

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

SUPPLEMENTARY EXAMINATION PAPER: JULY 2017

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

Differentiate between the Michigan and Harvard models of management and further explain the concept of strategic human resource management.

QUESTION 2

Define human resource planning and further outline the problems that are encountered when conducting human resource planning.

QUESTION 3

Why is recruitment important and what are the factors that affect the recruitment process?

QUESTION 4

What are the three basic causes of workplace accidents and how can companies assist employees who are suffering from ill-health?

SECTION B

QUESTION 5

Discuss the investigative stage of discipline by looking at;

- ❖ The main points to consider when conducting an investigation
- ❖ The investigative interview
- ❖ The common interview problems

QUESTION 6

Discuss the factors that affect the regulation of the labour relationship.

QUESTION 7

Distinguish between the unitarist, pluralist and radical approaches to labour relations by referring to their ideologies, attitudes towards unions and attitudes to conflict at the workplace.

QUESTION 8

Distinguish between the following concepts;

- ❖ Labour relations and industrial relations
- ❖ Procedural fairness and substantive fairness
- ❖ Grievance and misconduct
- ❖ Discipline and dismissal
- ❖ Job description and job specification