

**USE OF E-LEARNING TECHNOLOGIES FOR TRAINING OF REGIONAL
E-GOVERNMENT IMPLEMENTATORS**

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Sumy State University has a considerable experience in e-learning and blended learning. With support of experts from Ukraine, Russia, Moldova and Armenia and relying on progressive experience of European Union countries (Germany, Spain, Slovak Republic and Poland) a pilot group of civil servants will be upgraded in frames of qualification improvement program. With the support of Tempus "ECESIS" project Sumy State University will establish a specially equipped training class. Retraining program will be organized as blended-learning. A full-time part of courses will be conducted by Sumy State University specialists and foreign countries experts. Distance-learning part will be supported by the system of e-learning that was specially modified for this project. This educational centre is expected to solve the problem of training of administrative personnel for further in-depth introduction of e-government in their daily work.

Key words: TEMPUS ECESIS, e-Government, distance learning, blended-learning.

Стаття описує сучасний стан упровадження проектів електронного урядування в Україні, торкається питань вдосконалення електронного урядування, подає шляхи вирішення ряду існуючих проблем на основі електронних технологій навчання Сумського державного університету з урахуванням практики співпраці з міжнародними експертами у рамках проекту TEMPUS "ECESIS".

Ключові слова: дистанційне навчання, електронне урядування, TEMPUS ECESIS, e-Government

INTRODUCTION

There are several definitions of "electronic government" (e-government). Most often this notion is associated with use of information interaction and telecommunication systems at state bodies. On the other hand e-government is a process of continuous improvement in service delivery, political participation, and governance by changing internal and external relationships with hardware, Internet and modern media. Installation of computers on each official's desk or creation of each agency's web site alone are not able to raise the transparency, accountability and other characteristics of the quality of public administration. Computers are simply a costly replacement of typewriters and cabinets with papers, and web sites - reporting tools of PR service department. The criterion for the success of reform is to improve the quality of public administration and services to the population, confirmed by monitoring. But that would not be enough to offer a model of what should be e-State. It's important to highlight that the range of problems which solution would enable the State to reduce internal costs, time for execution of state procedures will create new mechanisms for a favourable interaction between the State and citizens. This article touches upon certain problems of improving e-government in Ukraine, modern aspects of this process and describes the ways to solve some of these problems – training e-government-ready officials – using Sumy State University e-learning expertise gained due to collaboration in frames of TEMPUS "ECESIS" project.

E-GOVERNMENT IN UKRAINE

An e-government concept doesn't mean parallel or supplementary

structures of power levers. Still use of information and communication technologies is so deeply penetrated into the nation-building practice that can significantly optimize the performance of different government services entrusted by the society to government which thus inevitably becomes "electronic".

The formation of e-government began with the advent of public services and Internet. At the same time posting paper documents is gradually replaced by their publication on web-sites. Citizens and employees of other organizations may find on such web-sites a wealth of information about the schedule of organization, responsible persons, familiarize themselves with regulatory documents. The second development phase of e-government starts with the advent of electronic forms and procedures for sharing information. They make an informative web-site a tool of interaction with citizens and organizations, allowing solving over Internet of many problem issues, what previously was only possible via a personal visit to the institution. The third phase is formation of "information economy", characterized by the fact that the most complex operations management, involving many government agencies, businesses and citizens, are performed entirely in electronic form.

Nowadays most advanced countries are moving from the second to the third stage. In 2008, the United Nations has published its latest analytical review of the level of e-government development in the 192 member countries of UN. According to the data provided in the top five of the rating the degree of preparedness for e-government (E-Government Readiness Index) includes Sweden, Denmark, Norway, the USA and the Netherlands. Ukraine occupies the 41st place, which is comparable with the level of Argentina, China, and Bahrain and is associated with a number of political, economic, legal and social contradictions, as well as the backgrounds of the current stage of development.

Ukraine has web-sites of each department and levers of power. All laws are posted on the Internet. There are many sites of regional and local administrations. There are some year-by-year conferences devoted to growth of e-Government system of Ukraine such as "E-Government Day".

