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## **LEGAL SUPPORT FOR THE DIGITALIZATION OF PUBLIC ADMINISTRATION**

The article explores the prospects for the development of electronic governance (E-government) in Ukraine in the context of the digital transformation of public administration, the country's European integration course, and the conditions of martial law. E-government is an important factor in the modernization of the state, as it promotes greater transparency of government, reduces corruption risks, and ensures convenient access for citizens to administrative and social services.

At the center of the study is the development of the Diia platform, which has become one of the most successful examples of digitalization in Europe. The portal and mobile application allow citizens to quickly and conveniently obtain documents, certificates, register businesses, submit applications, and use other government services without the need to visit institutions. Particular attention is paid to new services such as e-Entrepreneur, uResidency, Reserv+, eRecovery, and eVidnovlennia, which have significantly expanded the range of available opportunities for businesses, citizens, and internally displaced persons.

An important aspect is Ukraine's international cooperation in the field of electronic governance. The EU4DigitalUA and DT4UA projects, implemented with the support of the European Union and the Government of Estonia, ensured the modernization of more than 10 state registers, the development of new digital services, and the creation of the Trembita system, which integrated more than 80 state databases and made it possible to shorten service delivery times, avoid duplication of information, and reduce bureaucratic barriers.



The article presents statistical data demonstrating Ukraine's progress in global rankings. According to the UN E-Government Survey 2024, Ukraine ranked 30th in the EGDI index and became first in the world in the e-Participation index (EPART), rising by 56 positions compared to 2022. In addition, for the third year in a row, Ukraine entered the top three leaders of the Open Data Maturity ranking, reaching a 97% open data score. Sociological studies also confirm the high level of citizens' trust in digital services: in 2024, 84% of users evaluated them positively.

At the same time, a number of challenges are highlighted. Technical issues are associated with insufficient Internet coverage in rural areas, outdated infrastructure, and a lack of proper integration between registers. Staffing difficulties include a shortage of qualified IT specialists in the public sector and a low level of digital literacy among some civil servants. A particular threat is posed by cybersecurity risks, which have become more urgent under martial law. Furthermore, Ukrainian legislation often fails to keep pace with the speed of digitalization, creating legal barriers. A socio-psychological factor remains the public's distrust of government and the low digital literacy of older generations.

The article outlines ways to overcome these problems: modernization of infrastructure, expansion of Internet access, integration of registers, training of civil servants through the Diia.Digital Education platform, attracting young IT specialists to the public sector, and expanding digital inclusion programs. In the conditions of war, services for internally displaced persons, the registration of damaged property, and the receipt of compensation via Diia have become particularly important. This demonstrates the high adaptability of digital solutions to crisis conditions.

In conclusion, it is emphasized that electronic governance has become an integral element of state development, ensuring the continuity of administrative processes during wartime and promoting Ukraine's integration into the European digital space. Despite existing difficulties, Ukraine demonstrates significant progress in digitalization and serves as an example for other countries in using modern technologies to strengthen statehood.

**Key words:** digitalization, e-government, digital services, Diia, administrative procedures, cybersecurity, digital literacy, full-scale war, societal resilience.

#### **Тімашов В. О., Кравченко В. Г., Дорошенко А. Г. Правове забезпечення цифровізації публічного адміністрування**

У статті досліджуються перспективи розвитку електронного урядування (E-government) в Україні в контексті цифрової трансформації державного управління, євроінтеграційного курсу та умов воєнного стану. Електронне урядування є важливим чинником модернізації держави, сприяє підвищенню прозорості влади, зниженню корупційних ризиків і забезпеченням громадян зручним доступом до адміністративних та соціальних послуг.

У центрі дослідження перебуває розвиток платформи «Дія», яка стала одним із найуспішніших прикладів цифровізації в Європі. Портал та мобільний застосунок надають громадянам можливість швидко та зручно отримувати документи, довідки, реєструвати бізнес, подавати заяви та користуватися іншими державними послугами без необхідності відвідувати установи. Окрему увагу приділено таким новим сервісам, як e-Entrepreneur, uResidency, Reserv+, eRecovery та eVidnovlennia, що значно розширили спектр доступних можливостей для бізнесу, громадян та внутрішньо переміщених осіб.

