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Moderna arhivistika

Časopis arhivske teorije in prakse
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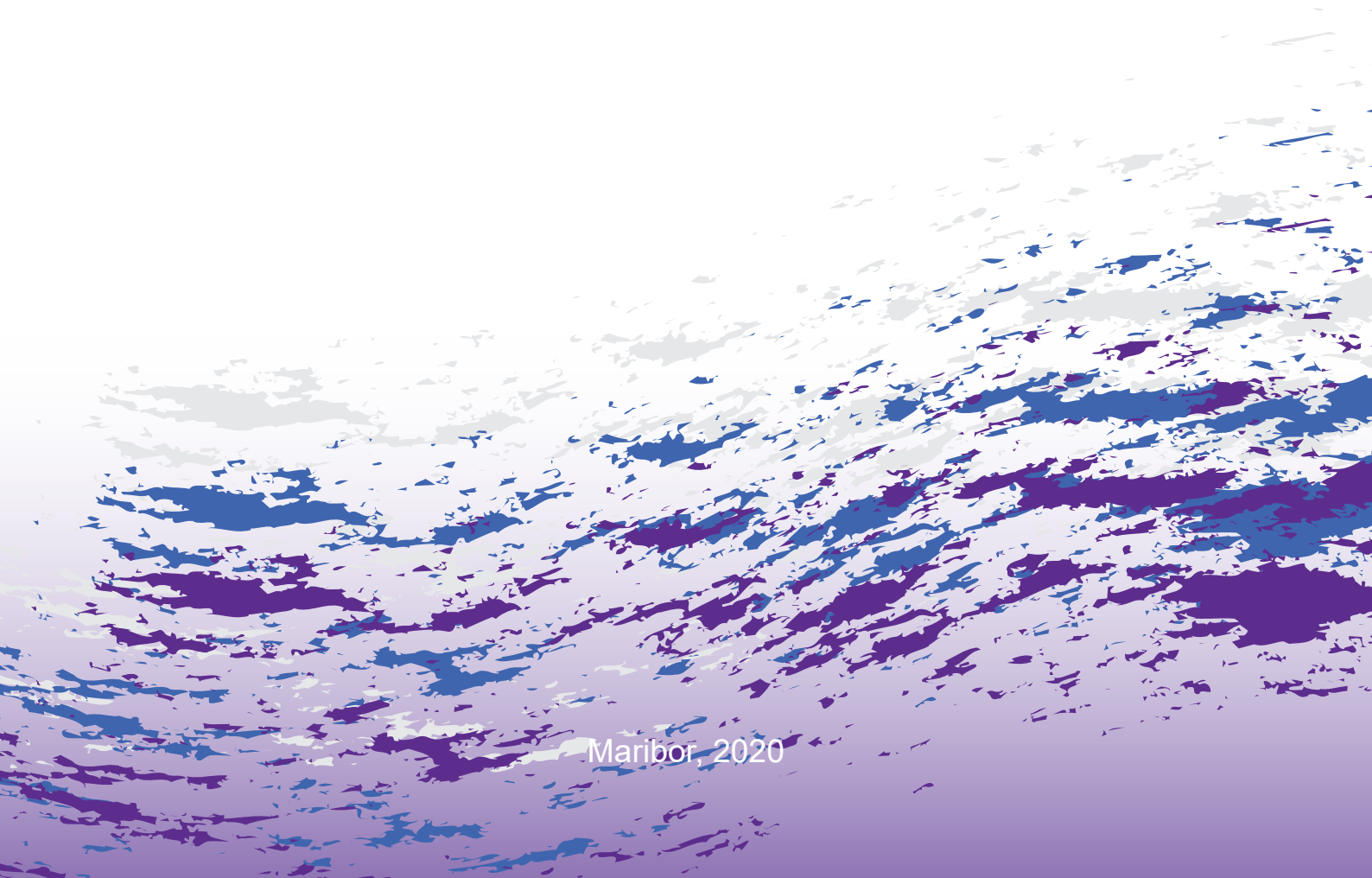
Letnik 3 (2020), št. 2 / Year 3 (2020), No. 2



Maribor, 2020

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1.01 Izvirni znanstveni članek *1.01 Scientific Article*

SURVEY RESEARCH AND ANALYSIS OF THE EDUCATIONAL PROGRAM „OFFICE ADMINISTRATION AND RECORDS MANAGEMENT“, BASED ON THE CONTENT OF MODULE I. OF THE PROFESSIONAL TRAINING IN THE CROATIAN STATE ARCHIVES

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Abstract:

The article provides a survey of conducted educational programs „Office administration and records management“, based on the content of module I. of the professional training in the Croatian State Archives (hereinafter referred to as HDA), which were held in the period from February 2016 to February 2019. The reason for choosing this exact period lies in the fact that since February 2016 a systematic distribution of anonymous polls to all the participants has begun and those polls have served as a basis for creating a compilation of statistical reports and analysis of data obtained from them. Anonymous polls were first experimentally distributed to participants in November 2015, and they were computer processed to serve as a model of experimentally conducted research based on the content of the module I of professional development in HDA. Survey research covers a period of 36 months, in which 10 courses in the period from February 2016 to February 2019 were held, with a total of 417 participants from all over Croatia. This article is conceptually structured according to the methodology which deals with survey research with a help of statistical methods, and the obtained results aim to improve the quality of teaching, to complete teaching materials and improve the insight into the final outcome of the course and the competencies that participants acquire at the end of the course.

Key words:

survey research, course for employees at creators, office administration, records management, professional training, Croatian State Archives

Izvleček:

Analitična raziskava izobraževalnega programa "Pisarniško poslovanje in upravljanje z dokumenti", temelječega na vsebini modula I. – Strokovno usposabljanje v Hrvaškem državnem arhivu

V prispevku je predstavljena raziskava o izvedenih izobraževalnih programih „Pisarniško poslovanje in upravljanje dokumentacije“ na podlagi vsebine modula I. strokovno usposabljanje v hrvaškem državnem arhivu (v nadaljevanju HDA), ki so potekali v obdobju od februarja 2016 do Februar 2019. Razlog za izbiro tega natančnega obdobja je v tem, da se je od februarja 2016 začela sistematična razdelitev anonimnih anket na vse udeležence in so te ankete služile kot podlaga za oblikovanje zbirke statističnih poročil in analize podatkov, pridobljenih iz njim. Anonimne ankete so bile najprej eksperimentalno razdeljene udeležencem novembra 2015 in so bile računalniško obdelane, da bi služile kot model eksperimentalno izvedenih raziskav, ki temeljijo na vsebini modula I strokovnega razvoja v HDA. Raziskava zajema obdobje 36 mesecev, v katerem je bilo v obdobju od februarja 2016 do februarja 2019 opravljenih 10 tečajev, na katerem je sodelovalo 417 udeležencev iz cele Hrvaške. Prispevek je konceptualno strukturiran

v skladu z metodologijo, ki se ukvarja z raziskavami raziskovanja s pomočjo statističnih metod, dobljeni rezultati pa so namenjeni izboljšanju kakovosti poučevanja, dokončanju učnih gradiv in izboljšanju vpogleda v končni rezultat predmeta in kompetence, ki jih udeleženci pridobijo na koncu tečaja.

Ključne besede:

anketna raziskava, tečaj za zaposlene pri ustvarjalcih, pisarniško poslovanje in upravljanje z dokumenti, strokovno usposabljanje, Hrvaški državni arhiv

1. INTRODUCTION

One of the tasks of the Croatian State Archives is the provision of professional advisory assistance, and according to that, regular courses in the field of protection and processing of archives and records management are organized. Care for the collection, management and storage of permanent value documents is entrusted to the authors, public (institutions and administrative bodies) and private (individuals, families), who form their own archives for the purpose of using and managing records and documents. According to articles 2 and 3 of *Regulation of professional development and verification of professional qualifications of employees in the archives (2004)*, employees in the archives are people who perform activities related to protection and processing of archival and registry records, in another words documentary records, in accordance with the Law on archival records and archives, and who work in civil bodies, institutions and organizations which create or store archival records. Activities related to protection and processing of archival and documentary records (hereinafter referred to as: records) are considered: receiving, recording, classification, marking and technical equipping of records, keeping of office and other material records, arranging and description of records, disposal and protection of records, appraisal and selection of archival records.

