

COURSE OUTLINE

(1) GENERAL

SCHOOL	NATIONAL AND KAPODISTRIAN UNIVERSITY OF ATHENS		
ACADEMIC UNIT	DEPARTMENT OF ECONOMICS		
LEVEL OF STUDIES	UNDERGRADUATE STUDIES PROGRAM		
COURSE CODE	SKL201	SEMESTER	4th
COURSE TITLE	ELECTRONIC GOVERNANCE (E-GOVERNMENT)		
INDEPENDENT TEACHING ACTIVITIES <i>if credits are awarded for separate components of the course, e.g. lectures, laboratory exercises, etc. If the credits are awarded for the whole of the course, give the weekly teaching hours and the total credits</i>		WEEKLY TEACHING HOURS	CREDITS
LECTURES		39	7
LABORATORY COURSES		39	
Add rows if necessary. The organisation of teaching and the teaching methods used are described in detail at (d).			
COURSE TYPE <i>general background, special background, specialised general knowledge, skills development</i>	<p>The Course is FREE ELECTIVE COURSE</p> <p>The course is included in the "IT CERTIFICATION" provided by the Department, which is recognized by ASEP (Supreme Council for Civil Personnel Selection) for public sector recruitment and exempts the candidate from obtaining an "ECDL" type certificate.</p>		
PREREQUISITE COURSES:	-		
LANGUAGE OF INSTRUCTION and EXAMINATIONS:	ENGLISH		
IS THE COURSE OFFERED TO ERASMUS STUDENTS	YES		
COURSE WEBSITE (URL)	https://eclass.uoa.gr/courses/ECON644/		

(2) LEARNING OUTCOMES

<p>Learning outcomes</p> <p><i>The course learning outcomes, specific knowledge, skills and competences of an appropriate level, which the students will acquire with the successful completion of the course are described.</i></p> <p><i>Consult Appendix A</i></p> <ul style="list-style-type: none"> ● <i>Description of the level of learning outcomes for each qualifications cycle, according to the Qualifications Framework of the European Higher Education Area</i> ● <i>Descriptors for Levels 6, 7 & 8 of the European Qualifications Framework for Lifelong Learning and Appendix B</i> ● <i>Guidelines for writing Learning Outcomes</i>
<p>Upon successful completion of the course, students will be able to:</p> <ul style="list-style-type: none"> ● Understand basic concepts and elements of Electronic Governance (E-Government). ● Understand the e-government services offered to citizens and businesses and the role of the state. ● Acquire deeper knowledge of issues related to Economic Science and understand the social context developing both in Greece and globally for the advancement of e-government, forming a more comprehensive view of the Greek and global reality. ● Form a critical view regarding the basic e-government services, studying their

weaknesses and strengths, both at the technological and social level, concerning the daily life of citizens.

- Perceive the way information systems and electronic services are implemented in the Public Administration.
- Be able to decode the changes occurring at a technological level and affecting daily activities in various sectors of the social sphere, such as e-administration, open government, e-legislation, e-democracy, electronic participatory budgeting, e-procurement, and be able to identify contemporary developments at the cutting edge of e-government and how transparency and effectiveness in public administration are increased.
- Know the best practices of e-government services at the European and Global level.
- Come into contact with the technological developments taking place in this period.
- Understand the innovative actions/activities adopted by countries pioneering in e-government globally.
- Research and collect data concerning best practices of services and subsequently form judgments that include critical thought on specific questions.
- Follow specific instructions and write in a scientific manner following the appropriate methodology.
- Be able to use information systems in a simulation of professional environments and develop arguments and proposals for optimizing the interfaces of information systems from the perspective of the user (employee in a public organization or citizen) and the administrator (public sector employee).
- Use information systems that public organizations use or may use in the area of content management, and process and task management (project management systems).
- Use information systems following a specific scenario (individual or group laboratory project or weekly assignments) and further understand and utilize the tools offered by information systems, primarily used via the internet by public organizations.
- Record the internal operations of an organization, capture ideas-scenarios, record problems after comparisons between related information systems, and propose solutions.

General Competences

Taking into consideration the general competences that the degree-holder must acquire (as these appear in the Diploma Supplement and appear below), at which of the following does the course aim?

