



UNIVERSITETI I EVROPËS JUGLINDORE
УНИВЕРЗИТЕТ НА ЈУГОИСТОЧНА ЕВРОПА
SOUTH EAST EUROPEAN UNIVERSITY

Study program **E - Governance (2019/2020)**

Faculty	Contemporary Social Sciences
Study Cycle	Second Cycle (Postgraduate)
ECTS	120
Code	E-GOV120
Title	Master in E - Governance
Accreditation archive number [120]	03-40/2
Decision for running of the program	03-40/4 (23.08.2019)
Accreditation date	20.05.2019

Description of the program

Digital transformation as well as global trends in the public sector reform and the increase of the application of ICT, have transformed the environment in which the public sector functions. During the last decade, considerable attention has been paid to reforms aimed at improving the provision of services. Considering the fact that the private sector competitiveness contributed to an increased level of quality of providing services to end-users, citizens expect the same from the public sector.

This program aims to create competent cadres that will respond to the country's strategic priorities in the area of public administration reforms that refer to improving the quality of public sector services, information of citizens and businesses, and measuring the quality of services through ICT solutions.

In each of the more than 300 state administration organizations, administrative organizations, public enterprises ICT sectors are functional or personal for ICT has been engaged, we believe that this program will enable these professionals and others who are interested for career in this sector to gain knowledge, competencies and skills to respond to the challenges of digitization in the public sector in line with the country's strategic priorities.

Career

This program aims to create competent cadres that will respond to the country's strategic priorities in the area of public administration reforms that refer to improving the quality of public sector services, information of citizens and businesses, and measuring the quality of services through ICT solutions.

In each of the more than 300 state administration organizations, administrative organizations, public enterprises, etc. there are ICT sectors functioning or ICT personnel has been engaged for specific needs. We believe that this program will enable these professionals and others who are interested in creating careers in this sector to gain knowledge, competencies and skills to respond to the challenges of digitization in the public sector in line with the country's strategic priorities.

Learning outcomes

Knowledge and understanding

- In-depth knowledge and understanding of theories and practices in the area of e-services and innovation, e-democracy, e-governance requirement engineering, business process management and improvement, security and privacy in e-Government, IT architecture and system integration and change management.
- Describes and identifies the basic concepts, principles related to e-governance, and innovation in public sector,, administrative and legal processes, public administration theories, such as those related to human and institutional behaviour, the process of public policies, the public sector economy, and the management of public and non-profit organizations.
- Understands the various systems of public administration - state administration, public management and the interaction of political institutions and processes, government and administrative policies.
- Knowledge and competencies to understand transformational e-government initiatives in different institutional environments.
- Can comprehend the business processes and the management of public administration; and are familiar with the information systems and software development.

Applying knowledge and understanding

- Has the ability to apply the knowledge related to the complex work of the ICT based innovation in public administration.
- Can demonstrate the ability to prepare administrative documents, assist in the planning and coordination of inter-institutional work, archiving, (e-archive) registration of administrative items through the use of the information system.
- Analyze, design and manage transformational e-government initiatives in different institutional environments.
- Translate technical, institutional, organisational and user requirements into a robust e-government design.
- Lead change in public sector organisations and manage the implications of change.
- Apply and transfer e-government knowledge across public sector environments.
- Apply professional knowledge in fulfilling the work tasks in the institutions of the state and the public administration, in the private organizations and in the civil sector.

Making judgement

- Has the ability to think critically and actively engage in development of new e-services in institutions at local and central level.
- Has the ability to build the capacity of the institutions on introducing the concept of e-governance
- Critically compares the capacity and ICT readiness in the society and the public administration and approaches to improve institutional capacity for ICT based innovation in the public sector.
- Has the capacity to enable integrated, efficient and modern operation of the state administration and to provide services that are fully tailored to the needs of citizens and businesses.

Communication skills

- Is able to participate in debate providing a reasoned analysis of e-governance discourse.
- Has a coherent ability to write projects in professional and coherent manner.
- Shows the ability to communicate with others in a team spirit and through an inclusive approach.
- Communicates and collaborates effectively with a variety of internal stakeholders such as politicians and senior management, and external stakeholders, such as citizens, businesses and non-governmental organisations.

