



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 2024/2025 ACADEMIC YEAR**

MAIN CAMPUS

COURSE CODE: ITB 1306

COURSE TITLE: E-GOVERNMENT & INSTITUTIONAL CHANGE

EXAM VENUE: LAB 12

STREAM: BSC ICT

DATE : 24/4/2025

EXAM SESSION : 15.00-17.00

TIME: 2 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

- a) E-Government is a fundamental element in the modernization of Government. It provides a common framework and direction across the public sector and enhances collaboration within and among public sector organizations and institutions, between Government and the business community, and between Government and the citizens that it serves in the implementation of Government Policies. It also identifies ways of developing the skills needed by public servants to realize the new opportunities offered by ICT advancement such as the internet. State FIVE differences between E-Government and E-Governance (10Marks)
- b) The overall goal of e-Government is to make the Government more result oriented, efficient and citizen centered. E-Government should enable citizens to access Government Services and Information as efficiently and as effectively as possible through the use of internet and other channels of communication. Mention FOUR specific objectives of e-Government in Kenya (4Marks)
- c) Give FOUR reasons as to why we need an e-Government in our country (4Marks)
- d) Press reports indicate a global growth in e-governance utilization by people in different categories. State FOUR current trends for the growth. (4Marks)
- e) Explain FOUR Types of Interactions in E-Governance (8Marks)

QUESTION TWO – 20 MARKS

- a) Every government needs a comprehensive cloud governance. Define the term cloud governance (2Marks)
- b) Explain FOUR key benefits of a cloud governance framework (8Marks)
- c) Discuss FIVE risks associated with a poor cloud governance (10Marks)

QUESTION THREE – 20 MARKS

- a) E-government has become a popular focus of government efforts in many countries around the world. To provide trusted services, e-government needs to focus on effectiveness, efficiency and flexibility. If citizens are to derive maximum benefit FROM the provision of e-services through e-governance. State FOUR attributes that an e-service must possess. (4Marks)
- b) Explain THREE principles that determines an Information Security of an E-government (6Marks)
- c) Discuss FIVE approaches for an e-Government security (10Marks)

QUESTION FOUR – 20 MARKS

E-Government models provide frameworks for digital interactions between governments, citizens, businesses, and other stakeholders.

- a) Discuss the four main e-government models: Government-to-Citizen (G2C), Government-to-Business (G2B), Government-to-Government (G2G), and Government-to-Employee (G2E). Provide real-world examples for each model. (12Marks)
- b) Analyze the benefits and challenges of implementing these e-government models, particularly in developing countries. Suggest possible solutions to overcome these challenges. (8Marks)

QUESTION FIVE – 20 MARKS

Organizations today rely on Data Warehousing and Data Mining to make informed business decisions.

- a) Explain the key differences between Data Warehousing and Data Mining, highlighting their roles in decision-making. (8Marks)
- b) Describe how Data Mining techniques such as Classification, Clustering, and Association Rule Mining can be applied to extract valuable insights from a Data Warehouse. (12Marks)

JOOUST OBSERVES ZERO TOLERANCE TO EXAM CHEATING