The course “*Office administration and records management*“, based on the content of module I. of the professional training in HDA, is in its core a preparation for taking the exam which includes: rules and norms related to office administration, protection, processing and availability of archival and operational records, classification, organizing, arranging and listing records, protecting and storing records, protecting and managing electronic records, appraisal, selection and submitting records to the archives. The participants' opinion on the quality of the course is extremely important, therefore an anonymous questionnaire has been designed, which should have provided guidelines for the improvement of the course in the future. It has been indicated in the questionnaire that collected data are treated strictly confidentially and that they are used exclusively for analytical and statistical purposes which should serve to improve the quality of the service provided by HDA. Collected data are also treated accordingly to the Law on the right to access to information (2015), Law on the implementation of General data protection regulation (2018), Law on privacy of data (2007, 2014) and GDPR (2016).

2. RESEARCH METHODOLOGY

The educational program "*Office administration and records management*", based on the content of module I. of the professional training in HDA, in the period between February 2016 and February 2019, was held in the following terms:

In 2016:
16. 02. -18. 02. 2016. - 36 attendants; 30 questionnaires completed
31. 05. - 02. 06. 2016 - 29 attendants; 21 questionnaires completed
08. 11. - 10. 11. 2016. - 52 attendants; 43 questionnaires completed

In 2017:
01. 03. - 03. 03. 2017. - 37 attendants; 26 questionnaires completed
05. 06. - 07. 06. 2017. - 37 attendants; 28 questionnaires completed
06. 11. - 08. 11. 2017. - 45 attendants; 27 questionnaires completed

In 2018:
28. 02. - 02. 03. 2018. - 35 attendants; 24 questionnaires completed
13. 06. - 15. 06. 2018. - 49 attendants; 37 questionnaires completed
05. 11. - 07. 11. 2018. - 53 attendants; 45 questionnaires completed

In 2019:
25. 02. - 27. 02. 2019. - 44 attendants; 30 questionnaires completed

The survey comprises the average number of attendees and completed questionnaires per course, for the period between February 2016 and February 2019, which includes a total of 417 participants that attended 10 held courses, and this means an average of 40.7 participants per one course. Out of a total of 417 participants, 311 attendees filled out an anonymous poll, which is an average of 74, 6% of completed questionnaires compared to the total number of participants. All the questionnaires have not been completed due to the early departure from the course of those attendees who reside in a different city (the questionnaires are held out at the end of the course), or due to those who refused to fill the questionnaire.

In the questionnaire, participants had the opportunity to assess their (non) satisfaction with the course by circling one of the following three: satisfied, partially satisfied and dissatisfied.

Further workflow implies the following grouped content themes that go into three groups according to which participants evaluate their (non) satisfaction with: satisfied, partially satisfied and dissatisfied. Participants evaluate the following 12 lectures within the listed structured groups: Introduction to records management, Organization of office administration, Archival legislation, Classification and organization of documentation, Arranging documentation, Creating document lists, Organization of the work of archives, Protection of documents, Electronic records management, Appraisal of documents and determination of archival records, Accessibility and use of documentation in public services and Procedures for protection and restoration of archival records. Furthermore, for the purpose of this research it was necessary to analyse all types of institutions in which participants work, in the first place in the context of private or public sector, and secondly in the context of institutional activities that each individual creator performs. The results of the survey include the evaluation of the average satisfaction rate on the date of the course and its duration, evaluation of lectures according to satisfaction with them, evaluation of teaching materials, evaluation of lecturers and evaluation of

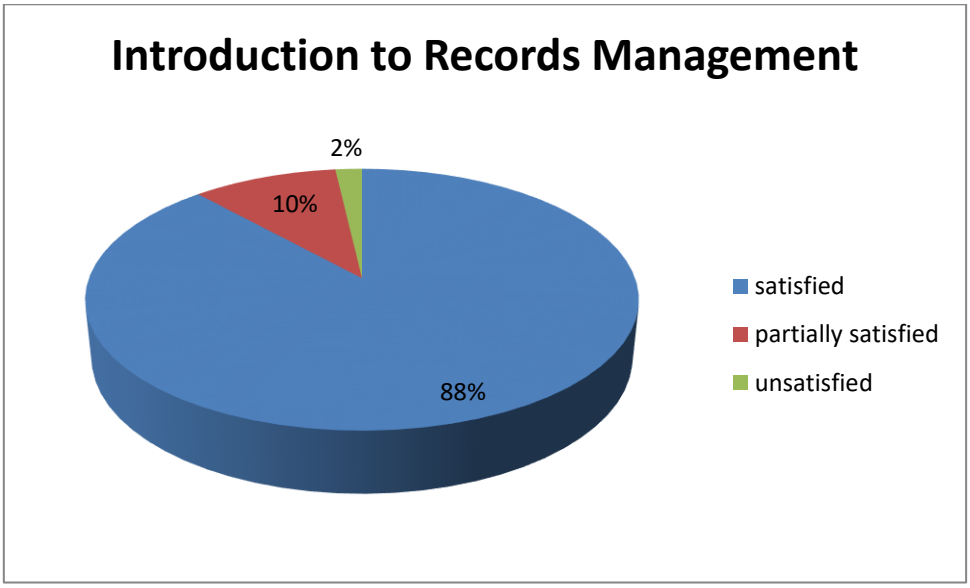
satisfaction with the acquired knowledge in the period between February 2016 and February 2019.

3. EVALUATION OF ANONYMOUS RESEARCH DATA BY INDIVIDUAL LECTURES FOR THE PERIOD BETWEEN FEBRUARY 2016 AND FEBRUARY 2019

3.1 Introduction to records management

Lecture “*Introduction to records management*”[1] is based on the basic concepts of records management, business and information systems. It explains the purpose and function of documentation systems and highlights responsibilities, jobs and tasks in managing business case records. It emphasizes the importance of HRN ISO 15489 (2016), which enables standardization of procedures and the policy of managing the files and ensures that all documents are properly attended to and protected and that the evidence and information they contain can be successfully and efficiently retrieved, using standard processes and procedures. The presentation also contains materials on the subject of records management and the design and management of accounting systems, as well as the requirements to be met through the accounting policy.

The aggregated data obtained by the anonymous poll (Picture 1) shows that the participants were 88%satisfied, 10% partially satisfied and 2% dissatisfied with the quality of the content of lecture, teaching materials, performance of the lecturer, expected outcome and the acquired knowledge, at the end of the “*Introduction to records management*” lecture, .



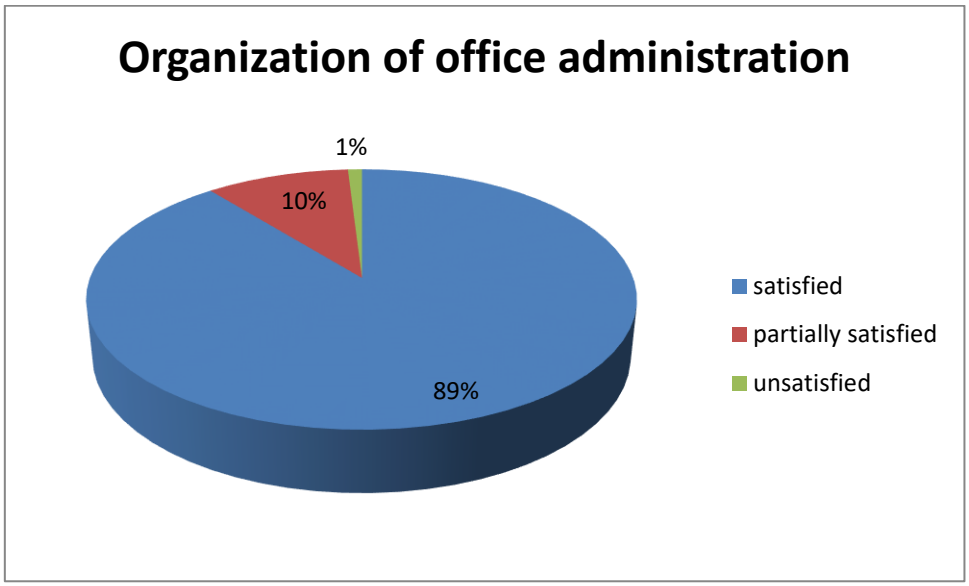
Picture 1: Data expressed in percentages according to (non) satisfaction of participants with the lecture “Introduction to records management”

[1] *“Introduction to records management”- the lecture with a presentation was held by Babić Silvija in the Croatian State Archives in Zagreb, February 16, 2016 May 31, 2016, 8 November 2016, March 3, 2017, 5 June 2017, November 6, 2017, 28 Feb. 2018, June 13, 2018, November 5, 2018, Feb. 25, 2019.*

3.2 Organization of office administration

Lecture "*Organization of office administration*"[2] is conceived according to types of business in document management. The documentation management rules are compiled in accordance with the *Regulation of office administration (2009)*. Maintaining office records, assignment of tasks and responsibilities in terms of the role of the office, archives, administration and other services are described.

