



Requests for representatives of administrations and ministries

- *Description of the participating body.*
- *Proposition concerning technologies and courses.*
- *Propositions concerning development of the Centers*
- *Propositions concerning representatives for the Koblenz meeting*
- *Tickets*

V.A. Lyubchak (Sumy State University)

Results of questionnaires on utilization of technologies of information management in the activities of regional administrations

We've carried out questioning of regional administrations – participants of the TEMPUS Project “ECESIS” - “EDUCATIONAL CENTERS NETWORK ON MODERN TECHNOLOGIES OF LOCAL GOVERNING, 144742-TEMPUS-1-2008-1-DETEMPUS-JPHES”.

We've received the questionnaires from:

- Sumy Regional State Administration;
- Moldova: city administration of Comrat; city administration of Chadyr-Lunga; city administration of Vulkaneshty; Chief

Administration of economic trade development, services and foreign economic relations of Gagausia;

- Tambov Regional Administration;
- Lviv Regional State Administration;
- Dnipropetrovs'k Regional State Administration;
- Ministry of Education of Moscow Region;
- National Centre for Professional Education Quality Assurance, Yerevan (Armenia).

1) Population of the corresponding administrative districts and number of administrative staff, their age.

	Sumy region	Moldova				Tambov region	L'viv region	Yerevan, Armenia	Dnipropetrov'k region	Moscow region
		city administration of Comrat	city administration of Chadyr-Lunga	city administration of Vulkaneshty	Chief Administration of economic trade development, services and foreign economic relations of Gagausia					
Population	1296,7	25,024	19,400	16,000	155,646	1200,0	2728,6	3238,0	3371,7	6712,0
Number of administrative staff	626	32	30	22	17	60	860	24	40	1300
Number of administrative staff under 35 years	205	-	10	5	7	40	301	9	8	500

Young specialists (under 35 years) make up about 1/3 of the administrative staff.

2) Basic activities and services rendering by administrations are:

- Execution of laws and regulations of higher authorities;
- legal order tracing, protection of human rights and freedoms;
- budget preparation and fulfillment;
- execution of regional programs of social-economic and cultural development, environmental protection;
- coordination of educational, scientific programs' execution and health protection;
- cooperation with local government bodies and public organizations.

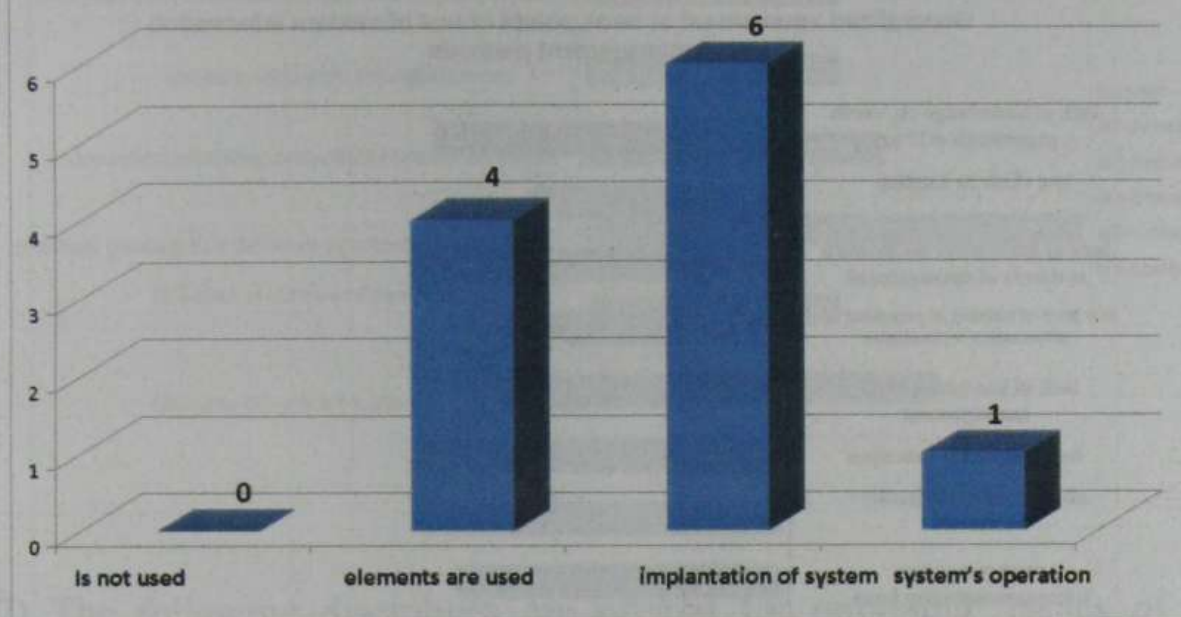
3) Regional administrations render various information services:

- delivery of information to citizens, answers on their questions and needs;
- applications' processing and issuing permits and licenses;
- carrying out contest procedures.

