

**INFORMATION AND ANALYTICAL SUPPORT
OF THE SYSTEM OF SOCIAL PROTECTION PROVISION**

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Abstract. The social policy implemented in the country should be aimed at providing social protection of the population and quality social services. The modern system of social services must meet the needs of citizens and be guided by the improvement of their quality of life. The consequences of the economic crisis, the demographic situation in Ukraine, have led to a huge number of people in need of social assistance. In such a situation it is impossible to do without a modern and effective system of social protection of the population and a properly established information and analytical system of support. The purpose of the article is to investigate the current state of information and analytical support for the social protection system in Ukraine. The subject of the study is information and analytical support for the social protection system in Ukraine. The research methods used in the process of writing the article involve the application of general scientific and empirical techniques based on a systematic approach. In addition, general research methods such as generalization and comparison were used in the process. As a result of the conducted research, the main range of problems of the social protection system was identified and the directions of improvement of the system of social protection provision in Ukraine were proposed. The article states that in Ukraine there is a development of an information system for providing social protection to the population, the development of appropriate tools for the comprehensive analysis of the structure of the population enjoying the benefits. It is stated that the main tasks of information support are: creation of a single data bank, which contains information of socio-economic and socio-demographic nature about the needy part of society, citizens' needs for social support and benefits and services received; provision of a single information space for different departments of social protection institutions and bodies when providing

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social services to the population; reducing the duplication of information on the contingent of the population registered with social protection institutions and bodies; ensuring information compatibility at different levels of management. The formation of a unified system of information and analytical support for the system of social protection will make it possible to register all these citizens, tie them to an individual tax number, that is, in other words to create a unified analytical and information system. This will allow to provide support to a specific person in the future. That is, such assistance will become targeted and therefore predictable. The introduction of a social planning system at the local level, which aims to strengthen and develop democratic processes on the ground, is justified. This system considers involving all members of the local community in finding ways to solve specific social problems that exist at the local level. The practical significance of this article is to deepen the rationale for implementing an information and analytical system of social protection. It will allow to ensure promptness and effectiveness of managerial decisions, sustainability of development of the social protection system of the population, information security of the person, to expand opportunities for solving problems of social sphere development on the basis of social partnership policy.

1. Introduction

The social policy implemented in the country should be aimed at providing social protection of the population and providing quality social services. The modern system of social services must meet the needs of citizens and be guided by the improvement of their quality of life.

The global economic crisis, the negative processes that are taking place, have led to a decrease in the standard of living of the population. This, in turn, has led to an increase in the number of people in need of social protection. Particularly acute is the problem of the effectiveness of social protection of the population. Majority of the population is below the poverty line. The state is not in a position to provide large-scale assistance to all categories of people in need.

In addition, nowadays, in difficult conditions, there is an increase in the independence of the regions of Ukraine, which shifts the center of solving social needs from the state level to the regional one. Regional authorities should address employment problems, preserve the social infrastructure

created in the past on a certain scale, ensure natural population growth, social support for the family, people with disabilities, retirees, children, and protect the poorest.

Thus, the current situation dictates the need for a phased reorganization of the social protection system of the population in order to prioritize the support of the least protected sections on an electoral, targeted basis. In fact, the problem of redistribution of funds aimed at providing social protection to the population is now urgent. Such a situation requires particular accuracy and prudence when making decisions on providing a social protection system.

Therefore, the information and methodological methods used to analyze the current state, plan, forecast, justify the made decisions on providing effective social services play a special role in solving these issues. The purpose of the article is to investigate the current state of information and analytical support for the social protection system in Ukraine.

2. Mechanisms of functioning and basic elements of social policy

Social policy is a purposeful and systematic activity of state and public institutions to harmonize the interests of different social strata of society in the fields of production, distribution and consumption of material, social and spiritual goods. Social policy should be understood as a set of basic principles and systems of measures by public authorities and local self-government aimed at ensuring the realization of social rights of citizens [1].

The purpose of social policy is to regulate the relationship between society and individual social actors, communities, social groups. It aims to resolve the contradictions between the existing interests of different entities, between the current and future interests of society. Social policy is implemented through social activities and social programs introduced by state, regional and local authorities, as well as private businesses and some public organizations.

