

**UNIVERSITY OF SWAZILAND
FACULTY OF SOCIAL SCIENCE
BACHELOR OF ARTS (SOCIAL SCIENCE), YEAR 3**

SUPPLEMENTARY EXAMINATION PAPER: JULY 2010

TITLE OF PAPER: PUBLIC PERSONNEL ADMINISTRATION

COURSE CODE: PA 306

TIME ALLOWED: THREE (3) HOURS

**INSTRUCTIONS: 1. ANSWER FOUR (4) QUESTIONS;
TWO (2) QUESTIONS FROM EACH SECTION**

**2. ALL QUESTIONS CARRY EQUAL MARKS OF
TWENTY FIVE (25) EACH**

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

SECTION A

QUESTION 1

Assess the essential differences between personnel administration and human resource management.

QUESTION 2

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

QUESTION 3

Explain the objectives of the financial compensation process and the main determinants of wages and salaries in the organizations that you know.

QUESTION 4

Define *performance appraisal*. Identify five performance appraisal methods and discuss their advantages and disadvantages.

SECTION B

QUESTION 5

Discuss the circumstances under which an employer may legitimately dismiss an employee on the grounds of incapacity.

QUESTION 6

Define collective bargaining. Distinguish between distributive and integrative bargaining.

QUESTION 7

Discuss fully and critically the dispute resolution process in terms of the Industrial Relations Act of 2000 (as amended).

QUESTION 8

Explain the following concepts:

- ❖ dispute
- ❖ constructive dismissal
- ❖ substantive fairness
- ❖ conciliation
- ❖ arbitration

In your answer, you must make reference to the provisions of the Employment Act of 1980 (as amended) and the Industrial Relations Act of 2000 (as amended).