**Huang Suyun**

**ELECTRONIC GOVERNMENT AS A FACTOR OF STRENGTHENING DEMOCRACY IN THE CONTEXT OF THE INFORMATION SOCIETY**

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**INTRODUCTION**

**The relevance of the research topic.** The study of the role of e-government in the process of democratic transformation of modern society is conditioned by the continuous search for new effective means and methods of improving the institutions of democracy. New challenges and threats to the democratic development of states, such as external interference in internal affairs, growing protests, interethnic conflicts, and separatist tendencies, restrictions on the rights and freedoms of citizens, require an adequate response, especially for countries with relatively recent democracies. The vector of political development of the state falls under severe dependence on global processes of globalization, financial and economic crisis, the formation of the global information space.

Research on the factors of strengthening democracy in the conditions of intensive formation of the information society is very important for Ukraine. In Ukrainian practice, there are deep contradictions between the need for public control over the activities of the authorities and the low level of transparency of the latter as well as between the intentions of citizens to participate directly in government and the lack of necessary organizational, legal and technical framework.

Despite certain steps taken by the authorities to resolve these and similar contradictions, the problems, unfortunately, do not disappear, but only generate new obstacles to sustainable democratic development. For this reason, it is necessary to unite the efforts of civil servants, independent experts, and representatives of the scientific community in order to solve the tasks of improving democratic practices and institutions and managing socio-political processes. The development of new methods and ways of democratic management of society is impossible without a detailed analysis of internal and external conditions, the study of world experience, and the search for analogs in international practice. All this significantly actualizes the research of such tools for managing democratic transformations as e-government.

The first attempts to introduce e-government into Ukrainian political practice were aimed at optimizing the provision of public services to the population. The "first generation" e-government (1.0) was entirely focused on meeting the needs of the public administration system itself. Technically it combined government Internet portals and sites, the informativeness and functionality of which was extremely low. In essence, the e-government of the "first generation" was a tool of information support of state activities, and it was not considered as a factor of influence on the democratic process. But later, the transition to e-government of "second generation" (2.0) has started, which brought the interests of the population and civil society institutions to the foreground, creating an organizational and technical basis for coordination in the political decision-making interests of different segments of the population. Thus, this allows us to consider e-government (so far, mostly in the future) as a factor in democratic development.

We would like to admit that the introduction of the concept of "e-government-2.0" called not only the structural and functional transformation of the e-government but the shift of the whole paradigm. If earlier the perception of e-government was limited by the technological framework (it was perceived by scientists as a high-tech tool in the traditional system of public administration), now e-government can be identified as a tool to involve citizens in public administration. Nowadays, the paradigm shift of e-government is one of the least studied problems in domestic science and it requires more attention.

Today, the government is actively promoting the practice of e-government at the national and regional levels. Models of e-government are being improved, the relevant legal framework is being developed and adjusted, and explanatory work is being carried out with the population on the new possibilities of e-government. However, the authorities are dominated by the former (already outdated) perception of this information and communication technology as a mechanism for providing electronic public services to the population. Such narrow-mindedness in the assessment of the functional purpose of e-government leads to the fact that the development of modern state information policy is not consistent with the objectives of democratic development of Ukraine, and is not subject to urgent needs to improve democratic practices. This necessitates a special study of e-government in terms of its impact on the dynamics of democratic change in society.

In addition, e-government can be reviewed as the one having a large potential for reconciling state and public interests in the domestic political sphere. But all this requires the in-depth study of the theory and practice of e-government in the context of the development of the information society and democratic institutions.

**Analysis of the latest scientific research and publications.** The scientific literature related to certain aspects of the topic of this master's thesis is devoted to the study of democracy as a form of political organization of society (J. Armstrong, G. Berrows, R. Gollob, A. Kolodiy, N. Rotar, and others), information society, its development and influence on all spheres of human life (T. Bordyugova, Y. Petrukhno, A. Chernov, V. Shtanko and others), and theories and practices of e-government (V. Babayev, S. Dzyuba, etc., V. Gorbulin, etc. ., A. Semenchenko, Y. Mashkarov, and others).

In general, the study of the problem showed that there has been no work on the impact of e-government on the modernization of democratic practices so far.

Theoretical and practical issues of democratization and informatization of the political system, the development of e-government were studied in parallel, weakly intersecting with each other. This necessitates a separate study at the intersection of the three areas mentioned above.

**Research Object** e-government as a mechanism of interactive interaction between public authorities and the population on the basis of information and communication technologies

**Research subject** e-government practice, its formation, development and influence on democratic transformations in society.

**Aim and objectives of the thesis.** The goal of the master's thesis is to identify the role of e-government in strengthening the institutions of democracy in the formation of the information society.

List of objectives to be reviewed and analyzed to reach the aim of the thesis:

* determine the level of mutual influence of the processes of democratization and informatization of the socio-political sphere;
* consider information and communication technologies as a means of strengthening the democratic form of management of social processes;
* assess the potential of national e-government systems to influence democratic transformations in society, determine the limits of this influence;
* generalize and systematize data on the national and foreign practice of e-government and on modern directions of its development;
* analyze the role of e-government in the process of modernization of democratic institutions, development of civil society, and formation of information democracy.

**Selected research methods.** The paper uses a systematic approach, comparative analysis, and institutional approach.

**Scientific novelty.** The scientific results obtained in the master's work:

* the ratio of positive and negative consequences of informatization of the democratic political system is established;
* the factors influencing the development of the democratic regime and its separate institutions in the conditions of the information society are revealed;
* it is proved that the functionality of e-government always reflects the current balance of interests of the state and society in the field of their interaction;
* current trends and contradictions in the development of e-government are disclosed;
* the inverse relationship between the levels of development of e-government and the system of e-democracy was discovered;
* the necessary conditions for the use of e-government as a regulator of relations in civil society have been identified.

**Theoretical and practical significance of the obtained results.** The results obtained during the master's study are a contribution to the study of the interaction of the process of development of democracy and the formation of the information society in Ukraine and the impact of e-government on the modification of a democratic system of society. The conclusions made in this work can stimulate further research on this issue.

The material of the master's thesis can be used in the educational process to increase the professional level of students.

**Structure.** The graduate qualification thesis consists of an introduction, three chapters with conclusions, a summary of the research work, and a list of sources used.

**CHAPTER 1**

**PECULIARITIES OF THE DEVELOPMENT OF THE DEMOCRATIC REGIME IN THE CONDITIONS OF THE INFORMATION SOCIETY**

* 1. **The mechanism of interaction of democratization and informatization of the political system**

The study of the peculiarities of the democratic regime in the information society involves a step-by-step analysis of structural, functional, and statistical dependence of democratization and informatization of the political system, the role of information and communication technologies in management practice, and comparison of trends, factors, and patterns of democratic transformation in industrial and postindustrial society. Disclosure of these aspects will create a solid conceptual basis for the study of e-government as a factor in strengthening democracy in a post-industrial society. The first step in this direction is to identify the mechanism of interaction between democratization and informatization of the socio-political sphere.

The term "democracy" translated from Greek literally means "power of the people'' (demos - people, krätos - power), ie it is a form of state and political organization of society, in which the people - full citizens of the state - act as the sole source of power. The essence of modern democracy was articulated in 1863 by US President A. Lincoln: "that government of the people, by the people, for the people '' [67]. However, the meaning of this concept has evolved over the centuries. Democracy is beginning to be interpreted as a political system based on equality of rights (including electoral) and freedoms of citizens, belonging to the power of the people, the priority of human rights over state rights, the rule of law, the principle of separation of powers, legitimacy of power, political pluralism, etc. At the same time, democracy remains the most ambiguous concept in the social sciences up to these days.

Democracy in its broadest sense acts in different ways. Firstly - as a political ideology; secondly - as a political practice; thirdly - as a conceptual model of social governance in any hierarchical structure, where the election of leadership, information openness, transparency of management, involvement of employees in the decision-making process, and, at least partial accountability of the leadership to their subordinates is practiced, ie has a participatory nature (in this case it is called "participatory democracy" [62]). Our interpretation of democracy will be limited to the framework of the political regime and the form of political organization, social order (system of socio-political relations).

Now, let's go directly to the analysis of the interaction of democratization and informatization of the socio-political sphere. The starting point of our study is the idea of ​​democratization and informatization as parallel processes occurring in the socio-political system. Each process has its causal conditionality and factors that affect its course. Neither democratization nor informatization has yet been clearly defined in political science. Democratization - in the classical view of transitology - is a transitional political process from an authoritarian or totalitarian regime to a democratic one. There is a continuous creation of democratic institutions (representative and direct), the elimination of former political practices. This process has no time frame, it can last as long as you like, and, as modern world practice shows, it can be delayed in time, paused, periodically deviate from the set course, etc.

The process of democratization is especially evident in the political transformations in post-authoritarian and post-totalitarian states (Ukraine, post-Soviet countries, Latin America), which are subject to much greater influence from internal and external circumstances than the stable regimes of the West. In countries with long-established democratic values ​​(Western Europe, the United States, Canada, Australia), political transformations aimed at improving democratic practices and procedures also take place, they are as continuous as any development process, but their structure differs significantly from transformations in the conditions of democratization. When the democratic form of organization of society is based on democratic culture, the democratic beliefs, preferences of the majority of the country's population, and the development of political and civic institutions mainly go through their modernization, deviations from democratic principles or reversals are not happening [25].

Informatization of society is a purposeful social and at the same time technical process of creating conditions to meet the emerging information needs of citizens, their businesses, public authorities, and local governments through the use of information and communication resources and technologies. Accordingly, the informatization of the political system (as an autonomous subsystem of the social system) can be understood as the process of creating the necessary organizational, legal, and technical conditions to meet the information needs of subjects and participants in the political process, ie all elements of the political system.

Informatization is a key process of transition to the information (post-industrial) society; a society in which the main values ​​and a necessary condition for the well-being of every participant, from the individual to the state, are information and unimpeded access to it. Information society (this term was introduced in the early 1970s by Japanese researcher K. Koyama) [54] is largely an abstract concept, characterizing the state of post-industrial society, a new level of production, processing, dissemination, protection, and storage of information [59].

The main qualitative indicators of the information society are:

* developed information infrastructure that provides unlimited access to information resources for everyone;
* mass distribution of technical means of connection to the global information network (computers, mobile phones, tablets) and related software among all segments of the population, including the low-income people;
* transparency of public authorities, large commercial structures (banks, corporations, trusts, trade unions), non-governmental non-profit organizations (NGOs);
* a wide range and high level of quality of electronic services provided by public and private institutions to individuals and legal entities;
* the predominance of the interactive form of interaction between social subjects over all other traditional forms;
* use of technologies in all spheres of professional (management, trade, production, services) and daily activities of citizens (education, health care, social protection, employment, interpersonal communication);
* high level of computer (information) literacy of the population.

