

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

FINAL EXAMINATION PAPER: MAY 2011

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**

Define the contract of employment and further outline the different ways that it can be terminated.

### **QUESTION 2**

Differentiate between 'Training' and 'Development' and further state the main purposes of training and development.

### **QUESTION 3**

'The single most important obligation of an employer to an employee is to compensate him for his services'. Analyse this statement and further discuss the main objectives of compensation.

### **QUESTION 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.

## SECTION B

### **QUESTION 5**

Write an analytical essay on 'The rôle of the state with regard to industrial relations'. Illustrate with examples from a country that you are familiar with.

### **QUESTION 6**

Outline the key dispute resolution institutions in Swaziland and further discuss in detail the role that each one plays.

### **QUESTION 7**

Explain the relationship between '*Industrial Relations*' and '*Labour Relations*', and also discuss the '*Pluralist Approach*' to industrial/labour relations.

### **QUESTION 8**

Discuss the difference between a dispute of right and a dispute of interest. In your discussion outline in brief the possible route of resolution for each of the types of disputes.