociological theory', 1996
that 'early sociology developed as a reaction
to the enlightenment'. early sociology can
be said to be a mix of enlightenment and
counter-enlightenment ideas.

Enlightenment thesis puts individuals
at the centre stage, while for counter-
enlightenment proponents, 'society' is the most
important unit of analysis. Also, the enlighten-
ment ideas of rationalism, empiricism and
change orientation also impacted early sociology.

The earliest form of sociology
(positivist sociology) was very much inspired
from enlightenment ideas. According to
T B Bellarmine, the main intellectual

ideas that influenced the emergence of sociology are - political philosophy (Montesquieu, Rousseau), philosophy of history, theory of organic evolution (Darwin) etc.

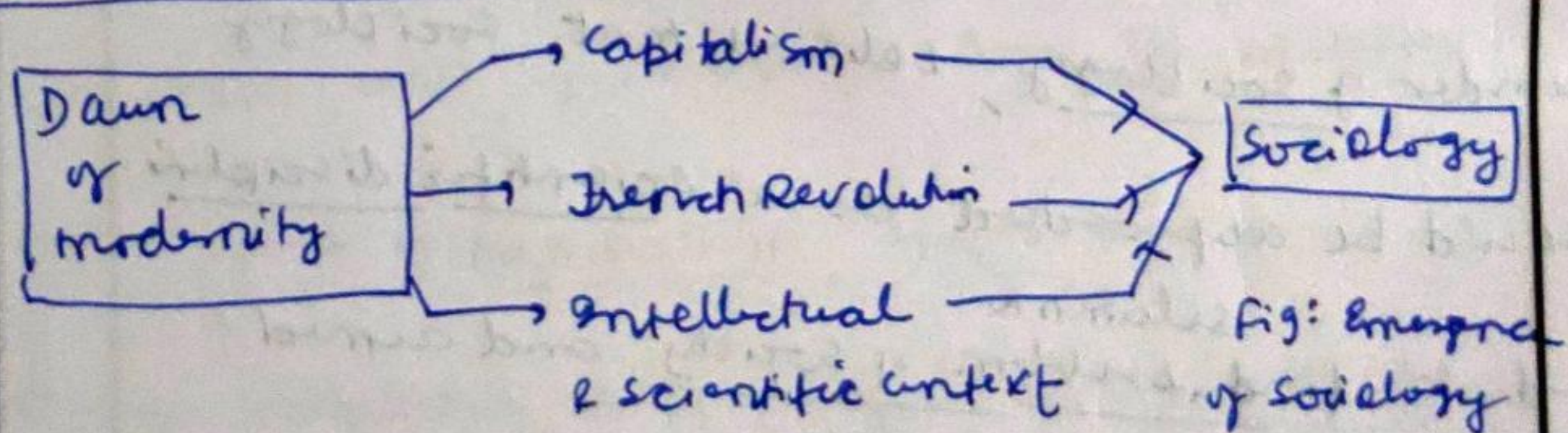
Like Darwin's idea of organic evolution, sociology emerged as a study to understand the evolution of society. The early sociologists wanted to utilise 'principles of natural sciences' in study of society.

Auguste Comte, considered to be the founder of sociology, believed that sociology should be approached as a scientific discipline and to find ^{solution to} problem of society and aimed at the welfare of humanity.

Ultimately, France emerged as the birthplace of sociology and the intellectual ideas of social and political reforms (propounded

in the French revolution of 1789) also inspired the emergence of sociology.

Apart from the reflections of the intellectuals, material and social development of the times e.g. rise of industrial society, urbanisation, capitalism and the associated challenges like poverty, family breakdown, chaos etc. forced thinkers to come up with systematic study of society (sociology)



thus, sociology can be understood to be emerged as a discipline, which attempted to make sense of modernity and the associated fallouts in a systematic manner.

2. (b) Sampling is a convenient tool to gather information about a population, but it can be grossly misleading as well. State out the limitation of sampling in sociological analysis.

