JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY

SCHOOL OF INFORMATICS AND INNOVATIVE SYSTEMS

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

3ʳᵈ YEAR 2ⁿᵈ SEMESTER 2019/2020 ACADEMIC YEAR

MAIN CAMPUS

COURSE CODE   : ICT 3323/ITB1306

COURSE TITLE   : E-GOVERNMENT AND INSTITUTIONAL CHANGE

EXAM VENUE   : TREAM   :

DATE   : 1/12/ 2020   EXAM SESSION   : 3-6 PM

TIME: 3.00 HOURS

INSTRUCTIONS:

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

1.   **Candidates are advised to write on the text editor provided, or to write on a foolscap, scan and upload alongside the question.**

2.   **Candidates must ensure that they submit their work by clicking 'FINISH AND SUBMIT ATTEMPT' button at the end.**

QUESTION ONE 30 MARKS

a) Describe the following terms as used in Information Communication Technology Industry.
   I.   e-Government   **(2 Marks)**
   II. e-Citizen   **(2 Marks)**
   III. eService   **(2 Marks)**

b) E-Governance is a cornerstone in efficient and effective service delivery to the Citizens by the government:
   i)   Discuss five major components of e-Governance   **(10Marks)**
   ii) Explain four Types of Interactions in e-Governance **(8Marks)**
   iii) Discuss two Interventional strategies of e-Governance **(6Marks)**

QUESTION TWO 20 MARKS

a) In the end, e-Governance is about reform in governance, facilitated by the creative use of Information and Communications Technology.
   i) Explain five benefits of e-Governance. **(10 Marks)**
   ii) Discuss five challenges of e-Governance specific to Kenya. **(10 Marks)**

QUESTION THREE 20MARKS.

a) Recognizing that e-Governance is playing an increasingly important role in modern Governance, various agencies of the Government and civil society organizations have taken a large number of initiatives across the country. Discuss the key initiatives taken in the country across some of the important citizen/business related departments. **(20 Marks)**

QUESTION FOUR 20MARKS

a) The Government of Kenya, in various forums, has indicated its commitment to provide efficient and transparent government to all strata of society. E-Governance is now mainly seen as a key element of the country's governance and administrative reform agenda.
   i) Explain the implications of this aspiration by the Government to the taxpayers **(6 Marks)**
   ii) Describe its implication on the following strata of our society. **(9 Marks)**
       - Governance
       - Management
       - Public services

b) Explain three major domains of eGovernment.   **(5 Marks)**

QUESTION FIVE 20MARKS

1 Kenya has made tremendous strides in its e-governance structure in all the three arms of government i.e. the executive, the legislature, and the judiciary. E-governance systems

have been implemented that targets these arms in terms of automation, informatization, and transformation to achieve e-governance for development.

Required:

Justify how the government of Kenya has been able to connect to its citizens with a specific objective of:

   a) Talking to its Citizens
   b) Listening to its Citizens
   c) Improving Public Services   **(10 Marks)**

2   Gartner, an international e-business research consultancy firm, has formulated a four-phase e-governance model which can serve as a reference for governments to position where a project would fit in the overall evolution of an e-government strategy. Taking Kenyan government e-government strategies as a case study, justify the Gartner maturity model. **(10 Marks)**