Collected data obtained by the anonymous poll (Picture 2) shows that the participants were 89% satisfied, 10% partially satisfied and 1% dissatisfied with the quality of the content of lecture, teaching materials, teaching performance, anticipated outcome and the acquired knowledge, at the end of the "*Organization of office administration*" lecture.



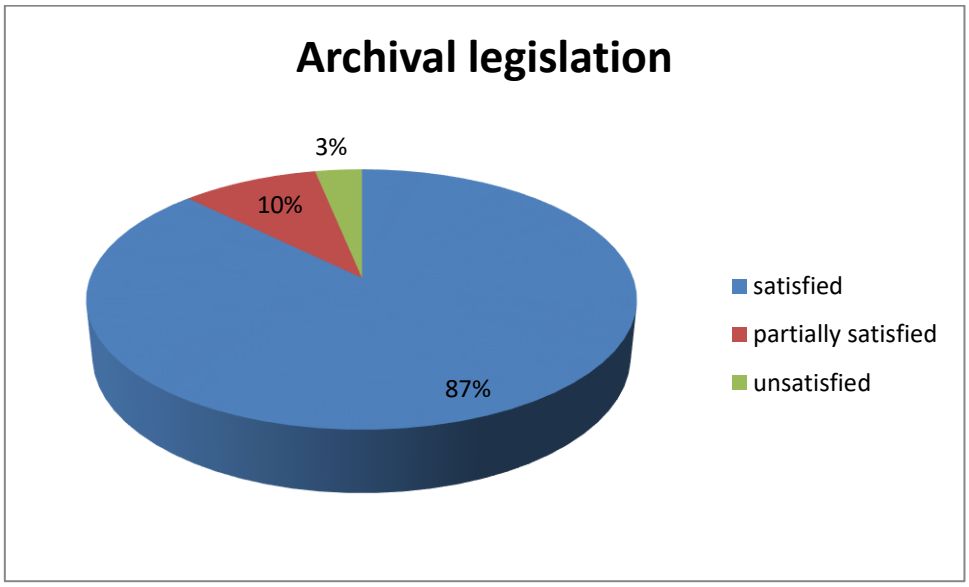
Picture 2. Data expressed in percentages according to (non) satisfaction of participants with the lecture "Organization of office administration"

[2] *„Organization of office administration"- the lecture with a presentation was held by Kuk E. in the Croatian State Archives in Zagreb, February 16, 2016 May 31, 2016, 8 November 2016, March 3, 2017, 5 June 2017, 6 November 2017, 28 February 2018, June 13, 2018, November 5, 2018, Feb. 25, 2019.*

3.3 Archival legislation

Lecture “*Archival legislation*”[3] covers the entire archival legislation and office administration regulations. It defines obligations of public and private creators and holders of records according to the Law on archive records and archives (2018) and implementing regulations. During the lecture, explanations of certain provisions, documentation regulations in certain activities and legal status of electronic documents and regulations governing the availability of documentation and information in public services are given.

Collected data obtained by the anonymous poll (Picture 3) shows that the participants were 87% satisfied, 7% partially satisfied and 3% dissatisfied with the quality of the content of lecture, teaching materials, teaching performance, anticipated outcome and the acquired knowledge, at the end of the “Archival legislation” lecture, .



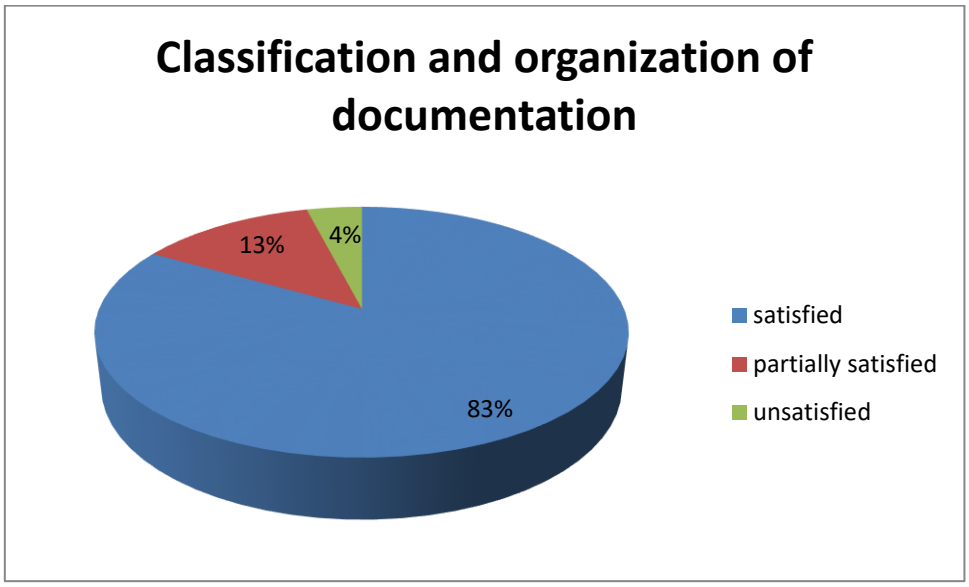
Picture 3: Data expressed in percentages according to (non) satisfaction of participants with the lecture “Archival legislation”

[3] *„Archival legislation“ - the lecture with a presentation was held by Žaja Lanain the Croatian State Archives in Zagreb, February 16, 2016 May 31, 2016, 8 November 2016, March 3, 2017, 5 June 2017, November 6, 2017, February 28, 2018 June 13, 2018, 5 November 2018, February 25, 2019.*

3.4 Classification and organization of documentation

The "*Classification and organization of documentation*"[4] lecture describes the basic units of documentation. It provides rules for structuring documentary units, classification systems and subject classifications. Classification of business function and its application in organizing and managing the files is described. The types and forms of the classification schemes are elaborated and examples of classification plans are mentioned. Guidelines for drawing up a classification plan for individual organizations and their content and structure are given. The lecture interprets the optimization and maintenance of the classification plan according to the actual needs, and it explains how to solve the problems that creators of records face when using the Ordinance of unique classification marks.

Collected data obtained by the anonymous poll (Picture 4) shows that the participants were 83% satisfied, 13% partially satisfied and 4% dissatisfied with the quality of the content of lecture, teaching materials, teaching performance, anticipated outcome and the acquired knowledge, at the end of the "*Classification and organization of documentation*" lecture, .



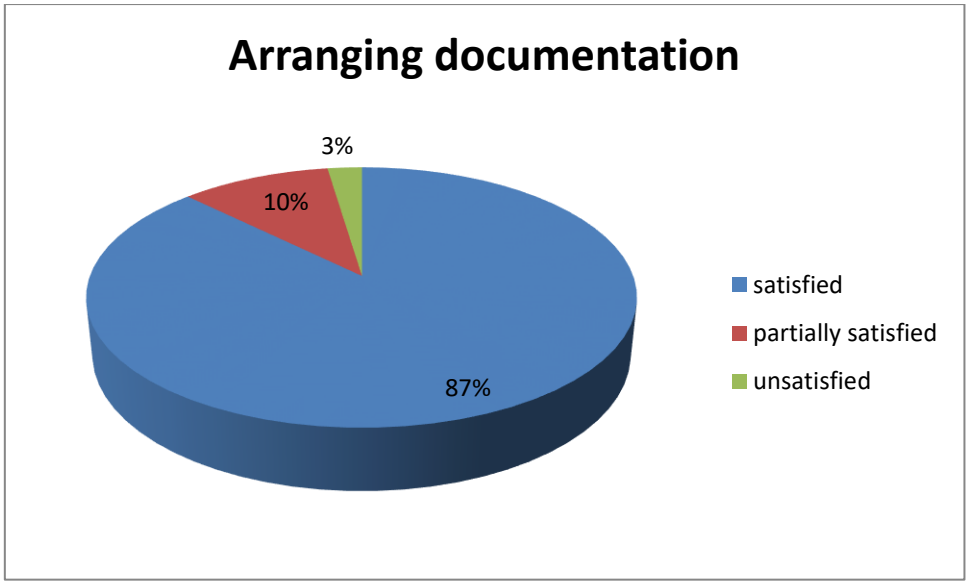
Picture 4: Data expressed in percentages according to (non) satisfaction of participants with the lecture "Classification and organization of documentation"

[4] *„Classification and organization of documentation" - the lecture with a presentation was held by Ivanović J. in the Croatian State Archives in Zagreb, February 16, 2016 May 31, 2016, 8 November 2016, March 3, 2017, 5 June 2017, 6 November 2017, the 28th February 2018, June 13, 2018, November 5, 2018, February 25, 2019.*

3.5 Arranging documentation

Lecture “*Arranging documentation*”[5] analyses the condition of documentation and the preparation of the arranging plan. It gives a description of the fundamental principles and rules of archival arrangement and the organization of work on arranging documents. It elaborates formatting, editing and sorting of documentation units, and it describes the creation of a system for checking, tracking and documenting the arranging.

