

Some Legal Issues of Digital Public Administration

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ABSTRACT: This article discusses some issues of understanding the digitalization of public administration, as well as legal issues of development of digital public administration. The author identifies some legal problems that hinder the development of digitalization of public administration, suggests opinions on the further development of digitalization of public administration.

KEYWORDS: digitalization, public administration, digital government, cyber law, digital public administration

I. INTRODUCTION

The state policy in the field of digitalization is aimed at creating a qualitative basis for technological evolution and creating conditions for sustainable advancement in all spheres of human life and society. Currently, the process of digital transformation of public administration is one of the priority areas in the context of the growing global challenges of digital technological development. At the same time, digital transformation of public administration is of particular importance in the context of increased socio-economic risks [1].

The terms "open government", "digital government", "digital transformation" have become one of the key elements of the public administration discourse of the 21st century [2]. It is the ideal that modern political leaders aspire to and the benchmark that journalists, citizens and civil society organizations use to fight corrupt leaders and latent institutions [3]. Like many other popular public administration concepts, the term "digitalization" may have different meanings. Sometimes it simply means facilitating the flow of information from government to citizens; replacing old, closed decision-making practices with a system where citizens have the right to know what their leaders are doing [4].

II. DISCUSSIONS

Modern methods and models of digital government are being studied by some research scientists. So, Treshchevsky notes that digitalization for the development of territorial socio-economic systems is of fundamental importance, i.e. associated with the transformation of organizational, industrial, technological relations within various subsystems [5].

Gribanov notes that one of the strategic tasks and national priorities for most modern countries is the introduction of information and communication technologies and the development of elements of the information society [6].

Levin and Shoshina indicate that in the context of informatization, the main trends in the development of public administration are postulated by such concepts as administrative directivity and system adaptability [7].

In the context of the digitalization of society, the process of interaction between the authorities and the population takes place in the following areas:

- providing the population with reliable and complete information about the activities of government bodies, following certain principles, such as accountability and openness, as well as access to programs for the social and economic development of society;
- strengthening the role of modern society in the process of making managerial decisions of public authorities, thereby receiving more complete feedback from citizens;
- expanding the range of access to electronic resources of citizens to receive services aimed at the consumer [8].

The digital environment creates new economic opportunities for citizens and organizations. Around the world, in regions, cities and countries, greater transparency and greater availability of information stimulate economic growth, develop sectors and stimulate innovation [9].

The task of digital transformation directly affects the civil servants themselves. Digitalization puts forward new requirements for the skills of government employees, and they must respond to this request in a timely manner [10].

As a rule, the results of digitalization result in the creation of new electronic services or digital platforms [11]. Thus, the following examples from the US experience can be given:

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-a "fixmystreet.com" complaint system that allows people to report road maintenance depots about potholes and other road maintenance issues. This saves agency workforce, provides more information about the infrastructure, and can provide faster response to a published issue;

- "peertopatent.org". On this platform, citizens have the opportunity to view pending patent applications. The reviewer may inform the US Patent Office if the patent application contains already patented or published knowledge;

"Texas Border Patrol," which is a real-time Mexican camera that asks citizens to report smuggling or illegal border crossings to local authorities.

Proponents of digital transformation argue that with new opportunities for online communication, citizens can participate more actively in democratic decision-making and public administration than ever before. New internet platforms allow citizens to voice their opinions and interact with government agencies and political representatives [12]. In addition, these platforms can also streamline political decision making, as citizens can better understand who and how many people support a decision. Open government initiatives can also increase public trust in government [13].

Leveraging digitalization initiatives can also improve policy implementation and outcomes. These improved outcomes may consist of a higher level of administrative service or completely new approaches to tackling major social problems such as global warming or unemployment [14].

Thus, the formation of e-government allows solving a number of the most urgent tasks:

- reduction of labor and financial resources in government structures in order to exchange information between various departments;

- improving the quality of services provided by authorities to the population;

- a significant reduction in the time for citizens to receive public services through the use of ITC, i.e. by increasing the speed of the services provided;

- improvement of management mechanisms and efficiency of the system itself;

- increasing the range of opportunities for control over the activities of government bodies by citizens due to the openness and transparency of the management system itself;

- reducing the administrative burden on the authorities by reducing the number of applications in the traditional way, i.e. in paper form [15].

CONCLUSIONS

Modern digital technologies have a positive impact on the quality and speed of public provision. The process of interaction of citizens and legal entities with the executive authorities is simplified, making them more attractive and less time-consuming. The welfare of the population and the economic development of the country depend on the degree of digitalization of the public administration process. In addition, the information openness of state authorities is increasing.

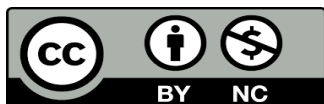
It can be noted that at present it is necessary to develop standards in the field of digitalization of public administration, with a mandatory report on the satisfaction of the population with the work of public administration bodies. All this will improve the quality of the activities of state authorities and, accordingly, the quality of life.

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Some Legal Issues of Digital Public Administration

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