20

Sampling is a process of selection of a limited number of items from a larger whole or universe of items. Sampling is ~~convenient~~ convenient tool for data collection, when the population is large and it is not feasible to collect the data of whole population.

Convenient tool to gather information

- 1) Sampling provides a practical way out to conduct studies on larger population. collecting data on large population, e.g. in case of India may not be economical or feasible.
- 2) It is also useful as it provides a representative set of data, which can said to be representing and standing for the whole of the population. e.g.

Periodic labour force survey conducted by NSSO in India is a sample survey, by which the results about trend of labour force participation in India can be established.

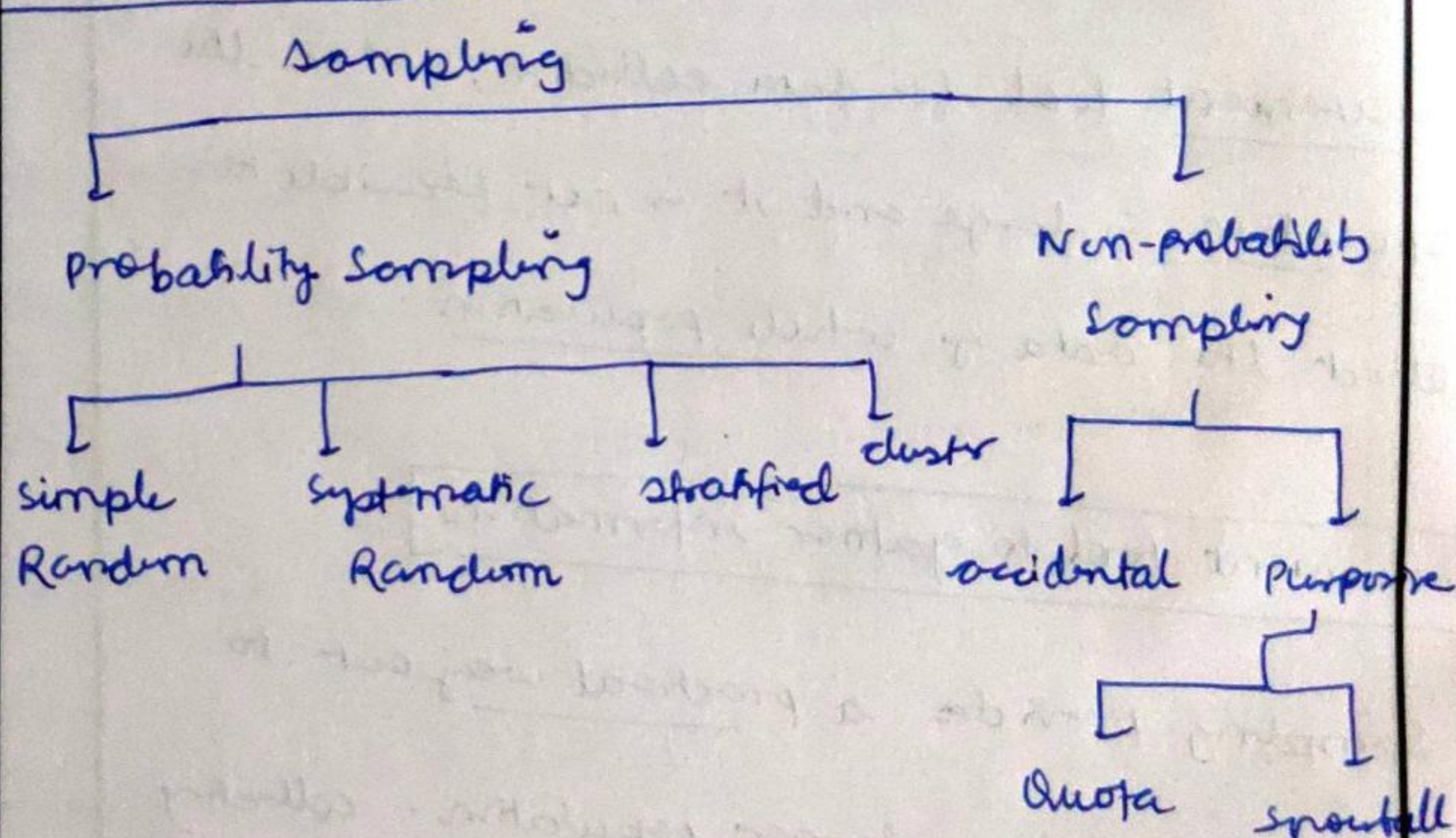


Fig: Different methods of sampling

3) Sampling also helps in reduction of costs for study and survey.

4) The benefit of sampling in the research also depends on the method of sampling.

used. For example, stratified sampling leads to better representative group over random sampling, because no strata of the society is left out, giving more practical and realistic results.

s) Non probability sampling is useful in targeted

Study of one particular group of the society.

e.g. To study the status of non-communicable diseases in India, a sampling from 40+ population will be done.

Despite the easy, cheap and convenient tool, sampling process is also prone to errors, hampering the research results validity.

Limitations of sampling

Errors in the sampling can come due to various reasons like - faulty design, respondent bias and researcher bias. There are two main types:-

1) Sampling errors - The unavoidable margin of error in the results of a survey due to sampling because of the design itself. The survey is based on information from only a small sample rather than entire population. There could be problems like over-coverage, under-coverage, unrepresentative sample etc.

2) Non-Sampling errors - other errors may also result due to mistakes in the design, non-response bias or researcher bias. The other limitations like social desirability bias, etc. also exist in sampling based survey.

Despite few limitations, sample survey remain most feasible and popular way of collecting data in huge country like India. The NSSO under MOSPI works to improve the sample design to make it more representative.

2. (c) 'A good hypothesis should be specific enough to be falsifiable'. Explain.

10

