

DIGITAL TRANSFORMATION OF PUBLIC SERVICE POLICIES FOR MIGRATION IN THE CONTEXT OF SOCIAL INTEGRATION: A STUDY ON THE EUROPEAN UNION AND UKRAINE

Summary

This research explores the digital transformation of migration-related public services in the EU and Ukraine, focusing on how technology improves efficiency, accessibility, and social integration. Digital tools like online platforms and AI facilitate migrants' access to housing, healthcare, and legal aid while reducing administrative burdens. However, challenges such as the digital divide, low digital literacy, and privacy concerns persist. Despite these issues, digital services offer opportunities for personalized support and cross-border cooperation, enhancing migrants' integration. Addressing inclusion, literacy, and data protection is crucial to maximizing these benefits.

This paper explores the digital transformation of migration-related public service policies in the European Union (EU) and Ukraine within the context of social integration. It analyzes how digital technologies are reshaping the delivery of public services to migrants, aiming to enhance efficiency, accessibility, and integration. The study highlights the impact of digitalization on administrative processes, service accessibility, and policy effectiveness.

Migration has become a pressing issue in both the EU and Ukraine, particularly amidst the ongoing crisis in Ukraine. Public services are critical for supporting migrants' integration, and digital transformation plays a key role in improving service accessibility, efficiency, and inclusivity. This paper examines the digitalization of migration-related public services in the EU and Ukraine, exploring how

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technology supports social integration and enhances policy outcomes.

Digital Transformation in Public Services for Migrants. In the EU and Ukraine, digital tools such as online platforms, mobile apps, and AI have revolutionized public service delivery. These innovations help migrants access services like housing, healthcare, and legal aid more efficiently, reducing administrative burdens. For example, the EU's European Refugee System uses digital platforms to track asylum seekers and provide necessary services, while Ukraine has developed platforms to help migrants integrate into the labor market and access public services.

Challenges of Digitalization. Despite the benefits, digital transformation faces challenges. The digital divide is a significant issue, with many migrants lacking access to the internet or digital devices, particularly those from disadvantaged



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backgrounds. Low digital literacy also hinders some migrants from using online platforms effectively. Additionally, privacy concerns, especially regarding sensitive personal data, are critical, particularly in the case of refugees.

Opportunities for Social Integration through Digital Services. Digital tools offer numerous opportunities for enhancing social integration. Personalized services, such as real-time translation and online training, can help migrants better navigate public services and integrate into the workforce. In Ukraine, digital platforms connect

migrants with local communities, fostering social integration. Similarly, the EU's digital initiatives promote cross-border cooperation, improving migration policy coordination.

Although digital transformation presents challenges, including the digital divide and privacy concerns, its benefits for migration services are undeniable. Addressing digital inclusion, improving digital literacy, and ensuring data protection are essential to creating more inclusive and supportive environments for migrants, thereby enhancing their integration into society.

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