

DIGITALISATION IN PUBLIC SERVICE DELIVERY: GLOBAL EXPERIENCE, TRENDS AND BREAKTHROUGHS IN UKRAINE

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INTRODUCTION

In 2011, D. Gilgers and F. Peeler have identified four ‘revolutions’ that determine the inevitability of changes in approaches to the digitalisation of relations in the field of public service delivery: Information revolution (rapid spread of the latest communication technologies via the Internet); social revolution in communication (dynamic development of networked communities); economic revolution as a result of the new division of labour (knowledge as the basis of competitiveness, “remote” jobs, etc.); demographic revolution (people “with a digit in their bones” aged 13–30 years have flooded the labour market)¹.

According to F. Plantera, one of the founders and experts of the e-Governance Academy (Estonia), we can identify the trends that have dominated the last three decades of e-governance development, as well as those that will determine the future configuration of digital governments, based on the identification of the ‘Four Eras of e-Governance’²:

I. Digital consciousness and first steps (1990s): digitisation of the processes of individual ministries or departments and focus on building internal capacity, creating the preconditions for the next levels of e-governance.

II. Cross-institutional connectivity (2000s): shifting the focus to the “government as a whole”, transformations that transform transformations that made the government digital and interconnected in a holistic way, the integration of different ministries and information systems on a single digital platform (Example: X-Road).

III. Interoperability enables citizen-centric services (2010s): Seamless service delivery is taking on new forms, responding to citizens' demands for quality communication with the state.

IV. Models for digital transformation in society and the economy (2020s): the rapid development of e-governance around the world, public authorities,

¹ Hilgers D., Piller F. Extending open innovation to open government: a roadmap for new opportunities in citizensourcing. *InnovationManagement.se* : web-site. 28.02.2011. URL: <https://innovationmanagement.se/2011/02/28/extending-open-innovation-to-open-government-a-roadmap-for-new-opportunities-in-citizensourcing/>

² Plantera F. The four ages of e-governance. e-Governance Academy : web-site. 02.12.2019. URL: https://ega.ee/blog_post/four-ages-egovernance/.

local governments and decision makers should become full-fledged subjects of innovation.

The trend towards E-gov 4.0 as a tool for building effective, inclusive and accountable public administration bodies, whose activities will contribute to effective policy-making and public service delivery to achieve the Sustainable Development Goals (SDGs), identified in the UN Global E-Government Survey 2022: The Future of Digital Government³, has gained even greater focus on achieving the SDGs in the 2024 report. This is further emphasised by the title of the report – Accelerating Digital Transformation for Sustainable Development⁴.

As countries around the world strive to achieve the Sustainable Development Goals, the role of digitalisation in these efforts is becoming increasingly important. According to the authors of the UN Global E-Government Survey 2024, the digitisation of public institutions and services has never been more urgent than it is now. Noting that the rapid development of digital technologies opens up significant opportunities for measures aimed at achieving better SDG outcomes, experts are also paying attention to the analysis of “digital public technologies” (DPTs), i.e. digital assets that create equal conditions for wide access or use by being publicly owned, regulated or open-sourced⁵.

Thus, more and more countries are moving towards higher levels of e-government development. UN experts note that this trend requires greater efforts by governments to strengthen telecommunications infrastructure and deploy platforms for online services. They emphasise that the priority should be the full digitalisation of public services without replacing their provision with information only. The latter recommendation is particularly important in the context of crisis management (in particular, military operations, terrorist and hybrid threats from Russia in Ukraine) and when providing services to the most vulnerable groups of the population.

³ UN global e-government survey 2022: The Future of Digital Government. N.Y.: United Nations, Department of Economic and Social Affairs, 2022. 311 p. URL: <https://desapublications.un.org/sites/default/files/publications/2022-09/Web%20version%20E-Government%202022.pdf>.

⁴ UN global e-government survey 2024: Accelerating Digital Transformation for Sustainable Development. N.Y.: United Nations, Department of Economic and Social Affairs, 2024. XXIII, 180 p. URL: <https://publicadministration.un.org/egovkb/en-us/Reports/UN-E-Government-Survey-2024>

⁵ Ingram G., McArthur J. W., Vora P. How can digital public technologies accelerate progress on the Sustainable Development Goals? Brookings Center for Sustainable Development, 2022. 36 p. URL: https://www.brookings.edu/wp-content/uploads/2022/05/Digital_public_technologies_and_SDGs.pdf.

