

**DEVELOPMENT OF INFORMATION SUPPORT
OF THE GOVERNMENT IN UKRAINE: PRECONDITIONS AND DIFFICULTIES**

The authors considered a breakthrough in the field of information, technology, creating opportunities for a radically new use of the intellectual, organizational, technical capacity, is a revolutionary step in the development of mankind. Realization of these possibilities can occur only in an evolutionary manner. This is especially true of organic changes in the institutional sphere of the state and in the government. Otherwise there is a crisis of social and technological situation.

The article highlights the relevance of obtaining and processing information exchanges and protection, acquiring skills to use information sources. What are the priorities of society? In terms of total informatization of all areas of life one important issue is mastering the computer as a tool and instrument quality, performance of professional duties. By innovations state mechanism adjusts slowly and carefully. Responding to calls and the possibility of introducing something new and, of course, maintaining progress in all other areas of life, the state very carefully change their infrastructure and bureaucratic way of bureaucratic activity.

Keywords: governance, process management, process, information, information sources, Internet website.

Коваль Г.В. Розвиток інформаційного забезпечення державної влади в Україні: передумови і труднощі

У статті висвітлено актуальність здобуття та обробки інформації, обмін нею та її захист, набуття навичок користування джерелами інформації, що є пріоритетними напрямками розвитку суспільства. В умовах тотальної інформатизації всіх сфер життя одним з важливих питань стає оволодіння комп'ютером як засобом та інструментом якісного виконання професійних обов'язків.

Ключові слова: державне управління, управлінський процес, технологічний процес, інформатизація, джерела інформації, Інтернет, веб-сайт.

Коваль А.В. Развитие информационного обеспечения государственной власти в Украине: предпосылки и трудности

В статье освещены актуальность получения и обработки информации, обмен ею и ее защита, приобретение навыков пользования источниками информации, которые являются приоритетными направлениями развития общества. В условиях тотальной информатизации всех сфер жизни одним из важных вопросов становится овладение компьютером как средством и инструментом качественного выполнения профессиональных обязанностей.

Ключевые слова: государственное управление, управленческий процесс, технологический процесс, информатизация, источники информации, Интернет, веб-сайт.

Introduction

Primarily it is balance between important scientific and practical tasks. It is difficult to find some areas where not used computers and information technology. Their rapid development of feeding two important factors: the human desire to know more, learn more information and fast pace of technological progress, that every day improving facilities and sources of obtaining and processing information. Computing and

communications have become part of modern life, and the surprise is not their existence, but rather, the lack of or insufficient effective use.

Analysis of recent research

Research themes Information Processes paid attention to a large number of works of domestic and foreign scholars. Among the modern Ukrainian scientists work is to provide researchers such as O.H. Hnattsov, N.R. Nyzhnyk,

H.I. Lelikov, T.A. Church and others. Among the fundamental research or technical-information integration progress is the work of G. Piskorski, V. Malinowski et al.

Among modern foreign researchers the implementation progress of information processes should be made of R. Chapus, P. Delvolve, E. Toffler, J. Dror.

Statement of research objectives

The aim of the article is to analyze the creation of national information infrastructure that will provide information and analytical support interaction specialist's authorities in the study of decision-making on issues of governance.

Results

Background due to the fact those in recent years has grown considerably the amount of information exchanged between government, management and flow of documents. The relevant processes are observed in neighboring countries.

In the field of informatization there is a question: "Revolution or evolution?" which can be solved easily. Revolutionary changes in the global associated with the transformation of information resources in driving, productive force in all spheres of social reality, can be realized only in an evolutionary way.

Third Wave civilization transformations, which quite vividly written in the book E. Toffler, can't unambiguously gain strength "ninth wave". Stacking the industrial period the electronic revolution has to overcome the natural order. E-Web can create the conditions for changing the world, but you need to fill the information channels was adequate goals and objectives that are going to solve mankind. It identifies two main areas of use of modern information and communication capabilities: in the world, which means an international level, and national-state. Topic of the article - the system of public authorities (UGA) of our country that commits to restrict the scope of Ukrainian material, although not precludes the analysis of foreign experience.

State involvement in the processes associated with the formation of the information society, has several aspects. Public authorities should:

a) Define the state policy regarding the main trends of the translational motion of society because of the new opportunities in the field of information [7, p. 35];

b) To provide an adequate legal framework for regulating the accumulation and management of information resources and information technology,

to create telecommunications, corresponding to modern information delivery capabilities;

c) To organize their own activities based on the maximum use of electronic information resources;

g) To ensure that its sphere of influence, that is, in the management and regulation of the transition to the information society.