<i>Search for, analysis and synthesis of data and information, with the use of the necessary technology</i>	<i>Project planning and management</i>
<i>Adapting to new situations</i>	<i>Respect for difference and multiculturalism</i>
<i>Decision-making</i>	<i>Respect for the natural environment</i>
<i>Working independently</i>	<i>Showing social, professional and ethical responsibility and sensitivity to gender issues</i>
<i>Team work</i>	<i>Criticism and self-criticism</i>
<i>Working in an international environment</i>	<i>Production of free, creative and inductive thinking</i>
<i>Working in an interdisciplinary environment</i>	<i>.....</i>
<i>Production of new research ideas</i>	<i>Others...</i>
	<i>.....</i>

Search, analysis and synthesis of data and information, with the use of necessary technologies.

Adaptation to new situations.

Decision-making.

Autonomous work.

Teamwork.

Work in an international environment.

Work in an interdisciplinary environment.

Generation of new research ideas.
Project design and management.
Respect for diversity and multiculturalism.
Respect for the natural environment.
Showing social, professional, and ethical responsibility and sensitivity to gender issues.
Criticism and self-criticism.
Promotion of free, creative, and inductive thinking.
Team Spirit/Collaboration.
Creativity.
Scientific Way of Thinking & Expression.

(3) SYLLABUS

The purpose of the course is to understand the "Electronic Governance" services offered to citizens and businesses and their role in digital transformation. The course mainly concerns Economic Science and helps students understand the socioeconomic context developing both in Greece and globally.

Thematic Axes and Critical Analysis

In this course, a student is introduced to the basic Electronic Governance/Digital Governance services provided both in Greece and abroad. Special emphasis is given to the development of critical thinking regarding these services, commenting on their weaknesses, strengths, the challenges of Digital Inclusion, and the impact on the daily lives of citizens and market function. The analysis is conducted at both a technical and social level.

Attending the course contributes to better knowledge of the rising sector of e-government in Greece, and it is very important for a future economist to have a complete picture of the Greek and global reality.

Interdisciplinary Nature and Technological Integration

The course is interdisciplinary in nature, combining Economic Science with Information Systems (IS) Management and New Information and Communication Technologies (ICT).

The concepts of **Electronic Governance** (e-Government), **Electronic Administration** (e-Administration), **Electronic Democracy** (e-Democracy), the **e-Government Strategy in Europe**, and the European Union's Strategy for the **Use and Integration of Artificial Intelligence** will be analyzed.

Cutting-Edge Modern Units

We will focus on concepts at the cutting edge of technology, essential for the modern functioning of the state:

1. Architecture and Technology:

- **Interoperability:** Its role in seamless communication between state mechanisms.
- **Open Source Software** and its use in Public Administration.
- **Electronic Public Procurement Systems (e-Procurement).**

2. Security, Data:

<ul style="list-style-type: none"> ● Security of Electronic Transactions and protection of personal data (GDPR compliance). ● Management and Utilization of Big Data in the Public Sector to improve decisions and services. <p>3. State and Artificial Intelligence:</p> <ul style="list-style-type: none"> ● Applications of Artificial Intelligence (AI) for process automation. ● The use of Chatbots for citizen service. ● Artificial Intelligence Services in European Union member states. <p>4. Best Practices:</p> <ul style="list-style-type: none"> ● Analysis and evaluation of selected best practice applications and e-Government programs in Greece, Europe, and globally.

