MECHANISMS OF ELECTRONIC DEMOCRACY IN THE ADMINISTRATIVE SERVICES OFFICE

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SUMMARY

In the article e-democracy is considered as a mechanism of social and political communication of power and society, which corresponds to the needs of the modern information society to the greatest extent. mechanisms for providing electronic administrative services as a set of administrative, institutional, integration and service mechanisms. These mechanisms are key to building an e-government. The mechanisms of e-governance development can be divided into five groups: security mechanisms in the information space, electronic interaction mechanisms, mechanisms for providing electronic services, mechanisms for e-democracy and open government. It is proved that the creation of an effective system of e-democracy is possible only on condition of e-interaction, including citizens and their associations, not only rights, but also responsibility. At the same time, the constitutional rights of citizens, such as the right to freedom of speech and freedom of assembly, privacy, personal and family secrets, correspondence, postal, telegraph and other communications, the free search, reception, transmission, production and dissemination of information of any -which is a legitimate way. Thus, the results of research indicate that the development of e-democracy is based on the introduction of a set of interrelated mechanisms.

Key words: e-democracy, e-government, e-government, service state, electronic administrative services, administrative regulations, institutional mechanisms, integration mechanisms, service mechanisms.

МЕХАНИЗМЫ ЭЛЕКТРОННОЙ ДЕМОКРАТИИ В СИСТЕМЫ ПРЕДОСТАВЛЕНИЯ АДМИНИСТРАТИВНЫХ УСЛУГ

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АННОТАЦИЯ

В статье рассмотрена е-демократия как механизм общественно-политической коммуникации власти и общества, который в наибольшей степени отвечает потребностям современного информационного общества. Механизмы предоставления электронных административных услуг как совокупность административных, институциональных, интеграционных и сервисных механизмов. Эти механизмы являются главными для построения электронного правительства. Механизмы развития электронного управления условно можно разделить на составляющие из пяти групп: механизмы безопасности в информационном пространстве, механизмы электронного взаимодействия, механизмы предоставления электронных услуг, механизмы электронной демократии и открытого правительства. Доказано, что создать эффективную систему электронной демократии возможно только при условии е-взаимодействия, включая граждан и их объединения, не только права, но и ответственность. При этом должны быть соблюдены такие конституционные права граждан, как право на свободу слова и свободу собраний, неприкосновенность частной жизни, личную и семейную тайну, тайну переписки, почтовых, телеграфных и иных сообщений, свободный поиск, получение, передача, производство и распространение информации любым законным способом. Таким образом, результаты исследований свидетельствуют, что развитие электронной демократии базируется на введении совокупности взаимосвязанных механизмов.

Ключевые слова: электронная демократия, электронное управление, электронное правительство, сервисное государство, электронные административные услуги, административные регламенты, институциональные механизмы, интеграционные механизмы, сервисные механизмы.

Formulation of the problem. In today's society is the emergence of new forms of social and political system based on electronic means of mass communication, the organization of relations of public institutions and civil society. At the same time, the state ceases to be the exclusive subject of the political process, since e-technologies allow citizens to gradually expand their influence on the political process, that is, a citizen also becomes a subject of political activity.

It can be argued that e-communications, as they develop and spread in society, can largely transform the political structure and the nature of political relations in society, contributing primarily to the democratization of political institutions. In particular, many researchers are turning to the highly relevant idea of using e-communications as the basis for democratization of the socio-political system, as well as the model of the relationship between government and society, the formation of a new social interface between the authorities and the state in the eyes of ordinary citizens and the public.

Relevance of research topic. Among the important tasks of Ukraine on the way to the European community is the development of an information society. One of the priority stages of its development is

informatization of state authorities. It will promote its transparency and openness, will positively influence the efficiency of government structures, modernize public administration in general. As a consequence, the public will be able to receive high-quality administrative services, join management decisions at different levels. Among indicators of modernization of public administration are considered, in particular, the site of the authority, a page in the social network, a blog. Internet representation of power in the network testifies to its willingness to dialogue with society, the desire to respond promptly to the challenges of the present. An effective technology aimed at overcoming challenges in public administration is electronic democracy

State of research. The theoretical basis of the information society and e-government, implementation of e-government and e-democracy are analyzed in the works of foreign scientists: D. Bell, M. Bonham, M. Vershinin, L. Grossman, A. Danilina V. Drozhzhynova, D. Seifert, M . Castells, S. Clift, A. Koshkin, crystal B., J. Masoudi, P. Norris, M. Raskladkinoyi V. Solodova E. Toflera, Travkina Yu, K. Hill, Yakovlev and others. Different approaches to information and analytical support of the authorities and the introduction of e-government in public administration explained some Ukrainian researchers like Alexander Baranov, A. Golobutsky, N. Hrytsiak M. Demkova D. Dubov S. Dubov, O.H. Emelianenko, P. Klimushyn, I. Klimenko, I. Koliushko, N. Korytnikova, K. Lynov A. Serenok A. Semenchenko, V. Parkhomenko, Pocheptsov G., S. Chukut O. Shevchuk and others. In this wide range of work relevant to further study the state of administrative services as the main component of building service state.

