

UČNI NAČRT PREDMETA / COURSE SYLLABUS

Predmet:	Kakovost vladanja
Course title:	Quality in governance

Študijski program in stopnja <i>Study programme and level</i>	Študijska smer <i>Study field</i>	Letnik <i>Academic year</i>	Semester <i>Semester</i>
Menedžment kakovosti Podiplomski (druga)	Program nima smeri	1. / 2.	2. / 4.
Quality Management Graduate-Master (Second)	The program has no study fields	1/2	2/4

Vrsta predmeta / Course type:	Izbirni	Elective
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Univerzitetna koda predmeta / University course code:	021018-02
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Predavanja <i>Lectures</i>	Seminar <i>Seminar</i>	Sem. vaje <i>Tutorial</i>	Lab. vaje <i>Laboratory work</i>	Teren. vaje <i>Field work</i>	Samost. delo <i>Individ. work</i>	ECTS
30	-	20	-	-	100	5

Nosilec predmeta / Lecturer:	doc. dr. Gordana Žurga	Gordana Žurga, PhD Assistant Professor
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Jeziki / Languages:	Predavanja / Lectures:	Vaje / Tutorial:
	Slovenski, angleški	Slovenski, angleški
	Slovenian, English	Slovenian, English

Pogoji za vključitev v delo oz. za opravljanje študijskih obveznosti:

<ul style="list-style-type: none"> - Vpis v 1. Letnik študija, - Študent/študentka mora pred pristopom k izpitu pripraviti in zagovarjati empirično seminarsko nalogo.
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Prerequisites:

<ul style="list-style-type: none"> - Enrolment in the first year of study. - The student must prepare and defend an empirical seminar paper as a prerequisite for the final exam.

Vsebina:

<ol style="list-style-type: none"> 1. Opredelitev temeljnih pojmov, povezanih s kakovostjo vladanja ter slovenskega strokovnega izrazja pojmov. 2. Načela in dejavnosti dobrega javnega upravljanja 3. Pravica do dobre uprave. 4. Povezanost kakovosti javne uprave in pravice do dobre uprave. 5. Pristopi in dejavnosti za izboljševanje kakovosti vladanja. 6. Sodobni modeli in dobre prakse za izboljševanje kakovosti vladanja.
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Content (Syllabus outline):

<ol style="list-style-type: none"> 1. Definition of concepts related to quality of government and Slovenian terminology concepts. 2. Principles and good governance activities. 3. The right to good administration. 4. The link between quality of public administration and the right to good administration. 5. Approaches and activities to improve the quality of governance. 6. Contemporary models and good practices in improving the quality of governance.
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Temeljna literatura in viri / Readings

Obvezna literatura / Required reading(s):

- Žurga, G. (2006). Kakovost in pravica do dobre uprave. V G. Žurga (ur.), *Dobre prakse v slovenski javni upravi 2006, Zbornik referatov* (str. 5–22). Ljubljana: Ministrstvo za javno upravo.
- *Code of Good Administrative Behaviour*. Evropski varuh človekovih pravic..

Dodatna – dopolnilna / Recommended reading(s):

- OECD. (2001). *Citizens as Partners*.
- Oosting, M. (2003). The Role of a Modern Administration in a State governed by the Rule of Law. V *The Right to Good Administration* (19–29). Warsaw: Council of Europe, in co-operation with Ministry of the Interior and Public Administration of Poland and Office of the Ombudsman of Poland.
- *Public Sector Performance; An international comparison of education, health care, law and order and public administration* (2004, september). Haag: Social and Cultural Planning Office of the Netherlands.

Cilji in kompetence:

- Razumevanje in upoštevanje raznolikosti globalnega okolja pri organizaciji, izvajanju in nenehnem izboljševanju celovite kakovosti in poslovne odličnosti.
- Sposobnost kritične presoje pri izbiri, aplikaciji in izboljšavah sodobnih pristopov, modelov in orodij kakovosti in odličnosti.
- Razvoj komunikacijskih sposobnosti in spretnosti za komuniciranje z različnimi okolji.
- Sposobnost timskega dela, tj. pripravljenost na sodelovanje, kooperativnost, upoštevanje mnenj drugih in izpolnjevanje dogovorjene vloge v okviru tima in skupine.
- Poznavanje profesionalne etike, pravne zakonodaje, priznavanje in spoštovanje moralnih in etičnih načel in vrednot ter njihova uporaba pri delu.
- Internalizacija avtopoietičnega koncepta obvladovanja kakovosti in odličnosti, temelječega na spiralno-vijačnem zaporedju planiranja, izvedbe, preverjanja in ukrepanja.
- Internalizacija temeljnih gradnikov sodobne paradigme kakovosti in odličnosti.
- Zmožnost razvijanja vzajemno koristnih odnosov s partnerji, temelječih na zaupanju, izmenjavi znanja in integraciji.
- Zmožnost družbeno odgovornega delovanja na osnovi etičnosti ter preseganja pričakovanj in pravil najširše družbe.
- Obvladovanje izbranih pristopov, modelov in orodij na področju kakovosti in poslovne odličnosti

Objectives and competences:

- Understanding and respecting the diversity of the global organizational environment, implementation and continuous improvement of overall quality and business excellence.
- The ability of critical assessment in the selection, application, and improvement of contemporary approaches, models, and tools for quality and excellence.
- The development of communication skills and abilities to communicate with different environments.
- Ability for teamwork, i.e., willingness to collaborate and cooperate, respecting the opinions of others and completing the designated task within the team and group.
- Knowledge of professional ethics, laws, recognition, and respect for moral and ethical values and principles to their application at work.
- Internalizing the concept of autopoiesis in reference to quality management and excellence founded on the spiraling order of planning, doing, checking, and acting.
- Internalizing the fundamental building blocks of contemporary paradigms of quality and excellence.
- The capability to develop a mutually beneficial relationship with partners based on trust, knowledge sharing, and integration.
- The ability for social responsible actions on the basis of ethics and exceeding expectations and norms of the general society as a whole.
- The application of selected approaches, models and tools in the field of quality and business excellence.

