PJSC "Higher Education Institution" INTERREGIONAL ACADEMY OF PERSONNEL MANAGEMENT"

Danube branch

SYLLABUS

of the academic discipline (selective)
TECHNIQUE OF ADMINISTRATIVE ACTIVITY

Specialty   **D3 Management**

Educational level: **First (bachelor's) level**

Educational program: **Management**

IAPM 2025

General information about the academic discipline

Name of the discipline	**Technique of administrative activity**
Code and name of specialty	**D3 Management**
Level of higher education	First (bachelor's) level
Discipline status	Selective
Number of credits and hours	**3 credits / 90 hours.** Lectures: 20 Seminars/practical classes: 14 Students' independent work : 56
Terms of study of the discipline	5 semester
Language of instruction	Ukrainian
Type of final control	Pass/fail (credit)

General information about the teacher. Contact information.

Bodenchuk Pavlo Sergeevich	
Academic degree	None
Position	Lecturer of Economic Disciplines
Areas of scientific research	Information and analytical support for business process management in the context of digital transformation of the economy
Links to the registers of identifiers for scientists	ORCID: https://orcid.org/0009-0000-0640-7977
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Instructor's portfolio on the website	https://izmail.maup.com.ua/assets/files/bodenchuk-ps-portfolio-a.pdf

Discipline's description.

The discipline "Techniques of Administrative Activity" is aimed at the formation of applied skills in the organization of managerial work in the context of digitalization. The course covers the study of modern documentation standards, paperless office technologies, time management methods and tools for automating routine administrative processes. Cloud services for teamwork.

The subject of the discipline is technologies, methods and technical means of ensuring administrative processes, the system of documentation support of management and algorithms for rationalizing the professional activities of personnel.

The aim of the discipline is to form a comprehensive system of knowledge and practical skills in technical and information support of administrative activities, which

allows minimizing the time spent on routine operations and increasing the efficiency of managerial decisions.

The objectives of the discipline are to master the normative standards for the preparation of management documentation and the study of electronic document management technologies to ensure the legitimacy of administrative processes. The course is aimed at mastering the methods of rational planning of working time, acquiring practical skills in working with applied software to automate routine functions, as well as the formation of a culture of business communications and etiquette in modern digital business environment.

As a result of studying the selective educational component "Technique of administrative activity ", applicants must:

Know:
– regulatory framework regulating administrative activities and record keeping;
– composition and rules for drawing up details of management documents;
– functionality of task management systems and collaboration services;
– principles of ergonomics of a modern office and requirements for cybersecurity of administrative data;
– basic concepts of time management (Eisenhower matrix, GTD, etc.).

Be able to:
– draw up and draw up orders, protocols, memoranda and business letters;
– work in electronic document management systems and cloud storage;
– use digital calendars and schedulers to coordinate the work of the unit;
– organize the technical side of holding business meetings (both offline and online);
– automate the preparation of standard reporting forms using office software.

Prerequisites for the discipline. The study of the discipline is based on the knowledge and competencies gained during the mastering of the mandatory components of the first four semesters, in particular "Modern Ukrainian Language" (writing culture), "Digital Technologies in Management" (basic IT literacy), "Management" (management functions) and "Psychology" (basics of communications). Previously gained experience with office suites and knowledge of organization theory allow students to professionally move to the study of applied administration techniques.

Post-requisites for the discipline. The results of studying the educational component "Administrative Techniques" are used by applicants during the study of compulsory disciplines of the 6th and 7th semesters: "Leadership and Communications", "HR Management", "Operational Management" and "Logistics Management". The acquired skills are the foundation for pre-graduation practice and preparation of the bachelor's qualification work in terms of designing management systems, optimizing document flow and introducing innovative technologies administrative support of business.

