

# Regulatory and Legal Aspects of Information Support for the Provision of Administrative Services in the Field of Public Administration as a Communicative Culture of a Public Servant

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## Abstract

Creating convenient and accessible conditions for receiving administrative services is one of the main tasks that should be solved by local governments. After all, the main purpose of public administration is the provision of services, and it is by the quality of services that every citizen evaluates the competence and goodwill of the authorities. It is important that many measures to improve the quality of the provision of administrative services can be carried out on the own initiative of local chairmen, local deputies, and other officials of local governments. For the most part, these changes do not require the adoption of new legislation or special support from the central government. Thus, the main task of the study is to analyze the regulatory and legal aspects of information support for the provision of administrative services in the field of public administration. As a result of the study, current trends and prerequisites for regulatory and legal aspects of information support for the provision of administrative services in the field of public administration as a communicative culture of a public servant were investigated.

## Keywords:

*public administration, digitalization, local governments, administrative services, digital management, public servant.*

## 1. Introduction

The category "administrative service" originates in the studies of representatives of the scientific community of developed democratic countries. The purpose of the application is the restructuring of state policy from an overbureaucratized administrative policy to a human-centric service one. Often a number of similar terms are also used: "administrative services", "government services", etc. A characteristic feature of public services is that they have certain limitations in the form of regulatory regulation and a clear definition of procedures, since this is one of the activities of a public authority. At

the same time, private services do not have such restrictions, so they can vary and change in any form quickly enough in accordance with existing public needs. And if a private service is a voluntary activity, the purpose of which is to make a profit, then a public service represents the powers of a public authority and is required to be fully performed in accordance with established standards.

Administrative services in the field of public administration in the context of organizing the communicative culture of an individual civil servant have the following features:

sole character; service targeting;

- providing, after filing an application, a citizen's appeal to a public authority;
- the absence of any discrimination or bias, a specific service is provided if there are grounds specified by law to any citizen who applied for the provision of a service, within the established time limits and limits;
- gratuitousness or provision at the cost established by public authorities.

## 2. Methodology

The article includes a significant number of methods. Methods were applied: induction and deduction, comparison and systematization to characterize the modern understanding of the essence of the research problem; synthesis and analysis - to determine the content of the main aspects of research issues; abstract-logical - for theoretical generalizations and conclusions of the study.

### 3. Research Results and Discussions

According to the UN, e-government is a key factor in advancing the Sustainable Development Goals. Administrative services should be accessible to all and e-government should use existing and new technologies to achieve sustainable development goals. Today, there is a risk of a new digital divide as low-income countries with poor infrastructure lag behind and vulnerable people are even more at risk of not being able to use new technologies. Despite some increased investment and growth, many countries still cannot benefit from information technology due to poor connectivity, high access costs and lack of skills to use it.

Resistance to innovation in society, stereotypes, computer illiteracy are the main social problems. Both the authorities and society are rather inert to everything new, especially in the field of information technology, therefore there is a high level of distrust and unwillingness of a significant part of the population to interact electronically with the state, and even where there are technical possibilities for this. An important barrier is the existing stereotypes of the society, which is used to interacting with the state through an advanced bureaucratic system based on paper documents, as well as the lack of public consultations through electronic means of obtaining public services in electronic form.

The main characteristics of the information society is the creation of a global information space. In the conditions of participatory democracy as a political system, it ensures effective information interaction of people, their access to world information resources and satisfaction of their needs for information products and services. Knowledge and information are becoming a strategic resource of the information society and a leading branch of the economy. The transformation of information into the most important production resource changes the paradigm of the evolution of society, reduces the dependence of economic growth in the country on the availability of natural resources, fixed capital, the working-age population, and other extensive factors. That is, the basis for the development of the information society is not traditional material, but informational, intellectual resources: knowledge, science, organization, people's abilities, their initiative, the formation of structures and mechanisms of a qualitatively new social intelligence, which open up

new opportunities for each community for self-identification [1-5].

To ensure the innovative development of the telecommunications market, it is necessary to increase the efficiency of using innovations in the activities of a telecommunications operator; introduction of multiservice packet networks as a transport base for telecommunications; regulation of the functioning of telecommunications networks and the activities of telecommunications operators. At present, the role of technological innovations is rapidly growing in society, primarily the e-communications (telecommunications) sector, which is increasingly influencing the development of the modern economic system, since it is a connecting link both in the industrial sector and in the service sector and consumers, as well as various regions of the country and economic centers. Therefore, the development of e-communications as the main component of the informatization of society to ensure the effective interaction of all structures of society, including state ones, is an urgent task of socio-economic growth [6-9].

The main problems of information support for the provision of administrative services in the field of public administration are presented in Figure 1.

