

ADMINISTRATIVE FOUNDATIONS OF THE HUMAN-CENTRIC PRINCIPLE IN JUDICIAL, HEALTHCARE, AND SOCIAL SERVICES: UKRAINE'S POST-WAR ECONOMIC RECOVERY EXPERIENCE FOR EU COUNTRIES

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Abstract. In the context of Ukraine's post-war economic recovery, it is particularly relevant to rethink the administrative and legal principles underpinning the functioning of the public services system in the context of ensuring human rights, freedoms and legitimate interests. The contemporary challenges that have been associated with the consequences of the war, the restoration of infrastructure, the growth of the population's needs for judicial, medical and social services, as well as the need for further integration of Ukraine into the European legal space, necessitate the establishment of a human-centric approach as one of the defining guidelines for the development of public administration. This article aims to examine the economic, financial, administrative and legal foundations of implementing a human-centric approach to providing judicial, medical and social services during Ukraine's post-war economic recovery, and to determine the potential for relevant states in the European Union to use this experience. The study focuses on the social relations that emerge when public administration entities organise and provide public services. The study is based on the following methodological approaches: dialectical, systemic-structural, formal-legal, functional, and comparative-legal. These methods were used to comprehensively investigate the theoretical and practical aspects of implementing a human-centric approach in modern administrative law. The study revealed the administrative and legal nature of the human-centric principle, and the author formulated a definition of the specified category. The features of its implementation in judicial, medical and social services were characterised, and common administrative-legal mechanisms for its implementation were determined. It was thus established that the digitalisation of services, simplification of administrative procedures, accessibility of services, interagency interaction, economic feasibility, financial instruments and orientation of state activities towards real human needs play a key role in ensuring the human-centric model of public administration. Particular attention is paid to Ukraine's experience of ensuring the continuity of public services in the face of military challenges, as well as in the context of future post-war recovery. The practical value of the results obtained lies in their potential use in improving the administrative and legal regulation of public services in Ukraine, and in forming crisis-resistant, human-centric models of public administration in the socio-economic sphere in European Union countries.

Keywords: the human-centric principle, public services, judicial administration services, medical services, social services, digitalisation, service state, public administration, post-war reconstruction.

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1. Introduction

According to the contemporary development of administrative law, the gradual establishment of a human-centric model of public administration is characterised by the primary criterion of assessing the effectiveness of the state being the degree to which it ensures and protects human rights, freedoms, and legitimate interests. This approach is particularly significant in the context of public service provision, since judicial, healthcare and social services are the main mechanisms through which individuals exercise many of their constitutional rights. In this context, the human-centric principle is increasingly recognised as a fundamental administrative and legal foundation of the modern, service-oriented state.

This study is particularly relevant in the context of Ukraine's post-war economic recovery. The consequences of the war have resulted in a growing demand for access to justice, healthcare, rehabilitation, social support and the restoration of violated rights. In such circumstances, it is particularly important to develop effective administrative and legal mechanisms that can ensure the accessibility, continuity and quality of public services, regardless of an individual's place of residence or social status. At the same time, Ukraine's experience of keeping public services running under martial law has produced innovative practices that could interest the European Union's Member States.

The study's relevance is further reinforced by the fact that the European Union's current economic recovery policy is based on large-scale initiatives, such as NextGenerationEU and the Recovery and Resilience Facility (RRF). These initiatives prioritise social cohesion, institutional resilience, the digital transformation of public services, the development of healthcare systems, and enhanced social protection. At the same time, the European Semester and the Recovery and Resilience Scoreboard encourage EU Member States to implement human-centric reforms, evaluate the effectiveness of public policy based on the quality of services provided, and ensure that public administration meets the actual needs of individuals. These approaches align with contemporary administrative law doctrine and the concept of good governance, which regard the individual as the central subject and principal beneficiary of public administration activities.

The purpose of this article is twofold: firstly, to examine the economic, financial, and administrative and legal dimensions of the implementation of the human-centric principle in the provision of judicial, healthcare, and social services within the framework of Ukraine's post-war economic recovery; and secondly, to determine the prospects for applying the relevant Ukrainian experience within the Member States of the European Union. In order to achieve this

objective, the article explores the theoretical and legal foundations of the human-centric principle, analyses the specific features of its implementation in the fields of judicial, healthcare, and social services, and examines contemporary Ukrainian practices aimed at ensuring human-centric public administration.

The study's methodological framework is based on general scientific and special legal research methods, including dialectical, systemic-structural, formal-legal and comparative-legal approaches. The research is organised in a logical sequence. First, the theoretical and legal basis of the human-centric principle is examined. Next, the administrative and legal mechanisms for implementing this principle in judicial, healthcare and social services are analysed. Finally, the study explores Ukraine's experience as a potential practical reference point for developing human-centric public administration reforms in European Union Member States.

2. Results and Discussion

2.1. Theoretical, Legal and Administrative-Legal Foundations of the Formation and Implementation of the Human-Centric Principle in the Sphere of Public Services

The contemporary development of administrative law is marked by a gradual shift from conventional conceptions of the state as the primary centre of authoritative influence, towards a model in which the primary criterion for assessing the effectiveness of public authority is the extent to which human rights, freedoms, and legitimate interests are ensured and protected. This transformation is not accidental. Rather, it is a natural consequence of the evolution of democratic and legal states, the development of international human rights standards and a re-evaluation of the role of administrative law in contemporary society. While historically regarded as a means for organising public administration and facilitating the exercise of governmental powers, contemporary administrative law is increasingly recognised as a mechanism for ensuring the effective realisation of individual rights in relations with public administration authorities. It is within this context that the idea of the human-centric principle emerged and subsequently evolved into one of the defining directions of contemporary administrative-law science.