Content of the academic discipline

№	Topic name	Teaching Methods/Assessment Methods
Topic 1	The essence and tasks of administrative activity in management	**Teaching methods:** — problematic lectures on office digitalization, educational discussions on the ethics of business communications; — demonstration of samples of organizational and administrative documents, multimedia presentations of Smart office interiors; — workshops on working in electronic document management systems, time management trainings. — business games for holding meetings, modeling situations of receiving visitors and telephone conversations. **Assessment methods** — express testing of knowledge of regulatory standards, assessment of activity during case analysis. — drawing up and execution of orders, certificates, protocols; preparation of individual plans-calendars. — demonstration of skills in task managers and time planning services. — Final control (credit), which includes checking the theoretical base and defending an individual project for the organization of office space
Topic 2	Organization of the workplace and space of a modern office	
Topic 3	Documentation of administrative activities	
Topic 4	Electronic document management technology	
Topic 5	Organization and technique of conducting business meetings and meetings	
Topic 6	Time Management and Administrator Time Planning	
Topic 7	Culture of Business Communications in the Administrative Environment	
Topic 8	Information and analytical support of administrative decisions	
Topic 9	Paperless office technologies and automation of routine processes	
Topic 10	Reception of visitors and representative activities	
Module Assessment Task		
Final assessment: pass/fail (credit)		

Technical Equipment and Software.

The discipline is taught in specialized computer classes, where each workplace is equipped with a personal computer. For a visual demonstration of algorithms for working with programs, multimedia equipment (projector, interactive whiteboard) is used. The educational process is provided by the necessary application software (MS Office packages: Excel, Access, PowerPoint or analogues), as well as access to the Internet for working with cloud services, online registries and open data sources.

Forms and methods of assessment.

The system of assessing the knowledge of applicants includes current and final (semester) control.

Current assessment is carried out systematically in practical and laboratory classes, as well as during the verification of independent work. Its purpose is to test theoretical knowledge and practical skills, in particular the ability to structure administrative

information, automate routine office processes and use specialized software for document management, working time planning and data analysis.

Forms of student participation in the educational process that are subject to ongoing control:

- defense of practical work (explanation of the logic of building documents), presentation of individual projects on the organization of office space, participation in professional discussions on the choice of digital IT tools for the administrator;
- performing computer tests for knowledge of office management standards, solving situational problems (case study) in the environment of spreadsheets and task managers, preparing drafts of organizational and administrative documents and reports.

Methods of ongoing assessment combine express surveys, checking the correctness of constructed document templates, calculation formulas in reporting and the logic of cloud archives, as well as monitoring the activity of applicants when solving applied problem situations related to the life of a modern office

Grading system and requirements.
Table of distribution of points received by students*

Topics	Ongoing knowledge assessment						Final control		Total points
	Seminar 1 (Topic 1,2)	Seminar 2 (Topic 3,4)	Seminar 3 (Topic 5)	Seminar 4 (Topic 6,7)	Seminar 5 (Topic 8,9)	Seminar 6 (Topic 10)	Module assessment task	Pass /Fail	
Work at the seminar	6	6	6	6	6	6	20	20*	100
Independent work	4	4	4	4	4	4			

*The table contains information about the maximum points for each type of academic work of a higher education applicant.

Assessment Criteria and Procedure

The system of control of knowledge in the discipline is based on the requirements of the current "Regulations on the assessment of students' knowledge" and is implemented through a cumulative mechanism. This approach guarantees that all the achievements of the applicant during the semester are taken into account, including the quality of practical work, the results of modular control and participation in discussions, ensuring the transparency of the formation of the final grade.

The structure of modular control work includes:

- test tasks are used to check the knowledge of terminology (DSTU standards, types of documents) and understand the functionality of office automation software.
- Practical tasks help to test the skills of independent work with documentation tools, cloud services, and task managers for administering business processes.

1. Criteria for evaluating the ICR:

"Excellent" (90-100% points): the student provided correct answers to test questions, accurately drafted a management document, demonstrated a deep understanding of administrative techniques and the ability to rationally organize working hours.

