AFRICA UNIVERSITY
A United Methodist Related Institution

COLLEGE OF BUSINESS, PEACE, LEADERSHIP AND GOVERNANCE

COURSE TITLE: PSM 532 PERFORMANCE MANAGEMENT

LECTURER: MUSHAMBI T.F

INSTRUCTIONS

1. You are required to select and answer question number 1 and any 3 questions.
2. Conceptual models and frameworks will earn you marks
3. Each question carries 20 marks

1. You are employed by the Government as a consultant and they have given you the following financials for State Universities:

	Harare State University $ MILLIONS	Gweru University $ MILLIONS	Victoria Falls Royal University $ MILLIONS
INCOME			
Salary Grant from the government	20	15	5
Tuition Fees	16	10	3
Research	4	21	10
TOTAL INCOME	40		
EXPENSES			
Salaries	45	38	8
Operation Costs	8	10	12
Net Profit Loss	**(-13)**	**(-2)**	**(-2)**

a. Using information tabled above. Provide a brief analysis of the challenges faced by the Government Owned Universities. **10 marks**

b. What lessons can you draw on managing the Public Sector from France and UK that can be applied to remedy the challenges you outlined above. **10 marks**

2a. Using examples explain what the Public Sector is and highlight differences between the Public and Private Sector **10 marks**

2b. Explain why and how public Sector Performance affects the performance of the economy at large **10 marks**

3. As a Human Resources Practitioner employed in the Public Sector, Staff costs containment is a critical issue , what strategies would you put in place to motivate and retain employees in the Public Sector while at the same time containing costs. **20 marks**

4. Explain in detail the Balanced Scorecard methodology that is used in Performance management and analyse its pros and cons as an effective tool of managing performance. **20 marks**

5a. Explain characteristics of a well designed performance management system **10 marks**

5b. List and explain three factors that an organization should consider when coming up with a performance management system for an organisation. **10 marks**

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