Predvideni študijski rezultati:

Intended learning outcomes:

<p>Študent/študentka:</p> <ul style="list-style-type: none"> – Razume pojme kot so <i>governance, good governance, management, idr.</i> in jih razlikuje. – Pozna in razume načela in dejavnosti dobrega javnega upravljanja. – Razume pomen in se zaveda potrebe po vključevanju javnosti v sprejemanje družbenih odločitev. – Pozna in razume pravico do dobre uprave ter jo poveže s kakovostjo javne uprave. – Pozna in razume različne pristope in dejavnosti vlad za izboljšanje kakovosti vladanja. – Razume različne vidike percepcije kakovosti vlad in vladanja. – Razume različne vidike in razsežnosti kakovosti vladanja, zlasti v povezanosti s kakovostjo življenja ter menedžmenta sprememb. 	<p>The student will:</p> <ul style="list-style-type: none"> – Understand concepts such as <i>governance, good governance, management, etc.</i> and is able to distinguish amongst them. – Know and understand principles and activities of good governance. – Understand the importance and recognize the need to include the public in decision-making that impacts society. – Know and understand the right to good administration and connects it to quality of public administration. – Know and understand different approaches and activities of governments to improve the quality of governance. – Understand different aspects of perception of quality of government and governance. – Understand different aspects and dimensions of quality of governance, especially in the relationship to the quality of life and change management.
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<p>Metode poučevanja in učenja:</p> <ul style="list-style-type: none"> – Predavanja z aktivno udeležbo študentov (razlaga snovi, pogovori, vprašanja, primeri, reševanje problemov). – seminarske vaje v povezavi s prakso (refleksija izkušenj, projektno delo, timsko delo, metode kritičnega mišljenja, pogovori, sporočanje povratne informacije, socialne igre, ekskurzija). – Individualne in skupinske konzultacije (pogovori, dodatna razlaga, obravnava specifičnih vprašanj). – Animacija samostojnega študija in raziskovanja (motiviranje, usmerjanje, samoopazovanje, samouravnavanje, refleksija, samoocenjevanje). 	<p>Learning and teaching methods:</p> <ul style="list-style-type: none"> – Lectures with active student participation (discussions, talks, questioning, cases, problem-solving). – Seminar papers in connection to practice (reflections from experience, project work, teamwork, methods of critical thinking, talks, providing feedback, social games, excursions). – Individual and group consultations (discussions, additional explanations, discussing specific questions). – Facilitating independent study and research (motivating, directing, self-examination, self-regulation, reflection, and self-assessment).
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Načini ocenjevanja:	Delež / Weight (%)	Assesment:
<p>Način (pisni izpit, ustno izpraševanje, naloge, projekt)</p> <ul style="list-style-type: none"> – Pisni/ustni izpit – Empirična seminarska naloga s poročili seminarskega dela ter predstavitev naloge 	<p>60%</p> <p>40%</p>	<p><i>Type (examination, oral, coursework, project)</i></p> <ul style="list-style-type: none"> – Written / Oral Exam – Empirical seminar paper with reports from seminar work and seminar paper presentation

<p>Reference nosilca / Lecturer`s references:</p> <ul style="list-style-type: none"> – ŽURGA, Gordana. Contemporary Challenges and Approaches to Quality Public Services in Europe. International journal of organizational studies, nov. 2010, vol. 1, no. 1, str. 1-21. http://www.fos.unm.si/media/pdf/IJOS__November_2010.pdf. [COBISS.SI-ID 1024204609] – ŽURGA, Gordana. New trends in quality public service delivery. V: LISIECKA, Krystyna (ur.), PAPAJ, Tomasz (ur.). Kierunki doskonalenia usług świadczonych przez administrację publiczną : praca zbiorowa. w Katowicach: Śląskie Centrum Społeczeństwa Informacyjnego: Akademia Ekonomiczna im. Karola Adameckiego, cop. 2009, str. 11-18. [COBISS.SI-ID 3418839]
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- ŽURGA, Gordana. Introduction and background information. V: ŽURGA, Gordana (ur.). Quality management in public administrations of the EU member states : comparative analysis. Ljubljana: Ministry of Public Administration, 2008, str. 5-10.
http://www.5qualiconference.eu/FCKeditor/userfiles/file/analyse_comparative_qualite.pdf. [COBISS.SI-ID 3046615]
- ŽURGA, Gordana. Javne storitve med kakovostjo, učinkovitostjo in javnim interesom. V: ŽURGA, Gordana (ur.). Zbornik referatov. Ljubljana: Ministrstvo za javno upravo, 2007, str.[27]-43. [COBISS.SI-ID 2549975]
- ŽURGA, Gordana. Kakovost in pravica do dobre uprave. V: ŽURGA, Gordana (ur.). Zbornik referatov. Ljubljana: Ministrstvo za javno upravo, 2006, str.[5]-22, ilustr. [COBISS.SI-ID 1849815]
- ŽURGA, Gordana. Kakovost slovenske javne uprave v skupnem evropskem upravnem prostoru. V: ŽURGA, Gordana (ur.). Zbornik referatov. Ljubljana: Ministrstvo za notranje zadeve Republike Slovenije, 2004, str. 25-49, tabele. [COBISS.SI-ID 1248456]