

Normative and Legal Bases of Digital and Information Development of Modern Ukraine

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Abstract. The digitalisation of the social development of independent Ukraine while improving the political and legal processes contributes to improving the quality and efficiency of administrative bodies in Ukraine. The development of modern national legislation should be aimed at implementing promising areas of interaction between central government, executive authorities of regions and municipalities with the population by informing and receiving feedback, providing public services using modern technologies and developing interactive participation of civil society in management of public affairs. The purpose of the article is to study the most problematic issues of digital and information modernisation of social and state development of modern Ukraine by creating an appropriate legal framework that corresponds to practical realities. The results were obtained by means of theoretical and methodological research of scientific publications on the problems and issues of digitalisation of public administration structures, informatisation and technologicalisation of the entire administration system in Ukraine and other countries. The goal was also achieved by in-depth content analysis of the provisions of official regulations of various legal force on public activities in the field of informatisation and technology of social processes, policy documents aimed at forming electronic resources of state organisations, the official website of the Ministry of Digital Transformation of Ukraine, and scientific practices related to the given topic of study. The work is aimed at studying the problems of development of normative bases of digitalisation of the structure of administration in the state

Keywords: administration, informatisation, electronic services, public administration, Ukraine, Smart city

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Introduction

The transition to the use of digital tools and means in the administrative system of public administration, carried out in the regions and municipalities of Ukraine, and at the national level, is associated with significant regulatory difficulties, problems with informatisation and digitalisation of social processes in the country. The emergence of numerous socio-economic, legal and political problems in the field of informatisation of the entire system of administration of executive (public) bodies of Ukraine at various levels of government, necessitates modernisation of national and regional legislation, adoption of policy documents, plans and programmes for IT technology. Many steps in this direction have been taken in the modern period. Yes, in 2021, the Concept of development of digital competencies was developed and adopted until 2025 [1], effective from March 2021; a little later, the Law of Ukraine of 07/15/2021 No. 1667-IX "On Stimulating the Development of the Digital Economy in Ukraine" came into force [2], which is aimed at introducing significant innovations in the field of informatisation of the administration system, development of business structures by creating a system of preferential taxation of residents "Diya City", other positive conditions for innovative business to attract additional funding. The above-mentioned legal acts are also aimed at the gradual improvement of the country's digital infrastructure, attracting professionals and talented graduates of technical faculties of higher educational institutions of Ukraine in areas related to IT-technologies and digitalisation of social processes.

Given the importance of Ukraine's integration into the European Community and to increase its ranking in the group of countries on indicators of innovative development, it is necessary to constantly draw on the experience of different countries in the field of digital technologies. Therefore, the information base of the article was supplemented by publications of scientists and specialists from America, Europe and Asia. Thus, foreign scholars often emphasise the need to introduce the latest information technology in the executive bodies that manage the socio-economic sphere, which will directly affect the quality and level of public services to the population, the administrative process as a whole [3]. Examining the most important issues of the relationship between digitalisation of social development, social management processes, access to information technology for individual citizens of European and other countries, scientists and experts note: the importance of privacy, personal interests of some European and Asian countries in implementing information collection for the implementation of modern administrative processes [4; 5]; the influence of social networks on the development of public opinion and the promotion of public services for the population [6]; the need to create a modern digital management system of the municipality to increase the efficiency of the administrative process in the social sphere [7].

The importance of public administration in the field of implementation of information technology in the daily life of "ordinary citizens" is also considered through the

prism of security in the global network "Internet" [8; 9]. The practical significance of the obtained results and the novelty of the study were substantiated: by studying the real modern practice of introducing normative principles of building a modern information society of Ukraine; availability of electronic administrative services to the population; content analysis of legal documents on selected issues of national importance; etc.

The aim of the article was to determine the relationship between national, territorial and municipal policy in the field of public relations administration in Ukraine in building modern information processes in the country and creating a positive model of digitalisation of modern dialogue between government and the population to improve public administration. *The object of the study* were social management processes of digitalisation of social processes in Ukraine, statistical and normative materials on the issues under consideration, etc.