The scholarly understanding of the human-centric principle in administrative law is inextricably linked to the broader transformation of legal thinking that took place at the end of the twentieth and the beginning of the twenty-first century. Whilst classical models of public administration were predominantly focused on ensuring the efficiency of the state apparatus, contemporary legal doctrine proceeds from the premise

that the individual and their needs take precedence over the interests of the administrative system. Consequently, Ukrainian administrative-law science has gradually developed an approach according to which the state should not merely govern social processes but should also ensure high-quality service delivery to individuals through the system of public services. In this regard, the human-centric principle should be regarded not merely as an independent principle, but rather as a comprehensive conceptual foundation of modern administrative law that determines the orientation of all other principles and institutions within the field (Halunko et al., 2023).

The human-centric concept is of particular significance in this regard, as it is founded on Article 3 of the Constitution of Ukraine, which asserts that the individual, their life and health, honour and dignity, inviolability and security are recognised as the highest social values in Ukraine. Furthermore, human rights and freedoms determine the content and direction of state activity (The Constitution of Ukraine, 1996). In essence, the constitutional legislator established the foundation for reorienting the entire system of public administration towards meeting human needs by not only recognizing the priority of individual rights but also affirming the state's responsibility before the individual for the outcomes of the activities. Consequently, the human-centric principle possesses not only a doctrinal basis but also a direct constitutional and legal foundation.

It is the contention of the present study that a significant milestone in the evolution of this conceptual framework was the re-evaluation of the individual's role within the paradigm of administrative-law relations. Conventionally, the individual was regarded principally as an object of authoritative influence exercised by the state. Contemporary administrative law, however, is increasingly predicated on the necessity of viewing the individual as an active participant in public-law relations who is entitled to demand high-quality services, fair administrative procedures, transparency in decision-making, and effective protection of rights from public authorities. Within this framework, individuals are no longer passive recipients of administrative decisions, but rather the central figures of the entire public administration system. One of the key manifestations of the human-centric transformation of administrative law is the gradual replacement of the concept of a 'state for governance' with that of a 'state for the individual'. Whereas the former model was primarily aimed at ensuring the stability and functionality of state mechanisms, the latter is based on the idea that the activities of public authorities should be evaluated based on how useful they are to individuals. In these circumstances, the effectiveness of public administration is not determined by the number of decisions adopted

or the scope of powers exercised, but by the extent to which societal needs are met, public services are accessible, and human rights are effectively protected.

The relationship between the human-centric principle and the principle of the rule of law is equally important. It is the position of the present study that the human-centric principle cannot be considered in isolation from the rule of law, on the grounds that the latter provides the necessary legal mechanisms for implementing human-centric ideas. The rule of law requires the state to organise its activities in such a way that all administrative decisions ensure justice, equality, legal certainty and respect for human dignity. Conversely, the human-centric principle enriches the rule of law by emphasising the real needs of individuals as the ultimate objective of state mechanisms.

There is also a close relationship between the human-centric principle and the concept of good governance. Contemporary European standards of good governance are based on openness, accountability, transparency, public participation in decision-making processes and orienting public administration towards societal needs. In this context, the human-centric principle can be seen as the value-based foundation of good governance. Good governance, meanwhile, is the practical mechanism through which human-centric approaches are implemented in the activities of public authorities (Fedoruk, 2022).

It is evident from a thorough review of extant literature and analysis of the prevailing trends in administrative-law scholarship that the human-centric principle has gradually evolved into one of the defining principles governing the functioning of the public services system. The field of administrative law is characterised by its regulatory function, which encompasses the establishment of legal frameworks, the structuring of public administration entities, the delineation of administrative procedures, and the formulation of criteria for evaluating the efficacy of public service delivery. Consequently, a human-centric approach to the provision of judicial, healthcare, and social services necessitates not only formal compliance with legislative requirements but also the establishment of organisational, procedural, and informational conditions that empower individuals to exercise their rights and legitimate interests to the greatest extent possible.

A more thorough examination of the theoretical and legal underpinnings of the implementation of the human-centric principle reveals that its practical significance is most evident in the domain of public service provision. Unlike many other principles of administrative law, which primarily establish general rules governing the functioning of public administration, the human-centric principle is directly oriented towards the outcome of state and local government activities, namely the satisfaction of human needs and the realisation of

individual rights. Consequently, both European and Ukrainian administrative law doctrine increasingly regard the public service system as a key indicator of state effectiveness and democratic governance.

This approach is particularly relevant in the context of post-war reconstruction, when the effective functioning of the public service system directly impacts the provision of human rights and the restoration of the state's human capital. This is why a modern, human-centric model of public administration should prioritise the creation of administrative and legal mechanisms that ensure the availability of services, digital integration, and the development of human potential (Novikova et al., 2022).

Accordingly, public administration performance is assessed not only on the basis of legality and organisational efficiency, but also on the basis of public institutions' ability to provide accessible, high-quality, timely and fair services to every individual. In this regard, the Ukrainian Law on Administrative Procedure constitutes an important step towards institutionalising contemporary, human-centric standards in public administration, as its provisions aim to ensure fair administrative proceedings, facilitate individual participation in decision-making processes and safeguard rights in relations with public authorities (The Law of Ukraine "On Administrative Procedure" of 15.11.2024, No. 2073-IX).

The administrative-law nature of the human-centric approach is primarily reflected in its functional orientation. While traditional administrative activity has historically centred on the exercise of state authority, the human-centric model shifts the focus towards providing public services. In these circumstances, public authorities should see themselves not only as holders of public powers, but also as entities responsible for creating the most favourable conditions for the realisation of human rights. This transformation fundamentally alters the philosophy of administrative-law regulation, as the primary object of attention becomes not the administrative procedure itself but the individual for whose benefit the procedure exists. In contemporary circumstances, this necessitates a reconsideration of approaches to public policy formation, the development of administrative regulations, the evaluation of service quality, and the determination of priorities in the activities of public authorities.