1. The global experience of digitalisation in public service delivery

Both scholars and practitioners pay attention to the problems of developing digital interaction between public authorities and the public in the provision of public services, most of whom rely on the positive experience of foreign countries and the best domestic practices of recent years to ensure the quality of public services in the context of digital transformation, social mobilisation on crowdsourcing online platforms during the war and in the post-war period, digital interaction within the framework of the implementation of the concept and individual areas of Smart City, etc. Among Ukrainian scholars, we can identify publications of 2020–2024: S. Kvitka (2020)⁶; O. Karpenko, G. Denissuk and V. Namesnik et al (2020)⁷; A. Kud (2021)⁸; T. Mamatova and O. Kravtsov (2021)⁹; Y. Borodin, N. Piskokha and H. Demoshenko (2021)¹⁰; A. Andrienko (2023)¹¹; S. Kvitka and V. Korsun (2023)¹²; S. Chukut and O. Karpenko (2023)¹³; N. Korchak, A. Rachynskyi and

⁶ Квітка С. Цифрові трансформації як сучасний тренд періодичного циклу розвитку суспільства. *Збірник наукових праць Національної академії державного управління при Президентові України*. 2020. Спецвипуск. С. 131–134. DOI: <http://doi.org/10.36.030/2664-3618-2020-si-131-134>.

⁷ *Цифрове врядування* : монографія / О. В. Карпенко, Ж. З. Денисюк, В. В. Наместнік [та ін.] ; за ред. О. В. Карпенка. Київ : ІДЕЯ ПРИНТ, 2020. 336 с.

⁸ Кудь А. А. Формування суспільної цінності на основі наявних платформних рішень у публічному секторі. *Актуальні проблеми державного управління*. 2021. № 1 (59). С. 51–67. URL: <http://ap.kh.ua/index.php/apdu/article/view/453/614>.

⁹ Маматова Т. В., Кравцов О. В. Забезпечення якості публічних послуг в умовах цифрової трансформації (Section 10. Ensuring the administrative services' quality in the context of digital transformation). *Development vectors in public management and administration* : collective monograph. Riga, Latvia : Publishing House «Baltija Publishing», 2021. Р. 208–228. DOI: <https://doi.org/10.30525/978-9934-26-082-7-10>.

¹⁰ Бородин Є., Піскоха Н., Демощенко Г. Проблеми і переваги цифровізації місцевого самоврядування. *Аспекти публічного управління*. 2021. Т. 9. № 4. С. 95–103. DOI: <https://doi.org/10.15421/152141>.

¹¹ Андриєнко А. О. Упровадження концепції «Smart City» в управління великими містами України : монографія. Вінниця, Україна : ГО «Європейська наукова платформа», 2023. 196 с. DOI: <https://doi.org/10.36074/Andriienko-monograph.2023>.

¹² Квітка С., Корсун, В. Механізми мережевого управління взаємодією публічної влади та громадянського суспільства. *Аспекти публічного управління*. 2023. №11(2), С. 81–87. DOI: <https://doi.org/10.15421/152322>.

¹³ Чукут С., Карпенко Є. Організація надання електронних послуг в Україні в умовах війни. *Публічне управління та регіональний розвиток*. 2023. Вип. 20. С. 589–613. DOI: <https://doi.org/10.34132/pard2023.20.14>.

N. Larina (2023)¹⁴; S. Kvitka and O. Mazur (2024)¹⁵; Mamatova and Y. Borysenko (2024)¹⁶, and others. It is worth noting the research of international research teams with the participation of representatives of the Departments of Public Administration and Local Self-Government of Dnipro University of Technology, in particular, O. Matveieva, V. Navumau, M. Gustafsson (2022)¹⁷, and O. Matveieva, T. Mamatova, E. Borodin, M. Gustafson, E. Vilborg, S. Kvitka (2024)¹⁸.

The European Commission, OECD and UNDP have issued a number of policy letters, reports and guidelines, including: The E-Leaders Handbook on the Governance of Digital Government (2021)¹⁹; Digital Government Index 2019 results (2020)²⁰; 2030 Digital Compass: The European Path to the Digital Decade (2021)²¹; European Declaration of Digital Rights and Principles (2022)²²; Industry 5.0, a transformational vision for Europe

¹⁴ Корчак Н., Рачинський А., Ларіна Н. Цифрова трансформація та електронне врядування: наукові підходи дослідження в сфері публічного управління та адміністрування. *Аспекти публічного управління*. 2023. Т. 11. № 3. С. 43–49. DOI: <https://doi.org/10.15421/152334>.

