

## **Ensuring Legal Safeguards for Digitalized Social Services within the Framework of Government Decentralization**

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### **ABSTRACT**

The purpose of the study is to digitize the social services system in the context of decentralization of power: legal regulation and areas of improvement. Main content. It has been established that new online services are being introduced in Ukraine to enable consumers to receive such services virtually. In our opinion, in the future, these services should simplify the procedure for access to them, taking into account the entities which are primarily interested in using them, and expand the scope of their provision: from informing the consumer to obtaining the result. The society and science development requires the introduction of new technologies into the service system. It has been concluded that the need to use information technologies in judicial proceedings is due to the global informational support of modern society, and development of new interaction forms in the social area using electronic means of communication: the global Internet, mobile and satellite communication systems. The author reveals the essence of "Portal Diia", which is introduced within the framework of the Unified Social Information System of a single electronic document in the social matters, and highlighted the disadvantage of this application: ensuring the protection of personal data, and access to information about the citizen sphere of interests accumulated in computer networks.

Keywords: digitalization, decentralization of power, system, social services.

### **ABSTRAK**

Tujuan dari penelitian ini adalah untuk mendigitalkan sistem pelayanan sosial dalam konteks desentralisasi kekuasaan: peraturan hukum dan bidang perbaikan. Isi utama. Telah ditetapkan bahwa layanan online baru sedang diperkenalkan di Ukraina untuk memungkinkan konsumen menerima layanan tersebut secara virtual. Menurut pendapat kami, di masa depan, layanan ini harus menyederhanakan prosedur akses terhadap layanan tersebut, dengan mempertimbangkan entitas yang paling tertarik untuk menggunakannya, dan memperluas cakupan penyediaannya: mulai dari memberi tahu konsumen hingga mendapatkan hasilnya. Perkembangan masyarakat dan ilmu pengetahuan memerlukan pengenalan teknologi baru ke dalam sistem pelayanan. Disimpulkan bahwa kebutuhan untuk menggunakan teknologi informasi dalam proses peradilan disebabkan oleh dukungan informasi global dari masyarakat modern, dan pengembangan bentuk interaksi baru di bidang sosial menggunakan sarana komunikasi elektronik: Internet global, sistem komunikasi seluler dan satelit. Penulis mengungkapkan esensi dari "Portal Diia", yang diperkenalkan dalam kerangka Sistem Informasi Sosial Terpadu dari satu dokumen elektronik dalam masalah sosial, dan menyoroti kelemahan aplikasi ini: memastikan perlindungan data pribadi, dan akses terhadap informasi tentang kepentingan warga negara yang terakumulasi dalam jaringan komputer.

Kata kunci: digitalisasi, desentralisasi kekuasaan, sistem, pelayanan sosial.

## **INTRODUCTION**

The rapid development of public relations determines the use of information technology in all spheres of life, including public administration. No one doubts the need to introduce elements of E-government into everyday life, as it helps to improve the lives of ordinary citizens, increases trust in public authorities and local government bodies, and reduces the time required for business entities and individuals to receive services (Mokhomole, 2023). Unfortunately, analyzing the current system of public services in Ukraine is not very effective. This is because the procedural aspects of public services need to be reformed, since, taking into account the experience of foreign countries, many of them can be obtained online using certain information systems.

The purpose of the study is to analyze the social services system in the context of decentralization of power: legal regulation and areas of improvement. Every year, an increasing attention is focused on the “State in a smartphone” concept. It includes many different aspects, with electronic judicial procedure being one of these aspects that has gained a particular importance. It is difficult to imagine modern life without progress, that is, without the desire for maximum improvement. The rapid development of information technologies, modern ways of recording and transmitting information affect all spheres of human activity, also affecting the evidence base in the civil process. Created are many types of digital and electronic media that differ from the paper media we are used to (Leheza *et al.*, 2022).

Mrs. M.M. Petrova notes that the development of E-services is implemented in practice by providing access to all public services through a centralized website, introducing electronic public services through which official documents and forms for paperwork are provided, developing a system of communication with the administration and filing complaints, and introducing integrated services for the documents obtaining (Petrova, 2016: 22). Expanding the range of public services is the goal of E-government, which provides access, convenience and choice for citizens and businesses seeking information or services from the appropriate authorities. Modern concepts of implementation and delivery of E-services require the creation of management systems based on an integrated approach. To increase the efficiency of E-services, they should be designed to meet the needs of users and provide easier access to services for their maintenance. This goal can be realized by reducing the time of their provision, reducing the cost of services provided, reducing the number of documents and simplifying the procedures for obtaining them, developing opportunities for the provision of integrated services, developing the capabilities of E-services, eliminating and mitigating the executive regimes (Petrova, 2019).

