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Building Legal Mechanisms for Electronic Governance Development

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Abstract

The aim of the study was to identify the legal mechanisms for the establishment of e-government and the development of e-governance from the perspective of international law and national legislation of countries where the level of e-governance is very high. Empirical and theoretical methods of scientific knowledge, as well as the comparative analysis were used for a comprehensive coverage of the research topic. It is found that the community-oriented principles are the basis for the functioning of e-government with a view to the digital transformation values. The establishment of digital government in different countries with a very high level of e-governance has its own peculiarities related to the status of the national legal framework, institutional capacity and economic development, information policy and information security. It was established that the e-governance should be improved by eliminating the digital gap, raising the level of digital literacy, creating a single competent authority to regulate public e-governance policy, introducing a network system of access to e-government services, and establishing a system for training civil servants on the provision of electronic services. Further research on e-governance may be focused on follow-up study and argumentation in order to determine effective legal tools of its regulation.

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Keywords: e-government; digital government; information and communication technologies; information society; public service.

Construcción de Mecanismos Legales para el Desarrollo de la Gobernanza Electrónica

Resumen

El objetivo del estudio fue identificar los mecanismos legales para el establecimiento del gobierno electrónico y el desarrollo del gobierno digital desde la perspectiva del derecho internacional y la legislación nacional de países donde el nivel de gobierno electrónico es muy alto. Se utilizaron métodos empíricos y teóricos del conocimiento científico, así como el análisis comparativo para una cobertura integral del tema de investigación. Se encuentra que los principios orientados a la comunidad son la base para el funcionamiento del gobierno electrónico con miras a los valores de transformación digital. El establecimiento del gobierno digital en diferentes países con un nivel muy alto de gobierno electrónico tiene sus propias peculiaridades relacionadas con el estado del marco legal nacional, la capacidad institucional y el desarrollo económico, la política de información y la seguridad de la información. Se concluye que se debe mejorar el gobierno electrónico eliminando la brecha digital, elevando el nivel de alfabetización digital, creando una autoridad única competente para regular la política pública de gobierno electrónico, introduciendo un sistema de red de acceso a los servicios de gobierno electrónico, para establecer un sistema de capacitación de los servidores públicos en la prestación de servicios.

Palabras clave: gobierno electrónico; gobierno digital; tecnologías de la información y la comunicación; sociedad de información; servicio público.

Introduction

Digital technologies have become a driving force for socio-economic development and economic recovery in many countries. Information and communication technologies are becoming the foundation for sustainable development in almost all spheres of life, including e-economy, e-governance, e-democracy, e-commerce, e-education, e-medicine, e-research and e-innovation. They do not change activities, but the technological capability to use the latest knowledge.

The modern conditions of the Information Age require not only a radical modernization of society itself, but also the power vertical, which reflects this society and the inevitability of its administrative reform. Digital technologies are implemented in the public administration through the establishment of e-governance. In this context, the management and activities of national governments are determined by the usage of information and communication technologies with a focus on the citizens' need to use information networks. This public administration model allows the citizen to receive public information or administrative service online and thus make governance more efficient and transparent by establishing public control over it. The United Nations (2000) Millennium Declaration adopted by the General Assembly on September 8, 2000 enshrines access to the benefits of new technologies, especially information and communication technologies, through which e-government services are provided. Therefore, establishing legal mechanisms for the development of e-governance is currently a topical issue.

The aim of this research is to determine the legal tools for implementing and developing e-governance through the prism of international standards and provisions of national legislation of countries with a very high level of e-governance. The aim involved the following research objectives:

- determine and describe international standards for the establishment and development of e-governance;
- consider the fundamental principles of e-governance in the context of international standards;
- analyse the legal provisions of countries with a very high level of e-governance and determine the legal tools that they use in the implementation of e-government services;
- identify the main problems in the legal regulation of e-governance and suggest ways to solve them.