4) Administrations use information technologies for assisting their activities both inside organization and for relations with foreign clients.

As for the system decisions for government activity support, information-analytical systems (functioning on the basis of corporate computer network) introduce or use their elements.

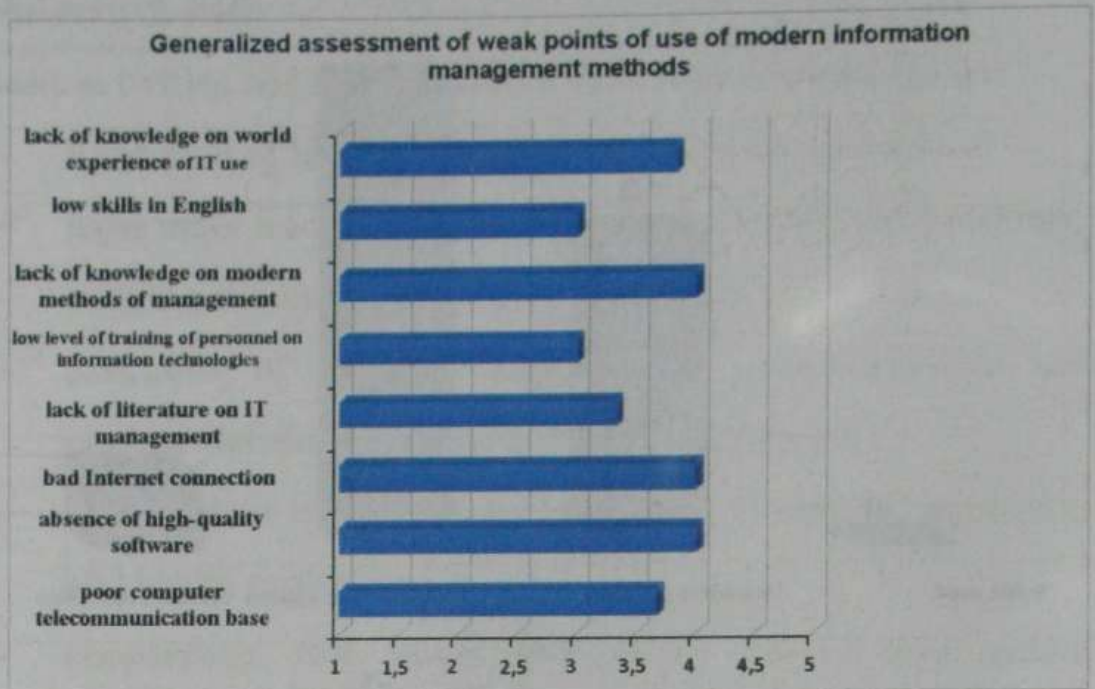
Level of use of information-analytical management system



5) Basic reasons of low use of information management methods in the activity of regional administrations are following:

- lack of computer and telecommunication base and connection canals;
- absence of high-quality software;
- lack of knowledge on modern methods of management and world experience on using information technologies in local government.

On the diagrams there is an analysis of the reasons of unsatisfactory use of information technologies in management according to 5-point scale (1-unimportant, ..., 5 – of high importance).

