



NATIONAL OPEN UNIVERSITY OF NIGERIA
Plot 91, Cadastral Zone, Nnamdi Azikiwe Express Way, Jabi – Abuja
FACULTY OF MANAGEMENT SCIENCES
DEPARTMENT OF PUBLIC ADMINISTRATION
2020_1 EXAMINATION

COURSE CODE: MPA843

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—three 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 30MINS

- Q. 1 Briefly discuss five (5) major administrative and democratic improvements offered by e-governance. **(30 marks)**
- Q. 2 Identify and discuss the four (4) types of service delivery in e-governance. **(20 marks)**
- Q. 3 Discuss the three (3) domains of e-governance. **{20 marks}**
- Q.4 Discuss the two (2) categories of strategic objectives of e-government. **(20 marks)**
- Q. 5 Government's usage of ICT in its operation and its ability to do so depends on certain factors. Discuss five (5) of them. **(20marks)**