



COLLEGE OF BUSINESS, PEACE, LEADERSHIP AND GOVERNANCE

COURSE TITLE: NMPM 213 PERFORMANCE MANAGEMENT

LECTURER: MUSHAMBI T.F

INSTRUCTIONS

You are required to answer question number one and then select and answer any 3 other questions.

Conceptual models and frameworks will earn you marks

Each question carries 20 marks

1. An organisation has been failing to meet its sales target of 50 000 shoes every month. The CEO has been given a deadline to achieve the sales target or face dismissal. The CEO called for a meeting to brief all staff members of the status of the organisation and in that meeting staff members blamed management for failure to come up with a good strategy to achieve the objectives of the organisation.

Explain how performance management can be introduced in this organisation to attempt to resolve the challenges the organisation is facing? **(20 marks)**

2a) What are the key characteristics of public sector organisations that distinguish it from the private sector? **(8 marks)**

2b) Giving examples explain how performance of public sector impacts a country's economy in general? **(12 marks)**

3a) List and explain key features that should be present for a performance management system to be successful? **(10 marks)**

3b) Explain at least four key concepts behind the New Public Management Concept and elaborate how if successfully implemented will ensure that Public Sector Organisations perform well. **(10 marks)**

4. Explain the key principles of one Performance Management Methodology of your choice and discuss the advantages and disadvantages of this method. **(20 marks)**

5. Define the following key terms

- a)** Key performance Indicators
- b)** Objectives
- c)** Quantity
- d)** Competence

(5 marks)

(5 marks)

(5 marks)

(5 marks)

END