



**JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY**  
**SCHOOL OF HUMANITIES AND SOCIAL SCIENCES**  
**UNIVERSITY EXAMINATION FOR THE DIPLOMA IN COUNTY GOVERNANCE**  
**1<sup>ST</sup> YEAR 2<sup>ND</sup> SEMESTER 2018/2019 ACADEMIC YEAR**

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**COURSE CODE: ZCG 2123**

**COURSE TITLE: INFORMATION TECHNOLOGY AND GOVERNANCE**

**DATE:**

**EXAM SESSION:**

**TIME: 2 HOURS**

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**Instructions:**

- 1. Answer question 1(compulsory) and ANY other 2 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.**

### ANSWER QUESTION ONE (30 MARKS)

1. Communication is the flow of information within the organisation and with other organisations.
  - a). Briefly discuss on the working of a communication channel. **(5 marks)**
    - i. Discuss the various communication channels used in county government **(5 marks)**
    - ii. Describe the various models of communication and deduce which is the best type of model you can employ in county governance. **(10 marks)**
  - b). Briefly discuss how you can employ communication in the county governance to solve conflicts. **(5 marks)**
  - i). Discuss the Various types of communication goals. **(5 marks)**

### ANSWER ANY TWO (20 MARKS EACH)

2. You are employed in the county of Kisii in the Finance docket. You realise that the following is happening; inadequate allocation of resources either in money, time or personnel, ambiguous objectives and badly defined process structures. You further ascertain poor management techniques and at the strategic level, people battle for supremacy.
  - a) i). How would you use communication skills to solve such problems? **(5 marks)**
  - ii. Give the steps required in managing conflict. **(5 marks)**
    - b). One fine morning you rush into your office in the county office halls. You immediately notice that all the computer have malfunctioned, and all the sockets have blown off. You are supposed to use these computers to work on something very urgent.
      - i). How best can you manage such crisis? **(5 marks)**
      - ii). Elucidate on the types of crises that may occur in an organisation. **(5 marks)**
3. With examples discuss the difference between “talking” and “communication” as used in communication? **(4 marks)**
  - a). Discuss SIX ways in which environmental barriers can be overcome. **(6 marks)**
  - b). In the county government, people of different tribes, colour, height, behaviour work either on contract or permanent basis. You wish to pass across information to all these people.
    - i). How effective can this be done and what tips should you have. **(6 marks)**
    - ii). Briefly discuss the roles of Information Communication Technology (ICT) to communication. **(4 marks)**
4. What are the features of e-government and e-business? **(5 marks)**
  - a. Provide **FIVE** crucial roles of e-government to county governments. **(5 marks)**

- b. Discuss the **FIVE PR** rules for handling the media. (5 marks)
  - c. What are the **FIVE** attributes a leader should have while communicating? (5 marks)
5. Elaborate on **TEN** public speaking etiquette. (5 marks)
- a. a). What is an Integrated Management System and how is it used. (4 marks)
  - b. b). Discuss in **SIX** point form how ICT can include public participation in county governance. (6 marks)
- b) c). A leader should “lead by example”. What are the **FIVE** attributes a leader should have while communicating? (5 marks)