

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

**DCC5383** (2 Credits)  
**Public Management Information Systems**  
Spring 2017

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. This issue is very critical. Email me your answer by 23:00 Monday, May 8<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 (50 points)** A joint application design or joint application development (JAD) allows key stakeholders including users, managers, system analysts, programmers to discuss their needs and preferences. (1) Explain the advantages of JAD over traditional methods such as interviews, questionnaires, observations, and document studies when investigating the systems. (2) Suppose you become a public manager in charge of an information system development project and your boss strongly supports you. Tell me challenges of JAD in your institutional settings (Asian context) and your strategies (at least two strategies) to overcome such challenges in your country and thus make JAD successful. See Stair and Reynolds (2016) and Hoffer, George, and Valacich (2013).

**Question 2 (50 points)** (1) Explain how Davis's (1989) technology acceptance model (TAM) works. (2) Explain how TAM2 (Venkatesh and Davis 2000) is different from TAM and evaluate TAM2's advantages over TAM. (3) Explain how TAM is integrated into the Updated Information Systems Success Model (Figure 3, p. 24, DeLone and McLean 2003). That is, you need to replace the upper box (intention to use and use) in the middle in Figure 3 with TAM and then think about how to adjust (e.g., change order of boxes, add or delete boxes, or change arrows among boxes or their directions—causal relationships) the IS success model appropriately.

The end of the mid-term exam