The aggregated data obtained by the anonymous poll (Picture 5) shows that the participants were 87% satisfied, 10% partially satisfied and 3% dissatisfied with the quality of the content of lecture, teaching materials, performance of the lecturer, expected outcome and the acquired knowledge, at the end of the “*Arranging documentation*” lecture, .



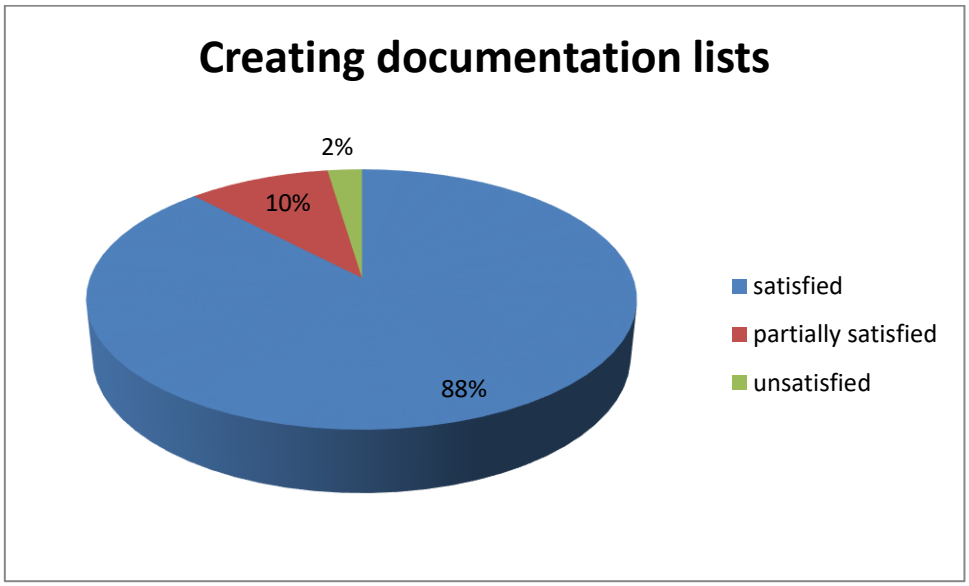
Picture 5: Data expressed in percentages according to (non) satisfaction of participants with the lecture “Arranging documentation”

[5] *„Arranging documentation” - the lecture with a presentation was held by Bućin r. in the Croatian State Archives in Zagreb, February 17, 2016, June 1, 2016, November 9, 2016, March 4, 2017, June 6, 2017, November 7, 2017, March 1 2018, 14 June 2018, 6 November 2018, February 26, 2019.*

3.6 Creating documentation lists

Lecture "*Creating document lists*"[6] refers to records of documentation according to the regulations on office administration. It elaborates selection and formatting of data which describes documentation units. It structurally explains norms and rules of archival description and provides examples of standards for the description of electronic documents, as well as examples of comprehensive documentation list and also its delivery to the competent archives.

Collected data obtained by the anonymous poll (Picture 6) show that the participants were 88% satisfied, 10% partially satisfied and 2% dissatisfied with the quality of the content of lecture, teaching materials, teaching performance, anticipated outcome and the acquired knowledge, at the end of the "*Creating documentation lists*" lecture, .



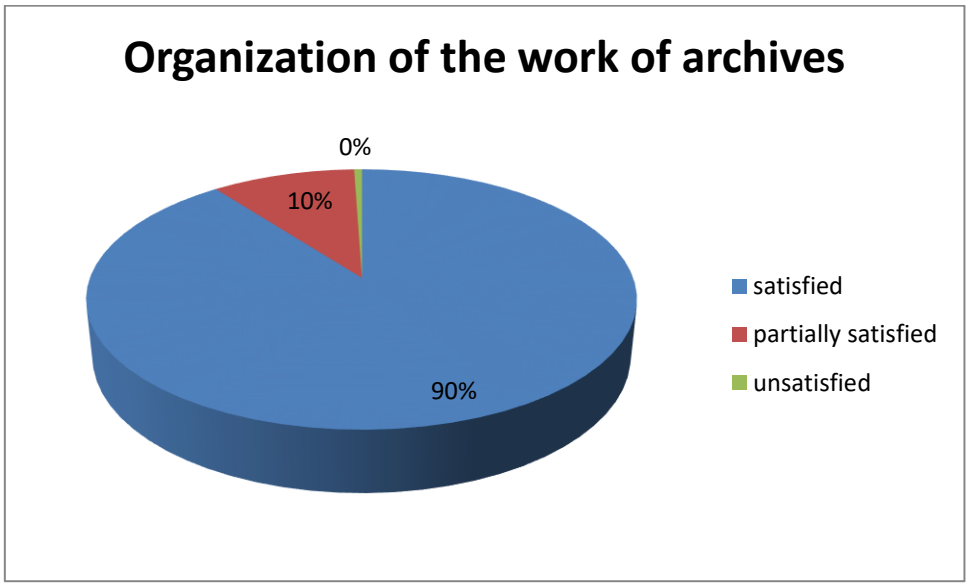
Picture 6: Data expressed in percentages according to (non) satisfaction of participants with the lecture "Creating documentation lists"

[6] *"Creating document lists" - the lecture with a presentation was held by Krajić K. in the Croatian State Archives in Zagreb, February 17, 2016, June 1, 2016, November 9, 2016, March 4, 2017, June 6, 2017, 7 November 2017, the first March 2018, June 14, 2018, November 6, 2018, February 26, 2019.*

3.7 Organization of the work of archives

The “*Organization of the work of archives*”[7] lecture provides an insight into the organization of work, tasks and responsibilities of the archives. It describes the significance of the archives in the lifecycle of a document, and explains the relationship of the archives and other units in the organization. It structurally describes the arrangement and furnishing of the archives and organization of storage and working space, as well as the supervision of documentation that is in use.

Collected data obtained by the anonymous poll (Picture 7) shows that the participants were 90% satisfied and 10% partially satisfied with the quality of the content of lecture, teaching materials, teaching performance, anticipated outcome and the acquired knowledge, at the end of the “Organization of the work of archives” lecture, . There were no dissatisfied participants.



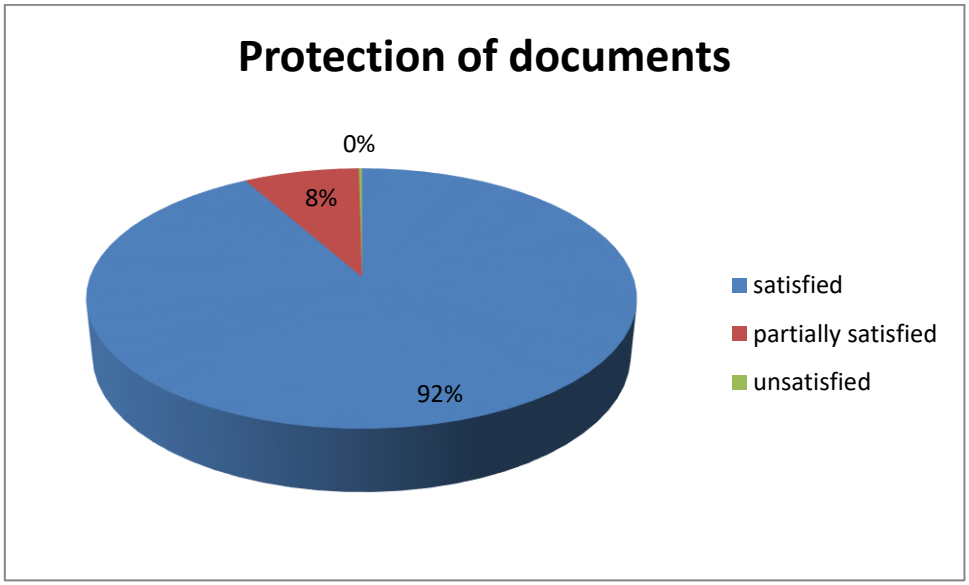
Picture 7: Data expressed in percentages according to (non) satisfaction of participants with the lecture “Organization of the work of archives”

[7] *“Organization of the work of archives” - the lecture with a presentation was held by Kuk E. in the Croatian State Archives in Zagreb, February 17, 2016, June 1, 2016, November 9, 2016, March 4, 2017, June 6, 2017, 7 November 2017, the first March 2018, June 14, 2018, November 6, 2018, February 26, 2019.*

3.8 Protection of documents

The lecture "*Protection of documents*"[8] considers the conditions for the long-term preservation and protection of documentation on analogue media, microclimatic conditions, material, equipment, mechanical damage protection and protection from biological causes of damage. It warns attendees of natural disasters, emphasizes the organization of work as a protection and provides guidelines for security back-up of documentation.