Hypothesis can be defined to be an untested statement about a relationship between concepts. It states what we are looking for and what we are trying to prove. Hypothesis formulation is important step in any scientific research.

A good hypothesis - specific enough to be falsifiable

- 1) A hypothesis is called to be falsifiable, when it is possible to design an experiment or collect observation, which disproves the hypothesis in question.
- 2) It is believed that a good scientific hypothesis is one, which can be proved wrong using some experiments and observations.
- 3) The idea of falsifiability for a good hypothesis was introduced by Karl Popper.

4) According to Karl Popper, falsifiability of a hypothesis is easier to establish as compared to verifiability. Thus, if a hypothesis is proved to be falsifiable ^(through experiment), it can be easily rejected, rather than moving forward with generalisation and theory building.

5) For example, the statement "All swans are white" is falsifiable because one can observe a black swan that exists. Verifying the claim that "All swans are white" will require assessment of all swans, which is not possible, however its falsification requires single observation.

Therefore, to prove any hypothesis is right or wrong, falsifiability is the quality we must look for. Any good hypothesis will have this criteria of designing experiments to prove it false.

3. (a) Sociology and political science are so closely related to each other that one becomes meaningless without other. Analyse. 20

Sociology is systematic study of society, its institutions and social processes. Political science, conventionally have been study of state and power. The subject matters of sociology and political sciences often converge and they complement each other in study of society, power dynamics etc.

Close relation of Sociology and Political Science

The subject matter of the both streams of social sciences (sociology and political science) is study of man/human beings. The beginning of ~~the~~ both the stream converging was done by Karl Marx. According to him, political institutions and behaviour (terms of political science) are closely linked with economic system.

social institutions and social classes (themes of sociology)

Provoked by this thinking, several sociological thinkers by the end of 19th century pursued the matter in detail. A great deal of study in fields of political parties, elite, voting behaviour, bureaucracy and political ideologies were published by sociological thinkers like Weber, Micheels, Marx, Pareto etc. In 1930s, in university of Chicago, a new approach was developed to study political phenomenon - behavioral approach.