Materials and Methods

To conduct a normative analysis in the study of relevant issues identified in the work, the authors of the article were involved and used methods of legal, managerial, political science. Scientific and cognitive methods of research of information literature sources are tools of theoretical study and comparison of scientific and journalistic works related to research topics, ie analysis (detailing, division) of material and synthesis, generalisation of research data of the information plan. The paper also specified the legal and socio-political categories in the field of development of regulatory and legal regulation of the processes of informatisation and digitalisation of public administration.

For the study of legal phenomena, institutions and acts of legislation of Ukraine, which contain norms of tax, civil, information law and regulate legal relations, and the development of information technology and digitalisation of public administration in the country, used formal-legal method of detailed study of legal categories and legal entities objects. This method was chosen as the most universal, comprehensive, based on the current system of legislative, conceptual and programme documents of the country. This method is aimed at studying the legal constructions of indicators, features, content, directions, means and tools of digitalisation and informatisation of public and social relations. At the same time, the norms of various legal acts of Ukraine, the internal content of programme and planning documents of the country were analysed using mandatory rules and tools of formal logic, considering the specific features of legal regulations. And the use of the comparative legal method allowed to connect in the article the processes of building a digital information Ukrainian society with other legal phenomena and categories, and with European standards in this area.

Statistical analysis of the practice of implementing certain types and directions of digitalisation and informatisation in the system of public administration and providing

administrative services to the population, establishing feedback from the government with the people, business and government activity in the field of IT technologies identified the effectiveness of modern information policy in Ukraine. Analysis of the results of regional and municipal authorities allowed, as part of a study of the importance of implementing the concept of “smart” (Smart city), to draw conclusions about the adequacy of mobile applications and public sites to inform citizens and provide public services. The value-normative method, which is obligatory in studying the current tasks and goals set by the state for the implementation of national projects and information development programmes of the country, allowed to elaborate and study the target orientation and normative content of state programme and project documents, including financial standards for the development of a gallery of new information technologies.

The method of forecasting and comparative design in the process of application in this article allowed, based on the selection of various practical problems, to develop the most optimal solutions for further development of the information economy and digitalisation of public administration of Ukraine. Also on the basis of forecasting further processes of expansion of the field of IT technologies and information space of the country the basic offers on improvement of various tools and means of digitalisation of economy and policy have been formulated and generalised.

Results

According to a study of government and legislative documents, territorial and municipal concepts and programmes, regulatory regulation of digitalisation of public administration and social development of the unitary state of Ukraine with limited regional self-government is quite active and fruitful. As stated in paragraph 4 of the Explanatory Note to the draft currently approved of the Law of Ukraine of 07/15/2021 No. 1667-IX “On Stimulating the Development of the Digital Economy in Ukraine” [9], legal regulation in the field of information technology is provided by regulations of the Constitution of Ukraine [10], the Civil Code of Ukraine [11], the Tax Code of Ukraine [12], the Labour Code of Ukraine [13], other legal documents, in particular, bylaws”. Constitutional principles enshrined in the Basic Law of the state concerning the importance of informatisation of public processes, accessibility and provision of information to all segments of the population, openness and transparency of public authorities, opportunities for direct and indirect participation of the people in the management of Ukraine should be specified in certain regulations countries [10].

Law of Ukraine “On Information” of 10/02/1992 No. 2657-XII (as of June 17, 2020) was one of the first acts of an independent state, which regulated the construction of the information society based on accessibility and openness of public information, reliability and completeness of information, freedom of thought and belief [14; 15]. It should be noted that this normative act was adopted before the

current Constitution of Ukraine and regulated important issues of information policy of the state, such as mandatory conditions for the formation of a digital society in Ukraine (Article 3) [15]. Then an important piece of legislation was adopted on the national strategy in the field of informatisation and digitalisation of modern management processes and public life, through the development and implementation of the “National Informatisation Programme” from 02/04/1998 No. 74/98-VR [16]. The normative provisions of this programme document set the main tools, means, elements and directions of the strategy “solving the problem of meeting information needs and information support of socio-economic, environmental, scientific and technical, defense, national and cultural and other activities in areas of national importance” [16]. It should also be noted that to implement the legislative initiatives of the highest state representative body of Ukraine (Verkhovna Rada), the concept of digital economy (DE) and society of Ukraine for 2018-2020 and the plan to achieve its goals were approved and partially implemented. According to Ukrainian experts, Ukraine’s transition to this was to attract new financial investments by attracting foreign and national investment capital. And conditioned upon its development by 2021 it was necessary to provide an additional 5% of Ukraine’s GDP by 2021, but by 2020-2021 only 2.5 to 4% of the contribution from the innovative economy to the country’s GDP was achieved according to various analysts [17; 18].

