



Course Syllabus

PA 424 - Public Management Information Systems

Fall 2022

Dr. Hani A. Alsarraf

Lecture Time and Location:

PA 424 / 01A : Mon Wed 2:00AM – 3:15AM Room: C1 - 1003

Contact Information:

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Teaching Assistant:

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Office Hours : (2 - 4) 12:00 – 1:30

Course Description:

Information systems (IS) and technology has become increasingly integrated into the operations of government. The course focuses on how to equip future public managers with strategies and capabilities to formulate, evaluate, and lead an IS policies and practices. It is designed to investigate major issues and problems associated with the introduction, management, and effectiveness of new information technologies' sources, tools, and applications in public organizations. This course provides the concepts and tools for public managers to improve the performance of government through IS. This course addresses IS challenges from individual, organizational, managerial, and technical perspectives. Topics will include IS and enterprise systems in government; IS-enabled transformation of government services; knowledge management in government; strategic IS planning for e-government projects; as well as major ethical and legal challenges to IS.



Course Learning Objectives (CLOs):

The learning outcomes for this course, listed below, relate to the learning goals of the College of Business Administration Undergraduate Programs. After the completion of this course students should be able to:

- CLO1:** Develop a comprehensive vision of implementing IS policies in government.
- CLO2:** Identify the paradigms and approaches of IS and e-government initiatives.
- CLO3:** Discuss the importance of IS in government and e-government.
- CLO4:** Describe the knowledge management concept and utilize it in government decision-making.
- CLO5:** Evaluate and analyze the constraints encounter the usage of IS in government.
- CLO6:** Understand the strategic modelling of enterprise information requirements.
- CLO7:** Develop a clear understanding of the ethical dimensions and challenges of IS in government.
- CLO8:** Analyze a real-world IS cases and build the ability to solve associated problems.

CLO Mapping to CBA Skill Based Competency Goals:

CLO	Competency Goal			
	Analytical	Communication	Information Technology	Business Ethics
1	R	R	R	R
2		R	R	
3	I	I	R	I
4	I		I	
5	A	R	R	I
6	I		R	I
7	R	R	R	R
8	A	A	R	R

Type of Emphases:

- (I)ntroduce:** Students will be introduced to the skill and their grasp of it assessed in the course.
- (A)pply:** The course will not cover the skill. Students should have a high-level grasp of the skill and are required to apply it in the course.
- (R)einforce:** Students should have an introductory-level grasp of the skill and the course will improve their mastery to a higher level.

* CBA Competency Goals can be found at the end of this document

Measurement of Learning Outcomes

The students will be required to learn the issues addressed in this course so that they can be able to manage public human resources in an effective way. The students will be assessed based on the quality of their written assignments, response to exam questions, and the quality of their arguments in class discussions.



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Required Material:

Textbook:

Rocheleau, Bruce (2005) Public Management Information Systems. Idea Group Publishing, ISBN-13: 978-1591408079.

Additional Material:

Gianluigi Viscusi, Carlo Batini, & Massimo Mecella (2010) The Different Facets of eGovernment Initiatives: Paradigms and Approaches (Chapter 1) in Information Systems for eGovernment: A Quality-of-Service Perspective, Springer.

Course Requirements and Policies:

Individual Assignments:

Assignments may include a host of different class assignments given during the semester. An example might be to write out one or more questions to a case assigned. These will be announced in class. A standing assignment is to bring to class recent examples of “current events” you have noted.

In-Class Tests:

Exams will cover all class materials assigned. Exams will cover text and class materials. The Midterm and final might include a variety of assessment tools, including multiple choice, true and false, as well as fill-ins. The **final exam is comprehensive**.

Exam Dates:

Mid-term Exam:	9 th week
Final Exam:	Jan 4, 2023

Weekly quizzes will be given on assigned chapters. Quizzes will typically be given during the first ten minutes of class. No make-ups will be given for quizzes. You must be in class during the designated time to take these quizzes. The lowest quiz score you get will be dropped from your total quizzes grade.

Participation:

Effective participation in class and case discussions will make for a more interesting and successful class. It is necessary that each student be committed to the "4 Ps" of student involvement for the course to be successful: *preparation, presence, promptness and participation*. Bringing in “current events” is an easy and effective way to participate in class.

Class Preparation – Readings, Videos, and Online Quizzes:

The course makes clear assumptions that the students have basic literacy and prior knowledge in computing and information technology. Students are expected to be familiar with the fundamentals of computer hardware, software, and telecommunications.

You must **read** all the assigned chapters and articles *for* the date for which it is scheduled. When a chapter is assigned for reading, you must read the *entire* chapter, including in-text boxes and all



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chapter case studies. You must be prepared to answer all the questions you find in at ends of chapters. Remember, for many of these cases, there is no right or wrong answer.

