

## E-government in Ukraine and the world: A comparative legal analysis

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**Abstract.** The relevance of the study is conditioned by rapid technological development and digitalisation, which transforms the usual sphere of public services. Therefore, the purpose of the study was a comparative legal analysis of e-governance and the processes of its development both in Ukraine and in other countries of the world. The study was also aimed at identifying advantages and disadvantages among foreign experience in implementing e-government. The following methods were used: historical, comparative legal, formal logical, the method of legal hermeneutics, and induction. The main results included clarification of the terminology related to the subject matter of the research work, in particular, the concept of e-government; study of the historical aspect of the development of this phenomenon and its defining characteristics and features. The main laws and regulations in this area on the territory of Ukraine – the concept of e-governance development, laws of other states – were also analysed. The research also included statistical data illustrating the development of e-governance in Ukraine during 2010-2022, and the development of this institute in other countries. Thus, the international experience is considered on the example of such countries as Denmark, Finland, and South Korea with a study of the advantages and features of their legislative and practical solutions, reforms in this area; based on the experience of the studied countries, a number of recommendations for Ukraine on the development and improvement of e-governance, digitalisation processes, and the sphere of providing state electronic services are formed. The results of the study can be used to improve the regulatory framework and effectively reform the e-government sector and the process of digitalisation of the public services sector

**Keywords:** digitalisation; public services; information; management

### Introduction

The relevance of the study of this phenomenon is determined by several aspects, in particular, the widespread introduction of digital technologies in all spheres of life, the need to overcome the digital divide and search for methods that will help make this process faster, the need to increase transparency and accountability as the foundations of a democratic system, and globalisation processes that make it necessary to find opportunities for the exchange of experience between countries to implement an effective e-government system.

As noted by I. Kotelnikova (2022), a digital revolution is characterised by the introduction of information and communication technologies (ICTs) that affect all spheres of public life, including political life, where the author sees the use of ICTs in the development of e-government. The researcher points out that in Ukraine, the process of distributing e-government is no longer a technological innovation. It is being transformed into an affordable tool for obtaining public services, which contributes to increasing the transparency of the activities of public authorities. The issue of transformation of the Ukrainian state in the digital vector was

investigated by I.V. Kulaga *et al.* (2020). The researchers point out that the use of ICT in all areas of activity of state and local authorities contributes to improving the efficiency and effectiveness of their work, transparency and accountability, and improving the quality of service to citizens and businesses. Digitalisation of Ukrainian society is an important factor for integration into the European Union (EU) (Limaj *et al.*, 2023). However, the researchers note that they observe a low rate of development and introduction of digital technologies, which may be due to bureaucratic and corruption factors. The correlation between e-governance and the development of democracy is highlighted by M. Sopilko and R.E. Sai (2020). The researchers argue that e-governance is aimed at increasing the transparency of the political process and monitoring decisions of state or local government bodies. Thus, “e-democracy” is seen as a tool for ensuring the fundamental rights and freedoms of citizens through the use of electronic technologies (Adanbekova *et al.*, 2022).

Regarding the international experience of implementing e-government, it is worth paying attention to the paper by

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V.S. Politanskyi (2020), which pointed out that the American and European approaches to the development of e-governance differ, in particular, the first is based on greater financing and development of economic resources, and the second – on human capital, which, on the contrary, consists in intellectual resources. O.K. Kanenberg-Sandul and V.V. Formaniuk (2021) spoke in more detail about the European experience. Thus, in the EU, the development of e-government is aimed at ensuring social unity and an adequate standard of living, along with equal access to technological opportunities (Slynko & Nefedov, 2023). The researchers also point out that one of the examples of successful implementation of e-government is Estonia, where ID cards have existed since 2002, along with the possibility of electronic elections.

South Korea's experience in implementing e-government was investigated by S. Petko (2022). Thus, the researcher notes that it was the emergence and development of the Internet that became a catalyst for the creation of an effective system for providing electronic services in the country. The policy of the South Korean government also plays an important role, which consisted in expanding funding for the sphere, developing transparency in decision-making, helping to minimise corruption in the relevant process, attracting the public and investing in human capital. In addition, the digital transformation of the government and the institution of e-governance in general consists not only in optimising processes, but also in rethinking the approach to management itself (Mazur & Flogaitis, 2023). As for approaches to the definition of e-government, V.P. Solovyh and E.M. Solovyh (2023) highlight technocratic and theoretical. Thus, the first approach considers e-governance as one of the levels of implementation of information and telecommunications technologies in public administration; the second considers e-governance as a corresponding ideology, concept, or theory.

