

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

FINAL EXAMINATION PAPER: MAY 2010

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

Distinguish between a contract of service and a contract of work. Discuss fully the essential features of each.

QUESTION 2

What are the essential steps that have to be observed in the recruitment and selection process?

QUESTION 3

Define performance appraisal. Discuss this function with regards to:

- its objectives
- who should evaluate performance

QUESTION 4

What are the costs of injury on duty and occupational illnesses? What measures should be put in place to prevent incidents of injuries and diseases in the workplace in terms of the Act in Swaziland and international best practices?

SECTION B

QUESTION 5

Explain the main differences between the *unitarist*, *pluralist* and *radical* approaches to labour relations by referring to the underlying ideology, approaches to trade unions, and conflicts in the workplace.

QUESTION 6

Describe the roles of the following institutions in dispute resolution with reference to Swaziland;

- i) CMAC
- ii) Department of Labour
- iii) Industrial Court
- iv) The Industrial Court of Appeal
- v) The High Court

QUESTION 7

What is a *grievance* and what are the essential features of a model grievance procedure? Assess the advantages of a grievance handling process in an organization.

QUESTION 8

Explain the reasons for the dismissal of an employee either for *misconduct* or *operational requirements*. Discuss the procedural requirements for the type of dismissal that you have chosen. Illustrate your points with examples where applicable.