Attendance:

Students are expected to attend class **regularly**. A student who incurs an excessive number of absences may be withdrawn from a class at the discretion of the professor. This action may be taken once the student misses more than six classes. If a situation arises that would cause you to miss class, please notify the professor in advance. It is the student's responsibility to make arrangements regarding any missed materials or assignments.

Every student in this course must abide by the Kuwait University Policy on Attendance (published in the Student Guide, Chapter 3, Section 13). A copy of the student guide can be accessed online on:

http://www.kuniv.edu/cs/groups/ku/documents/ku_content/kuw055940.pdf

Students are expected to be on time to the lectures. Students who arrive late can enter the classroom but will be marked as late or absent.

Participation:

This course has a significant seminar component and class participation is critical to the learning experience. Participation will be assessed in each class period. Your class participation and attendance will both contribute to your score of in-class performance.

Other Class Policies:

Your fellow-students and I need 100% of your attention and mindshare while the class is in session. Toward this end, please do not walk out of the classroom, while class is in session. All electronic gadgets must be turned off or set silent while class is in session (vibrate mode is not accepted).

Research Assignment

you will be introduced to research guidelines, how you evaluate government website effectively based on certain criteria .

The objective of this assignment is to allow students apply information literacy skills learnt in class. In this assignment, each student will select his/her own government or agency website they want to work on. The students will be asked to start research on that topic and present their research using a PowerPoint presentation. Reports and presentations will be graded based on how well they theoretically address the topic and how well they are formatted based on the recommended standards and guidelines.

Writing Style:

Students must refer to APA writing style for their assignments and report writing. Refer to the English Language Center for help.



Grading:

The scores in this course will be the weighted average of the following items:

Weight	Description
20%	Exam #1
40%	Exam #2 (Final Exam)
20%	Term Paper and Presentation
10%	Class Participation & other Assignments
10%	Attendance
100%	TOTAL

Grade Distribution:

Grade	Range
A	≥ 95
A-	≥ 90 and < 95
B+	≥ 87 and < 90
B	≥ 83 and < 87
B-	≥ 80 and < 83
C+	≥ 77 and < 80
C	≥ 73 and < 77
C-	≥ 70 and < 73
D+	≥ 65 and < 70
D	≥ 60 and < 65
F	< 60

Course Outline:

Title	Topics
Chapter one	The Different Facets of eGovernment Initiatives
Chapter I	Public and Private Information Systems
Chapter II	Planning for Information Technology in the Public Sector
Chapter IV	Prescriptions for IT in Government
Chapter V	Electronic Government
Chapter VII	Information Technology, Training, and Organizational Learning
Chapter VIII	Information Management and Ethical Issues in Government
Chapter IX	Evaluation and Information Technology

Cheating and Plagiarism:

Plagiarizing an assignment or cheating on an exam are taken very seriously and penalized severely. You will receive a grade of "F" for the course if you are involved in plagiarism. Every student in this course must abide by the Kuwait University Policy on Cheating and Plagiarism (published in the Student Guide, Chapter 3, Section 2). A copy of the student guide can be accessed online on:



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http://www.kuniv.edu/cs/groups/ku/documents/ku_content/kuw055940.pdf

Please carefully note all sources and assistance when you turn in your work. Under no circumstances should you take credit for work that is not yours. You should neither receive nor give any unauthorized assistance on any deliverable. If you have any questions about what constitutes “unauthorized assistance” please email me before the deliverable is submitted.



CBA Competency Goals

1. **Analytical Competency:** A CBA graduate will be able to use analytical skills to solve business problems and make a well-supported business decision.

Student Learning Objectives:

- 1.1. Use appropriate analytical techniques to solve a given business problem.
- 1.2. Critically evaluate multiple solutions to a business problem.
- 1.3. Make well-supported business decisions.

2. **Communication Competency:** A CBA graduate will be able to communicate effectively in a wide variety of business settings.

Student Learning Objectives:

- 2.1. Deliver clear, concise, and audience-centered presentations.
- 2.2. Write clear, concise, and audience-centered business documents.

3. **Information Technology Competency:** A CBA graduate will be able to utilize Information Technology for the completion of business tasks.

Student Learning Objectives:

- 3.1. Use data-processing tools to analyze or solve business problems.

4. **Ethical Competency:** A CBA graduate will be able to recognize ethical issues present in business environment, analyze the tradeoffs between different ethical perspectives, and make a well-supported ethical decision.

Student Learning Objectives:

- 4.1. Identify the ethical dimensions of a business decision.
- 4.2. Recognize and analyze the tradeoffs created by application of competing ethical perspectives.
- 4.3. Formulate and defend a well-supported recommendation for the resolution of an ethical issue.

5. **General Business Knowledge:** A CBA graduate will be able to demonstrate a basic understanding of the main business disciplines' concepts and theories.

Student Learning Objectives:



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5.1. Acquire a fundamental understanding of knowledge from the main business disciplines (e.g. finance, accounting, marketing, and management information systems, among others).