The basic principles of social policy are:

- providing citizens with social rights guaranteed by the Constitution of Ukraine;
- creating conditions that provide citizens with opportunities to improve their standard of living through their own efforts and means, as well as through the fair and rational use of the national wealth of the state;

– harmonization of the main directions of reforming the branches of the social sphere (health care, education, housing and communal services, etc.) with the dynamics of real incomes of the population;

– targeting of state social assistance;

– harmonization of interests of different socio-demographic groups of the population on the basis of development of the system of social partnership.

The implementation of social policy is based on the use of a set of mechanisms, the main of which are [7]:

1. Legislative mechanism. It is formed by the legislative bodies of the state and determines the general directions of social policy and sets the rules according to which different social institutions interact. The development of normative materials of current nature within the framework of the relevant legislative documents is carried out by both legislative and executive structures.

The subjects of normative-legislative activity are also state authorities. The standards that are developed by state and regional bodies of state power are of great importance in the practical work of the state in the social sphere, for example: standards of socio-economic development, standards for financing of social infrastructure facilities, etc.

2. Financial and budgetary mechanism, which establishes the procedure for the creation and use of financial resources intended to support the activities of the social complex, as well as the activities of the structures that perform these functions. It consists of two separate blocks. The first block regulates the financial support of the implementation of social policy (standards of compulsory insurance payments of a social nature, expenditure items, which are approved by legislators of budgets of different levels, etc.). Within the second block, financial resources are created, which are intended for state support (in case of necessity) of producers of goods and services, which satisfy the effective demand of the population [7].

3. Tax levers and incentives used by executive structures at different levels (within their competence) to orient employers to social policy, as well as members of the public in the interests of development. This allows to increase the level of social protection through their own efforts. For example, preferential taxation of legal entities that use the work of persons with disabilities, as well as those of legal entities that contribute to meet the solvent demand of the population with the release of their products (services).

Tax benefits can also be granted to those legal entities that implement measures aimed at improving the quality of life of the population.

4. Administrative decisions that can be used by public authorities at different levels. These include decisions that change the order of social support for certain categories of population, such as job quotas for youth and disabled people, banning power structures or closing existing businesses, significantly polluting the environment and impairing the living conditions of the local population.

3. Social protection of the population as part of the social policy of the state

It is generally accepted that the extension of the term "social protection" is associated with the passage of the Social Security Act (1935) in the United States. Literally, the term "security" has several meanings, the main of which are security, security, protection, security, guarantee. Translated from English, the word "social" means "public", "social". Thus, the International Labor Organization (hereinafter referred to as the ILO) defines the concept of social protection as a general basic social support for all citizens, regardless of their contribution or length of service.

ILO Convention 1952 and the following international labor standards contain nine basic components of social protection: medical assistance, sickness benefit, unemployment assistance, child birth, assistance to families with children, due to occupational injuries and occupational disease, disability, age, in case of loss of breadwinner. That is, there is a widespread interpretation of social protection as a social support that is provided to all the population whose purpose is social security.

The extent of social protection of the population depends on the social policy chosen and, accordingly, on the extent of its financial support. The social protection system achieves certain social policy goals, in particular the social protection system:

- 1) allows the redistribution of income in society for the benefit of the most vulnerable members of society, reducing poverty and inequality in society;
- 2) encourage households to make savings and accordingly productive investments;
- 3) undertakes the task of managing social risks;

4) allows to support effective and sustainable development in the country [5].

Social policy is implemented in the following main areas of social relations: remuneration and employment, promotion of full or part-time employment and assistance to the unemployed; regulation of incomes and consumption of mass demand goods; pension insurance; social services; social assistance and targeted social assistance; compulsory social security; provision of housing, utilities and household services; education and training; science; health care; culture; physical culture, sports and tourism; demographics, families, motherhood, paternity, childhood and youth; ensuring environmental safety; protection of social rights of citizens [4].

In the field of remuneration, social policy involves:

- guaranteeing a minimum wage that allows a citizen to support himself and his family (including children);
- socially equitable ratio of levels of remuneration and income from property and business.

In the field of labor protection, social policy involves:

- ensuring labor safety and monitoring compliance with labor protection rules;
- the organization and support of compulsory occupational accident and occupational disease insurance. In the field of social partnership, social policy is aimed at organizing a state of equal cooperation between employers' associations and trade unions, between employers and employees.