On the first two directions write and speak a lot, although there are problems. Detailed focus on the principles set out in paragraphs "c" and "d". It's about solving the most common issues in the formation of a national information resource and establishing the necessary legal framework.

Improved governance through information technology is no doubt, because the use of automated systems improves the quality and speed of processing and transmitting information, the flow of which is constantly increasing. Public authorities, taking advantage of new information technologies can create qualitatively new ways of interacting with each other and citizens, thereby increasing the efficiency of the whole. Information and communication technologies in government will provide government services to citizens and businesses through the internet, to increase access to public information, set transparency of decisions through constant dialogue with the public and as a result, the development of a democratic, open to the public information state. Solution of these problems can contribute to implementation of an Internet presence in government processes through the creation of the authorities of their official websites and on their base the development of e - government which is one of the main directions of development and transformation of the relationship between state and society [8, p.157].

Breakthrough in the field of information technology, which is the creation of fundamentally new opportunities for the use of intellectual, organizational, technical capacity, is a revolutionary step in the development of mankind. Realization of these possibilities can occur only in an evolutionary way. This is especially true organic changes in the institutional sphere of the state and in the government. Otherwise there is a crisis of social and technological situation.

Why is the path to the information society with the participation of state mechanisms and regulation of the law can only be gradual? To answer this question, focus on three main points.

First, it is important to consider that the institutions themselves "country" and "statehood"

because of its links with the community system are the most conservative mechanisms of self-organization. The failure of many administrative and economic reforms, excluding aggregate root connections with the basic characteristics of the state of society in general, confirm this [7, p. 78]. In resisting public institutions, innovations and revolutionary transformations extremely slow uptake of new management techniques are shown as negative and positive sides. It employs a genetic connection protection of society and the state. Repeatedly it was possible that historically traced to changing forms of state power and government.

Attempts to destroy the state, relying solely on political factors, economic interests, national, ethnic or religious priorities, it turns out (especially in the 20th century) in vain. To change the institutions of the state and its functional nature of forces must be accumulated in its very basis of the material - in society. Theory and methodology of systems not yet cover the whole variety of components and connections of such a complex and highly organized system of the state.

Secondly, the manifestations of government institutions, methods of implementation of its purpose, slowly but changing. There are factors that accelerate these processes. They can be seen in the change of civilizations [12, p. 147] or economic structures. Today there is a question of accelerating the transformation of state mechanisms under the influence of factors in the revolutionary technology and, above all, information technologies.

At first glance, it seems that retrograde state institutions are a hindrance to the information society. There is a temptation to provide "streamlining" of the traditional mechanisms by creating a global information flows, which could do without government involvement. Internet - a vivid example. Global Wide Web as it covers power, including bureaucratic structures and their local news channel, creating technology open, "free" communication of information. This violated the usual mechanisms of power, creates a view of the possibility to do without them.

Most likely, it is an objective process of human development, in which the transformation of government intertwined mechanisms, weakening their globalist with strengthening social mechanisms of self-regulation. Given this, it should be wary of the revolutionary tenets of rapid introduction of information technology in society self-regulatory mechanisms when disconnected

state institutions [7, p. 46]. On the passive role of government in the establishment of the information society can't be considered. Dialectic relationships and dependencies in social systems create a fairly complex and little studied organism that is an open system and requires constant mutual adaptation. Solving social problems is not yet possible without organizing and paternalistic role of the state.

Third, in search of an answer to a question about the inevitability of the evolutionary path of information in society in general and in particular, in the government, you should understand the degree of susceptibility to the structures of power innovation and restructuring of traditional methods.

Recently, Ukraine has a transition to information society, which is characterized by the growing role of information in social processes, speed of processing, the penetration of electronic computers and it is based on modern information technologies in all spheres of public life. But the transition is very slow. On many areas of our lives need to be improved sufficiently effective use of information technology? Sometimes the latter are not used at all. The level of computerization of government agencies, businesses and citizens of Ukraine is much lower than that of the leading countries in Europe and the USA. Therefore, the situation with the development of information and communication technologies by government is legitimate concern [3, p. 45].

Network computer systems, modern communication form the basis of technical authorities. Computer systems of this class significantly accelerate work on the most difficult parts of the analysis, for example, in the analysis and evaluation of the operational environment in emergency situations during processing of socio-economic information, preparing reports, the formation of operational reports and certificates.

