



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

Course Code: MPA855

Course Title: Performance Measurement and Management

Credit Unit: 2

Instructions: 1. Indicate your Matriculation Number clearly
2. Attempt Question 1 and any other two (2) questions
3. Question 1 is compulsory and carries 30 marks while the other 2 questions carry 20 marks each
4. Present all your points in coherent and orderly manner

Time Allowed: 2 Hours

1a. What do you understand by the term Performance? **(10marks)**

1b. Performance is multidimensional and each dimension is characterized by a category of similar behaviour or actions. Discuss two components of Performance. **(10marks)**

1c. Role (or task) perceptions are very critical to performance measurement. Discuss. **(10marks)**

2a. Performance management can also be described as a strategic and integrated approach to delivering sustained success to organizations that focus on performance improvement and employee development. (Armstrong,2009). **(10marks)**

2b. According to Armstrong (2009), it is integrated in four factors. What are these factors? **(10marks).**

3. Trace incisively the origin of Performance Management from the 1950s to 2000s. **(20marks)**

4a. What is 360-degree feedback? Expatriate **(10marks)**

4b. Explain the concept of Merit Rating. **(10 marks)**

5. Identify and explain the two main rationale for measuring performance in the Public Sector. **(20 marks)**