¹⁵ Мазур О., Квітка С. Вплив цифрової трансформації на розвиток креативних індустрій. *Аспекти публічного управління*. 2024. Т. 12. № 1. С. 121–128. DOI: <https://doi.org/10.15421/152416>.

¹⁶ Маматова Т., Борисенко Ю. Цифрове врядування: сучасні світові тренди та особливості розвитку в Україні. Публічне управління та місцеве самоврядування. 2024. № 2. С. 46–53. DOI: <https://doi.org/10.32782/2414-4436/2024-2-6>.

¹⁷ Matveieva O., Navumau V., Gustafsson M. Adoption of Public e-Services versus Civic Tech: On the Issue of Trust and Citizen Participation in Ukraine and Belarus. *Electronic Government. EGOV 2022. Lecture Notes in Computer Science*. Vol. 13391. Cham: Springer, 2022. P. 15–30. DOI: https://doi.org/10.1007/978-3-031-15086-9_2

¹⁸ Matveieva O., Mamatova T., Borodin Y., Gustafsson M., Wihlborg E., Kvitka S. Digital Government in Conditions of War: Governance Challenges and Revitalized Collaboration between Local Authorities and Civil Society in Provision of Public Services in Ukraine. *Proceedings of the 57th Hawaii International Conference on System Sciences (HICSS-57)*. 2024. P. 2003–2011. URL: <https://hdl.handle.net/10125/106628>.

¹⁹ The E-Leaders Handbook on the Governance of Digital Government. OECD Digital Government Studies, OECD Publishing, Paris, 2021. DOI: <https://doi.org/10.1787/ac7f2531-en>.

²⁰ Digital Government Index: 2019 results. *OECD Public Governance Policy Papers*. 2020. № 3. OECD Publishing, Paris. DOI: <https://doi.org/10.1787/4de9f5bb-en>.

²¹ Communication from the commission to the European parliament, the council, the European economic and social committee and the committee of the regions 2030 Digital Compass: the European way for the Digital Decade. COM/2021/118 final. European Comision, 2021. URL: <https://eur-lex.europa.eu/legal-content/en/TXT/?uri=CELEX%3A52021DC0118>

²² European Declaration on Digital Rights and Principles. European Comision, 2022. URL: <https://digital-strategy.ec.europa.eu/en/library/european-declaration-digital-rights-and-principles>

(2022)²³; United Nations Development Programme Digital Strategy 2022–2025 (2022)²⁴.

More and more countries are strengthening their institutional and legal frameworks for e-government development. One of the most striking findings of the UN 2022 survey is that more and more countries are moving towards “seamless, invisible government, in which fully automated and personalized services are made accessible to anyone anytime from anywhere”²⁵.

In the World Public Sector Report 2023²⁶, experts focused on accelerating the transition to digital government, which is transforming the relationship between citizens and public authorities, with both positive and negative consequences. Digital technologies have enabled the transformation of core systems and functions and the development of more efficient processes. They also facilitate data analysis for decision-making. Digital technologies and mobile connectivity have been widely used by governments in their efforts to overcome the negative effects of the COVID pandemic crisis, including maintaining a wide range of public services. The main challenges faced in both developing and developed countries included digital exclusion, restrictions on freedom of expression online, digital surveillance, and violations of privacy and data protection, highlighting the gap between online and offline human rights protection. Experts also state that the legal framework and regulatory reforms have not kept pace with the development of digital technologies. Efforts are needed at the national and international levels to harness the benefits of digitalisation while respecting human rights. Care needs to be taken to ensure ethical use of data and prevent discriminatory outcomes, and to recognise the need for contextualised approaches.

