



KENYATTA UNIVERSITY

UNIVERSITY EXAMINATIONS 2014/2015

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

APP 807: PUBLIC SECTOR INFORMATION SYSTEMS MANAGEMENT

DATE: WEDNESDAY 1ST APRIL 2015

TIME: 5.30 P.M. – 8.30 P.M.

INSTRUCTIONS

1. This examination paper has a total of **FIVE** Questions
2. Answer Question **ONE** (Compulsory) and other **THREE** questions from Section B

SECTION A: [40 Marks]

QUESTION ONE: CASE Study: An e-Government Initiative

In the fast globalizing world economy of today, governments the world over are recognizing the importance of Information and Communications Technology (ICT) in development. An increasing number of Electronic Government (E-Government) initiatives are being employed to improve the delivery of public services to the people, and to tap the potential synergy from the interaction between new technologies, an educated population and an enabling environment for the attainment of knowledge-based economies (Ramlah et al., 2007, Murali et al., 2007). The waves of E-Government are rising through public organizations and public administration across the world. More and more governments are using ICT especially Internet or web-based network, to provide services between government agencies and citizens, businesses, employees and other non-governmental agencies (Zaharah, 2007; Ndou, 2004).

The Kenyan government has envisioned a technologically advanced society and implicitly, a technologically enabled government through its Vision 2030. The move towards a digital government is progressing slowly along the government-to-government (G2G) route and also along the government-to-citizen (G2C) and government-to-business (G2B) path. Alongside with the launching of the Konza City an envisioned digital village, the government has lined up several flagship e-Government projects namely project Management System, Integrated Financial information system, Human Resource Management Information System, e-Procurement and General Office Environment intended to transform the government from the paper-based, unintegrated islands of agencies and

departments to an integrated and networked government together with its local government (counties).

E-Government unit (EGU) within the Ministry of Communication and Information Technology has been mandated by the government to manage the e-GIF, initiate and manage all projects and activities aimed at the evaluation of the technology policies, practices and standards in all agencies, departments and organs of the government. The vision of E-Government is a vision for people in government, business and citizenry working together for the benefit of Kenya and all of its citizens. The vision calls for reinventing and re-engineering government using multimedia and IT to improve productivity.

- a) Explain the Applicability of e-GIF in a public Information system [5 marks]
- b) i) Identify six kinds of interactions among the actors in this case [6 marks]
ii) Using a diagram, analyze how different actors in a public Information system interact with each other [9 marks]
- c) Using a diagram, discuss the business Process re-engineering cycle. [7 marks]
- d) Explain how office automation will improve employees' productivity [5 marks]
- e) Discuss how the Kenyan government has used the Integrated Financial information system in running the public service sector and the counties [8 marks]

SECTION B: [60 MARKS]

QUESTION TWO

- a) i) Explain any FOUR central organizational factors to consider when planning for a new Information system. [5 marks]
- ii) Explain the SIX components of a computer Based Information System [5 marks]
- b) Describe the abilities that constitute a good public Information system [10 marks]

QUESTION THREE

- a) Discuss the unique feature of an e-commerce system [7 marks]
- b) i) Explain the concept of "*public Information Systems*" [4 marks]
- ii) Discuss any THREE categories of data used and produced by a public information system [9 marks]

QUESTION FOUR

- a) Analyze the Role of a Project Management Office in a government ministry [5 marks]
- b) i) Discuss how the County of Nakuru will use GIS in Managing use of land, resources, transportation, or any spatially distributed entities [7 marks]
- c) Describe some of security measures adhered to in a database design [8 marks]

QUESTION FIVE

- a) Explain any FOUR Success Factors in a public Information systems project [4 marks]
- b) Discuss the concept of an e-Government Interoperability Framework (e-GIF) [8 marks]
- c) Describe the importance of having public Information accessible through a web-based database [8 marks]