DEPARTMENT OF PUBLIC ADMINISTRATION
PLOT 91 CADASTRAL ZONE, NNAMDI AZIKIWE EXPRESS WAY, JABI ABUJA
FACULTY OF MANAGEMENT SCIENCES
DEPARTMENT OF PUBLIC ADMINISTRATION
2021_2 EXAMINATION₅₆₇₈

COURSE CODE: MPA 843

COURSE TITLE: E-GOVERNANCE IN THE PUBLIC SECTOR

CREDIT UNITS: 2   TIME ALLOWED: 2Hrs

INSTRUCTION: 1. Indicate your Matriculation Number clearly

2. Attempt question one (1) and any other two (2) questions – Three questions in all

3. Question one (1) is compulsory and carries 30marks, while the other questions carry

20marks each.   4. Present all your points in coherent and orderly manner

1a) Describe the concept of E-Governance? **10marks**

(b) The quest to improve service delivery through the use of ICTs in governments typically focuses on four main patterns of service delivery. State and briefly explain them. **10marks.**

(c) E-Governance offers many administrative and democratic improvements: Sate any five. **10marks**

2a) Beyond the general objectives, e-government has two distinct objectives. State and explain. **10 marks**

(b) Explain the objectives of ICT policy as identified by Basu (2004). **10marks**

3a) Briefly describe the concept of E-Democracy. **10marks**

(b) State and discus the five factors in the conceptual model of E-Democracy. **10marks**

4a) State and explain the three levels of participation that characterize e-democracy initiatives. **15marks**

(b) Describe the three e-participation outcomes. **5marks**