

**UNIVERSITY OF SWAZILAND  
FACULTY OF SOCIAL SCIENCE  
DEPARTMENT OF POLITICAL AND ADMINISTRATIVE STUDIES  
FINAL EXAMINATION 2008**

**TITLE OF PAPER:** PUBLIC PERSONNEL  
ADMINISTRATION

**COURSE CODE:** PA 306

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

**INSTRUCTIONS:** ANSWER FOUR (4) QUESTIONS  
(ANY TWO FROM EACH OF THE  
SECTIONS)

**THIS PAPER IS NOT TO BE OPENED UNTIL PERMISSION HAS BEEN  
GRANTED BY THE INVIGILATOR**

## **SECTION A**

1. What do you consider to be the factors that have contributed significantly to the development of the theory and practice of personnel administration/human resource management? Illustrate your points with examples. (25 Marks)
2. Distinguish between a contract of service and a contract of work. Drawing from relevant sources, discuss the duties of the parties to each other in a contract of service. (25 Marks)
3. Explain the objectives of the financial compensation process and the main determinants of wages and salaries in the organisations with which you are familiar. (25 Marks)
4. 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 with which you are familiar. (25 Marks)

## **SECTION B**

5. Define the term 'labour dispute' and further differentiate between a dispute of interest and a dispute of right. (25 Marks)
6. The State is one of the parties in labour relations. Outline and explain the four major methods through which it intervenes in labour relations. (25 Marks)
7. Differentiate between the Unitary theory and the Pluralist theory and with justification, explain which of these theories applies more closely to the labour relations environment in Swaziland. (25 Marks)
8. Define the concept of 'Collective Bargaining' and explain how the concept of 'Productivity Bargaining' purports to be an improvement of the former. In your opinion, which of the two concepts would more likely ensure a more peaceful labour relations environment? (25 Marks)