Thus, the current condition of electronic public services has reached the level of development at which online services further use requires the fulfillment of a number of conditions, from the introduction of the concept of E-services for life circumstances to solving problems related to the protection of personal data of citizens that became known to the state in the provision of E-services (Hlibko, 2016: 91). This will be possible in the case of a clear legislative definition of the rights and obligations of entities authorized to collect and accumulate them. As a result, this step will help to protect personal data from their illegal collection, accumulation and further use for purposes that contradict the strategic interests of Ukraine. At the same time, it is worth noting that at the present stage, E-justice is quite relevant as an element of justice access to protect the rights of individuals.

## **RESEARCH METHOD**

The study is based on the works of foreign and Ukrainian researchers on the system of social service provision in the context of decentralization of power: legal regulation and areas of improvement. Using the epistemological method, the author clarified the system of social service provision in the context of decentralization of power: legal regulation and areas of improvement, etc., using the logical and semantic methods, the conceptual apparatus was deepened, and the features of the social service provision system in the context of decentralization of power were identified: legal regulation and areas of improvement, etc. Thanks to the existing legislative methods, we were able to analyze the social services system in the context of decentralization of power: legal regulation and areas of improvement, etc.

## **RESULTS AND DISCUSSION**

The introduction of convenient online services for receiving social services is not new in the world. Such experience exists in France, Canada, and the United States. In particular, Canada has a web portal that contains information about public services that are grouped in a convenient way for the service recipients. For example, on the information page there are two groups called "I need" and "Life situations", where the consumer can find the necessary information about unemployment insurance, in a simplified form calculate the amount of funds in a personal pension account, etc. (Repetska, 2014).

As for social services, their definition is given in the Law of Ukraine "On Social Services" No. 2671-VIII dated 17/01/2019, which defines social services as actions aimed at preventing difficult life circumstances, overcoming such circumstances or minimizing their negative consequences for individuals or whole families. They are divided by type into: simple social services that do not provide for the provision of permanent or systematic comprehensive assistance (information, counseling, mediation, shelter, representation of interests, etc.); comprehensive social services for coordinated actions of specialists to provide a permanent or systematic comprehensive assistance (care, education, cohabitation, etc.); comprehensive specialized social services provided to a certain category of social service recipients (HIV-infected persons, persons with addiction to psychotropic substances and others); auxiliary social services provided in the form of in-kind assistance (food, personal care items and products, sanitary and hygienic cleaning products) and technical services (transportation services, sign language interpretation, etc.). In this paper, we want to analyze digitalization in the field of pensions and unemployment benefits (Law of Ukraine, 2019). The peculiarities of the social services regime are as follows:

1. their list is not defined by the legislation, so they are more defined by the subjects who are the service recipients;
2. service socialization involves the organization of simplified access to public services for citizens;
3. the mechanism for providing accessible social services should ensure the protection of personal data of service recipients.

Let us consider these features by their content and legal regulation (Ishkhanian *et al.*, 2019). As for *the list and scope of social public services*, the scope of social services may vary depending on the country, the level of development of the country's regions or the technical equipment of these services providers. For example, in France, there is a portal where the main purpose is to facilitate communication between citizens, entrepreneurs and representatives of the public authorities. The portal allows communicating via the Internet or Smartphone through a special application between the service provider and its direct consumers. In addition, the site is created on the principle of dividing services into

groups: for citizens, businesses, and citizen associations. Users can download a form of the necessary documents, apply mechanisms for calculation, and obtain contact information (Repetska, 2014:178).

