

UNIVERSITY OF SWAZILAND
FACULTY OF SOCIAL SCIENCE
BACHELOR OF ARTS (SOCIAL SCIENCE) YEAR 3
SUPPLEMENTARY EXAMINATION PAPER: JULY 2006

TITLE OF PAPER: PUBLIC PERSONNEL ADMINISTRATION

COURSE CODE: PA 306

TIME ALLOWED: THREE (3) HOURS

INSTRUCTIONS:

- 1. ANSWER FOUR (4) QUESTIONS, TWO (2) FROM EACH SECTION**
- 2. ALL QUESTIONS CARRY THE SAME MARKS OF TWENTY FIVE (25) EACH**

THIS PAPER SHOULD NOT BE OPENED UNTIL PERMISSION HAS BEEN GIVEN BY THE INVIGILATOR

SECTION A

QUESTION 1

What factors might be considered as enhancing the status of personnel/human resource specialists in the modern organization?

QUESTION 2

Are there any significant differences between personnel administration and human resource management?

QUESTION 3

What is human resource planning? Why has human resource planning gained importance in both the public and private sectors?

QUESTION 4

Assess the significance of labour law and its impact on the employment relationship. Illustrate with examples from your country.

SECTION B

QUESTION 5

What are the three broad categories of accepted reasons for dismissal? Select one of the three categories and discuss fully the criteria that constitute a fair dismissal. In your answer you may refer to the provisions of the relevant Act in Swaziland or any other country you are familiar with.

QUESTION 6

What is a grievance? What do you consider to be the essential features of a model grievance procedure?

QUESTION 7

What do you understand by work-place flexibility? Discuss this concept with reference to:

- The different types of work-related flexibility
- The perspective of the employers and
- The perspective of the unions

QUESTION 8

What is a dispute? Explain the procedure for dispute resolution in Swaziland in terms of the Industrial Relations Act, 2000.