

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

**SUPPLEMENTARY EXAMINATION PAPER: JULY 2014**

**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 single most important obligation of an employer to an employee is to compensate him/her for his/her services. Analyse this statement and discuss the main objectives of compensation.

### **QUESTION 2**

What are occupational diseases and hazards and how do organisations assist their employees with regard to ill health?

### **QUESTION 3**

Discuss the process that can be followed in developing a successful performance appraisal system.

### **QUESTION 4**

Distinguish between a job description and a job specification and outline the methods that can be used to collect job information

## **SECTION B**

### **QUESTION 5**

Discuss in detail the four main types of unions and explain why employees join trade unions.

### **QUESTION 6**

What is an employment relationship and what are the factors that regulate the interaction of parties to this relationship?

### **QUESTION 7**

Differentiate 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.

### **QUESTION 8**

Explain the following terms;

- ❖ Conciliation
- ❖ Dismissal
- ❖ Dispute of interest
- ❖ Collective bargaining
- ❖ Industrial relations