Thus, informatization, from our point of view, can still be interpreted as a process of correlation of existing indicators of society in accordance with those mentioned above. Thus, it is not entirely correct to reduce informatization to the processes of computerization of society (the latter only plays the role of a basic process. Because it includes such subprocesses as increasing the information literacy of the population, creating and maintaining a regime of transparency of public authorities, developing the public need to use information and communication technologies in relations between state and public organizations, software market regulation, expanding the practice of electronic services to the population and associations of citizens.

Informatization of the social system is a complex process, influenced by many factors, which are divided into internal and external. External factors include world scientific and technological progress, the international legal framework, the world system of standards (180), etc., as well as the general international situation. Internal or domestic ones include the political course of the country's leadership, national legislation, material resources (the level of economic development), the traditional way of ethnic population, preparedness of society (demand for telecommunications forms of socio-political interaction), public support for public information policy. Factors influencing the process of informatization of society can be divided according to the level of their influence (international, national, regional, local), to their nature (objective, subjective), and to the degree of influence (direct and indirect, indirect), and many other criteria. A number of factors affect the state of information literacy of the population, others - the mode of transparency of government, etc. The main thing is that under the influence of these factors, the informatization of the socio-political system can occur in completely different ways, depending on the specific conditions.

As noted above, every democratic political system is in a state of continuous development and constant change. Ukrainian researchers, following the classical theories of democratic transit of S. Huntington, F. Schmitter, D. Rastow, W. Bans, distinguish from three to four stages in the process of democratization.

However, the practical experience of democratization of post-authoritarian and post-totalitarian countries in the late twentieth century showed that the development of democracy is in completely different directions. The democratic form of society can be improved, modernized (Ukraine), and also can regress, gradually turning back to authoritarianism and transforming into pseudo-democracy ( Russia).

The same as with the process of informatization, this happens due to the influence of certain factors, which together adjust the vector of democracy. Among them, we can distinguish factors related to religion, values, the level of consolidation/separation of society (in political terms), the mental structure of the population, the foreign policy and corruption-causing factor, etc.

Religion influences the process of democratization through the formation of political consciousness and worldview of the people. And the impact is quite diverse. Islam, for example, impacts by denying the differences between religion and politics, spiritual and secular life, and this strongly inhibits democratization. Protestantism, which carries the ideas of individual freedom, responsibility, equality, and hard work, on the contrary, stimulates the strengthening of democratic institutions.

In contrast to religion, the corruption-causing factor in all cases has a negative impact on the development of democracy. The higher the level of corruption in the country, the lower the functionality of democratic mechanisms, the rule of law, respect for the rights and freedoms of citizens. Corruption as a social phenomenon is common to all countries with democratic regimes. But its level should not exceed the critical mark. Otherwise, there is an effect of the "illusion of democracy", when according to formal criteria, the political system can be classified as democratic, but in practice, it is not.

The development of democracy is also influenced by economic factors. But only when socio-economic changes lead to significant changes in the stratification of society, to changes in values, reduce the level of social inequality. The increase of the welfare of the population increases confidence in government, the legitimacy of democratic institutions, and in addition, reduces the level of social conflict, which provides greater stability of the democratic regime [68].

Among the factors mentioned above that impact democratization, we can also mention scientific and technological progress. Thanks to it, the procedures of interaction between government and society, forms of public participation in political governance, and civil society institutions are being modernized. One of the proofs of this is the modern political phenomenon of "electronic (digital) democracy". In other words, there is a direct correlation between scientific and technological progress, or rather the level of development of technical means of management, and the direction of development of democratic practices.

One of the significant factors influencing the process of democracy development in recent years is the informatization of the political sphere of society as one of the types of practical implementation of the results of scientific and technological progress. In this regard, there are no differences in the scientific and expert communities. The question of directing democratic transformations caused by the massive spread of political IT technologies is debatable. There are two diametrically opposed points of view. Some scholars believe that the informatization of socio-political, and more broadly - public, system creates a unique opportunity for total control over the entire sphere of human life, for effective manipulation of population behavior, etc., which, ultimately, will lead democracy to authoritarian pseudo-democracy [53; 60]. For example, the issue of the electronic voting system in government elections or referendums. By law, such voting must be secret. But in the process of voting via the Internet, the voter is automatically identified, and through the provider, you can clearly find out who voted for whom.

Every visit of an Internet user to an opposition or government website is also recorded regardless of the login channel and the technical device used. Even the geographical movement of an individual who has a mobile phone (in the city, village, country, world) is automatically tracked through a satellite system and transmitted to a special database for information processing.

Other scholars, on the contrary, believe that informatization creates favorable conditions for direct participation of citizens in public administration, facilitates the feedback of state and municipal authorities with the population, business structures, representatives of the "third" sector [9; 46]. The 24/7 access of individuals and legal entities to socially important information on government portals is ensured, the level of transparency of government activities is increased and, consequently, the possibility for civil control is improved, the program of providing electronic public services to the population is implemented.

The transition to social relations on the basis of information and communication technologies changes first of all the procedure of interaction between the elements of the democratic system within the framework of already existing political institutions. For example, if a villager decides for ideological reasons to join a political party, which has no branch not only in his village but also in the regional center, as well as in the region, the citizen does not need to go to the place where there is a representative office. All you have to do is go to the political party's website, write an application online, fill in a questionnaire with personal data, attach a photo in digital format, transfer (if necessary) the amount of money to pay the entrance fee. A membership card after such a procedure is usually delivered by mail, and a new party member, among other things, gets the opportunity to participate in online conferences, forums held by his party.

The change in the procedures of interaction between the elements of the political system within the existing democratic institutions is the first and most valuable impact of informatization on the process of democratization. Candidates for deputies and presidential candidates are beginning to communicate with their potential voters through the Internet system. It is also necessary to mention the changes in the procedure for providing public services to the population - the emergence of electronic services. The significant influence of informatization on the process of democratization is also shown in terms of strengthening the institutions of representative democracy. When deputies in their personal blogs and official Internet forums give explanations about the adopted laws or rejected bills, when the websites of government ministries and departments update information about their current activities and decisions, it realizes the principle of accountability of public authorities to the public. Together with the decision-making process in which the majority of society is personally interested, this strengthens the institution of legitimation of power.

Another important point is the willingness of the population to participate in political governance, or in other words - the political maturity of society. The level of maturity of society for the productive use of the mechanisms of "participatory democracy" is determined by the level of development of the information society, which differs a lot in many countries. But this does not prevent us from drawing conclusions about the objective possibilities of informatization to transform the institutions of democracy. And, if informatization is able to create new democratic institutions, then it contributes to the institutionalization of political processes.

Everything mentioned above notes the positive impact of informatization on the development of democracy. As for the negative impact, we were able to identify only three direct threats to democratization by information and communication technologies. Among the disadvantages, we can identify the emergence of opportunities for total control over all human activities, the creation of almost ideal conditions for manipulating the political behavior of people and certain social groups (so-called "information violence" [56]), as well as the huge dependence of professional and everyday human activities from the functioning of the information infrastructure. Speaking about the first two threats, we would like to emphasize that these are only opportunities provided by informatization, and it is not necessary that they will be realized in the conditions of further democratic development. As for the emergence of the dependence of social processes on high technology, this is a completely normal state for a developed information society, the formation of which is aimed at informatization.

**1.2. The role of information and communication technologies in improving the efficiency of political public administration**

The issue of improving the efficiency of public administration and optimizing the interaction of government and society in the formation of the global information space plays a great role in modern research. Some attempts to achieve transparency ("transparency") of government activities, quality public control over the government, a high level of public services and business, speed up and greatly simplify public interaction with government officials are made with the help of virtualization of the political space.

However, the purely mechanical replacement of traditional means of political communication with telecommunications, as the practice has shown, does not guarantee the solution of the tasks. For example, the creation of a technical capability for the development of e-democracy (in order to involve the population in the process of political governance) does not mean an automatic transition to it. And the high level of internalization of the system of state and municipal government does not guarantee increased efficiency of political decision-making.

Under the system of political public administration, we understand the form of regulation of socio-political relations, which is carried out publicly through state power. Given that the term "governance" means "directed coordination and organization of the object of government" [51], we believe that the object of political governance in society, and the subject - political power in the face of the state. Accordingly, the system of political public administration is a set of political institutions, communications, and means of state influence on society and feedback channels.

The effectiveness of political public administration depends on many factors, including the organization of information support of public administration; technologies used in the political decision-making process; the level of transparency of government; participation of citizens, NGOs, and business in the political decision-making process; the level of trust population to state institutions; the level of consolidation of society; the peculiarities of political communication [23; 36]. These factors directly affect the speed of achieving a political goal (useful result).

In the process of forming the information society, the nature of the communication environment of politics becomes very important. The mechanism of interaction of the population with municipal, regional, local authorities and, as a consequence, the process of functioning of the whole system of political public administration begins to depend on it.

Informatization is the process of changing the internal and external environment of politics that acts as a catalyst for strengthening the influence of such factors: the organization of information support of public administration, the technology of political decision-making, transparency of government, citizen participation in public administration, features of political communication. And, at the same time, it acts as an inhibitor (means of slowing down) - on the impact on this efficiency of the level of public confidence in state institutions and the degree of consolidation of society.

Based on the information above, we can conclude that in the formation of the information society a significant role in improving the efficiency of political public administration can play only those factors that can provide:

* operational information support of public administration;
* the transparency of government activities;
* direct participation of citizens and their associations (including NGOs and commercial structures) in political governance;
* maintenance of the communication environment of the political space at the required high level.

First of all, information and communication technologies meet these requirements. Therefore, we can talk about them as a tool for regulating the effectiveness of management. Of course, depending on how you apply IT technology in the process of public administration, you can achieve or increase its efficiency, or get the opposite effect. But at the same time, it is possible to state the fact: in the conditions of intensive informatization, it is impossible to achieve an increase of efficiency of management without the use of information and communication technologies. This indicates the key role of these technologies in solving the problem of improving the efficiency and quality of management. But let's make one clarification. The term "information and communication technologies" is interpreted in science very broadly, it is mostly a collective concept. It includes a set of techniques, methods, tools, processes, and operations for the creation, collection, processing, storage, transmission, and obtaining information in the telecommunications environment of society. At the same time, information and communication technologies can be represented as a system of methods and software and hardware means, combined into a single technological chain for collection, identification, storage, transmission, and display of information. This is the meaning we will invest in this concept.

High technologies in the field of politics, and in the system of public administration, create a reliable basis for telecommunication interaction of the population with municipal, regional and federal authorities. Informatization has radically changed the form and structure of political communication, i.e. significantly transformed the communication environment between the state and society. In national practice, information and communication technologies in the structure of political public management of social processes are used in several ways.