In the field of providing assistance to the unemployed, social policy involves:

- effective functioning of the mandatory unemployment insurance system;
- providing assistance in finding new jobs and organizing community works;
- organization of the system of retraining and retraining of the persons who lost their jobs;
- assisting the families of the unemployed.

In the area of income regulation, social policy involves:

- regulation of economically justified ratios of wages, entrepreneurial income and property income;
- increase of real incomes of the population.

In the area of mass consumption products, social policy is aimed at ensuring accessibility for low-income citizens to "social" food and non-food items that are part of the consumer basket.

In the area of pensions, social policy involves:

- implementation of a set of measures ensuring the implementation of the right to choose the types of pension provision provided by the pension legislation to different categories of citizens;
- establishing and ensuring payment of the minimum amount of state social pensions;
- establishing an order and carrying out indexation of pensions in case of exceeding a certain level (threshold) of inflation;
- implementation of measures ensuring the completeness and timeliness of payment of pensions;
- establishing the age at which citizens are granted the right to retire.

In the field of social services, social policy involves providing social services with a set of social and household services, social and medical services and other services for single, disabled, elderly people and other citizens who are in difficult situations, conducting their social adaptation and rehabilitation.

In the area of social assistance and targeted social assistance, social policy involves:

- providing a range of services for the social support of the disabled, veterans, large families, elderly and other low-income citizens;
- providing financial support to the citizens who are in difficult situations.

In the field of compulsory social insurance, social policy implies the creation of legal and economic conditions for compulsory insurance of social risks, ensuring the financial stability of the social insurance system.

In the field of housing, utilities and household services, social policy involves:

- providing citizens with the conditions for exercising their constitutional right to housing in accordance with current norms;
- providing citizens with the opportunity to obtain the necessary complex of housing and communal services, paying them at affordable rates;
- establishment of state social standards, which regulate the marginal share of citizens' spending on housing and utilities, the excess of which entitles them to receive a housing subsidy;

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– establishing an order in which an increase in the share of public spending on housing and utilities is allowed subject to a corresponding increase in their salaries and / or pensions;

– provision of conditions for the development of the public services system for the population.

In the field of education and training, social policy involves:

– adopting the national doctrine of education in the country;

– defining a system of state and social guarantees for trainees, as well as social support for employees of educational institutions;

– providing staff with educational system;

– creation and support of schools for especially gifted children and young people.

In the field of science, social policy involves:

– defining a set of measures to improve the material incentive for the work of scientists (including scientific units of higher education institutions);

– setting wages at a multiple of the average wage in the country;

– defining a set of measures to improve the pension provision of researchers (including academic units of higher education institutions);

– creation of complex scientific centers, improvement of their social infrastructure.

In the field of health, social policy involves:

– provision of free medical care to all citizens of state and municipal medical institutions;

– availability and free provision of vital medicines for the disabled, veterans and other categories of citizens in accordance with current legislation;

– organization of children's recreation during school holidays, covering the major part of the expenses at the expense of enterprises and organizations and at the expense of budgetary funds.

In the field of culture, social policy involves:

– preservation and enhancement of national cultural values;

– budget financing of the network of state and municipal museums, theaters, exhibitions, houses of culture and clubs;

– accessibility of involvement of citizens as well as children and students to: art classes, national cultural values and works of art.

In the field of physical culture, sports and tourism, social policy involves:

– development and implementation of state programs for the development of a network of public and municipal institutions of physical culture, sports and tourism;

– support for physical education and sport organizations providing benefits to low-income citizens, children and young people.

In the field of demography, family, motherhood, paternity, childhood, youth, social policy involves:

– social, legal and economic protection of the family in order to ensure its full development (including the promotion of birth rates);

– financial support for young and large families;

– comprehensive physical, intellectual and spiritual development of children and youth;

– social assistance to single-income families with low incomes;

– social assistance to children left without parental care;

– providing social assistance to children with disabilities.

In the field of environmental security, social policy involves:

– organization of the system of observation and control over the state of the environment;

– creating conditions to ensure that citizens receive objective information about the state of the environment;

– establishment of maximum permissible standards of environmental pollution and control over the prevention of their excess;

– determining the procedure for compensation to citizens for the harm caused to their health and (or) property as a result of violations of environmental safety rules;

– development of a system of measures for prevention (cessation) of violations of environmental safety rules.