At the current stage of development of digitalisation and informatisation of administration and construction of innovative economy, as mentioned above, in 2021 the Concept of development of digital competencies until 2025 was developed and adopted [1] and the Law of Ukraine “On Stimulating the Digital Economy in Ukraine” from 07/15/2021 No. 1667-IX [2], aimed at the gradual improvement of the digital infrastructure of the country. Ukraine’s national information policy will be implemented based on adopted acts and other normative documents, which may be significantly amended in the future, including modernisation of digital processes in the regions and expanding the use of electronic information portals and applications to build “smart” cities. Normative conditions and legal regulation of digital and information development of modern Ukraine are impossible without the practice of their application in reality. Normative provisions of the Law of Ukraine “On Stimulating the Development of the Digital Economy in Ukraine” of 07/15/2021 No. 1667-IX are aimed at regulating the operation of Diya City – a special virtual economic zone created to attract foreign financial investment in Ukraine and aimed at simplifying business in the country [2]. Diya City allows organising a separate self-government and introduce various tax preferences [19].

In 2019, the Ministry of Digital Transformation of Ukraine created and presented a virtual public service “Diya”, which is a mobile application with electronic documents and a portal of administrative public services. As of November 2021, more than 50 administrative services for the population, commercial structures and other entities are

available on the portal. To develop economic activity and help business entities developed and implemented in a test mode portal “Diya-Business”, which helps members of the business community to create and expand their own business [20]. The analysis of publications and official sources of information allows pointing out large-scale changes in the processes of digitalisation of social, economic and state processes in Ukraine in the direction of their expansion and deepening. According to IT Guild Ukraine experts, in the period 2015-2020, the volume of national exports of IT products to other countries increased by 175%, the number of employees in the field of innovative technologies and digitalisation increased by 125%; the total amount of tax contributions and deductions of enterprises and other high-tech entities to the state budget of Ukraine in 2020 alone exceeded 20 billion hryvnias, and in 2021 reached about a billion US dollars [21]. The Concept for the Development of Digital Competences until 2025 emphasises the need to improve the quality of training and education of various employees in the information field to create opportunities

for modernisation of the country’s economy in accordance with international standards [1].

The Concept also refers to the norms of the Law of Ukraine “On Education” [22], where information and communication competence of a person is enshrined as necessary to ensure the proper functioning and organisation of unimpeded communication in society. At the same time, the State Strategy for Regional Development for 2021-2027, among other national challenges that reduce the potential of territorial development of the country, identifies a low level of digitalisation of regions and digital awareness [23]. Today, institutes and departments of the Kharkiv Regional State Administration, the Department of Digital Transformation of the city of Kharkiv provide various solutions to improve the efficiency of digital technologies in the region and municipality. First, the study shows that currently there is a lack of equipment of certain socially important objects of public, state and municipal infrastructure with broadband access to the global network and some of its resources needed to quickly solve problems in management (Fig. 1).

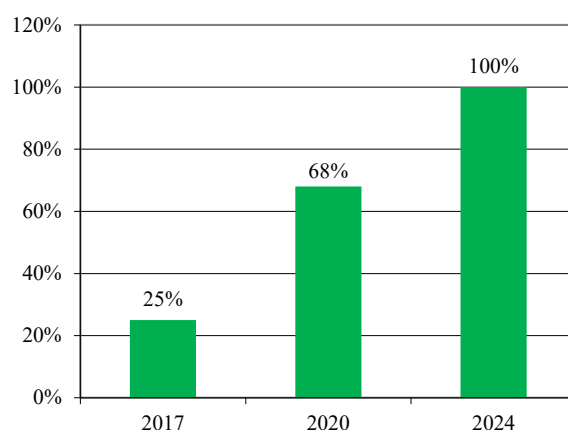


Figure 1. Equipping some socially significant objects of Kharkiv region of public, state and municipal infrastructure with broadband access to the global network (2017-2024)

