

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

FINAL EXAMINATION PAPER: DECEMBER 2015

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

Differentiate between soft and hard human resource management. What are the main human resource management functions?

QUESTION 2

Explain the employment at will doctrine and further discuss the differences between a contract of service and a contract of services.

QUESTION 3

Discuss the four main job design techniques as well as their advantages and disadvantages.

QUESTION 4

Distinguish between intrinsic and extrinsic rewards and discuss the main principles of reward management.

SECTION B

QUESTION 5

The ILO lists eight (8) stages of the collective bargaining process. Outline these stages and discuss the pros and cons of collective bargaining.

QUESTION 6

Discuss the different sanctions that can be given to an employee who is found guilty of misconduct.

QUESTION 7

Explain the difference between the dispute of right and a dispute of interest. In your discussion outline the possible route of resolution for each type of dispute.

QUESTION 8

Outline the three main organs of the International Labour Organisation (ILO) as well as their functions.