In the field of protection of social rights of citizens, social policy involves:

– creating conditions for citizens to obtain reliable information about the current legislation and other legal acts on the protection of their social rights;

– state and public protection of social rights of citizens.

Regulation of relations in the field of social policy is the subject of joint management of state and regional authorities of Ukraine and local self-government bodies. Basic components of the system of social protection in Ukraine are shown in Figure 1.

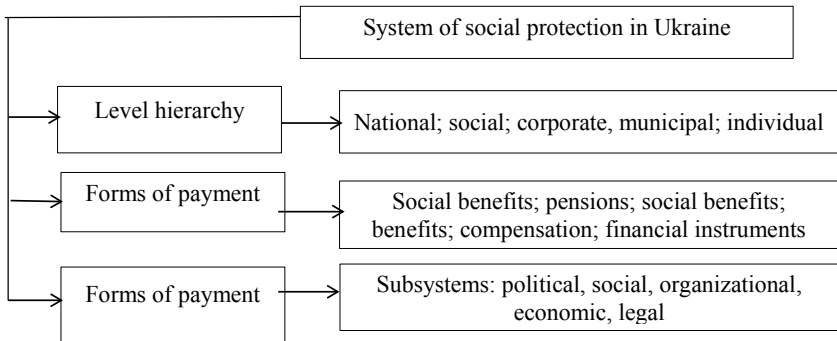


Figure 1. Components of the system of social protection in Ukraine

The public authorities in the social sphere in accordance with the current legislation should:

- provide the basics and general order of legal regulation of the field of social policy, as well as in the branches of the social sphere;
- provide social guarantees on the basis of improvement of the system of social standards and privileges;
- establish legislative categories of citizens in need of state social assistance and the procedure for its provision in various forms (in the form of payments, tax, price and other privileges, subsidies and compensations);
- organize and participate in the compulsory social security system;
- develop and approve state social standards – improving the pension system, creating conditions for a decent life for the elderly, stimulating the development of a non-state pension insurance system;
- ensure the level of social payments, which are the main source of income, at a level not lower than the subsistence level, improving the support system for socially vulnerable groups and others [6].

4. The current state of social protection and its information support

According to the current legislation, social protection in Ukraine includes: a social insurance system for persons who have lost their jobs or are temporarily disabled; financial assistance to various categories in accordance with the law, namely: subsidies, benefits, social benefits, etc.; social services.

The main problems of the social protection system are:

- the presence of a cumbersome regulatory framework;
- an extensive system of benefits and social benefits that are burdensome for the State Budget and therefore cannot be implemented in practice;
- lack of a unified system of accounting for different categories of beneficiaries, social benefits and social services and lack of a system of statistical accounting of the activities of non-state social service providers;
- Ukraine's budget system operates on a “precedent” principle;
- the social protection system is not interested in people who are withdrawn from difficult life circumstances (rehabilitation) or in prevention (preventing social groups from entering life circumstances (prevention)).

Since 2017, the Government of Ukraine has started to implement reforms related to the implementation of social policy. The task was not to passively adapt social policy to limited financial and material resources, but to identify the main priorities and identify the main directions of improving the well-being of the population and the implementation of the principles of social justice [3].

The main priorities were identified:

- reform of the remuneration system;
- pension reform;
- providing targeting in the provision of state social assistance;
- decentralization of the system of social services and their development at the level of territorial communities.

It should be noted that the current system of social benefits and benefits places a heavy burden on budgets of all levels and on economic agents. The mechanism of realization of many privileges is not developed, there is no purposeful combination of different forms of social support of the population. There are no clear goals for establishing privileges and principles for selecting the population groups to which these benefits apply. The current mechanism of granting privileges leads to the expansion of cross-offsets of budgets of different levels and numerous commercial structures (transport, communication, etc.).

In addition, it should be noted that the implementation of social policy occurs in the face of acute shortage of financial and material resources. Although the mechanism of granting privileges is legislative and provides for a certain rule of law and sources of their resource provision, it is often not implemented or fully implemented in practice [5].

Nowadays, such component of information support of functioning of social protection system, as development, introduction and practical use in this sphere of modern information technologies is becoming more and more urgent. In this context, it is important at the state level to ensure the creation, development and protection of national and local automated information systems on providing social protection of the population and related services, relevant information and telecommunication networks and infrastructure, integrating them into a single information space, ensuring the interoperability and interaction of such systems, as well as the information security of entities providing and receiving social services.