Learning skills

- Can define and determine the role of a knowledge-based society-empirical-based policy.
- Has the ability to take the initiative to identify the interests of groups and state institutions within the public administration.
- Has the skills to conduct lifelong learning and self -education in the field of e-governance.
- Has the ability to train citizens regarding e-governance and the need for ICT based innovation in the public sector.

List of courses

Semester 1

- [EGOV-101] [6.0 ECTS] **Information Management in the Public Sector**
- [EGOV-102] [6.0 ECTS] **Public Administration and Public Sector**
- [EGOV-103] [6.0 ECTS] **E-Governance Technologies and Services**
- [6.0 ECTS] **Elective course**
- [6.0 ECTS] **Elective course**

Semester 2

- [EGOV-201] [6.0 ECTS] **Legal Framework of e-Governance**
- [EGOV-202] [6.0 ECTS] **Cyber Security Management**
- [MFE11] [6.0 ECTS] **Project Management**
- [6.0 ECTS] **Elective course**
- [6.0 ECTS] **Elective course**

Semester 3

- [MCPA1010] [6.0 ECTS] **Research Methodology**
- [EGOV-301] [6.0 ECTS] **Enterprise Architecture Management**
- [EGOV-302] [6.0 ECTS] **Basics of Database Management**
- [6.0 ECTS] **Elective course**
- [6.0 ECTS] **Elective course**

Semester 4

- [EGOV-400] [30.0 ECTS] **Master Thesis**

Description of courses

Core courses

- **Information Management in the Public Sector**

This course aims to familiarize participants with the important role of information management in modern organizations in general and especially government agencies. The emphasis is put on the practical application of computer and information technology to real world problems. The main objectives of the course are: - getting acquainted with the rules and organizational perspectives of information technology, as well as its relationship with strategic planning - acquire a basic understanding of emerging technologies, including digital government, cloud computing, open data, data analysis and service oriented architecture, and how they affect the operation and structure of the government. - studying of the changing models of government services including concepts and practices of e-government. - aligning information systems with people and policies in line with the business objectives of government entities

- **Public Administration and Public Sector**

Public administration is a field of special interest in science. With access to public administration, students will gain insight into the basic concepts of public administration. A special emphasis will be placed on the assessment of public administration, as well as reforms in this area in our country. Students will have the opportunity to get acquainted with this field and to critically analyze the development and the phenomenon of public administration. Since this area is subject to constant change, special attention will be paid to new theories as well as to classical management theories in order to improve processes in public administration.

- **E-Governance Technologies and Services**

This course examines the use of various information technologies in management, in particular, in the public administration; The Internet and its implications in e-governance in general, as well as in public organizations and citizens. The course aims to provide a historical, technical and practical framework for students to better understand the opportunities, challenges and constraints associated with e-governance and the use of technology in public administration.

- **Legal Framework of e-Governance**

The purpose of this course is to introduce students with legal challenges related to e-governance. After completing the course students are expected to be able to: - deal with core issues related to the relationship between IT applications of the main legal principles; - understand the concepts of technology and their application in our modern lives through the so-called information society; - understand and compile national and international policies and initiatives for regulation of the information society; - understand the necessity of adopting new strategies and perspectives in order to approach the legal implications of governance; - conduct independent research in the field of information technology and law using appropriate research methods.

- **Cyber Security Management**

This course will provide a basic introduction to all aspects of cyber-security including business, policy and procedures, communications security, network security, security management, legal issues, political issues, and technical issues. This serves as the introduction to the cyber security track in Contemporary Social Sciences department.

- **Project Management**

On successful completion of the course, students will be able to: - plan the activities necessary to implement the project, identify their interdependencies, their duration and costs; - prepare the necessary reports and perform all the required communication between the project and the client, as well as among the team members and the other stakeholders. - structure the project to its constituent activities; - prepare a Gantt-chart and a network plan for the project and identify the shortest time needed to complete the project; - use MS Project as a tool in the process of planning, implementation and review of the project; - define the project, identify its scope and objectives and develop project specification;

- **Research Methodology**

This course provides a comprehensive introduction to research methodologies, the basic research theories and protocols, and writing research proposals. Students in this course will learn about the cyclical nature of applied research and the iterative process of research writing. The course teaches students how to identify the subject of study, formulate questions, organize a literature review, and select appropriate research projects and methodologies. By the end of the course, students will complete a proposal that includes an introduction, a statement of the problem (the meaning of the study), literature review, methodology section, references, and schedule of the project.