"Good" (75-89% of points): the student generally coped with the tasks, but made insignificant inaccuracies in the preparation of documentation (according to DSTU) or chose not the most rational digital tool for solving an administrative problem.

"Satisfactory" (60–74% of points): the student has mastered the basic material, but made mistakes in tests or completed a practical task in violation of the document flow algorithm (almost not in full).

"Unsatisfactory" (less than 60% of points): the student was unable to answer most test questions, did not complete a practical task, or demonstrated a lack of skills in working with office software.

Assessment of independent work (Maximum — 4 points)

The applicant's independent work (performing individual tasks for the development of the regulatory framework of office work, analyzing cases on the ethics of business communications, preparing presentations on Smart offices) is evaluated based on the results of checking the completed tasks or defending them during practical classes.

4 points ("Excellent"): The applicant demonstrated a creative approach to the task, a deep understanding of administrative technologies and the ability to independently choose the optimal digital tools (task managers, cloud services, office software) to solve the problem. The work was done flawlessly: the documents are drawn up in full compliance with DSTU, the proposed algorithms for automating office processes are rational, and solid conclusions are made. The task was delivered on time.

3 points ("Good"): The task was completed in full, the results were correct, but minor inaccuracies were made in the design of documentation, interpretation of regulatory requirements, or certain software functions were used irrationally (for example, manual text formatting instead of using styles and templates, or a cumbersome cloud archive structure).

2 points ("Satisfactory"): The work has been completed, but contains significant shortcomings: errors in the structuring of administrative information, violation of the requirements of DSTU to the details of documents that did not critically affect the content; lack of analytical conclusions on the optimization of working time or space; significant violations of registration requirements. Or the task was completed correctly, but handed over in violation of the established deadlines without a good reason.

0–1 point ("Unsatisfactory"): The task was not completed or completed fragmentarily (less than 50% of the volume), contains gross errors in the execution of documents that make them legally invalid, demonstrated lack of skills in working with applied software, or the fact of plagiarism (academic dishonesty) was revealed.

Scale for evaluating the performance of independent work (individual tasks)

Maximum possible assessment of independent work (individual tasks)	Execution level			
	Excellent	Good	Satisfactory	Unsatisfactory
4	4	3	2	0-1

Evaluation of Additional (Individual) Educational Activities

To stimulate the creative activity of applicants and encourage in-depth study of modern tools for organizing managerial work, incentive (bonus) points are provided. Additional activities include activities performed in excess of the mandatory volumes of the work program.

1. Research and applied activities

Points are awarded for demonstrating the ability to use digital tools to solve non-standard administrative tasks:

– Participation in scientific and practical conferences and seminars on the issues of digitalization of management, e-governance and development of office technologies — 3-5 points.
– Development of author's application solutions (creation of intelligent document templates in MS Word, automation of reporting forms, development of scripts for mailings or setting up complex cloud structures for teamwork) — up to 6 points.
– Participation in olympiads in office technologies, office work, or hackathons on business process optimization — 5-10 points.
– Analytical work with open registers: preparation of analytical notes and reports based on Open Data data using visualization tools — up to 5 points.

2. Academic discipline and systematicity

According to the "Evaluation Regulations", incentive points are awarded for a high level of organization of work with the software and adherence to academic culture:

– attendance of all classes (lectures and practical) without absences — 3 points;
– high-quality systematization of lecture material (availability of a structured synopsis with schemes of administrative algorithms, samples of document details and models of office space) — 2 points;
– independent mastery of additional software tools not provided for by the basic program (for example, in-depth study of Notion/Trello project management systems, electronic signature services, or AI tools for document processing) — up to 4 points;
– Timely completion and defense of practical work (compliance with the established deadlines for submitting files to the distance learning system) — 3 points.

Additional points are added to the student's current ranking, with the total final grade for the discipline not exceeding 89 points (according to your curriculum chronology for elective components).

