

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

SUPPLEMENTARY EXAMINATION PAPER: JULY 2016

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

Discuss the differences and similarities between personnel management and human resources management.

QUESTION 2

What is employee orientation and what are the main steps involved when implementing an orientation programme?

QUESTION 3

Distinguish between a job description and a job specification and further explain what job analysis is used for.

QUESTION 4

Define performance appraisal and discuss the different techniques/methods that can be used in conducting performance appraisals.

SECTION B

QUESTION 5

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

QUESTION 6

Outline the objectives of discipline in the workplace and further discuss the stages involved in the discipline process.

QUESTION 7

Extensively discuss the similarities and differences between conciliation and arbitration as methods of conflict resolution in industrial relations.

QUESTION 8

Distinguish between an ILO convention and a recommendation. Explain what happens if a government does not comply with a convention that it has ratified?