The Ministry of Social Policy of Ukraine, with the support of the World Bank, has begun the pilot implementation of the Single Window Administration Model for the Administration of Social Support Services. The main objective of the project is to create, in different types of administrative and territorial units, a basic level model of the organization of integrated territorial communities to fulfill their responsibilities for social protection and protection of children's rights within a single social space and on the principle of a single window.

40 United Territorial Communities (UTCs) in 21 regions participated in this pilot project [3].

CMU Resolution No. 676 of September 17, 2019 approved the creation of the Unified Information and Analytical System for Managing Social Support of the Population of Ukraine (E-SOCIAL) and the creation of a Single State Register in the social sphere for the provision and payment of social support (social benefits, benefits, benefits, social services and housing subsidies) [3].

E-SOCIAL is an automated system used for collecting, verifying information and processing information, providing access to data by automating their input, storage, transformation and displaying information about appointments, accruals and benefits, social services and housing subsidies (hereinafter referred to as social support), relationships between providers and recipients of social support, and information on accrual and payment.

Purpose of this System:

– management of social support for the population of Ukraine through the introduction of modern information technologies in the activities of bodies, institutions and officials in the field of social protection of the population and persons in need;

– support the work of users who are on geographically remote objects, in full accordance with the tasks and functions of automated processes – formation of a single information space in which the interaction of business processes and users ensures the use of shared information objects.

This information system is focused on the work of bodies and institutions of social protection of the population. It aims to provide professionals and executives with information technology that addresses the following issues:

- creation of mechanisms for efficient allocation of limited budget resources;
- determination of priorities in the social policy of the state and the region;
- forecasting resources for social assistance;
- analysis of socio-demographic and socio-economic situation in the country and region;
- preparation of various documents for targeted social assistance;
- obtaining the necessary forms of reporting;
- creation of simulation models for deciding on the optimal allocation of resources, both in the context of limited financial resources and in the preparation of decisions related to changes in existing legislation.

E-SOCIAL consists of separate subsystems that operate at different levels and interact. The main E-SOCIAL subsystems include:

- social support classifier – a list of types of social support, drawn up to unify the processes of providing social support;
- process automation subsystem – a subsystem consisting of a set of modules (algorithms) for automating the processes of providing social support, monitoring compliance with the requirements of legislation during the provision, which enable the formation, implementation and monitoring of processes that provide social support;
- subsystem of analytics and reporting – subsystem that generates operational, statistical, analytical, reporting information on persons, social support, payments, monitoring compliance with the requirements of the legislation during its provision and approaches to control, current state of social support provided, etc;
- Identification and authorization subsystem – the only up-to-date directory of information systems user accounts for access control (authentication

and authorization) to the information systems of the Ministry of Social Policy using the means of qualified electronic signature;

- social assistance recipient engagement management subsystem – the subsystem used within the social support processes to communicate with the social assistance recipients and improve the service delivery processes in terms of social support;

- document management subsystem – a subsystem that provides centralized storage of documents of various types, their correlation with different filling, as well as indexing of documents, their search by type, title, filling and content;

- the classifier and directory management subsystem – the subsystem of input, processing and control of the background information used by the Ministry of Social Policy in providing social support and providing other subsystems and external systems with up-to-date background information;

- social support management subsystem – a subsystem that provides the logic of processing applications for beneficiaries of social support, including the creation, modification, modification of the processing algorithm;

- financial account subsystem – a subsystem consisting of a group of services that provide the financial component of the process at all stages of social support for centralized processing of all financial transactions, calculations and social payments and storage of their results;

- Services portal – web portal of the field of social protection of the population for the recipients of social support with protected personal cabinets, access to electronic services, possibility to monitor the status of consideration of personal appeals, with adaptation of display of content for people with visual and hearing impairments; access to the portal of services is provided after confirmation of the person to process their personal data in accordance with the law;

- exchange gateway – the only point of processing and exchange of data between the internal systems of the Ministry of Social Policy and the external systems of other institutions, including using the system of electronic interaction of state electronic information resources.

In its work, the system uses a single information database, which receives information from all complexes of the system. This system should be integrated with the following databases of institutions: the Pension Fund of Ukraine, the State Employment Service, the Ministry of Social Policy of

Ukraine, the Ministry of Veterans Affairs, the Social Protection Fund for the Disabled.

