



NATIONAL OPEN UNIVERSITY OF NIGERIA
PLOT 91, CADASTRAL ZONE, NNAMDI AZIKIWE EXPRESS WAY, JABI – ABUJA
FACULTY OF MANAGEMENT SCIENCES
DEPARTMENT OF PUBLIC ADMINISTRATION
2022_2 EXAMINATION QUESTIONS

COURSE CODE: PAD855

CREDIT UNIT: 2

COURSE TITLE: PERFORMANCE MEASUREMENT AND MANAGEMENT

TIME: 2HOURS

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.**

1a. Define Performance Management

b. Performance Management involves an on-going process of communication between a supervisor and an employee. Enumerate **Five** steps involved in this communication process.

c. Discuss Five ways by which effective Performance Management Process is carried out.

(30 Marks)

2. Enumerate and Discuss Ten Aims of Performance Management.

(20 Marks)

3. Identify Eight Methods used for Performance Measurement. Discuss any Four of them.

(20 Marks)

4. Dessler (2001) described Five Glitches in appraising Performance. Critically discuss the Five Glitches.

(20 Marks)