

Information and Communication Technologies in the Public Administration System in the Context of Socio-Economic Development

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Abstract

The main purpose of the study is to determine the main features of information and communication technologies in public administration in the context of socio-economic development. The experience of the highly developed countries of our time shows that the current period is marked by the acceleration of the development of society and problematic issues that arise during this process. Social development is accompanied by constant mobility and competition of development centers at the world level, gaps in the progress of different states, an increase in the phenomena caused by globalization, the information revolution, etc. As a result of the analysis, the key elements of information and communication technologies in public administration were identified in the context of socio-economic development.

Key words:

Information technologies, technologies, management, public administration, socio-economic development.

1. Introduction

The prerequisites, signs and speed of development of the world economic environment, globalization processes, problems caused by the uneven development of states, the acceleration of the pace of development and the introduction of the latest technological means, the growing environmental crisis, the foundations of international legislation lead to an objective need to expand public administration. To develop and improve its institutions, mechanisms and models for the implementation of the provisions of the Constitution on rights and freedoms, taking into account the interests and needs of the population of the state, its participation in decision-making is a priority problem

for the country at the stage of social development. The designation of the main important features that have its civilizational and formational components in the interdependence of states, the interpenetration of economic, political and cultural sectors and the formation of modernization social directions, has an actual scientific and practical relevance for states of a transitive type, including the Ukrainian state. The current stage in the development of society is characterized by the growing role of information technology. They actively influence the state of the political, economic, defense and other components of the state's security. The need to use information technology is no longer in doubt, since technology is one of the most dynamically developed areas of modern life. The use of new information technologies makes it possible to increase the efficiency of the learning process, contributes to the implementation of the transition to lifelong education, and solves the problem of access to new sources of information that is diverse in composition and forms of presentation. Therefore, information technology is a process that uses a set of means and methods for collecting, accumulating, processing and transmitting data (primary information) to obtain updated data on the state of an object, process or phenomenon (information product).

The modern world is characterized by rapid progress in the dissemination and development of information and communication technologies. New means of telecommunications, in particular, the Internet as a powerful global information resource, attract large segments of the population, regardless of

age, education and social status. The outstanding characteristics of the information society as a model are essentially identical to those of the post-industrial society. The main factor of social change is the production and use of information; theoretical knowledge as a higher value and the main product becomes a factor in the formation of a new social structure of society, as well as new models of management. If in the industrial era in the conditions of the capitalist economy property and capital were of decisive importance, then in the information society there is a transition to a service economy, when the sphere of services begins to play a dominant role, and services, primarily informational. Consequently, the evolution of society depends on the understanding of the public administration apparatus, perception, reflection of needs, goals of the functioning of the population, interests in making decisions of a managerial nature. That is, the fundamental character for society is not the division of power management subjects, not the distribution of their administrative influences between them, but the real management of certain phenomena, relationships and phenomena. That is why the topic chosen for the study is relevant. The main purpose of the study is the definition of the main aspects of information and communication technologies in public administration in the context of socio-economic development.

2. Methodology

To achieve the set goals and solve certain problems, general scientific and special methods were used in the work, namely: abstraction, idealization, generalization, grouping, synthesis (determination of the essence and key characteristics of information and communication technologies in the public administration system in the context of socio-economic development); structural and functional, comparison, analogy (study of the experience of introducing information and communication technologies into the public administration system in the context of socio-economic development); historical and legal (analysis of the development of information and communication technologies in the public administration system in the context of socio-economic development); dialectical, prognostic

(theoretical generalization of the provisions of the work and the formulation of conclusions).

3. Research Results

The formation and development of the global economy has been constantly influenced by technological innovation. Modern international economic relations are formed under the influence of a revolutionary technological breakthrough in the field of information, digital and communication technologies, which have a transformative impact on all sectors of the national economy. Global processes have a significant impact on ensuring the functioning of the state and make it necessary to take this influence into account when developing strategies and development programs. An important task is to update the state development model in the context of a change in the management system, ensure a new role for public authorities, expand its capabilities to respond to the challenges of the global digital economy.

According to international organizations, the global development of information and communication technologies is characterized by a steady increase in the number of mobile cell phone users and a rapid growth in broadband mobile users (Fig. 1).

