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FUNCTIONING OF PUBLIC INSTITUTIONS AND INSTITUTIONAL ARCHITECTURE OF PUBLIC ADMINISTRATION TRANSFORMATION IN THE CONDITIONS OF THE INFORMATION SOCIETY OF MARTIAL STATE

To ensure the national interests of the state and the development of civil society, improve the level and quality of life of the population, ensure respect for human rights and freedoms, and support achievements in compliance with the global goals of sustainable development, Ukraine needs to constantly carry out transformational changes in the structure and functioning of public authorities, taking into account the conditions of martial state.

Solving current problems is associated with the rapid development of the information society and requires appropriate public administration: important issues remain regarding the practical implementation of innovative information technologies in the activities of public authorities, the optimization of their organizational structure and staffing, respectively, the dissemination of electronic democracy tools in the languages of change of the information society. The existing architecture of public administration in Ukraine does not provide a solution to all problems in this area of social development, there is an objective need for further improvement of the activities of public administration bodies in the context of the development of the information society.

The state needed create an integrated innovative model for the development of a high-tech information society, where all citizens have the opportunity to create, store, freely access, use and exchange information and knowledge, where every citizen can realize their potential aimed at personal and social development, improve the quality of life and participate in the global process of development under martial law. Human rights and freedoms can be guaranteed and protected only under the condition of free access to information, favorable public opinion about the events taking place in the country, and effective influence of citizens on the activities of public institutions when the authorities perform monitoring functions.

Only direct democracy and participatory democracy should become favorable factors formation information society of martial law. Therefore, not only public institutions, but also citizens, non-governmental organizations, public and political institutions, media and business should take direct part in the process of forming and implementing e- democracy.

The functioning of the existing institutional architecture of public administration and the transformations taking place in Ukrainian society under the influence of globalization trends and threats of martial law require the use of all tools of e-democracy in the process of updating and reforming the administrative system. It is e-democracy that becomes a factor in the transformation of the administrative system and a means of adapting to the challenges of the information society. The tools of e-democracy ensure the spread of new channels of communication between citizens, between citizens and public authorities, between authorities and other participants in the institutional system.

Steps towards improving and replacing administrative services with electronic ones include adopting a legislative framework to ensure basic digital rights of citizens, including the right to broadband Internet access, as well as expanding the technologies available to consumers to reduce the cost of software. Prerequisites for promoting digital transformation in Ukraine are new legislation on the digital economy and telecommunications, digital infrastructure, advances in the cashless economy (e-Commerce), e-Trust, and developments in cybersecurity. The «Smart City», launched by the Ministry of Digital Transformation, demonstrates the authorities' confidence in the existing legal and institutional framework for implementing a comprehensive approach to building an ICT ecosystem at the regional and local levels.

During the implementation of the National Informatization Program, 1,645 informatization projects with a total value of 6,539.6 million UAH were submitted to the general customer for consideration and approval in 2023. This concerned projects that were supposed to be implemented in the interests of customers at the expense of the state budget and/or other sources not prohibited by law, and their estimated cost exceeded 500 thousand UAH [1].

In recent years, the Ukrainian government has developed new e-democracy tools. These include e-petitions, the e-parliament initiative, open budgeting, mandatory e-declaration of assets, and ambitious plans for open data and online procurement. In addition, other e-democracy tools have been introduced (Fig. 1).

