



NATIONAL OPEN UNIVERSITY OF NIGERIA
PLOT 91, CADASTRAL ZONE, NNAMDI AZIKIWE EXPRESS WAY, JABI – ABUJA
FACULTY OF MANAGEMENT SCIENCES
DEPARTMENT OF PUBLIC ADMINISTRATION
2021_2 EXAMINATION

COURSE CODE: PAD 855

CREDIT UNIT: 2

COURSE TITLE: PERFORMANCE MEASUREMENT AND MANAGEMENT

TIME ALLOWED: 2 HRS

INSTRUCTIONS:

- 1. Attempt Question One (1) and any other two (2) questions**
 - 2. Question 1 carries 30 marks, while the other questions carry 20 marks each.**
 - 3. Present all points in coherent and orderly manner**
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1a. As student of performance management and measurement, identify and fully discuss five reasons why performance should be measured.

b. Briefly discuss the quality approach and the attribute approach of performance management

2. Discuss briefly merit rating as an earlier form of performance management.

3. Fully discuss the graphic rating scale and balanced scorecard as a performance measurement method in organisation.

4. Discuss briefly how expectancy theory, systems theory and goal setting theory can be integrated and useful in a typical work environment.