The analysis of the above-mentioned papers allows for the conclusion that the topic of e-government is the subject of constant scientific discussions, however, most often attention is paid to the general analysis of e-government and the experience of its implementation in different countries of the world, but less attention is paid to issues related to the regulatory regulation of the implementation and functioning of e-government, positive and negative aspects of the implementation of e-government in different countries of the world, determining the most effective and successful model. Thus, considering the relevant shortcomings of these papers, the purpose of this study was to conduct a comparative analysis of the process of implementing electronic services and e-government in different countries of the world.

### Materials and methods

The study was conducted using various methods of scientific cognition. In particular, the historical method helped to investigate the development of e-governance, the main stages and significant events that influenced the implementation of this phenomenon in chronological order. Thus, the method helped to understand the regularities of the development of the phenomenon under study. One of the main research methods was comparative legal. Thus, by comparing the legal systems, institutions, principles and practices of implementing a particular reform, the development of the Ukrainian experience of e-governance was compared with the experience of Finland, Denmark, and South Korea. These

are three countries that have a high level of e-government development. Thus, the method identified common and distinctive features of the development of the field under study and indicated certain advantages and disadvantages of management decisions. Moreover, these countries have some similar characteristics that determine the development of this institution, in particular, a high level of political support for the sphere, a focus on the development of human capital and human orientation of electronic services, and innovative solutions to improve e-government.

The use of the comparative legal method is also associated with the use of materials and statistical data, the source of which was the United Nations (UN). The relevant statistics related to the development of e-governance on the territory of Ukraine during 2010-2022, and the identification of leaders in this area in the world. The collection and interpretation of statistical data allowed considering certain patterns and indicators of the development of the phenomenon of e-governance and analysing main factors influencing this process (UN E-Government Knowledgebase, 2022).

It is also worth highlighting the method of legal hermeneutics, which allowed investigating the content of legal norms and the specifics of their application within the framework of the institute of e-governance. Thus, the objects of research were the concept of e-government development, approved by Decree of the Cabinet of Ministers of Ukraine No. 649-p “On Approval of the Concept of the Development of E-government in Ukraine” (2017), the consideration of which helped to clarify the concept of e-government and the main problems of this area, and such documentation of state origin as the General Government Fiscal Plan for 2024-2027 (2023), which provides for the development of the state budget and expenditures, the analysis of which determined the level of funding for the field of e-government.

The system structural approach helped to investigate and determine the range of subjects that have certain powers to implement e-governance, and those who can act as a participant in public relations that arise and develop in the relevant field. The use of general scientific methods, such as the method of analysis, identified issues related to a number of legal, economic, resource, social, and political obstacles associated with difficulties in implementing e-governance on the territory of Ukraine. This method also helped to identify problematic aspects of e-government, which should be given more attention and resources, respectively. Together with the analysis, the induction allowed studying foreign experience and individual policy decisions of different countries related to the development of e-governance and forming general recommendations on ways to improve this area on the territory of Ukraine. This method was also used to investigate the opinions of researchers on the subject of the study, based on which the general conclusion was formed.

### Results

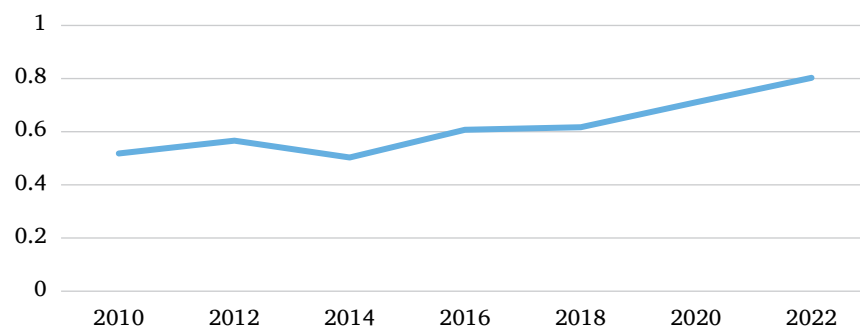
E-governance is a model of public administration aimed at improving the process of providing public services, transparency and efficiency of government bodies. The history of e-government can be traced back to the early days of computer technology, but the active development process is associated with the advent of the Internet in the 1990s. The development of personal computers (PCs) in the 1970s and 1980s allowed more government agencies to start using PCs for a wider range of tasks. The launch of the World Wide