The aggregated data obtained by the anonymous poll (Picture 8) shows that the participants were 92% satisfied and 8% partially satisfied with the quality of the content of lecture, teaching materials, performance of the lecturer, expected outcome and the acquired knowledge, at the end of the "*Protection of documents*" lecture, . There were no dissatisfied participants.



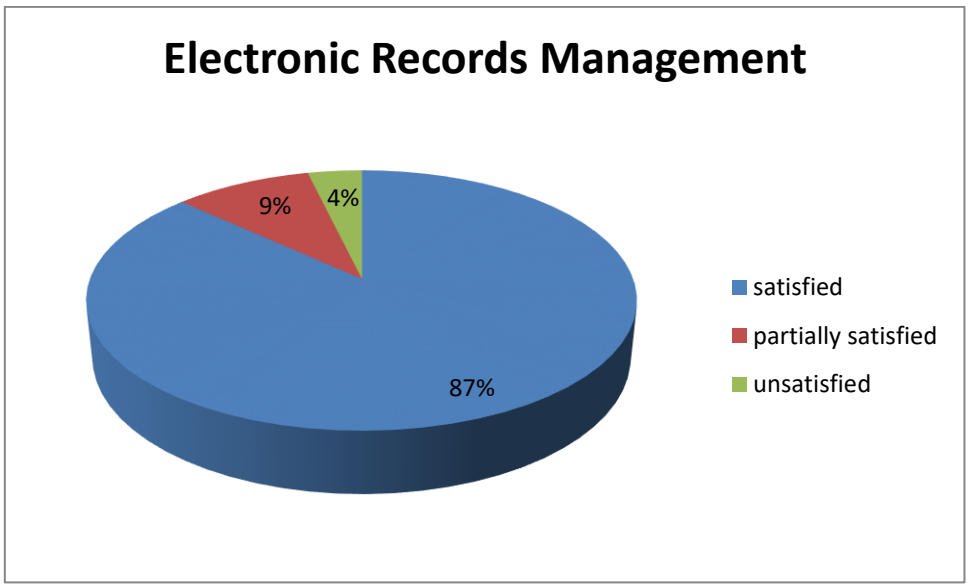
Picture 8: Data expressed in percentages according to (non) satisfaction of participants with the lecture "Protection of documents"

[8] *"Protection of documents" - the lecture with a presentation was held by Gulič B. in the Croatian State Archives in Zagreb, February 17, 2016, June 1, 2016, November 9, 2016, March 4, 2017, June 6, 2017, November 7, 2017, March 1 2018, 14 June 2018, 6 November 2018, February 26, 2019.*

3.9 Electronic records management

The lecture “*Electronic records management*”[9] explains the types, shapes, properties, credibility and legal validity of electronic records. It indicates the importance of record formats and storage media, as well as the use and handling of them. It provides insight into archiving and storing: copying, converting, migrating and handling of metadata. General guidelines for documentation related to the emergence, use and handling of digitized record are described.

Collected data obtained by the anonymous poll (Picture 9) shows that the participants were 87% satisfied, 9% partially satisfied and 4% dissatisfied with the quality of the content of lecture, teaching materials, teaching performance, anticipated outcome and the acquired knowledge, at the end of the “*Electronic records management*” lecture, .



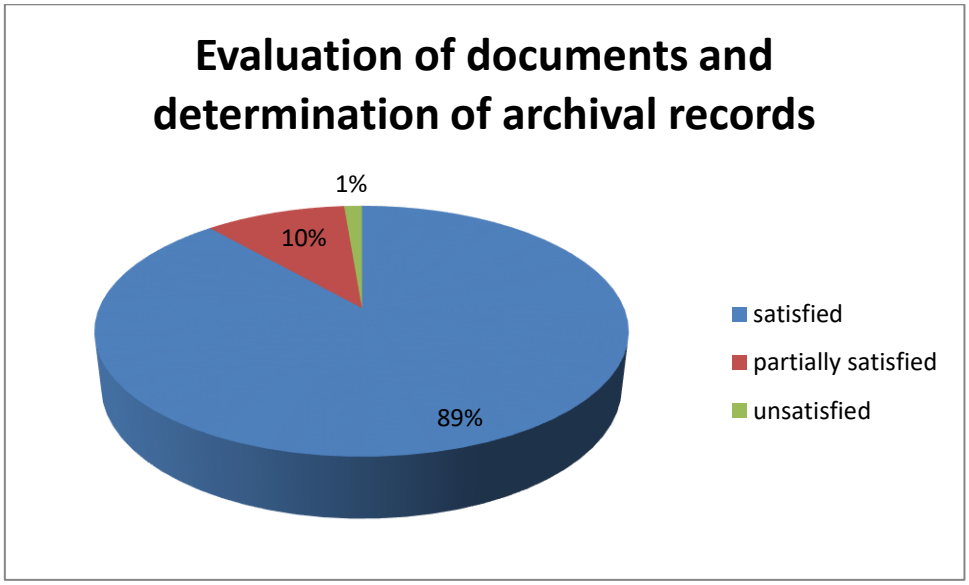
Picture 9: Data expressed in percentages according to (non) satisfaction of participants with the lecture “Electronic records management”

[9] *“Electronic records management”- the lecture with a presentation was held by Pleše T. in the Croatian State Archives in Zagreb, February 17, 2016, June 1, 2016, November 9, 2016, March 4, 2017, June 6, 2017, 7 November 2017, the first March 2018, June 14, 2018, November 6, 2018, February 26, 2019.*

3.10 Appraisal of documents and selection of archival records

The lecture "*Appraisal of documents and selection of archival records*"[10] provides the basics of appraisal and the reasons for keeping records, which are administrative, business and informational. It explains on what do they depend and how to determine which records are archival. It explains deadlines for keeping records and how to do the checking of them and approval. It provides examples of inventory lists with retention periods for keeping records and describes the purpose of it and the aids for its making. Guidelines for the form and content of the inventory list and the procedure for creating a list approval are provided.

Collected data obtained by the anonymous poll (Picture 10) shows that the participants were 89% satisfied, 10% partially satisfied and 1% dissatisfied with the quality of the content of lecture, teaching materials, teaching performance, anticipated outcome and the acquired knowledge, at the end of the "Evaluation of documents and determination of archival records" lecture, .