In particular, in Kharkiv oblast and its municipalities, broadband access to the global network and special computer equipment of the most important social infrastructure facilities was characterized in 2017 by only 25% of the total, in 2020 – 68%, and by the end of 2024 – 100% connection of all significant structures to the resources of the Internet is planned, but these are still optimistic forecasts [24]. In general, it can be noted that in 2020 the region completed work on connecting to the global network and equipping

with modern technology almost 500 socially important objects of regional and municipal infrastructure, in particular, 42.8% of medical institutions of various orientations (of the total number of connected and equipped social facilities), 24.6% of educational institutions of primary, secondary and higher education, 20.5% of public territorial authorities (including local structures), 6.8% of subdivisions of election commissions, 10 cultural organisations (2.3%), and 13 other objects (about 3%) (Fig. 2) [24].

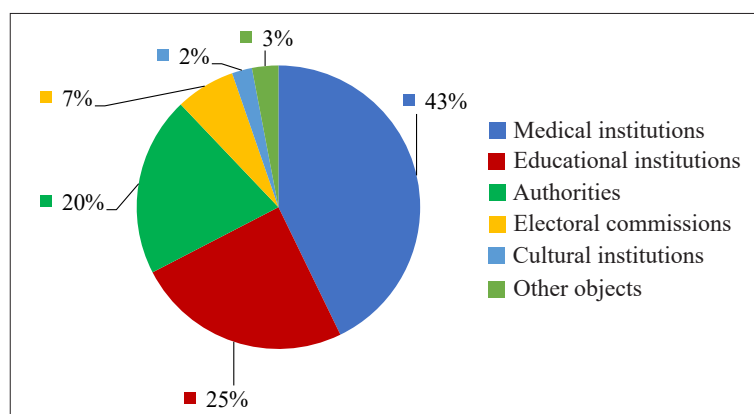


Figure 2. Equipping some socially significant facilities of Kharkiv region and municipalities with broadband access to the global network by areas of activity (2020)

In addition, at the expense of budget funds planned training in various professions, competencies in the field of digital informatisation and technologicalisation of administrative

processes to improve the efficiency of professional managers of public executive bodies of Kharkiv region and its municipalities (Fig. 3) [4].

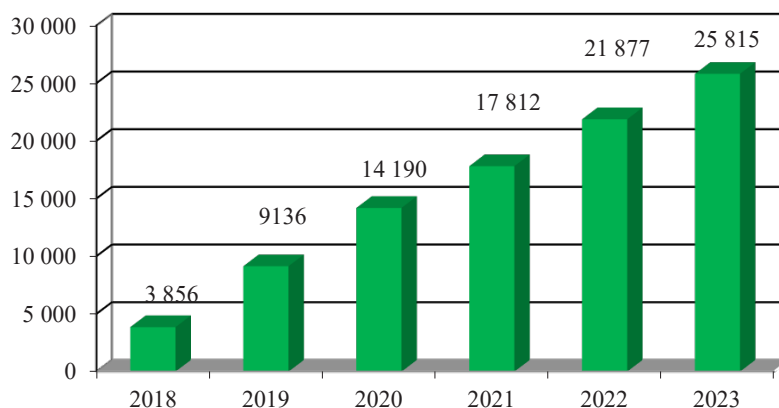


Figure 3. The number and dynamics of training of management entities in various professions, competencies in the field of digital informatisation and technologicalisation of administrative processes in the Kharkiv region (2018-2023)

As we can see, the public authorities of the region have a very effective policy of training, retraining and retraining of personnel in the field of digital technologies, but this process is often inaccessible to ordinary people and remote municipalities within the framework of the territorial security of accessibility and privacy of the rank portal with online courses “Osvita”. Yes, in Kharkiv, according to the official normative and program documents of the municipality, there are significant achievements in the field of digitalisation of state and municipal administrative structures, the system of providing public services to the population. As part of the “Smart city” programme, Kharkiv managed to achieve significant results in the promotion of information and digital technologies. For example, the Kharkiv City Council topped the ranking table, scoring 53 points from 59 possible information providers on updating and electronic publication of digital data among other municipal authorities of Ukraine. At the same time, Mariupol was in second place (48 points), and Khmelnytskyi was in third place (44 points) [24].