Web in 1991 opened up new opportunities for e-government through the creation of websites to provide information and services to citizens. In the late 1990s, e-government initiatives were launched to improve the efficiency and effectiveness of public services. The current state and progress of e-government should be linked to cloud computing, open data, blockchain technology, and artificial intelligence (Twizeyimana & Andersson, 2019; Choi & Chandler, 2020; MacLean & Titah, 2022).

E-government has several defining features, expressed in its accessibility, interactivity and transparency, that is, citizens have round-the-clock access to public services, and can also actively interact with the government. Automation and digital processes reduce bureaucratic complexity, speed up the provision of services, and minimise document flow, which leads to resource savings, technologies used facilitate

the collection, analysis, and use of data for making informed decisions, policy development and performance monitoring, adaptability, which involves the constant updating and integration of technologies into the service delivery process.

The study will consider the regulatory support of this category, for example, Ukraine has adopted the concept of e-government development in Ukraine, which states that “e-government is a form of public administration organisation that contributes to improving the efficiency, openness, and transparency of the activities of state authorities and local self-government bodies using information and telecommunications technologies to form a new type of state focused on meeting the needs of citizens” (Decree of the Cabinet of Ministers of Ukraine..., 2017). Figure 1 provides some data on the dynamics of the e-governance development index in Ukraine.



**Figure 1.** E-Government Development Index in Ukraine 2010-2022

**Source:** UN E-government knowledgebase (2022)

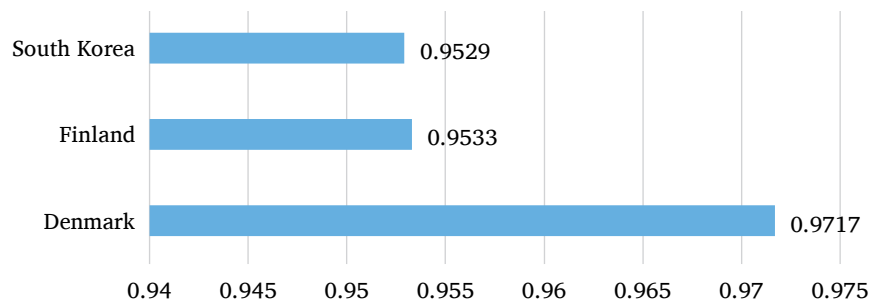
Thus, a significant increase in the index for the development of e-government in Ukraine is clearly illustrated, in particular, this growth was most pronounced in 2022. It is also worth pointing out that in general, compared to 2010, Ukraine has risen 8 steps up from 54<sup>th</sup> to 46<sup>th</sup> place in the world ranking of e-governance according to the UN. The largest decline from 2010 to 2022 was recorded in 2014 – Ukraine ranked 89<sup>th</sup> out of 190 countries, so compared to this year, the country rose by 43 steps in 2022 (UN E-Government knowledgebase, 2022). In 2016-2018, there was stagnation in the development of e-governance in Ukraine, which could be due to the lack of a clear development strategy and insufficient funding from the government. A significant increase in the development of e-governance during 2020-2022 was associated with the establishment of goals and objectives for this process, the introduction of government programmes, digital education and the “Diia” service.

E-governance has significant potential to improve the efficiency, transparency, and accessibility of public services. However, there are a number of problems in its development in Ukraine that need to be solved. One of the main problems is the lack of coordination and interaction between the authorities responsible for the development of e-governance, in particular, between the Cabinet of Ministers of Ukraine and the Ministry of Digital Transformation (Dhaoui, 2022). This leads to inefficient use of resources and delays in the implementation of projects; the insufficiently developed regulatory framework, in particular, the only concept that called for defining the goals and guidelines for the development of the state in this area, was

adopted in 2017, and therefore cannot be considered relevant, given the rapid development and change of current areas for the development of e-governance in Ukraine; user data requires enhanced protection; problem of digital ignorance and inequality (Sungurova, 2022).

