

THEORETICAL PRINCIPLES OF APPLICATION OF INFORMATION AND COMMUNICATION TECHNOLOGIES IN PUBLIC ADMINISTRATION

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Abstract. The paper examines the concept of modern electronic governance, its relationship with other concepts based on theoretical approaches, legislation and international agreements. The possibilities and features of using ICT in the implementation of the principles of good governance, taking into account Ukrainian legislation and practice, have been determined. The dynamics of the implementation of electronic services at different levels of government in Ukraine are considered and directions for further development are indicated. The principles of building an electronic management system for the purpose of combating corruption have been systematized. Analysis of international agreements in the field of e-government and the importance of additional information tools for their formation was emphasized. The mechanism, subjects and features of the provision of administrative services through the Diya Portal and other online and offline services were determined. The possibilities of using open data in various relations, including the fight against corruption, and their characteristics were also highlighted. It was also noted the need to structure administrative services according to industries and forms of their provision.

Introduction.

The application of information and communication technologies in the field of public administration and the development of the electronic government system give rise to important questions regarding compliance with the norms of administrative law during electronic interaction between subjects of administration, individuals and legal entities. The concept of information technology was incorporated into the communication process in the 1980s and now includes hardware such as computers and servers as well as software such as operating systems and network protocols. These possibilities are widely used in the educational process, which makes ICT a pedagogical technology. Modern legal innovations in the field of ICT implementation in the practice of public administration, development of the e-government system and related aspects of the use of the latest electronic technologies, software products and information protection in computer networks used by authorities are presented by scientific developments. In the doctoral dissertation of B.A. Kormych ("Organizational and legal foundations of the information security policy of Ukraine", 2004) for the first time in Ukrainian legal science justified the existence of specific legal relations arising in the information sphere, and developed the concept of the formation of the field of information law. The study indicates that the circulation of information takes

place with the help of special technical means and technologies, which become one of the most important components of information processes and require an appropriate level of security and legal regulation of their functioning [1]. In the dissertation of A.M. Shkolyk, who was awarded the degree of Doctor of Philosophy in the field of jurisprudence for the work "Administrative-procedural legislation in Ukraine: formation and systematization" (2021), indicated updated trends in the improvement of acts of administrative-procedural legislation, including the maximum simplification of administrative proceedings and its transition mainly to an electronic format [2]. Smirnova N.R. (2023) worked on the implementation of administrative and legal norms through information and communication technologies in the field of public administration with the aim of creating a theoretical basis for an effective e-government system in Ukraine [3]. Without diminishing the importance of scientific works, there is a need to develop new approaches to the conceptual foundations of the implementation of administrative and legal norms through ICT, which causes gaps in the organizational support for the formation of an effective model of e-government in Ukraine.

The development of the Internet and ICT is happening at an incredibly fast pace, which can be surprising. This is due not only to the development of society's information culture, but also to rapid progress in the field of modern electronic technologies. The Internet has become a tool that allows a person to choose sources of information, independently evaluate their reliability, objectivity and usefulness, and also use this information for business and entertainment. At the same time, the variety of available sources of information is growing. Nowadays, the information culture of many people is being changed by the influence of social and other computer networks. Platforms such as Twitter or Facebook increasingly influence people's daily lives, offering new ways of communication and having a significant impact on the distribution of information, making them a vivid example of modern mass media. Ensuring the information security of citizens and the ability of the government of any country to create a healthy environment with the help of the latest information tools are important aspects of a modern democratic society. At the same time, information and communication technologies must comply with the current legislation and prevent its violations, ensuring the correct administration of public services. This is a necessary basis for creating a system of electronic management and effective work of state bodies.

The term "information technologies" includes methods, technical and software tools that form a technological chain for collecting, storing, processing and transmitting information [4]. These technologies went through different stages of development, similar to the stages that are known in the case of the railway or the telegraph, as defined by N.H. Carr: 1) initial installation (characterized by the high cost of the technology and creates a long-term market advantage for its owner); 2) active development in terms of quantitative and qualitative indicators; 3) general availability (the product becomes available at a low price, the technology becomes publicly available and necessary to maintain competitiveness, but no longer gives the owner advantages) [5]. Therefore, IT includes all the mentioned stages of

development when considering this issue in the context of the history of the development of the information society. However, the most important thing is that IT provides advantages in the field where it is used, because it accelerates the processes of exchanging information in extraordinary volumes.