- **Enterprise Architecture Management**

After the completion of the course, students will: • Understand the basic elements of AN; • Critically compare contemporary trends to ANs; • Understand AN concepts and practices; • Articulate approaches through which corporate architecture supports the strategic goals of the organization; • Understand the Basics of Corporate Architecture development and maintenance; • Understand the importance of effective governance, successful development and enterprise endorsement.

- **Basics of Database Management**

• Introduction to databases and database management systems; • Familiarization with types of databases and their characteristics; • Getting acquainted with relational databases; • Introduction to database modeling, conceptual model, E-R diagram; • Introducing tools for working with databases, Microsoft Access; • Using Microsoft Access to create a database, create an interface, forms to work with data and reports; • Introduction to advanced database management systems;

- **Master Thesis**

This module enables students to transfer their skills and knowledge to research and make more complex task of the master thesis. The module is designed to be fully practical and students to acquire the necessary knowledge and skills to approach writing the thesis. The module has unique return result-to enable students to write the master thesis with minimal difficulties, and with maximum efficiency. The course aims to improve research techniques and style of writing paper, taking account of the prevention of the use of illegal means, such as plagiarism and infringement of copyright, which are prohibited by the Statute of SEEU.

Elective courses

- **Digital Transformations of Government**

This course will familiarize students with the concept and need for e-management as well as ways in which Internet technologies affect how people interact with the government, and how governments use and manage these technologies in order to improve security of information and services to the public.

- **E-Governance and Democracy Instruments**

The course aims to address key democratic processes with particular emphasis on e-governance and its impact on the quality of democracy. The purpose of this course will be to present the latest tendencies or challenges in the field of good governance that significantly affects democracy and the use of democratic mechanisms. The course, in addition to the theoretical part of the development of democracy in the era of technology integration into good

governance, will provide examples of practical implementation in the field of e-governance. Through this course, students will learn to critically analyze new trends in the field of good governance and the potential impacts of democratic systems, or the democratic capacity of the society.

- **Innovation and Governance in Local Government**

Through this course students: •become familiar with the emergence, development and dissemination of new forms of governance in local self-government; • Develop new operational governance methods and procedures that can increase the capacity of society to deal with new and existing problems; •There are new ways to identify and engage stakeholders in order to better identify problems and provide support for finding effective solutions.

- **Information Management and Digital Archiving**

The purpose of this course is to cover the management of the documentation and records of information in contemporary society as well as the different types of responsibilities of the institutions in relation to them. This will include the process of archiving, practices, its diversity, as well as ways of archiving and managing information.

- **E-Government, Public Sector Reform and Good Governance**

This course aims to critically review three key issues in terms of functional public sector administration, namely, how e-government contributes to the more efficient functioning of the administration. Consequently, how public sector reforms can affect overall management analyzed on the principles of transparency, accountability, professionalisation, coordination and policy development, quality service delivery, and public finance management. Good governance will be treated as a third issue directly related to the goal of achieving a functional administration.

- **Emerging Trends in Information Systems**

The course of the emerging trends in information systems tends to prepare students to be leaders of technology by researching, analyzing and reporting on these trends and innovations that reshape business in the 21st century. This is an advanced course for information systems with case studies. The topics to be covered are mainly research oriented topics, selected chapters of books, scientific articles and /or case studies.

- **Open Data**

The purpose of this course is to provide students with the basics, goals, benefits, barriers and potential negative effects of open data such as e-government data. The course focuses on the main principles of open data such as: the introduction of open data, the opening and use of open data, the technical and legal aspects of open data as a public value of open data. Course topics are applied in specific cases, which will be required to analyze and discuss with colleagues.

- **IT, Law, Ethics and Communication**

The course provides a complete overview of current ethical issues when using information technologies (IT). It assesses a series of long and new issues that IT users face, ranging from freedom of speech, privacy, intellectual property, hacking and digital age to ethics in social networks and online communities. It examines the ethical dilemmas and ethical responsibilities of IT users, and promotes critical thinking and responsible use of IT.

