

## ABSTRACT

**V.V. Ryabets Establishing interaction between citizens and police in the countries of the European Union in the context of implementation of e-governance. - The manuscript.**

Master's thesis for master's degree in specialty 074 Public administration and administration. - National Technical University of Ukraine "Kyiv Polytechnic Institute named after Igor Sikorsky", Department of theory and practice of management. - Kyiv, 2017. - 98 p., 11 pp., 2 tables., list of used sources from 75 titles.

In this master's thesis the essence of the main key concepts from the point of view of their relevance and modernity is considered. A systematic analysis of the development of e-government in the countries of the European Union and electronic services provided by the police in Great Britain, Germany, Denmark and Sweden was carried out. The best practices of the provision of these services to the official national police websites of the above-mentioned countries and applications that provide an increase in the level of public safety. Consideration is given to reforming the Ukrainian law-enforcement system in the aspect of interaction with the public in the context of implementing e-governance, as well as raising the level of trust in the government and police on the part of society. Some recommendations have been developed to improve the existing system of electronic services by the National Police of Ukraine and offer new opportunities for reducing the crime rate in the country associated with the use of mobile applications and devices.

**Key words:** e-governance, e-government, e-democracy, index of e-governance, e-services, e-awareness, e-counseling, national police.