UDC 330.341.46(1-22)

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IMPLEMENTATION OF E-GOVERNANCE IN THE PUBLIC SPACE OF UKRAINIAN CITIES

The article is devoted to the study of public space and the development of e-governance. The analysis of implementation of state programs of e-government development has been conducted. It has been determined that for the creation of the effective public space and the development of e-government, its security remains an important component (government prevents the dissemination of private information about citizens, protection of their personal data, ease and accessibility of the information society, digital literacy and many other aspects). The mechanism of e-governance analysis has been described by such key indicators as: organizational capacity and technical infrastructure; information content of official websites; use of electronic participation tools; access to public information in the form of open data; access to administrative services in electronic form; introduction of electronic document management systems.

Key words: *public administration, e-government, e-democracy, e-governance, Information and Communication Technologies.*

General problem statement. Exploring the public space from the standpoint of e-governance in Ukraine and building on the experience of European countries, we can identify a significant number of scientific approaches and effective practices for the development of socio-economic sphere of the population of European countries and Ukraine.

At this point, we cannot imagine solving operational and communication issues without the Internet, technical media and devices. The course of informatization that had started more than 15 years ago allowed us to make our social, economic and other spheres much more comfortable.

In the process of development of e-participation, citizens have new opportunities to participate in the socio-political process and public space, such as raising awareness of current social issues, strengthening feedback from government institutions, influencing the agenda development and the process of making socio-political decisions. This increases the level of trust of citizens in state institutions and allows to achieve transparency of their activities [5, p. 97–101]. The mechanism of online communities' formation provides planning and implementation of civic initiatives and the projects of collective action in public space. This mechanism saves resources for social mobilization and expands the boundaries of direct democracy, in which citizens can independently and on the principles of self-organization participate not only in initiating, developing and making social and political decisions, but also in their implementation both locally and nationally. Citizents can also participate in the arrangement of measures affecting the authorities and other responsible organizations [5, p. 97–101].

The purpose of the article. The article is devoted to the consideration of theoretical approaches and the analysis of current state programs of the development of e-governance in public space.

Analysis of recent research and publications, which initiated the solution of this problem, the selection of previously unsolved parts of the overall problem. The concepts of "public space" were studied by V. Bakumenko, V. Bodrov, V. Hoshovska, V. Koltun, V. Korzhenko, O. Korotych, T. Pakhomova, J. Radysh, V. Skuratovskyy, Y. Surmin, O. Sushinskyy and etc. from the standpoint of studying the relationship between public space and public policy, the development of civil society and the development of territorial communities.

Presentation of the main material of the study with a full justification of the obtained scientific results. The development of e-governance in many

countries around the world and the discussion of its main directions of development began with the adoption of the Geneva Declaration of Principles "Building the Information Society: a Global Challenge in the New Millennium" and the Geneva Plan of Action, both signed in December 2003.

Article 51 of the Geneva Declaration of Principles "Building the Information Society: a Global Challenge in the New Millennium" states that the use and deployment of information and communication technologies (ICTs) should seek to create benefits in all aspects of our daily life. ICTs development is potentially important for governmental activities and services, public health and information about health, education and training, employment, professional development, new job creation, entrepreneurship, agriculture, transport, culture, environment and natural resource management, prevention of disasters, for poverty alleviation and other spheres. Moreover, ICTs should promote sustainable production and consumption patterns, reduce traditional barriers, enabling everyone to access local and global markets in a more equitable way. ICTs have to be user-friendly, accessible to all, affordable, adapted to local linguistic and cultural needs and support sustainable development. In order to achieve this, local governments have to play a major role in providing ICT services for the benefit of their populations [2].

Consequently, it is important to create a favorable information environment at the national and international levels for the development of e-government in the public space of different countries. ICT should be used as an important tool for good governance.

The rule of law is needed in order to create a people-centered information society, altogether with a supportive, transparent, competitive, technologically neutral and predictable political and regulatory framework that takes into account the national characteristics. Public authorities should intervene in appropriate cases to adjust issues regarding complex market mechanisms, support of fair competition, investment attraction, ICT infrastructure assistance, maximus use of economic and social benefits, and serving national priorities.

Vital components of national efforts in the field of ICT development are a dynamic and favorable international environment which contributes to foreign direct investment, technology sharing and international cooperation, particularly, in the areas of finance, debt and trade, and the full and effective participation of developing countries in global decision-making.

ICT is an important factor which enables growth through efficiency and productivity gains, particularly by small and medium-sized enterprises (SMEs). In this regard, the development of the information society is important for broad-based economic growth in both developed and developing countries. We should encourage ICT-driven productivity growth and innovation in sectors of the economy. Equitable distribution of benefits contributes to overcoming poverty and social development.