Digital inequality is the unequal access to and use of information and communication technologies between different population groups (Trotsky *et al.*, 2023). Turning to statistics from the International Telecommunication Union, as of 2021, the percentage of people using the Internet is the lowest among people aged 75+ years, and is 19%. According to the Internet World Stat, as of January 2022, the share of the population of Ukraine that uses the Internet was almost 95% (Europe Internet Stats..., 2022). In addition, considering the statistics of “Diia”, among the reasons for the lack of internet connection among Ukrainians, the most frequent are the uselessness of using the network, lack of appropriate skills, and high prices for access and equipment. Thus, the benefits of e-government and, consequently, the expansion of the range of e-services can create a visible disparity in access to these services, due to the lack of digital skills, education or Internet connection (Digital literacy of..., 2023).

In order to find effective ways to solve the relevant problems, it is necessary to analyse the world experience in the field of e-governance together with political solutions that have helped to improve this area. Attention should be paid to the experience of countries that are leaders in the e-government development rating, in particular Denmark, Finland and South Korea (Fig. 2).



**Figure 2.** E-Government Development Index in different countries of the world 2022

Source: UN E-government knowledgebase (2022)

Denmark is the first in the rankings of world leaders in digital governance. Key factors of Denmark's leadership in the digital sphere should be linked to a number of factors, in particular, the early beginning of digitalisation – the beginning of the 1990s and active investment in this area, the provision of services based on the needs and requests of consumers, cooperation between the public and private sectors, the development of a culture of transparency in public government decisions (Slezák, 2023). Among the specific electronic public services that should be highlighted are the following: NemID, which is a digital identification tool that allows confirming a person's identity to receive services in the digital space, sign documents, use banking and medical services, and pay taxes; it is worth noting that the pilot project of this tool was created in 1999, and 11 years later the full version was presented for public use in the form of a mobile application. Improvements to the NemID system were introduced in 2022 under the name MitID, which was the result of cooperation between the private and public sectors to create an identifier that meets all cybersecurity requirements to protect users' personal data (Fleron *et al.*, 2022).

In Ukraine, a similar platform relative to the Danish MitID is Diia, which is both a mobile application and a web portal that provides an opportunity to receive a number of electronic public services, contains the necessary documents, in particular, a passport, birth certificate, driver's license, and based on the Diia service, a number of other products have been created that are focused on helping businesses, obtaining administrative services, educational materials. It is worth noting that the Ukrainian Diia application is a unique state product, so European countries are interested in its development and implementation, including Estonia, which ranks 8<sup>th</sup> in the E-government Index out of 193 countries (UN E-Government Knowledge Base, 2022). In order to strengthen and ensure reliable protection within the framework of the Diia, it is necessary to adopt the Danish experience of cooperation between the public and private sectors, involving independent experts in this process, so that the security of personal data meets international standards. Thus, focusing on the cybersecurity requirements that exist in Denmark will guarantee the privacy and confidentiality of users when transferring personal data or other information in the field of receiving electronic services.

It is also necessary to pay attention and compare Finland's experience in the field of e-government development, namely, those principles according to which there is a constant modification and improvement of the sphere, in particular, development strategies should be consistent, with

clear and understandable goals, and it is important to have steady political support and commitment, openness to reforms. In contrast to the Danish experience, Finland emphasises the cooperation of public authorities at different levels, and not private representatives (Päivärinta *et al.*, 2019). It is advisable to add that this type of cooperation is acceptable in the case of confidence in the interests of the parties, but the situation on the territory of Ukraine suggests that attention is shifted towards the needs of the military sphere, so it is important to exchange experience, considerations, information not only within state structures, but also to be open to private initiatives (Väänänen, 2021). Denmark's experience shows that a large number of investments and budget funds are attracted to the field of e-governance. In the case of Finland, there is a decentralised system of expenditures for this area with central control over the use of resources, and large expenditures from clearly separated budget funds were undesirable, so the government of the country created centralised one-time funds that invested in the field of ICT and stimulated the development of the sphere.

