



**COLLEGE OF BUSINESS, PEACE, LEADERSHIP AND GOVERNANCE**

**COURSE CODE AND TITLE: MPM 309 E-GOVERNANCE**

**END OF SEMESTER EXAMINATIONS**

**NOVEMBER/DECEMBER 2018**

**LECTURER: J.N. MASHINGAIDZE (MR)**

**DURATION: 3 HOURS**

**INSTRUCTIONS TO CANDIDATES**

1. Answer all questions in Section A and any 3 questions in Section B
2. Start each question on a new page
3. Marks allocated to each question are indicated alongside the question
4. Credit will be given to neat and logical presentations which draw from examples in public institutions



## **SECTION A (ANSWER ALL QUESTIONS)**

Qn 1a) Briefly explain your understanding of governance and e-governance. (8 marks)

1b) In what way can government, business and citizens participate in the governance process to enhance e-governance? (12 marks)

Qn 2. Write short explanatory notes on any five of the following emphasizing how they relate to e-governance:

- a) Networked organization
- b) Broadcasting model
- c) Privacy and security data conflict
- d) Critical flow model
- e) Technology convergence
- f) Cybercrime
- g) Automation

(20 marks)

## **SECTION B (ANSWER ANY THREE QUESTIONS)**

Qn 3. Identify and explain the five stages of e-governance development giving examples of at least one public institution which is operating at each of the stages. (20 marks)

Qn 4. Select any 4 of the seven Ps which in your opinion are the most critical for the success of e-government and give sufficient justification of why you think so. (20 marks)

Qn 5. 'Threats to security no longer come from spies and moles but from simply releasing too much information.' (Defense Intelligence Chief)

- a) Evaluate the implication of this statement on e-governance initiatives in the public sector. (10 marks)
- b) What measures can public institutions put in place to ensure a fair balance between information dissemination and national security? (10 marks)

Qn 6. Identify any four ethical theories and explain how these may assist in averting possible negative consequences that may derail e-governance programs. (15 marks)

Qn 7. Explain virtual organizations and the ideal organizational structures that can support effective e-governance. (20 marks)