The practical significance of the human-centric principle is most evident in the provision of judicial, healthcare, and social services, where the degree of protection of human rights is contingent on the effectiveness of public administration mechanisms. In the sphere of judicial services, a human-centric approach necessitates the establishment of conditions that guarantee authentic access to justice. This can be achieved through the development of e-justice

systems, the simplification of procedural requirements, and the enhancement of access to legal aid. In the field of healthcare, the implementation of the human-centric principle is associated with the establishment of a patient-centred model. According to this model, individuals are regarded as active participants in the process of receiving medical care, while the healthcare system is expected to ensure equal access to quality healthcare services regardless of a person's social status or place of residence. In the context of Ukraine's post-war recovery, these objectives assume particular significance, given the substantial increase in demand for medical rehabilitation, psychological support, and the restoration of healthcare infrastructure.

The implementation of the human-centric principle is of equal importance in the provision of social services. The primary purpose of these services is to support the most vulnerable categories of the population. Within this context, the human-centric approach is reflected in the individualisation of social assistance, consideration of the actual needs of each person, and the provision of the broadest possible access to social services. Consequently, the human-centric principle establishes a unified administrative law framework for public services, in which the effectiveness of state activity is measured by the extent to which human rights, freedoms and legitimate interests are safeguarded, rather than by the volume of powers exercised.

In the authors' view, the human-centric principle in the provision of judicial, healthcare and social services should not be limited to the humanitarian orientation of public policy. The principle has a much broader scope, encompassing a comprehensive system of legal, organisational, procedural, informational and digital mechanisms aimed at ensuring the realisation of human rights to the fullest extent possible. For this reason, the human-centric principle should be considered an overarching administrative law principle, combining the core principles of the rule of law, good governance, a service-oriented state, administrative procedures and the digital transformation of public administration.

In this regard, it seems fitting to provide a definition of the concept under consideration. The human-centric principle in the provision of judicial, healthcare and social services is regarded by the authors as a fundamental administrative law principle that governs the organisation and execution of public administration activities. According to this principle, human rights, freedoms, legitimate interests, needs, security and dignity are the primary benchmarks for the formation of public policy, administrative decision-making, the design of administrative procedures and the functioning of public services. In this context, the effectiveness of state activity is evaluated based on the extent to which accessibility, quality, timeliness and fairness in service provision are guaranteed for each individual.

2.2. Economic Dimension of the Administrative and Legal Foundations for the Implementation of the Human-Centric Principle in the Provision of Judicial, Healthcare, and Social Services

2.2.1. Implementation of the Human-Centric Principle in the Provision of Judicial Services

It is the contention of the present study that the implementation of the human-centric principle in the provision of judicial services represents one of the most illustrative manifestations of the transformation of the contemporary model of public administration. While the activities of the judiciary were predominantly associated with the administration of justice as an exclusive exercise of state authority for a considerable period, current trends in the development of democratic legal systems are increasingly orienting judicial institutions towards meeting the needs of individuals, enhancing access to justice and creating the most favourable conditions for exercising the right to judicial protection. In such circumstances, courts are no longer solely perceived as public authorities empowered to issue binding decisions. Instead, they are gradually acquiring the characteristics of service-oriented institutions whose activities are directed towards effectively protecting individual rights, freedoms and legitimate interests.

In contemporary conditions, access to justice should not merely be regarded as a state-guaranteed opportunity to apply to a court, but as a comprehensive administrative law category. This category encompasses the organisational, procedural, informational and technical conditions necessary for the effective exercise of the right to judicial protection. The mere existence of a judicial system does not guarantee the realisation of this right if individuals encounter excessively complex procedures, significant time-related burdens, the territorial inaccessibility of judicial institutions or insufficient legal awareness. Consequently, the human-centric approach necessitates a shift in emphasis from the formal functioning of the judicial system to the establishment of conditions under which every individual, irrespective of social status, place of residence, age, health condition, or financial circumstances, has a genuine opportunity to exercise the right to a fair trial.

These issues have assumed particular salience for Ukraine in the context of the ongoing war and the subsequent process of post-war recovery. The destruction of judicial infrastructure, population displacement, modifications to territorial jurisdiction, and the increasing number of economic, financial, social, property-related, and compensation disputes have significantly complicated citizens' access to justice. In such circumstances, a primary objective of the state has been to ensure the uninterrupted functioning of the judicial system, even in extraordinary conditions.

During this period, the need to reorient judicial activities towards individuals' needs became especially evident, fully reflecting the human-centric principle. This approach is consistent with contemporary trends in the development of the European administrative space. In particular, it aligns with the provisions of Regulation (EU) 2021/241, which established the Recovery and Resilience Facility (RRF). This regulation identifies institutional resilience, the enhanced accessibility of public services, digital transformation, and strengthening the capacity of public authorities to respond effectively to human needs as key priorities for post-crisis recovery (Regulation (EU) 2021/241 of the European Parliament and of the Council of 12 February 2021 establishing the Recovery and Resilience Facility, 2021). In this context, ensuring the continuity of judicial administration and developing electronic judicial services become priorities, as does removing barriers to judicial protection, and this is the case not only at the national level, but also at the European level.

The implementation of a human-centric approach is contingent on the simplification of administrative and procedural arrangements within the judicial system. In the contemporary context, procedural complexity frequently constitutes an impediment to access to justice that is no less significant than financial or territorial constraints. Consequently, particular importance is attached to the introduction of clear and accessible mechanisms for the submission of procedural documents, access to information regarding case progress, participation in court hearings, and receipt of judicial decisions. Simultaneously, procedural simplification should not be equated with a reduction in procedural safeguards. Conversely, its principal objective is to eradicate superfluous bureaucratic impediments that do not directly contribute to the assurance of judicial proceedings (Boiko & Soloviova, 2023).

