

UDC 342.95 : 352/354].07

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## **MODERN INFORMATIONAL AND COMMUNICATION TECHNOLOGIES IN PUBLIC SERVICE ACTIVITIES: FOREIGN EXPERIENCE**

The article investigates the role of modern information and communication technologies for improving public service activities. This question is considered on the example of state authorities of several foreign countries.

Studying foreign experience in the implementation of government activities of modern information and communication technologies has shown that the Internet resources are successfully used abroad for a long time to establish interaction between government agencies and the public, which, among other things, allows consumers to receive quality administrative services in a convenient and accessible form.

In addition, government agencies that successfully implement e-government programs receive the following benefits: openness and wide coverage of individuals and legal entities as consumers of services; orientation to the needs of consumers; system integration of services; a partnership between the state and the private sector on customer service.

The leading countries of the world have initiated the development and implementation of national programs for the formation of the information society, the priority of which is forming of e-government, enhancement of information and communication technologies and establishment of trust in society. Electronic governance

is not just a technological solution, but serves as a concept for implementing public administration as an element of a massive transformation of society. At the same time, in the process of building an e-government, the main attention is paid to electronic access to basic public services, and the only convenient form of electronic interaction of users of public services with authorities is the single national service portal. At the same time, it should be borne in mind that the provision of administrative services through electronic communications should complement and not replace other traditional communication channels for receiving services (such as by telephone, post or direct access), which in the future should be improved.

**Keywords:** public service activities, administrative services, information and communication technologies, electronic government, national (governmental) portal of services, foreign experience.

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Received: 05.09.2019