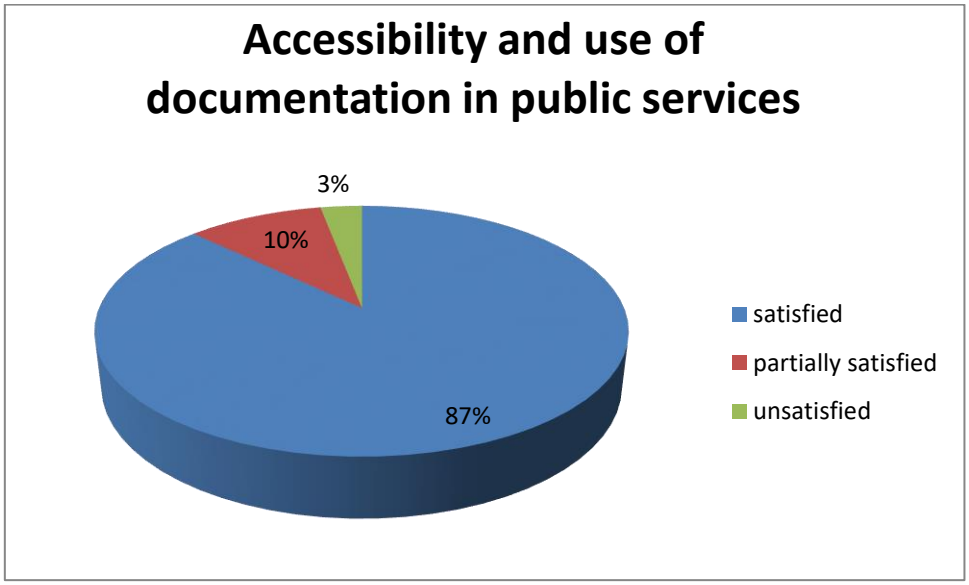
Picture 10: Data expressed in percentages according to (non) satisfaction of participants with the lecture "Evaluation of documents and determination of archival records"

[10] *„Appraisal of documents and selection of archival records" - the lecture with a presentation was held by Car T. in the Croatian State Archives in Zagreb, February 18, 2016, June 2, 2016, November 10, 2016, March 5, 2017, June 7, 2017, 8 November 2017 March 2, 2018, June 15, 2018, November 7, 2018, February 27, 2019.*

3.11 Accessibility and use of documentation in public services

The lecture “*Accessibility and use of documentation in public services*”[11] describes the basic principles of availability of information and documentation in the possession of public services in the European Union and in the Republic of Croatia. The lecturer speaks about the regulations that govern the right to access information, reuse of information in the possession of public bodies, protection of personal and confidential data, access to archive material and it introduces attendees of the course to the work of the customer service in HDA.

Collected data obtained by the anonymous poll (Picture 11) shows that the participants were 87% satisfied, 10% partially satisfied and 3% dissatisfied with the quality of the content of lecture, teaching materials, teaching performance, anticipated outcome and the acquired knowledge, at the end of the “Accessibility and use of documentation in public services” lecture, .



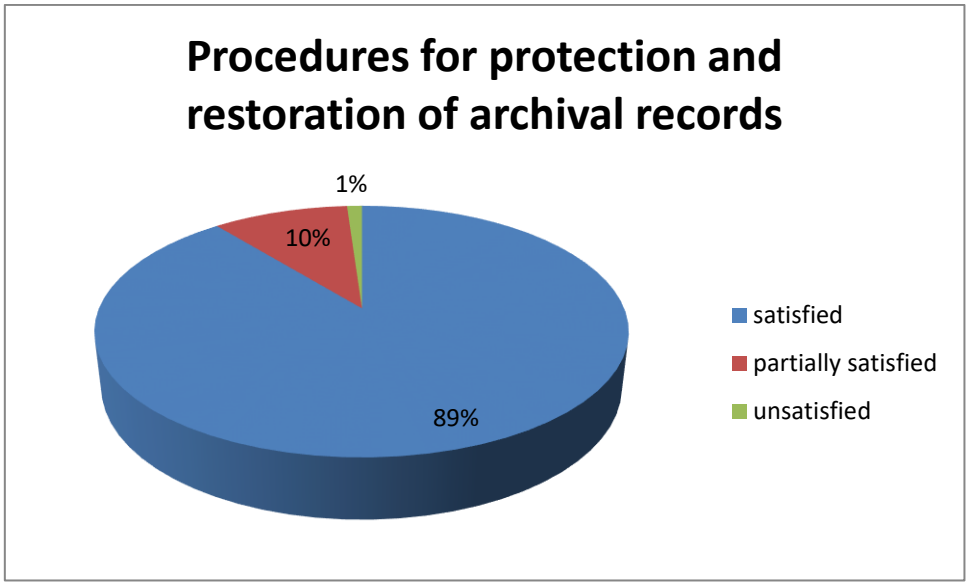
Picture 11: Data expressed in percentages according to (non) satisfaction of participants with the lecture “Accessibility and use of documentation in public services”

[11] *“Accessibility and use of documentation in public services” - the lecture with a presentation was held by Suljagić B. in the Croatian State Archives in Zagreb, February 18, 2016, June 2, 2016, November 10, 2016, March 5, 2017, June 7, 2017, 8 November 2017, March 2, 2018, June 15, 2018, November 7, 2018, February 27, 2019.*

3.12 Procedures for protection and restoration of archival records

The "*Procedures for protection and restoration of archival records*"[12] lecture offers a tour of the Conservation and Restoration Center and introduces the participants to the conservation and restoration procedures. The second part of the lecture consists of visiting the Photolaboratories and getting acquainted with protective film techniques, storage conditions and photographic material protection measures.

Collected data obtained by the anonymous poll (Picture 12) shows that the participants were 89% satisfied, 6% partially satisfied and 5% dissatisfied with the quality of the content of lecture, teaching materials, teaching performance, anticipated outcome and the acquired knowledge, at the end of the "Procedures for protection and restoration of archival records" lecture, .



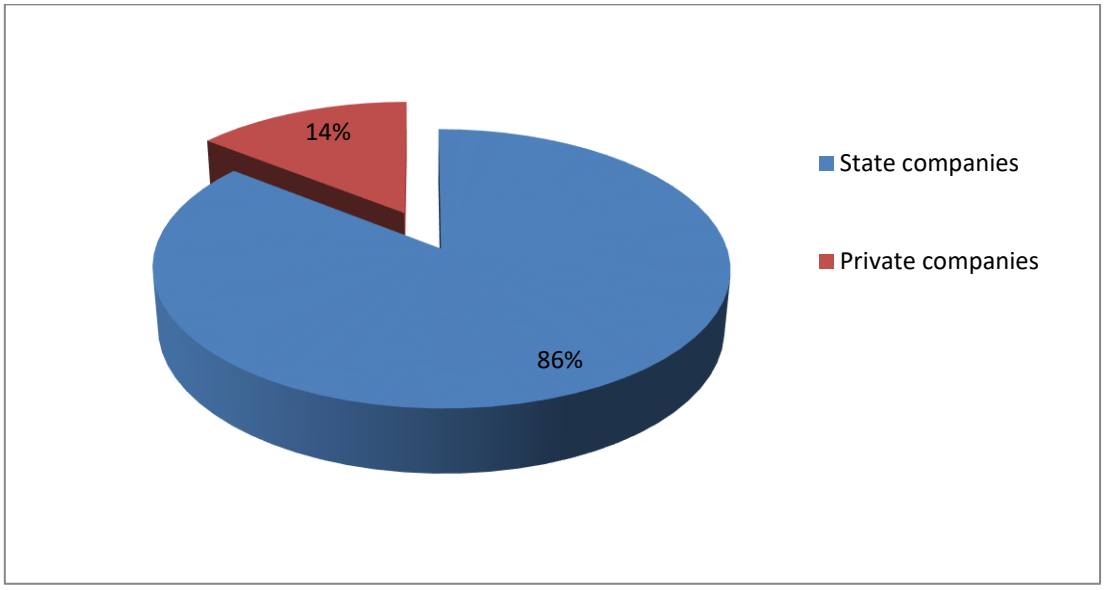
Picture 12: Data expressed in percentages according to (non) satisfaction of participants with the lecture "Procedures for protection and restoration of archival records"

[12] *"Procedures for protection and restoration of archival records" - the lecture with a presentation was held by Mimica Tkalčec M. in the Croatian State Archives in Zagreb, February 18, 2016, June 2, 2016, November 10, 2016, March 5, 2017, June 7, 2017, 8 November 2017, March 2, 2018, June 15, 2018, November 7, 2018, February 27, 2019.*