Political science and sociology converge to great extent and sometimes, one becomes incomplete without the other. For example - political science provides laws which affect

welfare of masses. However, the process of law
formation is incomplete without recognising
the problem at hand and providing for data
and basis for law and policies - this work is
done by sociology.

The study of election and understanding
of voting behaviour (domain of political science)
is incomplete without understanding the
social considerations - like caste, kinship,
religion and other dynamics.

Similar way, study of social institutions
in sociology cannot be complete without under-
standing political system. Organisation of simple
social institution like family is also impacted
by political system. For example, chinese
family structure, norms cannot be studied
without one child policy of china.

Apart from convergences, there are some basic differences as well in the disciplines of Political science and Sociology. conventionally, the scope of Political science is limited to state & power; the subject matter is more codified.

On the other hand, the scope of Sociology is wider and it focusses on all aspects of society. Political system is just one pillar in the Sociological approach. thus, subject matter of Sociology is more open ended.

In recent times, political science and Sociology are seeing greater convergence due to rising protectionism worldwide, rise of reactionary parties, especially in Europe & America due to social issues like migration.

3. (b) Explain the difference between the positivist and interpretative approaches to the scientific method in sociology.

20

The development of sociology as a discipline is associated with developed of a scientific approach in sociology. Sociology was initially conceived as scientific study of society. There are basically two approaches to scientific methods - positivism & interpretative.

Positivist approach to sociology

Positivist approach developed as an influence of the atmosphere of rationalism and science. Positivism believes that society, like natural matter, is also governed by certain fixed laws and hence, is predictable.

Positivism is basically the application of methods and assumptions of natural sciences in the study of society. It is an attempt to

measure and predict human behaviour in some manner the matter's behaviour is observed and measured in natural sciences.

Auguste Comte was the founder of this approach in sociology and it was also used by the likes of Saint Simon, Spencer and most prominently Durkheim.

Positivism focuses on behaviour that can be observed. It emphasised in understanding external realities and establish cause and effect relationship using scientific methods and empiricism. For ~~Durkheim~~ Durkheim, Sociology was the study of social facts.

Interpretative approach to sociology

Max Weber is said to be the pioneer

of interpretative approach in sociology. This approach includes various streams like phenomenology, ethnomethodology, symbolic interactionism and so on. According to this approach, the task of sociology is to interpret the meanings attached by individuals to their actions and understanding those meanings can only help in explaining cause & effect.

Though both positivism and interpretative approach advocate scientific methods and emphasise on establishing 'cause and effect' in social processes, there are important differences in these two approaches.

Differences between the two approaches

<u>positivist</u>	<u>interpretivist</u>
1) Adopt a structural approach	1) Adopt an interactive approach.

2) Use a macro perspective in the study of society	2) Use micro perspective to understand human actions
3) The methods used are mostly qualitative - like measurement, observation, experimentation etc.	3) methods use are <u>qualitative</u> like <u>verstehen</u> by Weber, <u>interactionism</u> , <u>descriptive methods</u> etc.
4) Treat <u>human being</u> behaving due to influence of <u>external stimuli</u> - e.g. <u>Social Institution</u>	4) Human behaviour guided by human <u>consciousness</u> , which is voluntary in nature
5) Research methods are survey, questionnaire etc	5) Research method like participant observation etc.

A comprehensive approach in sociology would a mix of both - macro and micro, to understand sociology holistically, as advocated by Talcott Parsons.

3. (c) "Participant observation has many practical disadvantages." Substantiate with examples.

10

Participant observation is a method of sociological study, whereby to study a society, a researcher joins the everyday life of subjects who he wants to study. Malinowski is considered to be the pioneer of this method in sociology. Though this method has advantages like first hand account, there are practical disadvantages also.

Practical disadvantages with Participant observation

- 1) The biggest disadvantage with this method is issue of validity. There is no way to establish validity of the findings as there is no data and result is in the form of observations only.
- 2) There is also the issue of reliability as some observations can not be made again. According to William Whyte, approach of a

researcher is unique to that researcher itself and cannot be replicated by other researcher.