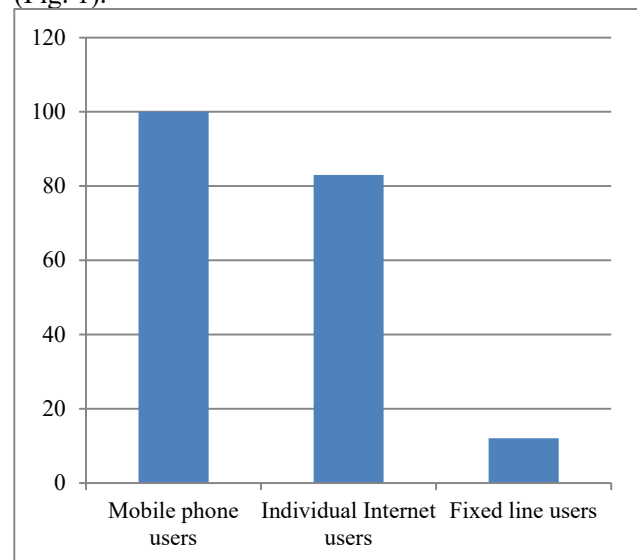


Fig. 1 Global development of information and communication technologies in 2020, per 100 users.

Information technologies are rapidly developing all over the world and are not only a source of income

for the economies of countries, but also a tool for economic growth in the context of profound changes caused by the development of various industries based on information technologies. The IT industry has become a strategic area and offers new opportunities for the development of trade and the economy as a whole. The ability of countries to attract investment in the development of the IT industry and introduce innovations in production and management systems determines their competitiveness in the global market

Today's enterprises and organizations are already being influenced by technologies such as artificial intelligence, the Internet of Things, robotics, cloud services, 3D printing and others. With the help of the Internet, commercial operations are carried out in a simplified form, transactions are accelerated, interaction between business structures is simplified, consumer behavior is changing and correcting, business processes are improving, which indicates the use of new wide opportunities for the use of digital technologies at all levels of the economy. The number of Internet users in the world is growing rapidly every year. Which definitely affects the acceleration of the development of the digital economy.

Information and communication technologies currently occupy an important place in all spheres of the country's life and contribute to the interaction of various subjects of management. Therefore, it is practically impossible to solve the main problems of power without solving issues related to the effective, massive use of innovative information and communication technologies and the development of information and communication infrastructure.

In public administration, external communication aims to influence the public to receive advice from it or coordinate certain positions with it, for example: informing the public, improving the quality of public services and discussing draft decisions of the authorities that cannot be adopted without public participation. Internal organizational communication seeks to make public management decisions and should be based on the application of innovative approaches to strategic planning of public communication. Mass media act as a significant "mediator" in the discussion and analysis of important government decisions. The level of public confidence and the positive image of government

bodies are interrelated and depend on the scale of the activities of government agencies in the mass media. Until recently, public authorities acting at the national level for the implementation of European standards of democratic governance have undertaken to provide citizens with free access to sources of information, to establish and implement the principles of freedom of speech. Therefore, effective interaction of state administration bodies with the mass media and, accordingly, the creation of favorable conditions for such interaction should be the main vector for the implementation of the state information policy. Having described above the functions of state communication in the formation of a positive image of public authorities, it can be noted that the main information channel in the public administration system and a powerful tool for building political order are the media. In terms of importance, information policy is "equal" to political and economic forces. Given the construction and transformation of the information society, it is important to emphasize that this process is natural. The dependence of the media on the political regime is part of their objective ties. However, the vector of work of public authorities and the relevant media should be directed in one direction. The opposition to the state administration is supported, but there should be a constructive position aimed at establishing and supporting a dialogue between media representatives and state

In the United States, they were among the first in the world to work on the creation of an electronic government system. The term itself arose in the context of the public administration reform of the 1990s, which involved improving feedback between the government and society, increasing the efficiency of bureaucratic departments, and broader involvement of the population in political decision-making. The main documents defining the directions and features of the development of e-government in the United States are the E-Government Act of 2002 and the Digital Government Strategy. In general, the US e-government model is built on four principles outlined in the US Digital Government Strategy. The information-centric principle assumes that information becomes convenient for processing and exchange between government agencies and society, regardless of the means of its transmission and reception. The principle of a common platform means the creation of an open information

environment and a common technological infrastructure for more effective collaboration between participants and users of e-government, reducing budgetary expenditures, applying uniform standards and consistency of departments in the creation and use of official information.

