

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**

QUESTION 2

Differentiate between education, training and development. Discuss the different techniques/methods that can be used to train employees.

QUESTION 3

Discuss the concept of performance management and explain who should evaluate performance as well as the common rater errors.

QUESTION 4

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

SECTION B**QUESTION 5**

Distinguish between incorrect, preventive and positive discipline and discuss the issues that are involved at the investigation stage of discipline.

QUESTION 6

An employer may terminate an employee's contract if he/she has a fair reason for the dismissal which relates to *misconduct*, *incapacity* and *operational requirements*. Select two (2) of these three categories and discuss the criteria that constitutes a fair dismissal for each.

QUESTION 7

Outline the main labour institutions in Swaziland and discuss the main methods for settling disputes.

QUESTION 8

Discuss fully the dispute resolution process in terms of the Industrial Relations Act of 2000 (as amended).