The level of public spending on digitalisation and e-government development should also be considered, for example, in the state budget of Finland for 2024-2027, the level of allocations to the Ministry of Finance, which is responsible for this area, is EUR 38.1 billion and predictably will grow to EUR 41.2 billion (General Government Fiscal..., 2023). In the budget of Ukraine for 2024, expenditures for the Ministry of Digital Transformation are envisaged in the amount of UAH 2.5 billion, and although this amount is more than the expenditures of previous years, the difference between expenditures from Finland is clear (Law of Ukraine No. 3460-IX, 2023).

Another interesting experience in Finland that is worth exploring is AuroraAI, a national artificial intelligence programme that aims to prepare society for the introduction of broader, human-oriented and ethical technologies (Botrić & Božić, 2021). Thus, artificial intelligence provides a decentralised open network based on basic open data that is free for use; the programme can also anticipate future requests from society regarding electronic infrastructure, the need to introduce certain services, and provides training materials designed to reduce the gap in digital education between the young population and the elderly population (Malodia *et al.*, 2021). Ukraine, through cooperation with Finland, can adapt specific solutions and proposals within the framework of this programme, considering the needs of Ukrainian society. Moreover, Ukraine can use the experience of the AuroraAI project to develop its own strategy for the development of AI in public services, identify priority

areas of AI application, develop action plans and allocate resources for the implementation of these plans.

The experience of South Korea is similar to that of Denmark due to continuous and extensive investment in the development of e-government. It is worth paying attention to several platforms for providing electronic services in the Republic of Korea, in particular, the Korean online e-procurement system KONEPS, which is similar to the Ukrainian system transparently, but also provides an opportunity for foreigners to do business in the country by registering, submitting tenders, concluding contracts, and making payments (Yasir *et al.*, 2020). There is also a Korean electronic customs clearance system, whose task is to automate fees, taxes, and a number of other administrative processes. By 2026, the country plans to introduce 6G coverage, which will guarantee the smooth and reliable operation of all electronic platforms where citizens receive certain electronic services (Myeong *et al.*, 2021). The country also actively invests not only in the technical component, but also in the human component by creating specialised training centres for computer education, software engineering.

Cooperation with South Korea in implementing stable and secure internet coverage will also be useful. However, it is reasonable to understand that the adaptation and implementation of international practices in the functioning and development of e-governance requires adjustments to consider the context and needs of a particular society, and available technical, financial, and human resources.

### Discussion

To develop a general vision and understanding of the phenomenon of e-governance, it is worth analysing some studies on the relevant topic. Thus, C. Von Haldenwang (2004) argues that e-government; the use of information and communication technologies in public administration has some potential. However, this potential depends on several factors, including the context in which e-government is implemented, the specific goals it aims to achieve, and the capabilities of both the government and citizens. Among the main challenges that the researcher highlights are the digital divide, which manifests itself in the lack of access to the Internet for some users, the lack of necessary skills to use e-government services; moreover, public authorities may face an insufficient amount of both technical and material resources, and human capital for the implementation and support of e-government systems. It is worth agreeing with the author's conclusions and adding that they confirm the results of this study. In particular, in Ukraine, among the main problems that arise in the process of digitalisation is digital inequality, and insufficient resources in comparison with the leading countries in this industry (Svoren, 2023).

Additional problems in the field of e-governance were noted by N. Al Mudawi *et al.* (2020). Thus, the key obstacles, in their opinion, are lack of awareness and technical experience, inappropriate IT infrastructure, which directly affects the reliability and security of electronic services, data confidentiality issues, and insufficient number and effectiveness of laws and regulations that are designed to regulate public relations in this area and financial obstacles, for example, limited budget expenditures. In general, the considered research partially corresponds to the results of this study, but for the successful implementation of e-governance, it is also necessary to have the trust of civil society, which can be

obtained through educational programmes, training in basic skills for safe use of the Internet.

