

IMPACT AND USE OF E-SERVICES TO SUPPORT MANAGEMENT AND GOVERNANCE IN SLOVENIAN PUBLIC SCHOOLS

Branka Klarić
School Center Novo mesto, Slovenia
branka.klaric@sc-nm.si

Abstract:

Information technology is now integrated into our life and work. The most of business processes are computerized, and the education is not an exception. Teaching in primary, vocational and high schools has been supported with the modern teaching technology for many years. In the study I present the impact of the implementation of IT in Slovenian public schools on the quality of management and governance.

The use of e-services in Slovenian public schools could greatly facilitate the management of school principals, enhance the work of school employees, improve the climate in school collectives, increase the quality of education, increase the satisfaction of all the users of educational services, students and their parents as well.

Therefore, we were interested in the optimization of these processes by using IT in schools in order to improve the quality of education and reduce the operating costs.

In a study conducted at two schools, the following methodologies were used:

- an interview with school principals at the school center,
- a survey with teachers in primary school.

By introducing new, improved programs and technologies, we have improved the conditions for work, simplified certain work procedures, and improved the communication between employees, students and parents.

E-service is implemented slowly but firmly into the Slovenian school system, covering 70 % of Slovenian school institutions. As to the speed of its implementation, it has its advantages, as it is noticed, that we are losing contact with each other, which is the base for good work at school.

Keywords: e-services, public schools, school management, ICT