1. Literature Review

Many scholars dealt with the issues of legal support of e-governance and the introduction of effective legal mechanisms regulation. Elbahnasawy (2021) examined conceptual approaches to the development of future e-governance and identified economic growth and political stability as the basis for its development. Ma and Zheng (2019) studied the development of e-government in European countries in the context of the developing legal awareness, trust and digital capabilities of the people of these countries. Glyptis et al. (2020) considered the status of e-governance in the EU through the prism of the peculiarities of the legal provision of public administration

in different EU member states. Bharosa et al. (2020) studied e-governance in Estonia and the Netherlands and found that combination of institutions, information and communication technologies, legal tools and public administration help to achieve the effectiveness of e-government services. Tangi et al. (2021) examined e-governance at the local level in Italy in the context of e-maturity of Italians.

Roux et al. (2020) studied the effectiveness of e-governance in the exercise of electoral rights in the United States, and noted that the use of information and communication technologies is relevant in view of the current globalization trends in establishing e-democracy and the general form of public will expression — voting. Lee and Porumbescu (2019) and Sangki (2018) examined e-government services in South Korea and established its rapid growth due to the rapid development of information technology in this country and the transition of its society from industrial to highly developed information society. Liu et al. (2020) dealt with e-governance in China and identified three aspects that affect its development: the environment (political institutions); process (introduction of information technologies, public relations and their interaction); productivity.

Kurfalı et al. (2017) explored the sector of e-government services in Turkey in terms of promoting Turkish e-government services by identifying the needs and priorities of citizens for those services. Lallmahomed et al. (2017) studied the preconditions for establishing e-government services in Mauritius in the context of building trust, legal awareness and improving privacy protection in using e-government services. Lumbanraja (2020) dealt with the urgency of public administration reform and the provision of e-government services in Indonesia to promote synergies and harmonization between public authorities by eliminating duplication of functions between them to provide the same services. Almotawkel and Qureshi (2021) reviewed the status of e-governance in the Middle East and distinguished the main factors of its development: communication infrastructure, human resource efficiency, annual costs and legal awareness of society.

Park and Kim (2020) and considered e-government as an anti-corruption tool. Chen et al. (2019) analysed the factors that contribute to the e-government effectiveness, where they included technical, legal, managerial, inter-organizational factors. Wijatmoko (2020) examined the competence of public authorities to provide electronic administrative services to society, in particular: correctional, migration services, intellectual property services, information and communication protection, general legal administration services and others. Reviewing the evolution of e-government, Alcaide–Muñoz et al. (2017) recognize the prospects for its development by building a system of e-government services, the introduction of public e-government policy and the introduction of technological tools.

Nevertheless, the application of legal tools to regulate e-government, the reasons for inefficiency of e-government services and ways to overcome them are only partially covered despite the wide range of studies on this issue, which determines the topicality of this research.

2. Methods and Materials

This research was conducted in three stages. The first stage involved the search and study of scientific literature on information, scientific works on the legal problems of implementation of e-government, the provisions of international treaties on information society development, national legislation of countries with very high levels of e-government, the practice of applying legal tools of digital government. The topic, aim and objectives of the study were determined on the basis of the analysis of this literature.

In the second stage involved a theoretical and experimental study of the chosen topic through comparing their results and analysing the differences. The content of e-governance from the perspective of international standards and legal mechanisms for its implementation was determined through theoretical research. The objectives were fulfilled and the legal background for e-government, principles and ways to improve legal e-government regulation were determined through the experimental research based on international standards, the legal framework of European information policy and the generalization of their practical application, as well as doctrinal analysis of scientific papers on problematic issues of e-government.

The third stage provided for the final analysis to achieve the aim, as well as for the presentation of research results by writing an article on a computer.

The empirical and theoretical methods of scientific knowledge were used in the study of research topic. Empirical knowledge reflects the content of the object of study — the legal regulation of e-government — from the perspective of international legal support and legal relations in the field of information society development. Scientific, legal and practical information on e-governance and its e-services system was analysed through comparative analysis. Theoretical knowledge of the legal background of e-governance reveals the subject of research in terms of the universal internal essential connections and patterns covered by the rational processing of empirical data. The empirical and theoretical methods were combined to provide an empirical interpretation of the theory and theoretical interpretation of empirical data, as well as to reveal the principles of digital government.

