



**NATIONAL OPEN UNIVERSITY OF NIGERIA,  
UNIVERSITY VILLAGE, PLOT 91 CADASTRAL ZONE NNAMDI AZIKIWE  
EXPRESSWAY JABI, ABUJA NIGERIA  
FACULTY OF MANAGEMENT SCIENCES  
DEPARTMENT OF PUBLIC ADMINISTRATION  
2025\_2 EXAMINATIONS**

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**COURSE CODE: MPA 855**

**COURSE TITLE: Performance Measurement and Management**

**CREDIT UNITS: 2**

**TIME ALLOWED: 2 Hrs**

**INSTRUCTIONS: 1. Attempt three (3) questions in All, Question one (1) and any other two (2)  
2. Question number 1 is compulsory and carries 30marks, while the other questions carry 20 marks each  
3. Present all your points in coherent and orderly manner**

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Q1a Discuss the Determinates of Performance (10 Marks)

Q1b Explain the Phases of Performance Management Process (20 Marks)

Q2a Enumerate five goals and benefits of Performance Management (10marks)

Q2b Explain 360 Degree Feedback as a Performance Measurement method (10 marks)

Q3a Mention the problems associated with planning in an Organization (10 marks)

Q3b What is Role Profile Definition? (10 marks)

Q4a Enumerate the Ethical Dimension of Performance Management (10 marks)

Q4b Discuss reasons for having Performance Appraisals (10 marks)