The corresponding level of development of the provision of social services also takes into account the organization of simplified access of citizens to administrative services. In Ukraine, certain aspects of digitalization of the system of providing administrative and social services are specified in the Action Plan for the Implementation of the State Administration Reform Strategy of Ukraine for 2016-2020 dated June 24, 2016 No. 474 and the Concept of the Development of Electronic Services in Ukraine until 2020 dated 11/16/2016 No. 918. In our opinion, it should be noted that, despite the fact that these legal acts contain norms that regulate one sphere, there is an inconsistency between the list of services that should be digitized first and the terms of its implementation. For example, the Action Plan for the Implementation of the State Administration Reform Strategy of Ukraine for 2016-2020 envisages the development of 80 services in electronic form, while the Concept for the Development of Electronic Services in Ukraine by 2020 specifies only 45 of them. In our opinion, this is a consequence of the incoherence of state policy in this area. Confusion at the level of program documents can slow down the implementation of measures, make it impossible to implement a consistent state policy in the field of electronic governance (Sule, 2023). Therefore, today it is important to harmonize the regulatory framework regulating the provision of electronic administrative and social services in Ukraine (Leheza *et al.*, 2019).

There are no provisions in the Law of Ukraine "On Social Services" that indicated a certain digitalization in the field of their provision. They are provided for in the Decree of the Cabinet of Ministers of Ukraine dated October 28, 2020 No. 1353-r "On the approval of the strategy of digital transformation of the social sphere". In particular, this Strategy envisages the creation of a Unified Social Register within the Unified Information System of the Social Sphere, which will include information on recipients of all types of social assistance with a mandatory indication of their status, the right to receive this or that type of social support, as well as information about the exercise of such a right or its use. implementation of the technology of electronic information of citizens on the provision of social support through mobile communication, e-mail, mobile application of the Unified state web portal of electronic services "Portal Diya", introduction within the Unified Information System of the Social Sphere of a unified electronic document in the social sphere. But it is necessary to establish the presence of a deficiency in the regulatory and legal regulation of "Portal Diya", which will contain a significant number of facts of the accumulation of influence on the rights of citizens (ensuring the protection of personal data, access to information about the sphere of interests of citizens, which accumulates in computer networks, other), but the relevant legal relations are regulated only by subordinate legal acts (Manzhula *et al.*, 2017).

The listed provisions of the legislation of Ukraine, unfortunately, do not take into account the level of awareness of Ukrainian citizens with the technical conditions of using administrative social services, and also do not take into account the financial and material and technical equipment of state authorities and local self-governments, which, due to remote administrative territorial units are not able to form the proper support of services by specialists and appropriate equipment when providing services to socially vulnerable sections of the population. An example is the digitization of the system of providing services related to pension provision, which is relevant for Ukraine (Dobroboh *et al.*, 2019). This is due to the fact that the demographic situation in our country is characterized by a high level of aging. Thus, in order to optimize the work of the Pension Fund of Ukraine and improve the quality of service for the above-mentioned category of persons, it is necessary to introduce convenient online services that will be able to

provide the opportunity to obtain the necessary information in a more convenient way, reduce queues in territorial administrations. One of the first legal acts, which provided for the digitalization of services provided by the Pension Fund of Ukraine, was the "Strategy for the Modernization and Development of the Pension Fund of Ukraine for the Period Until 2020" dated September 14, 2016 No. 672, where one of the The technological development of information resources with the encouragement of the introduction of innovative technologies was defined as one of the tasks of the Strategy. Achieving this goal is possible through the creation of conditions for citizen access to remote service services, submission of documents (applications) to the Pension Fund using an electronic digital signature, access to information resources through the web portal of electronic services of the Pension Fund, creation of an automated systems of internal electronic document flow in the Pension Fund and its territorial bodies, in particular, reception and processing of citizens' appeals (Malynovskyi, 2005).

The Pension Fund of Ukraine has launched the Pension Fund of Ukraine in a Smartphone project, which provides for the operation of several online services that will allow you to apply for a pension with a single click; automatically apply for a pension upon reaching retirement age; obtain certificates whose authenticity is confirmed by a K-code (for example, a certificate of pension amount, information on paid wages, etc.); create an electronic work record book and check employment information; make a forecast calculation of the future retirement pension using the Pension Calculator service; activate the free SMS notification service (regarding the appointment/calculation of a pension; payment of insurance contributions by the employer and the person's insurance record) (Hutsaliuk *et al.*, 2021).

To use these services, the user must obtain an encrypted and certified digital signature or pre-register on the Fund's web portal using a personal login and unique password. Given that the main entities that will use these services are elderly people, not every one of them will be willing and able to obtain the E-signature. In addition, pensioners do not always have an understanding of how to generate and use this signature. As for registration on a web page, it requires that the consumers of the service have special technical means and skills to work with them (Leheza *et al.*, 2023).

