

<b>Title:</b>	<b>ELECTRONIC GOVERNMENT AND PUBLIC SERVICES DELIVERY</b>
<b>Lecture hours:</b>	15 h
<b>Study period: (summer/winter)</b>	Winter / summer
<b>Number of credits:</b>	4 ECTS credits
<b>Assessment methods:</b>	Presence and active participation in classes, familiarization with the content of the readings, engagement in discussion, students presentations. Student final evaluation: knowledge test, case study presentation
<b>Language of instruction:</b>	English - Knowledge of English at intermediate level (B1)
<b>Prerequisites:</b>	none
<b>Course content:</b>	<ol style="list-style-type: none"> <li>1. Induction meeting (schedule, timetable, assessment criteria, prerequisites).</li> <li>2. Electronic technology in a public institution.</li> <li>3. The legal aspects of electronic government.</li> <li>4. The terms: e-government, e-governance, digital government and e-services.</li> <li>5. The implementation of electronic services in public administration.</li> <li>6. UN E-Government Survey: a comparative analysis.</li> <li>7. E-government around the world: case studies.</li> </ol>
<b>Learning outcomes:</b>	<p>Students acquire basic knowledge about the role of the use of ICT in public administration.</p> <p>They know where and how to obtain data, mainly of normative, planning, strategic and reporting nature, using electronic communication tools.</p> <p>Students can adequately analyze the causes and course of innovation processes and public sphere management in specific social situations in the political dimension.</p> <p>They are aware of the need to create phenomena of innovation and management of the public sphere, taking into account the cultural heritage of the region, the country and Europe, and using modern technologies.</p>
<b>Name of lecturer:</b>	Izabela Kapsa, PhD
<b>Contact (email address):</b>	izabela.kapsa@ukw.edu.pl
<b>Literature:</b>	<ol style="list-style-type: none"> <li>1. Brown D., Electronic government and public administration, International Review of Administrative Sciences June 2005 vol. 71 no. 2.</li> <li>2. Kapsa I., Musiał-Karg M., E-government in Poland in public data and the opinions of Poles: empirical analysis, pp. 419-429. In: Ch.</li> </ol>

	<p>Yannis; C. M. Alexandra; S. Demetrios (eds.). Proceedings of the 13th International Conference on Theory and Practice of Electronic Governance (ICEGOV2020). Association for Computing Machinery, New York, NY, USA. DOI: 10.1145/3428502.3428559.</p> <ol style="list-style-type: none"><li>3. Kapsa I., Musiał-Karg M., Attitudes of Polish Voters Towards Introduction of e-Voting in the Context of Political Factors. In: Katsikas S., Zorkadis V. (eds) E-Democracy – Safeguarding Democracy and Human Rights in the Digital Age. e-Democracy 2019. Communications in Computer and Information Science, vol 1111. Springer, Cham.</li><li>4. Livermore R., E-Politics and Organizational Implications of the Internet: Power, Influence, and Social Change: Power, Influence, and Social Change, Celia IGI Global 2012.</li><li>5. Shailendra C. Jain Palvia<sup>1</sup>, Sushil S. Sharm, E-Government and E-Governance: Definitions/Domain Framework and Status around the World, <a href="http://www.iceg.net">www.iceg.net</a>.</li><li>6. UN E-Government Survey, <a href="https://publicadministration.un.org/egovkb/en-us/Reports/UN-E-Government-Survey-2020">https://publicadministration.un.org/egovkb/en-us/Reports/UN-E-Government-Survey-2020</a></li></ol>
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