



Investing in Africa's Future

COLLEGE OF BUSINESS AND MANAGEMENT SCIENCES

NMPM309 E-GOVERNANCE

END OF SEMESTER EXAMINATIONS

APRIL 2026

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TIME: 3 HOURS

INSTRUCTIONS

1. This paper contains **eight** questions.
2. Answer **ALL** questions in Section A
3. Answer any **two** questions from section B.
4. Start each question on a new page.

SECTION A (COMPULSORY)

Question One

What do the following Interaction Models of E-Governance stand for and give examples

- a. B2G
- b. G2B
- c. G2G
- d. G2C
- e. G2E

[10]

Question Two

Define the following terms as they are used in E-Governance

- a. Smart City
- b. E-Services
- c. E-Governance
- d. Digital Citizen
- e. E-Participation

[10]

Question Three

Differentiate between the following terms as they are used in E-Governance

- a. Open Data vs Big Data
- b. E-Governance vs. E-Government
- c. Cybersecurity vs. Information Security
- d. Data Analytics vs Business Intelligence
- e. Cloud Computing vs. On-Premises Computing

[10]

Question Four

Discuss any five E-Governance services related to Higher Education section in Africa [10]

Question five

Describe the importance of digital literacy in the context of e-Governance. [10]

SECTION B (ANSWER ANY TWO QUESTIONS)

Question six

Africa University health department plans to implement a digital health records system that allows patients to access their medical history online.

- a. What are the advantages of having a digital health records system for citizens? [10]
- b. Identify one potential risk associated with digital health records. [10]

- c. How can the department ensure the security and privacy of patient data? [05]

Question seven

Luanda and Kinshasa cities are developing a Smart City initiative that integrates IoT devices for efficient traffic management and environmental monitoring.

- a. Describe how IoT can enhance urban management and public services. [10]
- b. Discuss the challenges the city may face in implementing Smart City technologies. [10]
- c. What steps can city officials take to ensure citizen participation in the Smart City initiative? [05]

Question eight

The Zimbabwean government launched an E-Learning platform for students to access educational resources and online classes.

- a. What benefits does this platform provide for educational accessibility? [10]
- b. Identify a potential challenge related to digital equity among students. [10]
- c. Propose strategies to support students and educators in utilizing the E-Learning platform effectively. [05]

END OF EXAMINATION