



"Investing in Africa's Future"

**COLLEGE OF BUSINESS PEACE LEADERSHIP AND GOVERNANCE
MASTERS IN PUBLIC SECTOR MANAGEMENT (MPSM)
PERFORMANCE MANAGEMENT (MPM532)**

SUPPLEMENTARY EXAMINATION

May 2020

LECTURER: (A.M. Gumbo)

DURATION: (48 Hours)

INSTRUCTIONS

CHOOSE AND ANSWER only ONE FULL ESSAY QUESTION from
below.

Each question will be marked out 100

1. Professionally-managed and administered PERFORMANCE MANAGEMENT has largely resulted in the vast improvement in PRIVATE SECTOR business results over the last twenty years compared to results in the Public sector. Why has this been so and what may need to be changed to ensure equally good results in the Public sector?

2. Discuss early initiatives to improve labour productivity after the Industrial Revolution created new problems for production factories. Use the following headings to guide your discussion and/or critique of each approach:

2.1 MERIT RATING

2.2 MANAGEMENT BY OBJECTIVES

2.3 PERFORMANCE APPRAISAL

3. To what extent does the absence/non prioritization of clear “**mission statements**”, **critical success factors** and **well-defined strategies and objectives** as well as **measurable performance indicators** render the application of Performance Management systems less practicable in the Public sector.

TOTAL POSSIBLE SCORE= 100%

END