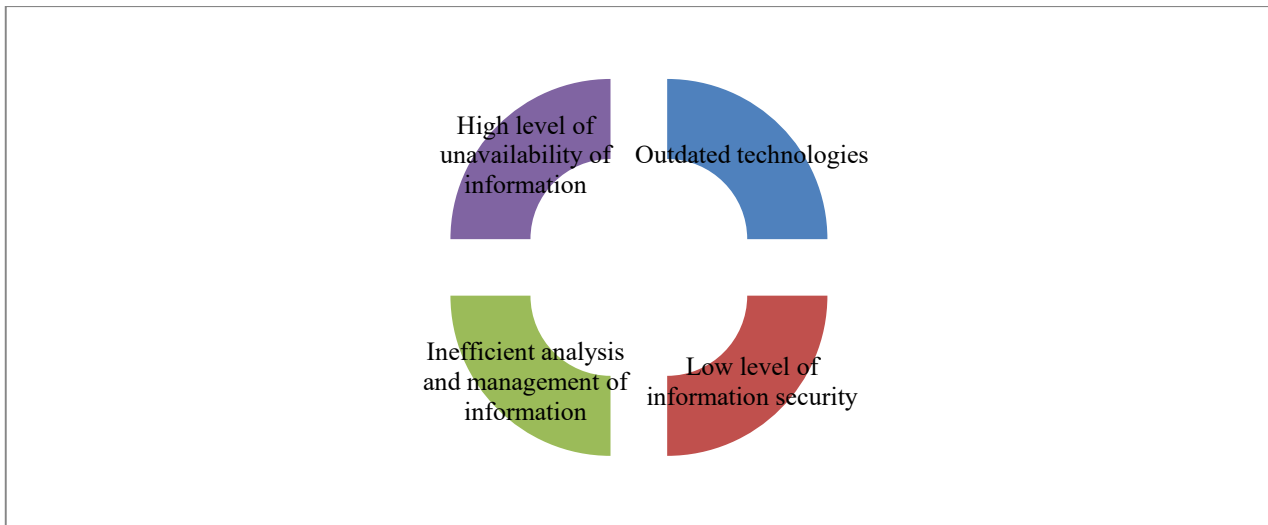


Fig.1. The main problems of information support for the provision of administrative services in the field of public administration

There are several features of the innovative development of the telecommunications industry. Firstly, the telecommunications sector provides the market with a unique product that combines material production, services and technologies. Secondly, the potential target market for telecommunications products is a large part of the population, and the degree of its coverage depends only on the time factor and new technical capabilities. Thirdly, due to the technical characteristics of the products of telecommunications enterprises, it is practically impossible and impractical to act only within the national framework. The goal of innovation in today's information society is to find new efficient and fair ways to manage knowledge resources. According to this goal, the development program of the World Intellectual Property Organization contains an exchange point for open collaborative projects in the field of intellectual property, and on this basis, it is planned to reform and integrate the international patent classification system to provide more free access to technological knowledge stored in databases. about patents [10-13].

The basic postulate of the theory of quality management is the position that not only the final result, but also each stage of the administrative process should be considered in terms of achieving quality. That is, the transition to a process-oriented management model, where management activity is

considered as a system of interrelated processes, gives a total character to management, due to which quality becomes not a specific task, but takes root and is officially fixed in each process. Building a programmable state requires a radical transformation of the entire system of public administration. First of all, a structural and functional reform is needed. It is necessary to adopt such a structure of authorities, in which the scope of their powers, mutual accountability, the nature of responsibility are directly determined by the specifics of the specific functions they perform.

Key elements of improving the information support system for the provision of administrative services in the field of public administration are presented in Figure 2.