Final semester assessment Pass /Fail (Credit)

The final semester assessment (credit) is a mandatory stage of completing the study of the discipline "Technique of Administrative Activity". It can take place in the form of accumulating points (automatically) or by compiling a final test.

The form of final control is a test in the form of a written test, which may include a practical task on a PC (drawing up a document or setting up a work plan). The final grade is set on the basis of the learning outcomes during the semester and consists of the sum of points of current control (defense of practical work, independent work), the results of modular control and additional (incentive) points.

Students who have scored the required number of points (60 or more) during the semester and successfully defended all practical works provided for by the program have the right to receive credit automatically without passing a final test.

The procedure for forming an assessment:

− Students who have completed all the tasks provided for by the work program during the semester and scored a total of 60 points or higher, receive a final grade "automatically" in accordance with the number of points scored without additional testing.

− Students who have completed the required types of work, but received a sum of points below 60, as well as those who want to improve their result, take the final test in the form of a test or a combined task on a PC during the test lesson.

To assess the learning outcomes of a higher education applicant during the semester, a 100-point scale, a national scale and an ECTS scale are used.

Summary assessment scale: national and ECTS

Total points for all types of learning activities	ECTS assessment	National scale assessment	
		for exam, course project (work), internship	For pass/fail (credit)
90 – 100	A	excellent	pass
82 – 89	B	good	
75 – 81	C		
68 – 74	D	satisfactorily	
60 – 67	E		
35 – 59	FX	unsatisfactory with the possibility of reassembly	fail unsatisfactory with the possibility of retaking
0 – 34	F	unsatisfactory with mandatory re-study of the discipline	fail with mandatory re-study of the discipline

Discipline's Policy

Successful mastering of the educational component "Technique of Administrative Activity" requires students to be systematic, technical attentive and responsible to practical work with office software and automation tools. Mandatory conditions are regular attendance of lectures and practical classes, active participation in the discussion of methods of organizing managerial work, as well as timely and high-quality performance of all practical work and individual tasks. In case of missing classes or obtaining unsatisfactory results, the student is obliged to liquidate academic debt by completing the assigned tasks and demonstrating skills in working with PCs and office services to the teacher.

An integral part of learning is strict adherence to the norms of academic ethics and digital culture. The educational process is based on the principles of academic integrity, which involves the exclusive independent execution of draft documents, the construction of algorithms for administrative processes and the setting up of planning systems. Any use of external sources of information or regulatory framework must be accompanied by correct references.

Within the framework of the course, any manifestations of academic dishonesty are unacceptable, in particular:

- presenting other people's files (document templates, calendar plans, cloud archive structures) as your own;
- plagiarism in the text parts of individual projects;
- fabrication of the results of the analysis of administrative processes;
- cheating during testing;
- the use of artificial intelligence to generate works without proper indication of this fact;
- deception or attempts to influence the objectivity of the assessment.

Detection of facts of academic dishonesty leads to the annulment of the results of the relevant work without the right to retake it or to other measures in accordance with the Regulation on Academic Integrity of the educational institution.

Recommended sources of information

Basic literature:

1. On administrative services: Law of Ukraine dated 06.09.2012 No. 5203-VI. URL: https://zakon.rada.gov.ua/laws/show/5203-17#Text
2. On local state administrations: Law of Ukraine dated 09.04.1999 No. 586-XIV. URL: https://zakon.rada.gov.ua/laws/show/586-14#Text
3. Balashov D. V. Benchmarking in Public Administration. Practical guide for the search for information, data and special research on foreign experience and best practices in the public sector. manual / D.V. Balashov ; KPI. Igor Sikorsky. Kyiv: KPI. Igor Sikorsky, 2024. 278 p.
4. Management and Administration: Textbook / T.V. Alyoshina, O.A. Sidorov, N.O. Fisunenko, E.O. Sidorova. Dnipro: Art-Press, 2023. 352 p.
5. Management and Administration: Textbook for Masters / col. authors: Z.I. Halushka, A.A. Antokhov, V.M. Zapukhlyak, B.D. Storoshchuk, Y.O. Terletska, T.R. Zavilna, I.Y. Kuzmuk. Chernivtsi, 2021. 437 p.
6. Management and Administration: Textbook for Bachelors / ed. T.R. Zavolichna, V.M. Zapukhlyaka. Chernivtsi: Chernivtsi Publishing House. Nats. Uni-tu them. Yuri Fedkovych. 2025. 1339 p.
7. Technics of managerial activity: educational assistant / V.G. Bazelyuk, S.O. Kubitsky, M.V. Mykhailichenko, S.V. Mykhniuk. Kyiv: Millennium, 2022. 424 p.

Additional literature:

1. Boyarinova K. O. Business Management and Administration: Reference Lecture Notes. Manual. for students. specialty 073 "Management" / K.O. Boyarinova, M.O. Kravchenko, K.O. Kopyshynska; KPI. Igor Sikorsky. Kyiv: KPI. Igor Sikorsky, 2022. 383 p.
2. Vaganova I. M. Managerial aspects of labor organization. *Scientific Bulletin of the International Humanitarian University. Series "Jurisprudence".* 2021. №49. Pp. 117-120. URL: http://www.vestnik-pravo.mgu.od.ua/archive/juspradenc49/27.pdf
3. Voronkova V. G. Formation of the concept of administrative management in the conditions of rapid development of technologies, stochasticity and adaptation to changes

/ V.G. Voronkova, O.M. Venger. *Humanities Studies*. 2020. №3(80). URL: https://humstudies.com.ua/article/view/207438/208373

4. Levytskyi V. Modern concept of administrative management of an organization in the system of global management of strategic development and changes in activity / V. Levytskyi. *Economy and society*. 2025. №79. DOI: https://doi.org/10.32782/2524-0072/2025-79-105

5. Novikova M. M. Management and Administration (Administrative Management): Lecture Notes for Applicants for the First (Bachelor's) Level of Higher Education of All Forms of Education in the Specialty 073 Management / M.M. Novikova, A.B. Shved; Kharkiv. Nats. University of Misk. farm. Kharkiv: KNUMG. O.M. Beketova, 2024. 102 p.

6. Cui, Jun. Exploring the Framework of Business Management Systems and Business Administration Curriculum: A Qualitative Study. *SolBridge International School of Business*. 2024. URL: https://ssrn.com/abstract=5044725

7. Sokhan, I., Jiren, L., Kandahura, K., Hoi, N., Matkovskyi, P. Innovative Solutions in Administrative Management: Trends and Prospects. *Salud, Ciencia y Tecnología - Serie de Conferencias*. 2024; 3:.655. URL:https://conferencias.ageditor.ar/index.php/sctconf/article/view/655

8. Supriatna, D. Business Administration In The Digital Era: Challenges And Opportunities In Facing Technological Disruption. *Jurnal Riset Multidisiplin Edukasi*. 2025. Volume 2 №4. P. 171-185. URL: https://journal.hasbaedukasi.co.id/index.php/jurmie/article/view/247

Information resources:

1. National Library of Ukraine named after V.I. Vernadsky. URL: http://www.nbuv.gov.ua/.

2. National Agency for the Prevention of Corruption. URL: https://nazk.gov.ua/uk/

3. Information Agency LIGABiznesInform. Ukrainian Business Information Network. URL: www.liga.net.

4. Opendatabot. [Access to government data on citizens and businesses]. URL: https://opendatabot.ua/

5. Management.com.ua. [Online portal for managers]. URL: https://www.management.com.ua/.

6. Ukraine Global Faculty: Lectures from world experts to Ukrainian business leaders. URL: https://ugf.academy/all-lectures/