The Kharkiv Virtual Services Portal provides 16 types of electronic services to the municipality’s population using public means of electronic identification of applicants. The centers of administrative services of Kharkiv and the departments of state registration of civil status of the Eastern Interregional Department of the Ministry of Justice (Kharkiv) provide a comprehensive service “eBaby”, which, in turn, provides up to 8 services [24]. The Unified Electronic Register of Large Families of Kharkiv, the Register of the Territorial Community of the City of Kharkiv, was created and successfully operated at the end of 2021. Technical support of the computer programme “Center for Social Services” is provided annually. A municipal digital literacy course has been organised and is being developed for Kharkiv residents in various areas to ensure the implementation of the planned measures of the state-wide National Concept for the Development of Digital Competences at the city level. To organise an effective system of providing public socially significant services in Kharkiv, the work of the Center for

Administrative Services and its 11 territorial subdivisions (CNAP) was ensured. As of October 1, 2021, 217 types of services were provided [24].

Discussion

Modern progress of information and telecommunication technologies and related innovations in the practice of public administration in Ukraine and ensuring the effective functioning of enterprises of the country require the creation of rational and most complete information exchange and consideration of individual interests of social groups and individuals in mutual bilateral data exchange. It should be noted that the interaction of the authorities at the regional and local levels in Ukraine can be both coercive and administrative, and acquire a bilateral dispositive nature (mutually beneficial). With the help of information interaction, public competent bodies are able to convey to certain groups of the population of territories and procurement organisations special legal instructions required to perform and provide electronic public services through the Centers for Administrative Services (CNAP), etc.

The complexity of modern world information processes related to the exchange of large amounts of data, ensuring the security of the personal environment of citizens, the development of technological processes of the entire system of public administration in the country and regions – is the most important and urgent problem of state development. At the same time in Ukraine and its administrative-territorial units (regions, cities of special national importance, districts and municipalities) there is a paradoxical situation – with a large number of adopted and implemented policy documents on informatisation and technologicalisation of administrative processes there are significant difficulties associated with the development of the system of digitalisation of its activities.

This problem is not completely new, it is discussed by a large number of scientists and specialists. Modern Ukrainian scholars studying the problems of digitalisation and management processes seek to borrow European experience,

focusing on the problems of information openness of public authorities, their actions and decisions aimed at ensuring the rights and interests of the population in a given area. In addition, L. Gorbata [9] addresses the issue of improving the effectiveness of legal support for the reform of public administration based on the development of regulations in the field of digitalisation of all administrative processes. The author also draws attention to the potential possibility of creating a special public authority to monitor the access of Ukrainian citizens to official state and municipal information on the management of social processes, considering the experience of advanced European countries [9].

In his work, Yu.A. Mazur considered the Ukrainian specific features of the use of innovative technologies, which, in his opinion, should be accompanied by the development of various strategies to update the production process of goods and services, including innovative tools for modern enterprise development [25]. At the same time, according to the scientist, public authorities in Ukraine should directly depend on the creation of effective tools and ways to stimulate innovation activity of economic entities that implement new technological solutions in the production of knowledge-intensive products [25]. Yu.A. Mazur singles out the problems of tax incentives for the promotion of IT technologies in connection with the danger of underfunding the country's budget system of financial revenues or resources used in other areas of state support for entrepreneurship and small business [25]. The scientist determined the place of innovations in the economic activity of commercial organisations and companies of Ukraine and their impact on national modern socio-economic relations in the global digitalisation of all international and domestic processes [25]. In addition, scientists highlight the main trends in the implementation of innovative solutions based on digital technologies and their importance for informatisation of public administration of the real sector of the national and territorial economy [25].