3) According to William Whyte, the observer may develop sympathy for the group resulting in bias in the observation.

4) The participants / subjects may behave differently if they know that they are being observed.

5) The observer may get accustomed to the behaviour of the group after some time and may fail to note important details.

6) The study will be narrow in scope limited by the small focus area and ability of the researcher to observe & interpret.

The work of early Participant observers like Malkowski, Pittchard is said to be suffering from colonial bias. The study of MN Shrivastava can be said to be marred by his caste bias.

5. Write a short note on each of the following in not more than 150 words.

10 x 5 = 50

- (a) Discuss the linkage between industrialization and changes in family structure.

Industrialisation can be defined as the mass production of goods in a factory system, involving mechanised production technology.

The process of industrialisation has impacted the structure of family, as highlighted by scholars like Young and Willmott and Parsens.

Industrialisation and changes in family structure

Michael young and Peter willmott in their two decade long study of London families concluded that family has undergone evolution in three stages - pre industrial family, early Industrial family and symmetrical family.

In pre industrial era, family worked as a unit of production, with husband, wife and unmarried children working as team. The

stage 2 of the family began with industrial evolution.

In early industrial families, men started to work in factories and women took to the house chores. The family ceased to be a unit of production and nuclear families rose. To cope up with uncertainties of industrial world, nuclear families extended their network to include relatives.

In advanced stage of industrial development, families become symmetrical. Marital bonds become stronger and husband-wives role become symmetrical.

According to Talcott Parsons, industrialisation gave rise to isolated Nuclear families (replaces the traditional families). This is because industrialisation needs mobile families and society based on achievement. This values are achieved in nuclear families.

Along with industrialisation, factors like urbanisation, modernisation also impacted the family structure. especially a trend towards nuclear families.

5. (b) Examine the functions and dysfunctions of 'informal sector' in India.

'Informal sector' is that part of ~~economy~~ economy, which lies beyond the government's rules and regulations (of economic field). It is unorganised sector, often at smaller scale.

In India, 80-85% workers are engaged in informal sector.

Functions of Informal sector

- 1) Informal sector is more decentralised in India, compared to formal sector. It leads to decentralised job creation, stops forced migration and aids in regional development.
- 2) The compliance burden on informal sector is minimal, helping the sector to grow and easy for people to engage in it.
- 3) It provides opportunities of employment for

uneducated and low skilled workers to earn a living, which is mostly difficult in formal sector.

4) Informal sector also reduced cost for production in formal sector (by outsourcing), thus enhancing competitiveness.

Dysfunctions of Informal sector

1) Since it lies outside the ambit of government regulation, labour safety and welfare is compromised. Provision of minimum wages, social security benefits are mostly absent.

2) Due to lack of proper accounting techniques, technology etc., their productivity is less and they remain always small scale, unable to grow, unable to access credit etc.

Labour welfare is a huge concern in informal sector in India. Therefore, the GOI is trying to formalise economy through steps like GST rollout.

5. (c) Self-Help Group (SHG) as an informal organization from a sociological perspective.

Self help groups are voluntary, small group structures for accomplishment of mutual goals of its members. It is self governed and peer controlled comprising people with similar socioeconomic background to collectively perform common purpose.

Functions of Self Help groups

- 1) Informal and voluntary collective of poor people, enhances their capability and negotiating power. SHGs facilitate borrowing from institutional sectors (collective guarantee), greater negotiating power in business etc.
- 2) SHGs provide organisational platforms to rural people to act as a ladder and also help in skill building of rural and marginalised sections.

3) SHGs encourage collective efforts for combating practices like open defecation, alcoholism and promote social integrity.

4) Women SHGs are at forefront for promoting women empowerment and gender equity.

Dysfunctions of SHGs

1) There can be issues like politicisation of SHG, which can impact the overall goal and activities of the SHGs.

