



NATIONAL OPEN UNIVERSITY OF NIGERIA
14/16, AHMADU BELLO WAY, VICTORIA ISLAND, LAGOS
SCHOOL OF MANAGEMENT SCIENCES
JUNE/JULY, 2013 EXAMINATIONS.

Course Code: MPA843. **Credit Unit:** 3.
Course Title: E-Governance in the Public Service.
Time Allowed: 2 Hours.
Instructions: 1. Attempt Question 1 and any other three (3) Questions.
2. Question 1 is compulsory and carries 25 marks while the other 3 Questions carry 15 marks each.

Question 1

"Governments are classified in a great many ways and from a wide variety of standpoints; many of the categories inevitably overlap." Discuss this statement pointing out varied forms of government with the exception of commonwealth which is an association of sovereign states formed for the purpose of general welfare of their citizens.

Question 2

- a) Discuss the term ICT
- b) Identify three (3) advantages of using ICT in governance.
- c) Mention and explain financial and infrastructural problems in relation to ICT implementation in governance.

Question 3

- a) Discuss Information System as it applies to Government Service.
- b) Identify and discuss the components of Information System showing how they can be used in Governance.

Question 4

- a) "Communication is the process of sharing ideas, information, and messages...in writing and talking, as well as visual and electronic communication." Discuss this statement pointing out five (5) forms of visual and electronic communication that can be used in enhancing governance.
- b) Differentiate between Communication and Communication theory.

Question 5

Discuss Aristotle's model of communication pointing out how its stages can help in effective governance.

Question 6

Discuss the Data Processing Cycle pointing out how it can be used to enhance governance.