Thus, in our opinion, the territorial offices of the Pension Fund of Ukraine must conduct the explanatory work on how to create an E-signature or register on the website using a personal login and password. Certain information about these services is provided by publishing information on the websites of the territorial offices of the Pension Fund of Ukraine. For example, the official website of the Main Department of the Pension Fund of Ukraine in the Kharkiv region contains such information in the News section. But the information posted on these websites is just general, and, in our opinion, it is necessary to provide information in a more detailed form (Svianadze, 2022).

Receipt of unemployment benefits through the use of online services is regulated by the Resolution of the Cabinet of Ministers of Ukraine No. 307 "On the Implementation of a Pilot Project on Registration, Re-registration of the Unemployed and the Appointment of Unemployment Benefits in Electronic Form" dated 24/04/2020. This resolution provides for the introduction of a pilot project that will allow for the registration and re-registration of the unemployed and the appointment of unemployment benefits in electronic form. The Ministry of Digital Transformation and the State Employment Center are responsible for implementing this project (Law of Ukraine, 2020). Currently, the Diia application allows a person to receive an application for granting or renewing unemployment status and an application for granting or renewing unemployment benefits (Diia Portal, 2023). To take advantage of this opportunity, a person must obtain an encrypted and certified digital signature and register in the user account.

### **Guarantees Of Ensuring The Legality Of Providing Social Services In Ukraine**

The guarantees of legality include the activities of state bodies and public organizations (in accordance with legal norms). It is also believed that legal guarantees should be understood as a system of normative and individual legal requirements and relevant legal activities specifically designed to ensure legality (Nagarny, 2003).

Scientist S.M. Shylo considers legal guarantees of legality not only as a set of means and methods (as is the case in the above definitions), but as a unity of elements, as a holistic legal entity (Shylo, 2013).

Special guarantees include legal guarantees of loyalty, the specific legal means and internal legal mechanisms that are the real embodiment of legality in the legal sphere. Legal guarantees of loyalty include: completeness and effectiveness of legal norms; high level of control and supervision over the implementation of the law; quality activities of the competent authorities to ensure the rule of law; improvement of legal practice; effectiveness of legal liability measures. Special legal guarantees can be classified into the following groups:

1. general legal guarantees (development of the legal system as a whole; completeness and consistency of legislation; availability of developed legal techniques and legal procedure; a certain level of legal culture of society);
2. organizational and legal guarantees (activity of legislative, executive, judicial power and the President as a guarantor of the Constitution of Ukraine, as well as special purpose bodies as a guarantor of the effectiveness of laws and creation of conditions for their implementation and protection);
3. procedural guarantees (availability of effective means of state coercion; presumption of innocence; equality of legal status; inalienability of rights and obligations of subjects; normatively defined principle of inevitability of punishment for violation of the Law).

Let us consider appeals of decisions, actions or inactions of public administration entities on the provision of public services as one of the types of guarantees to ensure the legality of the provision of public services in Ukraine.

We strongly agree with V.P. Tymoschuk, who notes that according to the general rule, appeals of procedural decisions, actions and inactions should be made together with the appeal of an administrative act. Exceptions may be only procedural actions and decisions that significantly affect the consideration and resolution of the case. Their exhaustive list must be contained in the law. Inaction of an administrative body may be an independent subject of appeal in case of non-adoption of an administrative act within the term established by law or obvious delay in consideration of an administrative case (adoption of procedural decisions, taking procedural actions). Therefore, this procedure should also be attributed to the procedure for appealing decisions, actions or inactions of public administration bodies on the provision of administrative services.

In French administrative law, certain administrative proceedings that are adjudicated by administrative courts are called "varieties of administrative justice" by scholars.

In German administrative law, certain proceedings in the administrative courts of first instance, the Supreme Administrative Land Courts and the Federal Administrative Court of Germany are defined as "administrative proceedings" (Kuybida *et al*, 2006).

The concept of certain types of administrative proceedings within the administrative procedure of Ukraine covers: 1) proceedings in cases on appeal of decisions, actions or inactions of a subject of power; 2) proceedings in cases related to the election process or the referendum process; 3) proceedings in cases on the appeals of the subject of power in cases established by law.

Furthermore, within the administrative process, there are types of proceedings that characterize the general procedure for consideration by administrative courts of all categories of administrative cases. The species diversity of such proceedings is reflected in the structure of the Code of Administrative Procedure of Ukraine (CAPU), according to which the following are distinguished: proceedings in the court of first instance; appeal and cassation proceedings; proceedings on exceptional and newly discovered circumstances.