The research sample included the following objects: the legal background for the development of the information society and e-governance,

international standards of digital government, the e-government principles and obstacles to its development. The legal background for the introduction of e-governance, e-government resources and a list of public e-services were determined through dispositions of the legislation of Denmark, Estonia, Finland, Sweden, Great Britain, Norway, Canada in the field of information society development, generalization of practical application of international and European legislation on e-government and statistics United Nations E-Government Survey 2020. The combination of these objects helped to reveal the problems of establishing the legal mechanisms of e-governance. The research was based on information retrieval using a computer, the global computer network and scientometric databases.

The research was based on the following international legal acts: UN Millennium Declaration, Okinawa Charter for the Global Information Society, UNCITRAL Model Law on Electronic Signatures, Digital Single Market Strategy for Europe, Digital Europe 2025, Recommendation Rec (2004) 15 of the Committee of Ministers of the Council of Europe on e-Governance, Electronic Signatures Directive 1999/93/EC, Declaration on a European Policy for New Information Technologies, Berlin Declaration on Digital Society and Value-Based Digital Government, and public law in countries with a very high level of e-governance, according to the UNE-Government Survey 2020.

3. Results

The provisions of international agreements are the foundation for the development of the information society and the provision of e-government services through the use of information and communication technologies. The United Nations (2000) Millennium Declaration proclaimed the main goals of developing the information society of the 21st century and the reduction of the digital gap. The Declaration provides that one of the directions of development of the information society shall be implemented through the measures taken by the member States to provide access to information and digital technologies to all population segments, including access to those information and communication technologies which are used to provide e-government services.

The Okinawa Charter on the Global Information Society adopted in 2000 enshrines the principle of accessibility of people to the benefits of digital technologies without restrictions and discrimination (Ministry of Foreign Affairs of Japan, 2020). This is essentially one of the first international legal acts, which reflects the general principles and directions of establishment and development of the information society. Paragraph 1 of the Charter states that the revolutionary development of information and

communication technologies affects the course of this millennium, people's way of life, their education and work, as well as the interaction between government and civil society.

The Charter appeals to the world community to create a favorable legal environment for the digital technologies to become a tool for economic growth, welfare, enhancing social cohesion, developing cultural diversity and the full exercise of human rights and their potential for strengthening the democracy and public administration. In order to achieve these goals, the Charter identifies the active introduction of information and communication technologies in the public sector to provide online services required to increase the availability of authorities to all citizens as one of the areas of implementation of these goals. E-government needs to introduce a number of e-services in almost all spheres of life for the full functioning of the information society, including telecommunications, transport, parcel delivery, social activities, customs and freight forwarding procedures, etc. The Charter appeals to the States parties to support developing countries by providing them with financial, technical and political assistance in order to create a favourable climate for the use of information technology worldwide.

As regards reducing the digital gap, the Charter focuses on cooperation with international organizations, developing countries and other actors in order to promote international cooperation to build political, regulatory and network support, as well as improve technical compatibility, expand access, reduce costs and strengthen human capacity, as well as encouraging participation in global e-commerce networks. Therefore, this international instrument not only declares the introduction of e-government for transparency of government through the provision of e-services, but also reduces the digital gap in society by providing assistance to developing countries.

The adoption of the Model Law On Electronic Signatures by the UN Commission on International Trade Law (UNCITRAL) in 2000 and setting up of electronic document management in the 90's of the 20th century played an important role in creating the legal framework for the establishment of e-government (United Nations, 2001). The provisions of this Law apply not only to the regulation of the use of electronic signatures in trade, but also in the public sector.