2) Caste, gender variation and discrimination in rural areas may create power differential within SHGs, defeating the purpose.

3) Informal nature of SHGs can stop them from being efficient due to lack of skills etc.

SHGs, especially women SHGs have remained a success story in India e.g. Kudumbastree (a women SHG in Kerala) has a great role in Poverty alleviation.

5. (d) Critically examine 'cultural lag' theory of social change.

The 'cultural lag' theory of social change was developed by W F Ogburn. He developed his theory in response of economic determinism theory, which argues that social, cultural and political phenomena in the society change as a direct response to change in economic system.

Cultural lag theory

1) W F Ogburn noted that changes in the culture of the society is not immediate impact or congruent with material and economic change.

2) For example, economic changes influencing division of labour in family (women joining workforce in greater numbers) has not affected

the patriarchal ideology in a similar way.

3) Thus, in processes of social change, there is always a cultural lag, whereby the cultural changes are much slower than material changes creating a lag. Traditional organisations and values take time in adjusting to the new material conditions.

Criticism of cultural lag

- 1) McLever and Page, criticised the notion of cultural lag as it is vague and fails to explain which aspects of culture lag behind.
- 2) It is also argued that with communication becoming increasingly fast, the processes has been actually reversed and material changes are now slower than non-material changes.

Persistence of caste in urban Indian families explains cultural lag. However, use of social media by poorest people explain the reverse so, this means is not universal to explain all social changes.

5. (e) 'Feminization of work has not led to gender equality'. Do you agree? Comment.

Feminisation of work means greater participation of women in economic activities, in labour force and productive activities.

It was expected that greater participation of women in workforce will lead to greater gender equality, however this has not been completely true.

Feminisation of work and gender equality

1) To some extent, it can be said that feminisation of work has led to weakening patriarchal mindsets. With women role models in different fields, more and more women are taking up higher education and aspire to become part of labourforce.

For example - In India, number of women IAS aspirants is increasing. Women's

Share in higher education is also rising. MGNREGA is another success story of women empowerment.
2) However, on a broader level the gains are only minimal :-

- 1) The rise of women in workforce has mostly been in informal sector, where women are further exploited by poor wages. According to WFP, the gender wage gap in India is maximum.
- 2) Even in the formal sector, the patriarchal setups and glass ceiling effect hampers women reaching on top positions like CEO etc.
In 2018, only 9% of startup founders in India were women.

- 3) Women are subjected to sexual harassment at workplace, defeating the purpose of women empowerment and gender equality.

The government has taken steps like MUDRA, Posh Act to ensure gender equality through economic empowerment, still there is a long way to go.

6. (a) Critically analyze the impact of information technology on the social organization of work in the contemporary society.

20

Social organisation of work reflects the normative structure of the workplace, in the form of stratified order in the society, the power relations at workplace, social mobility, alienation etc. The third industrial revolution and rise of information technology has altered this organisation in significant ways.

Impact on Information technology on social
organisation of work

Positive Impacts

- 1) The economy, specially in the developing world has moved away from primary and secondary sector to tertiary sector. Services sector is emerging as the biggest sector as well

as biggest employer.

2) the level of innovation coming with information

technology is extremely high, with greater

role of technology to play. This has enhanced

productivity to great levels.

3) the organisation of work is becoming global.

With the use of information technology,

'work from home' and 'work from anywhere' are

becoming popular, especially after the COVID-19

Pandemic, the setting of physical offices is

becoming less relevant.

4) Use of information technology has created

new opportunities for women and people

living in tier II and III cities, whereby they

can take up advanced and high salaried job

even working from home.

5) The services sector jobs are mostly high paying, especially those driven by modern technology, creating greater chances of social mobility.

6) There has been informalisation of work due to work from home regime, flexible timings etc., weakening the strict hierarchies at the workplace.

Negative impacts

1) Rapid use of technology at workplace has made many jobs, especially the low skilled jobs redundant. There is further fear of mass job loss and unemployment with the advent of more automation and use of technologies like AI, IoT, Blockchain etc.

