



Секція 2
ФІНАНСОВІ МЕХАНІЗМИ І ТЕХНОЛОГІЇ
ЗБАЛАНСОВАНОГО РОЗВИТКУ УКРАЇНИ
ЗА ЦИФРОВОЇ ТРАНСФОРМАЦІЇ ЕКОНОМІКИ

THE ROLE OF THE ELECTRONIC ADMINISTRATIVE SERVICES SYSTEM

Pryshliak D., student
Supervisor – doctor of Sciences (Economics), professor **O.Hirzheva**
State Biotechnological University

According to research results, e-governance is a key factor in promoting the Sustainable Development Goals formulated by the UN. the public should have access to administrative services, and e-government should be based on the use of existing and new technologies to achieve these goals. The world is at risk of a digital divide, as countries with low incomes and poor infrastructure fall behind, and vulnerable segments of the population are even more at risk of not having access to new technologies.

The experience of practical application of information support of administrative service centers indicates the greatest spread of information and communication systems [1]:

- electronic queue systems;
- systems of electronic document circulation and accounting of administrative services;
- video surveillance systems;
- systems for recording conversations of administrators and subjects of appeal when providing administrative services;
- systems for assessing the quality of administrative services;
- integration systems of front and back offices.

Electronic queue systems can be used both in combination with autonomous information terminals (for example, in Vinnytsia, Lutsk, Ivano-Frankivsk, etc.) and without them (for example, in Odesa). Electronic queues function both autonomously (presupposes the physical presence of a person in the TsNAP) and online.

The Ukrainian market of developers of electronic queue systems is quite wide: Servibel, QSystems, Touch.ua, MHT, List, Apertum, EWQ, Valtek, KTS, etc.

Among the systems of electronic document management and accounting of administrative services, "Gallery of services" (Kharkiv, Kyiv,

Dnipropetrovsk and Lviv regions), "Universes of services" (Ivano-Frankivsk region, Rivne, Sumy, Ternopil, Uzhhorod, Chernivtsi), "ASKOD. Administrative services" (Lutsk and Volyn regions, Cherkasy, Chernihiv, Bucha).

In Ukraine, electronic administrative services are not yet quite popular. The reasons are seen first of all in insufficient popularization of the work of services by authorities. However, the advantages of introducing and using electronic services are significant:

- collection, processing, provision of general and specialized information;
- consulting work;
- preparation of political decisions or laws;
- interaction between departments;
- general procedures for processing requests received by state agencies;
- assistance and assistance procedures;
- implementation of procurement procedures;
- implementation of supervision and control procedures by state agencies.

Electronic administrative services must be available to the public around the clock, so portals (websites) must be reliable and secure portals [2].

Electronic administrative services are provided through the Unified State Portal of Administrative Services my.gov.ua and through information systems of state administration bodies and local self-government bodies integrated with it.

Electronic administrative services of the State Geocadastre, the Ministry of Justice, the Ministry of Ecology and Natural Resources of Ukraine, the Ministry of Economy, the State Tax Service, the Pension Fund of Ukraine, individual local TsNAPs are available through Internet resources or can be ordered in electronic format. For electronic identification on electronic service sites, electronic services are used electronic signatures, or in some cases BankID.

Local self-government bodies of large administrative-territorial units can implement their own network resources to provide electronic administrative services, but this requires significant financial resources. Today, all local and regional TsNPy have their own websites, many of which implement electronic queues and electronic administrative services [3].

The toolkit of electronic services is an effective anti-corruption factor, because they are as open and transparent as possible, the status of their implementation can be monitored on the website, and they eliminate the need for direct contact with public officials. Entering the provision of services on

the official website of local self-government bodies is not only technically, but also legally possible.

In the technical aspect, the implementation of electronic administrative services requires guaranteeing the security of users' personal (personal) data.

Electronic governance is an effective communication tool between the population and the state, which allows solving important issues at the national and regional levels.

The trends of e-governance in various countries have been studied by UN specialists since 2001 [4] and are aimed both at measuring its effectiveness in providing state ambassadors and at determining effective development models.

Important indicators include the e-government development index, which is defined as the arithmetic mean of 3 indices : breadth and quality of online services; level of communication infrastructure development; human capital index.

The indicator of the breadth and quality of online services (Online Service Index) is characterized by the parameters of new information, extended information, transactional and connected services [2].

In 2014-2019, electronic services in Ukraine gained significant development: an online service related to a state institution was launched, a project was presented on the transition of the Verkhovna Rada of Ukraine to electronic document management, services are implemented in various spheres of life [2]. Further expansion of the list of online services will make it possible to realize the concept of a service state.

Information sources

1. Інформаційне забезпечення управлінської діяльності в умовах інформатизації: організаційно-правові питання теорії і практики: монографія / Р.А. Калюжний, та ін. К. : Акад. ДПС України, 2002. 292 с.

2. Ющенко Н.В., Ковтун М.В. Електронне урядування в Україні: стан та перспективи розвитку. Причорноморські економічні студії. 2019. № 38-1. С. 152-157.

3. Опанасюк, Ю. А., Линник, С. О., Мельник, Ю. М., & Гириченко, Ю. Г. (2020). Удосконалення інформаційного забезпечення надання адміністративних послуг органами місцевого самоврядування. Науковий вісник: Державне управління, № 3 (5), С. 177–194.

4. United Nations (2018). "E-Government Survey 2018. Gearing E-Government to Support Transformation towards sustainable and resilient". URL : https://publicadministration.un.org/egovkb/Portals/egovkb/Documents/un/2018-Survey/E-Government%20Survey%202018_FINAL%20for%20web.pdf