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Legal and organizational foundations for delivering e-government

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Abstract

The aim of the research was to analyze the legal and organizational foundations of e-government. The introduction of e-government in Ukraine is regulated by a large number of normative legal acts in the field of information society development. The analysis of information sources-legal norms by using general scientific and special scientific methods led to the conclusion that the provisions of administrative legislation also belong to the information legislation. It was concluded that the legal framework for the implementation of e-government should not only be harmonized with generally recognized international standards, but also, developed and adopted in the context of the Sustainable Development Goals until 2030. Based on the assessment and comparison of the main trends in the development of digital economy, simplification, decentralization, deregulation, institutional capacity development and communication support are attributed to the main achievements and digital capabilities of Ukraine in the direction of e-government. Definitely, the need to improve e-governance mechanisms in the sphere of telecommunication networks at the state level is emphasized.

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Keywords: informatization; electronic governance; regulatory documents; administrative legislation; strategy.

Fundamentos legales y organizativos para proporcionar un gobierno electrónico

Resumen

El objetivo de la investigación fue analizar los fundamentos legales y organizativos del gobierno electrónico. La introducción del gobierno electrónico en Ucrania está regulada por una gran cantidad de actos legales normativos en el campo del desarrollo de la sociedad de la información. El análisis de las fuentes de información-normas legales mediante el uso de métodos científicos generales y científicos especiales llevó a la conclusión de que las disposiciones de la legislación administrativa también pertenecen a la legislación de información. Se concluyó que el marco legal para la implementación del gobierno electrónico no solo debe armonizarse con los estándares internacionales generalmente reconocidos, sino también, desarrollarse y adoptarse en el contexto de los Objetivos de Desarrollo Sostenible hasta 2030. Sobre la base de la evaluación y comparación de las principales tendencias en el desarrollo de la economía digital, la simplificación, la descentralización, la desregulación, el desarrollo de la capacidad institucional y el apoyo a la comunicación se atribuyen a los principales logros y capacidades digitales de Ucrania en la dirección del gobierno electrónico. Definitivamente, se enfatiza en la necesidad de mejorar los mecanismos de gobernanza electrónica en el ámbito de las redes de telecomunicaciones a nivel estatal.

Palabras clave: informatización; gobierno electrónico; documentos normativos; legislación administrativa; estrategias.

Introduction

In the conditions of the modern information society, the use of the means of the so-called «electronic democracy» (e-democracy), which is characterized by the wide use of information and communication technologies for the implementation of democratic procedures and the involvement of the public in the process of forming state policy, has become widely used. Prospects for expanding the range of application possibilities and, accordingly, increasing the accessibility of direct democracy procedures through the use of information technologies are primarily determined

by: the need to create conditions for systematic public involvement in public administration and solving all urgent problems; the need to direct public initiatives into the sphere of constructive interaction with the state; requirements for ensuring openness and transparency in the activities of the administrative apparatus.

In addition, the awareness of one's own involvement in state-building processes will certainly contribute to the development of active citizenship as one of the main conditions for the formation of an effective civil society (Kalynovskyi *et al.*, 2022; Dmytrenko, 2018; Babych, 2019; Semenchenko and Konoval, 2012; Baranov, 2017).

More and more countries in the world are implementing the tools of electronic democracy to form a new policy, the basis of which is the relationship between citizens and the government, based on transparency and full trust of the two parties to each other. World leaders in the development of e-democracy were able to reach its level when all tools represent a single effective communication system that strengthens and promotes the most effective two-way dialogue between the government and society (Kalynovskyi *et al.*, 2022). Studying the experience of normative and legal regulation of the development of e-democracy in the world's leading countries will contribute to its application in Ukraine, taking into account national specificities.

Although in Ukraine, the development of e-democracy and e-governance is defined as one of the priority tasks of the Strategy of State Policy to Promote the Development of Civil Society in the Context of Optimizing the Mechanisms of Public Dialogue and Institutions of Direct Democracy (Decree of the President of Ukraine N^o 5 /2012), it should be emphasized that it is not easy in itself the process of building democracy, in particular electronic democracy, is complicated by the conditions of the war on the territory of Ukraine.

