THE ROLE OF DIGITAL SELF-GOVERNANCE SERVICES IN SUPPORTING POPULATION MOBILITY AND SOCIAL RESILIENCE DURING HUMANITARIAN CRISES

Yashchenko Vladyslav Oleksandrovych,
Master's Degree Candidate
Martynovych Nataliia Oleksandrivna,
PhD in Economics, Associate Professor
Department of Management and Public Administration
State Tax University
Irpin, Ukraine

Introductions.

The full-scale war against Ukraine has triggered a major humanitarian crisis, affecting millions of internally displaced persons and disrupting housing, social, and transport infrastructure. Under such conditions, the ability of the population to rapidly relocate while maintaining access to administrative, social, and housing services becomes a critical factor of societal resilience.

The digital transformation of public administration and local self-governance – particularly the development of platforms such as Diia, Kyiv Digital, and various local e-services – has enabled uninterrupted interaction between citizens and public authorities during wartime.

Digital tools providing access to personal documents, social benefits, IDP registration, and housing programs have become an essential component in mitigating the humanitarian catastrophe unfolding across the country. However, despite the extensive implementation of these services, the academic discourse still lacks a comprehensive analysis of how digital self-governance services contribute to population mobility and the social resilience of territorial communities during crisis periods.

Aim.

The aim of the study is to determine the role of digital self-governance services in ensuring population mobility and strengthening the social resilience of territorial

communities during humanitarian crises, as well as to identify their significance in maintaining access to administrative, social, and housing services for internally displaced persons.

Materials and methods.

The theoretical basis of the study includes open data from the Diia digital ecosystem, statistics on its users, as well as analytical reports of governmental institutions concerning the functioning of digital public services and the dynamics of internally displaced persons' registration. The methodological framework of the study is grounded in comparative and interpretative analysis of analytical and scholarly sources, which enables a theoretical assessment of the role of digital self-governance services in strengthening the social resilience of territorial communities.

Results and discussion.

As the analysis of the available data demonstrates, digital self-governance services – particularly the Diia ecosystem – have become a key element in ensuring population mobility during humanitarian crises. These services provide not only convenient access to documents and public services but also constitute a digital resilience infrastructure that enables citizens to remain engaged in social, legal, and administrative processes regardless of their location. During periods of mass displacement, evacuation, and loss of physical documents, digital services ensured the possibility of personal identification, access to assistance, acquisition of legal statuses, and use of state support mechanisms. The steady increase in the number of Diia users throughout 2023–2024 reflects growing public trust in the digital infrastructure and its capacity to perform a stabilizing function in conditions of uncertainty (Fig. 1).

This further confirms the significant role of digital self-governance services in sustaining population mobility and social resilience during humanitarian crises. In addition to the positive dynamics in the number of Diia users, it is important to highlight the specific role of electronic IDP registration, which enables individuals to submit applications, update their address, and receive state assistance entirely online.

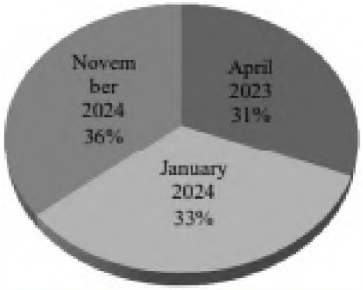


Fig. 1. Dynamics of the number of users of the Diia ecosystem, 2023–2024, %

Note. Compiled by the authors based on data from the Ministry of Digital Transformation of Ukraine

Such an approach has significantly reduced queues, accelerated the processing of applications, and enabled communities to plan workloads more accurately. These digital tools have become critical amid constant population movements, as they ensure the continuity of access to public services: documents and services essentially "move" together with the individual.

Moreover, the analysis of official data from the Ministry of Social Policy indicates an uneven distribution of internally displaced persons across the regions of Ukraine (Fig. 2), which highlights substantial challenges for the social infrastructure of host regions. Under these conditions, digital services played a key role in reducing administrative pressure through the practical implementation of electronic record-keeping, online status verification, automated payments, and integrated registries, all of which accelerated decision-making processes and minimized the duplication of applications. In effect, a well-developed digital infrastructure made it possible to process, on average, 10% more requests even in the absence of physical documents, which was critically important during periods of mass population displacement.

