



**NATIONAL OPEN UNIVERSITY OF NIGERIA**  
Plot 91, Cadastral Zone, NnamdiAzikiwe Express Way, Jabi– Abuja  
**FACULTY OF MANAGEMENT SCIENCES**  
**DEPARTMENT OF PUBLIC ADMINISTRATION**  
**2021\_2 EXAMINATION**

**COURSE CODE:** MPA 855

**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. Performance goals have a motivational impact in organizations. Mention and discuss three (3) ways in which performance goals motivate the individual employee in an organization.
2. Expectancy theory as a process theory of motivation identifies three (3) factors, which play an interactive role in motivation. Identify the factors and discuss them.
3. There are ethical principles that govern the operation of the performance management process to ensure firmness and transparency in organizations. List and discuss three (3) of the ethical principles.
4. There are some basic activities or functions which a manager must accomplish in an organization. List and discuss three (30 basic functions of a manager.