

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

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### **Abstract**

Public administration is an important part of modern society, as it is constantly exposed to various challenges and changes. To conduct administrative procedures, public officials must possess the appropriate competences, including digital competences. Public officials acquire and develop digital competences during their education and work, where they can also use the Administrative Consultation Platform (hereinafter referred to as ACP). This paper examines the digital competences of public officials who conduct administrative procedures in Slovenian public administration, and how these competences have developed through to the use of ACP. The research question is: Which digital competences public officials who conduct administrative procedures in public administration in Slovenia possess, and how have they evolved through the use of the ACP? The theoretical part employs the descriptive, synthetic, and comparative methods, while the empirical part uses the quantitative method. In March 2025, a survey on the digital competences of 66 Slovenian public officials who used ACP to conduct administrative procedures in 2024 was carried out. The results showed that the public officials had adequately developed the digital competences according to DigComp 2.2 before using the ACP: Information and data literacy (browsing, searching and filtering data, information and digital content, evaluating data, information and digital content, managing data, information and digital content), Communication and collaboration (interacting through digital technologies, engaging citizenship through digital technologies, netiquette), Safety (protecting devices, protecting personal data and privacy, protecting health and well-being) and Problem solving (solving technical problems, creatively using digital technology, identifying digital competence gap), while their Digital content creation (developing digital content, integrating and revising digital content, copyright and licences) was slightly less developed. The statistical analysis of the data shows that the public officials further developed and improved the above-mentioned digital competences through the use of the ACP.

**Keywords:** Administrative Consultation Platform, Digital competences, DigComp, Public officials, Public Administration in Slovenia

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