(4) TEACHING and LEARNING METHODS - EVALUATION

<p style="text-align: center;">DELIVERY</p> <p style="text-align: center;"><i>Face-to-face, Distance learning, etc.</i></p>	Face-to-face												
<p style="text-align: center;">USE OF INFORMATION AND COMMUNICATIONS TECHNOLOGY</p> <p style="text-align: center;"><i>Use of ICT in teaching, laboratory education, communication with students</i></p>	<p>During the educational process, the following educational means were used:</p> <ul style="list-style-type: none"> * Use of computers by students * Computer and projector for case study presentations and video watching during the theoretical part of the course by the instructor. The same means were utilized in the laboratory course by the students, in a specially configured space for familiarization and use of information systems. * E-class electronic platform for posting learning material and announcements. * Email for communication with students. 												
<p style="text-align: center;">TEACHING METHODS</p> <p><i>The manner and methods of teaching are described in detail.</i></p> <p><i>Lectures, seminars, laboratory practice, fieldwork, study and analysis of bibliography, tutorials, placements, clinical practice, art workshop, interactive teaching, educational visits, project, essay writing, artistic creativity, etc.</i></p> <p><i>The student's study hours for each learning activity are given as well as the hours of non-directed study according to the principles of the ECTS</i></p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">Activity</th> <th style="text-align: center;">Semester workload</th> </tr> </thead> <tbody> <tr> <td>Lectures</td> <td style="text-align: center;">39</td> </tr> <tr> <td>Best Practices</td> <td style="text-align: center;">12</td> </tr> <tr> <td>Laboratory Courses</td> <td style="text-align: center;">39</td> </tr> <tr> <td>Writing Individual Assignment</td> <td style="text-align: center;">50</td> </tr> <tr> <td>Course total</td> <td style="text-align: center;">140</td> </tr> </tbody> </table>	Activity	Semester workload	Lectures	39	Best Practices	12	Laboratory Courses	39	Writing Individual Assignment	50	Course total	140
Activity	Semester workload												
Lectures	39												
Best Practices	12												
Laboratory Courses	39												
Writing Individual Assignment	50												
Course total	140												
<p style="text-align: center;">STUDENT PERFORMANCE EVALUATION</p> <p><i>Description of the evaluation procedure</i></p> <p><i>Language of evaluation, methods of evaluation, summative or conclusive, multiple choice questionnaires, short-answer questions, open-ended questions, problem solving, written work, essay/report, oral examination, public presentation, laboratory work, clinical examination of patient, art interpretation, other</i></p>	<p>The assessment of the course is in English.</p> <p>The syllabus, assessment procedures, and grading criteria are provided to students at the beginning of the semester, with all detailed instructions posted on the course's e-class platform.</p> <p>Final Grade Breakdown:</p>												

Specifically-defined evaluation criteria are given, and if and where they are accessible to students.

Mandatory Attendance: A minimum of 70% attendance is required, contributing 10% to the final grade (1 grade).

Final Written Examination: Held at the end of the semester, this consists of open-ended questions and accounts for 30% of the final grade (3 grades).

Individual Projects: Students are required to complete four individual projects throughout the semester, which contribute 60% to the final grade. The projects must include a presentation component delivered to the class (6 grades).

(5) ATTACHED BIBLIOGRAPHY

- Suggested bibliography:

- **Instructor Charoula Ntelopoulou's notes, supplementary electronic material, lecture slides, and other material posted on the course website.**
- **"Artificial Intelligence and Government: Examining the Roles and Uses of AI"**, Editors: Stephen Kwamena Aikins, Tamara Dimitrijevska-Markoski, Publisher Springer Nature, ISBN 978-3031234371.
- **"Artificial Intelligence in Public Administration"**, Bożena, Skotnicka-Zasadzień, Radosław Wolniak, Publisher Routledge, ISBN 9781032879284
- **"Digital Government: Managing Public Sector Reform in the Digital Era"**, Miriam Lips, Publisher Routledge ISBN 978-1138655669.
- **"Digital Government: Technology and Public Sector Performance"**, Darrell M. West, Publisher Princeton University Press, ISBN 9781400835768
- **"Digital (In)justice in the Smart City"**, Editors: Debra Mackinnon, Ryan Burns, Victoria Fast, Publisher University of Toronto Press, ISBN 9781487527167
- **"Ethics and Integrity in Public Administration: Concepts and Cases"**, Editor: Raymond W Cox, Publisher Routledge, ISBN 9780765623102
- **"Managing Digital Governance"**, Yu-Che Chen, Publisher Routledge, ISBN 978-1138914607.
- **"Research Handbook on E-Government"**, Editor: Eric W. Welch, Publisher Edward Elgar Publishing, ISBN 978-1786437242
- **"Research Handbook on Public Management and Artificial Intelligence"**, Editors: Yannis Charalabidis, Rony Medaglia, Colin van Noordt, Publisher Edward Elgar Publishing, ISBN 9781802207330
- **"The Routledge International Handbook of Public Administration and Digital Governance"**, Editors: Sarah Giest, Ian Roberge, Publisher Routledge, ISBN 978-1032602059

- Related academic journals:

- **The Electronic Journal of e-Government**
- **Journal of Public Administration Research and Theory**
- **Government Information Quarterly**
- **eJournal of eDemocracy and Open Government**
- **Governance**
- **International Journal of Electronic Government Research**
- **E-Government: Information, Technology, and Transformation**

- **International Journal of eBusiness and eGovernment Studies,**
- **Electronic Journal of Information Systems Evaluation,**
- **International Journal of E-Services and Mobile Applications**
- **International Journal of eBusiness and eGovernment Studies**
- **E-Services**
- **International Journal of Information Systems in the Service Sector**
- **Applied Computing and Informatics**
- **Journal of E-Government Studies and Best Practices**