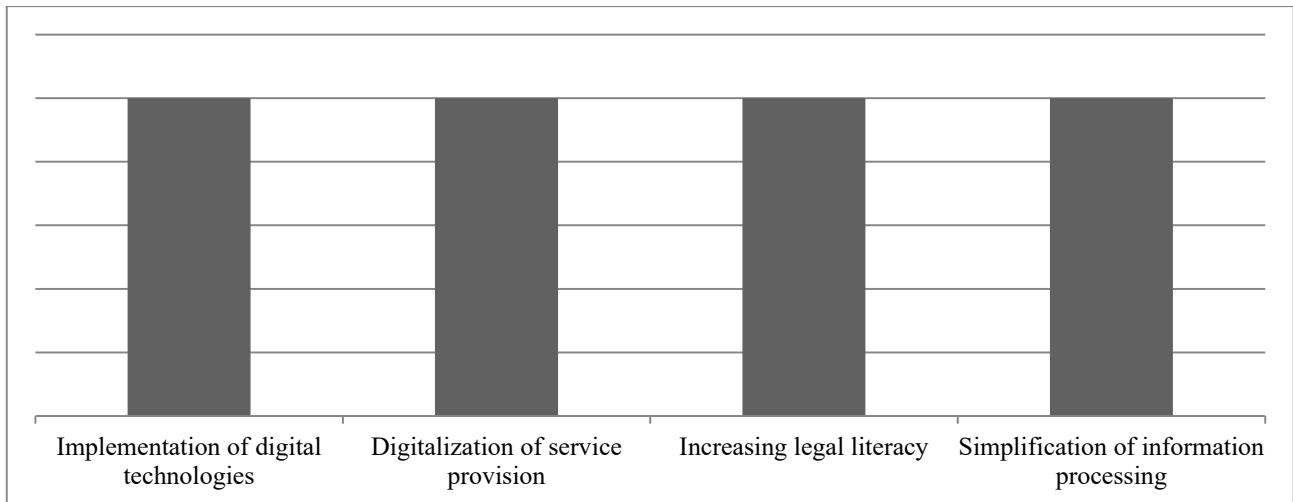


Fig.2. Key elements of improving the information support system for the provision of administrative services in the field of public administration

The next step should be the total regulation of all management procedures. That is, in addition to giving state bodies a clear set of functions, it is also necessary to strictly regulate the procedure for the implementation of these functions. A decisive element in building a programmable government is the development of an effective evaluation system, which, in accordance with the quality management methodology, should focus not so much on analyzing the consequences of government activities, but on analyzing the administrative process itself and comparing its nature with the amount of invested resources and the result obtained in order to maximize efficiency. public administration processes. The information society is a multifunctional block of the knowledge society. This is explained by the fact that the concept of the information society is associated with the idea of technical innovation, while the knowledge society covers social, cultural, economic, political and other aspects of social transformations, as well as a broader and more multifaceted view of the development of the society of the future. Therefore, the concept of the knowledge society better reflects the complexity and dynamism of changes in society than the concept of the information society [14-15].

The transition to the information society is accompanied by a shift in the center of gravity in the economy from direct material production to the provision of services, including information.

Moreover, informatization has changed the nature of work in traditional branches of material production. The emergence of robotic systems, the widespread introduction of parts of microprocessor technology is the main reason for this phenomenon. The economy of the information society corresponds to the latest forms of organization of production. Information technology has made possible the so-called flexible production, reconfigured in a short time to produce modified products. Since such systems allow a much faster response to changes in market demand than traditional systems, they are more cost-effective.

The problem of increasing the competitiveness of the economy is directly related to the innovation policy of the state, which should be aimed at creating favorable conditions for the development of scientific research, technological developments, education, technological re-equipment of the country's economy and improving the welfare of citizens. The scientific and technical direction of the country's development and the compliance of its innovation policy with the key positions of the general policy of the state are those strategic guidelines that should ensure the economic rise of the state. The main content of public management of innovative development should be the coordination of the coordinated work of all links of the economic mechanism. The result of this should be a significant acceleration of economic growth and competitiveness of its economy.

#### 4. Conclusions

In the new realities of the development of the information society, as well as in the context of the integration of a large number of countries into the world community, there is a revision of the relationship between the state and society in the direction of ensuring the most complete satisfaction of the needs of each citizen. One of the components of the development of the information society is e-governance - a form of organization of all branches of government, creating the necessary conditions for increasing the efficiency, transparency, openness of the activities of public authorities at all levels in the use of information and communication technologies to build a new type of state focused on meeting the needs of citizens .

Practical work on the development and implementation of information technologies in various spheres of life and activity of modern society should be based on a certain state policy, which consists in the work on the formation of the regulatory framework for managing electronic documents. This work is being carried out in many countries of the world, it has been especially intensified in recent decades due to the fact that in most countries legislative acts on electronic documents, electronic signatures and electronic management have been adopted.

The system of providing administrative services by means of e-government should: change public authority, make it transparent and controlled by the public; create appropriate conditions for improving the investment climate and developing the business environment, the socio-economic development of the country; improve the quality of the provision of public electronic services; increase civil society's trust in the authorities and ensure real participation in political processes.

The transition to building an e-governance system should take place simultaneously in all areas of interaction between state authorities at all levels, the business sector and public society, since the lag in any of these components will disrupt the positive dynamics of the country's development in this area. The transition to e-governance involves the transformation of all forms and methods of activity of public authorities and local self-government, and positive changes depend on balanced reforms at each stage of building this system: namely: rational

organization, coordination, motivation and interaction of all components of the e-government system of the executive , legislative, judicial branches of government, business environment, civil society, etc.

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