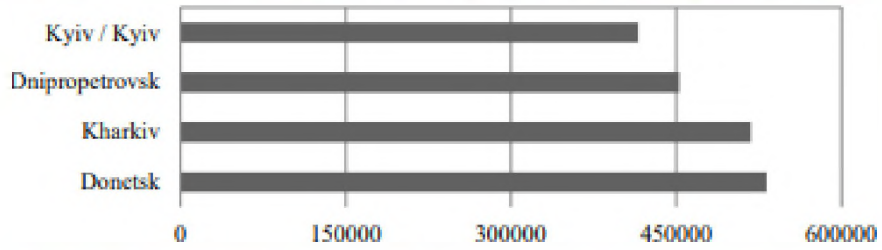


Fig. 2. Distribution of internally displaced persons across the regions of Ukraine, 2024, thousand persons

Note. Compiled by the authors based on data from the Ministry of Social Policy of Ukraine

A significant contribution to stabilizing support processes was also made by the E-Dopomoga platform, which consolidates data on submitted applications, types of assistance, and the dynamics of population needs. As of September 2025, the system recorded 12,853,290 individuals in assistance applications, including 1,320,375 internally displaced persons (Information and Computing Center of Ukraine, 2025). The platform has helped optimize the order, transparency, and speed of assistance allocation through automated verification processes and the generation of real-time statistics for communities.

Conclusions. The presented results demonstrate that digital self-governance services play a crucial role in ensuring population mobility and enhancing the social resilience of communities during humanitarian crises. A well-developed digital infrastructure, particularly integrated services such as Diia, enables timely and uninterrupted access to personal documents, social services, and registries even in situations of mass displacement, loss of physical records, or destruction of administrative facilities. This significantly reduces the burden on local self-government authorities and allows them to effectively manage migration flows, coordinate resources, and make timely administrative decisions.

REFERENCES

1. Information and Computing Center of Ukraine. (2025). E-Dopomoga Dashboard analytics. https://surl.li/klljlu

2. Ministry of Social Policy of Ukraine. (2024). Open data. https://surli.cc/pizdne

TABLE OF CONTENTS

AGRICULTURAL SCIENCES

1. *Andreieva O., Opanasenko M., Prus L., Slizhevsky V., Terezyuk K.* 17
STEM INSECTS IN PINE STANDS WEAKENED BY VARIOUS FACTORS

2. *Шморгун Л. Г., Коцинський Б. Б.* 20
УПРАВЛІННЯ СТРАТЕГІЧНИМ РЕСУРСОМ УКРАЇНИ: ОРГАНІЗАЦІЙНІ ЗАСАДИ ВІДНОВЛЕННЯ РОДЮЧОСТІ ГРУНТІВ

BIOLOGICAL SCIENCES

3. *Mirzeyev Nazir Isat oglu* 25
DITHIOCARBAMINE-BASED FUNGICIDES USED AGAINST FUNGAL DISEASES IN PLANTS

MEDICAL SCIENCES

4. *Gavriushov D., Seuchuk A., Kalyshna V., Petryk O., Zakordonets R.* 30
CERVICAL AND ENDOMETRIAL MICROBIOCENOSIS IN CHRONIC CERVICITIS: BIOLOGICAL MECHANISMS, CLINICAL SIGNIFICANCE, AND DIAGNOSTIC CHALLENGES

5. *Polatova Ja. S., Lipartiya M. G., Mamedova Guzalya Bakir gizi* 45
FORECAST OF MORBIDITY AND MORTALITY RATES FROM NON-HODGKIN'S LYMPHOMAS IN CHILDREN IN THE REPUBLIC OF UZBEKISTAN UNTIL 2020

6. *Serdiuk A. V.* 50
PROGNOSIS MODEL OF DIABETIC RETINOPATHY IN TYPE 2 DIABETES BASED ON ENDOTHELIAL DYSFUNCTION FACTORS

7. *Sitalenko T., Sid' E.* 53
THE ROLE OF ENDOTHELIAL DYSFUNCTION BIOMARKERS IN THE TREATMENT STRATEGY FOR PATIENTS WITH HYPERTENSION

8. *Turchenenko S.* 60
ANALYSIS OF CONVENTIONAL METHODS FOR VERIFYING RESTORED OCCLUSAL SURFACES FROM THE PERSPECTIVE OF NEUROMUSCULAR ACTIVITY: AN ELECTROMYOGRAPHIC STUDY

9. *Vynogradova O., Yatsukh Yu., Lazarieva P., Ivanenko T., Melnyk M.* 66
MODERN TRENDS IN TOOTH WHITENING

10. *Біда Г. М., Рудзік В.* 69
АНАТОМО-ФІЗІОЛОГІЧНІ ТА ПСИХОЛОГІЧНІ ОСОБЛИВОСТІ ДІТЕЙ ШКІЛЬНОГО ВІКУ

126. ***Терещенко Л. В., Шевельов Є. С.*** 639
ОСОБЛИВОСТІ ВЖИВАННЯ ЮРИДИЧНОГО ПІДСТИЛЮ В ОФІЦІЙНО-ДІЛОВОМУ МОВЛЕННІ

PHILOSOPHICAL SCIENCES

127. ***Овчаренко В. В.*** 644
КОЛИ ТА МАΘНМА НА ДОПОМОГУ /У КОНТЕКСТІ «ПРО ОБЕРТАННЯ» Н. КОПЕРНИКА
128. ***Скринник Р. А.*** 649
МОТИВИ ІСТОРИЧНОЇ ДІЯЛЬНОСТІ ЛЮДЕЙ У ФІЛОСОФІЇ АРТУРА ШОПЕНГАУЕРА

