JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY

SCHOOL OF INFORMATICS AND INNOVATIVE SYSTEMS

UNIVERSITY EXAMINATION FOR THE DEGREE OF BACHELOR OF SCIENCE IN INFORMATION AND COMMUNICATION TECHNOLOGY

UNIVERSITY EXAMINATION FOR THE

3RD YEAR 2ND SEMESTER 2016/2017 ACADEMIC YEAR

MAIN CAMPUS

COURSE CODE: ICT 3323

COURSE TITLE: E-GOVERNMENT & INSTITUTIONAL CHANGE
EXAM VENUE: **STREAM:**   **BSC ICT**

DATE : April, 2017   **EXAM SESSION**   **:**

TIME: 2.00 HOURS

INSTRUCTIONS:

1. Answer Question 1 (Compulsory) and ANY other two questions

2. Candidates are advised not to write on the question paper

3. Candidates must hand in their answer booklets to the invigilator while in the examination room.

QUESTION ONE – 30 MARKS

E-government and Institution change

a) In order to implement a successful e-government program, policy makers need to develop specific reasonable attainable goals and understand what resources are available to achieve those goals. Only then will they be able to formulate the plan that can be implemented in full, rather than being cut short before any gains are realized due to lack of resources. What recommendations would you give in regard to cost structures? **(5 Marks)**

b) E-government is about transforming the way government interacts with the governed. The process is neither quick nor simple. It requires a coherent strategy, beginning with an examination of the nation's political will, resources, regulatory environment, and ability of the population to make use of planned technologies. Discuss the five elements of successful e-Government Transformation. **(5 Marks)**

c) Once governments commit to strategies transforming their governance processes, significant challenges and opportunities will arise during their implementation. Discuss 5 considerations that must be addressed by the e-government initiatives of developing nations.

(5 Marks)

d) Using ICTs effectively to serve citizens online is a struggle for many governments, particularly developing countries. Discuss five constraints to building e-Government.

(5 Marks)

e) What is e-Participation? **(2 Marks)**

f) Public participation is one of the core pillars of the Constitution of Kenya 2010. The constitution making process in Kenya since the early 1990's always had a strong public engagement component. Article 1(2) of the Constitution of Kenya, 2010 provides that all sovereign power belongs to the people of Kenya exercised their sovereignty directly or through their elected representatives. Article 10 (2) indicates that public participation is among the national values and principles of governance. Discuss the eight (8) elements of public participation as a development asset and driver in Kenya (e-Participation).

(8 Marks)

QUESTION TWO – 20 MARKS

a) Privacy is one of the most important issues facing the internet. Governments must be responsible custodians of the enormous amounts of personal information they hold. Discuss privacy recommendations that governments should enforce to ensure privacy of critical assets in government. **(4 Marks)**

b) Describe some e-government implementation issues **(6 Marks)**

c) Discuss the advantages of having an e-Government cloud **(10 Marks)**

QUESTION THREE – 20 MARKS

a) Throughout the whole world, there has been a paradigm shift where governments and other independent policy/law makers have realized the importance of e-Government as a strong tool for responsive governance and this is also attracting a lot of interest from investors who are funding government IT projects. Discuss any five factors affecting adoption of donor funded ICT projects in the public sector. (Focus should be in Kenya) **(10 Marks)**

b) Kenya has made significant progress in the use of e-Government but still face several challenges that affect successful implementation e-Government. Discuss **(5 Marks)**

c) Discuss the stages of e-Government development **(5 Marks)**

QUESTION FOUR – 20 MARKS

a) What is e-Government Cloud? **(2 Marks)**

b) The service objects of e-government include government staff, other government organizations, enterprises and the public. According to different service objects, e-government can be divided into the following modes. Discuss the four models of e-Government. **(8 Marks)**

c) In the Kenyan Constitution Article 10 (2) indicates that public participation is among the national values and principles of governance. Discuss the elements of public participation as development asset and driver in Kenya (e-Participation) **(10 Marks)**

QUESTION FIVE – 20 MARKS

a) The e-Governance ethics provides a roadmap for use of electronic records and electronic signatures in government and its agencies by promoting efficient delivery of government services. Discuss some of the important ethical issues connected e-Governance   **(10 Marks)**

b) Compared with traditional government, discuss advantages of e-Government   **(5 Marks)**

c) E-Participation is the process of engaging citizens through ICTs in policy and decision making in order to make it participatory, inclusive and deliberative. Discuss the five high level stages of making policies.   **(5 Marks)**