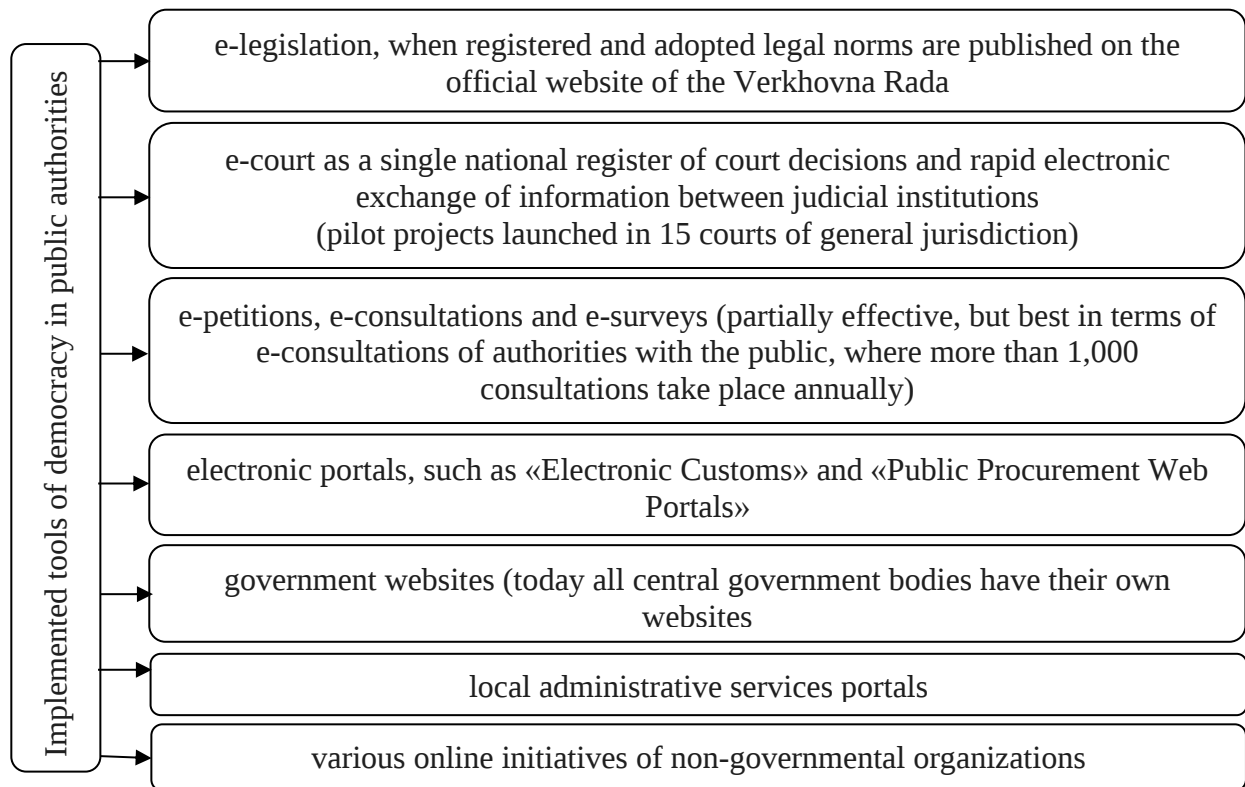


Figure 1 – Implemented tools of democracy in public authorities.

Source: compiled by [1, 2, 4, 5].

Research [3-7] allows us to identify areas for the development of e-government services in Ukraine for the effective functioning of public institutions and the transformation of the institutional architecture of public administration:

combining and integrating service delivery channels. It is important to provide services using different channels and to give citizens the opportunity to receive services through the channel of their choice, rather than relying solely on e-service channels. Since each service delivery channel has different characteristics and different value in combination with other channels, some channels are better suited to providing certain types of services than others. It is therefore important to adapt service delivery channels to the needs of different users and the characteristics of different government services, rather than moving all services online. The more e-government services (that meet the specific needs of citizens) are provided through the appropriate channels, the more likely they are to be used;

personalization of public services for specific citizens. Identification and segmentation of user databases allows for better tailoring of public services to the needs of individual users, which is likely to have a positive impact. likely to have an impact;

use of mobile technologies. The rapid development of mobile technologies allows governments to provide public services to all segments of the population. The greatest socio-

economic impact of the use of mobile technologies is likely to be in resource-poor rural areas and developing countries, where access to fixed broadband is absent or limited. In the United States, for example, almost all government agencies have witnessed the spread and impact of mobile technologies, as more users access websites from mobile devices;

use of social media. Social media (e.g. Facebook, Twitter) is a rapidly growing tool for online interaction and a channel through which public authorities can take into account the opinions of citizens and communicate directly with them. The advantage of using social media is that it allows the government to identify citizens' needs and develop more relevant services, rather than relying solely on expensive traditional citizen surveys.

Ukraine today has all the conditions for the transition to a higher technological level of development of the information society. The situation in the country is characterized by the approximation of the administrative system to the standards of the European community, which necessitates the proper reform of the public service and service in local government bodies in accordance with European standards, where the mechanisms for providing public services are the basis for the functioning of government in a democratic society.

The transformation of the administrative system becomes a step on the way to increasing innovative economic development and the standard of living of the population. However, progress in the process of institutional transformation can be achieved only if a systemic approach is applied to the harmonization of the existing regulatory and legal framework, the creation of an appropriate system for protecting information resources, the introduction of innovative digital information technologies and the continuous development of human resources.

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