1. Methodology of the study

To solve the tasks set in the scientific article, a complex of general scientific and special methods was used: theoretical generalization, semantic, comparison, analysis and synthesis to clarify and improve the conceptual and categorical apparatus of electronic governance, in particular to define the concepts of «electronic governance», «electronic application «Diya»; system analysis to reveal the regulatory and legal regulation of the implementation of e-government at the national and local level; comparative analysis and extrapolation to determine the advantages and problems of the development of e-government in Ukraine compared to relevant foreign practices; expert evaluations to determine the current state of e-government

in Ukraine; logical generalization for the development of conclusions and recommendations regarding the improvement of e-governance in Ukraine in accordance with modern global trends.

The normative basis and information base of the scientific article are the legislation of Ukraine on the development of the information society and e-government, the resolutions and orders of the Cabinet of Ministers of Ukraine and the decrees of the President of Ukraine on the development of the information society, the introduction of e-government, the use of modern information and communication technologies by state authorities, the legislation of foreign countries in the field of e-government regulation, legal acts of local state authorities and local self-government bodies, web pages and portals that provide access to e-government technologies.

2. Analysis of recent research

A large number of scientific works are devoted to the fundamental foundations, theoretical, practical and methodological aspects of the development of e-government in public management and administration, which repeatedly emphasized the presence of such systemic barriers to the development of e-democracy in Ukraine: uncertainty of public policy in the specified area; imperfection of the regulatory system; low level of involvement of civil society subjects in the processes of public policy implementation in the field of electronic democracy; insufficient level of information infrastructure development, uneven penetration of access to the Internet and to informational computer technologies; low level of awareness in society about the content and features of using various tools of electronic democracy, as well as methods and auxiliary means of their application; lack of motivational levers, level of knowledge and skills of civil servants, officials of local self-government regarding the development of electronic democracy (Kalynovskyi *et al.*, 2022).

Despite the considerable amount of theoretical and practical research in the field of e-governance and state mechanisms for its implementation, the expediency of a comprehensive study of the issues of further development of state mechanisms for the implementation and provision of e-governance in the conditions of digital transformations does not lose its relevance. Among the complex of main problems, the problem of improving the normative and legal regulation of social relations during the use of information technologies is extremely important.

The purpose of the article is to analyze the specifics of normative legal regulation of social relations in the field of electronic governance and to evaluate the modern achievements of Ukraine in its implementation and development.

The achievement of the set goal is subordinated to the solution of the following tasks: to analyze the regulatory and legal framework on the implementation of electronic governance in the bodies of executive power; to outline the main goals and directions of implementation of e-government; to determine the current state and trends in the development of e-government in Ukraine.

3. Results and discussion

3.1. Normative legal regulation of public relations in the field of electronic governance

One of the prerequisites for the effective implementation of e-government in any country is regulatory and legal support. Currently, Ukraine has developed a lot of various normative legal acts that influence and determine the development of e-government. Among the most influential of the latter, the following should be noted: the Sustainable Development Strategy «Ukraine - 2020» (Decree of the President of Ukraine N° 5/2015, 2015), the Government's Medium-Term Priority Action Plan until 2020 (Decree of the Cabinet of Ministers of Ukraine N° 275-r, 2017), the Strategy for Reforming the State Administration of Ukraine for 2016-2020 (Decree of the Cabinet of Ministers of Ukraine N° 227-r, 2015), Concept for the Development of Electronic Government in Ukraine (Decree of the Cabinet of Ministers of Ukraine N° 649-r, 2017), Concept of the development of the system of electronic services in Ukraine (Decree of the Cabinet of Ministers of Ukraine N° 918-r, 2016), Concept of the development of the digital economy and society of Ukraine for 2018-2020 (Decree of the Cabinet of Ministers of Ukraine N° 67, 2018).

In particular, the Sustainable Development Strategy «Ukraine-2020» states that one of the priority reforms is the reform of «state administration, the result of which should be the creation of an effective, transparent, open and flexible structure of state administration with the use of the latest information and communication technologies (e-government) to ensure the development and implementation of a comprehensive state policy aimed at social sustainable development and adequate response to internal and external challenges» (Decree of the President of Ukraine N° 5/2015, 2015).

