



NATIONAL OPEN UNIVERSITY OF NIGERIA
Plot 91, Cadastral Zone, Nnamdi Azikiwe Express Way, Jabi - Abuja
FACULTY OF MANAGEMENT SCIENCES
DEPARTMENT OF PUBLIC ADMINISTRATION
2020_1 EXAMINATION

COURSE CODE: PAD 855

CREDIT UNIT: 2

COURSE TITLE: Performance Measurement and Management

INSTRUCTION: 1. Indicate your Matriculation Number clearly

2. Attempt question one (1) and any other two (2) questions; three questions in all

3. Question one (1) is compulsory and carries 30 marks, while the other questions carry 20 marks each.

4. Present all your points in a coherent and orderly Manner

TIME ALLOWED: 2½Hours

1. a. Define the concepts of performance and performance management **5marks**
b. Outline the multidimensional behaviour relevant to the attainment of the organization's goals as stated by Campbell. **6marks**
c. Trace the evolution of performance management from the 1960s to the 2000s. **14marks**
d. Highlight five goals and benefits of performance measurement. **5marks**

2. Performance measurement is critical to agencies with policy, delivery; monitoring and oversight roles; all these are to ensure that the purpose of measurement is attained. Illustrate in details, the six purposes of performance measurement identified by Behn (2003). **20marks**

3. a. Elucidate on the term Management by Objectives. **5marks**
b. Examine the four ethical principles which guide the operations of the performance management process. **15mark**

4. Explain each of the following theories and concept on performance management. **20marks**
a. Goal Setting Theory b. Systems Theory c. Expectancy theory d. SMART

5. a. The nature of performance cannot be adequately achieved without performance appraisal; what do you understand by the term performance appraisal? **5marks**
b. List and explain the categories of appraisal. **8marks**
c. Mention five reasons for performance appraisal. **7marks**