The purpose of the article is to analyze and generalize approaches to the definition of mechanisms of electronic democracy in the system of providing administrative services.

Presentation of the main material. In defining e-democracy as the socio-political system in which the interaction is as highly informative as possible, it should be recognized as its largest, compared to other models of political democracy, its proximity to the ideal of participatory democracy, since e-democracy allows for participation in the discussion and adoption of socio-political decisions by the broadest the masses of the population using e-communications. At the same time, e-democracy can be viewed not only as a socio-political system, but as a set of mechanisms and e-communications, used in the interests of optimizing the relations between government and society, which provides for expanding the space of socio-political communication of the state and citizens and its further democratization through increase of the real participation of citizens in the political life of the state.

Consequently, e-democracy should be considered as a mechanism of socio-political communication of power and society, which corresponds to the needs of the modern information society to the greatest extent. E-democracy stimulates civic social activity, as citizens are given the opportunity to discuss the most acute issues related to their life and the life of the country. In other words, one of the hallmarks of e-democracy is its focus on citizens' initiative.

E-democracy at the expense of widespread use of ICT a qualitatively new level of interaction of citizens with each other, with state authorities, local authorities, public organizations and commercial structures.

Active development of e-democracy needs:

1) a clearly marked vector on the state level in the direction of system strengthening of democratic institutions – the state should allocate serious resources for the development of civil society, to provide support to numerous civil society organizations;

2) implementation of various Internet projects in order to protect the rights and freedoms of citizens and their communication with authorities and socio-political organizations;

3) development of state and private programs of informatization of the system of public relations in business, medicine, education, science, culture and public administration;

4) implementation of interactive (bilateral) e-interaction of citizens with authorities on socio-political issues;

5) dissemination of procedures for identification and authentication of participants in information interaction, including in the part of practical implementation;

6) popularization of effective measures of e-democracy among the population and formation of an environment of confidence in these measures.

The development of e-democracy should be carried out at the national level, involving representatives of civil society organizations and NGOs, experts, state authorities, local self-government bodies, as well as mass media and private companies.

The active introduction of e-democracy at all levels of government and civic participation will promote convergence of government and society, increase public participation in the public sector and make socio-political decisions, make authorities more accessible and open to citizens, create additional incentives for the development of a partner model of interaction between organs government and civil society.

Among the mechanisms of e-democracy are:

1) e-voting (mobile voting, internet-based elections, etc.);

2) mechanisms of network communication of citizens and collective discussion of socially significant problems and issues of socio-political issues in the on-line mode; mechanisms for the formation of online communities, including mechanisms for planning and implementation of community initiatives and collective action projects;

3) mechanisms of network communication of citizens with authorities, including tools for influencing decision-making and civilian control over the activities of government bodies;

4) mechanisms of public online governance at the municipal level.

Electronic voting is a vote without the use of a newsletter, which is made on a paper medium, using a complex of automation means. In turn, an electronic bulletin means a newsletter prepared by software and hardware in electronic form, which is used for electronic voting.

Before the introduction of specialized means of network communication, remote communication on the principle of many with many was extremely difficult and virtually impossible. The so-called technologies of the Web have allowed to organize mass discussions with a multitude of independent participants, geographically distant from each other, in real time.

Today there is no need to gather people in some closed physical space for the purpose of collective discussion of any issues. Such a discussion can be successfully organized on specialized Internet

resources (forums, Internet conferences, webinars, Skype sessions, etc.), on the site of virtually any social network, as well as in blogs. It simplifies communication with hard-to-reach audiences (territorially, disabled, for other reasons). On a number of portals in the period of election campaigns, this mechanism is embodied in the projects «Internet debates».

Collective discussion of socially significant problems, as well as the formation of consolidated positions often contributes to the fact that in the Internet environment, the so-called «network communities» (online communities), which are represented in the Internet space and are defined as groups of people united by certain common interests or problems that interact with each other through Internet resources and / or mobile communications to discuss various social and political issues and issues.

In some cases, this form of communication may serve as a kind of analogue of citizen associations, citizen gatherings, street pickets, rallies, campaigns or demonstrations. At the same time, modern digital technologies allow in a matter of minutes to send such images and recordings for huge distances, to place them in publicly accessible social media (blogs, forums and social networks), where these materials become the property of the public, and often the subject of litigation.

Public condemnation still remains the mechanism of effective struggle against various ailments of the modern system of public relations. Publicity allows more effective combating bureaucracy and corruption in the political sphere. However, in most cases, informal publications in forums and blogs do not reach the responsible person: there are no official status in the forums and blogs, the law does not oblige officials to respond to such publications, and it is not always the authorities that have the opportunity to know in due time. On the availability of such publications.

Moreover, it is commonly accepted that such publications are considered to be marginal in their entirety in the public administration, and it is considered that they do not deserve objective attention and dialogue.

The mechanisms of network communication of citizens with the authorities, including the tools for influencing decision-making and civilian control over the activities of the authorities, have a real, rather than declarative, influence on the processes of social and political governance.