It should be noted that if we examine the proceedings on the consideration of administrative courts of a particular category of administrative cases, the above proceedings will have the content of stages, i.e. structural elements of the proceedings.

According to theorists of procedural legal activity, procedural proceedings are a logically and functionally consistent sequence of actions that reflect the specific nature of the relationship of subjects, due to the specifics of this category of legal cases, i.e. the logical-temporal characteristics of the process - its stages. Procedural stage is a set of procedural actions that are aimed at achieving a certain immediate procedural goal. Given the universal nature of the form of claim, proceedings on citizens' claims for illegal decisions, actions or inactions of executive authorities and local governments should be built on the general rules of litigation, taking into account the features arising from the subject (administrative and legal disputes) and composition of the participants in the proceedings, and the list of stages in administrative proceedings is similar to the list of stages of other types of litigation.

It should be noted that the names of the stages of the administrative procedure, the types and essence of which will be discussed below, are determined by a number of factors, namely: 1) the content of the stage and the procedural actions that are carried out within it; 2) regulatory and legal consolidation of the relevant stage. The name, content and procedure for carrying out the stages of the administrative process, its participants and other procedural features of the stages of such a procedure are enshrined mainly in the CAPU; 3) the procedural purpose of the relevant stage of the administrative procedure.

These three stages of the administrative procedure are mandatory (constitutive), because after an individual or legal entity applies to the administrative court, the administrative case inevitably goes through all these stages. Their occurrence after the filing of an administrative lawsuit, which, in fact, the administrative procedure begins with, no longer depends on the will of the applicant or other participants in such a process.

For example, in accordance with Art. 157 of CAPU the court closes the proceedings: if the case is not to be considered in administrative proceedings; if the plaintiff waived the administrative claim and the waiver was accepted by the court; if the parties have reached reconciliation; if there are those that have entered into force, the decision or ruling of the court on the same dispute and between the same parties; in case of death or pronouncing dead in the manner prescribed by law of the person who was a party to the case, if the disputed legal relationship does not allow succession, or liquidation of the enterprise, institution, organization that was a party to the case.

Having considered the appeal of decisions, actions or inaction of public administration entities on the provision of public services in court (administrative proceedings), the focus shall be made on the peculiarities of appealing the results of the provision of public services in administrative proceedings, i.e. individuals (citizens and stateless persons) appealing according to the Law of Ukraine "On Citizens' Appeals".

The current procedure for consideration of administrative complaints is established by Art. 16 of the Law of Ukraine "On Citizens' Appeals", the complaint means the right of a person to apply in the

order of subordination to a higher body or official with a request to consider the legality of actions or decisions of public administration entities. In addition, a possible deadline for filing an administrative complaint, including in the field of public services is one month from the moment when a person learned about the managerial decision (Leheza et al.,2020).

According to Part 4 of Article 16 of the Law of Ukraine "On Citizens' Appeals", a citizen may file a complaint in person or through another authorized person. Complaints in the interests of minors and incapacitated persons are filed by their legal representatives. The complaint shall be accompanied by the decisions or copies of the decisions available to the citizen, which were made at his request earlier, as well as other documents necessary for the consideration of the complaint, which shall be returned to the citizen after its consideration.

The Resolution of the Verkhovna Rada of Ukraine dated April 9, 2015 adopted the draft law submitted by the President of Ukraine on amendments to the Law of Ukraine "On Citizens' Appeals" regarding the possibility of submitting electronic appeals and petitions in which actions or inaction of public administration bodies are subject to appeal. 2005). An electronic application in this draft law means a written application sent using the Internet, electronic means of communication. However, a fair question arises: what is the fundamental difference between filing a complaint against the actions or inaction of public administration entities in electronic form and an electronic petition? Article 23-1 of the Law of Ukraine "On Citizens' Appeals" stipulates that the collection of signatures under an electronic petition is conducted through the official websites of public authorities or local governments and in case of obtaining the required number of signatures (for example, for electronic petitions addressed to the Cabinet of Ministers of Ukraine). Verkhovna Rada of Ukraine or the President of Ukraine - 25,000 signatures) it is subject to consideration "immediately, but not later than ten working days from the date of publication of information on the beginning of its consideration", and information on the beginning of its consideration must be published "on the official website accordingly of the President of Ukraine, the Verkhovna Rada of Ukraine, the Cabinet of Ministers of Ukraine, the relevant local government no later than three working days after obtaining the required number of signatures in support of the petition, and in case of receiving an electronic petition from a public association - no later than two working days after receiving such a petition".