In this context, the digitalisation of judicial services is of particular importance, as it has become one of the most effective mechanisms for implementing human-centric standards within the judiciary. The introduction of the Electronic Court subsystem and its associated features, such as the remote submission of procedural documents, participation in court hearings via videoconferencing, the receipt of judicial decisions in electronic form and access to digital case materials, has significantly expanded citizens' opportunities to exercise their right to judicial protection (Electronic Court, 2026). These tools are particularly important for internally displaced persons, military personnel, individuals residing abroad and citizens living in areas adjacent to zones of active hostilities.

It is argued that the digitalisation of judicial services should be regarded not solely as a process of technological modernisation, but also as an autonomous administrative-law mechanism for implementing the

human-centric principle. The primary objective of this initiative is not merely the introduction of novel information technologies; rather, it is the establishment of a more accessible, user-friendly, and efficient environment for interaction between individuals and the judiciary. Concurrently, the digitalisation of court services holds significant economic and financial implications, as it contributes to the optimisation of budget expenditures for the organisational support of court activities, leading to a reduction in costs for paper document circulation, mailings, archiving case materials and administration of court procedures. It is also important to note that the utilisation of electronic services has the potential to substantially mitigate the financial expenditures of individuals involved in the judicial process. These expenditures can include expenses related to personal visits to court institutions, transportation, business trips, and time costs. In the context of Ukraine's post-war economic recovery, these advantages assume particular significance, as they facilitate the harmonisation of enhanced access to justice with the judicious utilisation of state financial resources, thereby ensuring the optimal efficiency of the judicial system's operations. Consequently, it is recommended that the efficacy of digital reforms in the judicial sphere be evaluated not solely by indicators of technological advancement, but also by their influence on access to justice, the extent of human rights implementation, budgetary savings, and the comprehensive efficiency of public resource utilisation.

Ensuring procedural accessibility of justice for vulnerable categories of the population is a problem that deserves special attention. In modern society, a significant proportion of people require additional safeguards to ensure their right to judicial protection is upheld. This primarily concerns people with disabilities, the elderly, children, internally displaced persons, war veterans, family members of deceased servicemen, individuals on low incomes, and other citizens in difficult circumstances. A human-centric approach does not imply formal equality for all participants in the process, but rather the creation of conditions under which each person has a genuine opportunity to exercise their rights, with their individual needs and limitations taken into account.

In this regard, the system of free legal aid, which is one of the most important mechanisms for ensuring accessibility of justice, acquires special importance. It is through its functionality that the state fulfils its positive obligation to establish conditions for the effective protection of the rights of individuals who lack sufficient financial resources to independently procure professional legal assistance. In contemporary conditions, the role of this system is growing significantly, as a considerable number of citizens

encounter novel legal challenges related to the loss of property, compensation, social security, veteran status, and other consequences of the war.

This enables the assertion that the contemporary court is undergoing a marked transition from a conventional instrument of state power to a service institution within the democratic state. This is not about altering the constitutional nature of the judiciary or diminishing its authority; rather, it is about rethinking its role in society. The judicial system must remain independent and impartial, while also being open, understandable and accessible to individuals, and focused on ensuring the effective protection of rights. Such a model meets modern European standards for the administration of justice and ensures the practical implementation of the principle of human-centredness. Thus, implementing a human-centric approach to providing judicial services requires a comprehensive transformation of the administrative and legal principles underpinning the functioning of the judicial system. This transformation prioritises ensuring real access to justice, simplifying procedures, developing digital services, supporting vulnerable population groups, and establishing courts as service institutions whose activities are aimed at ensuring the most effective protection of human rights and freedoms. These areas should form the basis of further judicial system reform in Ukraine, in the context of post-war economic recovery and gradual integration into the European legal space.

2.2.2. The Economic Component of Implementing the Human-Centric Principle in the Provision of Healthcare Services.

One of the most important areas for the practical implementation of the human-centric principle is the healthcare system, particularly the healthcare services sector. This is because the state's activities in this area are directly related to ensuring the life, health and physical and mental well-being of individuals. Unlike many other areas of public administration, the effectiveness of healthcare services has social and economic significance and directly affects the implementation of fundamental human rights enshrined in the constitution. This is why the modern model of public health management is moving away from traditional administrative and command approaches, focusing instead on the needs of patients as the main subjects of medical and legal relations. In such circumstances, the human-centric principle becomes a fundamental principle not only for public authorities, but also a key criterion for evaluating the effectiveness of state healthcare policy (Turchyn, 2025).

The healthcare system is oriented towards the needs of the patient, necessitating the establishment

of a model of public administration in which the individual is the central element of all organisational, managerial and procedural processes. In this case, the provision of quality healthcare services is not the sole consideration; the creation of a comprehensive system of guarantees is also imperative. Such a system must ensure the accessibility of healthcare services, compliance with patients' rights, timeliness of receiving healthcare services and the appropriate level of medical care. Therefore, the effectiveness of the healthcare system should be determined by the level of satisfaction of human needs in the field of healthcare, rather than by the number of management decisions made or the amount of financing for the healthcare industry.

In contemporary conditions, a pivotal domain for the implementation of a human-centric approach is the assurance of equitable access to healthcare services. Notwithstanding considerable advances in the reform of the healthcare system, the issue of territorial, financial and organisational inequality in access to healthcare services remains salient. These challenges are especially acute in remote settlements, rural areas and regions that have been negatively affected by military operations. In such circumstances, a principal function of the state is to establish an effective administrative and legal apparatus that can guarantee equal access to healthcare services irrespective of factors such as place of residence, financial status, social standing, or other considerations.