The provisions of Electronic Signatures Directive 1999/93/EC determine the use of electronic signatures and certain certification services for the proper functioning of the internal European market (EurLex, 1999). The provisions of Directive 1999/93/EC apply to almost all spheres of life, including the public sector. Paragraph 19 of the Preamble stipulates that public sector executive bodies may use electronic signatures in relation to citizens, economic operators, for example, in public procurement, taxation, the social security system, the health care system and the justice system.

According to Part 7 of Article 3 of Directive 1999/93/EC, member States may impose additional requirements before the use of electronic signatures in the field of public administration. Such requirements must be objective, transparent, proportionate and non-discriminatory, and relate only to specific characteristics. They cannot create obstacles to the provision of cross-border services to citizens.

The following framework and strategic documents provide the legal framework for digital transformation by extending the capability and engaging every citizen, empowering every business, building e-government and addressing global challenges within the EU: Digital Single Market Strategy for Europe (European Commission, 2015), Digital Europe (2019), European Standards for Telecommunications and Digital Technologies Development Programme, Connectivity for a European Gigabit Society, etc. The aim of the Digital Single Market Strategy for Europe (European Commission, 2015) is to create a single digital space within the EU for the proper functioning of the economy, industry and public administration.

Introducing e-government is a necessary prerequisite for building an efficient digital economy and a single EU digital market. Introducing common digital e-governance standards in the EU contributes to reducing the digital gap of Europeans in obtaining e-government services in the public sector and introducing common e-government information systems.

The Declaration on a European Policy for new Information Technologies proclaims the implementation of a single information policy in the EU (Verkhovna Rada of Ukraine, 1999). This information policy implemented in the legal systems of the member States can facilitate the use of the latest information technologies at the national, regional and local governance levels, as well as in administrations and executive bodies.

The leading role in the legal support of e-government is played by Recommendation Rec (2004)15 of the Committee of Ministers to Member States on Electronic Governance (Council of Europe, 2004; OECD, 2020), which establishes the basic legal framework for the implementation of e-government. The Recommendation recognizes that the member States need to review their e-government policies, legislation and to develop common e-government requirements based on respect for human rights, e-democracy and the rule of law. Uniform e-government requirements should be established through:

- strengthening democratic institutions at all levels by making them more accessible, transparent, accountable and efficient;
- creating conditions for everyone to participate in the decision-making process on public administration;
- improving public administration and services by making them more accessible, user-oriented, transparent, efficient and cost-effective.

Upon assessment of the role of governance for national, regional and local authorities, the European community considers it reasonable to build e-governance by implementing comprehensive strategies for its development. Those e-governance strategies should be developed through the principles of respect for human rights, in particular the right of everyone to express, seek, receive and impart information, knowledge and ideas. Typical national e-governance development strategies should include:

- basic principles of e-democracy and its processes;
- expanding the system of access points to information and communication channels to enable the user access to e-government services;
- developing a coordinated model of public administration of executive bodies functioning in different spheres and having different competencies;
- establishing cooperation between public authorities, the private sector and other civil society organizations;
- enshrining effective mechanisms for personal data protection at the legislative level in strict compliance with the Convention for the Protection of Individuals with regard to Automatic Processing of Personal Data and Protection of Information Security;
- introducing quality management systems in government bodies and providing constant monitoring of e-government management risks;
- implementing information and communication technology policy based on technological neutrality, open standards and evaluation of the possibility to choose from a variety of available software models, including open source models;
- setting up an education and training system for citizens and civil servants in order to improve their e-literacy (Council of Europe, 2004).

The Berlin Declaration on Digital Society and Value-based Digital Government was adopted in 2020, as the innovative role of public authorities in promoting e-governance based on the values of digital transformation of European society was recognized (European Commission, 2020). The Berlin Declaration is the continuation of the key principles of digital public services enshrined in the Tallinn E-Government Declaration and E-Government Action Plan for 2016-2020. The Berlin Declaration defines the public sector as an important element of the European single market and a driving force for new and innovative technological solutions to administrative services and social problems. This Declaration provides for e-governance which is based on user-oriented principles, taking into account the values of the

digital transformation of the European community. Figure 1 shows the European principles of e-governance.