In particular, the project "Electronic Ukraine" was developed, the Laws of Ukraine "On electronic documents and electronic document management", "On electronic digital signature", "On access to public information" were adopted, the Resolution of the Cabinet of Ministers on the procedure for publishing information on the Internet executive authorities ”, formulated legal guarantees for citizens to receive answers to their requests to state bodies, set deadlines for providing such answers in accordance with the law“ On citizens' appeals”. Electronic document management systems operate in public administration bodies, and the representation of public authorities on the Internet is developing.

The measures to better the quality and transparency of administrative services and the introduction of such services in electronic form, to improve the mechanism for verifying information on final beneficial owners, to ensure the openness and transparency of public procurement, to create the "public police" system, to develop of e-democracy, etc are provided under Partnership "Open Government".

The project of action plan received a wide public discussion, in particular, the call for proposals was posted on the government website "Civil Society and Government" and shared on social networks, 5 open meetings of working groups of the Coordinating Council, and 23 regional public discussions were held, and a public event «world cafe» was organized. In addition, the developed proposals were submitted for public discussion via the Internet with the possibility to choose five priority events from the proposed ones [44; 48].

"Open Government" is a web system for direct communication of the Government of Ukraine with the population, business, and state non-profit organizations. During the development of this portal it was planned that it would provide:

a) in the interests of the population: complicity in public administration, influence on political decision-making by citizens, public control over the activities of public authorities, direct channel of communication the population with government agencies, as well as public civic self-realization;

b) in the interests of business: improve the quality of public services and control and supervisory functions, better the investment climate, create transparency and equal access of public resources for each business entity, boost the quality of information;

c) in the interests of state power: improve the quality of state decisions (a special technology "expert council" was planned for making the most complex decisions), better the quality of the state apparatus, rational use of funds, public support of state activities.

We would like to admit another important fact. As part of the development of the Open Government, the authorities in Ukraine are making efforts to expand the practice of so-called open data portals. This trend is not purely Ukrainian, but global. The national governments of France, Great Britain, New Zealand, Australia, and Canada have recently paid more and more attention to the disclosure of state information on specially created Internet portals. This information is available in the mode of free access both for citizens of their country and for Internet users in foreign countries. In modern Ukraine, the development of the democratic practice of "open data" is scattered and has a mostly regional character.

Thus, the complex of information and political communications solve only two of the four necessary tasks, namely: operational information support of public administration and ensuring the transparency of government activities. These ICT systems can, but for various reasons do not ensure the direct participation of citizens and their associations (including NGOs and commercial structures) in political governance. But the development of these technologies is well supported by the telecommunications environment of the political space of Ukraine, which is also important in the formation of the information society.

The portal "Public and Initiatives of Ukraine" (SMI) has a slightly different purpose in the structure of interaction "government - society" [50]. It is an information and communication resource through which politically active citizens of Ukraine can contact the Government (or regional, municipal authorities) regarding any socially significant initiative. The Public Association "Public Initiatives of Ukraine" was founded in 2007 as an informal association (network) of organizations that see their task as promoting public activities at the local level.

During 2007–2016, the association's activities were aimed at strengthening local non-governmental organizations (mainly by training their leaders) and promoting initiatives in the regions. In 2010, they began to actively draw on the experience of Polish and German colleagues and implement their practice in their work. During 2014–2015, the network conducted two national mobilization campaigns for accountability for the use of its own vote in presidential and parliamentary elections.

In recent years, Public Initiatives of Ukraine, in addition to projects related to the development and support of initiatives, has also been involved in the development of local communities, establishing interaction between civil society activists and local administrations and assisting in decentralization reform. In particular, this happened through work with informal methods of studying the problems of society.

The main goal of the network is to create a strong platform of non-governmental organizations, primarily at the local level, able to influence the policy with the participation of citizens, as well as to promote reforms both in the country as a whole and at the community level [50].

The level of development and the specifics of the formation of public consciousness of the citizens of Ukraine, the state of their value orientations contribute to the predominance of civic initiatives of an educational nature. Thus, the civic initiatives "Ukrainian Soul", "Famous-Unknown Ukrainians of the World" are educational initiatives that contribute to the adequate formation of the image of the Ukrainian nation both at the level of Ukraine and abroad. The most well-known and most effective civil initiatives are those transmitted through social networks with the involvement of various Internet resources, e.i. “UkrYama” project (https://www.facebook.com/ukryama/) brings together more than 1,000 users who take photos of damaged roads and ask the police for repairs. Another example is the "Let's Make Ukraine Clean" initiative (https://www.facebook.com/LetsDoItUkraine/) that engages people to improve the environment by jointly organizing events related to improving the ecology and the environment of Ukraine [57].

This information and communication technology, of course, provides feedback between the state and society, contributing to the effectiveness of political public administration. But this contribution is small. The portal of the "Public Initiative of Ukraine" does not provide opportunities for the population to influence state decisions, and the implementation of initiatives that received the required number of votes also depends on authorities in the end.

"The New Country" public platform is a non-political public association created with the purpose to develop a strategy and carry out reforms in Ukraine. This platform is about a shared vision of the future, shared values, a realistic view of the economy, a critical and demanding approach to power, a desire and ability to make difficult decisions together. "The New Country" is the only public organization in Ukraine that deals with the strategic development and systematic implementation of reforms in Ukraine.

The mission of the New Country is to create an influential civil society for the stable development of Ukraine and the realization of the strategic vision of the New Country [32].

Now let's move on to consider Ukrainian Internet projects of e-democracy. Terminologically, "e-democracy" means a form of organization of socio-political activities of citizens, which provides through the widespread use of information and communication technologies a qualitatively new level of interaction between citizens, public authorities, local governments, NGOs, and commercial structures [10]. That is, the very formulation of this concept contains the idea of ​​participatory political governance, characteristic of a democratic system. However, the involvement of the population in the decision-making process remains a difficult task not only for Ukraine but also for most countries. Theoretically, in the framework of e-democracy, information and communication technologies play the role of a tool to assist the authorities in setting the agenda, defining priorities for socio-economic and political development, making important government decisions, and involving citizens in their implementation. It is believed that this can be achieved by creating virtual meetings of citizens, conducting Internet forums, public opinion polls, Internet referendums, and elections, etc.

In short, e-democracy, based on its original purpose, must increase its efficiency, transparency of government, as well as involvement of citizens in the political decision-making process through the use of information and communication technologies in the system of public administration.

Very little was said about e-democracy in Ukraine until 2014, not even mentioning the implementation of projects. There were some purely declarative documents about the possibility of electronic voting or electronic queues. With this in mind, in 5 years we have made a crazy leap in the development of e-democracy. At present, the following tools are already used in Ukraine at the national and local levels: electronic petitions, participation budget, various forms of electronic consultations, electronic voting, and other services.

On November 16, 2016, the Government approved the Concept for the Development of the Electronic Services System in Ukraine (and in the summer of 2017 - a plan for its implementation), the implementation of which is planned for 2020. This document identifies several key performance indicators, implementation of about 100 electronic services are most in-demand among citizens and business representatives. The ultimate goal is that Ukrainians do not need to physically visit the authorities to receive public services at all, everything can be done remotely 24/7 [16].

The most socially important services were identified by representatives of the State Agency for e-Government together with business and the public. At the same time, they were following the list of services approved by the EU. There is a mandatory requirement that each EU member country should provide the most important services via the Internet. Currently, more than 50 top priority electronic services are available in Ukrainian. All of them are collected in a "single window" - on the Government portal. Among them: registration of childbirth allowance, receiving a housing subsidy, business registration, start-up and commissioning of construction, and others.

# According to the State Agency for e-Government of Ukraine, e-services are in great demand: more than 60 thousand citizens received a certificate of no criminal record on the Internet, childbirth assistance - more than 16 thousand young families, 8.2 thousand citizens used the service to open a sole proprietorship, and 3136 citizens stopped doing business. Recently, an updated service was introduced: the announcement of the start of construction work. It has now become fully automated.

# In the near future, the carrier's electronic account will be launched, in which road carriers will be able to issue licenses, view existing permits and fines, update their license data online, without traveling to Kyiv and without sending by mail. The public and the media will have the opportunity to get acquainted with the public register of licensees.

# Recently, the State Agency for e-Government of Ukraine launched a pilot implementation of the SEV OVV subsystem "Beehive". This is a software package for the automation of administrative service centers (CNAPs). "Beehive" should establish electronic document management in CNAPs and provide online access to state registers in real-time. The system is based on "cloud" technologies, so it will provide technical support remotely and quickly, without the need to hire local IT specialists [16].

# In addition to the Government Portal, state-level online services are also provided by the following resources:

* iGov - Public Services Portal
* The only state portal of administrative services
* Cabinet of electronic services of the Ministry of Justice
* Online House of Justice
* Electronic office of the taxpayer, etc.

Moreover, there have been created resources for the publication of datasets in the form of open data, partially with the help of electronic platforms such as Civil Society and Government, Smart City, or the Single System of Local Petitions, which combine several electronic tools for participation.

Application of modern innovative approaches, methodologies, and technologies (including Internet of Things, cloud infrastructure, Blockchain, Mobile ID, common economy, promotion of Big Data processing methods, legal regulation of the principles of "one-time input" and " compatibility by default ", as well as the use of promising forms of organization of tasks and projects for the development of e-government, including public-private partnerships, to promote the formation of an effective e-government system in Ukraine to meet the interests and needs of individuals and legal entities. increasing competitiveness and stimulating the socio-economic development of the country [47].

"If the open data movement continues to gain momentum in Ukraine, by 2025 it could bring up to $ 1.4 billion US dollars to our economy or 0.92% of the country's GDP, due to a combination of direct and indirect impacts, said the TAPAS study [16]. The economic impact and potential of open data in Ukraine were also discussed at the Open Data Forum 2018, which took place on September 7, 2018. It is an annual all-Ukrainian event that brought together authorities, Ukrainian and international experts, civil society activists, and startups to develop and use open data in Ukraine.

The creation of a national e-government system can be considered an important area of using information and communication technologies to increase the efficiency of public administration. In the context of our study, e-government is of interest in terms of modernizing political governance and the means of communication between government and society.

In official UN documents, the concept of "e-government" is interpreted as "a government that uses information and communication technologies to transform their internal and external relations" [14]; in official documents of the European Union - as a process of using IT technologies in public authorities to improve public services and democratic processes, and to ensure the support of state and political institutions.

E-government is a form of public administration that promotes efficiency, openness, and transparency of public authorities and local governments with the use of information and telecommunications technologies to form a new type of state focused on meeting the needs of citizens [45].

The e-government paradigm is a new perception of public administration as an open, citizen- and business-oriented process. It includes a conceptual and philosophical framework (the state and society are seen as equal social partners; their relations are built on the basis of mutual respect, openness, mutual consideration of interests) and a superstructure - a set of practical tools and IT technologies to improve management structures.

