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**THE ACADEMIC DISCIPLINE "E-GOVERNANCE,  
INFORMATIONAL TECHNOLOGIES, RESOURCES AND SERVICES AT  
PUBLIC SERVICE" AS AN IMPORTANT PART OF MAGISTRANDS OF  
SPECIALTY "PUBLIC SERVICE" TRAINING**

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The Academic Discipline "E-Governance, Informational Technologies, Resources and Services at Public Service" as an Important Part of Magistrands of Specialty "Public Service" Training

The analysis of the academic discipline "E-governance, information technologies, resources and services in public service" as well as its place and role in the system of training of post graduates for the degree of Master of Public Service was presented. It is defined that the discipline relates to the regulatory courses. It includes lectures, labs, self-assessment tasks, individual assignments and module assessments. The students with an individual schedule of study are supplied with extra assignments. During the course post graduates study the basics of information and communication technologies in public service, particularly, the theoretical questions of e-governance and e-management; the world practice of applying and implementation of e-governance; the structure and the role of personnel management information system; the main principals of the Internet security; the problems of implementation of the Internet technologies in the activities of state and local authorities; means of interactive communication; information and communication technologies in the work of state and local authorities. Mastering the basics and skills allow post graduates to use information systems freely and provide the population with quality administrative service. The discipline "E-governance, information technologies, resources and services in public service" is considered to be the most important component in post graduates' training in the sphere "Public service".

*Key words:* e-government system of education, information and communication technologies, public service.

The current process of European integration, powerful growth and the need to apply the information technologies to the Ukrainian society as well as the development of E-Governance as one of the means of efficient implementation of new technologies into public life demand the obtaining effective skills to use

information systems among the state employees, keeping to the requirements of national security and mastering work mechanisms which allow to provide the population and businesses with quality and timely services and work execution.

Thus, a great attention is paid to the improvement of post graduate education and the system of a distant learning to get more qualified personnel in the field “Public Administration”.

Information and communication training belongs to the priorities among the academic disciplines and the whole system of education in the field “Public Service” The discipline “E-governance, information and communication technologies, resources and services in public service” comprises the basics of theoretical and practical knowledge necessary to inculcate the system of electronic document exchange at government agencies, the implementation of confidential communication technologies and providing electronic public services.

All the necessary knowledge received through training will help the future specialists to facilitate the development of e-governance within the country and integrate the Ukrainian information space into the world information community.

The course “E-governance system, information and communication technologies, resources and services in public service” is considered to be the up-to-date one because it gives an opportunity to state employees to deepen their knowledge in the field of information-communication technologies in public administration.

A great number of researches have already been made to study the problems of implementation of communicative technologies into public administration. One of the monograph studies “E-government system in the information society” [1] issued in Ukraine should be distinguished among others as it reveals the most actual scientific and theoretical principals of e-governments as well as organizational and legal aspects of the development of the information society in Ukraine and defines the transformation of the notion “E-Governance”.

It should be mentioned that the student handbook “Basics of E-Governance” [2] is particularly aimed to study the main approaches to the comprehension of the

idea of e-governance along with the consideration of all the necessary preconditions of its origin, demands for its implementation, main features and analysis of legal framework to carry out e-governance in Ukraine.

The problems of specific usage of e-governance technologies are examined in the section “E-Governance technologies” [3], especially the questions of geoinformation systems in public administration are viewed.

The aim of the article is to give the main characteristics of the academic discipline as an integral part of post-graduate training for master’s degree of Public Service.

The course “Psycho-educational principals of high school activities” takes an important place in training specialists in the field "Public Service" and relates to regulatory disciplines.

The major goal of the course is to form the understanding of e-governance principles as well as the competence of information-communication security in public service among students.

The main tasks of the course are to develop understanding and analysis of people's demands and their interest to inner and outer information ties, acquaintance with notions, peculiarities, inherent features and the structure of information management process; studying the methods and means of collecting, updating, sending and storing the information; forms of information transmission technology and management information ties; making up the conditions of their technical support, providing access to information and its applying, team work with documents; studying the concepts, characteristics and requirements to the communication process; developing skills in communication planning.