2) The information technology has further widened the north-south divide, whereby developing and low income countries are still dependent on agriculture.

3) To achieve high end technology jobs, there is requirement for superior education and skills, which is often affordable for the poor people, reducing their capacity to join the services / technology sector, thus widening the social gap.

4) Human interactions at workplace are being minimised (^{due to} work from home also) causing greater alienation and occupational burnout.

The technology will further change the organisation of work. The need of the hour is to reskill and upskill the workforce and enhance human interaction to tackle with the challenges.

6. (b) 'A rigid bureaucracy is not always the most efficient way to attain organizational goals'. Comment.

20

Bureaucracy is defined by Max Weber as - 'The purest type of exercise of legal authority with a hierarchy of paid, full time officials, who form a chainy command. While a certain degree of rigidity lies within the very design of Bureaucracy, greater amount of rigidity can also hampers the functioning.

Rigidity of bureaucracy

Helpful in attaining organisational goals

1) Bureaucracy, by definition is hierarchical and hence rigid. A proper chain of command is needed, so that decisions can be taken by right authority and also that authority have the power to enforce them.

- 2) No organisation can function well, if there is no mechanism for enforcement of orders, or a mechanism for authority enforcement.
- 3) Certain degree of rigidity in the system brings stability to the system (Bureaucracy is said to be the steel frame)
- 4) The rigidity brings stringent discipline to the system, which is must for achieving efficiency and attaining organisational goals.

Not always the most efficient way

- 1) Max Weber highlighted the limitation of Bureaucratic rigidity: excessive emphasis on fixed rules and regulation sidelines the values, (specially human values), which is must in organisation. According to Weber,

working under fixed rules in strictly rational manner, produces 'specialists without spirit'.

2) According to Weber, rigidity of bureaucracy creating an iron cage of Rationality, where there is no scope for individual discretion and hence innovation.

3) Excessive rigidity impacts the efficiency of the system, due to over burden of compliance. This gives rise to problems like 'Red tapism'.

4) Rigidity of Bureaucracy leads to it losing the human touch, excessive focus on process than goals, so that often the goals are missed. This creates a situation of missing the forest for a tree.

5) The rigidity also demotivates the officers

and lowers their morale as there is no definite way to express their creativity and innovation.

Informal Bureaucracy - A way out

Peter Blau and Alvin Gouldner have given this concept of 'Informal bureaucracies', whereby they advocated that certain degree of flexibility (which they call informal setup) in bureaucratic functioning and structure will lead to greater efficiency and greater realisation of organisational goals.

Bureaucracies, according to Paul Du Gay, have unmatched ethos, work discipline and dedication. There is need for certain reforms like ^{enhancing} people orientation of bureaucrats and giving scope for innovation within the present system.

6. (c) Critically examine 'conflict theory' of social change.

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Conflict theory of social change is based upon Hegel's idea of dialectic evolution of society. Marx developed upon this idea and gave the concept of material dialectic system and resultant conflict as cause of social change.

Conflict theory of social change

Hegel's ideas Hegel believed that society changes through dialectic process, where by an idea develops (thesis), ^{then} challenged by an opposite idea (antithesis) and then merges into new form (synthesis). The synthesis then becomes the thesis and process begins all over again.

Marx's ideas Marx too saw society changing through a dialectic process, but for him, changing material conditions, and not ideas drive the change.

He gave the idea of social change, whereby in one society (which is called modes of production), when new forces of production evolve, there is conflict between old and new forces of production, giving rise to new social order. The conflict also occurs between the social classes - haves and have nots.

Criticism

- 1) Marx gave too much emphasis on material conditions, other factors - change in religion, politics etc. also drive social change.
- 2) Marx's idea/prediction of social change from capitalism to socialism has not fructified.
- 3) Biased as there is huge proof of Marx's wishful dream of a classless society.

Social change is a complex phenomenon. A combination of linear and cyclical theories developed by various scholars can be useful in understanding social change.