ECONOMIC SCIENCES

129. ***Amelyntska O., Kyslenko D.*** 654
MECHANISMS FOR IMPLEMENTING A PERSONNEL DEVELOPMENT STRATEGY IN THE CONTEXT OF DIGITAL TRANSFORMATION
130. ***Kabachenko D., Tkach A.*** 659
INCREASING PROFITABILITY AS A MEANS OF ACHIEVING THE STRATEGIC GOALS OF THE ENTERPRISE
131. ***Mizina O., Moskalov B.*** 666
DEVELOPMENT OF A SYSTEM FOR STIMULATING EMPLOYEE CREATIVITY
132. ***Yashchenko V. O., Martynovych N. O.*** 673
THE ROLE OF DIGITAL SELF-GOVERNANCE SERVICES IN SUPPORTING POPULATION MOBILITY AND SOCIAL RESILIENCE DURING HUMANITARIAN CRISES
133. ***Безрукова Н. В., Свічкарь В. А., Свічкарь В. В.*** 677
ГЛОБАЛЬНА КОНКУРЕНТОСПРОМОЖНІСТЬ КОМПАНІЙ: УМОВИ ТА ФАКТОРИ ЗАБЕЗПЕЧЕННЯ
134. ***Ваплаванюк-Зелінська У. З., Кравець Я. І.*** 682
АНАЛІЗ ТЕНДЕНЦІЙ РОЗВИТКУ КРИПТОВАЛЮТНОГО ІНВЕСТУВАННЯ В УМОВАХ ТРАНСФОРМАЦІЇ ФІНАНСОВИХ РИНКІВ
135. ***Голюк В. Я., Карабуля А. В.*** 689
СПЕЦИФІКА ІМПОРТНОЇ ДІЯЛЬНОСТІ НА РИНКУ ЕЛЕКТРОІНСТРУМЕНТУ
136. ***Кривопилик М. М.*** 694
ПРОБЛЕМИ ТА СУЧАСНІ ПІДХОДИ ДО ОЦІНЮВАННЯ РОЗВИТКУ ОБ'ЄДНАНИХ ТЕРИТОРІАЛЬНИХ ГРОМАД
137. ***Моленда А. Р.*** 699
СТАНОВЛЕННЯ ТА РОЗВИТОК ДЕРЖАВНОГО РЕГУЛЮВАННЯ ТРАНСФЕРТНОГО ЦІНОУТВОРЕННЯ У СВІТІ ТА УКРАЇНІ

SCI-CONF.COM.UA

INNOVATION AND DEVELOPMENT IN WORLD SCIENCE



PROCEEDINGS OF II INTERNATIONAL SCIENTIFIC AND PRACTICAL CONFERENCE DECEMBER 1-3, 2025

ZURICH
2025

INNOVATION AND DEVELOPMENT IN WORLD SCIENCE

Proceedings of II International Scientific and Practical Conference

Zurich, Switzerland

1-3 December 2025

Zurich, Switzerland

2025

UDC 001.1

The 2nd International scientific and practical conference "Innovation and development in world science" (December 1-3, 2025) MDPC Publishing, Zurich, Switzerland. 2025. 742 p.

ISBN 978-3-954753-21-5

The recommended citation for this publication is:
Ivanov I. Analysis of the phaunistic composition of Ukraine // Innovation and development in world science. Proceedings of the 2nd International scientific and practical conference. MDPC Publishing. Zurich, Switzerland. 2025. Pp. 21-27. URL: https://sci-conf.com.ua/ii-mizhnarodna-naukovo-praktichna-konferentsiya-innovation-and-development-in-world-science-1-3-12-2025-tsyurih-shveytsariya-arhiv/.

Editor
Komarytskyy M.L.
Ph.D. in Economics, Associate Professor

Collection of scientific articles published is the scientific and practical publication, which contains scientific articles of students, graduate students, Candidates and Doctors of Sciences, research workers and practitioners from Europe, Ukraine and from neighbouring countries and beyond. The articles contain the study, reflecting the processes and changes in the structure of modern science. The collection of scientific articles is for students, postgraduate students, doctoral candidates, teachers, researchers, practitioners and people interested in the trends of modern science development.

e-mail: zurich@sci-conf.com.ua

homepage: ***https://sci-conf.com.ua***

©2025 Scientific Publishing Center "Sci-conf.com.ua" ®
©2025 MDPC Publishing ®
©2025 Authors of the articles