

**NATIONAL OPEN UNIVERSITY OF NIGERIA**

91, Cadastral Zone, Nnamdi Azikiwe Express Way, Jabi-Abuja

**FACULTY OF MANAGEMENT SCIENCES**

**JULY 2017 EXAMINATION**

**Course Code: PAD855**

**Course Title: PERFORMANCE MEASUREMENT AND MANAGEMENT**

**Credit Unit: 3**

**Instructions: 1. Attempt Question 1 and any other three (3) questions**

**2. Question 1 is compulsory and carries 25marks while the other 3 questions carry 15marks each**

**3. Present all your points in coherent and orderly manner**

**Time Allowed: 3 Hours**

1. a. Define Public Service

b. Discuss the origin of the Nigerian Public Service

c. Define Parastatals or Public Enterprises

[25marks]

1. What are the functions of Public Servants in Nigeria? [15marks]
2. Discuss five problems of the Nigerian Public Service [15marks]
3. Highlight the main characteristics of Decree 43 of 1988 [15marks]
4. Write short notes on any three [3] of the following concepts:

a. Organization's mission

b. Total Quality Management

c. Performance Measures/Indicators

d. Strategic Plans

[15marks]

1. a. What is the origin of Public Enterprises?

b. Why does a nation need Public Enterprises?

[15marks]