Figure 1. The system of e-governance principles in the EU.

Source: European Commission (2020).

The Organisation for Economic Co-operation and Development (2020) has also contributed to the development of e-government principles for society by enshrining them in the Good Practice Principles for Data Ethics in the Public Sector adopted in 2020. Good Practice reflects the mechanism of ethical use of e-government data, its results and services, which guarantees a higher level of public trust. Unlike European e-governance principles, which are based on the values of the digital transformation of the European community, e-governance principles enshrined in the Good Practice make human rights the focus of e-government policy and data. Such principles include, in particular:

- integrated data management;
- national measures to ensure reliable access to e-government services, their use and information security;
- introduction of ethical norms of information policy in the public sector;
- monitoring and control of e-governance input data and its results, including data on the development and learning of artificial intelligence systems;
- provision of e-government services with a view to the purpose of using the public information received;

- establishment of boundaries for access to e-governance data and their shared use;
- adherence to openness, clarity, inclusiveness and quality in the provision of electronic services to the public sector;
- disclosure of e-governance open data and their source code;
- expansion of control over receiving of personal data;
- monitoring and responsibility for controlling the risk management of e-government.

The United Nations (2020) E-Government Survey evidenced that all regions of the world are progressing in the implementation of e-government. Europe is this year's leader with the greatest share of countries with a very high level of e-governance (58%), followed by Asia (26%), America (12%) and Oceania (4%). In 2020, Denmark, South Korea, Estonia, Finland, Australia, Sweden and the United Kingdom became the countries with a very high level of e-governance. Outsiders include Sudan, Eritrea and the Central African Republic. The EU countries have, on average, the highest rates of countries with a very high level of e-governance — 93% of European countries provide public services using information and communication technologies. The EU countries have high rates because of the fruitful work of the Community in building digital policy and the information society. The legal framework for the development of digital government in different EU countries and other leading countries with a very high level of e-governance has its own peculiarities (Table 1).

Table 1. Legal support of e-government of countries with a very high level of e-governance

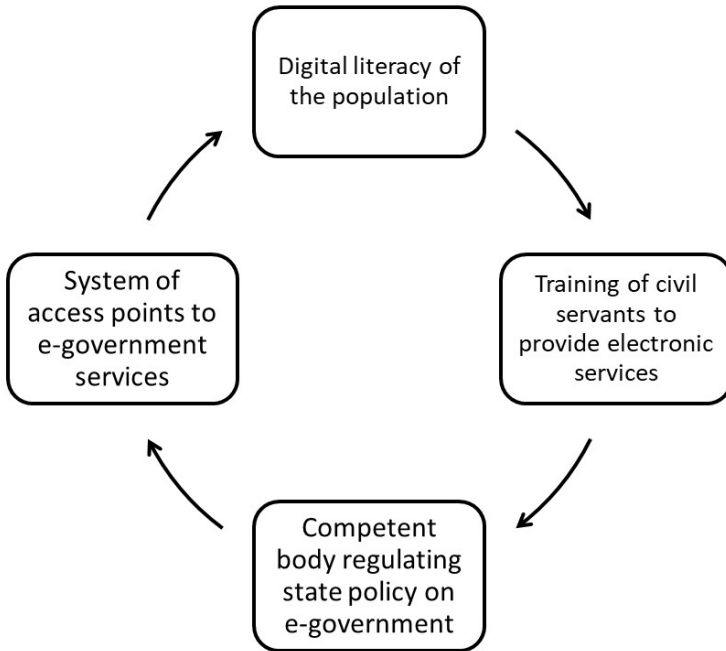
Country	Legislation	E-governance resource	E-government services
Denmark	Digitization Strategy of Denmark; State Strategy of Artificial Intelligence	Different specialized e-government portals for individuals and legal entities, including the national health portal	Services in the field of social protection, health care, taxation, education, etc.
Estonia	Civil society development strategy; Estonian Information Strategy 2013; Digital Signature Act 2004, Public Information Act 2004, Information Services Act, Database Act	The X-road system is a multi-channel communication protocol, and Eesti.ee is single-window government and electronic services	Services relating to digital identification, electronic voting, electronic taxation, electronic commerce, etc., excluding marriage and divorce, purchase and sale of real estate