Upgrading of public authorities not only depends on objective conditions, but also on the subjective factor in the face of public servants.

J. Dror from Germany in their research says about the three types of higher civil service in a modern state [4, p. 34]. Radical transformation of the present day, he calls "the first global revolution" for the establishment. Under this name in the eighties, a report by the Club of Rome on the nature of the post-industrial period. The author's conclusion is that the service on the main aspects outdated and unsuitable for the tasks

of the central government “of the highest order.” J. Dror believes that the expectations on methods of a market economy as a universal means of overcoming the crisis did not materialize, says the failure of governments to deal with urgent problems. The reason for this state of affairs is largely a lack of professionalism and low moral quality officials. This causes the authorities to go for decisive reconstruction methods of recruitment and overall management technologies.

Assessing the state of affairs in the UK, and P. B. Credit Keterol to celebrate the traditional British view of the ministry as a center defending vested interests, which is regarded as a sign of political influence. They also indicate that excessively increasing volume of work indicates poor management [4, p. 67].

Economics and social situation in Ukraine in today’s undergoing significant changes. In these circumstances, the authorities need accurate response to these changes in order to achieve the goals identified in the country. In this context, managerial staff in their daily work must necessarily take into account the needs of an information system management. This term refers to a set of procedures and techniques, which aims to provide guidance for management information that is required to make various decisions [5, p. 6-10].

Another indicator that clearly reflects the efficiency of the implementation and use of information technology in management processes is the interaction of individuals and organizations with public authority, which provides a set of services that, allow individuals and organizations to request and receive necessary information on the Internet or permits and transfer of authorities government statutory reporting. In addition, it should be possible tracking of requests. For example, the so-called principle of «one window» implies one entry point for interaction with the authorities at all levels. This requires a system that can automatically send queries and reports to the competent authorities and thus be considered as a single state «provider» of services for citizens and businesses.

Hence, the subject of this paper aims to highlight the possibility of using information technology in modern management process, outline the problems that exist in the art at local and national levels, and suggest ways to improve it.

The situation with the introduction of information technology in modern society and

particularly in management, but has positive effects and a number of problems. Against the background of most rapid information society some segments of the population, according to a number of reasons, do not have time to adapt to new requirements and subject to the conditions present [6].

Therefore, an information system of government – it is not only the use of new technologies in management, but also the construction of a new concept of public administration.

Information and technological innovations in governance should be comprehensive in nature, to be related to the simultaneous and coordinated use of information, organizational, legal, social, psychological, human, technical, logical-semantic and many other factors.

A variety of approaches to the problems of information scientist’s authorities, difficulties implementing the government, the need to improve feedback from the public, private and fragmented nature of relevant research projects prevent systemic understanding, and practical generalization of experience in the practice of public administration. Great prevalent official websites of the main authorities, political parties, political organizations and individual politicians. Unfortunately, they hardly take into account the potential of information and communication technologies in social and political organization of society. But in the Information Society Online of government as a way of information interaction between state and society is the most optimal for the modernization of public administration in the institutions of direct electronic democracy.

The effectiveness of governance depends on the level of interaction with citizens and businesses, the quality of each institution interaction of each other.

Development of appropriate technical resources will not solve all the problems in public administration, but it can significantly improve the efficiency of its work on these levels. After application of the latest technical tools accompanied optimizing organizational procedures, making them simpler and logically sustained.

Especially important is to improve cooperation between authorities. Paper circulation of documents adopted at present between the state and local authorities are too slow leading to costly resources required for postal services, office, forced

to record incoming and outgoing documents to send. If there is a certain structure of the automated system in parallel to the traditional, for him the necessary support processes attached registration document information and scans text for inclusion in the document database system. That is, the use of computers in this case only complicates the workflow instead of simplifying it [3,p.78].

Out of this situation is to create a system for exchanging electronic documents between organizations that provide accelerated delivery of documents, guarantee delivery, delivery «under painting» - alerts the sender of the receipt and registration of the document recipient, reducing costs.

It should be noted that the traditional paper-not soon lose its importance, the process is very slow computerization - in the coming years, it is still important documents will be issued, approved and delivered in paper form.

However, there are (and some organizations have operated) integrated paper- electronic technology, in which a document is sent electronically, recorded, and it is an electronic copy of the work performed and the paper copy is transmitted normally. In particular, at this time it is implemented at the Lvov regional state administration and regional administration area using electronic document "DokProf".

