Z. Pavlyshyn

THE USE OF ELECTRONIC MEANS TO ENHANCE RELATIONS BETWEEN THE STATE AND SOCIETY

The use of electronic means to enhance relations between the state and society

Abstract: This article analyzes the means and ways to perform the functions of collecting, processing, storage, transmission and usage of information technology and information systems in public administration. E-government is one of the means of increasing the efficiency of public services.

Keywords: information technology, telecommunications technology, information support, e-government, information database, information system, informatization, public administration, public administration model.

The article analyzes the means and ways to perform the functions of collecting, processing, storage, transmission and usage of information technology and systems in public administration. E-government is one of the means of increasing the efficiency of public services.

Subject of the study involves the formation of e-government service system for citizens and improvement of the democratic process through the use of new information and communication technologies as strategic areas of development of the modern Ukrainian state. For the implementation of the common space of public authorities by the National Commission for Regulation of Communications and informatization, an action plan for the implementation of e-government was developed.

E-government – an electronic document management system of public administration, based on the automation of all administrative processes across the country, that serves the purpose of improving the efficiency of government and reducing the cost of social communications for each member of the society.
On the first stage, Ukraine was facing quite slow promotion. The main problem, as it turned out, was decentralized computerization, software civil servants package of necessary programs, and most importantly - the inability to work with computers and the Internet.

There were three main parts of e-government in Ukraine. Stage I (2000-2001 biennium.) - preparatory. Stage (2002-2003 gg.) - the formation mechanisms of e-government in Ukraine.

The third stage began in 2003, when the Resolution of the Cabinet of Ministers of Ukraine "On measures to create an electronic information systems" Electronic Government "(February 24, 2003 number 208) was adopted, and it continues today, as implementation mechanisms.

The objectives of the proposed measures on the development of the information society determined by providing citizens and legal entities information and other services through the use of electronic information system "Electronic Government" which provides information interaction of executive power between themselves and with the public, provides information and other services based on modern information technology.

The participants of e-government include:

G2G - "government to government" (where G / government - the government 2 / to - for the government).

G2B - "Government to business" (where B / business - business).

G2C - "government to citizen" (where C / citizen - citizen).

In order for the interaction between all participants of e-government to be considered effective, it is necessary to implement several components, including formal procedures and practical skills. That is why the "Electronic Ukraine" is the most urgent project for the formation of e-government at the moment.

Information and telecommunications technology had have (то же не в минулому, не?) to satisfy the needs of every citizen and the state as civil society.
Natural and legal persons have to have unrestricted access to any information resources of national and global network, guided of development of national global networks.

Local governments had to improve distribution mechanisms of any analytical information resource.

The public authorities must report to every citizen. It is easier to do when there is a direct access to the reports on work of all the branches of the government.

It is necessary to introduce a new model of government, change the traditional relationship between citizens and government. These cardinal changes make it possible to establish an effective process of forming a feedback from the public.

The main activities of e-government are:

• e-democracy (use technology in the planning, in the consulting work and vote);
• E-Governance (internal information system);
• e-services (electronic form governmant information);
• E-commerce (exchange and purchase of goods the Internet).

Electronic democracy is manifested during the events, virtual town meetings, public meetings, public polls and forums communities.

E-government - a data management and information, maintenance of electronic records and information flows.

Electronic services are provide in electronic form programs and government activities of the government, organization of strategies for solving important society problems.

E-commerce includes providing paid information (payment of taxes and bills for utility services, registration of vehicles, etc.).

The main purpose electronic form of government - combined by using Internet technologies all ministries and departments in a single unit that will have a higher degree of integration of the internal procedures (circulation of documents)
and a single interface (window interaction) with the user. This enables the citizen to communicate with multiple agencies not by one, but with only electronic representative that represents them all. Also, any citizen request automatically forwarded edirected in certain instances, a response is provided instantly and without human intervention.

It is important to stress that e-government allows the public to participate actively in the discussion of government laws and decisions so far been impossible for many. Thus, own interests can now defending ordinary citizens, not just lobbyists. If e-government, everyone can express their views during the discussion of the legislature or government regulations. Using special software, all information received will be subject to analysis and synthesis.

According to European experts, resulting in the introduction of e-government residents will receive:

- quality services by provision information by public authorities;
- reducing the time for servicing customers (citizens and businesses);
- easing administrative barriers;
- minimum administration costs;
- expanding the scope of public services;
- effective operation of government agencies and the quality of services they provide to citizens and businesses;
- a high rate of satisfaction customers.

As for the political results, you should note the following:

- open and transparent government activities;
- a high degree of citizen participation and government in the information society;
- growth promotion of citizens in the processes of democracy;
- effectiveness of policies implemented.