From a conceptual point of view, e-government eliminates corruption in government and promotes the implementation of public initiatives and quick implementation of any government reforms. One of the key tasks of e-government is to provide e-government services to the population. But here there is a reasonable question about the demand for these systems by the general population. Despite the continuous growth of the number of active Internet users around the world, there are many countries where the population is quite inertial in terms of forms of interaction with the authorities. The Internet is widely used for interpersonal communication, distance education, work, finding the necessary information, etc., and the scale of interactive interaction with the authorities remains extremely low. Citizens, especially middle-aged and elderly, prefer traditional forms of communication with government structures.

Technical support for the e-government portal is provided by the state. Authorities may, at their own discretion, disable (enable) one or another function of e-government at any time. Therefore, its functionality directly depends on the interest of the authorities in using this tool. But as modern Ukrainian and foreign practice shows, the government's activities are constantly aimed at improving the work of e-government, the introduction of new functions, and increasing the list of e-government services.

The number of users of electronic state and municipal services is growing fast, while the number of participants in other management Internet projects is increasing very smoothly and slowly. In Western countries, the situation is about the same. In addition to e-government services, modern e-government systems provide citizens with the opportunity to participate in Internet referendums on social issues, perform the function of informing the public about the plans of the municipal government, for example, to build new industrial, cultural, etc. facilities, provide the service "Virtual Reception" of the mayor, head of administration, head of the department. And due to all this, e-government starts to influence the behavior of the Internet audience, that is, there is a process of direct management of social processes through e-government. Moreover, such e-government has a huge advantage in the form of an interactive feedback channel, through which officials can monitor the reaction of the population to their initiatives online and make the necessary adjustments.

In our opinion, in the e-government system, the function of providing e-government services is gradually being replaced by another function - e-government. There are certain prerequisites for this. Firstly, in the modern world, a group of professionals (managers, officials, politicians) can no longer fully form a strategy for the development of the state and consistently implement it without the support of the population. Secondly, nowadays, an important management factor is the speed of decision-making, the quick reaction to an event happening in our country or in the world. E-government involves the online participation of all (or at least many) stakeholders in the process of forming, agreeing, adjusting, and implementing public policy. Combining the functions of several political information and communication technologies in one web system elevates e-government above all other technologies used in the process of public administration.

**Chapter 1: Conclusion**

The process of democratization proceeds differently in industrial and post-industrial societies. Building political relations on the basis of information and communication technologies is, in essence, the emergence (creation) of a new institution, which establishes a stable structure of interaction between political actors, reduces the degree of uncertainty in their relations. Thus, we can conclude that informatization promotes the convergence of formal and informal democratic practices.

Among the new factors influencing the development of a democratic regime and its individual institutions in the formation of the information society, we would point out: the strategic course of state information policy, which can either promote strengthening democracy in the country or not; the level of society's readiness to perceive information technologies as innovative means of political communication; the nature of the political information and communication technologies used; development of information infrastructure of society; level of transparency (information openness) of public authorities.

We can make a conclusion that the e-government system has the greatest potential for improving the efficiency of public administration in a democratic regime. We admit it due to the fact that e-government itself can simultaneously include all the information and communication technologies needed to: support the activities of public administration; involvement of citizens in the decision-making process, drafting of bills; provision of state and municipal services to the population, business, representatives of civil society; administrative project management; organization of electronic voting; discussion of urgent problems; exercising public control over the activities of government bodies; increasing the level of openness of the authorities.

**CHAPTER 2**

**ELECTRONIC GOVERNMENT IN A DEMOCRATIC SYSTEM OF POLITICAL RELATIONS**

**2.1. Modern e-government policy practices: structure and dynamics**

Today, e-government as a tool of public administration is present in almost every democratic system. Research on its impact on the modernization of democratic institutions, the development of civil society, the formation of formal and informal practices, and especially the analysis of foreign experience in the implementation of e-government are of great importance for Ukrainian political practice. In Ukraine, where the formation of the information society began much later than in the West, the perception of e-government as a mechanism for improving democracy has not yet been fully established, but due to a number of circumstances, the need for its use is growing every year. All this involves an analysis of current political practices of e-government in developed countries.

The idea of e-government as an automated process for managing public relations with the help of information and communication technologies first emerged in the West between the 1980s and 1990s as a result of mass computerization of the population and the spread of local and global information networks. But the first attempt to implement this idea belongs to Singapore. From the initiative of the government, there was created a portal that hat allowed registered users to take certain actions: make an appointment with a government agency, inform the police about offenses, etc. At the stage of formation, the server supported only a few sections: "Business", "Education", "Housing"; and now it even has a "Family" section, through which those who wish can enter into a formal marriage [37].

However, we would like to note that despite the fact that the concept of "e-government" originated in Western post-industrial society (specifically in the US), the ideas of automated management of socio-economic processes have been actively investigated by the scientific community around the world since the 1940s. And the first attempts to introduce computers into the system of public administration can be observed since the early 1950s.

And at the G-8 summit in 2000 on the island of Okinawa (Japan), the heads of the world's leading powers signed the Charter of the Global Information Society, in which all signatories committed to using information and communication technologies in the interests of strengthening democracy, improving systems of political public administration, ensuring transparent domestic and foreign policy of their state, development of civil society institutions, strengthening international cooperation, etc. [31]. In 2001, about 500 national, regional and local e-government projects (so-called e-city projects) were launched worldwide. In 2005, more than 90% of UN member states had their own functioning e-government systems [64].

The popularity of e-government has grown primarily due to its direct benefits for the government and for citizens with their associations, and for the business community, that is, for the society as a whole.

Many experts are inclined to believe that in the 2000s, three models of e-government occurred in parallel, they are tentatively called "Anglo-American", "continental European", "Asian".

The Anglo-American model of e-government was formed in three countries: the United Kingdom, the United States, and Canada. It was originally aimed at concentrating on one information resource a huge database, access to which would be free for American citizens, and they could use socially significant information to their advantage. Over the past ten years, the US government has purposefully translated information on health, energy, and education into open Internet resources. The task of the interaction of citizens with government officials through the e-government platform was also taken into account but as secondary. This, however, did not prevent the number of adult Americans who regularly participate in public affairs through e-government from growing to 61% by 2009. [6]

The continental European e-government model was developing as part of the e-Europe project. Judging by the example of Germany, France, and Switzerland, the evolution of their national e-government systems went from solving problems of interdepartmental interaction within the structure of public administration to the provision of e-government services to the population. To see this, it is enough to look at government development programs in France, e-government in Switzerland. Their only priority is to provide high-quality services to the population and business through information and communication technologies. Germany is ahead of other continental countries of the European Union. In addition to the provision of e-government services, e-government in Germany includes: "National search system for government agencies and institutions at all levels in Germany", "National identity card system in the form of smart plastic cards", "Public services portal for people with disabilities", "Portals of public services of the federal states" [38].

The Asian model (Singapore, Republic of Korea, Taiwan, Japan) of e-government is a set of information and communication technologies designed primarily for interactive interaction between citizens and government. It was based on the mechanism of communication between the population and central and local authorities online. This mechanism included government blogs, social networks (first Twitter, then everyone else), Internet platforms for forums, consultations, communications, and conferences. Of all the countries in East Asia, by 2010 the Republic of Korea had taken the leading position in the development of national e-government systems. Its main government portal http: //www.korea.go.kx/rnain.do was transformed into an integrated network, in which the second most important function was performed by the Web site http://www.epeople.go.kr/jsp/user /UserMain.jsp, which allowed users to quickly find the national or local government information they needed. For the regular provision of electronic services, special channels have been created, which citizens can set up "manually" for their own needs.

It turns out that distinguishing in the world practice of e-government three of its main models, researchers proceed from the initial tasks to which it was aimed. But now the functionality of national e-government systems has begun to level off. Their development is already going in one direction, in one track, the evolution of e-government in different countries repeats the same stages; therefore, it is now expedient to distinguish e-government systems only according to the degree of their technical lag behind each other. In addition, not all national e-government systems existing in political practice nowadays can be classified into one of the three models mentioned above. This applies to the post-Soviet countries, the Middle East, Central and South America. Among the post-Soviet countries, Ukraine and the Republic of Kazakhstan have achieved the greatest results in this area. Electronic government services in these countries began to be provided much earlier than, for example, in Russia.

In today's world, the development of e-government systems is accelerating. Moreover, the development of new concepts is well ahead of their practical implementation. Not all countries have even implemented first-generation e-government systems, as the paradigm shift to "second-generation e-government - 0.2", and then to the third generation. South Korean experts have even stated the expediency of moving to a fourth-generation e-government system. In the context of the global information space, the emergence of another more sophisticated concept of e-government is becoming the property of the entire world community. And states, especially those in a state of "catching up", are trying their best to reduce the gap in the levels of formation of national e-government systems.

Conceptual principles of Ukrainian state policy in the field of informatization, development of information society and e-government are defined primarily in a number of legislative acts, such as: Law of Ukraine "On Information" of 02.10.1992 No 2657-XII, Law of Ukraine "On Scientific and Technical Information" of 25.06.1993 No 3322-XII, Law of Ukraine "On Basic Principles of Information Society Development in Ukraine for 2007-2015" of 09.01.2007 No 537-V, Law of Ukraine "On the National Informatization Program" of 04.02.1998 No74 / 98- Verkhovna Rada, Law of Ukraine "On the Concept of the National Informatization Program" dated 04.02.1998 No. 75/98-VR, Law of Ukraine "On Telecommunications" dated 18.11.2003 No. 1280-IV, Law of Ukraine "On Personal Data Protection" dated 01.06.2010 No. 2297 -VI, Law of Ukraine "On Information Protection in Information and Telecommunication Systems" of 05.07.1994 No 80/94-VR, Law of Ukraine "On Electronic Documents and Electronic Document Management" of 22.05.2003 No 851-IV, Law of Ukraine "On Electr. trust services ”dated 05.10.2017 No. 2155-VIII and others.

The administrative legislation in the field of e-government includes the following legislative acts: Law of Ukraine "On the State Service for Special Communications and Information Protection of Ukraine" dated 23.02.2006 No. 3475-IV; Law of Ukraine "On Citizens 'Appeals" of 02.10.1996 No. 393/96-VR [43], in which, among other amendments, the Law of Ukraine "On Amendments to the Law of Ukraine" On Citizens' Appeals "on Electronic Appeals and Electronic Petitions" of 02.07.2015 No 577-VIII - important in the context of e-government development, changes were made to expand the opportunities for citizens to apply to public authorities, local authorities using effective new methods, including e-petition and e-application; Law of Ukraine "On Access to Public Information" dated 13.01.2011 No 2939-VI [42], which also, among other changes, the Law of Ukraine "On Amendments to Certain Laws of Ukraine on Access to Public Information in the Form of Open Data" from On April 9, 2015, No. 319-VIII, changes were made regarding the access of persons to public information in the form of open data. This Law of 09.04.2015 No 319-VIII was adopted in order to ensure the realization of the human right to access information of public interest, ensuring transparency of public authorities and local governments by introducing a mechanism for disclosure of public information in the form of open data. The law required information providers to provide public information in the form of open data upon request, to publish and regularly update it on the single state web-based open data portal and on their websites. In addition, we can not forget about such an important law as the Law of Ukraine "On Administrative Services" dated 06.09.2012 No 5203-VI [41], which defines the legal basis for the exercise of rights, freedoms, and legitimate interests of individuals and legal entities in the field of administrative services. The Law of Ukraine "On Amendments to Certain Legislative Acts of Ukraine on Expanding the Powers of Local Self-Government Bodies and Optimizing the Provision of Administrative Services" of December 10, 2015, No. 888-VIII to the Law of Ukraine "On Administrative Services" and other laws changes in the possibility of applying for civil service, in addition to written and oral, also in electronic form. Administrative services, in turn, are provided electronically through the Unified State Portal of Administrative Services, including through integrated information systems of state bodies and local governments [19].