The introduction of legislation to provide legal significance of digital signature, opens the possibility of creating systems of electronic document exchange that does not require duplication of paper and electronic documents can thus significantly reduce the cost of government and administration [10].

To the difficulties in the way of the development of such systems can keep absence of any workflow systems in a number of organizations, a variety of systems and formats used in different organizations, the need for reliable authentication of senders / recipients, protection of information on changes in the delivery process, the need to protect confidential information.

Modern software tools allow you to successfully solve all these problems. And now the design and implementation of systems that automate exchange of electronic documents between organizations, there is absolutely real challenge.

The operation of these systems is possible and among organizations that do not have an automated workflow system. They can receive and

transmit documents by means of e-mail exchanges, supplemented by means of the forms, electronic signature and means of protection. The greatest advantage (both tangible reduce the complexity in particular) will receive the organization in which fully automated workflow.

The effectiveness of governance can be characterized by three components:

- The efficiency of interaction with citizens and businesses;

- Internal efficiency of each institution separately;

- Efficiency of interaction of each other [1, p. 45].

Information technology is not a panacea, but they can produce a significant increase in the efficiency of all three units. Implementation of information technology, in practice, leads to optimization of organizational procedures by making them more simple and logical.

Expected from the implementation of information technology results can be divided into two classes - strategic and tactical.

Tactical result is mainly due to the reduction of costs. They are fairly easy to define and measure. Estimated in monetary terms, the benefits can be calculated based on calculating how much you can pick up individual cases for storing documents as free space as possible to reduce staff (or at least prevent its growth), how much time will save organizations and citizens who interact with authorities and others.

The expected strategic results – improvement in the quality of administrative decisions, increase public confidence in government, a significant reduction in direct and indirect social costs for the maintenance of power.

Information and communication technologies can significantly broaden cooperation between the state and its citizens to improve the quality of this interaction and thereby contribute to the strengthening of civil society based on mutual understanding, taking into account the interests of each and the desire for general structural purposes [9, p. 168].

Search and obtain information. A convenient representation of the Internet complete, accurate and up to date information on all public authorities can greatly simplify the process of finding relevant information, save time officials who are forced to answer questions, as well as reduce errors.

There is a problem in ensuring the functional clarity of information systems and their compatibility with each other and with the

activities of the state administrative apparatus. Each type of information system must meet strict maximum range of management functions and lead to duplication.

Equally important is the regulation of relations on the registration information. This is the initial registration or initial information that underlies all these transformations of information. The main hub of social and legal issues around the quality of fit of the data, its validity, completeness, uniqueness, timeliness and around its future use. This is not only a problem of the validity of the document machine, the problem of completeness, validity, accuracy, urgency of information, but also the problem of getting the right information, the problem of the order, exclusivity and priority use of [2, p. 151-152].

Output information outside of individual departments, turning it into a nationwide interarray with the principles of collective use primarily raises the question of legal status information. Requires appropriate general legal act that would establish rules for storage, processing and use information. The authorities are vulnerable to lack of information of their activities. One approach to overcome this situation is to create a public information- analytical system (IAS).

Nexus structural elements of the system are expected to perform through a common telecommunications information highway based on national communications, departmental systems of information and communications, and government communications.

So, technical and technological point of view IAS is a global computer information network of interconnected structural elements that are, in turn, information- analytical systems departments and interdepartmental systems.

Importantly, the creation of technical and technological basis of IAS is only a beginning. To further their goals should include a single coherent information environment all authorities that develop and operate according to certain concepts and rules and ensure the integrity and relevance of all information , development of analytical models, methods Problems and algorithms from the standpoint of modern science , including systems analysis, mathematical modeling, and others, improve process management in state government by maximizing the use of IAS, training of new professionals to articulate the problem in the functioning of the IAS and deliberately to use the results.

The effectiveness of the functioning of the IAS directly related to the information of the regions where funding is often appropriate regional projects implemented by local budgets , which just formed all the original information, and sometimes other ways to obtain specific data do not exist. In addition, some departments formed information that circulates only at district or regional levels (because of the heterogeneity between the center and regions in a snap means of information, application of information technology, training), but may be of interest for central government (for example, such information can serve data about the financial status of individual entrepreneurs) [10].

