

Provision of electronic public services: analysis of platforms and prospects for their development in the post-Soviet space

Bannykh Galina

*Ural Federal University, School of Public Administration and Entrepreneurship,
Yekaterinburg, Russian Federation.*

Svetlana Kostina, Ural Federal University, Yekaterinburg, Russian Federation.

Abstract: The global trend towards digital transformation of the entire public administration system has inevitably affected the provision of public services. Electronic services have become the basis for the formation of the so-called electronic government as a complex of interactive communications between government agencies and the population. The transition to the provision of public services in electronic form has significantly reduced the level of bureaucracy; significantly increased the level of openness of the activities of state bodies and, accordingly, the level of citizens' trust in them; affected the reduction of political tension and social conflicts in nation states, etc. The period of the COVID19 pandemic also had a significant impact on the processes of transferring public services to electronic form due to the physical limitations of alternative communications.

Nevertheless, with all the focus of attention of modern states on the formation of e-government and the provision of public services in electronic form, the development of these processes occurs at different rates and with different efficiency in different national states. The research question in the article is related to an attempt to systematize information on the development of technologies and mechanisms for the provision of electronic public services in individual countries of the post-Soviet space.

The authors study the experience of developing electronic public services in a number of post-Soviet countries (Russia, Estonia, Kazakhstan and Uzbekistan, Belarus and Moldova, Armenia and Georgia), assess the possibilities and prospects for further development of digital platforms for the provision of public services.

Methodology and research methods. The study is based on the methodological provisions of the concepts of the electronic state, the concept of digitalization, digital transformation and digital maturity. Research strategy – mixed methods research. The main qualitative methods were the analysis of regulatory documents, the analysis of the content and functionality of digital platforms for the provision of public services, the main quantitative methods: analysis of statistical data from state portals for the provision of public services, analysis of secondary data from mass surveys of public service recipients on satisfaction with the quality and process of the provision of public services, secondary analysis of data from international and national e-government ratings.

The results of the study indicate general trends in the construction of digital platforms for the provision of public services by national states: the process of formation of e-government began in the post-Soviet states in 2002-2004, special intermediaries for the provision of public services in electronic form were formed, systems of interdepartmental electronic interaction and portals for the provision of public services were formed. . However, the scale and practice of implementing the provision of public services in electronic form differs in each national state.

Keywords: public services, electronic services, virtual services, public service portals, digital platform, digitalization of public administration, post-Soviet space