



NATIONAL OPEN UNIVERSITY OF NIGERIA

91 Cadastral Zone, University Village Nnamdi Azikiwe Expressway Jabi, Abuja Nigeria.

**FACULTY OF MANAGEMENT SCIENCES
DEPARTMENT OF PUBLIC ADMINISTRATION**

COURSE CODE: PAD843

COURSE TITLE: E-GOVERNANCE IN THE PUBLIC SECTOR

CREDIT UNITS: 2

INSTRUCTION: 1. Indicate your Matriculation Number clearly

2. Attempt question one (1) and any other two (2) questions – 3 questions in all

3. Question one (1) is compulsory and carries 30marks, while the other questions carry 20marks each.

4. Present all your points in coherent and orderly Manner

TIME ALLOWED: 2hrs

1(a) Explain the concept of E-governance. (10 marks)

(b) Differentiate between E-governance and E-government. (5 marks)

(c) What is the strategic objective of e-governance? (5 marks)

(d) State the ten major administrative and democratic improvements offered by e-governance. (10 marks)

2 (a) Enumerate and explain the four types of service delivery in E-governance. (10 marks)

(b) State the five main benefits of e-governance (10 marks)

3 (a) Explain any ten objectives of e-governance (10 marks)

(b) List and explain the five factors that determine government use of ICT. (10marks)

4(a) State the four objectives of E-participation. (8marks)

(b) Describe the six major challenges to E-government in Africa. (12marks)

5(a) Explain the concept of E-Service. (10marks)

(b) Mention any five benefits of E-Service. (5marks)

(C) Explain any five barriers to E-Service development. (5marks)