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"Investing in Africa's Future"

COLLEGE OF BUSINESS PEACE LEADERSHIP AND GOVERNANCE

ICT AND PUBLIC SECTOR MANAGEMENT: PSM 525

END OF FIRST SEMESTER EXAMINATIONS

MAY 2018

SABBATICAL SCHOOLAR: Dr Farai Choga

DURATION: 3 HOURS

INSTRUCTIONS

Answer **ALL** the questions in **Section A** and any **Three questions from Section B** and each question has **20** marks. Total possible mark is **100.**

Start **each** question on a new page on your answer sheet.

The marks allocated to **each** question are shown at the end of the section.

SECTION A (40 marks)

Answer *all* questions in this Section

Question 1 (20 Marks)

a) Define e-government   (5 marks)

b) Define e-governance   (5 marks)

c) What is the relationship between e-government and e-governance?   (10 marks)

Question 2 (20 Marks)

E-government is a necessity for any government. Discuss this statement. (20 marks)

SECTION B (60 Marks)

Answer any three questions

Question 1 (20 Marks

There are three economic dimensions as a result of e-government applications. Using examples show the impact of any two economic dimensions of e-government applications (20 marks)

Question (20 Marks

Illustrate using examples how the Zimbabwean government's ICT (2016) policy framework has contributed to the development of e-governance (20 marks)

Question 3 (20 Marks

Heeks (2003) explained six (6) e-government failures. Citing examples highlight any four (4) of these failures and how they can be avoided.   (20 marks)

Question 4 (20 Marks

How can the Zimbabwean public sector benefit from the development of e-governance. Cite four (4) examples.   (20 marks)

Question 5 (20 Marks

Many African governments are struggling to implement e-governance. Discuss any four (4) factors that are affecting these countries.   (20 marks)

Question 6 (20 Marks

    a) What is e-commerce?   (5 marks)

    b) Illustrate how e-procurement problems dogging Zimbabwe can be resolved.
       (15 marks)

Question 7 (20 Marks

Cloud computing is a current ICT development. Discuss how this can affect the Zimbabwean government if implemented.   (20 marks)