**MAKERERE UNIVERSITY BUSINESS SCHOOL**

**FACULTY OF COMPUTING AND INFORMATICS**

**DEPARTMENT OF APPLIED COMPUTING AND INFORMATION TECHNOLOGY**

**ACADEMIC YEAR 2025/2026**

**PROGRAMME : BACHELOR OF LEADERSHIP AND GOVERNANCE**

**YEAR OF STUDY : TWO**

**SEMESTER : ONE**

**COURSE NAME : GOVERNANCE INFORMATION SYSTEMS**

**COURSE CODE : LGD 2105 CU: 5**

**FACILITATORS : Ms Shamim Kemigisha, Kayanja Willy**

**Course Description**

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The course addresses and appreciates the role of information systems in leadership and governance. This course uses organizational analysis and develops a problem-solving approach to information strategy and governance. IT governance is the framework that takes creative information systems from ideas to successful innovations. Therefore, the course is about governments’ use of information and communication technology. ICTs are almost ubiquitous in public services, from the registration of births to the recording of deaths. Development of new applications and approaches requires vigilance and engagement by all managers in the public services, not just the information specialists to make sure that the most appropriate applications are in place and working well. Unfortunately, in both the private and public sectors, developments deliver less than their sales people promise, cost more than was originally estimated and in some cases fail completely.

This course therefore seeks to address three issues:

* To assess the potential of information systems and technologies in creating quality services in the public sector
* To examine and understand the reasons behind the widespread failure to achieve that potential
* The possibilities of, and constraints on, closing this gap between potential and actuality through appropriate management.

**Course Objectives**

The course objectives are to:

* Analyze the role of information in public sector organizations (PSOs)
* Explain the latest developments in information technology and information systems and how they apply to PSOs
* analyze why computerized information systems fail so frequently in the public sector, and the constraints on particular types of information system
* Examine the application of different types of information system and related technologies in the public sector: their capabilities, benefits and costs, and their roles in public sector improvement
* Demonstrate different ways in which information systems can be better managed
* Present techniques for developing new information systems.

**Course outcomes**

At the completion of this course students will be able to:

1. Critically analyze and synthesize creative and effective solutions to a range of problem/opportunity situations that add value to the organization and its stakeholders.
2. Frame judgments and work practice within professional, legal and ethical frameworks
3. Engage with others in culturally diverse and technically complex situations. It is also recognized that the sustainable development in global organizations require the development of life-long learning skills and effective project team membership.
4. Apply the most appropriate tool and/or technique for the managerial situation at hand.

**Course content**

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|  | **Topics/Modules** | **Contact Hours** |
| 1 | **Introduction**  E-Governance: Needs of E-Governance, Issues in E-Governance applications and the Digital Divide; Evolution of E-Governance, Its scope and content; Present global trends of growth in E-Governance: Other issues | 10 |
| 2 | **An Introduction to Information Systems in Public Sector Organisations**  Data and information in Public Sector Organisations (PSOs)  Defining Information Systems, I: The Process Model  Systems and Systems Thinking  The importance of knowledge  The Reality of Information Systems in Public Sector Organisations  Information Systems and the Organisational Rationality-Reality Gap | 10 |
| 3 | **Knowledge and Decision Making**  Introduction  Data, Information and Knowledge Revisited  Knowledge and its Management  Decision Making | 10 |
| 4 | **People and Information in Organisations**  Introduction  People as Knowledge Workers  Defining Organisations  Management Roles and Management Information  The Role of People in Information Systems  The Impact of Computerised Information Systems on Organisations  Emerging Issues of Information in Public Sector Organisations | 10 |
| 5 | **e-Government Strategy**  Introduction  Key Messages So Far  Defining e-Government  e-Government in Practice  Developing an e-Government Strategy | 10 |
| 6 | **Types of Information Systems**  Introduction  Types of Information Systems  Knowledge Systems  Structured Decisions: Management Information Systems (MIS)  Unstructured Decisions: Decision Support Systems (DSS)  Executive Information Systems (EIS)  Information System Trends: CRM in the Public Sector | 10 |
| 7 | Social Media in PSOs  •What is social media?  •Use of social media in society   * Security and policy | 15 |
|  | Total | 75 |

**Mode of Delivery**

* Lectures (on-line and Face to Face)
* Group discussions

**Mode of Assessment**

* Course work 30%
* Examination 70%

**Reading List**

Merchán-Rodríguez, V., & Juiz, C. (2024, April 22). Governance of Technologies and Information Systems for the Higher Education: Systematic Mapping of Study. Journal of Computer Science and Technology, 24(1), e05.

Sharma, S., Kar, A. K., & Gupta, M. P. (2025, February 25). Building Accountability in e-government Services: Inputs for Policy. Australasian Journal of Information Systems, 29.

"Digital Governance: Principles and Best Practices" by Patrick Dunleavy and Helen Margetts, 2019

"E-Governance: Concepts and Case Studies" by C.S.R. Prabhu, 2013

Managing Digital Governance Issues, Challenges, and Solutions by Yu-Che Chen, 2017

Bhatnagar S (2000) ‘Social Implications of Information and Communication Technology in Developing Countries: Lessons from Asian Success Stories’, *Electronic Journal on Information Systems inDeveloping Countries* 1, 4: 1–10: [www.ejisdc.org](http://www.ejisdc.org)

Chapman J (2004) *Systems Failure*, Second edition, London: Demos.

Córdoba-Pachón, J-R (2010) *Systems Practice in the Information Society*, London: Routledge.

Rainer, Cegielski, SplettstoesserHogeterp, Sanchez Rodriguez.Introduction to Information Systems.2nd Canadian Edition, Wiley, 2011.

Dlamini, M. T. (2009). Information security: The moving target. Computers & Security, 28,189–198

McAfee, A., &Brynjolfsson, E. (2008).Investing in the IT That Makes a Competitive Difference. Harvard Business Review(July -2008), 98-107

**Further Reading:**

1. Alison and cousera courses free online