During the course “E-governance, information-communication technologies, resources and services in public service” post graduates study the notions and the theoretical principals of e-governance and e-administration; the world experience in implementing and using e-administration; the origin and the role of information systems in personnel management; the main principles of the Internet security; the problems of the Internet technologies introduction.

The discipline including the following course curriculum was made up to improve students' skills in this field (tabl. 1).

Table 1

### COURSE CURRICULUM

<b>Thematic module 1. E-governance</b>
<b>Units:</b>
Unit1. E-governance as a perspective in organization of public administration. Efficiency, transparency and openness in the activities of state and local authorities through information-communication technologies
Unit 2. E-governance as an integral part of e-administration - a single infrastructural interdepartmental automated information. Interaction of public and local authorities with citizens and businesses
Unit 3. The practice of applying and using of e-administration in foreign countries
Unit 4. Information and communication security of inner activities of public administrations
<b>Thematic module 2. Government employee activity software</b>
Unit 5. Information systems in staff management
Unit 6. Networking portals of public authorities
Unit 7. Interactive tools(conference calls, WEB-conferences, IP-conferences etc.)
Unit 8. The improvement of administrative services to be fulfilled by public and local authorities by means of the Internet technologies introduction
Unit 9. Security of the Internet networks; The problems of of introduction of the Internet technologies
<i>Laboratory works</i>
<i>Laboratory work 1</i>
<i>Laboratory work 2</i>
<i>Laboratory work 3</i>
<i>Laboratory work 4</i>
<i>Laboratory work 5</i>
<b>Assessment module 1</b>
<i>Laboratory work 6</i>
<i>Laboratory work 7</i>
<i>Laboratory work 8</i>
<i>Laboratory work 9</i>
<b>Assessment module 2</b>

The course “E-governance, information technologies, resources and services in public service” includes lectures, laboratory practice, self and module assessments.

Also, a personal schedule for training is made up for students to do home assignments. Post graduates can get acquainted with the theoretical principles of the course during the lectures.

Doing laboratory tasks give students the mastership of theoretical knowledge and detailed analysis of questions connected with information and communication providing of inner organization in public administration is also achieved. Post graduates learn to analyze web-portals of public authorities, use means of interactive connection, practice information and communication technologies aiming to improve the process of presenting administrative services by public and local authorities.

Self assessments are given to make up a thematic crossword by a student with its later presentation during the tutorial practice. The crossword must be presented by means of multimedia. Post graduates use the programme Microsoft Power Point as a rule, but also, it is possible to use an interactive board while creating and solving the crossword. All together students and their tutor take part in discussion which allow to evaluate students more objectively.

Self-assessment includes studying questions individually with their later discussion during labs. Such work plays an important role in the process of study. Post graduates achieve the proficient level of knowledge by working individually and, thus, it makes their work more prolific. The assignments are aimed to develop the students' self-regulation and personal responsibility, so that they can learn themes by themselves if they get interested in.

Assessment modules, on the one hand sum up all the knowledge and skills obtained by a student due to the course, but, on the other hand, students are supposed to create projects targeting to improve their analytical abilities. Post graduates must develop a site with a limited access via "Google Products". Students have to study a site of any authority or structural subdivision /with the link to the page/. Besides, the following information must be presented on site (its structure analysis; definition of authority location, structural subdivision via service Google Maps) information as for the contacts / "a hot line", addresses, a feedback system, phone numbers. Also, the most important features of analysis is the definition of site "peculiarities" (ways of

spreading information/news, data transfer, visualization, target links, on-line support, etc.).

The course score is estimated through module assessments, labs' check up and doing self-assessments. The final evaluation is given at the end of the course. Grading is made on the basis of the total scoring obtained during the whole course. It should be mentioned that the course “E-governance, information technologies, resources and services in public service” is absolutely a new one in the sphere “Public service” and its implementation in the system of education is closely connected with high demands to supply public service with information which helps to take more successful decisions and exercise the rights of citizens to the information access.