Among the main laws of Ukraine that directly affect and determine the development of electronic governance, the following should be especially noted: «On information» (Law of Ukraine N° 2657-XII, 1992), «On the National Informatization Program» (Law of Ukraine N° 74/98-VR, 1998), «On access to public information» (Law of Ukraine N° 2939-VI, 2011),

«On the protection of personal data» (Law of Ukraine № 2297-VI, 2022) , «On electronic digital signature» (Law of Ukraine № 852-IV, 2013), «On administrative services» (Law of Ukraine № 5203-VI, 2012), «On electronic documents and electronic document management» (Law of Ukraine № 851-IV, 2003) etc.

The decisions and orders of the Cabinet of Ministers of Ukraine had a decisive influence on the introduction of electronic governance, in particular: «On approval of the Strategy for the development of the information society in Ukraine» (Resolution of the Cabinet of Ministers of Ukraine № 208, 2003), «On approval of the procedure for the use of electronic digital signatures by state bodies authorities, local self-government bodies, state-owned enterprises, institutions and organizations» (Resolution of the Cabinet of Ministers of Ukraine № 1452, 2004), «On approval of the standard procedure for electronic document management in executive authorities» (Resolution of the Cabinet of Ministers of Ukraine № 1453, 2004) etc.

For more than twenty years, regulatory and legal support for the development of the information society in Ukraine and its important component of electronic governance has been developed. Among all the variety of adopted legal acts, the following main areas of regulation of the implementation of electronic government can be distinguished: conceptual and strategic principles; electronic document flow and electronic digital signature; electronic services; participation of citizens in making management decisions; protection of information and personal data; functioning and content of web resources and web pages.

Let's analyze in historical retrospect the main normative legal acts that had the greatest impact on the development of e-government at the national and local levels. First of all, it should be noted the resolution of the Cabinet of Ministers of Ukraine «On the procedure for publishing on the Internet information about the activities of executive authorities» (Decree of the Cabinet of Ministers of Ukraine № 3, 2002), which provided for posting and periodic updating by ministries, other central and local by the executive authorities of departmental information on their own websites and the creation of a single government web portal, the composition and requirements for the information to be made public are determined.

The next step was the Decree of the Cabinet of Ministers of Ukraine «On measures to create an electronic information system «Electronic Government»» dated 24.02.2003 (Decree of the Cabinet of Ministers of Ukraine № 208, 2003), one of the priority tasks of which was to provide citizens and information and other services to legal entities through the use of the electronic information system e-Government, which was supposed to ensure informational interaction of executive power bodies with each other, with citizens and legal entities on the basis of modern information technologies.

The main mechanism for implementing the task was to become a single web portal of executive authorities, which should facilitate the integration of websites, electronic information systems and resources of executive authorities and the provision of information and other services using the Internet.

The Law of Ukraine «On the Basic Principles of Information Society Development in Ukraine for 2007-2015» (Law of Ukraine N^o 537-V, 2007) aimed to implement mechanisms for providing information services by state authorities and local self-government bodies to legal entities and individuals using the Internet; determination of the status and list of mandatory electronic services that must be provided by state authorities and local self-government bodies to legal entities and individuals, ensuring the implementation of the principle of a single access point (single window).

This law already clearly defined the problem of electronic interaction between state authorities and local self-government bodies and natural and legal entities.

Subsequently, in 2010, by order of the Cabinet of Ministers of Ukraine, the «Concept for the development of e-government in Ukraine» was developed and approved, in which the definition of e-government was legally established for the first time as «a form of public administration organization that contributes to increasing the efficiency, openness and transparency of the activities of public authorities» and local self-government bodies using information and telecommunication technologies to form a new type of state focused on meeting the needs of citizens» (Decree of the Cabinet of Ministers of Ukraine N^o 2250-r, 2010).

The introduction of e-governance provided for the creation of qualitatively new forms of organization of the activities of state authorities and local self-government bodies, their interaction with citizens and economic entities by providing access to state information resources, the ability to receive electronic administrative services, to contact state authorities and local self-government bodies using the Internet.

The main tasks of the development of e-governance in Ukraine, which should directly contribute to the improvement of the state administration system, are defined as: ensuring the protection of citizens' rights to access to state information; involvement of citizens in the management of state affairs; improvement of state management technology; improving the quality of management decisions; overcoming «information inequality», in particular, by creating special centers (points) for the provision of information services, population service centers (call centers), web portals for the provision of services; organization of provision of services to citizens and business entities in electronic form using the Internet and other means, primarily on the basis of the «single window» principle; providing citizens

with the opportunity to learn throughout their lives; depersonalization of the provision of administrative services in order to reduce the level of corruption in state bodies; organization of informational interaction of state authorities and local self-government bodies on the basis of electronic document circulation with the use of electronic digital signature; ensuring the transfer and long-term storage of electronic documents in state archives, museums, libraries, maintaining them in an updated state and providing access to them (Decree of the Cabinet of Ministers of Ukraine № 2250-r, 2010).