The trend towards the transition to E-gov 4.0 as a tool for building effective, inclusive and accountable public administration authorities, whose activities will contribute to effective policymaking and public service delivery to achieve the Sustainable Development Goals (SDGs), identified in the UN Global e-Government Survey 2022: The Future of Digital Government, has

²³ Industry 5.0, a transformative vision for Europe. KI-BE-21-005-EN-N European Commission, Directorate-General for Research and Innovation, 2022. URL: https://research-and-innovation.ec.europa.eu/knowledge-publications-tools-and-data/publications/all-publications/industry-50-transformative-vision-europe_en

²⁴ United Nations Development Programme Digital Strategy 2022-2025. URL: <https://digitalstrategy.undp.org/#Digital-Strategy>.

²⁵ UN global e-government survey 2022: The Future of Digital Government. N.Y.: United Nations, Department of Economic and Social Affairs, 2022. 311 p. URL: <https://desapublications.un.org/sites/default/files/publications/2022-09/Web%20version%20E-Government%202022.pdf>.

²⁶ *Transforming institutions to achieve the Sustainable Development Goals after the pandemic : World Public Sector Report 2023*. Division for Public Institutions and Digital Government, Department of Economic and Social Affairs, United Nations : New York, 2023. xix, 173 p. URL: <https://desapublications.un.org/publications/world-public-sector-report-2023>.

gained even greater focus on achieving the SDGs in the 2024 report. This is further emphasised by the title of the report – Accelerating Digital Transformation for Sustainable Development.

In UN Global E-government Survey 2024 based on the results of the analysis of the global movement towards the Digital Government Model Framework, the following key conclusions were drawn²⁷:

1. In the context of the rapid digitalisation of the world, public authorities should make every effort to meet the growing expectations of citizens and businesses regarding the quality of public services, accelerate progress in this area and accelerate progress towards the SDGs, as well as become more resilient/resilient and more effective in the face of intersecting and deepening crises.

2. It is important for governments, researchers, analysts and others studying or evaluating e-government not only to keep up with global trends and developments, but also to understand that each country has its own resource constraints, legal and regulatory frameworks, as well as cultural, political and social norms, which can have a significant impact on how digital government is introduced and implemented in line with national development priorities and strategies to achieve the SDGs.

3. The application of the UN Digital Government Framework can provide countries with an opportunity to accelerate digital transformation for sustainable development, guided by the principles of good governance for sustainable development and a set of digital parameters and key business drivers in promoting digital governance.

The global average E-Government Development Index (EGDI) increased slightly from 0.6102 in 2022 to 0.6382 in 2024, largely due to progress made in strengthening telecommunications infrastructure. Europe remains the leader in e-government development with an average EGDI score of 0.8493, followed by Asia (0.6990) and the Americas (0.6701)²⁸. More and more countries are strengthening their institutional and legal frameworks for e-government development: most countries have a national e-government or digital strategy, as well as legislation on cybersecurity, personal data protection, national data policy, open government data and e-participation; individuals and legal entities are increasingly able to interact with government agencies through online platforms, receive information and access public content and data.

²⁷ UN global e-government survey 2024: Accelerating Digital Transformation for Sustainable Development. N.Y.: United Nations, Department of Economic and Social Affairs, 2024. XXIII, 180 p. P. 30. URL: <https://publicadministration.un.org/egovkb/en-us/Reports/UN-E-Government-Survey-2024>.

²⁸ Ibid.

The Online Service Index (OSI) assesses the accessibility of online services, as well as the way in which government services are accessed (through one main portal or multiple channels), the availability and functionality of e-procurement and digital invoicing platforms, the integration of GIS or geospatial data and technologies in the delivery of online services, and the availability of sector-specific services and services for people in vulnerable situations. services and services for people in vulnerable situations. In 2024, 25 online services were identified for analysis (as opposed to 22 in the 2022 report). The number of countries offering at least one of these services has not changed, remaining at 189 (98%) out of 193 member states. At the same time, the average number of online services provided globally and in selected regions in 2022 and 2024 has improved significantly (fig. 1)²⁹.

