

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

SUPPLEMENTARY EXAMINATION PAPER: JULY 2013

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 evolution process of human resource management.

QUESTION 2

Explain the steps in the strategic human resource planning process and further discuss its common challenges.

QUESTION 3

Define education and explain the Kirkpatrick model for evaluating training and development.

QUESTION 4

Discuss fully the differences between an employee and an independent contractor.

SECTION B

QUESTION 5

Explain the difference between a dispute of right and a dispute of interest. In your discussion outline in brief the possible route of resolution for each of the types of disputes.

QUESTION 6

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

QUESTION 7

Discuss the different sanctions that can be given to an employee who is found guilty of misconduct.

QUESTION 8

Outline the main organs of the International Labour Organisation (ILO) as well as their functions.