The experience and opinion of foreign European scientists and practitioners is also important in comparative research. For example, J. Abrey, A. Silveira [3] conducts research on the modern system of public administration in the EU of social processes in creating a single information market (abbreviated – DSM), ie instruments of European Union internal policy in developing and implementing modern information and technological solutions to improve administrative efficiency in socio-economic fields human life and increasing the competitiveness of European countries in the world community [3]. The authors emphasise the need for informatisation and technologicalisation of management processes in various fields of human knowledge, especially highlighting the areas of justice and law and order [3]. Public (executive) bodies in the administration of various public sectors must adhere to the principles of compatibility of various goals and interests, and to form a system of new technologies and programmes that will allow mutual dialogue in digital interaction between government agencies, the population of European countries enterprises, other

participants in socio-economic activities [3]. Researchers at Tilburg University study the problems of confrontation between public and private interests in the development of the structure of accessibility and openness of personal information of EU citizens for use by public authorities and management [4]. Namely, scientists study the problems of digitalisation and technologicalisation of social processes and their impact on privacy, personal interests of the population of some European countries [4]. Researchers [4] see the need to collect, summarise and store personal and social data in creating a new dialogue between the public, business structures and public (executive) authorities to improve the management of economic processes in the European Union based on digital technologies [4]. P. Leerssen conducts an interesting study aimed at studying the specifics of public administration and control in social networks to conduct a public audit and exchange of information with civil society institutions and non-profit social partners [6]. The importance and significance of providing information on the activities of executive and other public authorities to active users of social networks is also determined. This researcher raised, in particular, the problems of transparency of public data, the need for digitalisation and technologicalisation of information activities of the state to improve the efficiency of public administration for practical purposes [26].

Scientists from Uzbekistan T.A. Muftokhiddinova, D.R. Rustamov is trying to develop common normative recommendations for reforming public administration of economic market processes in the post-Soviet space through the use of tools for informatisation and technologicalisation of public relations [26]. The importance of digital transformation of the administration system in Uzbekistan as a factor in the effectiveness of executive (public) governing bodies of modern network economic structures is emphasised. An example of digital reform of management processes in the UK by informatisation and technologicalisation of the British government [26].

For in-depth study and comparative study of achievements in the field of building a system of digitalisation of the urban environment of Kharkiv, Mariupol, Kyiv, etc., under the comprehensive Smart city programme (related to the construction and modernisation of "smart" cities of Ukraine) the material of the staff of the international educational institution "KU Leuven" was included in the article. A. Christofi, E. Wauters, P. Valcke actualise practical issues and aspects of attracting digital sources of information to achieve various public and state interests and solve municipal problems [7]. Initiatives of the executive authorities to build a "smart" city are aimed at increasing the informatisation and technologicalisation of municipal governance. Emphasis was placed on the legality of collecting and storing personal data necessary to centralise all information about the interests of the city's population to optimise the work of all structures of state and municipal government. Executive (public) authorities, according to these experts "KU Leuven", should always act in accordance with the principles of respect for private life and the use of information

collected for the common good of the population of the municipality [7]. Many developed countries of the world community, especially representatives of Western Europe, are developing and modernising regulatory and legal tools for the development of innovation of organisations and companies, established and implemented under special strategic programmes for digitalisation of various sectors of the economy. The achievements of these countries make it expedient to continue the introduction and improvement of the latest digital technologies in Ukraine, even through additional budget funding, attracting foreign investment and reducing the tax burden.

An interesting position on the use of modern information technology in government regulation in the field of health and safety of life was expressed by Professor of Law at the University of Melbourne, Doctor of Philosophy and Counselor at St. Catherine's College J. Pila [27]. In her work, the scientist analyses the problem of expanding public administration and influence in the fields of informatisation and technology to take the necessary and forced measures to respond to the pandemic (COVID-19) [27]. J. Pila points out that there are significant problems in ensuring the personal space of citizens of EU countries, and shows the example of establishing personal contacts the importance of using modern digital technologies in public administration to achieve public compliance and overall security [27]. A number of Chinese scientists are studying the nature of digitalisation, the filling of Internet content and the creation of new media broadcasters through the prism of the development of public management of social networking processes in China [28]. Government agencies in China seek to control Internet content in various microblogs, public accounts, forums, social services and networking groups [29; 30].

As noted by J. Fang [29], the study of modern public media processes in China suggests that further development of digitalisation, informatisation and technology of public administration and public administration is possible by strengthening the security of information resources, personal data, able to mobilise social opinion using the Internet resources or socio-political attributes of information services of the global network [29]. This requires the introduction into practice of the Government of China (PRC) and other public (executive) bodies of new technologies and new computer and mobile applications, clear and comprehensive regulation of the educational and public services of the global network to create and maintaining public order and national interests [29].