In 2002, the Government approved the Procedure for Disclosure of Information on the Activities of Executive Bodies on the Internet [39], according to which it provides for the posting and periodic updating of ministries, other central and local executive bodies with departmental information on their websites and the creation of a single governmental web portal, the composition and requirements for the information to be published have been determined. In developing the provisions of this decree, the Cabinet of Ministers of Ukraine adopted a resolution on the creation of an electronic information system "Electronic Government", which is, in fact, the first regulatory legal act on electronic government. This decree defines the provision of information and other services to citizens and legal entities through the electronic information system "Electronic Government" as one of the priorities of the information society, which should ensure information interaction between executive bodies, citizens, and legal entities based on modern information technologies. The main mechanism for implementing this task is a single web portal of executive authorities, defined by the central part of the electronic information system "Electronic Government", designed to integrate websites, electronic information systems, and resources of executive authorities and provide information and other services using the Internet [ 40].

The Concept of e-Government Development in Ukraine (issued by the Cabinet of Ministers of Ukraine on December 13, 2010, № 2250-r) was developed as a basic document in this area. The purpose of the Concept is to establish the foundations and create conditions for achieving European standards of service quality, openness, and transparency of public authorities and local governments, as well as the implementation of the basic provisions.

Economic reform programs for 2010–2014 pp. "Wealthy society, competitive economy, effective government." The following tasks on the development of electronic regulation in Ukraine have been approved: 1) protection of community rights to access state information; 2) involvement of citizens in public administration; 3) improved technology of public administration; 4) regulation of the quality of management decisions; 5) overcoming "information inequality", in particular, by creating special centers (points) for the provision of information services, public service centers (call centers), web portals for the provision of services; 6) organization of providing services to citizens and business entities in electronic form using the Internet and other technologies on the principle of "one window"; 7) giving citizens the opportunity to learn throughout life; 8) depersonalization of administrative services by reducing the level of corruption in public bodies; 9) organization of information relations between state authorities and local self-government bodies on the basis of electronic document management with the use of electronic digital signature; 10) ensuring the transfer and long-term storage of electronic documents in state archives, museums, libraries, maintaining them in an up-to-date state and providing access to them [21]. At its meeting on September 20, 2017, the Cabinet of Ministers approved a new Concept for the Development of e-Government in Ukraine [45], which defines the main goals, priorities, and measures for development until 2020.

The emergence of a gap between the ideology and practice of e-government has, in addition to the inconsistency of the national information infrastructure with the set political tasks, another reason - the inertia of society. The population perceives any new model of interaction with a government agency at first with a high degree of distrust, excessive caution. It takes time to build trust. And technical progress is accelerating, as a result of which many innovative innovations in the system of management of social processes remain for some time unclaimed by citizens. But there are exceptions when the population feels the need to use better mechanisms of e-government than provided by the government.

The existing gap between the ideology and practice of e-government is gradually widening. Both developed and developing countries are moving towards the transition to second-generation e-government, despite the lack of necessary conditions - this, in our opinion, is the main global trend in the development of e-government. This trend smooths out all the differences in the previously formed models of e-government, and integrates the "Anglo-American", "continental European" and "Asian" forms of government in a single type. Analysis of the portals of the US e-government (http://www.whitehouse.gov/omb/e-gov/), the UK e-government (http://www.gateway.gov.uk/), Germany (http: // www. bund.de/DE/), Canada (<http://www.canada.gc.ca/>), Switzerland (<http://www.egovemment.ch/>), Singapore (<http://www.egov.gov.sg/> ; <http://www.ecitizen.gov.sg/> ) shows that they all decide, or seek to solve, approximately the same problems:

* facilitating the search for socially significant information and obtaining quality electronic public services for citizens and organizations, both commercial and public, from the federal government, regional and local authorities;
* prompt satisfaction of various needs of the population;
* providing public support for government initiatives;
* increasing the transparency of government activities;
* simplification of the mechanism of access of citizens to all state institutions;
* elimination of duplicate functions in the structure of public administration;
* creation of favorable conditions for direct participation of citizens in discussions of government decisions, bills;
* exercising control over the government.

Another thing is that the solution to these problems in different countries is different.

The only country where we have not identified a gap between e-government ideology and practice is the Republic of Korea, which is currently successfully implementing the e-Government 3.0 concept (the so-called Smart Government Strategy). Information and communication technologies in this state are used to provide citizens with real-time information on current work processes in government and government bodies; for direct interactive dialogue of officials with the population (listening to opinions, complaints, suggestions, and responding to them); for public discussions and debates on-line; for citizens to make administrative and administrative decisions that are mandatory for implementation or accounting by the authorities. The Seoul administration continuously monitors citizens' views on its work through the Internet and cellular communications and seeks to adjust its activities to the needs of citizens.

The portal http://www.epeople.go.kr/jsp/user/UserMain.jsp has a "single window" for the online participation of citizens of the Republic of Korea in political governance. It is used to make inquiries, appeals, political proposals, Internet debates, and Internet voting. Currently, the system of online provision of electronic public services is being modernized, it is beginning to take into account the features of mobile devices, the geographical location of the user. Therefore, it is no coincidence that international experts recognize the e-government of the Republic of Korea as the best in the world.

However, there are countries in which the ideology of e-government has remained at the level of the first generation. In France, Portugal, and Estonia, for example, a policy has been taken to improve the e-government infrastructure to maintain smooth transparency of government and to provide the widest possible range of e-government services. Here they decided to fight for quality, not to chase quantity.

According to the results of the study, we clearly see the interest and initiative of the leadership of democratic states in the development of national e-government systems, focused primarily on meeting the needs of the population. Information and communication technologies aimed at modernizing democratic practices and strengthening democratic forms of governing society are being introduced. But the further the e-government evolves, the more it begins to influence the course of democratic transformations as if subordinating some social processes to itself. This aspect of modern e-government practice requires separate consideration.

In the first chapter of our work, we reviewed the process of interaction between democratization and informatization of the political system from the standpoint of structural-functional and institutional approach and also revealed the causal links. We also state that in the formation of the information society, social and political processes taking place in the state, first simply reflected in the Internet environment, and then - with the development of social networks, blogs, forums - begin to model, design, generate and manage this Internet -environment (to be more precise, then - using the Internet environment). All this also applies to e-government. State power creates it as a tool to strengthen the democratic foundations of society (first generation 0.1), but as it develops and covers administrative, protective, mobilization, etc. functions (when changing the paradigm to version 0.2, and especially 0.3), the activities of the authorities become dependent on e-government. Any initiative of the state to restructure society, any innovation must now fit into the logical scheme of e-government. The E-government seems to be building the boundaries of the corridor beyond which the domestic policy of the state can no longer go.

The key parameters of the traditional system of public administration are gradually starting to repeat the parameters previously laid down in the national e-government system. If e-government was created in a democratic system of political relations and aimed at improving the democratic form of government, then only democratic institutions and practices will be able to actively develop in the country, any inclination towards authoritarianism will be opposed by e-government. But if the e-government system was formed under an authoritarian regime (a clear example is China), and the relevant parameters were set in it, it will promote the further development of authoritarian tendencies in the country, and prevent the manifestation of democratic ones.

**2.2. The impact of e-government on the modernization of democratic institutions**

The transition to a democratic form of political organization of society includes the establishment of new rules, which over time take root, become an order, a norm, a stable democratic practice, and then gradually transform into institutions. As a rule, institutions are divided into two classes: formal and informal. The first includes laws, the country's constitution, administrative regulations, and norms; the second - religious beliefs, traditions, values, customs, etc.

Institutions of democracy are a kind of political institutions, which means "fixed and legally established norms of organization of political life, functioning on their basis, various political institutions and organizations, as well as stable traditions, principles, and rules of political behavior that characterize the quality of the political system. regulators of this behavior "[52]. Thus, the institution of democracy is, first of all, a certain set of democratic norms and functional organizations. Accordingly, the category of democratic institutions includes the institution of law, parliamentarian, political parties, the institution of local self-government, the mass media, and others. The practical implementation of democratic institutions is carried out through political procedures, such as voting in elections and referendums, delegations, public discussions (debates).

Despite the fact that the institutions of democracy are a fairly stable political structure, they are able to change, can be modified under the influence of various circumstances, as well as modernized. In the case of modernization of democratic institutions, it means changing or adjusting the rules of operation of these institutions by implementing various innovations. New rules and procedures are introduced, then a solid political practice emerges, and finally an institution.

In the modern interpretation, political modernization is defined as "a set of technologies, techniques, methods, and means of improving the political system of the state, the process of improving its efficiency" [58], or as "creation and dissemination of modern political norms, practices, institutions, formation of modern political structure. which meets global standards "[35]. Usually, in political modernization there are several key trends: strengthening the position (centralization) of state power, specialization of political institutions, increasing the participation of citizens in political life and their social mobility, changing political roles, gradual replacement of the ruling elite, political culture, ideological pluralism, etc. All the factors that reinforce these tendencies fall under the category of factors of political modernization. These may include the political activity of citizens, socio-cultural processes taking place in society, informatization of the political sphere, globalization, and the general international situation.

In the context of the formation of the information society, one of the effective tools for modernizing the institutions of democracy, in our opinion, is e-government. Due to their versatility, national e-government systems (of course, the second and third generations) simultaneously create favorable conditions for the modernization of political institutions and themselves are directly involved in this process. Mechanisms for providing electronic state and municipal services, mechanisms for ensuring transparency of government activities, interactive channels for citizens to apply to government agencies, specialized Internet platforms for public discussion of bills and government decisions, virtual reception technologies included in e-government are changing the established (traditional) ) democratic practices, bring them in line with modern world requirements and standards. This, in our opinion, is the internal influence of e-government on the modernization process. But there is also external influence. As mentioned above, as e-government develops, e-government begins to "adjust" to the political reality; and there is a dependence of the government on the mechanisms of e-government. According to this, the modernization of democratic institutions in the context of post-industrialism can be seen as a process of bringing them in line with the parameters of e-government.

