

## **ABSTRACTS OF POLICY PAPERS**

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### **ENSURING EQUAL ACCESS TO ELECTRONIC ADMINISTRATIVE SERVICES FOR VULNERABLE GROUPS**

The problem addressed in this paper is the unequal access to electronic administrative services for vulnerable groups, which strengthens digital inequality and keeps many people dependent on offline channels. The commissioning authority for the analysis is the Ministry of Digital Transformation of Ukraine, responsible for shaping and implementing state policy in the field of digitalization and e-services; its interest lies in increasing the effectiveness of digital transformation policy, ensuring accessibility and reducing pressure on the network of Administrative Service Centres.

The root causes of the problem combine a persistent digital divide with institutional and procedural barriers. Survey data show that while a large majority of applicants are aware of e-services, many have never attempted to use them and a significant share perceive online procedures as complicated. Older people are particularly vulnerable: the median age of respondents who neither know about e-services nor intend to use them is 60. Uneven institutional capacity across communities, the absence of a clear and unified procedure for obtaining e-services, and distrust or stigma towards digital channels prevents vulnerable groups from benefiting from digitalization. In the context of full-scale war, mass internal displacement and the growing importance of remote access, these factors make state intervention both justified and urgent.

After comparing several policy options, the recommended option is Standardization of the procedure for obtaining e-services. Unlike maintaining current practice, this option directly addresses the core barrier of fragmented and inconsistent requirements. Compared with a strategy focused solely on additional offline support, standardization creates long-term effects: common rules across agencies, scalability of successful solutions and transparent requirements for digital accessibility. It scores higher on effectiveness, efficiency, equity for vulnerable groups, and administrative and political feasibility.

To implement the recommended option, the Ministry of Digital Transformation of Ukraine should: update the list of administrative services that are most critical for vulnerable groups; develop and approve unified procedural and user-experience standards for obtaining these services online; launch an experimental project in selected communities with different levels of institutional capacity; systematically involve representatives of vulnerable groups in piloting and usability testing; and establish a monitoring framework that combines quantitative indicators (share of online applications, time needed to submit an application, rejection rates) with qualitative measures of user experience and trust.

The expected results include a reduction of the gap between awareness and actual use of e-services, an increase in trust in digital channels and greater self-reliance of users when accessing key services. The state benefits from optimized workloads of administrative service centres, lower transaction costs and better data on citizens' needs; communities gain from expanded remote access to services irrespective of the presence of a local administrative service centre. The proposed policy is aligned with Ukraine's international commitments on non-discriminatory access to public services, the implementation of European standards on digital accessibility and the broader principles of people-centred digital government.

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## **PUBLIC POLICY TO DEVELOP PUBLIC-PRIVATE PARTNERSHIP UNDER CONDITIONS OF POST-WAR RECOVERY OF UKRAINE**

This course paper provides a comprehensive analysis of state policy on the development of public-private partnerships (PPPs). The central research problem is formulated as follows: How can large-scale and effective private investment be mobilized for the reconstruction of Ukraine's critical and social infrastructure through the PPP mechanism under conditions of extremely high security risks and a substantial budget deficit?

The client of the analysis is the Ministry of Economy, Environment, and Agriculture of Ukraine (the legal successor of the Ministry of Economy). The client's interest lies in ensuring macroeconomic stability by reducing pressure on the expenditure side of the state budget, the deficit of which is projected to reach a critical level of 18.4% of GDP in 2026. In addition, as the main