



**NATIONAL OPEN UNIVERSITY OF NIGERIA**  
**FACULTY OF MANAGEMENT SCIENCES**  
**DEPARTMENT OF PUBLIC ADMINISTRATION**

2023\_1 POP EXAMINATION..

**COURSE CODE :MPA 855**

**COURSE TITLE: Performance Measurement and Management**

**CREDIT UNIT : 2CREDITS**

**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 your points in coherent and orderly manner.**

**TIME ALLOWED : 2HRS**

Question One: A. Define Performance Management according to Armstrong 2009. (10Marks)

B. Mention and explain the three (3) main purposes of an organization according to Noe (2011). (20Marks) =30Marks

Question Two: Examine the characteristics of performance management. (20Marks)

Question Three: Why does an organization embark on performance measurement? Discuss(20Marks)

Question Four: List the eight (8) types of performance measurement methods and discuss the graphic rating scales and the Self- Evaluation methods (20Marks)