The Concept should have had a huge impact on the development of e-governance at the state and local level because throughout the entire period of implementation, attention should also be focused on the implementation of e-governance at the level of state authorities and local self-government bodies (Decree of the Cabinet of Ministers of Ukraine № 2250-r, 2010).

However, the goal set in the concept was also not achieved, and the tasks defined in the «Plan of measures for the implementation of the concept of e-government development in Ukraine» (Order of the Cabinet of Ministers of Ukraine № 1014, 2011), the implementation of which was supposed to be completed in 2014-2015, were not fulfilled.

In particular, there were no an interactive system for assessing Ukraine's electronic readiness has been created, as well as a regulatory settlement of the issue of creating a unified information and telecommunications infrastructure of state authorities and local self-government bodies has not been provided; typical organizational and technical solutions in the field of e-government were not implemented in the activities of state authorities and local self-government bodies.

The reasons for the failure to fulfill the assigned tasks or the delay in solving them were analyzed in the Strategy for the Development of the Information Society in Ukraine (Decree of the Cabinet of Ministers of Ukraine № 386-r, 2013). Among the obstacles to the effective introduction of e-governance, the following were noted: low level of computer literacy of civil servants and local self-government officials; attention was focused on the fact that local self-government bodies, compared to central bodies of executive power, have a significantly lower level of information technology support for administrative and management processes; in addition, digital inequality in the use of information and communication technologies persisted.

In the context of the implementation of e-government in Ukraine, the normative legal acts that determine the basic principles of the functioning of electronic document circulation and the use of electronic documents deserve attention. First of all, it should be noted the laws of Ukraine «On electronic documents and electronic document management» (Law of Ukraine 851-

IV, 2003) and «On electronic digital signature» (Law of Ukraine N^o 852-IV, 2003), which the use of electronic documents is regulated, the legal status of electronic digital signatures and relations arising from the use of electronic digital signatures are determined.

One of the main legal documents for the development of e-government is the «Standard procedure for electronic document circulation in executive bodies» (Decree of the Cabinet of Ministers of Ukraine N^o 1453, 2004), which established general rules for documenting management activities in executive bodies in in electronic form and regulated the performance of actions with electronic documents from the moment of their creation or receipt until they are sent or transferred to the archive of the executive authority.

«Standard instructions for record keeping in central executive bodies, the Council of Ministers of the Autonomous Republic of Crimea, local executive bodies» (Decree of the Cabinet of Ministers of Ukraine N^o 1242, 2011) established general provisions on the functioning of structural subdivisions for record keeping in central and local bodies of executive power, requirements for documenting management information and organization of work with documents, including their preparation, registration, accounting and monitoring of execution.

Although the specified legal act was of a recommendatory nature for local self-government bodies, it should be recognized that it became a kind of basis for the development of real electronic interaction of state authorities in Ukraine.

It is also necessary to note the importance of pilot projects for the introduction of electronic governance technologies in state and local self-government bodies, which were aimed at ensuring organizational-legal, scientific-technical and financial-economic conditions for the development of the information society and were implemented in individual regions.

Thus, it can be argued that most of the problems of the implementation of e-government at the national and local levels were due to imperfect regulatory and legal support. In the «Concept for the Development of Electronic Government in Ukraine» approved in 2017, such problems were identified as: the lack of formation and imperfection of the regulatory and legal framework regulating the field of electronic government development; insufficient level of readiness of civil servants and employees of local self-government bodies, individuals and legal entities for the introduction and use of electronic governance tools; as well as digital inequality in the use of information and communication technologies between authorities (Decree of the Cabinet of Ministers of Ukraine N^o 649-r, 2017).

The main tasks for ensuring the development of electronic governance in the main branches of Ukraine included: introduction of information

and telecommunication systems to support management decision-making and automation of administrative processes, including in the field of regional development and reform of local self-government and territorial organization of power: introduction of urban cadastre; strengthening the capacity of local communities to implement new powers by introducing exemplary information and analytical systems (Decree of the Cabinet of Ministers of Ukraine № 649-r, 2017).

