

The Development of digital competences of public officials through the use of Administrative Consultation Platform - ACP in the conduct of administrative procedures in public administration in Slovenia

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Introduction

THE PURPOSE: To examine what digital competence of public officials who conduct administrative procedures in public administration in Slovenia have and how they have developed these competences through the use of ACP.

THE AIM: To present the results of the research project on how the digital competence of public officials was developed before the use of ACP and how it developed due to the use of ACP.

RQ: Which digital competence do public officials who conduct administrative procedures in public administration in Slovenia have and how have they developed these competences through the use of the ACP?



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Administrative Consultation Platform - ACP

- **Research & pedagogic project** of the Faculty of Public Administration (students) & Ministry of Public Administration (12 supervisors)
- focusing on administrative procedures under the *General Administrative Procedure Act (GAPA)* and the *Decree on Administrative Operations*.
- **Editor-in-Chief and Head:** Prof. Polonca Kovač, PhD
- Since 2009, **renewal in 2023**
- **Over 1,250 cases & 6,000 users**
- Platform: <https://upravna-svetovalnica.fu.uni-lj.si/>

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Methodology

1. Theoretically:

- **Digital Competence:** a set of skills, attitudes and knowledge that public officials must have (e.g. use of ICT, manage digital data, problem-solving, creativity) (Seckelmann in Catakli, 2025 in Sommerman et al. 2025)
- It is important that public officials have well-developed digital competences
- **Digital Competence Framework for Citizens – DigComp 2.2:**



2. Empirically:

- **Own questionnaire:** 15 statements based on a DigComp 2.2 (Foundation level 1)
- Likert scale (1-5): **before and after ACP use**
- Online survey conducted in **March-April 2025**
- **Target group: 226 public officials** employed in Slovenian public administration bodies who have used the ACP between 2023 and 2025.
- **Responses received: 66**

1. Information and data literacy

Table 1: Descriptive statistics for digital competences of public officials from the perspective of information and data literacy

		f	M	Valid %				
				none	little	moderate	much	completely
Browsing, searching and filtering data.	before use	66	3.73	0.0%	3.0%	33.3%	51.5%	12.1%
	due to use	66	3.94	1.5%	6.1%	10.6%	60.6%	21.2%
Evaluate whether data sources, information and digital content are reliable and authentic.	before use	66	3.62	0.0%	6.1%	37.9%	43.9%	12.1%
	due to use	66	3.95	1.5%	6.1%	12.1%	56.1%	24.2%
Store data, information and digital content in digital environments.	before use	66	3.59	1.5%	6.1%	37.9%	40.9%	13.6%
	due to use	66	3.77	1.5%	9.1%	19.7%	50.0%	19.7%

Source: Own (2025)

2. Communication and collaboration

Table 2: Descriptive statistics for digital competences of public officials from the perspective of communication and collaboration

		f	M	Valid %				
				none	little	moderate	much	completely
Use simple digital technologies to interact with colleagues and service users.	before use	66	3.76	3.0%	3.0%	30.3%	42.4%	21.2%
	due to use	66	3.88	4.5%	6.1%	16.7%	42.4%	30.3%
Use digital services (e.g. e-government) that enable participation in society.	before use	65	3.69	1.5%	9.2%	29.2%	38.5%	21.5%
	due to use	65	3.77	3.1%	9.2%	20.0%	43.1%	24.6%
Apply rules of netiquette.	before use	66	3.85	0.0%	4.5%	27.3%	47.0%	21.2%
	due to use	66	3.89	1.5%	4.5%	19.7%	51.5%	22.7%

Source: Own (2025)

3. Digital content creation

Table 3: Descriptive statistics for digital competences of public officials from the perspective of digital content creation

		f	M	Valid %				
				none	little	moderate	much	completely
Create digital content.	before use	66	3.00	4.5%	24.2%	42.4%	24.2%	4.5%
	due to use	66	3.23	4.5%	18.2%	34.8%	34.8%	7.6%
Improve digital content	before use	66	3.05	4.5%	19.7%	47.0%	24.2%	4.5%
	due to use	66	3.27	4.5%	15.2%	36.4%	36.4%	7.6%
Follow basic rules on copyright and licences for digital content.	before use	63	3.40	1.6%	11.1%	44.4%	31.7%	11.1%
	due to use	63	3.59	1.6%	6.3%	36.5%	42.9%	12.7%

Source: Own (2025)

4. Safety

Table 4: Descriptive statistics for digital competences of public officials from a safety

		f	M	Valid %				
				none	little	moderate	much	completely
Recognise risks and dangers in digital environments,	before use	63	3.32	1.6%	11.1%	54.0%	20.6%	12.7%
	due to use	63	3.46	1.6%	9.5%	42.9%	33.3%	12.7%
Protect personal data when you share it in digital environments.	before use	63	3.57	0.0%	12.7%	33.3%	38.1%	15.9%
	due to use	63	3.76	1.6%	4.8%	31.7%	39.7%	22.2%
Protect your digital identity.	before use	63	3.46	0.0%	12.7%	42.9%	30.2%	14.3%
	due to use	63	3.67	1.6%	6.3%	36.5%	34.9%	20.6%

Source: Own (2025)

5. Problem solving

Table 5: Descriptive statistics for digital competences of public officials from a problem solving perspective

		f	M	Valid %				
				none	little	moderate	much	completely
Identify technological problems in digital environments.	before use	63	3.21	0.0%	20.6%	46.0%	25.4%	7.9%
	due to use	63	3.35	1.6%	17.5%	36.5%	33.3%	11.1%
Use digital tools to learn or improve workflows.	before use	63	3.44	0.0%	14.3%	41.3%	30.2%	14.3%
	due to use	63	3.57	1.6%	7.9%	38.1%	36.5%	15.9%
Identify opportunities to improve digital competences.	before use	63	3.25	0.0%	20.6%	42.9%	27.0%	9.5%
	due to use	63	3.44	1.6%	12.7%	38.1%	34.9%	12.7%

Source: Own (2025)

Key findings and suggestions

• Before using the ACP:

Well developed digital competence:

- 1. Information and data literacy** (browsing, searching, filtering, evaluating, and managing data and digital content)
- 2. Communication and collaboration** (interacting via digital technologies, engaging in digital citizenship, netiquette)
- 4. Safety** (protecting devices, personal data and privacy, health and well-being)
- 5. Problem solving** (solving technical problems, creative use of digital technology, identifying competence gaps)

Less developed digital competence:

- 3. Digital content creation** (creating, integrating, revising digital content, copyright and licences)

• After using the ACP: developed and improved all digital competences

• ACP helps public officials improve their digital competences

Suggestions:

- **AI tools** (e.g. virtual assistants)
- **document templates**
- content design **guidelines**
- digital competence **training** for public official

THANK YOU FOR YOUR ATTENTION

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