Issues related to the benefits of e-government were highlighted by C. Park and K. Kim (2020). Thus, the researchers investigated the relationship between e-governance and corruption, finding that the former reduces the latter. In general, according to the results, countries with a higher level of e-government development tend to have a lower level of corruption. And the introduction of e-government eliminates corruption risks even more, in particular, through specific types of e-government initiatives, including, among other things, the publication of public information on procurement. Although the findings of the researchers do not fully confirm the results of this study, it is reasonable to agree that countries with a high level of development have a well-established system of interaction between state authorities and relevant institutions, and also act in accordance with the requirements of legislative acts and the principles of the rule of law, so the benefits of e-government are felt more. For developing countries, the introduction of an appropriate institution can be a challenge, given the corruption aspects, the ineffectiveness of the legislative framework, and the lack of proper political will (Blikhar *et al.*, 2022).

Some researchers, in particular D. Agostino *et al.* (2021), indicate that the COVID-19 pandemic was the prerequisite and catalyst for digital transformation. Thus, the need for government agencies to look for solutions for the functioning and uninterrupted provision of services to the population contributed to the transition to the provision of online services and the creation of digital infrastructure. However, a number of other problems arose, which consisted in the need to overcome inequality among the population in access to electronic services. The findings do not correspond to the results of this study, but they are important to consider, because indeed, the introduction of the pandemic has led to significant shifts and changes in the usual process of providing and receiving all types of services, including state ones.

The introduction of e-government in Europe was investigated by A. Yera *et al.* (2020). The researchers noted that there are significant differences in the implementation of e-government in Europe, with countries such as Denmark, Finland and Estonia leading, while others such as Romania, Bulgaria and Greece lagging behind. The corresponding gap is related to aspects of technology, material and human capital, so it is emphasised that it is necessary to develop targeted strategies both to bridge the digital gap and to further encourage the introduction of e-government services in the territory of not only a particular country, but also the EU as a whole; to allocate more allocations and investments in the digital infrastructure of developing countries that are just beginning to implement the e-government system, to facilitate the exchange of experience between countries and strengthen intergovernmental cooperation under the leadership of EU governing bodies. Although the authors' conclusions only partially confirm the results of this study, they contain a detailed analysis of the experience of implementing e-government in the EU and the obstacles that countries face in the relevant process.

It is also worth paying attention to a similar study by A. Androniceanu and I. Georgescu (2021). The researchers aimed to identify key elements that characterise the development of e-government in the EU countries, in particular: telecommunications infrastructure and e-skills that reflect

technical capabilities and accessibility; online services and content that measure the quantity and quality of services offered digitally; transparency and citizen participation as an assessment of opportunities for openness and involvement of individuals in the relevant process; legal and institutional framework that reflects the state of the regulatory environment that regulates e-government and related relations. The results obtained by researchers are only partially consistent with the results of this study, but they are a valuable contribution to understanding the development of e-governance in Europe, in particular, by identifying the factors that make this process happen.

M.D. Lytras and A.C. Şerban (2020) examined the impact of e-government on further transformations in the field of digitalisation, in particular, the development of smart cities. Thus, the researchers emphasise that information and conclusions drawn from the experience of implementing electronic services can be useful in the process of forming a digital infrastructure for smart cities; and also emphasise the need for appropriate rules and clearly defined norms to regulate data confidentiality and security guarantees. The researchers also identify a certain similarity between e-governance and Smart City goals, because both are aimed at improving the provision of public services, attracting citizens, and developing transparency in government decision-making. Although the results of the researchers do not confirm the results of this study, it is important to consider them, because the development of e-governance allows developing related areas: smart cities, smart agreements. However, it is worth supplementing the researchers' views on the need for an effective regulatory framework, in particular, despite the fact that the importance of regulations is recognised, it is necessary to comprehensively investigate this issue from the standpoint of the complexity of developing such legislation that would correspond to the current state of digitalisation, and be flexible and adaptive to changes, given the constant development and improvement of technology.