Важливим аспектом є міжнародна співпраця України у сфері електронного урядування. Проекти EU4DigitalUA та DT4UA, реалізовані за підтримки Європейського Союзу та уряду Естонії, забезпечили модернізацію понад 10 державних реєстрів, розробку нових цифрових послуг, створення системи «Трембіта»,



яка інтегрувала понад 80 державних баз даних і дала змогу скоротити час надання послуг, уникнути дублювання інформації та знизити бюрократичні бар'єри.

У статті наведено статистичні дані, що свідчать про прогрес України у світових рейтингах. Так, за результатами Огляду електронного урядування ООН 2024 року, Україна посіла 30-те місце у рейтингу EGDI та стала першою у світі за індексом електронної участі (EPART), піднявшись одразу на 56 позицій у порівнянні з 2022 роком. Крім того, наша країна втретє поспіль увійшла до трійки лідерів рейтингу Open Data Maturity, досягнувши показника відкритості даних у 97%. Соціологічні дослідження також підтверджують високий рівень довіри українців до цифрових послуг: у 2024 році 84% користувачів оцінили їх позитивно.

Водночас звертаємо увагу на низку викликів. Технічні проблеми пов'язані з недостатнім інтернет-покриттям у сільських районах, застарілою інфраструктурою та відсутністю належної інтеграції між реєстрами. Кадрові труднощі полягають у браку кваліфікованих IT-фахівців у держсекторі та низькому рівні цифрової грамотності частини службовців. Особливу загрозу становлять кібербезпекові ризики, що актуалізувалися в умовах воєнного стану. Крім того, українське законодавство часто не встигає адаптуватися до темпів цифровізації, що створює правові бар'єри. Соціально-психологічним чинником залишається недовіра населення до держави та низька цифрова грамотність людей старшого віку.

У статті окреслено шляхи подолання проблем: модернізація інфраструктури, розширення доступу до Інтернету, інтеграція реєстрів, підвищення кваліфікації держслужбовців через платформу «Дія.Цифрова освіта», залучення молодих IT-фахівців у державний сектор, розширення програм цифрової інклузії. В умовах війни особливого значення набули сервіси для внутрішньо переміщених осіб, реєстрації пошкодженого майна та отримання компенсацій через «Дію». Це свідчить про високу адаптивність цифрових рішень до кризових умов.

У підсумку підкреслюється, що електронне урядування стало невід'ємним елементом розвитку держави, забезпечило безперервність функціонування управлінських процесів під час війни та сприяє інтеграції України до європейського цифрового простору. Незважаючи на існуючі труднощі, Україна демонструє значний поступ у цифровізації та є прикладом для інших країн у використанні сучасних технологій для зміцнення державності.

**Ключові слова:** цифровізація, електронне урядування, *E-government*, цифрові сервіси, *Дія*, адміністративні процедури, кібербезпека, повномасштабна війна, стійкість суспільства.

**Problem Statement.** The development of the E-government in Ukraine is taking place at a rapid pace and has a significant positive impact on public administration, the economy and society. At the same time, the process of digital transformation faces a number of challenges: uneven access to the Internet, outdated technical infrastructure, lack of qualified personnel, cybersecurity threats and legal barriers. These problems complicate the full implementation of modern electronic services and hinder Ukraine's integration into the European digital space.

**The purpose.** The purpose of the article is to analyze the current state of development of e-government in Ukraine, identify key achievements and challenges in this area, and outline the prospects for further digital transformation of the state in accordance with European standards of openness, transparency, and innovation.

**The state of development of the problem.** A fairly wide range of scientific works is devoted to the issues of the content and essence of public administration methods, in particular the works of



such scientists as: V.B. Averyanov, O.F. Andriyko, O.M. Bandurka, M.V. Bevzenko, Y.P. Bytyak, V.V. Galunko, E.V. Dodin, R.A. Kalyuzhny, T.O. Kolomoyets, V.M. Marchuk, V.I. Teremetsky, Y.M. Todyka, V.K. Shkarupa, M.G. Shulga, I.P. Yakovlev and others. However, to date, the digitalization of public administration is not a completely completed process, this process is ongoing. The process of optimizing the methodology of public administration is also ongoing. Despite the growing popularity of scientific research on the topic of digital transformation of public administration, issues related to the impact of digitalization of public administration on the renewal and optimization of its methods remain practically unexplored and require study. This indicates the importance of analyzing the methodology of public and government activities in the context of digital transformation of public life.

