

**INTERNATIONAL UNIVERSITY OF JAPAN**  
Public Management and Policy Analysis Program  
Graduate School of International Relations

**DCC5383 (2 Credits)**  
**Public Management Information Systems**  
Spring 2016

Midterm Exam (100 points)

**Instruction:**

This is an open-book and open-notebook exam. Download the memo template to write your answer. Do not write longer than 3 pages. When copying or paraphrasing a part of a book or paper, you MUST provide an appropriate source of the citation in order to avoid plagiarism. For citation styles, see <http://sonsoo.org/writing/citation.pdf>. Email me your answer by 23:00 Tuesday, May 10<sup>th</sup>.

You may not communicate (including written, verbal, gestural, and other forms of communication) with anyone else other than the instructor about this exam during the exam. DO NOT ASK your classmates to show their answer. DO NOT SHOW your answer to other classmates. Failure to comply with this rule will be considered academic dishonesty and misconduct. I trust each of you implicitly but you should be aware IUJ's policy and course policy. The penalties include sanctions up to and including expulsion from the university.

**Question 1 (60 points)** Think about the technology acceptance model (TAM) suggested by Davis (1989) and Venkatesh and Davis (2000) and the model of information systems success by DeLone and McLean (1992) and DeLone and McLean (2003). Explain (1) why information system use by stakeholders (e.g., citizens and employees) is critical, (2) what lessons (implications) for system analysis and design stages you can get from TAM and TAM2, and (3) how “voluntariness” in TAM2 can influence technology acceptance especially in the public sector (government). You may criticize literature and/or provide some examples of each sub-question.

**Question 2 (40 points)** Park (2015) argues that e-government does not need to be transformational nor participatory because citizens and civil servants use e-government services in the utilitarian mode. Explain (1) what the utilitarian mode is and how it differs from other modes and (2) criticize Park's argument of normalization or skepticism and tell me your opinion on this issue. That is, do you think that e-government should be transformational and participatory?

The end of the mid-term exam