FOREIGN EXPERIENCE OF CITIZEN-AUTHORITY INTERACTION IN AN INFORMATION SOCIETY

Problem setting. A distinctive feature of citizen-authority interaction in an information society is the use of information and communication technologies (ICT) during such interaction. The process of ICT implementation in public administration is almost always connected with e-government implementation.

Recent research and publication analysis. An adaptation of foreign experience in the field of e-government is very important today in Ukraine. It is explored by researchers from different science areas: public administration, management, economics and information technology. The research on citizen-authority interaction is suggested in the works of scholars such as S. Balabanov, A. Balashova, V. Bebik, S. Black, M. Haig, V. Hokovenko, P. Wilby.

Paper objective. To analyze and summarize foreign practices of citizen-authority interaction in the context of e-government.

Paper main body. There are three basic models of e-government: continental European (Western, Central and Eastern Europe); Anglo-American (US, Canada, UK); Asian (South Korea, Singapore).

Continental European e-government model is characterized by: presence of supranational institutions, the recommendations of which are obligatory for all countries of the European Union; high degree of European countries integration; strict laws regulating information relations and information flows circulating in the European information space.

Anglo-American model of e-government is based on the following principles: client-oriented public services provision; exclusion of redundant government bodies’ functions; development of transactions; development of official statistic information services on the Internet; effective use of social media in public administration.
Asian model of e-government is based on informatization of social areas – cultural, educational, health care, as well as on setting up of electronic communication mechanisms. Asian countries try to reduce a state machine through the use of ICT. They focus on growth of national research and ICT infrastructure, create favorable conditions for the development of electronic commerce. Web-sites of government bodies are integrated into a single information space.

**Conclusions of the research.** In spite of great diversity of e-government models, its implementation provides solutions to common problems: organization of electronic document flow within government bodies; conversion of citizen-authority interaction into an electronic form; using the Internet to organize and establish interactive communication with citizens; formation of political communication between citizens and authorities, which helps to control functioning of the authorities in the process of decision-making and during implementation of decisions. Practical implementation of these tasks allows authorities not only to get feedback according to their decisions from public, but also effectively implement an idea of conscious participation and active involvement of citizens in solving the most important problems of society.