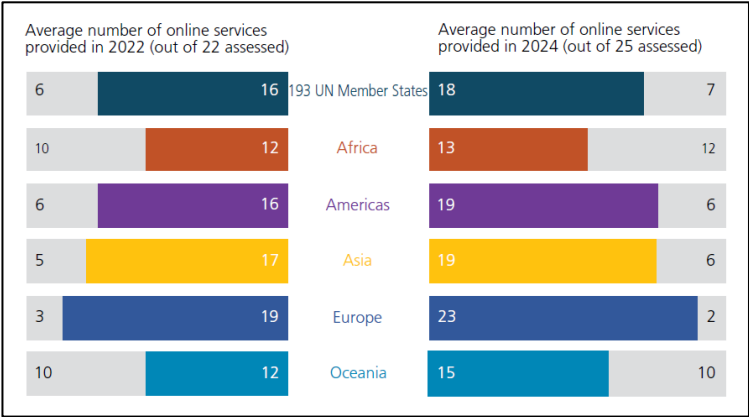


Fig. 1. The average number of online services provided globally and in each region in 2022 and 2024³⁰

In this context, we can agree with the conclusion presented in the publication by T. Mamatova and Y. Borysenko³¹ that further development of digital governance will be determined by the development of digital engagement in all its dimensions, which can be defined through the

²⁹ UN global e-government survey 2024: Accelerating Digital Transformation for Sustainable Development. N.Y.: United Nations, Department of Economic and Social Affairs, 2024. XXIII, 180 p. URL: <https://publicadministration.un.org/egovkb/en-us/Reports/UN-E-Government-Survey-2024>.

³⁰ Ibid.

³¹ Маматова Т., Борисенко Ю. Цифрове врядування: сучасні світові тренди та особливості розвитку в Україні. Публічне управління та місцеве самоврядування. 2024. № 2. С. 46–53. DOI: <https://doi.org/10.32782/2414-4436/2024-2-6>.

components of the E-Government Development Index: E-information – promoting participation by providing citizens with public information and access to information on request or without it; E-consultation: involving citizens in the formation of public policy and services; E-decision-making empowerment of citizens through joint discussion and co-production of service components and methods of service delivery.

2. The Ukraine dynamic in E-Government Development Index components

Since 2022, Ukraine has continued to demonstrate a steady trend of breakthrough improvement in the E-Government Development Index, rising by 16 points to 30th place in the global ranking with an EGDI score of 0.8841³² (fig. 2).

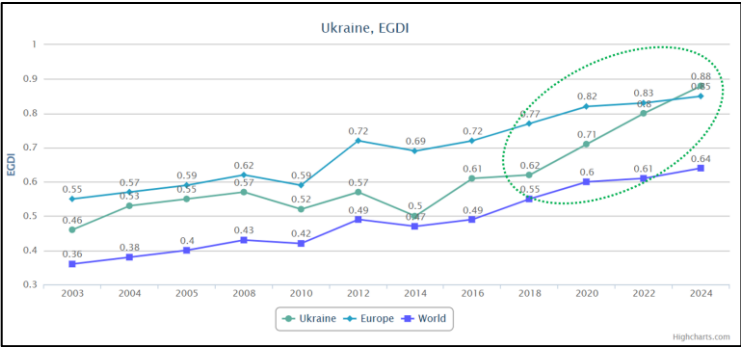


Fig. 2. Dynamics of the e-government development index for Ukraine, Europe and the world (EGDI, 2003–2024)³³

In terms of the overall EGDI value in 2024, Ukraine is the leader in the Eastern Europe sub-region (the regional and global leader in 2024 is Denmark with an EGDI value of 0.9847). For all EGDI components, Ukraine is included in the group of countries with a ‘very high EGDI’: Online Services Index

³² UN global e-government survey 2024: Accelerating Digital Transformation for Sustainable Development. N.Y.: United Nations, Department of Economic and Social Affairs, 2024. XXIII, 180 p. P. 30. URL: <https://publicadministration.un.org/egovkb/en-us/Reports/UN-E-Government-Survey-2024>.

³³ Country Selector. Ukraine. *UN E-governanment Knowledgebase : web-site*. 2024. URL: <https://publicadministration.un.org/egovkb/en-us/Data/Country-Information/id/180-Ukraine>.

(OSI) – 0.9854; Telecommunications Infrastructure Index (TII) – 0.8428; Human Capital Index (HCI) – 0.8240³⁴.

Ukraine showed the most significant improvement in the E-participation and Content Provision sub-indices of the Online Services Index, which reached the maximum value of 1 (fig. 3). At the same time, in terms of the E-participation sub-index, Ukraine moved from 57th place in the ranking to first place from 2022 to 2024, becoming a sub-regional, regional and global leader at once³⁵.