**State of scientific research on the issue.** Ukraine is actively developing the “Diia” platform, which is one of the most successful digital initiatives in Europe, which allows us to quickly resolve issues, receive specific, desired public services, and supports the development of small and medium-sized businesses. The government is implementing the “State in a Smartphone” concept, which allows citizens to interact with the government online [1]. Our present reality is extremely complex, so it is worth noting that electronic services have become critically important for ensuring access to administrative, social, humanitarian services and support for internally displaced persons. Digitalization not only simplifies the procedure for providing certain services offered by our state, but at the same time, the development of the E-government meets European standards of openness, transparency, and accountability of government. The E-government reduces the human factor, automates processes, thereby reducing the risk of corruption. The main state body of Ukraine on the E-government issues is the Ministry of Digital Transformation of Ukraine [2].

The European Union is a key partner of Ukraine in the development of digital governance. The EU4DigitalUA and DT4UA projects have modernized more than 10 state registers, developed new services in “Diia” and improved cybersecurity, and implemented the “Trembita” system. The “Trembita” system is the central platform for electronic interaction in Ukraine, which ensures data exchange between state information systems and registers. It is based on the Estonian X-Road technology and serves as the technical foundation for most electronic services, including those provided through the “Diia” application and portal. Thanks to “Trembita”, state bodies can receive information from different registers without duplication and the need for paper requests. This allows you to reduce the time for providing services, reduce the bureaucratic burden and reduce corruption risks.

“We are proud to support uResidency, which is another brilliant example of Ukraine’s digital excellence. Ukraine continues to push the boundaries of what is possible in the digital sphere, despite the serious challenges caused by Russia’s aggressive war. Through our EU4DigitalUA and DT4UA projects, we are honored to further strengthen the Ministry of Digital Affairs’ efforts to support Ukraine’s economy in these most challenging times,” said Katarina Maternova, Ambassador of the European Union to Ukraine [3].

Of particular importance is the principle of “once only” implemented by the system: citizens no longer need to submit the same data to different authorities multiple times. The platform guarantees the protection of personal information, as it is built on modern encryption protocols and meets international security standards.

Trembita was made possible thanks to the support of the European Union and the Estonian government, which facilitated its implementation in Ukraine within the framework of the EU4DigitalUA and DT4UA projects. Today, the system is used to integrate over 80 state registers and is a key element of the digital transformation of the Ukrainian state [4].

DT4UA, with a budget of €17.4 million, financed the launch of over 150 services, including automatic granting of combatant status, the uResidency service, e-Entrepreneur, and Reserv+.

The e-Entrepreneur service is an integrated electronic service in the application and on the “Diia” portal, which provides entrepreneurs with the opportunity to perform most administrative procedures online. Through it, you can register an individual entrepreneur or a limited liability company, change data about an existing business, switch to a simplified taxation system or register

as a VAT payer. Services for opening bank accounts in partner banks, submitting vacancies, registering cash registers and submitting declarations are also available. The main goal of the service is to reduce the time to complete procedures, reduce the bureaucratic burden and increase transparency [5].

According to estimates by the State Tax Service of Ukraine, the time for registering an entrepreneur has been reduced from several days to 15–40 minutes, which significantly increases convenience for business [6].

The uResidency program allows foreign citizens to conduct business in Ukraine remotely. It allows you to register as an entrepreneur, open accounts in Ukrainian banks, and pay taxes online, even without being physically in Ukraine. The tax rate is five percent of income, and the system automatically generates declarations. As of the launch of the program, it was available to citizens of India, Pakistan, Thailand, and Slovenia. The project is being implemented with the support of the European Union in cooperation with the Estonian Academy of e-Government. In the first months, more than two hundred foreigners registered to participate in the program. This opens up new opportunities for Ukraine to attract investment and integrate into the international digital space [7].

