



THE CATHOLIC UNIVERSITY OF EASTERN AFRICA

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MAIN EXAMINATION

JANUARY – APRIL 2020 TRIMESTER

FACULTY OF SCIENCE

DEPARTMENT OF COMPUTER AND LIBRARY SCIENCE

REGULAR PROGRAMME

CMT 406: ICT AND SOCIETY

Date: APRIL 2020

Duration: 2 Hours

INSTRUCTIONS: Answer Question ONE and any other TWO Questions

- Q1. a) In our society today, many people's attention is focused on new ICT's such as those developed with computer and telecommunication equipment. What does the term ICT stand for and what does it mean?
(2 Marks)
- b) Define the term Social informatics as an emerging body of knowledge.
(2 Marks)
- c) Give two advantages and two disadvantages of shopping online
(4 Marks)
- d) The definition of social informatics helps to emphasize a key idea: ICTs do not exist in social or technological isolation. Describe what media technology is
(2 Marks)
- e) Will the increased use of computers and the presence of the Internet radically reduce the enrollments in colleges and universities whose programs are place based discuss
(4 Marks)
- f) Computerization leads to organizational decentralization and at other times to centralization control. Sometimes it is seen as computerization is

enhancing the quality of jobs and at other times jobs are degraded through tightened controls and work speed up. With this in mind discuss organizational Informatics **(2 Marks)**

g) Content is everywhere and managing it is becoming a big problem. In your own words discuss how we can control content in social media sites **(4 Marks)**

h) How has the internet changed the way we view and access information. **(4 Marks)**

i) Highlight at least two effects of computerization on our society **(2 Marks)**

j) A growing number of researchers and practitioners believe that system developers need specialists in the field known as social systems analysts who will be responsible for communicating with technologists and managing organizational change efforts. Briefly explain at least four tasks that will be evident for social system analyst

(4

Marks)

Q2. a) Social informatics comprises of three approaches that may be combined in any specific study. Briefly discuss these three approaches **(9 Marks)**

b) Two organizations that acquire the same set of equipment usually develop different socio – technical “ICT systems”. Discuss the above statement in relation to system deployment between a typical university library and a primary school system **(8 Marks)**

c) Give a brief description of the consequences of ICTs for organizations and social life **(3 Marks)**

Q3. a) Usability testing is becoming more common among mass market software developers, these approaches are diffusing rather slowly into organizations that contract for customized ICTs for their own use. Discuss this statement in relation to ICT and society and organizational informatics

(10 Marks)

b) As a way of defining what constitutes the design or use of human centered computing, Kling and Star identified four aspects of human centeredness. Explain these four aspects explaining each in detail

- (8 Marks)**
- c) What are some of the social and ethical impact of information communication technology on our lives **(2 Marks)**
- Q4. a) ICT design communities are not monolithic. In relation to this statement discuss Grudin three design contexts **(9 Marks)**
- b) Henderson and Kyng(1991) identified three reasons why system design does not end with the delivery of a final product or service.Highlight these three reasons **(9 Marks)**
- c) Highlight two advantages of social networks **(2 Marks)**
- Q5. a) There is usually a conflict between the practical importance of being able to make predictions about the consequences of using ICTs and the knowledge that predictions may be fairly unreliable. Much of the reliability and robustness of consequential predictions depends upon three factors describe these factors. **(6 Marks)**
- b) Briefly explain how social informatics adds value to an institution like CUEA **(4 Marks)**
- c) There can be some negative consequences of ICT development to our lives. Highlight at least four of this consequences **(4 Marks)**
- d) highlight two ways in which media has influenced children positively and two ways in which the same media has influenced children negatively **(4 Marks)**
- e) Social informatics is characterized by the problems being examined rather than by the theories or methods used in a research study. Do you agree or disagree with this statement? give reasons for your answer **(2 Marks)**

END