In the authors' opinion, ensuring the availability of healthcare services cannot be limited to the presence of healthcare institutions or appropriate medical personnel. In a human-centric model, accessibility should be considered a multi-component category encompassing physical access to medical infrastructure, economic access to medical care, access to information about medical services and access to the mechanisms for obtaining them. It is only by combining all these components that one can achieve the real, rather than declarative, implementation of the human right to healthcare.

At the same time, the modern development of the healthcare system shows that the availability of medical services should be considered not only as a social guarantee, but also as a prerequisite for preserving and developing the state's human capital. This is why strategic healthcare development planning should combine administrative and legal management tools with the country's long-term socio-economic development goals (Gruzieva & Korolenko, 2025).

Digital technology has become a pivotal component in the implementation of human-centric approaches within the healthcare sector. In contemporary settings, the electronic healthcare system has emerged as a pivotal instrument for enhancing the quality of medical services

and ensuring the accessibility of medical care for the population. The implementation of electronic medical records, electronic referrals, electronic prescriptions, digital medical declarations and other components of the electronic healthcare system has resulted in a substantial simplification of the interaction between citizens and healthcare institutions, thereby reducing the level of administrative barriers when receiving medical services. At the same time, the importance of the electronic healthcare system extends beyond the technological modernisation of the medical industry. From an administrative and legal point of view, it is advisable to consider it an important mechanism for implementing human-centricity. This is because digital tools increase the transparency of management processes, provide efficient medical services, ensure convenient patient interaction with medical institutions, and reduce the bureaucratic burden on citizens. Consequently, individuals are empowered to exercise their rights in the healthcare sector more swiftly, while the state can fulfil its public obligations more effectively.

These processes have acquired particular importance in the context of martial law. Full-scale war creates unprecedented challenges for healthcare systems, including the destruction of medical infrastructure, population displacement, staff shortages and a sharp increase in demand for services. Concurrently, it was during this period that it became especially important to ensure the continuity of medical care regardless of a person's location. The functionality of the electronic healthcare system, the advancement of telemedicine and digital services have enabled the maintenance of medical services, even in conditions of significant restrictions imposed by military operations.

In the context of the post-war economic recovery of Ukraine, the implementation of the human-centric principle in the provision of healthcare services acquires not only socio-legal significance, but also a distinct economic meaning. It is this author's opinion that one of the key criteria for the human-centrism of the modern healthcare sector should be its ability to ensure the most efficient use of available resources to meet real human needs (Shapoval et al., 2022). In this case, the focus is not on a mechanical increase in the volume of financing for the medical sector, but on the establishment of administrative and legal management mechanisms that enable the primary direction of budget funds towards healthcare services with the greatest social significance and the greatest impact on the restoration of the population's health.

In the context of post-war reconstruction, it is imperative that the state's economic policy is aligned with the public administration system. It is imperative that budget planning, the reconstruction of medical infrastructure, the modernization of the medical

guarantees system, and the development of digital healthcare are implemented as interrelated elements of a single economic recovery policy. Such an approach ensures not only a more efficient use of public finances, but also increases the long-term sustainability of the healthcare system (Petrukha et al., 2025).

This approach is of particular importance in the context of the post-war increase in the needs for rehabilitation assistance, prosthetics, psychological support, treatment of the consequences of combat injuries, and long-term medical support for victims. In such circumstances, human-centrism should function as a framework for the delineation of state healthcare policy priorities, ensuring the allocation of organisational, human and financial resources to areas of medical care that directly impact the quality of life. The development of electronic health care systems, telemedicine technologies, electronic prescriptions and other digital services should be considered not only as a means of making medical care more accessible, but also as a way of making the health care sector more economically efficient by reducing administrative costs, optimising management processes, and making public resources more efficient. This is why, in modern conditions, the economic aspect of implementing the principle of human-centredness is becoming one of the key factors in ensuring the sustainability and effectiveness of state healthcare policy.

2.2.3. The Fiscal and Tax Dimension of the Implementation of the Human-Centric Principle in the Provision of Social Services

Of all the areas of the contemporary public administration system, social services occupy a special place. This is because they are directly connected with ensuring individual social security, supporting vulnerable population groups and creating conditions that allow the constitutional principle of the social state to be realised. In this regard, it should be noted that Article 1 of the Constitution of Ukraine defines Ukraine as a sovereign, democratic, social and legal state. Consequently, providing an adequate level of social protection is not only a component of public policy, but also a constitutional obligation of the state (The Constitution of Ukraine, 1996). The state's social function is implemented through the system of social services, which provides support to individuals facing social risks, difficult life circumstances and other factors that may affect their well-being adversely. In the context of full-scale war and Ukraine's post-war economic recovery, social policy cannot be viewed solely as a system of assistance or compensation. Instead, it must also perform fiscal, distributive and stabilising functions. The state can effectively determine the extent to which the human-centric principle serves as

a genuine rather than merely declaratory guideline for public administration through budget expenditures, tax incentives, social benefits, compensation programmes and targeted financial support for specific population groups.

Unlike traditional approaches, in which social assistance was often seen as merely a means of distributing material resources, the contemporary human-centric model necessitates the precise identification of beneficiaries and the economic justification of each social protection instrument. In this context, the fiscal and tax dimension of the human-centric principle means that the state is obliged to allocate public financial resources specifically to addressing the needs of individuals, rather than to the 'social sector' in general. This includes housing support for internally displaced persons, rehabilitation services for veterans, assistance for persons with disabilities, support for families of fallen military personnel, compensation for damaged or destroyed housing, and social integration programmes for children and others affected by the war. This targeted allocation of resources enables the transition from formally financing programmes to achieving tangible improvements in the quality of life of specific individuals.