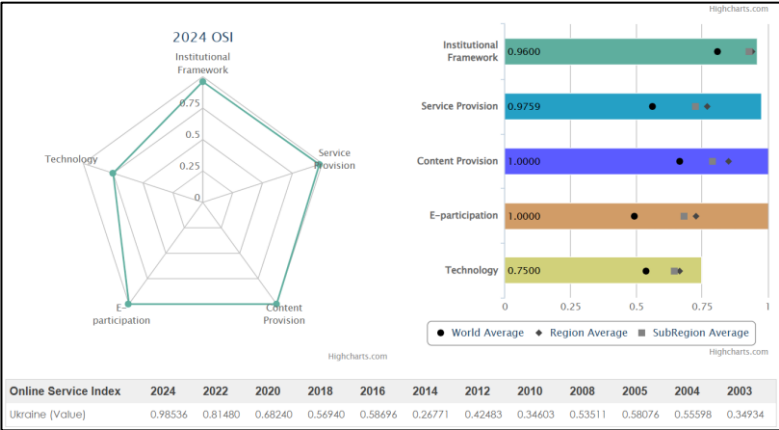


Fig. 3. The structure of the Online Services Index and the value of sub-indices for Ukraine in 2024, the dynamics of indicators for 2003–2024³⁶

Based on the study³⁷, we have to state that the breakthrough success demonstrated by Ukraine has its roots in the years of implementation of

³⁴ UN global e-government survey 2024: Accelerating Digital Transformation for Sustainable Development. N.Y.: United Nations, Department of Economic and Social Affairs, 2024. XXIII, 180 p. URL: <https://publicadministration.un.org/egovkb/en-us/Reports/UN-E-Government-Survey-2024>.

³⁵ Country Selector. Ukraine. *UN E-government Knowledgebase : web-site*. 2024. URL: <https://publicadministration.un.org/egovkb/en-us/Data/Country-Information/id/180-Ukraine>.

³⁶ Ibid.

³⁷ Matveieva O., Mamatova T., Borodin Y., Gustafsson M., Wihlborg E., Kvitka S. Digital Government in Conditions of War: Governance Challenges and Revitalized Collaboration between Local Authorities and Civil Society in Provision of Public Services in Ukraine. *Proceedings of the 57th Hawaii International Conference on System Sciences (HICSS-57)*. 2024. P. 2003–2011. URL: <https://hdl.handle.net/10125/106628>.

decentralisation and digitalisation reforms³⁸. In particular, at the national level, the Ministry of Digital Transformation of Ukraine is successfully implementing “The State in a Smartphone” project, which offers the Diia Platform and App. At the regional level, deputy heads of regional state (military) administrations – Chief Digital Transformation Officer (CDTO) – are successfully acting. Such positions of change agents are also being created at the local level in territorial communities as part of the implementation of digital transformation strategies³⁹. This vision is based on the analysis of the results of three years of assessment by the Digital Transformation Index of Ukrainian Regions^{40,41,42} and the first pilot measurement of the Digital Transformation Index of Ukrainian Territorial Communities⁴³.

The Ukrainian local community's digital transformation index (TCDTI) – a calculated value, which is defined as the result of digital transformation of local communities and characterizes the dynamics of its development according to predefined parameters⁴⁴. The index is a measurement and monitoring tool to assess the current level of digital transformation in the local communities of Ukraine based on the priorities of Ukraine's digital development, and allows to determine the systematic implementation of e-government, e-commerce, e-democracy, etc.

³⁸ Маматова Т., Чикаренко І., Бешта О. Цифрова трансформація публічного управління задля забезпечення інфокомунікації. *Сучасні виклики для державної служби: інформаційно-комунікативний аспект : матеріали міжнародного круглого столу, м. Київ, 18 червня 2024 р. / за заг. ред. Л. Комахи, Н. Корчак, Н. Ларіної. Київ : ННІ ПУДС КНУ, 2024. С. 134–135. URL: <https://ipacs.knu.ua/pages/osn/2/news/2120/files/252be71b-8e9c-4eaf-8a72-dea2f4895774.pdf>.*

³⁹ Бачення цифрової трансформації громад. *Цифрова громада : національний вебпортал.*

URL: <https://hromada.gov.ua/database/transformation>

⁴⁰ Індекс цифрової трансформації регіонів України: підсумки 2022 року. Міністерство цифрової трансформації України, 2022. URL: https://drive.google.com/file/d/1a-tOr16Ahzl_BSk1M7bif4y3CRIfmFRC/view.