In the approved «Concept for the development of e-democracy in Ukraine» until 2020 and the plan of measures for its implementation (Decree of the Cabinet of Ministers of Ukraine № 797-p, 2017), in particular, it was envisaged to increase the level of application of e-democracy tools at the local level, in including by expanding the use of the participation budget tool, implementing the electronic consultation tool.

At the same time, apart from the public budget and general provisions on establishing interaction and trust, the concept did not emphasize the features and importance of the development of e-democracy at the local level.

This can be explained by the fact that normative legal acts adopted at the level of the Cabinet of Ministers of Ukraine and responsible central bodies of executive power are not mandatory for implementation by local self-government bodies and united territorial communities and are of a recommendatory nature for them (Dmytrenko, 2018).

Thus, with the adoption of these normative legal acts, the obligation for all bodies of executive power and self-government to comply with standard instructions on record keeping and documentation and regulations for the organization of electronic interaction has already been clearly defined. They have a positive impact on the implementation of e-government at the national and local levels.

On 05/03/2022, the Verkhovna Rada approved the Law on improving the efficiency of organizing the work of suppliers of electronic communication networks and/or services under martial law. This Law will ensure the stable functioning of the electronic communication network of the state in the conditions of martial law and will prevent the interference of enemy forces in its functioning. The Verkhovna Rada also has a draft Resolution on the approval of the tasks of the National Informatization Program for 2022-2024, submitted by the Cabinet of Ministers of Ukraine.

The result of the adoption of the Resolution will be the approval of the tasks of the NPI and the implementation of informatization in state authorities, in particular, digital development, development of e-government, information society, digital innovations and technologies in state institutions (Verkhovna Rada of Ukraine. Official web portal of the Parliament of Ukraine).

In Ukraine, in general, an appropriate legislative and regulatory framework for e-governance issues has been created, but it is not without such shortcomings as: non-systematic, declarative, incomplete, vague, insufficient mutual coherence of documents and compliance with international norms.

The problem of the quality of the preparation of normative legal acts at the state level remains relevant: in some places, the acts are developed without conducting a thorough analysis of the problem, which requires legal regulation and taking into account the risks of their introduction, public discussion, conducting high-quality socio-economic and legal expertise, taking into account the need for their interaction with other acts, etc. These factors lead to the fact that Ukraine lags behind many leading countries in the pace of e-government development.

The lack of a comprehensive legal mechanism for the implementation of e-governance implementation, imperfect law enforcement practices, and legal nihilism of citizens and businesses is still a problem (Semenchenko and Konoval, 2012).

The Government's long-term priorities are determined by the Program of Activities of the Cabinet of Ministers of Ukraine, which is a framework document and the content of which is revealed through: strategies – for long-term planning; concepts - for short-term planning of individual actions or determining the direction of work in a narrow field; programs - for the implementation of projects financed from the state budget.

In our opinion, the problem of the slow implementation of e-government in Ukraine is the lack of an appropriate strategy for the development of e-government and a plan of measures for its implementation. No concept can replace strategy as a long-term, strategic planning document. When implementing e-governance, which affects absolutely all spheres of life, there must be a comprehensive picture and a clear vision for the long term.

In our opinion, it is necessary to adopt a basic document that would outline the strategic guidelines for the development and implementation of e-government until 2030, and the development of the Strategy for the Development of e-Government and, accordingly, the action plan should take place in the context of sustainable development goals adapted by Ukraine and have in order to achieve specific goals and indicators.

In the future, in accordance with the approved e-Governance Strategy until 2030, appropriate state programs for the development of e-Government with specific tasks, performers, indicators of task performance and amounts of funding for a specific period should be adopted. As the experience of foreign countries has shown, only a strong political will, aimed at achieving clear objectives, enshrined in relevant strategies, programs, laws on the development and implementation of e-government, with appropriate

amounts of financial resources, can positively influence the development of e-government in Ukraine.

It is also important to introduce long-term planning focused on the development of defense and security capabilities aimed at restoring the territorial integrity and sovereignty of Ukraine. Effective reform of the defense industry and the defense procurement system depends on the creation of an independent government body to ensure the effective functioning of Ukrainian manufacturers of any form of ownership and from NATO countries, in particular due to transparent access to the defense market and state defense orders (Babych, 2019).