Taking into account the world practice, we came to the conclusion that e-government has a particularly significant (at least tangible) impact on the modernization of democratic institutions in those countries where there are certain conditions that contribute to this influence. Firstly, when there are historical conditions for the activation of civil society, and national governments are constantly striving to expand public participation in political processes, to involve the population in the process of public discussion of governmental, departmental decisions. Secondly, when there is a competitive political environment that stimulates the modernization of democratic institutions: from the election of officials, party leaders to the institution of independent media [33]. In addition, when power and society are not very far apart. Ordinary citizens should not feel completely excluded from making political decisions that their opinion and voice "means absolutely nothing." Moreover, when new ideas for improving democratic practices and procedures are freely generated in the public consciousness, these ideas find their supporters; and the authorities do not prevent their spread. Also, when there are technologies, organizational, technical, and administrative capabilities to implement modernist ideas. Furthermore, when public authorities, especially the national government, commit to the mass introduction of information and communication technologies in the field of socio-political relations and allocate the necessary resources (in the extreme case - to attract investment). Additionally, when social development meets the parameters of the information society, it makes the most of the Internet environment to increase its degree of resilience. Moreover, when not only the state but also society is interested in the development of e-government practice. Plus, when the system of political relations has both the supply of electronic public services and demand for them from individuals and legal entities. To do this, the government should make great efforts to ensure a high level of service and the functioning of the e-government portal. Only in this case, the democratic potential of e-government is revealed most fully, making the most of the Internet environment to increase its resilience.

The next important point is the comparison of the potential and real possibilities of e-government for modernization, strengthening the institutions of representative (indirect) and institutions of direct democracy. E-government equalizes the opportunities of all citizens of the state to receive quality state and municipal services, to obtain reliable and socially significant information, to promptly contact the authorities. And although there is such a thing as digital inequality, e-government has no problems in its potential to equalize the ability of social subjects to establish direct relationships with government agencies. The government demonstrates its legitimacy through interactive e-government mechanisms: it explains that its decisions are in the interests of the majority of the country's population. And if suddenly a decision does not correspond, or fully reflects the interests of the people, then the feedback channel is used to collect, analyze and summarize the opinions of citizens and adjust the management decision.

Earlier we noted that the second generation e-government supports a special information resource for public discussions of any social issues. If we take the example of Switzerland, the Republic of Korea, and Canada, this resource can be considered as one of the technologies for the exercise of freedom of expression. We did not find any harsh criticism of the official authorities on these resources, but we pointed out significant miscalculations in the field of municipal construction, transport, and employment. Certain censorship is certainly present, but no more than in the print and electronic media. Therefore, this mechanism of e-government can be safely attributed to the technology of implementing the principle of political pluralism. The timely and prompt provision of government information to all users is also one of the key tasks of e-government. This allows, firstly, to actively use it in the daily and professional activities of citizens, and, secondly, to exercise public control. As for the implementation of the principle of autonomy of public associations and voluntary associations, unions, e-government plays a dual role. On the one hand, it provides an opportunity for the creation and development of informal communities - interest groups, citizens' associations, united by common problems and a common goal. On the other hand, it acts as a regulator of the autonomy of functioning of officially registered public organizations. The second role of e-government will be discussed in detail below. But we can already admit the significant contribution of e-government to the modernization and strengthening of the above-mentioned institutions of representative democracy.

The influence of e-government on the modernization and strengthening of the institutions of representative democracy is manifested in the fact that it contributes to increasing the level of public support for political change. When the continuity and quality of e-government function are ensured, society, due to the above circumstances, is more inclined to accept and approve of political modernization than to reject it. In general, the functioning of national e-government systems supports the existing electoral governance structure in democracies. This strengthens, first of all, the representative form of democracy.

The growing crisis of the institutions of representative democracy in the modern world is noted by many independent experts and researchers in recent years. [26]. However, the disappointment of the masses in the functioning of the institutions of representative democracy cannot be equated with disappointment in the very values of democracy, in the very existence of a democratic regime. They try to bring the political institutions of representative democracy out of the crisis in various ways, including through the development of national e-government systems. The latter, taking the experience of Germany, Great Britain, and Canada, create an optimal public and completely open sphere of interaction between citizens, state and local authorities, business, representatives of the "third" sector for national and local, regional discussions, consultations, discussions, and joint strategic policy making.

It turns out that e-government not only has great potential for modernizing the institutions of representative democracy but is already really involved in this process.

The second-generation e-government theoretically has mechanisms for modernizing the institution of the National Assembly and civic initiatives, and the third-generation government has mechanisms for modernizing the referendum. The institute of public assembly in the political Internet space is realized by creating an interactive platform for virtual gatherings of citizens. Such platforms are sometimes included in the structure of e-government but are extremely limited. Users, after the mandatory registration procedure, express the essence of the problem, leaving a note. Other users are free to read all previously left records, make your own. The National Assembly provides for open voting. It does not require the technology of secrecy in the process of voting for a particular draft decision. But the whole problem lies in the practical implementation of popular voting decisions. The authorities accept it as a recommendation, not a mandatory one. And the population, accordingly, perceives them as mandatory for immediate implementation by the authorities. From the point of view of public safety, of course, virtual meetings of citizens are better. After all, in the Internet space, you can show all the fullness of emotional feelings that overwhelm people, in order to draw the attention of the authorities to some unresolved problem for too long.

When the government strengthens its legitimacy through civic initiatives, this mechanism promotes the development of a representative form, and when the government thus tries to exercise the right of citizens to participate directly in public policy, it already falls under the institution of direct democracy. Another thing is that for a full-fledged civil society, claiming a significant political role, the state-proposed such mechanisms for participation in political governance are clearly insufficient. Even for an unformed civil society, the implementation of the Civil Legislative Initiatives project as the only institution of direct participation in public affairs seems very limited and even incomplete. But if nothing else, the politically active part of the population uses this opportunity to bring their ideas and developments to power.

If we compare the pace of development of e-government and e-democracy in different fears of the world, we immediately notice one interesting feature: almost everywhere the formation and development of national e-government systems in its intensity and scale is far ahead of the process of creating and implementing mechanisms of democracy. The analysis of many research works leads us to think about the existence of the inverse relationship between the levels of e-government and e-democracy in modern states, which are both at the stage of democratization and on the path of formation of the information society. And in the world as a whole, national e-government systems are quite actively involved in the processes of political modernization, including the modernization of democratic institutions, in strengthening the democratic regime.

**Chapter 2: Conclusion**

Summarizing the results of the study, there are a few things we would like to note. E-government has a completely different impact on the modernization of the institutions of representative and direct democracy, on the development of civil society. But there is some similarity. Due to the versatility, e-government systems provide the necessary conditions for the successful modernization of political and public institutions and at the same time directly participate in this process as a regulator. Mechanisms for providing electronic services, ensuring the transparency of government activities, interactive channels for citizens to apply to government agencies, specialized Internet platforms for public discussion of draft government decisions, etc. provide equal opportunities for citizens to quickly and conveniently create on their own initiative independent associations, media, and commercial organizations, to realize their scientific, cultural, creative potential, to come to power with their own initiatives. All these changes the traditional democratic practices and makes them in line with modern world requirements and standards. The state government with the help of e-government is trying to increase the degree of its legitimacy, to introduce the principle of separation of powers, the practice of electing officials, increasing the level of trust in them by the population. At the same time, the development of e-government hinders the implementation of the institutions of direct democracy, in which we see the direct interest of the ruling elite.

According to the study, in the formation of the information society, e-government performs several important functions:

* 1. Prevents stagnation in a democratic system of political relations, especially in the subsystem of public administration.
  2. Stimulates the political activity of the population, public and commercial organizations.
  3. Increases the degree of creativity in the activities of socio-political actors.
  4. Organizes political and social processes.
  5. Contributes to the adaptation of the political system to changes in the external environment, in particular - world politics.

For this reason, the improvement of e-government systems is constantly in the spotlight of national governments of democracies all over the world, regardless of the socio-economic level of their development.

**CHAPTER 3**

**ELECTRONIC GOVERNMENT IN THE PUBLIC ADMINISTRATION OF UKRAINE**

**3.1. E-government as a regulator of civil society development**

Civil society is usually seen as one of the most important elements of a democratic political system in modern political science. In general, civil society can also exist in authoritarian forms of political organization of society, not only in a democratic regime. Therefore, it is not always correct to judge democracy in a country only by the level of development of its civil society institutions. But, at the same time, the role of civil society in the political development of the state is incomparably higher in a democratic regime, which forces researchers to pay much attention to it. It is widely believed that the more developed the civil society, the more favorable the conditions for the development of democracy in the state; and vice versa. From our point of view, during the formation process of civil society, all the main trends, trends, indicators, and contradictions of democratic development are present. Therefore, the consideration of e-government as a regulator of civil society development reveals a new aspect of the process of strengthening democracy in the context of informatization of socio-political relations.

As a scientific category, "civil society" has no clear definition. From the point of view of the theory of social systems, civil society is a system that is self-organizing, self-regulating, and self-reproducing, ie it has three levels of freedom. But the manifestation of these levels of freedom in practice is strictly regulated by the state. The totalitarian regime excludes the very possibility of the existence of civil society. Formally, its institutions may be present in public life, but they should be fully controlled and governed by the authorities at the same time. The most favorable conditions for the maximum manifestation of all three degrees of freedom of civil society are created under a democratic regime. However, there is no single model of democracy in the world today. According to American researchers D. Collier and S. Levitsky, at the turn of the twentieth and nineteenth centuries, there were about 500 varieties [63], the most famous of which are: liberal, pluralistic, collectivist, formal, quasi-democracy. A democratic regime may deviate towards authoritarianism (Brazil and some other countries in South and Central America), and then experts begin to talk about a mixed authoritarian-democratic model.Each of these types of democratic regimes leaves its mark on the realization of the levels of freedom of civil society. For example, the liberal model of democracy is based on the priority of individual rights over state rights. The level of freedom of civil society is not restricted in such political conditions. The minimum level of limited freedom is also seen in the pluralistic democracy, which is popular in most Western countries. Quasi-democracy is more similar to authoritarian regimes. The realization of the levels of freedom of civil society is regulated in the interests of the ruling elite there. An additional factor in the realization of levels of freedom is the tradition and culture of the population.

Civil society is in a state of constant development, change like any social system. Over time, both the elements of the system and the relationship between them change. At the initial stage of its formation, some subjects, institutions, and practices of civil society are constantly emerging and disappearing. The relationships between the elements, both within civil society and with the external environment, are changing rapidly. Horizontal and vertical (hierarchical) connections are transforming, the share of various public, non-governmental, commercial organizations and their position in the structure of civil society is changing. At later stages, there are stable hierarchical and horizontal connections between the elements, which, however, continue to change and evolve. Under their influence, the structure of civil society is constantly transforming, adapting to the changing "environment". One of the directions of such transformation, which is observed in recent years, is the formation of a network society.

