



# KENYATTA UNIVERSITY

UNIVERSITY EXAMINATIONS 2015/2016

DIGITAL SCHOOL OF VIRTUAL AND OPEN LEARNING

SECOND SEMESTER EXAMINATION FOR THE DEGREE OF MASTER OF PUBLIC  
POLICY AND ADMINISTRATION

APP 807: PUBLIC SECTOR INFORMATION SYSTEMS MANAGEMENT

DATE: Thursday 28<sup>th</sup> April, 2016

TIME: 9.00 a.m - 12.00 p.m

## INSTRUCTIONS:

- Attempt question ONE and any other TWO

## QUESTION ONE

- a) Describe the following terms:
- i. Information systems (4 marks)
  - ii. Enterprise resource planning software (ERP) (4 marks)
- b) Discuss the information systems found in each level of management (4 marks)
- c) Using the knowledge from paper "*The Implementation of ICT in Public Sector Organizations. Analyzing Selection Criteria For e - government Projects*" and specifically using Soh and Markus model, discuss how implementation of ICT results in improvement in organizational performance. (8 marks)

## QUESTION TWO

Using the knowledge from the paper: "*Corruption, Transparency and a Role for ICT?*" Critique the role of ICT in enhancing transparency in public sector. Use Kenyan cases where applicable. (20 marks)

### QUESTION THREE

From the paper “Making E-Government projects in Developing Countries More Successful and Sustainable: Some case Studies from India” by Kumar, R. (2007), discuss the types of IS projects failures / success in developing countries and explain characteristics of each.

(20 marks)

### QUESTION FOUR

Using the knowledge from paper “*INFORMATION SYSTEMS IMPLEMENTATION IN STATE CORPORATIONS A Critical Evaluation of the process and challenges in Kenyan Parastatals*”.

Discuss any four Information systems implementation challenges in parastatals in Kenya and propose mitigation mechanisms.

(20 marks)

### QUESTION FIVE

From the paper “*User Leadership in the Systems Development Life Cycle: A Contingency Model*”. Discuss the phases in Information Systems development and what advice you can give management on how your organization will be engaged in that phase.

(20 marks)