In the context of the global process of informatization of society, it becomes necessary to introduce digital technologies not only in the private sector of public activity, but also in the sphere of public administration. The use of digital technologies in this area can significantly increase its efficiency, ensure the automation of individual functions and processes of public administration, save time and other resources, create conditions for the accessibility and transparency of the activities of public administration entities. However, the large-scale use of digital technologies in public administration is also associated with additional threats and risks that the capabilities of these technologies carry. In particular, they include blocking the work of public authorities, unauthorized use of personal data stored in electronic information resources, and other manifestations of cybercrime. Therefore, in order to increase the efficiency of public administration in the process of using digital technologies, certain conditions must be observed.

Thus, the above analysis shows that the importance of digital technologies in public administration is expressed in the following main aspects: 1) democratization of the public administration sphere, achieved by increasing the access of citizens, other individuals and legal entities to participation in public decision-making; 2) ensuring the openness and transparency of the activities of public administration entities and, as a consequence, increasing the level of trust of citizens and society in public administration bodies and institutions: accelerating the dissemination of information about the activities of subjects of power, increasing the level of accessibility of such information, etc. ; 3) reduction of the level of corruption among employees and officials: exclusion in some cases of direct contact with employees and automation of the adoption of certain public management decisions; 4) reducing the number of errors that can be made in calculations, estimates, planning and other management processes by a person through the automation of some management functions; 5) ensuring the saving of resources (time,

money, personnel, etc.) both on the part of public authorities and on the part of citizens, business entities.

The main conditions under which digital technologies are able to ensure a real increase in the efficiency of public administration are: 1) consolidation of real guarantees of personal data protection at the legislative level; 2) compliance with the conditions of information and cybersecurity, the development of new means of protecting information in information and communication systems; 3) improving computer, information literacy and culture of citizens, employees, officials; 4) overcoming the digital divide, as well as creating an appropriate infrastructure for the functioning of the e-government system; 5) legislative regulation of electronic document management in public authorities; 6) the formation of a unified information and communication system that unites all the main public administration services.

In Europe, over the past few years, significant preparatory work has been carried out both at the central departmental level and at the municipal level. First of all, the basic hardware was provided for the electronic services software in administrations. The existence and functioning of e-government depends on the timely and comprehensive implementation of electronic workflow and electronic signature. Laws have been passed on electronic document and electronic signature and the availability of certification service providers to provide the necessary conditions for this.

Through electronic management, direct contact between citizens, enterprises and employees of the municipality is excluded, since the services required by citizens are provided to them in electronic form. When submitting his order, each citizen must fill out an electronic form in which he notifies the specifics of the service, the data necessary to fulfill the order, and gives his address for correspondence. Each administration has its own system operating on a common platform and integrated into a single environment for the exchange of electronic documents, allowing citizens and other institutions and departments to request and receive electronic services. All e-services are designed in accordance with existing e-government models and brought in line with the requirements of the country's e-government and its rules. The creation of such a system of public administration takes into account

the needs of small and medium-sized enterprises, is determined by a decrease in the administrative burden, thereby saving time and money, especially when it comes to opening a new company or obtaining a license.

The analysis of the development of information and communication technologies in the context of the formation of the global digital economy indicates the need to create conditions to meet the information needs of state authorities, local governments, individuals of private and public law, taking into account the peculiarities of their functioning for the development of an algorithm for the creation, use of information resources by all participants of information - communication processes in the state, ensuring the compatibility and integration of information systems, developing a system for storing and protecting information from internal and external interference, damage and illegal access; Providing, supporting and directing the state policy of digitalization to take into account the interests of internal and external stakeholders, identifying and using real opportunities the information sphere of the state will allow to create the proper conditions for the formation of a digital society in the state and not to remain on the sidelines of world economies processes. The modern world, realizing the digitalization of the economy, is moving to a new model of economic development that changes the world order. In the context of the digitalization of economic life, the success of the state depends on the effective process of building a knowledge society, and digital development affects the acceleration of its economic, social, technological development, the formation of a public administration system and self-organization of society and ensuring the international competitiveness of the state. Building a rational model of public management of social development in the context of the development of the global digital economy is a promising area of further research.