What is more, the protection of intellectual property is important for encouraging innovation and creativity in the information society; likewise, the wide spreading and sharing of information is significant to encourage innovation and creativity. One of the key elements of information society which is accessible to all is facilitating of participation in questions related to meaningful intellectual property and shared knowledge through full information and competence building.

Sustainable development in the information society can be best promoted when ICT-related efforts and programs are fully integrated into national and regional development strategies [2].

One of the key components to establish an effective public space and the development of an E-system remains to be its safety (prevention of the expansion of private information about citizens by government, protection of their personal data, the ease and accessibility of information support, the formation of digital literacy and many other aspects).

According to the Geneva Plan of Action, ICTs should be aimed at supporting sustainable development in the areas of public administration, business, education and training, health, employment, environment, agriculture and science in national e-strategies.

In a public space where e-governance is developing at a high level, issues of democratic principles remain vital. People of different ages have access to open data and effective dialogue between the public, government and business, and decisions made by local authorities (related to the well-being and security of the population) must be open and transparent.

There are three main types of state strategies referring to the processes of building an information society and implementing of e-government. They are the following:

• non-interference, which makes market processes of self-organization and self-development the main driving forces;

• centralized management and regulation;

• rational combination of public administration, self-organization and self-development [1].

UN experts determine the index of e-government development in the world every year. E-governance is being monitored in 193 countries around the world. The ranking of countries is based on a general index, which consists of the web presence of the authorities (in other words the availability of online services); telecommunications infrastructure and human capital.

According to the method of assessment of the level of development of e-governance in the EU, such control indicators are taken into account:

- organizational potential and technical infrastructure;
- information content of official websites;
- use of electronic participation tools;
- access to public information in the form of open data;
- access to administrative services in electronic form;
- introduction of electronic document management systems.

International indexes are used to analyze the development of the information society in different countries. These indexes reflect the state of development of the information society. Such analysis is performed once per two years. According to the latest data in the world rankings of the E-Government Development Index,

Ukraine was ranked 82nd according to the latest UN study (United Nations E-government Survey 2018) as for the development of e-governance. According to the Open Data Barometer in 2018, Ukraine was ranked 17th in the world in the field of open data, and second place - in terms of development over four years [3].

According to the Global Open Data Index Ukraine occupies 31st place in 2018 in the ranking of open data. The Network Readiness Index is 64th in 2016.

Ukraine also went up for 7 positions in the Global Innovation Index and took 43rd place in 2018 [6]. Although in 2017, according to the ICT Development Index, Ukraine was ranked 79th in 2017 [7].

In Ukraine, e-government development is conducted by a group of non-governmental organizations led by the Association of Ukrainian Cities, including the Association of Local Government "Cities of e-Government of Ukraine", NGO "European Dialogue", NGO Civic Network "OPORA". The purpose of the study is to determine the level of use of e-government in the activities of local governments to ensure public awareness, quality of administrative services and public involvement in socio-political processes, promote transparency of local policy and fight corruption [1, 4, 7].

The most popular among the population of Ukraine are such electronic services that promote the development of public space, openness and transparency of democratic principles in society. Among them are: eID; electronic signature

Mobile ID, Bank ID, pass; E-services; Standards interoperability; Open data; Open BUDGET; E-democracy; Infrastructure; G-Cloud; GIS; Security; Virtual money; E-procurement Prozorro; E-Taxes, e-customs; E-Justice, e-court; E-Rada; E-health; E-Agro; EcoDATA program; E-education; E-tourism; E-social; SMART infrastructure; Smart city [3].

Currently, 118 e-services are available on the Government portal. The use of such services has tripled during the last year. Ukraine has one of the world's fastest data rates. More than 5,000 electronic documents are sent daily between government agencies – one of the examples of some achievements in e-government [9].

The most important direction in the field of e-government are e-services because they concern every citizen, the comfort of the population, the development of public space and effective communication between the population, representatives of government agencies, organizations and business. One of the main tasks was to introduce 100 electronic services by the end of 2018. The list which has been approved by the Government includes the most priority services for businesses and citizens. Services that would minimize corruption risks. This result has been achieved, and currently there are 118 electronic services on the Government portal, which serves as a "ultimate window" for access to all online services. Among them we can find such socially important services as childbirth assistance, business registration services, services in the land and construction spheres. In 2019, important sets of electronic services for drivers and carriers were also launched. They are available in the electronic offices of the carrier and driver, respectively. These services are already in high demand.

In 2018, the level of use of electronic services in Ukraine has tripled. In 2019, 50 electronic services were introduced. They related to the production of medicines, drainage, construction services, driver's licenses, etc.

The e-baby is another comfortable electronic service for the population. It combines nine administrative services. The spread of accessible and reliable means of electronic identification will promote more widespread use of electronic services. For instance, a mobile identification service (using the MobileID program) became available to Ukrainians at the end of last year.