Finland	Digitization Programme of Finland	Centralized single-window multi-channel portal	Services in the field of social protection, health care, commerce, taxation, education, etc.
Sweden	Freedom of the Press Act 1949, Personal Data Act 1998, Electronic Signature Act 2000, Electronic Communications Act 2003	Government.se – state e-government portal, National Public Procurement Office	Services in the field of social protection, health care, commerce, taxation, education, etc.
England	Government Transformation Strategy for 2017-2020, Information Protection Act 2018, EU General Data Protection Regulations, Strategy for technological innovation, Electronic Communication Act 2000, Communications Act 2003, Electronic Signature Act 2002	gov.uk – state e-government portal	Services in the field of social protection, health care, commerce, taxation, education, etc.
Norway	Digitization Programme of Norway	Norge.no and Government.no, Altinn.no, Data.norge.no, Anskaffelser.no – government portals	Services for citizens and legal entities
Canada	Government On-Line (GOL) Programme, Shared Views and Feelings on Internet Use Programme	GOL – government portal	Services for citizens and legal entities

Source: United Nations (2020).

The effective e-governance should be implemented by eliminating the digital gap, creating a competent regulatory body for public policy on e-governance, introducing a system of access points to e-government services and training of civil servants to provide e-services (Figure 2).

Figure 2. Ways to develop e-governance



Source: Council of Europe (2004).

The areas of e-governance development should be enshrined at the legislative level with a clear plan for their implementation. The digital gap reduced by raising e-literacy among all population segments through lifelong education on innovation. The media, social networks, government forums and other information can make an effective contribution to the promotion of e-literacy. Improving the e-literacy of civil servants will help improve the quality of e-government services. Digital awareness of government officials can be raised through the introduction of a system of training and advanced training of civil servants in higher educational institutions on the basis of e-governance and the legal framework for its implementation.

The introduction of a system of access points to e-government services will help to overcome barriers among different population categories related to income, health, age, gender, etc. These measures should be reflected in national concepts together with the development of e-government and the information society as a whole. The newly established competent state body should deal with the implementation of not only the above-

mentioned directions of e-government development, but also the control over the implementation of the state e-governance development policy. The activities of this body will reflect the real indicators of the effectiveness of legal, organizational and technical means.

4. Discussion

The development of e-governance and the proper functioning of the e-government service system depends on the implementation of effective legal tools to eliminate the digital gap of the population, raise public confidence by providing quality electronic public services, introducing a system of e-government access points and train civil servants on basic principles of digital governance and improving knowledge in the field of electronic services.

According to Elbahnasawy (2021) and Malodia et al. (2021) the success of e-government projects depends on the needs of citizens, communication channels and the state of information and communication technologies. According to Ma and Zheng (2019), enhancing the use of e-government services by the public is possible through increased investment in e-government, successful public information policy aimed at building public confidence in the use of e-government services, expanding digital opportunities and raising awareness of society through increasing incomes and obtaining education. The established trust and legal awareness will balance the level of supply and demand of e-government.

According to researchers, the level of public knowledge about the latest technologies and the diversity of e-government services promote the participation of citizens in public education on IT, which has a positive effect on the interest in using e-government services regardless of age, as well as by people with disabilities (Lee & Porumbescu, 2019).

As Kurfah et al. (2017) state that the increasing demand for electronic public services results from the expected productivity of governance policy, effective legal tools for keeping e-government services confidential, as well as for proper protection of Internet content and social position. According to Lallmahomed et al. (2017) – the level of protection of confidentiality of e-government results and the quality of public information resources promote the increase in the demand for the use of electronic services in the public sector. Tangi et al. (2021) believe that the electronic maturity of society increases the demand for electronic administrative services, thus reducing the costs of executive bodies at the state and local levels. According to Almotawkel and Qureshi (2021) communicative infrastructure, human resources, annual costs and the legal consciousness of society are the main factors in the development of e-governance.

