

**UNIVERSITY OF SWAZILAND  
FACULTY OF SOCIAL SCIENCE  
DEPARTMENT OF POLITICAL AND ADMINISTRATIVE STUDIES  
BACHELOR OF ARTS IN SOCIAL SCIENCE YAER III  
SUPPLEMENTARY EXAMINATION 2009**

**TITLE OF PAPER:** PUBLIC PERSONNEL  
ADMINISTRATION

**COURSE CODE:** PA 306

**TIME ALLOWED:** THREE (3) HOURS

**INSTRUCTIONS:** ANSWER FOUR (4) QUESTIONS  
(ANY TWO FROM EACH OF THE  
SECTIONS)

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

## **SECTION A**

1. Differentiate between 'Recruitment and 'Selection', and also discuss 'Internal' and 'External' recruitment. (25 Marks)
2. Define 'Performance Appraisal', and also briefly discuss the steps of the process of performance appraisal. (25 Marks)
3. In job design what are 'Specialisation-intensive jobs' and what problems are often associated with them. (25 Marks)
4. Selection tests are normally administered as the third stage of the selection process. Define this stage and further explain the four common types of selection tests. (25 Marks)

## **SECTION B**

5. Discuss the following interventions of the 'State' in 'industrial/labour relations':
  - (a) Legislation
  - (b) Judiciary
  - (c) Police (25 Marks).
6. Distinguish between an International Labour Organisation (ILO) 'Convention' and 'Recommendation' by defining the two and further explaining their effects. In your discussion explain the consequences of non-compliance with an ILO Convention. (25 Marks)
7. Discuss any three (3) sanctions available for use by employees/trade unions in order to persuade the employer to accept their (employees) demands (25 Marks).
8. With your understanding of the dispute resolution mechanism in Swaziland (as outlined in the Industrial Relations Act 2000) explain how 'Arbitration' as a method of resolving labour disputes applies in the country. (25 Marks)