We would also like to emphasize the importance of introducing of an electronic program for the development of the public space of Ukraine, aimed at effective interaction between the government and citizens. Thus, the program "Digital by Default" provides for the adaptation of Ukrainian legislation to the processes of digitalization.

Another important area of activity in the field of e-governance is the introduction of electronic document management in government. In Ukraine, 193 authorities, institutions and organizations were connected to the system of

electronic interaction of executive authorities. As a result, electronic interdepartmental interaction is currently implemented in 673 organizations. About 5,400 e-documents are sent daily in the system.

For four years in a row, the field of open data has been actively developed in Ukraine. And the importance and popularity of this area in society is only growing every year. In 2018, Ukraine took 17th place in the world in the field of open data, and second place in terms of development over four years. This is stated by the report of the world rating Open Data Barometer.

In 2018, the most anticipated data sets were opened to Ukrainians, starting from the transport sector and ending with data from local budgets. Thus, information from the Ministry of Internal Affairs about registered vehicles has become one of the most popular, as it demonstrates the real state of the car market in Ukraine. Based on them, useful online services have been created, which citizens have already used for more than a million times. With the help of the "opendatabot" program you can also track fines for traffic violations, the list of objects under arrest, etc.

Particular attention should be paid to the data on licenses for road transport – passenger and freight, which also became available to Ukrainians last year. Now, in a few seconds anyone can check the availability of the appropriate license for a taxi, bus or minibus. And on the basis of this knowledge one can decide whether to trust your life to such a carrier.

An important initiative was made by the Ministry of Finance. According to it, 9,683 local budgets began to be published on the openbudget.gov.ua portal. Thanks to this, every Ukrainian can control the use of budget funds at the regional level and even at the village level.

Authorities have released data on more than 143,000 business inspections scheduled for 2019 [8].

If we analyze the different scientific approaches to the term "e-government", S. Jansen and B. Priddat interpret it as:

- "virtualization" of the state in the form of "one-stop-non-stop" – proposals (one-stop is a professional term, which means public or municipal services in one workplace for citizens). "Non-stop" is the provision of services within 24 hours, if possible via the Internet), digital integrated personalized and permanently available services / processes (G2C – government to citizen), as well as eDemocracy [11].

The state policy of implementing e-government in the public space of the state must be based on a system of such principles as:

• transparency and openness of government;

• confidentiality and information security;

• common technical standards and mutual compatibility;

• focus on the interests and needs of service consumers;

• control and accountability of government to citizens and society [4, p. 110-116].

For example, among the effective state programs that are implemented in our country for the population and for the development of public space, in our opinion, there are such modern projects as: "DIIA", "DIIA. Digital Education", "DIIA.Business "," Safety of children on the Internet "," E-residence".

In accordance with the key tasks aimed at the development of e-government, the Ministry of Digital Transformation of Ukraine provides:

- formation and implementation of state policy in the field of digitalization, digital economy, digital innovations, e-governance, e-democracy and development of the information society;

- formation and implementation of state policy in the field of development of digital skills and digital rights of citizens;

- formation and implementation of state policy in the field of open data, development of national electronic information resources and interoperability, development of broad Internet and telecommunications infrastructure, e-commerce and business;

- formation and implementation of state policy in the field of electronic and administrative services;

- formation and implementation of state policy in the field of electronic trust services;

- formation and implementation of state policy in the field of IT industry;

- performing the functions of the central certification body by ensuring the creation of conditions for the functioning of the subjects of legal relations in the field of electronic trust services [9].

The use of information and communication technologies (ICT) is considered as the basis for sustainable development of almost all elements of social infrastructure, namely: e-government, e-governance, e-commerce, e-learning, e-research (e-science), e-health, e-employment, e-environment protection, e-agriculture, etc.

Conclusion: Analysis of theoretical scientific sources and current programs shows that there is no single successful program for the development of e-government and e-democracy. Each strategic program or plan must be individual and take into account the peculiarities of each country or region. For most countries in the world, the development of e-governance and e-democracy is one of the national priorities. Information and communication technologies are necessary tools for socio-economic progress, one of the main factors of innovative economic development. E-governance and e-democracy allow in the most effective and shortest possible way: to increase national competitiveness in highly intelligent spheres of work; to improve the quality of life of citizens; to promote an open democratic society. The research identified a system of mechanisms for the development of e-government in five groups: mechanisms for security in the information space, mechanisms for e-interaction, mechanisms for providing e-services, mechanisms for e-democracy and open government. A detailed classification of e-government mechanisms has been defined for each group. The interconnectedness of these mechanisms is their prominent feature. It determines a systematic and comprehensive approach to the introduction of e-governance mechanisms.

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