The Reserv+ service was created to optimize the mobilization process and provide deferrals. It allows citizens who are entitled to deferral of service to receive it automatically without visiting military centers. For example, automatic extension of deferral is valid for students, postgraduates, doctoral students and people with disabilities, and in the future it is planned to extend it to parents with many children. Thanks to this solution, the need for constant paper procedures disappears and the burden on military registration authorities is reduced. Data is synchronized with state registers, which ensures the relevance of information and minimizes the risk of errors. These initiatives demonstrate Ukraine's desire to integrate into the European digital space and create unified standards for electronic interaction.

According to the results of the latest UN global survey in 2024, which is conducted every two years and assesses the level of e-government development in 193 countries around the world. "United Nations E-Government Survey – Accelerating Digital Transformation for Sustainable Development," Ukraine has significantly improved its position in the global digital governance rankings [8].

In particular, Ukraine became the first in the ranking of electronic participation (E-Participation Index, EPART), rising by 56 positions compared to 2022. And in the ranking of electronic governance (E-Government Development Index, EGDI) it took 30th place, which is 16 positions higher than in 2022 [9].

Ukraine is in the top three of the Open Data Maturity rating for the third time in a row with a data openness rate of 97% [10].

According to a KIIS survey supported by UNDP, in 2024 84% of Ukrainians who use e-government services rate them as "fairly" or "very" positive. For comparison, in 2023 this figure was ≈ 78.5%. [11].

The development of e-government in Ukraine is a progressive direction, but it is accompanied by a number of challenges and problems that require thoughtful solutions. In the process of developing e-government in Ukraine, a number of problems arise, which can be conditionally divided into five main categories.

Technical problems are primarily related to uneven access to the Internet, especially in rural areas and temporarily occupied territories. This significantly limits the population's ability to use digital services. In addition, many government agencies still use outdated infrastructure, which complicates the implementation of modern technologies. Another serious problem is the lack of proper integration between various electronic systems and databases, in particular state registers and services, which leads to duplication of information and inefficiency of administrative procedures.

Staffing problems include a shortage of IT specialists in the public sector, which significantly slows down the process of digital transformation. Many government employees have a low level of



digital literacy, which makes it difficult to implement new technologies. An additional challenge is resistance to change from the older generation of officials, who are accustomed to traditional paper bureaucracy and are distrustful of digital innovations.

Cybersecurity and data protection also face serious challenges. There is a real threat of hacking attacks, especially from an aggressor state, which could have catastrophic consequences for the security of citizens' personal information, including a large-scale attack on the civil registry in 2025. In addition, many electronic systems do not provide an adequate level of protection for personal data, which undermines public trust in digital services. People fear that their data could be lost or used without their consent.

Legal and regulatory barriers are related to the fact that Ukrainian legislation often does not keep up with the pace of digitalization. Many administrative procedures are still not regulated in electronic format, in particular the procedure for appealing decisions made in the online environment. In addition, there is a difficulty in integrating with international electronic services due to differences in legal regulation.

Socio-psychological factors also play an important role. A significant part of the population, especially older people, has a low level of digital literacy, which limits their ability to use electronic services. Mistrust of the state and its initiatives in the digital sphere is also widespread. People fear control by the authorities and possible violations of the confidentiality of personal data. However, an analysis by UNDP together with the Center for Digital Accessibility Competencies showed that the level of accessibility of government websites for people with disabilities is increasing: in 2024, 24 out of 100 executive government websites had a sufficient or high level of basic accessibility, which is 2% more than in 2023 [11].

Technical problems can be solved in several main ways. First, it is necessary to expand access to the Internet, especially in rural areas and remote regions. This is possible through government investments, preferential programs for telecommunications operators, as well as through cooperation with international donors, in particular the World Bank. Infrastructure projects are aimed at modernizing key registries, integrating services, and expanding high-speed Internet coverage. Programs for connecting remote settlements are being implemented in cooperation with international donors and private companies. It is worth noting the creation of an innovation ecosystem: in 2025, the EIT Community Hub Ukraine was opened, which supports startups, the development of STEM education, and digital inclusion. The development of e-democracy is also an important direction – electronic petitions, public consultations, and participatory budgeting have become tools for strengthening citizens' influence on decision-making.