It should be mentioned that there is an obvious effect from the introduction of the practice of appealing actions, decisions and inaction of public administration on provision public services in an administrative manner - reducing the number of administrative lawsuits and ensuring the implementation of the principle of prompt court decisions.

For example, in the Federal Republic of Germany, appealing of the actions, decisions or inactions of public administration is an obligatory stage, without which it is impossible to appeal to the courts. However, even if such an administrative appeal procedure is followed, the plaintiffs in the administrative courts of Germany wait for the case to be heard for months or even years (Timoshchuk, 2003).

In the United Kingdom, the scheme of the bodies to which a citizen can apply at the local level to satisfy his complaint about the results of the provision of public services includes: a consulting agency; adviser; Department of local self-government; Department of Legal Services; Subcommittee on Complaints; Ombudsman.

According to English scholars, the following types of behavior should be considered poor administration: rudeness; unwillingness to work with the complainant as a person with rights; refusal to answer reasonable questions; neglect to inform the complainant on demand about his rights or the right to compensation payments; deliberate disorientation or inadequate advice; ignoring effective advice;



offering to waive the satisfaction of the complaint or offering a disproportionate satisfaction of the complaint; manifestations of racial, sexual or other discrimination; failure to notify the person who loses the right to appeal; refusal to properly inform about the right to appeal; erroneous procedures; violation of the procedure for adequate monitoring of compliance with procedures; ignoring recommendations that should have facilitated the proper treatment of service users; incompleteness; not mitigating the effect of strict adherence to the letter of the law when it leads to manifestly unfair treatment (Dymko et al.,2017).

The establishment of the rights and obligations of the complainant must correspond to the relevant establishment of the rights and obligations of the subject of power, which has the right to consider the administrative complaint.

We believe that we should agree with the well-founded proposal of O. Ivashchenko on the feasibility based on the positive experience of the United Kingdom to introduce the following options for filing a complaint: "through a local council member, through the Advisory Bureau (which is recommended to create for provision free advice and consultations to citizens on legal, financial and other issues) or directly to the department that should consider complaints. The scientist emphasizes the importance of creation a Department for Legal and Public Services and a Subcommittee on Complaints in each local government structure in increasing the effectiveness of appealing actions, decisions or inaction of public administration entities on provision public services and strengthening the role of the Ombudsman in the process of appealing public services in Ukraine.

Therefore, based on the understanding of guarantees of legality, we propose to highlight the following types of guarantees for ensuring the legality of the provision of public services in Ukraine:

1. control over the activities of public administration entities in relation to the provision of public services in the field of social protection of the population in Ukraine;
2. prosecution of public officials for refusing to provide a certain type of public service in the field of social protection of the population;
3. appeals by natural persons (citizens and stateless persons) in accordance with the Law of Ukraine "On Appeals by Citizens" regarding the provision of public services in the field of social protection of the population in Ukraine;
4. appeal of decisions, actions or inaction of subjects of public administration on the provision of public services in the field of social protection of the population in court (administrative proceedings).

## **CONCLUSION**

Thus, new online services are being introduced in Ukraine and allow consumers to obtain information remotely. In our opinion, in the future, these services should simplify the procedure for accessing them, taking into account the entities that are primarily interested in using them, and expand the scope of their provision: from informing the consumer to obtaining the result. However, these tasks can be accomplished only if there is adequate financial and material support for local governments, including the most financially disadvantaged financially amalgamated territorial communities. In addition, local governments should be obliged to retain technical specialists and consultants who will provide software and hardware support for the provision of administrative social services and eliminate the inability of certain segments of the population to use high-tech digital services. These tasks should be classified as those that require constant monitoring of their implementation and improvement of their mechanism.

We should agree with the views of researchers who note that if Ukraine aspires to join the European Union, our country will benefit from the experience of using E-services at all stages of service provision, namely informing (direct provision of information about public services); one-way interaction (the user can receive an electronic form of a document); two-way interaction (the user can process an electronic form of a document, including identification); transactions (electronic realization of decision-making capabilities and their delivery). The above allows us to summarize that the key to Ukraine's progress towards a single digital space with the European Union may be the unification of the types of social public services and mechanisms for their provision with similar services provided in the European Union among the medium-term tasks.

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