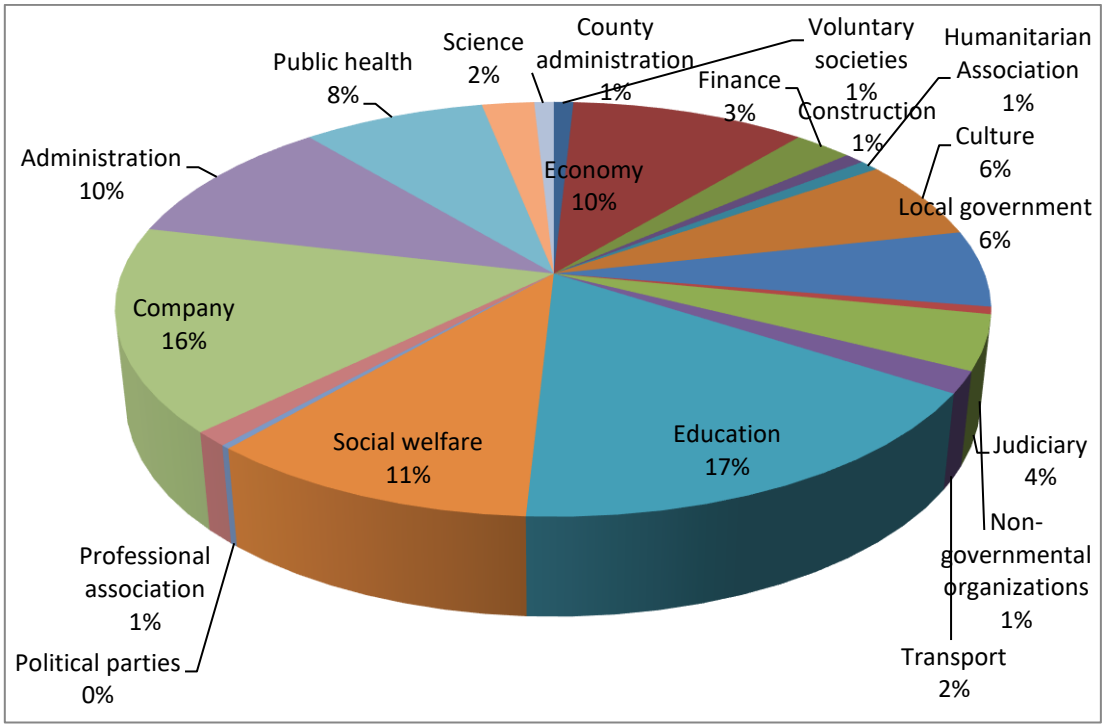
4. AVERAGE INSTITUTION PROFILE

This research also provides insight into an average institution profile, meaning that the data on the institution in which the course participants work was analysed (Figure 13). The analysis showed that 352 attendees come from institutions that are categorized as state companies, while 59 of them work for private institutions. Expressed in percentages, the ratio of public versus private creator is 86% versus 14%. Public creators are further broken down by the sector they come from, so it was established that the highest number of participants comes from these systems: education (59), companies (56), social welfare (37), economy (36), administration (36), public health (28), culture (22), local government (21), judiciary (15), finance (9), science (8), transport (6), professional associations (4), county administration(3), humanitarian associations (3), construction (3), voluntary societies (3), non-governmental organizations (2) and political parties (1).

Expressed in percentages (Figure 14), the highest percentage of attendees, 17%, comes from the educational system. Then follow 16% of those who come from companies, 11% from social welfare, 10% from economy and administration, 8% from healthcare, 6% from local government and culture, 4% from judiciary, 3% from finance, 2% from transport and science and 1% of those who come from non-governmental, humanitarian and professional associations, construction, voluntary society and county administration. In this period, only one person who work in political party attended the course, which was expressed as a percentage of 0%.



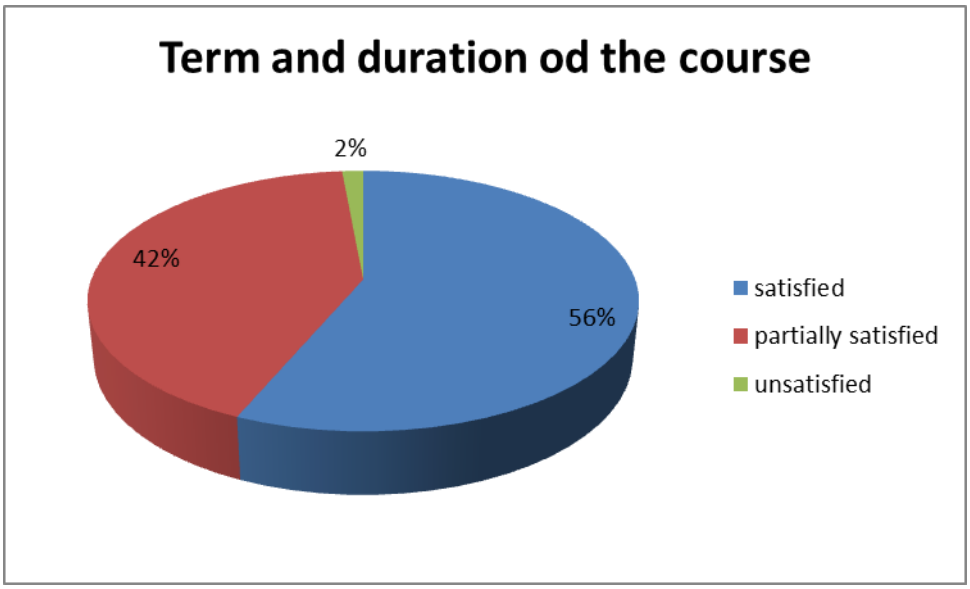
Picture 13: The ratio of public/state versus private institutions



Picture 14: Types of institutions

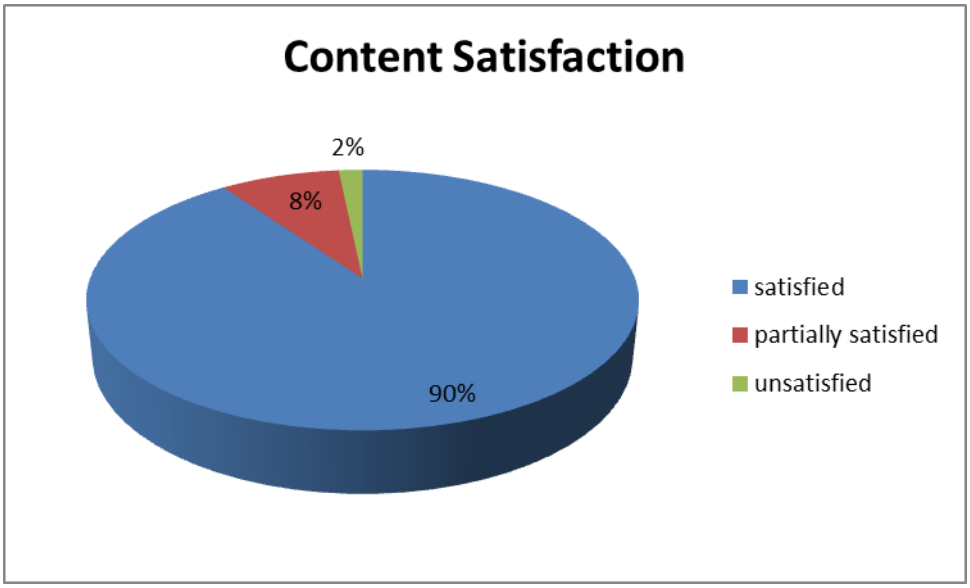
5. RESULTS

The evaluation of average satisfaction data on the terms and duration of the course for the period between February 2016 and February 2019, based on the total aggregated data obtained on the basis of anonymous questionnaires (Figure 14), shows that the participants were satisfied with the course terms and duration at the rate of 56%, partially satisfied at 42% and unsatisfied at 2%.



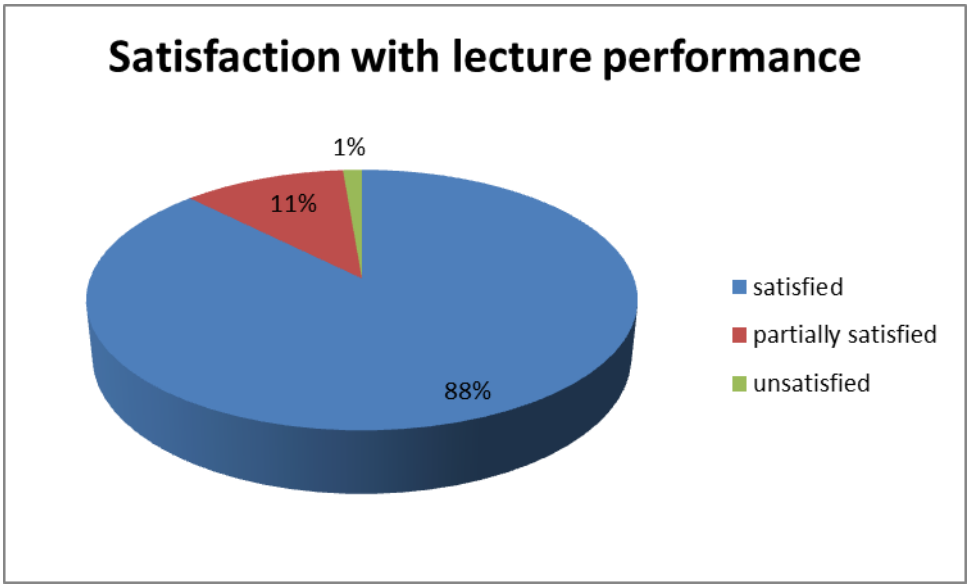
Picture 15. Collective data expressed in percentages according to the (non) satisfaction of the participants with the terms and duration of the course

Analysis of the data obtained on the basis of an anonymous questionnaire shows that the participants were 90% satisfied, 8% partially satisfied and 2% unsatisfied with the content of the lectures.