⁴¹ Індекс цифрової трансформації регіонів України: підсумки 2023 року. Міністерство цифрової трансформації України, 2023. URL: https://cms.thedigital.gov.ua/storage/uploads/files/page/community/reports/Індекс_цифрової_трансформації_регіонів_України_2023_compressed.pdf.

⁴² Індекс цифрової трансформації регіонів України підсумки 2024 року. Міністерство цифрової трансформації України, 2024. URL: <https://cms.thedigital.gov.ua/storage/uploads/files/page/community/reports/ІНДЕКС%202024%202%201.pdf>

⁴³ Індекс цифрової трансформації територіальних громад України. Перше пілотне вимірювання на основі самооцінки ОМС. *Цифрова громада : національний вебпортал.* URL: <https://hromada.gov.ua/index>.

⁴⁴ The Territorial Community's Digital Transformation Index in Ukraine Initial measurement methodic of the Index. Ministry of Digital Transformation of Ukraine, URL: <https://backend.hromada.gov.ua/storage/uploads/uploads/report/Report-EN.pdf>.

The pilot measurement of the index was held in 2023 with the participation of 1116 local communities, which subsequently provided data on 68 indicators, structured into 15 subgroups in five groups: Digital economy; Development of digital skills of the citizens; Digital infrastructure; Digitalisation of Public Services; Digital transformation of local self-government⁴⁵. Data as of July 2023 for the Digitalisation of Public Services indicator group are shown in fig. 3. The value of the sub-index for the region is calculated as the arithmetic mean of the community indices. Information on the Index in the frontline areas is not displayed for security reasons. The maximum value of the sub-index for the Digitalisation of Public Services group is 25.

Fig. 4. Results of the pilot measurement of the Digitalisation of Public Services sub-index, 2023⁴⁶

⁴⁵ The Territorial Community's Digital Transformation Index in Ukraine Initial measurement methodic of the Index. Ministry of Digital Transformation of Ukraine, URL: <https://backend.hromada.gov.ua/storage/uploads/uploads/report/Report-EN.pdf>.

CONCLUSIONS

1. The results of the research on global experience and trends in public service digitalisation indicate that the vast majority of countries are strengthening their institutional and legal frameworks for e-government development, gradually transforming the public service delivery system into one where “fully automated and personalized services are made accessible to anyone anytime from anywhere”. This is happening in the context of an accelerating transition to digital government, which is transforming both core systems and functions through the development of more efficient processes along with the relationship between citizens and public authorities. At the same time, it is observed that the legislative framework and regulatory reforms do not always keep pace with the development of digital technologies, especially in the area of ensuring the ethical use of data and preventing discrimination in the provision of public services. That is why the application of the UN Digital Governance Framework can provide countries with an opportunity to accelerate digital transformation for sustainable development, guided by the principles of good governance for sustainable development and a set of digital parameters and key business drivers for promoting digital governance.

2. In terms of the overall EGDI value in 2024, Ukraine is the leader in the Eastern Europe sub-region with an EGDI value of 0.8841. It has continued to demonstrate a steady trend of breakthrough improvement in the E-Government Development Index, rising by 16 points to 30th place in the global ranking. For all EGDI components, Ukraine is included in the group of countries with a ‘very high EGDI’ (Online Services Index – 0.9854). The most significant improvement was showed in the E-participation and Content Provision sub-indices of the Online Services Index, which reached the maximum value of 1.

3. The complex of factors that influence progress in various dimensions of digital governance at the local community level requires further research, in particular, how public participation affects the improvement of such quality parameters as accessibility, transparency, timeliness, and inclusiveness of digital public services. In this context, the structure of the TCDTI sub-index “Digitalisation of Public Services” can be clarified and improved.

SUMMARY

In the context of the rapid digitalization of the world, public authorities must make every effort to meet the growing expectations of citizens and businesses regarding the quality of public services, accelerate progress in this area and accelerate progress towards the SDGs, and become more resilient and effective in the face of overlapping and deepening crises. Since 2022,

Ukraine has continued to demonstrate a steady trend of breakthrough improvement in the E-Government Development Index, rising 16 points to 30th place in the global ranking. Ukraine demonstrated the most significant improvement in the E-participation and Content Provision sub-indices of the online services index, which reached a maximum value of 1, becoming a sub-regional, regional and global leader at once.

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