



**NATIONAL OPEN UNIVERSITY OF NIGERIA  
14/16, AHMADU BELLO WAY, VICTORIA ISLAND, LAGOS  
SCHOOL OF MANAGEMENT SCIENCES  
MARCH, 2014 EXAMINATION**

**COURSE CODE: MPA 843  
UNITS - 3**

**COURSE**

**COURSE TITLE: E-GOVERNANCE IN THE PUBLIC SERVICE**

**TIME ALLOWED: 2 HOURS.**

**INSTRUCTIONS:**

**QUESTION ONE IS COMPULSORY. M.Sc STUDENTS ARE REQUIRED TO ANSWER ANY ADDITIONAL TWO QUESTIONS OF THEIR CHOICE. MPA STUDENTS ARE REQUIRED TO ANSWER ANY ADDITIONAL THREE QUESTIONS OF THEIR CHOICE.**

1a. What is E-governance? (10 marks)

1b. Discuss the main types of service delivery in E-governance (15 marks)

(25 marks).

2. Discuss the major barriers to E-service Development  
(15 marks)

3. Examine the main roles of ICTs in E-government (15 marks)

4a. What is E-participation? (5marks)

4b. Discuss the objectives of E-participation (10 marks)

(15 marks)

5. Examine the main policy and management considerations in digital initiatives (15 marks).

6. Enumerate some specific online features  
(15 marks)