- **IT Infrastructure and Security**

Aims of the course program: In this course, students will learn about the concepts and design of computer network infrastructure, data security, and their transmission. The purpose of this course is to enable students to understand the concepts, themes and techniques of computer network infrastructure design, data security, and broadcasting. Also, it will make them know how to solve problems at different levels.

- **Strategic Planning for Electronic Governance**

1) The basic elements of the e-Government strategy; 2) How to prepare and conduct a readiness assessment; 3) How to develop vision, goals and tasks of e-Government; 4) How to develop a portfolio of necessary intervention programs; 5) How to prioritize intervention programs; 6) How to track and evaluate progress.

- **Rhetoric**

During its long history of 2,500 years, rhetoric was used to indicate many different things; but rhetoric nowadays is considered as the art of persuasion through language. Rhetoric marks the way that an individual is linked to a particular theme or idea in order to convince the others. Rhetoric is characterized by several distinguishing features.

- **Multilingualism and Multiculturalism**

The purpose of this subject will be multilingualism in multicultural societies as a social phenomenon. This phenomenon is massive in the world. During the lectures, more precise terms such as monoculturalism and

multiculturalism will be considered. The term 'linguistic nationalism' has at least two forms of this nationalism, which collide with each other: for the leaders of the most powerful countries nationalism means expansion, and for minorities it takes the form of defiance and struggle for the affirmation of identity, despite such pressure. The emphasis during the program will be multiculturalism in education. In the schools curricula consists of contents from different cultures.

- **Professional Communication**

The course is focused on the development of those communication skills that are essential for effective functioning in the professional world. Students will study the process for analysis of different communication situations, and will accordingly comprehend them. Among the themes that will be covered are communication in organization, interpersonal and group communication, oral presentations, interviews for employment, professional business letters and interpersonal skills including group dynamics and teamwork.

- **Optimization Methods**

The aim of this course is to present techniques of modeling and optimization in order to prepare students for developing their ability to prepare models for solving real problems in the field of computer science. The course explore the importance of matrix factorizations as an important tool which offers modality for optimizing the solutions of different numerical algorithms which are of basic interest for problem solving in the area computer sciences. The course introduces optimization theory and approach to find the optimum. The different methods of optimization will be analyzed such as the simplex method, duality problem and sensitivity of the problems of linear programming. The aim is to explore a computer implementation for each of the problems followed by the proposal of the corresponding model for optimization.

- **Ethical and Legal Issues in Information Technology(IT)**

Aims of the course program: - to develop an understanding of the relationship between computing, technological change, society and the law; - to emphasize the powerful role that computers and computer professionals play in a technological society; - to provide an understanding of legal areas which are relevant to the discipline of computing; - to provide an understanding of ethical concepts that are important to computer users and professionals; - to provide experience in the consideration of ethical matters and the resolution of ethical dilemmas.

- **Protection of Human Rights**

The purpose of this course is: to introduce students with the concept of international law on human rights, their implementation, influence of those rights in the creation of national policies; to encourage students to critically reflect on the relationship between international law and national law; make them aware of current international events, how they affect the daily lives of people in the world; encourage students to contribute in matters of drafting laws for the protection of human rights hoping that, the law makers will consult them same during the creation and implementation of state policies.

- **IT Applications for Preparing a Scientific Paper**

The aim of this subject is: - To display the technical elements, the structure of the text and design of a scientific research. - To enable students to acquire advanced knowledge and skills from selected advanced chapters of IT applications that will be needed in preparing the scientific and research paper. - Practical application of these objectives in preparing student's individual research paper.

- **Project Management**

On successful completion of the course, students will be able to: - plan the activities necessary to implement the project, identify their interdependencies, their duration and costs; - prepare the necessary reports and perform all the required communication between the project and the client, as well as among the team members and the other stakeholders. - structure the project to its constituent activities; - prepare a Gantt-chart and a network plan for the project and identify the shortest time needed to complete the project; - use MS Project as a tool in the process of planning, implementation and review of the project; - define the project, identify its scope and objectives and develop project specification;