NATIONAL OPEN UNIVERSITY OF NIGERIA
Plot 91 Cadastral Zone Nnamdi Azikiwe Express Way, Jabi-Abuja
FACULTY OF MANAGEMENT SCIENCES
DEPARTMENT OF PUBLIC ADMINISTRATION
2020_1 EXAMINATION

Course Code: PAD843   **Credit Unit: 2**
Course Title: E-Governance in the Public Sector
Time Allowed: $2^{1/2}$ HOURS
Instructions:
        1. Attempt Question 1 and any other two (2) Questions.
        2. Question 1 is compulsory and carries 30marks while the other 2
        Questions carry 20marks each.
        3. Present all your points in a coherent and orderly manner.

1a. Define E-Governance.

1b. Discuss the main objectives of e-governance.   **30marks**

2. With relevant examples, define e-learning and the common objectives of e-learning. **20marks**

3. The quest to improve service delivery through the use of ICTs in governments typically focuses on four (4) main dimensions. List and discuss them. **20marks**

4. Define the term Public Policy and with relevant examples, discuss the various stages of Public Policy making. **20marks**

5a. Discuss the challenges posed to e-government in Africa raising the relevant questions on these challenges. **20marks**