State policy in the field of information defined by the Law of Ukraine, which create the legal framework for implementing tasks of national programs in formatization. Basic objects of these laws and the program is not continued saturation technique , and the formation of legal, organizational, scientific, technical, economic, financial, methodological and Humanities conditions of informatization development [11]. This is important in the application and development of modern information technology in their respective spheres of public life in Ukraine , the formation of national information resources, the creation of a national network of information science, education , culture, health care, etc., creation of national systems of information-analytical support of public authorities and local governments .

Based on the above it can be concluded that Ukraine should establish a system of information of government is as interrelated and appropriately set organizational, legal, informational, methodological, programmatic, technical and technological components that provide the required level of quality of administrative decisions taken by the management of information resources and information technology.

Conclusions

Prospects for further research in this direction. The question of further purposeful introduction of scientific and technological achievements both in management and in other important activities of the state should be considered from the perspective of continuous improvement of the machinery of government and its legal regulation. In particular, important areas of work:

First, is the preparation of current regulations and standards for use of information in society.

Law as a general regulator of social relations is one of the main sets of information that must be adapted to the new conditions. Events for the preparation and use of normative legal material in need of information not only centralized, but the sole methodological basis. At the national level should also provide the state to form a functional information- search engine acts that serve all parts of the state machinery.

Secondly, training of management personnel to function in conditions of informatization. An important condition for the organization of the administrative staff is the legal status of each body, its departments, and employees. Now that the changes have affected all levels of management, provision and management departments, job descriptions should significantly update. The

formulation of the provisions of units and job descriptions should be based on common methods and classifiers functions.

Thirdly, the successful resolution of issues directly related to the creation of information systems involves establishing a complex network of organizational and managerial relations that arise in the planning, coordination and control of project development of management information systems of various degrees.

Destination information system is to provide its users with data that provide make informed and effective decisions relevant authorities and management within its competence, and preparing decisions of higher courts in compliance with the principles and proven National and international information.

References

1. Chapus R., *Droit du contentieux administratif*, Montchrestien, 12 - Ed., 2006. – 123p.
2. Church T.A. «Informasija i specifik» (Information and specific) *Praktizeskaja VIII Iternacionalnaja nauznaja konferenzija (Proceedings of VIII International Scientific Conference) // “Man, Culture, Technology in the New Millenium “ NAU im.M.Ye.Zhukovskoho “ XAI”, 2007. – 176p.*
3. Delvolve P.A. «Aadministrative pravo». (Administrative Law). Translation. / / Publisher of «Conus – U». Kiev. In 2008. – 240p.
4. Dror J. “Delta – Type senior civil service for the 21 st Centure” // zurnal «International Review of Administrative Sciences», 2009. № 1. – 43 p.
5. Hnattsov O.G. «Iformawijni resursi v sistemi zabezpezenja derzavnoi bespeki»(Information Resources in the system of State Security)Ukr. Science. Research. Institute of problems of the state. – Kiev: NaukovaDumka. – 2009. –pp. 6-10.
6. «Informazijni tehnologii ta efektyvnist sistemi derzavnogo upravlinja» (Information Technology and effectiveness of public administration) // [ElectronicResource] – Mode of access: nbuv.gov.ua Portal of Scientific Periodicals.
7. *Konzeptija gosudarstvennoj informacionnoj politiki // M., 2001. – 210p.*
8. Nyzhnyk N.G., Lelikov G.I. «Informazijni tehnologii v strukturax derzavnoi sluzbi» (Information technology in civil service structures) // N.R. Nyzhnyk, H.I. Lelikov, Manual. – Kiev: Centre textbooks, 2003. – 220 p.
9. Piskorski G.A. «Informazijna bespeka ta strategija informazijnogo suspilstva» Information Security Strategy and the Information Society. – Kiev: Centre for the Study of Civil Society, 2000. – 460 p.
10. The Law of Ukraine «Pro Konzeptiju nazionalnoi programi informatizazii» (On the Concept of National Informatization Program) from 04.02.1998r. Number 75/98-VR. // [ElectronicResource] - Mode of access: <http://www.zakon.gov.ua>.
11. The Law of Ukraine «Pro zatverdenzja zavdan nazionalnoi programi informatizazii na 1998-2000 roki»(Approval of the National Informatization Program Objectives for 1998-2000) // [Electronic Resource] - Mode of access: <http://www.zakon.gov.ua>.
12. Toffler E. *Tretja wolna // M., izdatelstwo ACT, 2005. – 234p.*