UGANDA INSTITUTE OF INFORMATION AND COMMUNICATIONS TECHNOLOGY
PROGRESSIVE ASSESSMENT EXAMINATIONS
ACADEMIC YEAR 2025/2026

PROGRAMME: **DIPLOMA IN E-GOVERNANCE & DIGITAL TRANSFORMATION (DEGDT)**

YEAR OF STUDY: YEAR ONE SEMESTER TWO

COURSE: STAKEHOLDER MANAGEMENT AND CITIZEN-CENTRIC SERVICE DELIVERY

COURSE CODE : EDT1102

DATE: THURSDAY 25TH, JUNE 2026

TIME: 2:00PM – 5:00 PM

DURATION: 3 HOURS

VENUE: RM 2.6

INSTRUCTIONS

1. Answer ALL questions in Section A.
2. Answer ANY THREE (3) questions from Section B.
3. All questions carry marks as indicated.
4. Illustrate your answers with relevant examples where applicable.
5. Begin each question on a new page.

SECTION A: (25 MARKS)

Choose the most appropriate answer for each question.

1. A district introduces an online land registration system. Community members complain that they were not consulted before implementation. What should the project team have done first?

   A. Procure more computers

   B. Conduct stakeholder engagement

   C. Recruit more staff

   D. Increase internet bandwidth

2. A new e-government portal affects citizens, local leaders, businesses, and government staff. What should be done before implementation?

   A. Develop a stakeholder register

   B. Purchase additional software

   C. Conduct system maintenance

   D. Close existing service channels

3. During a project, citizens have high interest in the project but little influence over decisions. Which engagement approach is most appropriate?

   A. Ignore them

   B. Keep them informed

   C. Manage them closely

   D. Monitor only

4. Business owners continue using manual licensing services despite the availability of an online platform. What is the most likely cause?

   A. Low citizen adoption

   B. Excessive stakeholder support

   C. High digital literacy

   D. Effective communication

5. A government agency wants to understand why citizens are dissatisfied with a service. Which action is most appropriate?

A. Collect citizen feedback

B. Increase taxes

C. Restrict access

D. Ignore complaints

6. A stakeholder meeting is organized to gather opinions from different groups before launching a digital service. What is the main purpose of the meeting?

   A. Conflict prevention and engagement

   B. Budget approval

   C. Procurement planning

   D. Performance appraisal

7. A project team needs feedback from thousands of citizens across Uganda. Which engagement method would be most suitable?

   A. Survey

   B. Personal interview with every citizen

   C. Observation

   D. Brainstorming session

8. Citizens complain that a government mobile application is difficult to use. Which citizen-centric principle has been neglected?

   A. User experience

   B. Budgeting

   C. Procurement

   D. Auditing

9. A district notices that elderly citizens struggle to access digital services. What should be done?

   A. Remove physical service channels

   B. Provide alternative access channels and support

   C. Ignore the issue

   D. Increase system complexity

10. A stakeholder suddenly opposes a project after initially supporting it. What should the project team do first?

    A. Engage and understand the concern

    B. Remove the stakeholder

    C. Ignore the concern

    D. Suspend the project

11. Citizens report that service requests submitted online are rarely responded to. What is the most likely effect?

    A. Increased trust

    B. Reduced citizen satisfaction

    C. Improved participation

    D. Better engagement

12. Which action best demonstrates transparency?

    A. Publishing service performance reports

    B. Restricting information access

    C. Ignoring feedback

    D. Limiting communication

13. A local government uses SMS notifications to update citizens on service requests. This primarily improves:

    A. Communication

    B. Procurement

    C. Auditing

    D. Accounting

14. A citizen reports a road pothole using a mobile application and receives updates until it is repaired. Which principle is demonstrated?

    A. Citizen-centric service delivery

    B. Bureaucracy

    C. Procurement

D. Regulation

15. Citizens are invited to participate in designing a new digital service. This approach is known as:

A. Co-creation

B. Outsourcing

C. Procurement

D. Enforcement

16. A stakeholder with high influence but low interest should be:

A. Closely managed
B. Kept satisfied

C. Ignored

D. Monitored only

17. A project team maps stakeholders according to influence and interest. Why?

A. To determine appropriate engagement strategies

B. To allocate salaries

C. To recruit staff

D. To conduct audits

18. A ministry introduces a chatbot that responds to citizen inquiries 24 hours a day. What citizen benefit is most likely?

A. Increased accessibility

B. Reduced communication

C. Reduced transparency

D. Increased bureaucracy

19. Citizens in rural areas have limited internet access. Which engagement channel is most appropriate?

A. Community radio

B. LinkedIn

C. Email only

D. Online portal only

20. A government agency receives recurring complaints about long waiting times. Which action demonstrates citizen-centric thinking?