One of such mechanisms is the formation of collective positions in the format of electronic appeals to authorized organizations, primarily to bodies of state power and local self-government. Collective appeals express a consolidated opinion of users on essentially debated issues. Consolidated opinion is a useful result of network communication, one of the most important elements on which electronic democracy is based.

The most progressive technologies of e-interaction between citizens and government are the establishment of partnership relations between them in the decision-making process. This is what is called active participation of citizens in the decision-making process. Critically important for this process is not just the active contribution of citizens, but also the government's actions on the practical implementation of this contribution. Therefore, the most important criteria for this level of interaction are:

1) an opportunity for citizens to submit online petitions;

2) taking into account the received opinion of citizens in the decision-making process;

3) official government response to citizens' opinion;

4) an obligation to respond to online appeals and online requests and the timing of such an answer.

Thus, in the process of introduction of e-participation technologies, there are new opportunities for participation in the socio-political process, such as raising awareness about actual social problems, strengthening feedback with government institutions, and influencing the formation of the agenda and the process of adoption. Social and political decisions. This increases the level of citizens' trust in state institutions and allows them to achieve transparency of their activities

The mechanism of the formation of online communities provides planning and implementation of civil initiatives and collective action projects. This mechanism saves resources for social mobilization and expands the limits of direct democracy, in which citizens can participate independently and on the principles of self-organization not only in initiating, developing and adopting public and political decisions, but also in implementing them both locally and nationally level, as well as in arranging measures that affect the authorities and other responsible organizations.

A collective discussion of socially significant problems and the formation of consolidated positions often contributes to the fact that in the Internet environment, so-called virtual communities are united by certain common interests or problems that interact with each other in order to discuss various social and political issues and problems. In a number of cases, this form of communication may serve as a kind of analogue of citizens 'associations, citizens' meetings, street pickets, rallies, campaigns or demonstrations. At the same time, modern digital technologies allow in a matter of minutes to disseminate the results of the activities of virtual communities in public social media (blogs, forums and social networks), where these materials become the property of the public, sometimes even the subject of litigation.

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Publicity allows more effective combating bureaucracy and corruption in the political sphere.

Adding public awareness to socially significant problems is not the only tool for influencing the adoption of the necessary socio-political decisions. Online communities are also used by their members as a convenient means of planning and organizing real events.

So-called flash mobs, as well as protest rallies, have become very popular, which, unfortunately, in a number of cases grow into mass riots and pogroms.

Today, the resource of organized online communities is not only an additional and significant foundation for the formation of new structures of civil society (mutual societies, volunteer and environmental movements, virtual parties and mass media, etc.), but also an influential economic and political resource. Many social networks, including the Facebook network, have the function of inviting users to events, as well as providing opportunities for organizing mass mailing, which ensures that these functions are much more operational and cost effective than traditional tools.

The mechanism of automated monitoring provides the following opportunities for researchers [3]:

1) submission of data on the dynamics of votes;

2) monitoring of the current state;

3) use filters and sections to find initiatives and analyze the current status and dynamics of voting.

The use of automated monitoring capabilities allows for some analytical research: positive feedback analysis; negative feedback analytics; Identification of problem issues in specific regions on the basis of content analysis of initiatives by region; assessment of citizens' interest in the project of public initiatives, etc.

All analytics are based on a database (database) with access to it based on the formation of queries and the receipt of data for further analysis.

The implementation of the considered technologies provides citizens with a real opportunity to influence the quality of work of state authorities and local self-government bodies not sporadically, but systematically - in the order of public dialogue when solving socially significant problems and publicly assessing the quality of work of the authorities.

It is possible to create an effective system of e-democracy only on condition of e-interaction, including citizens and their associations, not only rights, but also responsibility. At the same time, the following constitutional rights of citizens, such as the right to freedom of expression and freedom of assembly, privacy, personal and family secrets, correspondence, postal, telegraph and other communications, free access to, obtaining, transmitting, producing and disseminating information of any kind should be respected. -which is a legitimate way.

Thus, the results of research indicate that the development of e-democracy is based on the introduction of a set of inter-related mechanisms.

It is also problematic to introduce tools for network control over public authorities, which involves not only continuous monitoring of unresolved problems in the housing and communal services sector, education, medicine, etc., and informing about these problems of government officials through e-technologies, but also monitoring the very procedure for the development and implementation of decisions taken by the authorities with the participation of citizens in this procedure.

Conclusions. Active introduction of service mechanisms into the system of public administration and interaction of citizens and state authorities is accompanied by simultaneous processes of automation of administrative regulations and introduction of official electronic document circulation. The need for such innovative mechanisms of organization of state management is due to the objective inability to implement the concept of a service state through traditional management technologies characterized by high time and economic costs, as well as corruption risks.

The aforementioned mechanisms of provision of electronic administrative services as a set of administrative, institutional, integration and service mechanisms. These mechanisms are key to building an e-government. The mechanisms of e-governance development can be divided into five groups: security mechanisms in the information space, electronic interaction mechanisms, mechanisms for providing electronic services, mechanisms for e-democracy and open government.

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