The users of E-SOCIAL fill the System with information on appointment, accrual, monitoring of compliance with the requirements of the legislation during the provision of social support, the relationship of providers and recipients of social support, accrual and payment; maintain an up-to-date qualified public key certificate; ensure the revocation, blocking and renewal of a qualified public key certificate; inform the E-SOCIAL holder of the change of authority, revocation, blocking and renewal of a qualified public key certificate; provide protection of information in E-SOCIAL in accordance with the law.

The system stores information about citizens:

- who are entitled under the law to state social assistance;
- to whom social services are provided.

The efficiency of targeting in the system is achieved by flexible use of the whole spectrum of individual characteristics of citizens, their income, characteristics of material and living conditions of family residence, citizens' rights to benefits and other factors.

The system allows to take into account the socio-demographic and socio-economic situation of the region, national traditions, needs of the population in specific types of privileges, social assistance and services and other factors.

The main tasks of information support are:

- creation of a single data bank containing information of socio-economic and socio-demographic nature about the needy part of society, the needs of citizens for social support and benefits and services received;
- provision of a single information space for different units of social protection institutions and bodies when providing social services to the population;
- Reduction of duplication of information on the contingent of the population registered at the institutions and bodies of social protection;
- ensuring information compatibility at different levels of government.

5. Prospects for reform of the social protection system in Ukraine

The need for reforms is driven by the increase in the effectiveness of budget management in order to support socially vulnerable groups and the

identified goals of economic and public administration reforms in Ukraine [1]. In this context, the key ones in the social development of the regions are: employment, preservation and development of social infrastructure, ensuring natural population growth, social support for families, the disabled, pensioners, children, protection of vulnerable sections of the population.

It should be noted that the information system for providing social protection of the population in Ukraine is being developed now, and the development of appropriate tools for the purpose of comprehensive analysis of the structure of the population enjoying the privileges. For the purpose of qualitative planning and managerial decision-making in the field of social protection of the population, construction and complex evaluation of such complex objects as development scenarios, social programs, it is necessary to develop a mechanism that allows to accumulate information and knowledge of experts, to use them when needed to build possible conversion options, development scenarios.

First of all, there should be legislation at the central level to protect the interests and well-being of citizens in need of social protection and to diversify the services provided. In particular, it is necessary to approve the list of basic social services guaranteed free of charge to persons in difficult life circumstances, regardless of the economic situation in the country and the place of residence of citizens. In addition, mechanisms for providing social services and social security systems should be developed.

In order to have an effective and balanced social policy, all categories of citizens in need of assistance should be organized first. This will allow all these citizens to be registered, tied to their individual tax number, that is, in other words to create a unified analytical and information system. This will allow you to go to a specific person in the future. That is, such assistance will become targeted and therefore predictable.

The goals, priorities and areas of funding for social services should be determined on the basis of an analysis of community needs for social services. It is important that the format of the services is as responsive as possible to those to whom they are addressed.

It is appropriate to introduce a social planning system at the local level that aims to strengthen and develop democratic processes on the ground. This system involves involving all members of the local community in finding ways to solve specific social problems that exist at the local level. Such

a system could identify local priorities, attract service providers and allocate budgetary resources. Local authorities should develop social plans in accordance with the requirements put forward by the central government. These plans should be developed annually and taken as a basis in determining the amount of financial support from local communities.

6. Conclusions

The consequences of the economic crisis, the demographic situation in Ukraine, have led to a huge number of people in need of social assistance. In such a situation it is impossible to do without a modern and effective system of social protection of the population and a properly established information and analytical system of provision.

The main tasks of information support are: creation of a single data bank containing information of socio-economic and socio-demographic nature about the needy part of society, the needs of citizens for social support and benefits and services received; provision of a single information space for different departments of social protection institutions and bodies when providing social services to the population; reducing the duplication of information on the contingent of the population registered with social protection institutions and bodies; ensuring information compatibility at different levels of government.

This will allow all of these citizens to be registered, tied to their individual tax number, that is, in other words to create a unified analytical and information system. This will allow you to go to a specific person in the future. That is, such assistance will become targeted and therefore predictable.

In our opinion, the introduction of an information system will allow to ensure the promptness and effectiveness of managerial decisions, stability of the development of the social protection system of the population, information security of the person, to expand the opportunities for solving the problems of social sphere development on the basis of social partnership policy.

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