INTERNATIONAL UNIVERSITY OF EAST AFRICA
'Learning to Succeed'

FACULTY OF BUSINESS MANAGEMENT

END OF SEMESTER EXAMINATIONS - DECEMBER 2025

PROGRAMME: MBA
YEAR/SEM: YEAR 2/SEMESTER 1
COURSE CODE: MBA 864
NAME: E-MANAGEMENT AND PUBLIC ADMINISTRATION

DATE:
TIME:

INSTRUCTIONS TO CANDIDATES:

SECTION A

SECTION A IS COMPULSORY

Question 1:

International University of East Africa is one of great universities in Uganda with a reputation of promoting computer technology. The University uses Learning Management System (LMS) where students, lecturers and administrators interact in regards to coursework, examinations, grading, lecture notes, monitoring and evaluation among others.

With your experience in Learning Management System

a) Examine the benefits of digitization of services in institutions (10 marks)

b) Identify the risks that come with digitization of services (10 marks)

c) Propose solution to the above challenges (10 marks)

d) Would you advise other academic institutions to use LMS? Present reasons to support your answer. (10 marks)

Question 2:

A national government is rolling out a “Digital First” initiative to improve access to public services through online platforms. However, issues of digital inequality, bureaucratic resistance, and cybersecurity threats have slowed progress.

i. Analyse the major administrative and ethical challenges in implementing digital governance in the public sector. (10marks)

ii. Using New Public Management theory of public management, examine the government’s approach to reforms. (10marks)

iii. Write the would-be objectives of Digital first initiative. (10marks)

iv. Propose the strategies for proper implementation of the above initiative (10marks)

SECTION B

ANSWER THREE QUESTIONS

Question 1:

The government launches an online service portal to allow citizens to apply for passports, driving permits, and other documents electronically. After one year, usage remains low despite heavy investment. Analyse possible reasons why citizens might not be adopting the e-government platforms and Propose strategies that could increase their participation in e-services (20marks)

Question 2:

E-Management means using computers and the internet to manage work in an organization. Examine the advantages and limitations of E-Management in the public sector. (20 marks)

Question 3:

Assume you are the manager of a company transitioning to an E-Management system. Identify the challenges you may face during implementation and propose solutions for each challenge. (20 marks)

Question 4:

"Digital leadership is essential for successful e-management." Examine the role of leadership in the successful implementation of e services (20 marks)

Question 5:

In Public Administration, Cloud Computing enables government agencies to store data, host application and deliver services efficiently. Point out the risks of cloud computing and develop strategies for effective cloud computing adoption. (20 marks)

Question 6:

A university is planning to implement a digital management system for academic and administrative tasks. As an E-Management consultant, outline the implementation strategy, including planning, technology selection, training, and evaluation phases. (20 marks)

Question 7:

Organisations are now using Electronic Payment System (EPS) for payment of goods and services. Identify areas of application of Electronic Payment System in Public Sector and the benefits it presents. (20 marks)

Question 8:

You have been contracted to present a paper on E management services in the public sector. Draft your presentation in line with the purpose and components of e-management. (20 marks)

Question 9:

Digitization of services is transforming how individuals, businesses, and governments interact. Critically examine the impact of digital governance on public service delivery in your country. (20 marks)

Question 10:

You are a director of your own organisation and you want to start Electronic payment system in your organisation. Develop the objectives of the system; Forecast the challenges that you may encounter while implementing the system (20 marks)

Question 11:

National Council for Higher Education recommended that digital literacy be made compulsory at University and Secondary levels of Education. However, institutions have capacity gaps hindering implementation of Digital Education Policy. Examine these gaps and propose measures for successful implementation of the policy. (20 marks)

Question 12:

A public Agency in Uganda recently faced a cyber-attack that exposed personal information of thousands of citizens. An investigation reveals outdated software, weak passwords and limited cyber security training. Propose a comprehensive cyber security improvement plan. (20 marks)