4. Discussions

The impact of public administration, on which not only the result of social transformations largely depends, but also the further fate of the social system, should be quite diverse depending on the stages of social development. The high dynamics of variability and uncertainty of the modern environment

necessitates the management bodies to be ready to develop and make decisions in situations when threatening or positive changes are just beginning to be realized, and the possibilities of identifying their causes and scale of consequences are limited. Consequently, the ability of the public administration system to harmoniously combine in the process of management activities the principles of organization and self-organization in a nonlinear environment with an emphasis on creating conditions for the formation of such self-organizing structures that are themselves capable of optimally organizing their activities in accordance with certain goals and order parameters corresponding to them. own tendencies, public development is actualized. It is this influence of management that makes it possible to obtain a new attractive integrity of society, in which the possibilities of cooperation between all its subsystems and components are most fully used, and that makes it possible to balance their interests in the distribution and redistribution of public resources. Accordingly, in an information society, officials should contribute to the development of synergetic thinking for a unified perception of the connection between the phenomenon and the process of effectively overcoming or preventing social crises of a transformational nature.

At present, information technologies are acquiring exceptional importance in the process of ensuring the effective development of today's society as a whole. In the work of public authorities, information technologies, as the main technical resource aimed at obtaining, processing and using information data, allow managers to make reasoned decisions and solve important problems. Information technologies are also gaining great importance in the process of ensuring the professionalism of the public service, strengthening human resources and their professional training. With the use of information technology, it is possible to create suitable prerequisites for improving the process of professional training of civil servants, taking into account the latest training model.

Summarizing all of the above, we can conclude that the modern platform of social development, which is able to respond to the challenges of globalization phenomena, is an innovative type of knowledge society. The current state of development corresponds to a range of innovations - traditions, changes - opportunities. The development of all

societies is currently associated with the readiness to implement the labor resource with constant changes and the ability to create them. The most effective management of states on the way of their development is a strategic orientation towards an innovative direction and the ability to quickly use the experience of other states in the form of social transit movements.

5. Conclusions

In the third millennium, the way of life and the format of human activity are radically changing. Technological progress opens up new perspectives for people and creates new opportunities for different social groups. The mobility of each individual is increasing - both spatial and social. At the same time, young people turn out to be the most mobile, which, thanks to this quality, begins to play an increasingly significant role in social and political life.

The success of the socio-economic development of the state is always inherently dependent on the level of education, upbringing, the degree of social adaptation of young people and their ability to act in accordance with the requirements of the present, the skills and desires of the young generation, aimed at supporting and developing progressive changes in economic, social and political life. society. State institutions form and implement in society a youth policy that determines the status of the young generation, its role and place in the world, is constantly changing and moving forward, therefore, contributes to the formation of the future human potential of the nation.

In the process of training personnel in public administration, the communicative method of teaching a foreign language is of particular importance. The fact that there is a need for communication in English for everyone who belongs to the structure of government is beyond doubt, because the socio-economic and political ties of our state are becoming wider every year. The presence of full-time translators in government structures does not negate the ability to communicate face to face between representatives of government agencies from different countries.

Management activity, in a broad sense, is a continuous process that affects its objects, such as an individual, a team, technology, entrepreneurial, state, etc., in order to achieve an optimal result with the

least time and resource costs. All specialists in the management sphere should be familiar with the theory, practice, that is, the management mechanism, they should be able to clearly see the goals of the work being carried out, as well as develop a strategic and tactical plan for its implementation, implement management decisions and be responsible for them. Therefore, a decision is a tool with managerial influence. With the transition to the information society, the continuous use of information and communication technologies becomes quite relevant in the work of public authorities. The computerization of workplaces, the constant updating of information, its presentation on official websites, the activities of the electronic reception, the use of electronic document management systems should be perceived by civil servants as a mandatory performance of current tasks.

As a result of the analysis, key elements of information and communication technologies in public administration were identified in the context of socio-economic development. Further research requires the question of determining the features of the functioning of the public administration system in the context of COVID-19.

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