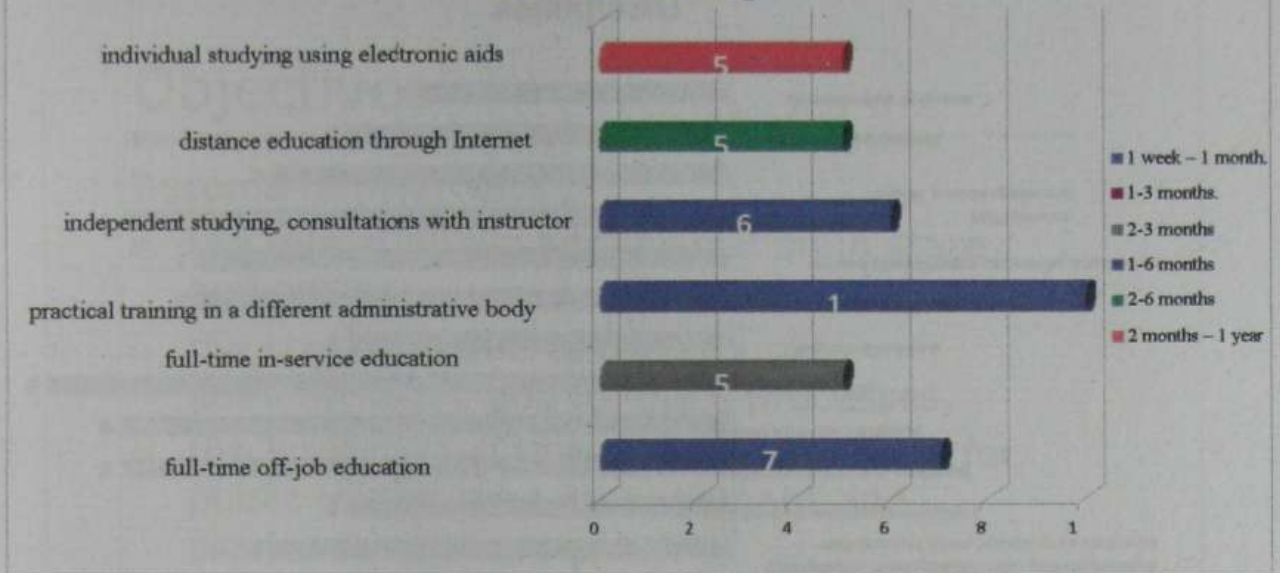


6) The necessity to conduct training of personnel has been reported. It is possible to conduct retraining on full-time form of education: off-job training during the short period (from 1 week to 1 month) or in-service training during the period of 2-3 months.

Extra-mural form of studying is possible through Internet or consultations with instructor for 6 months.

As an educational element participants are offered to take practical training (from 1 week to 1 month) in other administrative body, which takes the leading positions on using new information technologies in its work.

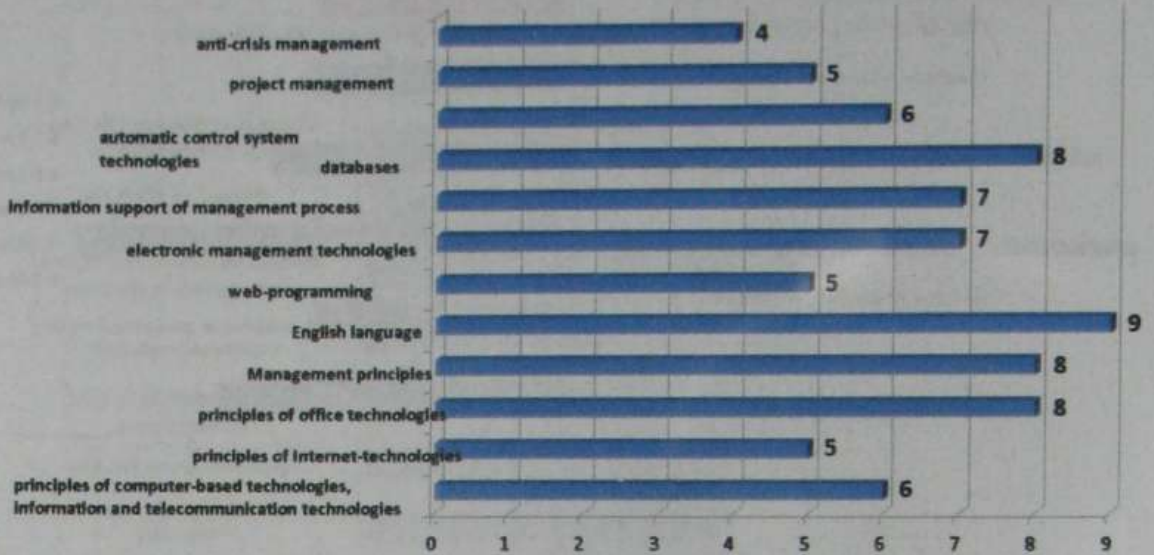
Form of training



7) The following disciplines are offered for retraining: basics of computer-based technologies, information and telecommunication technologies, basics of Internet-technologies, basics of management, English language, Web-programming, technologies of electronic management, information support of management process, databases, automatic control system technologies, project management, anti-crisis management.

The degree of importance of studying of these disciplines are shown in the diagram, which generalizes information from all regions (the total amount of application on different disciplines is indicated).

Disciplines



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Public organization management and electronic government

Public Management e-Government

Klaus G. Troitzsch
Summer Academy 2005