One of the key ways of implementing the human-centric principle is to ensure that social support is targeted. Contemporary social challenges demonstrate that a universal approach to social assistance does not always allow for an effective response to the diverse needs of different population groups. Therefore, when budgetary resources are limited, particular importance should be attached to combining administrative and legal regulation with fiscal rationality. Social benefits, subsidies, compensation payments and other forms of support should be provided to individuals who are genuinely experiencing heightened social vulnerability. This approach ensures the fairness of social policy and the efficient use of state and local budget resources.

These issues have become particularly relevant due to the significant increase in the number of internally displaced persons. Large-scale population displacement caused by hostilities has become one of the greatest social challenges Ukraine has faced since gaining independence. From a fiscal and tax perspective, the human-centric approach to internally displaced persons involves providing housing assistance and compensation to host communities, as well as running housing programmes and offering employment support measures. Tax and grant incentives are also designed to facilitate the establishment or restoration of entrepreneurial activities. In such circumstances, social support should not only aim to temporarily satisfy basic needs, but also to restore individuals' ability to participate in economic activity and provide for themselves independently.

In the context of post-war recovery, a concomitant imperative for social policy is the provision of support for war veterans and their family members. It is this author's opinion that the human-centric principle in this sphere should be implemented not only through benefits and direct financial assistance, but also through a financially sustainable system of social integration. Such a system should include professional retraining, support for veteran entrepreneurship, reimbursement of rehabilitation costs, access to affordable housing, psychological support services, integrated health and social care, and tax incentives for employers hiring veterans or people with war-related disabilities. In this way, fiscal policy serves not only to distribute public funds, but also to restore individuals' full participation in economic and social life.

Particular attention should be paid to the following groups: family members of fallen military personnel; individuals who have lost their homes as a result of the war; children affected by hostilities; and other categories of citizens who have suffered significant social losses. These groups should receive a combination of financial assistance, compensation payments, housing programmes, social support services and fiscal and financial support mechanisms, reflecting a human-centric approach. Compensation for destroyed property, subsidized housing loans, exemptions from or reductions in certain mandatory payments, as well as support for charitable and volunteer initiatives, can serve as practical tools for restoring social justice and strengthening citizens' trust in the state.

An important way to enhance the effectiveness of the social services system is to digitalise social services. In the current climate, digital technologies greatly simplify interactions between citizens and public administration bodies, reduce processing times for applications, minimise bureaucratic procedures and improve accessibility to social services. According to Mikhrovska (2023), the introduction of electronic accounts for social benefit recipients, automated benefit allocation mechanisms, integrated state registers and digital platforms for citizen interaction facilitates the more efficient and targeted provision of social support. In the authors' view, digitalisation performs an additional important function within the fiscal and tax dimension of the human-centric principle. It enables the more accurate identification of benefit recipients, prevents the duplication of payments, strengthens oversight of public expenditure and enhances the transparency of social spending. For example, electronic accounts for social assistance recipients, digital internally displaced person status, electronic benefit allocation mechanisms, integrated state registers and digital platforms for citizen interaction make it possible to provide assistance promptly while maintaining effective financial control. Therefore, ensuring that budgetary resources, tax instruments,

compensation programmes and digital administration mechanisms are directed towards achieving tangible outcomes for individuals, rather than the formal fulfilment of the state's social obligations, is the fiscal and tax dimension of implementing the human-centric principle in the sphere of social services. In this context, social policy effectiveness should not be assessed solely on the basis of the volume of funded programmes, but rather on the extent to which such programmes restore individuals' capacity for independent living, promote their social integration, enhance their economic activity and provide effective protection against the consequences of war. This approach allows social services to be viewed not only as a form of humanitarian assistance, but also as a vital mechanism for Ukraine's post-war economic recovery.

2.2.4. A Common Administrative and Legal Mechanism for Implementing the Human-Centric Approach in the Provision of Judicial, Healthcare, and Social Services

The analysis of the specific features of implementing the human-centric principle in the provision of judicial, healthcare, and social services allows the conclusion to be drawn that, despite the differences in the functional purposes of these sectors, they are united by the existence of a common administrative-law mechanism aimed at ensuring the fullest possible realization of human rights, freedoms, and legitimate interests. It is the opinion of the present authors that the structure of such a mechanism encompasses several interconnected elements, including the regulatory and legal mechanism, the digital service delivery mechanism, the administrative procedures mechanism, the interagency co-operation mechanism, the information exchange mechanism, the feedback mechanism involving service recipients, and the mechanism for quality control and performance assessment of public administration entities. The practical implementation of the human-centric model of public administration is ensured by the combination of these elements, regardless of the particular area of public service delivery.

One of the fundamental components of this mechanism is the digital interaction system between the state and individuals, which is currently implemented through integrated state information systems and electronic services. In the judicial sphere, these instruments include the Unified Judicial Information and Telecommunication System and the Electronic Court subsystem. In healthcare, these include the eHealth system, electronic prescriptions, electronic referrals and electronic medical records. In the social sphere, digital instruments include the Diia application, the Unified Information System of the Social Sphere and the digital status of an internally displaced person.

Other digital platforms include the eVidnovlennia and eOselia services. These instruments have one key feature in common: they ensure access to services regardless of an individual's location. This has become particularly important in the context of war and the post-war recovery of the state.

Another important component is the mechanism of simplified administrative procedures, which aims to minimise bureaucratic barriers when citizens exercise their rights. Whether an individual is applying to a court, seeking healthcare services or requesting social assistance, the contemporary human-centric model presupposes fewer required documents, automated information verification processes, the use of state registers instead of repeatedly requesting information from individuals and the digitalisation of administrative procedures wherever possible. Essentially, people should not be expected to act as document collectors for the state. Instead, they should be seen as service users, and the state should organise the necessary internal co-operation between its authorities and information systems to ensure these services are provided effectively.