Secondly, it is worth modernizing the technical infrastructure of government bodies, replacing outdated equipment and switching to cloud technologies for data storage. The third step is to create a single digital environment, which involves the integration of all state registers and services through modern APIs and compatible protocols that ensure the exchange of information between institutions.

Regarding personnel issues, the key area is to improve the skills of civil servants by organizing systematic trainings, seminars, online courses and certification programs, in particular on the basis of "Diia.Digital Education". In addition, it is necessary to create attractive working conditions for IT specialists in the public sector: to ensure competitive wages, offer flexible schedules or remote work, and introduce internship opportunities in IT companies. Special attention should be paid to the formation of a digital culture in government bodies, in particular by introducing digital ambassadors – specialists who will help colleagues master digital tools – and support initiatives from management.

Digitalization and the implementation of e-government have become especially important for Ukraine after the start of a full-scale invasion. In wartime, public and private digital services help to maintain the country's vital activities, ensure the security of citizens, and promote economic stability.

One of the key areas is the development of electronic public services. Thanks to the "Diia" platform, citizens can receive documents online, including passports, certificates, driver's licenses, and other important documents. During wartime, this allows avoiding queues at government



institutions, reduces risks to the life and health of citizens, and provides quick access to necessary services even in frontline cities.

Another important aspect is digital financial services. Online banking and government assistance programs allow citizens to receive social benefits, pensions, and humanitarian assistance without having to visit physical branches. This is especially critical during times of movement restrictions due to hostilities.

Digitalization also helps support businesses and the economy. Platforms for e-commerce, online reporting and tax payments help businesses continue to operate even when physical offices are unavailable. Additionally, digital tools allow for military situation monitoring and coordination of humanitarian aid logistics, improving the efficiency of responses to population needs.

Thus, digitalization in the conditions of full-scale war plays the role of a critical tool that ensures the vital activity of the state and the security of citizens. It allows for rapid adaptation to new conditions, preserves the functioning of state and economic processes, and increases the resilience of society in the difficult conditions of wartime.

Development of digital services focused on the modern needs of war and post-war times: automation of the provision of humanitarian support, statuses (combatants, internally displaced persons, etc.), services that help restore documents, housing, property, and saved data after attacks.

In Ukraine, the IDP registration service has been launched through "Diia," which allows people forced to leave their homes due to war to register as internally displaced, receive a certificate, and use state assistance. This can be done using a smartphone, without having to go to government institutions.

"Diia" has updated its service for IDPs so that now you can apply for IDP status and apply for cash assistance for the entire family at once – for yourself, children, partner, or other displaced family members – with one application.

IDP status entitles to monthly targeted housing assistance. Another important change is that internally displaced persons can receive state social services and payments based on e-documents or a certificate from the State Migration Service, even if they have lost their passport or physical document due to the war.

From July 1, 2025, the approach to residence assistance payments to IDPs has changed: now the Pension Fund bodies take over the processing of applications, calculations and decisions on payments. Applications can be submitted via the portal or application "Diia", at the administrative services center or at local authorities [12].

The eVidnovlennia (eRestoration) service is intended for residents whose homes have suffered minor damage – for example, broken windows, doors, and relatively minor defects. The service is simplified and digitalized: using "Diia" you can submit an application with just a few clicks, communities must create special commissions to assess the damage and make a decision.

The government has also approved a single universal digital document confirming damage or destruction of housing. This document is used to enter the register of destroyed or damaged property, which facilitates subsequent receipt of assistance or compensation.

One of the services is the registration of damaged property through "Diia". Citizens can submit a report about damaged or destroyed housing, after which their application is assessed and entered into registries that collect data for further compensation or restoration.

**Conclusion.** E-government in Ukraine has become an important tool for modernizing public administration and ensuring citizens' access to services, especially in times of war. Thanks to the development of "Diia" and international support, administrative procedures have been simplified, corruption risks reduced, and government transparency increased. Despite technical, personnel, and cybersecurity challenges, Ukraine is demonstrating significant progress in global rankings and is confidently moving toward integration into the European digital space. Thanks to digital reforms, a new culture of interaction between citizens and the state is being formed, based on trust and convenience. Further development of e-government will be a key factor in Ukraine's recovery and European integration. Our successes in the field of e-government already serve as an example for other countries developing digital services.



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