Improving of e-Government doesn't mean installation of computers on each official's desk or creation of each agency's website as a costly replacement of typewriters and cabinets with papers, but change of understanding of the process objectives, using modern management approach. This is impossible without special training of employers. There are only several institutions such as National Academy of Public Administration that train specialist in this area. The present level of employees of the regional administration is intermediate, i.e. the major part of employees manage computer or other technologies, but don't manage them on the level that is necessary for modern management; the knowledge of foreign languages is rather low. In this case the following courses are mostly useful for them: use of computer equipment, Office programs, databases and data mining, information management, modern information technologies for making administrative decisions, management principles, project management, crisis-proof management? etc.

E-LEARNING AT SUMY STATE UNIVERSITY

Sumy State University has a considerable expertise in blended learning an e-learning. In 2002 the "Experimental programme for distance learning" was introduced at the University level. In 2008 this experience was acknowledged at the level of Ministry of Education and Science of Ukraine.

For solving problems of using e-learning resources in all forms of education Sumy State University has introduced its own learning content management system (LCMS). Key moments of Sumy State University LCMS are support of different interactive studying facilities, complete cycle of

development and use of e-learning materials, operating system for segregation of users' duties based upon distribution of roles. Its specific feature is multifunction that provides:

- organization of student's educational activity (from the moment of submitting an application to completion of training program);
- organization of teachers' work concerning maintenance of the distance education courses;
- complete life cycle of materials, from the prior planning of the course structure and creation of materials to their introduction into academic process;
- clear distribution of functional possibilities of users groups (administrator, course authors, developers, tutors, students, guests, etc);
- system of electronic messages with possibility of sending copies of reports to e-mails and RSS-syndication;
- forming different training programs and groups, having the singular database of educational materials.

Sumy State University distance learning system is ensured by cooperation of the following units: 1) university administration; 2) distance learning laboratory; 3) regional centre of distance learning; 4) teaching staff.

Nowadays the methodical constituent of the distance learning system contains more than 200 one or two semester educational distance courses. Distance course is a valuable complex on educational discipline that contains the complete set of lecture materials, test tasks, computer aids and links to other sources, including traditional sources of information.

Electronic workbook of lectures provides a student with advantages of availability of needed information and a search rate of required answers.

Among interactive computer tools the following are being used: tests, trainers and multimedia virtual works. Methodical base contains over 300 trainers, and 70 Flash-trainers, and multimedia virtual works. These electronic studying facilities are also pertinent beyond distance learning.

In the period from 2002 till 2009 Sumy State University has conducted training of economists, financiers, managers, lawyers, information technology experts and journalists. Huge experience of implementing computer technologies into different forms of education, e-learning system of Sumy State University, qualified staff make the base for participation in various international projects. The ongoing one – Tempus JEP “ECESIS” gives opportunity to familiarize with the modern experience of management and product adaptation of this knowledge to local conditions in collaboration with experts from Ukraine, Russia, Moldova and Armenia.

TEMPUS JOINT EUROPEAN PROJECT “ECESIS”

Project “ECESIS” - "Educational Centres' Network on Modern Technologies of Local Governing" was prepared in 2008 by the initiative group which included several universities from Germany, Poland and Ukraine. At the end of 2008 it was selected for European Commission financing as a result of expert evaluation. The main objective of the project is to implement European methods of information management in practice of local government institutions in partner countries (Ukraine, Russia, Moldova and Armenia); organization of constantly operating retraining centres, curriculum for information management and foreign (European) languages for administrative staff.

Within the framework of this project it is possible to use given infrastructure and staff potential for organization of training for upgrading of administrative personnel. Nowadays Sumy State University prepares for establishment of correspondent educational centre.

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SUMMARY

ИСПОЛЬЗОВАНИЕ ЭЛЕКТРОННЫХ ТЕХНОЛОГИЙ ОБУЧЕНИЯ ДЛЯ ПОДГОТОВКИ ПРЕДСТАВИТЕЛЕЙ МЕСТНЫХ АДМИНИСТРАЦИЙ, КОТОРЫЕ ВНЕДРЯЮТ ЭЛЕКТРОННОЕ УПРАВЛЕНИЕ

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Статья описывает современное состояние процесса внедрения электронного управления, затрагивает проблемы совершенствования электронного правительства в Украине, указывает пути решения ряда существующих проблем с использованием практики дистанционного обучения Сумского государственного университета и сотрудничества с международными экспертами в рамках проекта TEMPUS "ECESIS".

Ключевые слова: *электронное правительство, дистанционное обучение, смешанное обучение, TEMPUS ECESIS, e-Government*

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