

## **PUBLIC ADMINISTRATION**

### **INFORMATION SUPPORT FOR INTERNALLY DISPLACED PERSONS IN UKRAINE DURING THE WAR**

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The full-scale invasion of the Russian Federation against Ukraine in 2022 caused one of the largest humanitarian crises in Europe in recent decades. Millions of people were forced to leave their homes and relocate to safer regions within the country. According to international organizations, about 3.7 million people remain internally displaced within Ukraine, while millions more have sought refuge abroad [1].

In such conditions, information support for relocated citizens becomes an essential element of national resilience and public administration. Access to reliable information about social services, housing opportunities, employment, healthcare, and government assistance programs plays a crucial role in the integration and adaptation of internally displaced persons.

The Ukrainian experience demonstrates that digital technologies play a central role in maintaining communication between the state and displaced citizens. One of the key tools in this process is the national digital platform Diia, which integrates electronic documents and online public services into a single digital ecosystem. Through this platform citizens can receive administrative services, submit applications, and verify their legal status remotely [2].

Digital government services became particularly important after the beginning of the full-scale invasion, when millions of people had to relocate quickly and could no longer access public institutions physically. The Diia portal allowed citizens to apply for financial assistance and other support programs online. This demonstrates the importance of digital communication channels during crises [3].

Another important component of information support is cooperation with international organizations. Agencies such as UNHCR, UNDP, and the Internal Displacement Monitoring Centre provide analytical reports and humanitarian information platforms that help displaced persons access assistance programs and understand available opportunities [4].

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Research shows that digital technologies significantly strengthen the resilience of states during crises and contribute to maintaining economic and social stability. According to the OECD, digital transformation in Ukraine has accelerated significantly during the war and plays an important role in maintaining government services and supporting citizens under conditions of conflict [5].

Academic studies also emphasize the importance of digital governance and electronic public services in strengthening state resilience and communication with citizens during crises. Modern research highlights that digital public administration systems can significantly improve access to services and public information in emergency situations [6]. In addition, digital transformation of governance structures contributes to transparency and institutional trust between citizens and public authorities [7].

Therefore, improving institutional mechanisms of information support for internally displaced persons should become an important element of Ukraine's public policy. The development of integrated digital communication systems, expansion of electronic government services, and strengthening cooperation with international organizations will contribute to better social integration of displaced persons and support national resilience during and after the war.

The long-term effectiveness of information support for internally displaced persons in Ukraine depends on the development of a sustainable digital communication infrastructure and institutional coordination between government agencies, local communities, and international organizations. Considering the scale of forced migration and the ongoing military risks, Ukraine must develop a strategic model of information interaction that will remain effective both during wartime and in the post-war reconstruction period.

One of the key priorities should be the expansion of integrated digital platforms that provide displaced citizens with access to public services, employment information, social programs, and housing opportunities. The further development of the Diia ecosystem may allow the integration of additional services specifically designed for internally displaced persons, including digital housing registries, relocation assistance systems, and electronic employment support tools.

Another important direction is the creation of specialized digital information hubs for displaced communities. Such platforms could combine official government information, humanitarian assistance data, and local community initiatives in one environment. These hubs may operate through websites, mobile applications, and messaging platforms, ensuring accessibility even in regions with limited infrastructure.

Strengthening cooperation with international organizations will also play a significant role in improving information support systems. Institutions such as

UNHCR, UNDP, and the International Organization for Migration already provide analytical data and humanitarian coordination platforms. Expanding these partnerships can help Ukraine improve data collection, monitoring of migration processes, and the effectiveness of social support programs.

Special attention should be paid to cybersecurity and protection of personal data within digital communication systems. Because many displaced citizens may still have relatives in temporarily occupied territories, information channels must ensure confidentiality and protect users from potential threats related to information warfare and cyber attacks.

In the medium term, the Ukrainian government may also consider the development of a national digital integration strategy for displaced persons. Such a strategy could include the following priorities:

- expansion of digital public services for displaced citizens;
- creation of unified information registries for internally displaced persons;
- development of digital education and remote employment programs;
- strengthening cooperation between central authorities and local governments;
- integration of humanitarian information systems with national digital governance platforms.

The post-war recovery of Ukraine will require the reintegration of millions of displaced citizens into economic and social life. Efficient information support systems will therefore play a crucial role in rebuilding communities, restoring trust between citizens and public institutions, and ensuring equal access to state services.

Thus, the development of modern digital communication infrastructure and institutional mechanisms for information support should become one of the strategic priorities of Ukraine's public administration system in the coming years. These measures will contribute not only to the integration of displaced persons but also to strengthening national resilience and social cohesion in Ukrainian society.

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