

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

**FINAL EXAMINATION PAPER: DECEMBER 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**

The world of work is rapidly changing, and as such human resource management must be prepared to deal with the effects of this change. Discuss the ten most important trends that are currently taking place in the human resource management arena.

### **QUESTION 2**

Distinguish between the nature, level and complexity of work and also discuss the factors that affect job satisfaction.

### **QUESTION 3**

Discuss the four main types of an employment interview and discuss the steps that are involved when preparing for an interview.

### **QUESTION 4**

Explain the concept of career management and discuss the career planning process.

## **SECTION B**

### **QUESTION 5**

Explain Douglas McGregor's Hot Stove Rule with regards to imposing disciplinary action and outline the factors that are necessary for an effective disciplinary system.

### **QUESTION 6**

Discuss the circumstances under which an employer may legitimately dismiss an employee for incapacity. Where applicable illustrate your points with examples.

### **QUESTION 7**

Define collective bargaining and discuss the main strategies in this regard.

### **QUESTION 8**

Outline the process of resolving a dispute of right that has been reported in terms of Section 76 of the Industrial Relations Act of 2000 (as amended).