In classical civil society, especially in a liberal democracy, social networks play an important communicative, connecting, and adaptive role in it, supporting the ability of civil society to develop with its environment but are not decisive. The situation changes in the process of informatization of public relations when the communication environment of the network is transforming into telecommunications. In the new conditions of the information society, the social network in the structure of civil society becomes the only possible mechanism for bringing it in line with the dynamically developing external environment. And gradually the network is gaining a dominant role in the process of self-organization and self-regulation of civil society.

In the formation of the information society, network communication covers both public and private (commercial) and "third" sectors; for this reason, the network society can be a distinguished subsystem of public administration and civil society. But the intensity of the organization of network communication in these two subsystems may be different. As a result, the degree of influence of networks on the functioning of the state apparatus and on the development of civil society is not the same. But let's make one clarification. To what extent a networked society can be considered a part of civil society (or vice versa), and how these two concepts relate in the modern world, is a question that is quite debatable and still poorly developed in scientific circles.

What is important for us now is to admit the fact that social networks are starting to set the pace and direction of the development of civil society under the influence of the process of forming a global network society in its structure.

It is believed that the trajectory of civil society in the modern world is determined by two main actors: the state and the business community [8], each of which tries to implement in practice a convenient model of civil society. At the same time, the state exerts external influence, and business, being an integral part of civil society, is internal. According to this approach, the structure of civil society is the result of balancing state and commercial interests at any given time. Under the influence of these two divergent forces, the self-organization of civil society is constantly at a fairly low level. The state and the business community, using the internal source of civil society development, direct its dynamics in the direction they need. From our point of view, this view of the development of civil society is too idealized and limited.

In this research work, we rely on the postulate that civil society is inherently self-organizing and self-regulating. This is achieved when public authorities create favorable conditions for the self-development of civil society and further support these conditions. These conditions must ensure equal rights and freedoms of citizens guaranteed protection by the state, economic independence, freedom for creative, scientific, cultural, religious, and business activities, the opportunity for citizens to unite in independent associations and unions, and the freedom to create independent media organizations. In the context of the formation of information and network society, when the above processes begin to take place, mainly in the telecommunications environment, to maintain and regulate these conditions, the country's leadership needs the appropriate tool, which becomes e-government.

According to national and world practice, the interaction of e-government with civil society is carried out in the following areas. Firstly, e-government regulates civil social and political initiatives. To do this, there are special functional platforms where citizens write their proposals, wishes, search for initiatives of interest to them, publicly discuss and correct them, vote for their adoption. Secondly, public associations, non-governmental non-profit organizations, and private companies are created, registered, and liquidated. Various non-governmental news agencies and independent media are licensed. In the UK, Germany, and France, single-window technology is used when submitting an electronic application and a minimum set of supporting documents. In addition, there is a wide range of state and municipal e-services, from property registration to formal marriage or divorce (South Korean practice). Moreover, e-government provides an opportunity to establish bilateral and multilateral relations between social subjects, establish business contacts, find trade partners. Blogs, forums, and search engines are used for this purpose. Besides, it gives an ability for the public to be consulted online regarding the questions related to national law. Also, assistance is provided in finding socially significant information that a citizen needs. Additionally, e-government provides (discloses) data on the activities of all ministries and agencies, which contributes to the implementation of public control. At the same time, it provides an opportunity to create virtual communities of citizens united by common goals and objectives. What's more, assistance is provided in employment, education, quality medical care, etc. social issues.

These areas indicate the real possibility of e-government to promote self-organization, self-regulation, and self-reproduction of civil society. That is, e-government as an Internet system in no way imposes restrictions on the levels of freedom; on the contrary - supports their development:

* equal opportunities for all citizens, business representatives, the public;
* freedom for creative, scientific, cultural, religious, and entrepreneurial activities;
* enabling citizens to create independent associations, media, and commercial organizations on their own initiative;
* the regime of the absence of direct state intervention in the process of self-development of civil society.

We would like to note that the performance of a regulatory function in relation to civil society by an e-government system is possible only when there is a developed information infrastructure of society and a high degree of virtualization of social processes. Without these conditions, e-government can not directly affect the dynamics of development of civil institutions, but only indirectly contribute to it.

To everything mentioned above, we would like to add that the relatively independent development of civil society occurs only when there is a political and legal mechanism that allows civil society institutions, if necessary, to influence government decision-making. And in the absence of such a need - to coexist in parallel with the state system. With this mechanism, the process of self-organization and self-regulation of civil society is very stable. During the twentieth century, in the West, the functions of such a mechanism were performed by independent media, legal institutions, and some formal and informal democratic practices (this includes the legal framework, parliamentary elections, local self-government, etc.). But in the information age, this mechanism is being transformed: telecommunications come to the forefront. New technical opportunities are emerging for civil society subjects to participate in public decision-making, and in the absence of such a need to monitor the activities of the authorities.

Now let's focus on the factors that influence the process of e-government regulation of civil society. There are three main ones:

* the level of development of the network society, especially in terms of social networks;
* organizational, technical, and functional capabilities of e-government;
* the level of interest of the state in a particular model of civil society.

The previously identified structural gap between the ideology and practice of e-government also affects the effectiveness of regulating the development of civil society. The inconsistency of the declared position of the state authorities with the real state of affairs in the field of e-government undermines the confidence of citizens and other civil society actors in political information and communication technologies. But if they are still somewhat dependent on the national e-government system, there is no complete abandonment of its use. On this basis, we can assume that the structural gap between the ideology and practice of e-government has an indirect impact on the regulation of social processes.

**3.2. The main directions of implementation of e-government of modern Ukraine**

Today, Ukraine, having a developed information and technological infrastructure and sufficient scientific and technical, human resources, in the near future may take a worthy place in the global information society. This requires the establishment and implementation of appropriate national policies as soon as possible, including the establishment of e-government.

The electrification of the governance system in Ukraine has undergone changes during its existence, which we can see through the study "The UN E-Government Development Index" (United Nations e-Government Development Index, hereinafter EGDI), through indicators of e-government performance the capacity of national governments in the use of information and communication technologies to provide public services to citizens, the degree of coverage and quality of Internet services, the level of ICT infrastructure) and public capital (Electronic Citizens' Participation Index, EPDI) [69]. Thus, during the period from 2001 (2004) to 2016, Ukraine strengthened its position, although it had fluctuations in the rating. Thus, in 2014 Ukraine's position in the EGDI index fell, but at the same time, the indicators in the EPDI index showed an increasing trend, indicating the intensification of electronic participation in cyberspace among citizens and their willingness to be responsibly represented in this segment [55].

Currently, the most objective source of information on the level of e-government in different countries is provided by the UN E-Government Survey. As of 2018, Denmark ranks first. Ukraine is in 82nd place, significantly losing to Belarus and the Russian Federation. Nearby, in 81st place, is Uzbekistan. However, when compiling the next rating, the situation may change for the better for Ukraine.

A new stage in the development of e-government in Ukraine was the decision on the establishment of the Ministry of Digital Transformation of Ukraine on September 2, 2019. Now on the web portal, www.e.gov.ua technical work is completed and it is fully accessible to users [18].

We would like to admit that currently, the provision of electronic services in the form of the so-called "single window" is www.kmu.gov.ua. The resource provides about 120 electronic services. At the same time, administrative services are provided on a separate web portal my.gov.ua [17]. The web resource is at the disposal of the Ministry of Economic Development and Trade of Ukraine, which was developed and maintained by Infoplus (Ukrainian software developer).

According to O. Holobutsky and O. Shevchuk, the problem is also that the percentage of foreign companies in the IT sector in the country is very small. There is almost no large-scale promotion of IT innovations through their investments. Imperfect legislation also leads to insufficient capitalization of national enterprises in the IT sector, including artificially slowing down the privatization of the industry. That is, according to the authors, this is the only industry that does not have a strong lobby at the state level [7].

Another important issue for Ukraine is the problem of transparency of state decision-making and the provision of electronic services to the population. In our opinion, the use of e-government will help realize the rights of citizens to access public information, increase their trust in government. It is also worth noting that this will provide feedback between the government and society, ie the formation of a dialogue between the subjects of the public process, by submitting a request form below and the appropriate response of the state. In turn, state institutions, when adopting bills, should provide citizens with information about the document and give the opportunity to express their opinion, and only then approve, making the decision-making process more transparent, practicing the principles of democracy and subsidiarity [55].

In Ukraine, it is possible to influence the management process using Internet resources to a limited extent. One of the available e-government services in Ukraine is e-petitions. For example, on the official website of the Internet Representation of the President of Ukraine, citizens, having collected 26,000 votes, can lobby for their petition for consideration by the government. Such initiatives can be implemented both at the local level and at the national level. However, for the most part, they have a formal status and are not always enforced.

In Ukraine, the process of providing electronic services to the population is still at an early stage compared to developed countries in this regard. Thus, Ukrainians do not receive full services on the e-services website. Less than half of the wide list of services (over a thousand) works in Ukraine. Most of them do not apply to many regions of Ukraine. In addition, the country still has a problem with the nominal functioning of electronic document management. Citizens continue to move from one state building to another, when in the long run it may take at least 10-20 seconds online.

However, since 2019, there are already 118 electronic services on the Government portal, which serve as a "single window" for all online services. Among them are such socially important ones as registration of childbirth assistance, business registration services, services in the land and construction industries.

Last year, important kits of electronic services for drivers and carriers were launched; they are available in the electronic offices of carriers and drivers. These services are already in high demand. Ukraine has also launched the first fully automatic service, which is not decided by an official. Namely - about the beginning of construction work for the CC1 class. And this year it is planned to make even more such services.

It is also important that the philosophy of e-services is changing. In the future, the State Agency for e-Government of Ukraine will not only create new electronic services but also optimize them taking into account life and business situations. The result of the first such project, on which many departments are currently actively working, will be an electronic service "E-baby". It will combine nine administrative services.

Wider use of electronic services will contribute to the spread of accessible and reliable means of electronic identification, in particular - at the end of last year, the Ukrainian mobile identification service became available. From now on, all electronic services currently being implemented already have the ability to log in using Mobile-ID by default.

Another important area of ​​activity in the field of e-government is the introduction of electronic document management in government agencies. Last year, 193 authorities, institutions, and organizations were connected to the system of electronic interaction of executive bodies. Thus, electronic interagency interaction is currently implemented in 673 organizations. About 5,400 electronic documents are sent to the system every day.

The plans for this year are to connect at least 300 new subscribers to the system. First of all, at the expense of local self-government bodies, in particular the newly united territorial communities.

Also during this year, there should be a gradual transition of state power to the European standard of electronic documents, which was approved at the end of last year. The system of coordination of draft regulations in electronic form has already been developed and is being tested. The system also provides for monitoring the adoption of acts and the creation of appropriate analytics for employees of the Secretariat of the Cabinet of Ministers.