A particularly significant role in the functioning of the human-centric model is played by the mechanism of interagency co-operation and information exchange, which ensures a comprehensive approach to addressing individuals' needs. In practice, many life situations require the simultaneous involvement of social protection authorities, healthcare institutions, local self-government bodies, administrative service centres, judicial authorities, and other public administration entities. Consequently, the effectiveness of service delivery is increasingly contingent not on the performance of a single authority but on the degree of coordination across the entire system of public governance. In this regard, particular importance is attributed to the Trembita system of electronic interaction among state electronic information resources, integrated state registers, and other instruments of automated information exchange.

Another significant component pertains to the mechanism for evaluating the quality and effectiveness of public services. The human-centric principle necessitates a shift in the focus of state activity from process-oriented administration to results-oriented governance. In such circumstances, the pivotal criterion of effectiveness should not be the number of applications processed, benefits granted, or decisions adopted, but rather the extent to which individuals' needs are actually satisfied. Consequently, there is an increasing emphasis on the utilisation of electronic service-quality assessment tools, instruments of public oversight, mechanisms for the submission of complaints and proposals, and systems for the monitoring of the performance of public authorities and other entities that exercise public powers.

2.3. Ukraine's Experience in Implementing the Human-Centric Principle in the Provision of Judicial, Healthcare, and Social Services in the Context of Post-War Economic Recovery as a Practical Reference Point for European Union Member States

In the context of implementing the human-centric principle during Ukraine's post-war economic recovery, the innovative solutions developed in the spheres of justice, healthcare, and social services have particular scientific and practical value. The uniqueness of these measures lies in their creation in conditions of a state apparatus that was not functioning stably. Instead, they were created during a period of full-scale war, when the state was faced with the task of simultaneously ensuring the continuity of public services, protecting human rights, and maintaining the proper level of functioning of public administration by citizens. This, in turn, contributed to a more efficient and targeted provision of social support (Solomakha, 2024). Consequently, contemporary Ukrainian solutions can be regarded as a pragmatic framework for European Union countries seeking to establish robust and human-centric models of public administration.

In the sphere of judicial services, Ukraine has developed one of the most advanced digital access-to-justice systems among the countries of Central and Eastern Europe. A key element of this system is the Unified Judicial Information and Telecommunication System, which facilitates the integrated operation of the judiciary and enables digital interaction between courts, individuals involved in legal proceedings and other public authorities (Functioning of the Unified Judicial Information and Telecommunication System, 2026). Another important component is the Electronic Court subsystem, which enables procedural documents to be submitted electronically, copies of judicial decisions to be obtained, case progress to be monitored and procedural communications to be conducted remotely (Electronic Court, 2026). The system is complemented by the participant's electronic cabinet, automated case allocation among judges, videoconference hearing mechanisms and the Unified State Register of Court Decisions. These features promote the openness and transparency of judicial proceedings.

These mechanisms acquired particular importance following the outbreak of the full-scale war. The destruction of judicial infrastructure, changes in territorial jurisdiction, large-scale population displacement, and the presence of a significant number of Ukrainian citizens abroad created unprecedented challenges for the administration of justice. Nevertheless, the advent of digital judicial services has facilitated the assurance of uninterrupted access to justice and the preservation of individuals' capacity to exercise

their right to judicial protection, irrespective of their geographical location. For the Member States of the European Union, particular interest may lie in Ukraine's experience of maintaining the functioning of the justice system under conditions of military threats, large-scale migration, and the necessity of rapidly restoring judicial institutions following crisis situations.

Innovative developments have also emerged in the sphere of healthcare services. In recent years, Ukraine has effectively established a comprehensive digital healthcare ecosystem centred around the eHealth electronic healthcare system (Electronic Healthcare System, 2026). The system incorporates electronic medical records, electronic prescriptions, electronic referrals, digital declarations with family physicians, electronic sick-leave certificates, and centralized medical registers. A pivotal component of this system is the Helsi platform, which facilitates appointments with healthcare professionals, access to diagnostic results, retrieval of medical information, and communication between patients and healthcare institutions through digital channels.

Concurrent with these developments, telemedicine technologies have undergone substantial growth, facilitating remote consultations and the provision of medical support services. In regions where healthcare infrastructure has been disrupted due to hostilities, such solutions have become of particular importance. Another innovative area of research concerns electronic rehabilitation mechanisms for veterans, digital monitoring and support of patients recovering from injuries, and the integration of healthcare services with social support systems. Consequently, a model has come to the fore in which citizens are able to access the majority of healthcare services irrespective of alterations to their place of residence or physical access to a specific healthcare institution.

For European Union Member States, Ukraine's experience is particularly valuable when it comes to ensuring the continuity of healthcare services during times of crisis. While most European healthcare systems have traditionally operated under conditions of institutional stability, the Ukrainian model has been put to the test in practice through war, population evacuation, hospital destruction, and a sharp increase in pressure on the healthcare system. Consequently, it could be a useful reference point for developing resilient healthcare administration models within the EU.

It is argued that the most innovative developments can be observed in the sphere of social services. Ukraine has been the most prolific in establishing the most comprehensive system of digital interaction between citizens and the state. The Diia ecosystem constitutes the central element of this system, having effectively integrated a substantial number of administrative, social and informational services within a unified digital

environment (Diia: State Services Online, 2026). Important components of this ecosystem include Diia. Pidpys (Signature), Diia.Biznes (Business), eMaliatko (eBaby), eOselia (Affordable Housing Programme), eKnyha (eBook), digital services for internally displaced persons, and numerous other public services.

It is imperative to direct particular attention to the eVidnovlennia (eRecovery Programme), which provides a digital mechanism for compensating individuals for damaged or destroyed housing. For the first time in Ukraine, a mechanism has been created that enables individuals to submit applications, undergo verification procedures and receive compensation payments entirely through integrated digital services. Other important developments include Reserve+ (a digital military registration service), Army+ (a digital platform for military personnel), digital veteran services, the Unified Information System of the Social Sphere, the electronic cabinet for persons with disabilities, and digital mechanisms for supporting war veterans. Together, these instruments constitute a new model of social policy, which is based on the principles of proactive service delivery and providing continuous support to individuals throughout all stages of their interactions with the state (Poltanskyi, 2025).