The scientific literature emphasizes that the concept of e-government involves the integration of information resources of state authorities, providing access to them, as well as the development of a system of online services, including paid ones, with the main goal of establishing direct and interactive communication between citizens and government institutions via the Internet. It is necessary that the information network infrastructure is aimed at solving the current political, economic and social tasks of the state. It should ensure citizens' access to open state information, disseminate objective and reliable information about the activities of authorities, which strengthens trust in the state and its policies. In addition, it is important to ensure a constant dialogue between the state, citizens and public institutions, as well as to establish the necessary level of public control over the activities of state bodies and organizations. unification of information resources and services of state authorities and local self-government with the aim of creating a single national information space; improvement of the state administration system by optimizing the structure of the state apparatus and reducing financial costs; phased transfer of part of the paid public services to the system of public network services that meet the needs of citizens and organizations, effective support of the economic activities of public entities, engaged in economic activity, allowing them to effectively integrate into the national and global economic space; interaction and cooperation with state bodies of foreign countries and international non-governmental organizations.

Through the gradual introduction of ICT into everyday work, public administration bodies got closer to their main consumers of services, created convenient conditions for simplifying communication and to a large extent got rid of the human factor, which does not always have a positive effect on the process of realizing the rights and duties of citizens. Today, the concept of e-government can no longer be considered only as a new technology, as it has become an effective tool for restructuring the system based on bureaucracy. The export of online services involves the implementation of organizational and internal changes in public administration structures aimed at meeting the needs of citizens (G2C) and businesses (G2B). It also means integration of services and horizontal interaction between government structures (G2G).

When studying the evolution of the concept of e-government, it is impossible not to take into account the concept of Open Government (hereinafter - OG). It is not new and in a broad sense it involves a state management system, such as e-democracy, and is aimed at broad involvement of the country's citizens in solving socially important problems and making decisions. In recent decades, countries around the world have been implementing OG initiatives as a way to increase transparency, establish G2E connectivity, fight corruption, and promote economic development.

Implementation of e-government in Ukraine since the mid-2000s. was accompanied by an update of legislation in the field of ICT use. Yes, the Decree of the President of Ukraine dated October 20, 2005 was issued. No. 1497/2005 "On priority tasks regarding the implementation of the latest information technologies", Order of the State Committee for Communication and Informatization dated August 15, 2003. No. 149 "On approval of the List and Procedure for the provision of information and other services using the electronic information system "Electronic Government"" and a number of other legal acts identified e-governance as one of the top priorities of public administration reform. The main directions of development in this area have become: digitalization (digitization), digital transformation, international and state-legal integration, ensuring information security, information sovereignty. At the same time, the organizational and legal mechanisms for the development of the electronic format of the activities of state bodies are the mechanisms developed within the framework of the following state programs: State strategy of regional development for 2021–2027. The participation of citizens in policy-making and their subsequent participation is important for civil society, especially in the initial stages. Citizen engagement becomes a value with the development of Information and Communication Technologies (ICT), as simplified feedback creates the conditions for electronic participation.

Public authorities, involving the public in the creation of public policy, deepen the process of political democratization of society, accelerate the establishment of a social and legal state, and form the legal independence of a person from the state. According to the idea that public information is intended for all citizens and should be accessible, it is important for governments to create mechanisms to implement this idea, although very often they lack the capacity to create such mechanisms. The way out of this situation can be G2B interaction, where private entities can act as stakeholders or develop open data with the aim of turning it into a source of income. Companies can also use this data to create services, so the role of open data in today's society becomes apparent, and this goes beyond the usual transparency offered in theory.

As a model of government reform, OG is gaining popularity every year. But, just as in theory, where each researcher evaluates opportunities and prospects 29 subjectively, so in practice the reform is built according to different views and with an emphasis on certain aspects, which is related to the material capabilities of each country and the level of information development society. At its core, e-governance contains confirmation of the prospect of the technological possibilities of the information society for the evolution of state governance models. I. Abu-Shahab singles out six factors for evaluating the use of information: intention to use, availability of information, quality of information, accountability, cooperation and acquisition of competence. The prospect of using ICT is determined by how useful the information is and the possibility of its use. The interrelationship of these factors is embodied in the production model, where, subject to the availability of access to information and its usefulness, the interaction between the subject possessing the information and the consumer will be established [6].

Conclusions.

So, e-government in its theoretical and practical implementation is a trend of developing countries all over the world. It covers various manifestations of electronic managerial (administrative) activity provided by ICT: e-government, e-democracy, etc. Digitization of the life of a certain country and the possibility for citizens and business entities to receive all state or local management services indicates the introduction of e-government in this country. From the political and technical side, the concept is objectively based on the use of ICT and other opportunities of modern society. That is why global (transnational) and local initiatives play an extremely important role in the development of a modern information society and the construction of a democratic state. The presence of differences in potentials, mentalities and economic factors are catalysts for change. The ability to use the experience already gained helps to focus on what needs to be achieved, and not on what difficulties will arise on the way. The modern world is connected by technologies that unite society, open it up and give impetus to movement.

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