These issues related to the informatisation and technologicalisation of the process of management by public authorities of network resources, were raised in the studies of other Asian scientists [8; 32]. It is worth noting that the Chinese and European experience of creating a digital urban environment ("smart cities", "smart city") is most important for use in various Ukrainian municipalities, especially for the country's political development in cities such as Kyiv, Odesa, Kharkiv, Dnipro, Lviv, to borrow some elements to

improve the structure of information management of social processes [33]. At the same time a deeper study of official policy documents of the Republic of China, such as Provisions on security assessment of Internet information services with public attributes or social mobilisation opportunities [33]; The regulations of the Department of Information Services microblogging [32], aimed at ensuring the security of Internet resources and control of various blogs, public information sites, etc., will apply China's achievements in digital technology and independent Ukraine.

Analysis of all studied regulations, scientific literature, statistics and management practice led to the conclusion that the development of digital technologies and software elements of public environment management in different parts of independent Ukraine is given considerable attention, in the presence of residual, rather significant difficulties in the implementation of digital tools in the administration process.

Conclusions

This study allowed identifying the main problems associated with the normative provision of digitalisation of administrative tools in the activities of public authorities that affect the general state policy in Ukraine. Among the studied publications and works of scientists and specialists aimed at studying the problems of informatisation and digitalisation of public administration as a mandatory modern process of development of the existing world, we can note those that contain information on life safety through the introduction of digital technologies in management and administration, on the creation of "Smart Cities" in Europe, Asia and the United States, the relationship between the policy of digitalisation of administrative structures and effective dialogue with citizens of different countries, respect for personal human rights in data collection for public order.

In addition, these statistics show the significant potential of the authorities of the Kharkiv region and municipal authorities of the city of Kharkiv in the development of the system of digitalisation of social processes. In addition, in the region and its municipalities the equipment of the most important social infrastructure facilities was characterised in 2017 by only 25% of the total, in 2020 – 68%, and by the end of 2024 it is planned 100% connection of all significant structures to "Internet" network resources, especially rural facilities.

Summing up, it can be noted that the digital resources used in the activities of state (municipal) government of Ukraine are designed to address operational and planning tasks both now and in the future: providing information and analytical support for joint decision-making with the population in the field of public management of social processes, and planning the activities of these bodies in the framework of informatisation of interaction with civil society; monitoring, analysis and control over the implementation of management decisions; ensuring the evaluation of the effectiveness of joint activities of government bodies and representatives of civil society.

This work is of scientific interest, practical significance and legal, socio-political purpose, and therefore can be useful for studying issues and areas of improvement of digital and information policy of Ukraine.

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Нормативно-правові основи цифрового та інформаційного розвитку сучасної України

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Анотація. Цифровізація соціального розвитку незалежної України під час удосконалення політико-правових процесів сприяє підвищенню якості та оперативності діяльності органів адміністрування в Україні. Розвиток сучасного національного законодавства країни має бути спрямований на реалізацію перспективних напрямів взаємодії центральної влади, виконавчих владних структур регіонів та муніципалітетів з населенням шляхом інформування та отримання зворотнього зв'язку, наданням публічних послуг за допомогою використання сучасних технологій, а також розвитком інтерактивної участі громадянського суспільства в управлінні державними справами. Мета статті полягає у дослідженні найбільш проблемних питань цифрової та інформаційної модернізації суспільного та державного розвитку сучасної України шляхом створення належної нормативно-правової основи, що відповідає практичним реаліям. Результати були отримані засобами теоретико-методологічного дослідження наукових публікацій, присвячених проблемам та питанням цифровізації структур публічного управління, інформатизації та технологізації усєї системи адміністрування в Україні та інших країнах. Також мету було досягнуто шляхом глибинного контент-аналізу положень офіційних нормативних актів різної юридичної сили щодо публічної діяльності у сфері інформатизації та технологізації суспільних процесів, програмних документів, спрямованих на формування електронних ресурсів державних організацій, офіційного сайту Міністерства цифрової трансформації України, а також наукових праць, пов'язаних із заданою темою дослідження. Робота спрямована на вивчення проблем розвитку нормативних основ цифровізації структури адміністрування в державі

Ключові слова: адміністрування, інформатизація, електронні послуги, громадське управління, Україна, Smart city