A special role in the functioning of this system is played by the Trembita platform for electronic interaction among state registers (System of Electronic Interaction of State Electronic Information Resources "Trembita", 2026), the VzaïemoDiia (citizen participation platform), the DREAM recovery ecosystem, the eCherha (electronic queue management system), as well as electronic mechanisms for ensuring transparency in the use of public resources through Prozorro and Prozorro. Sale (Prozorro: Electronic Public Procurement System, 2026). By integrating these solutions, Ukraine has successfully created a comprehensive digital state architecture centred on human needs.

It is the position of the present study that the primary value of Ukraine's experience for European Union Member States lies not merely in the creation of individual digital services, but in the formation of a new model of resilient, human-centric public administration. The fundamental premise of this model is predicated on the capacity of the state to guarantee the uninterrupted realisation of human rights, irrespective of prevailing security circumstances, the geographical location of citizens, or the operational status of specific institutions. Concurrently, empirical evidence from Ukraine has demonstrated the indispensability of adequate financial support for public services, the stability of the banking sector, and the resilience of the state's budgetary system for the effective implementation of the human-centric principle.

An important prerequisite for this was the ability of Ukraine's financial system to maintain macro-financial stability, even amid full-scale war. The uninterrupted

functioning of the banking system ensured the timely implementation of budget payments, financing of state social programmes, implementation of the Medical Guarantees Programme, payment of pensions, assistance to internally displaced persons, compensation for damaged housing, and other social transfers. Consequently, financial stability has emerged as a pivotal administrative and legal factor in ensuring the continuity of human rights implementation (Korneev et al., 2025).

It is also important to recognise that the maintenance of uninterrupted financing of judicial, healthcare and social services during the period of full-scale war was facilitated not only by domestic resources but also as a result of extensive international financial assistance. In practice, external financing enabled the state to honour a significant proportion of its social obligations to the population, while domestic budgetary resources were primarily allocated to the security and defence sector.

As indicated by official data from the Ministry of Finance of Ukraine, international partners furnished Ukraine with more than 41 billion USD in budgetary assistance in 2024, including 17.3 billion USD from the European Union and an additional 5.3 billion USD from the International Monetary Fund. The Ministry of Finance has explicitly emphasised that international assistance has been instrumental in enabling the full financing of the social and humanitarian expenditures of the state budget, with domestic financial resources primarily allocated to national defence needs (Ministry of Finance of Ukraine, 2025, January 2). The subsequent period of financial support is equally illustrative. In 2025, Ukraine received more than 16 billion EUR in budgetary assistance from the European Union, while International Monetary Fund programmes continued to serve as one of the key instruments for ensuring macro-financial stability and supporting public finances (Ministry of Finance of Ukraine, 2025, September 26). Consequently, the disbursement of pensions, provision of assistance to internally displaced persons, social compensation programmes, financing of the Medical Guarantees Programme, rehabilitation mechanisms for veterans, digital social support services, and other human-centric initiatives were largely sustained through the combination of administrative-law governance mechanisms and financial instruments provided by the European Union, the International Monetary Fund, and other international partners. Consequently, Ukraine's experience offers significant insights to European Union Member States. These insights encompass not only digitalisation and the streamlining of public service delivery procedures but also the demonstration of how international financial solidarity can be integrated into mechanisms for safeguarding human rights and maintaining the functionality of the social state during

a large-scale crisis. Accordingly, promising ways in which European Union Member States could apply Ukraine's experience include developing resilient digital services and mechanisms to ensure the continuity of public services. Other promising ways include improving models for the financial sustainability of the social state, ensuring the uninterrupted financing of social, healthcare and judicial programmes, integrating financial and administrative instruments to support the population and establishing comprehensive post-crisis recovery mechanisms that focus on the needs of individuals.

Consequently, Ukraine has cultivated a distinctive approach that integrates human-centric governance, digitalisation, financial resilience, and crisis management. This experience has been tested in practice under the conditions of a full-scale war and may be of considerable value for the further modernisation of public administration systems across European Union Member States.

3. Conclusions

The conducted study indicates that, in the context of Ukraine's post-war economic recovery, the human-centric principle assumes significance not only as a fundamental principle of administrative law but also as one of the key factors in ensuring the sustainable socio-economic development of the state. The effective functioning of judicial, healthcare, and social services creates the necessary preconditions for the restoration of human capital, enhancement of social stability, reintegration of citizens into active economic life, and strengthening of public trust in public authorities. The findings of the study demonstrate that Ukraine has developed a unique experience in implementing a human-centric approach under the conditions of a full-scale war by combining administrative-legal, financial, and digital mechanisms. The aim of these mechanisms is to safeguard human rights, ensure the continuity of public services, and maintain the functioning of state institutions. In the course of this process, particular importance has been attributed to the digitalisation of public services, the integration of state registers, the simplification of administrative procedures, the development of targeted social support mechanisms, and the provision of accessible justice and healthcare services, irrespective of an individual's place of residence or current location. Concurrently, Ukraine's experience has persuasively demonstrated that the effective implementation of the human-centric principle is contingent on the financial resilience of the state, the stability of the banking system, adequate budgetary support for public services, and the capacity of public authorities to promptly allocate resources to meet the needs of the population. Consequently, the Ukrainian model signifies considerable scientific and

practical interest for the Member States of the European Union as a paradigm of the development of a crisis-resilient system of public administration capable of

concurrently achieving social, administrative-legal, and economic objectives during periods of large-scale crisis and post-crisis transformations.

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