    A. Review the citizen journey and improve bottlenecks

    B. Ignore the complaints

    C. Increase paperwork

    D. Restrict service access

21. A stakeholder engagement plan is important because it helps:

    A. Ensure stakeholders are appropriately involved

    B. Increase bureaucracy

    C. Reduce accountability

    D. Eliminate communication

22. A citizen feedback mechanism is valuable because it:

    A. Supports continuous improvement

    B. Reduces transparency

    C. Limits participation

    D. Increases costs only

23. A digital service is redesigned after citizen testing reveals usability issues. This demonstrates:

    A. Citizen-centred design

    B. Stakeholder exclusion

    C. Procurement planning

    D. Risk avoidance

24. A ministry uses different engagement approaches for citizens, businesses, and regulators. Why?

    A. Different stakeholders have different needs and influence

    B. To reduce participation

C. To avoid communication

D. To increase project costs

25. The ultimate goal of citizen-centric service delivery is to:

A. Improve citizen outcomes and satisfaction

B. Increase government paperwork

C. Reduce stakeholder participation

D. Focus only on technology

SECTION B (ANSWER ANY THREE (3) QUESTIONS)

QUESTION 1 (25 MARKS)

The Ministry of Lands plans to implement a fully digital land registration system. While government officials support the initiative, some citizens, landowners, and local leaders are concerned about access, transparency, and system reliability.

As the Stakeholder Engagement Officer:

a) Identify the key stakeholder groups that should be engaged during the project and explain their interest in the initiative. (8 Marks)

b) Analyze the influence and level of interest of the identified stakeholders and explain how this would affect engagement priorities. (6 Marks)

c) Develop a stakeholder engagement plan containing three strategies that would encourage stakeholder support and participation. (6 Marks)

d) Explain how effective stakeholder engagement can contribute to the success and sustainability of the project. (5 Marks)

QUESTION 2 (25 MARKS)

A city authority has introduced an online platform through which citizens can report garbage collection failures, damaged roads, and faulty streetlights. One year after implementation, complaints continue to increase and citizen satisfaction remains low.

As a Citizen Experience Officer:

a) Analyze four possible causes of low citizen satisfaction with the platform. (8 Marks)

b) Explain how citizen feedback can be collected and utilized to improve service delivery. (6 Marks)

c) Recommend three improvements that would make the platform more citizen-centred and responsive to citizen needs. (6 Marks)

d) Propose indicators that could be used to evaluate whether citizen satisfaction has improved following implementation of the improvements. (5 Marks)

QUESTION 3 (25 MARKS)

The Government plans to introduce a national e-participation platform through which citizens can contribute ideas, comment on policies, and participate in decision-making processes.

As a Digital Governance Officer:

a) Explain how the platform can strengthen citizen participation and improve governance outcomes. (6 Marks)

b) Analyze four barriers that may prevent citizens from effectively participating in the platform. (8 Marks)

c) Develop practical interventions that would promote digital inclusion and accessibility for marginalized groups. (6 Marks)

d) Recommend measures that should be implemented to address privacy, trust, and security concerns among citizens. (5 Marks)

QUESTION 4 (25 MARKS)

A government agency is implementing a digital procurement system. Senior management strongly supports the project, but many employees fear that automation may affect their jobs and reduce their influence in procurement processes.

As the Project Stakeholder Manager:

a) Analyze the concerns and expectations of the different stakeholder groups involved in the project. (8 Marks)

b) Assess the risks that may arise if stakeholder concerns are not effectively managed. (6 Marks)

c) Develop a stakeholder engagement and communication strategy that would help address resistance and build support for the project. (7 Marks)

d) Recommend actions that would promote trust, transparency, and collaboration during implementation. (4 Marks)

QUESTION 5 (25 MARKS)

A district local government has digitized several services, including business licensing, local tax payments, and permit applications. Six months after implementation, usage reports show that rural communities, elderly citizens, and persons with disabilities are rarely using the services.

You have been assigned as the Digital Transformation Officer to address the situation.

a) Analyze the possible reasons why the targeted groups are not utilizing the digital services. (8 Marks)

b) Develop an action plan containing four practical interventions that the district should implement to improve access and participation. Justify each intervention. (8 Marks)

c) Explain how digital technologies and alternative service channels can be used to ensure that services remain citizen-centered and inclusive. (5 Marks)

d) Propose two measurable indicators that the district can use to determine whether the interventions have improved access and citizen satisfaction. (4 Marks)

END