In general, it should be noted that the legislation of Ukraine, which is directly related to the introduction and use of electronic government technologies, despite its chaotic and fragmented nature, creates legal grounds for the wide use of IT technologies, electronic document management and electronic interaction of state authorities in public administration.

At the same time, the need for further development of regulatory and legal regulations for coordination of efforts to effectively implement e-government at the state, regional and local levels, solving compatibility problems, as well as establishing cooperation between executive and local self-government bodies, citizens and businesses regarding the development of various tools and technologies has not disappeared. electronic government.

3.2. Practical implementation of e-governance achievements in Ukraine

In our opinion, the active creation of various electronic platforms and services in Ukraine can be considered a practical embodiment of the concept of a service-oriented state. The creation of the «Diya» portal can serve as such an example. «Action» is an abbreviation that reflects the interaction of «State and I».

The main goal is to create a digital, transparent and understandable state in which a person is at the center. «Diya» is an application in which all the necessary documents are in one place, in a personal smartphone. «Diya» is a single portal where you can get all services online: quickly, conveniently and humanely (Government services online, n/y).

The countermeasure against the external aggressor especially made the need to speed up the implementation of the strategy of maximum digitization of management and economic processes and the involvement of electronic services, expansion of the «Action» functionality.

The war forced millions of Ukrainians to immediately evacuate to safer regions of the country or abroad. However, not everyone was able to take

the necessary paper documents with them, and digital IDs in «Dia» were not always opened, because since the beginning of hostilities, all state registers were unlocked for security reasons.

In order to ensure quick confirmation of a person and his citizenship, the Ministry of Digitization of Ukraine has developed «E Document» (Resolution of the Cabinet of Ministers of Ukraine № 248, 2022) - a temporary digital certificate in the mobile application «Diya», valid without additional documents. It is recognized by state authorities, the National Police, and the military at checkpoints.

Other electronic documents generated in the Diya mobile application can also be used to identify a person in case of loss or destruction of documents. Action Centers have the technical ability to check citizens' digital documents and use sharing - obtaining their copies. Therefore, during the period of martial law, customers of services at Diya Centers can present digital documents.

Realizing that any funds significantly help or save someone's life, the Cabinet of Ministers of Ukraine on March 2, 2022 removed restrictions on the list of goods and services that can be paid for with the Yes Support card. On March 4, 2022, the Government developed a mechanism for providing one-time assistance in the amount of UAH 6,500 within the framework of the «There is Support» program at the request of the recipient (Decision of the Cabinet of Ministers of Ukraine № 199, 2022).

Assistance was provided to insured persons who work under the terms of an employment contract (contract), a gig contract, a certain civil law contract, on other grounds provided for by law, and to natural persons - entrepreneurs.

The Ministry of Digital Transformation of Ukraine has launched a new state service in the Diya mobile application - to register internally displaced persons. The Ministry of Digital Transformation developed the service together with the Ministry of Social Policy of Ukraine and with the support of the United Nations Development Program in Ukraine and the Government of Sweden. Currently, this service is valid for those who are in Ukraine and did not previously have a corresponding status.

Also, the Ministry of Social Policy, together with the Ministry of Digital Transformation and the UN Development Program in Ukraine, with the financial support of the Government of Sweden, developed the «Yes Help» platform, which helps every victim of military aggression. Maidanchyk combined the capabilities, resources and strengths of the state, business, public organizations, charitable foundations and volunteers in providing humanitarian aid to war victims, internally displaced persons and people from vulnerable categories. Appropriate work is being done to attract benefactors and volunteers to work with aid applications.

The «There is Help» site contains structured information and instructions on how to find or provide help online or offline. At the moment, the site has two main sections: monetary assistance from the state and providing or receiving volunteer assistance.

The platform is convenient in that it allows you to quickly select those requests for assistance that need to be fulfilled right now, with the ability to focus efforts on a specific region or a specific product.

During the military operations on the territory of Ukraine, the «VzayemoDiya» e-democracy platform temporarily changed its functionality - volunteer communications specialists quickly created a platform for quick and easy information search during the war. The relevant sections are constantly replenished, and the resources are carefully checked by a team of specialists.

