



NATIONAL OPEN UNIVERSITY OF NIGERIA
PLOT 91, CADASTRAL ZONE, NNAMDI AZIKIWE EXPRESS WAY, JABI- ABUJA
FACULTY OF MANAGEMENT SCIENCES
DEPARTMENT OF PUBLIC ADMINISTRATION
2019_1 EXAMINATION

COURSE CODE: PAD855

CREDIT UNITS: 2

COURSE TITLE: PERFORMANCE MEASUREMENT AND MANAGEMENT

TIME ALLOWED: 2 HOURS

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**

1. What are the concerns of Performance Management?

[Compulsory, 30 marks]

2. Identify and explain the various methods of Performance Management.

[20 marks]

3. (a) What do you understand by Performance Appraisal? (5 Marks)

(b) Identify and explain the Errors in Performance Appraisal (15 Marks)

[20 marks]

4. Identify and explain the Phases in Performance Management process

[20 marks]

5. Explain the Approaches to Performance Management

[20 marks]