



**NATIONAL OPEN UNIVERSITY OF NIGERIA**  
91, Cadastral Zone, Nnamdi Azikiwe Express Way, Jabi-Abuja  
**FACULTY OF MANAGEMENT SCIENCES**  
**JANUARY 2018 EXAMINATION QUESTIONS**

COURSE CODE: MPA 855  
COURSE TITLE: Performance Measurement & Management  
CREDIT UNIT: 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 Hours

- 1 (a) Identify and explain the most important findings of Goal-Setting Theory of Performance Management in empirical Studies.  
(b) Explain the concept of SMART in Performance Measurement
2. Discuss any four (4) methods of Performance Management familiar to you.
3. (a) Explain the ethics of Performance Appraisal Interview.  
(b) Explain any five (5) Errors in Performance Appraisal.
4. Identify and explain any ten (10) Reasons for carrying out performance appraisal exercise.
5. List the different Approaches to Performance Management and give a detailed explanation of any one of them.