Many Ukrainians were forced to leave the country and move to safer cities abroad. In order to support Ukrainians in Poland, a new thematic page was launched on the «Diya.Business» portal - «Help to Ukrainian citizens in Poland», which contains information on: employment and vacancies; information assistance hotline; useful vocations; advice on starting a business in Poland, even if you do not have Polish citizenship; answers to frequently asked questions: from documents confirming the legality of stay to the validity periods of residence permits.

The section was created with the support of the Department of Trade in Strategic Goods and Technical Security of the Ministry of Economic Development and Technology of the Republic of Poland (TOP 10 electronic services to help Ukrainians during the war). A special section with information was also developed for those who were forced to leave for Great Britain, and by browsing the site you can find relevant information on obtaining a visa, social benefits, job vacancies, and running a business.

Ukrainian enterprises located in the zone of active hostilities can receive assistance in transferring their facilities to the West of Ukraine. For this purpose, a program for the relocation of Ukrainian productions has been launched, which provides free state support for the relocation of enterprises from the war zone. In just one month, 216 enterprises were evacuated from the combat zone, most of which have already resumed work at a new location (a single digital interaction platform was launched in Ukraine to help with business relocation).

Also, from April 2022, the Parliament of Ukraine adopted in the first reading draft law № 7198 (Draft Law № 7198, 2022) on compensation for real property damaged or destroyed during the war.

The «Damaged property» service in the «Diya» application allows you to report destroyed and destroyed immovable property as a result of

hostilities, acts of terrorism, sabotage caused by the military aggression of the Russian Federation. In addition, in the «Diya» application, you can transfer donations to the aid fund of the Armed Forces of Ukraine «Return Alive».

A reliable alternative air alert notification tool is vital for people at war - the Air Alert app for prompt response to the start and end of alerts. The application receives information about both air strikes and street battles or artillery shelling from responsible operators in the regional administrations of Ukraine. Coordination of alarms is provided by the State Emergency Service.

In addition, in March 2022, the Ukrainian online television service «Diya.TV» appeared in the «Diya» application, which was launched to prevent the occupiers from completely blocking Ukrainian television.

Thus, the modernization of public administration is carried out at an active pace precisely in the direction of the development of the service activities of the state, which aims to provide online services to the subjects of the appeal in the coming years. The development of this direction strengthens the influence of external negative factors, which are, for example, the influence of military actions on the territory of Ukraine, the COVID-19 pandemic, which caused the active use of remote work (both in employment and in the field of applications).

The need for the development of online services will objectively demand from state authorities, local self-government bodies, budgetary and communal institutions not only to modernize the material and technical base for the fulfillment of their own and delegated powers, but also to actively implement infrastructure projects aimed at improving the communication infrastructure (laying of Internet networks, operation of servers, hosting companies, increasing the level of data security, etc.).

Rapid response to the needs and current requests of the population in the conditions of martial law has become an indicator of the effectiveness of cooperation between the authorities and citizens: the authorities promptly respond to today's challenges, safely, quickly, efficiently and transparently creating services and online services for citizens.

Conclusions

The analysis of regulatory legal acts regulating relevant social relations showed the existence of a multi-level model of legal support for the implementation of electronic governance, which combines legal norms of different legal force, which have found their external consolidation in acts of informational and administrative legislation, and also illustrates

the mutual influence and interaction of these industries rights in today's conditions.

Based on the assessment and comparison of the main trends in the development of the country's digital economy to solve the problems of the development of the information society, simplification, decentralization, deregulation, the development of institutional capacity and communication support should be attributed to the key achievements and digital opportunities of Ukraine in the direction of e-government.

Electronic governance mechanisms in the field of telecommunication networks (development of broadband subscriber access and telecommunication network systems; modernization and optimization of telecommunication infrastructure elements), e-commerce infrastructure and online interaction of business entities (electronic interaction system, e-commerce, road development map), digital skills and electronic document circulation (modernization of infrastructure equipment; digital educational resources, unified criteria for evaluating the quality of electronic documents, delimiting access to information by various means of protection) to create an effective public administration system using digital technologies.

In the conditions of the war on the territory of Ukraine, the formation of strategic goals for ensuring cyber security has become important, in particular, the formation of an effective model of relations in the field of cyber security, strengthening the capacity to combat cybercrime and international terrorism, the development of international cooperation, unification of approaches, methods and means of ensuring cyber security with established EU practices and NATO.

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