At the end of last year, the system of electronic interaction of state electronic information resources "Trembita" received an expert opinion of the State Special Service on the compliance of system components with the requirements for technical protection of information. The implementation of Trembita has already begun - it has integrated information resources of government agencies. The priority for the State Agency for e-Government this year will be to connect priority registers to Trembita, in particular, the Ministry of Justice, the Ministry of Social Policy, the Pension Fund, the State Fiscal Service, the Ministry of Interior, and others.

For four years in a row, the field of open data has been actively developing in Ukraine. And the importance and popularity of this area in society are growing every year. In 2018, Ukraine ranked 17th in the world according to open data and second in growth in four years. This is evidenced by the report of the world-ranking 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, the information of the Ministry of Internal Affairs about registered vehicles has become one of the most popular, as it demonstrates the real state of the Ukrainian car market. Based on them, there were created useful online services, which citizens have used more than a million times. We would like to pay particular attention that licenses for road transport - passenger and freight also became available to Ukrainians last year.

Also, the initiative of the Ministry of Finance, according to which data from 9683 local budgets began to be published on the portal openbudget.gov.ua became very important. Thanks to it, every Ukrainian can control the use of budget funds at the regional level and even at the village level.

The long-term priorities of the government are determined by the Program of Activities of the Cabinet of Ministers of Ukraine, the content of which is disclosed through strategy for long-term planning, a concept for short-term planning of individual actions or determining the direction of work in a narrow field, and programs - for the implementation of projects financed from the state budget. It is important that the problem of slow implementation of e-government in Ukraine is the lack of an appropriate strategy for the development of e-government and an action plan for its implementation. The concept cannot replace the Strategy, because, as we mentioned above, it is a document of short-term planning. Thus, by introducing e-government, which applies to absolutely all spheres of life, the government does not see the final picture and does not have a clear vision for the long term. Ukrainian scholars have repeatedly noted the need to develop a strategy for the development of e-government in Ukraine, policy documents on the implementation of e-government, and the draft Law of Ukraine "On the development of e-government." In particular, at the legislative level it is necessary to clearly define: the modes of functioning of e-government; restrictions on e-government for each of its modes; criteria for the transition of electronic control from one mode to another, etc. [22].

Summarizing everything above, we believe that the Government must adopt a basic document that would assess the strategic guidelines for the development and implementation of e-government until 2030. In addition, the development of the e-government Development Strategy and, accordingly, the action plan should take place in the context of the Sustainable Development Goals adopted by Ukraine and aimed at achieving specific goals and indicators. The e-government Strategy until 2030 should comply with the provisions of the Sustainable Development Strategy of Ukraine until 2030, which has not yet been adopted. We believe that this is only a matter of time because the draft law of Ukraine on the Strategy of Sustainable Development of Ukraine until 2030 and the alternative draft law on the Strategy for the implementation of the model of balanced development of Ukraine until 2030 have already been prepared. In the future, in accordance with the approved e-Government Strategy until 2030, appropriate state programs for the development of e-government with specific tasks, performers, performance indicators, and funding for a specific period should be adopted. As the experience of foreign countries shows, only a strong political will, aimed at achieving clear goals set out in relevant strategies, programs, laws on the development and implementation of e-government, with adequate financial resources, can raise the country to a leading position in the world in terms of development electronic control [19].

**Chapter 3: Conclusion**

As a result, we come to the logical conclusion: the higher the level of development of the information society in the country, the greater the impact of social networks on civil society; and, consequently, the more important the role of e-government in regulating the development of civil society. This causation is observed in any political regime where civil society exists and develops autonomously but manifests itself most clearly in a democratic political system.

The issue of developing a state target program for the development of e-government in Ukraine or a state strategy with clear deadlines, funding, and appointment of both the customer and the executor also remains open. In addition, the development of this Strategy should be carried out in close connection with the development of the Sustainable Development Strategy "Ukraine - 2030", which should create a comprehensive system of strategic and operational goals for the transition to integrated economic, social and environmental development of our country until 2030.

In addition, the Action Plan for the implementation of the e-government strategy in Ukraine until 2030 should be developed in the context of the Sustainable Development Goals plan until 2030. Moreover, this document should be consistent with the national action plan for the implementation of the "Sustainable Development Strategy for Ukraine 2030 ".

**SUMMARY**

The informatization of the political sphere of society has led to the emergence of a new tool for managing social processes - e-government. This tool has not only become an integral part of the modernization of the political system but also proved to be a very effective means of improving the quality of interaction between government agencies and the general public. Over time, it has become a major factor in democratic development, strengthening state and civil institutions, and related political practices. E-government of the first generation, second generation ("open government"), and third generation ("smart government") has become a global indicator of the level of development of the state, its intellectual and technological power, political maturity of society. The latter circumstance proved to be decisive for the reorientation of the domestic political course of most developing countries towards the formation of the information society and the mass introduction of high technology into the public administration system. Today, e-government is actively involved in the development of democratic institutions, which attracts increased attention from the scientific community.

Summarizing the results of the research work, we would like to note the following: in the process of e-government development, there has been a gap between its conceptual component and political practice. The pace of the creation of new e-government concepts (versions 0.2 and 0.3) is well ahead of their practical implementation. For countries that are in a state of "catching up", including Ukraine, this creates a number of contradictions in the system of public administration, which are aimed at resolving significant efforts of both government and the business community.

The lack of a gap between the ideological (conceptual) and practical components of e-government is a necessary condition for e-government to be a factor in strengthening democracy. Today, the compliance of the practice and ideology of e-government is observed in the most developed countries of the world: the USA, Canada, Great Britain, Germany, the Republic of Korea, Japan. For these states, e-government can be fully seen as a factor in strengthening and further developing the institutions of democracy. For most other states - only partially.

Initially, e-government is created by the government as a tool for managing and regulating socio-political processes. But, as it develops and covers management, protection, mobilization, and other functions, the activities of government agencies start to depend on e-government. Any initiative of the government to restructure society, any innovation must now fit into the logical scheme of e-government. The E-government seems to be building a corridor beyond which the state's domestic policy can no longer go.

The transition to e-government of the "second generation" creates objective conditions for optimizing the interaction of state and society. The e-government system, based on social networking technology, is beginning to act as a regulator of civil society development. The intermediate link, in this case, is social networks, influencing the necessary changes in the relationship between social subjects.

According to the study, with the high potential of national e-government systems to influence democratic transformations in society, and, in general, to act as a factor in strengthening democracy, the influence of e-government has its limits. The latter can influence the modernization, development of institutions of democracy and civil society only under certain conditions. To these conditions, in particular, we can include: historical preconditions for the activation of civil society; the presence of a competitive political environment that stimulates the modernization of democratic institutions; objective existence of technologies, organizational, technical and administrative capabilities for the implementation of modernist ideas; public authorities, especially the national government, undertake to massively introduce information and communication technologies in the field of socio-political relations and allocate (attract) the necessary resources; social development meets the parameters of the information society, makes the most of the Internet environment to increase the degree of its stability; not only the state but also civil society (commercial, "third" sector and citizens) is interested in the development of e-government practice; in the system of political relations there is both a supply of electronic public services and demand for them by individuals and legal entities.

These conditions create a corridor of opportunity within which the modernist potential of e-government can be well released. But outside this corridor, the influence of e-government on modernization and, in general, the development of institutions of democracy and civil society is coming to an end.

In modern Ukrainian practice, e-government is identified with the Internet mechanism for providing e-government services to the population. And the big gap between e-government ideology and practice builds a barrier to democratization. The government is now relying on further improvement of electronic platforms of state power in Ukraine, on expanding their functions and capabilities. It is politically expedient to integrate them into a single Internet system based on e-government. This will create an effective mechanism of public administration with the direct participation of the population in the process of making and agreeing on socially significant decisions.

Based on everything mentioned above, we will identify priority areas for e-government development in Ukraine. Firstly, the fastest transition to second-generation e-government. This will significantly expand the audience of users of electronic public services, correct the existing shortcomings in the existing system of interaction "government - society", provide an effective feedback channel. Secondly, the temporary refusal to develop, and even more so, attempts to implement the e-Government - 3.0 strategy in favor of expanding the practice of second-generation technology. Only after reaching the minimum gap between the ideology and practice of e-government, the latter will be able to begin to perform functions to strengthen and modernize the institutions of democracy. In addition, the creation of a Web-based system of open databases by analogy with the West as a subsystem of e-government. Maintaining the low level of transparency of the authorities for a very long time has had a negative effect on the democratic form of government in Ukraine. Also, expanding opportunities for online citizen participation in public affairs. This requires the creation of a special integrated platform in the structure of e-government.

Summing up the final results of the master's research work, we formulate recommendations for improving the Ukrainian practice of e-government in the interests of further strengthening the country's democratic regime:

1. It is necessary to involve in the modernization of all major components and mechanisms of e-government interested citizens from among public activists, as well as non-governmental non-profit organizations (NGOs) and private Ukrainian companies. Before launching the next online mechanism, it is advisable to hold a public discussion of this project, taking into account the comments and suggestions.

2. The development of second-generation e-government technologies must be under the control of civil society. Therefore, the procedure for creating and modernizing an e-government system should be extremely transparent.

3. Successful expansion of e-government practices requires strong information support: the level of public awareness of political telecommunications technologies must be constantly increasing.

4. The set of functions of e-government should correlate with the needs of society. To this end, an appropriate political mechanism should be developed and introduced: citizens' initiatives to change the work of the Ukrainian e-government system should be considered by relevant government agencies as soon as possible and implemented.

5. The first and, obviously, the biggest problem of e-government implementation is the change of the structure and functions of public authorities and local self-government, finding the most effective organization of their activities under e-government. Without this, e-government will be just another automation of the existing power structure. In this regard, it is necessary to coordinate the administrative reform underway in the country with the objectives of e-government.

The complexity and ambiguity of these problems require the development and analysis of a mathematical model that will justify the reform of state power in Ukraine in the development of the information society. This model requires a system of indicators (indexes) that will determine the required quantitative estimates. Effective implementation of the information society development strategy created through the analysis is impossible without defining a single sufficiently authorized leading institution responsible for the management, financing, and coordination of government activities among themselves and with other participants. It is also necessary to create an information-analytical system to support, model, and analyze the strategy for the development of the information society and e-government.

​​6. The issue of developing a state target program for the development of e-government in Ukraine or a state strategy with clear deadlines, funding, and appointment of both the customer and the executor remains open. In addition, the development of this Strategy should be carried out in close connection with the development of the Sustainable Development Strategy "Ukraine - 2030", which should create a comprehensive system of strategic and operational goals for the transition to integrated economic, social and environmental development of our country until 2030. In addition, the Action Plan for the implementation of the e-government strategy in Ukraine until 2030 should be developed in the context of the Sustainable Development Goals plan until 2030. In addition, this document should be consistent with the national action plan for the implementation of the Sustainable Development Strategy for Ukraine until the 2030 year ".

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