

# 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

3<sup>rd</sup> YEAR 2<sup>nd</sup> SEMESTER 2019/2020 ACADEMIC YEAR

MAIN CAMPUS

COURSE CODE : ICT 3323/ITB1306

**COURSE TITLE** : E-GOVERNMENT AND INSTITUTIONAL CHANGE

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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)