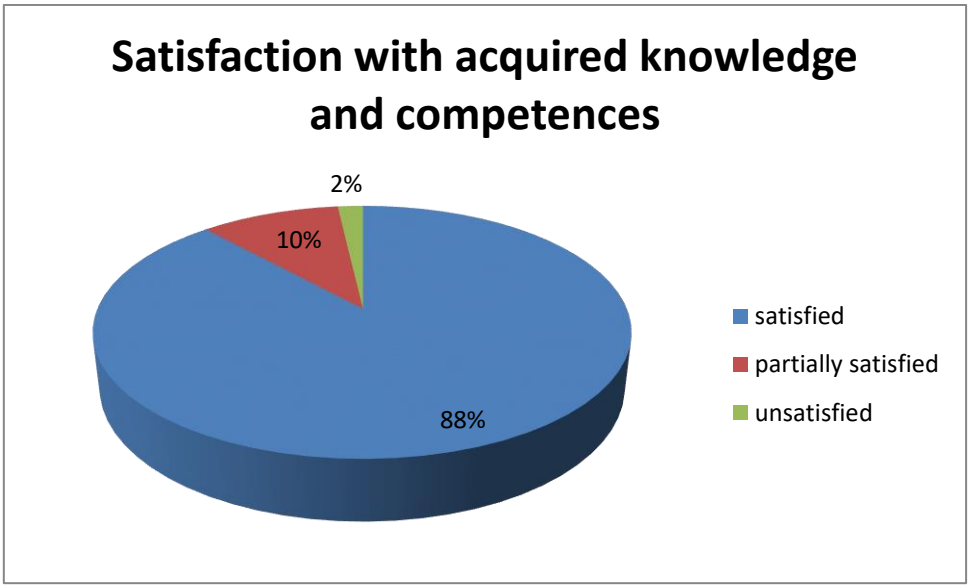
Picture 16: Collective data expressed in percentages according to the (non) satisfaction of the participants with the content of the lectures

The evaluation of average satisfaction data on the performance of the lecturers, based on the total aggregated data obtained on the basis of anonymous questionnaires (Figure 16), shows that the participants were 88% satisfied 11% partially satisfied and 1 % unsatisfied.



Picture 16: Collective data expressed in percentages according to the (non) satisfaction of the participants with the performance of the lecturers

Analysis of the data obtained on the basis of anonymous questionnaire showed that the participants were 87% satisfied 11% partially satisfied and 2% unsatisfied with the acquired knowledge and competences.



Picture 17. Collective data expressed in percentages according to the (non) satisfaction of the participants with the acquired knowledge and competences

6. CONCLUSION

The course »*Office administration and records management*« is an educational program intended for the people who work in the archives, and it is organized in accordance with the program of professional training of the Croatian State Archives. The purpose of the research was to determine the satisfaction of the participants of the course with the quality of teaching performance, teaching materials, term and duration of the course, as well as with acquired knowledge and competences. The research method was an analysis of statistical data obtained by anonymous polls distributed to course participants. In the questionnaire, each participant evaluated each of the lectures held and the analysis showed that they were extremely satisfied (over 87%) with the lectures and the acquired knowledge. Furthermore, participants evaluated the term in which the course was held and the obtained data showed that they were also satisfied with that aspect (over 50%).

Despite the survey data, which reflects the satisfaction, some of the participants highlighted in their written comments that the lectures were solely theoretical and that they lacked a practical aspect which should help in applying acquired knowledge at their workplace. As the aim of this research was to improve the quality of the course, it would be worth to consider the change of methodology of some lectures, so that they would emerge from the exclusively theoretical point of view. In addition, lectures should be tailored according to the profile of the institutions that the participants come from.

Finally, it has to be stated that the research has shown that the course »*Office administration and records management*« is exceptionally well received by the attendees as this is shown by the constant number of participants, which changed very little from

February 2016 and February 2019. In order to further improve the performance of the course, changes in the methodology of the lectures are required, so that they would give participants an insight into the practical part of records management. Therefore, some of the following measures and activities that are useful in evaluating outcomes and competencies should be taken into account:

1. Determining the level of education of participants, which is a basis for acquiring new knowledge in the field of archival theory and practice.
2. Choosing or developing appropriate strategic questions during lectures, through concrete examples from archival practice, so that attendees could give answers about acquired knowledge at the end of the lecture.

Adapting expected outcomes, re-evaluating and evaluating the overall course quality is a process that can lead to continuous improvement of the programme and the quality of the course. Through frequent assessments of such a conceptual survey, feedback is provided that effectively assesses the HDA's educational programme service as well as attitudes of attendees. Trying to foresee conceptual content that could be complex for the students, it is important to affirm and develop teaching strategies that will present the programme themes in a way that will be the most compelling to the attendees.

SOURCES AND LITERATURE

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POVZETEK

ANALITIČNA RAZISKAVA IZOBRAŽEVALNEGA PROGRAMA "PISARNIŠKO POSLOVANJE IN UPRAVLJANJE Z DOKUMENTI", TEMELJEČEGA NA VSEBINI MODULA I. – STROKOVNO USPOSABLJANJE V HRVAŠKEM DRŽAVNEM ARHIVU

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Izobraževanje na področju pisarniškega poslovanja ter varstva arhivskega in dokumentarnega gradiva je ena glavnih nalog Hrvaškega državnega arhiva (v nadaljevanju HDA). Program strokovnega usposabljanja je v prvi meri namenjen zaposlenim pri ustvarjalcih javnega arhivskega in dokumentarnega gradiva – državnih ustanovah, organih državne, lokalne ali regionalne uprave, samouprave, izobraževalnega, znanstvenega ali zdravstvenega sistema itd. Priporočljiv pa je tudi za ustvarjalce, ki še nimajo urejenega pisarniškega poslovanja, saj ga lahko oblikujejo prav na podlagi izobraževanja.

Avtorica predstavlja raziskavo o izvedenih tečajih izobraževalnega programa „Pisarniško poslovanje in upravljanje z dokumenti" v času od februarja 2016 do februarja 2019. Izobraževanja temeljijo na podlagi vsebine modula I. strokovnega usposabljanja v HDA. Ta modul je priprava na preizkus, ki obsega norme in pravila pisarniškega poslovanja, klasifikacije, dela z dokumentarnim in arhivskim gradivom, urejanja, varstva in hrambe dokumentarnega gradiva, dostopa do njega, hrambe in varstva elektronskega gradiva kakor tudi odbiranja in predaje arhivskega gradiva pristojnim arhivom.

Za izbiro omenjenega časovnega obdobja se je avtorica odločila zato, ker so bile od februarja 2016 naprej udeležencem izobraževanj sistematično razdeljene anonimne ankete, le-te pa so služile kot podlaga za oblikovanje zbirke statističnih poročil in analiz iz njih pridobljenih podatkov. Prve anonimne ankete so bile udeležencem poskusno razdeljene novembra 2015 in so bile računalniško obdelane, da bi služile kot model za eksperimentalno izvedeno raziskavo, temelječo na vsebini modula I strokovnega razvoja v HDA. Analitična raziskava zajema obdobje 36 mesecev, znotraj katerih je bilo opravljenih 10 tečajev s skupno 417 udeleženci iz celotne Hrvaške. Iz anket je razvidno, da so bila izobraževanja precej dobro sprejeta, to ne nazadnje dokazuje tudi naraščajoče število udeležencev tečajev.

Prispevek je konceptualno strukturiran v skladu z metodologijo, ki se ukvarja z analitičnimi raziskavami s pomočjo statističnih metod, dobljeni rezultati pa so namenjeni izboljšanju kakovosti usposabljanja, dokončanju učnih gradiv in vpogledu v končni rezultat tečaja kakor tudi v kompetence, ki jih udeleženci med tečajem pridobijo.