So, the discipline “E-governance, information technologies, resources and services in public service” is stated to be a key component of post graduates' training in the sphere “Public service”.

The perspectives of further researches will consider the questions of teaching the course “E-governance, information technologies, resources and services in public service” for distance learning type of students.

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Заблоцька-Сеннікова Н. В.

Навчальна дисципліна «Електронне врядування, інформаційні технології, ресурси та сервіси на державній службі» як важлива складова підготовки магістрантів спеціальності «Державна служба»

Надано аналіз навчальної дисципліни «Електронне врядування, інформаційні технології, ресурси та сервіси на державній службі», її місця та ролі в системі підготовки магістрантів спеціальності «Державна служба». Визначено, що дисципліна входить до нормативного циклу дисциплін. Та складається з лекційного матеріалу, лабораторних занять, самостійної роботи, індивідуального завдання та модульного контролю. Також додатково надаються завдання для студентів з індивідуальним графіком навчання. В ході вивчення дисципліни магістранти знайомляться з основами інформаційно-комунікаційних технологій у системі публічної служби, зокрема, теоретичними засадами електронного уряду й електронного врядування; світовим досвідом впровадження та застосування електронного врядування; сутністю та роллю інформаційних систем управління персоналом; основними засадами безпеки роботи у мережі Інтернет; проблемами впровадження Інтернет-технологій в діяльність органів державної влади та місцевого самоврядування, роботою web-порталів органів державної влади; засобами інтерактивної взаємодії; інформаційно-телекомунікаційними технологіями в органах державної влади та органах місцевого самоврядування. Оволодіння основними знаннями, вміннями та навичками дозволяє магістрантам вільно орієнтуватись в основних інформаційно-комунікаційних системах та надавати якісні адміністративні послуги населенню. Дисципліна «Електронне врядування, інформаційні технології, ресурси та сервіси на державній службі» є важливою складовою підготовки магістрантів спеціальності «Державна служба».

*Ключові слова:* електронний уряд, система навчання, інформаційно-комунікаційні технології, державна служба.

Заблоцкая-Сенникова Н.В.

Учебная дисциплина «Электронное управление, информационные технологии, ресурсы и сервисы на государственной службе» как важная составляющая подготовки магистрантов специальности «Государственная служба».

Дан анализ учебной дисциплины «Электронное управление, информационные технологии, ресурсы и сервисы на государственной службе», ее места и роли в системе подготовки магистрантов специальности «Государственная служба». Определено, что дисциплина входит в нормативный цикл дисциплин. И состоит из лекционного материала, лабораторных занятий, самостоятельной работы, индивидуального задания и модульного контроля. Также дополнительно предоставляются задания для студентов с индивидуальным графиком обучения. В ходе изучения дисциплины магистранты знакомятся с основами информационно-коммуникационных технологий в системе публичной службы, в частности, теоретическими основами электронного правительства и электронного управления; мировым опытом внедрения и применения электронного управления; сущностью и ролью информационных систем управления персоналом; основными принципами безопасности работы в сети Интернет; проблемами внедрения Интернет-технологий в деятельность органов государственной власти и местного самоуправления, работой web-порталов органов государственной власти; средствами интерактивного взаимодействия; информационно-телекоммуникационными технологиями в органах государственной власти и органах местного самоуправления. Овладение основными знаниями, умениями и навыками позволяет магистрантам свободно ориентироваться в основных информационно-коммуникационных системах и предоставлять качественные административные услуги населению. Дисциплина «Электронное управление, информационные технологии, ресурсы и сервисы на государственной службе» является важной составляющей подготовки магистрантов специальности «Государственная служба».

*Ключевые слова:* электронное правительство, система обучения, информационно-коммуникационные технологии, государственная служба.

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