



NATIONAL OPEN UNIVERSITY OF NIGERIA
Plot 91, Cadastral Zone, NnamdiAzikiwe Express Way, Jabi– Abuja
FACULTY OF MANAGEMENT SCIENCES
DEPARTMENT OF PUBLIC ADMINISTRATION
2021_1 EXAMINATION ...

COURSE CODE: MPA855

COURSE TITLE: Performance Measurement and Management

CREDIT UNITS: 2

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 30marks, while the other questions carry 20marks each.
4. Present all your points in coherent and orderly Manner

TIME ALLOWED: 2 ½ HOURS

1. In most public organizations today, the practice of performance management incorporates three major processes. Mention the three processes and fully discuss them.
2. According to Brooks (2016) performance management had evolved in phases. List and discuss three (3) of the phases as outlined by Brooks.
3. Organizations establish performance management systems to meet three (3) broad purposes. Identify these purposes and discuss them.
4. List and discuss three (3) reasons why performance should be measured in organizations.