Park and Kim (2020) state that e-governance is an effective anti-corruption tool, as open data portals introduced at the legislative level and discussion forums of public authorities on the Internet reduce corruption in the provision of administrative services. Liu, Yang and Zheng (2020) include the environment (political institutions), process (implementation of information technology, public relations and strategic interaction) and productivity in the factors influencing the implementation of e-governance projects. Chen et al. (2019) believe that special attention should be paid to the implementation of an effective system of legal tools to regulate e-government services along with technical, managerial and inter-organizational indicators of the effectiveness of e-governance.

Studying the evolution of e-governance, Alcaide–Muñoz et al. (2017) determine its further growth through the development of its components: smart city (public services), e-participation (political sphere) and the use of information and communication technologies by citizens (technological tools).

Sangki (2018) considers that the future model of modern e-governance should include the level of social maturity which is based on e-democracy, and healthy civil society which is based on the statistical model. According to Lumbanraja (2016), the reform of public administration in the field of e-government services should be based on harmonization of the structure of public authorities and their functions by eliminating duplication of their powers when providing the same administrative services to citizens. Roux, Fusi and Brown (2020) note that current globalization trends urge the use of information and communication technologies in the establishment of e-democracy through the exercise of the right to vote through online voting on public servers.

Efficiency of the system of electronic administrative services provided to society (correctional, migration services, intellectual property services, information and communication protection, general legal administration services, etc.) is based on the principles of the rule of law, e-democracy, quality, timeliness and reasonability (Wijatmoko, 2020, p. 213-214; Kurfali et al., 2017).

According to Glyptis et al. (2020), the key factors influencing the e-governance level include: the financial situation of society and the level of its readiness for e-government; state of infrastructure and technological innovations for effective knowledge and communication management; political and legal framework. Morozova and Kurochkin (2020) believe that the study of e-governance is topical because of the need to improve the system of government agencies and its sectors in terms of technological development, informatization and digitalization

We can note based on the results of the doctrinal analysis of the problems of establishing legal mechanisms for e-governance that scientists consider it reasonable to further study the legal tools of regulating the system of e-government services, effective recommendations for their practical implementation. This will adjust the content and directions of development of legal support for public administration.

Conclusion

The legal mechanism to regulate the development of e-governance is a system of legal tools, principles, methods and forms, which it to convert the rule of law into orderly public relations in the field of e-governance, as well as to establish and provide an appropriate system of electronic public services to meet the needs of citizens and legal entities.

The e-governance is based on the citizen-oriented principles, while taking into account the values of digital transformation. Such principles include: the validity and respect for fundamental rights and democratic values in the digital sphere; social participation and digital integration to shape the digital world; expanding rights and opportunities, improving digital literacy that enable all citizens to participate in the digital sphere; trust and security in interaction with e-government; digital sovereignty and interoperability as key to enabling citizens and public administrations to make decisions and act independently in the digital world; systems of innovative technologies in the public sector to strengthen their role in providing information security; a sustainable digital society that preserves the natural foundations of life and uses digital technologies to make health systems more resilient

The introduction of e-governance, the creation of e-government and the establishment of e-democracy promote the modernization of the form of public administration and the model of interaction of public authorities with citizens and organizations. The main current principles of e-government development include: improving the regulatory framework for digital government; consistency of the legal regulation of the archival storage of electronic documents; improving the quality and inclusiveness of e-public services provided to the public and businesses by building citizens' trust and improving their e-literacy; introduction of a system of training and advanced training for civil servants, local officials and citizens on the e-governance implementation issues.

The prospect of further research is working out legal mechanisms for the development of e-governance. Therefore, we consider the empirical research, as well as theoretical and methodological justification of the legal background for the development of the information society, including

the introduction of e-government and its services, as further prospects of research.

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