

Chapter 20

Digital Training Programs Offered at Universities for Public Employees in Turkey

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ABSTRACT

This study focuses on the importance and effectiveness of digital competency training programs for public employees. In an era where digital technologies are rapidly evolving, it is essential for public employees to master these technologies and use them effectively. The study includes university institutions in Turkey as the sample. By highlighting the importance of digital training provided to staff at university institutions, this study will examine the training programs conducted in this area. Universities play a vital role in increasing the interaction of younger generations with digital technologies, developing their digital skills, and preparing them for the future. Through digital training, it is expected that the academic and administrative staff in universities will guide students in using digital technology. Furthermore, the digital competency training programs conducted are aimed at helping public employees improve their digital skills and raise awareness about digital technology.

INTRODUCTION

With the development of technology, we have started to interact more with the digital world. As a result, digital transformation in public services is becoming an inevitable process. This transformation radically changes the functioning and service

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delivery of public institutions. The digital competencies and roles of public officials are one of the most important factors determining the success of this process.

Universities, which offer continuous training and development opportunities, serve as an important bridge that supports adaptation to changing technologies and transfers this knowledge. For this reason, universities in Türkiye were selected as a sample in this study and digital competency training programs offered to employees in these institutions were examined. The study emphasizes the necessity of necessary trainings to increase the role of public personnel in digital transformation and focuses on the training programs provided by universities in this context. In an environment where digital technologies are rapidly developing, the ability of public officials to master and effectively use these technologies can offer significant benefits at both individual and organizational levels.

In the study, firstly, the digitalization process in the public sector and the importance of digitalization are emphasized. Then, the reasons and importance of organizing digital trainings in the public sector are mentioned. In the analysis part of the study, the digital trainings offered in Turkish universities selected as a sample were scanned under the headings such as artificial intelligence, media literacy, social media, digital technology training, distance education, e-document management systems and e-safety. The content, year and scope of the digital trainings offered at university institutions in Türkiye were revealed.

In this context, the change brought about by digitalization in public institutions and the importance of digital trainings for public personnel as a result will be carefully examined, so that the role and impact of trainings in the digital transformation process will be better understood.

INTEGRATION OF DIGITAL TOOLS INTO PUBLIC ADMINISTRATION

The emergence of digitalization throughout historical processes has occurred in specific phases, with changes taking place in each of these periods. This process, which began with the Industrial Revolution, moved forward in succession with mechanization, the use of electricity in daily life, mass production, and the invention of computers and the internet. With the Industrial Revolution, humanity entered into a profound transformation, and this shift has continued to advance rapidly. The first industrial era began with the mechanization of small-scale textile businesses in England. This situation led to a series of holistic transformations in economic,

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