The role of the economic and political components of the country in the development of e-government are considered by G.P. Dias (2020). Thus, the researcher points out that although high GDP per capita is a significant factor in the development of e-government and the size of investments that are invested in the sphere, but carefully designed and implemented policies can play a more crucial role in the implementation of successful initiatives in the development of e-government. The study emphasises the need not only for financial incentives in the sphere, but also for readiness to give priority to human capital, openness of the decision-making process, so investing in a logical and consistent development strategy will bring greater results. The researcher's conclusions are only partially consistent with the results of this study, but it is worth noting their importance and expediency. Thus, the researcher's views are confirmed by the example of Ukraine's experience in developing

e-government, because compared to the budget allocated to this area by countries such as Finland, Ukraine has a limited amount of finance, but offers a wide range of electronic services and a unique resource – Diia.

## Conclusions

The analysis helped to investigate the institute of e-governance. Thus, by studying the regulatory framework, its concept and main features were identified, which are that e-government implies an important part of e-government in general and is aimed at expanding the capabilities and range of public services and transferring them to the online plane, increasing transparency, reducing the use of resources, developing digitalisation.

The historical aspect of the development of e-governance is also outlined, and it is indicated that the main prerequisite for the development of this phenomenon was the creation and distribution of personal computers. The development of e-government on the territory of Ukraine is considered, so statistical data indicate a gradual increase in indicators and components of the e-government index according to the UN. The reasons for the decline, stagnation and growth of e-government development indicators on the territory of Ukraine, which are associated with insufficiently effective regulatory support, material, technical and economic, are clarified. The growth of indicators is associated with the creation and implementation of the Diia service within the Ukrainian state. A number of obstacles in this area are indicated, which consist in insufficient material, technical, and financial support, digital inequality and insufficient level of digital skills of some segments of the population. The paper also analyses the international experience of implementing e-governance, in particular, among the three leading countries in this area – Denmark, Finland, and South Korea. Among the main policy decisions that were made by these countries, it is proposed to adapt and adopt the Danish experience of cooperation between public and private institutions in order to create a reliable security environment for the provision of electronic services; it is also recommended to introduce a Finnish model of financing the sphere through centralised funds; in addition, it is necessary to adopt the experience of the Finnish AuroraAI project to develop its own strategy for the development of artificial intelligence, expanding the boundaries of digitalisation and introducing an educational component in the field of information technology.

For further research on related topics, it is proposed to clarify the following issues: smart cities and personal data: the risk of private information leakage.

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## Conflict of interest

None.

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## Електронний уряд в Україні та світі: порівняльно-правовий аналіз

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**Анотація.** Актуальність дослідження зумовлена стрімким технологічним розвитком та цифровізацією, що трансформує звичну сферу надання державних послуг. З огляду на це, метою наукового-дослідної роботи постав порівняльно-правовий аналіз електронного урядування та процесів його формування як в Україні, так і в інших країнах світу. Дослідження також спрямоване на виокремлення переваг та недоліків серед закордонного досвіду впровадження електронного уряду. Методами, які були використані у роботі, постали наступні: історичний, порівняльно-правовий, формально-логічний, метод юридичної герменевтики та метод індукції. Серед основних результатів доцільно виокремити з'ясування понятійного апарату, котрий є дотичним до тематики науково-дослідної роботи, зокрема поняття електронного уряду; дослідження історичного аспекту формування даного явища та його визначальних характеристик і особливостей. Також було проаналізовано основний нормативно-правовий акт у даній сфері на території України – Концепцію розвитку електронного урядування; а також нормативно-правові акти інших держав. У межах наукового дослідження також наводились і статистичні дані, котрі ілюструють розвиток електронного урядування в Україні протягом 2010-2022 років, а також розвиток даного інституту в інших країнах. Так, досліджено міжнародний досвід на прикладі таких країн, як Данія, Фінляндія та Південна Корея з дослідженням переваг та особливостей їхніх законодавчих та практичних рішень, реформ у даній сфері; на основі досвіду досліджуваних країн сформовано низку рекомендацій для української держави щодо формування та вдосконалення електронного урядування, процесів цифровізації, а також сфери надання державних електронних послуг. Результати науково-дослідної роботи можуть бути використані задля вдосконалення нормативно-правової бази та ефективного реформування сфери електронного уряду і процесу цифровізації сектору державних послуг

**Ключові слова:** цифровізація; діджиталізація; державні послуги; інформація; управління