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ELECTRONIC DEMOCRACY AND POLITICAL CORRECTNESS: ENSURING ETHICAL DIGITAL INTERACTION «AUTHORITY – CITIZENS»

ABSTRACT

The article is devoted to the study of the combination of e-democracy and political correctness as a practical basis for ethical digital interaction between public authorities and citizens. The growing role of digital channels in the provision of services, processing appeals, conducting electronic consultations, supporting electronic petitions, as well as involving citizens in the discussion of administrative decisions, is highlighted, where the quality of rules and communication directly affects trust, legitimacy, and willingness to participate. It is emphasized that e-participation tools enhance transparency and involvement only under the condition of understandable procedures, predictable response times, and the presence of a full response cycle, when the citizen receives a reasoned explanation of the result. Political correctness is characterized as a non-discriminatory communication practice that includes correct language, respect for diversity, inclusiveness, accessibility of interfaces, and an equal style of response regardless of social status, age, or digital skills. Key risks of digital interaction are identified, including hate speech, harassment, selective or biased moderation, manipulative design, digital inequality, and lack of transparency of management decisions and criteria for their adoption. It is argued that ethics is ensured by a set of principles, including accountability, the possibility of appeal, the protection of personal data, the proportionality of content restrictions, and the obligation of state institutions to explain decisions in plain language. The need for regulatory and organizational support for ethical digital interaction is emphasized, which includes public communication standards, moderation rules with clear reasons for decisions, transparent appeal procedures, and training for employees and moderators. It is clarified that the use of AI-based technologies to sort appeals or support moderation requires bias control, human review, clear criteria, and documentation of decisions to prevent discriminatory consequences and ensure the fairness of digital procedures.

Keywords: e-democracy, political correctness, ethics, digital interaction, public communication, inclusiveness, government, citizen

JEL Classification: D72, D73, H83, L86

INTRODUCTION

The relevance of the topic we have chosen is due to the fact that digital channels are increasingly becoming the main medium of contact between citizens and public authorities, starting from receiving services and consultations, and ending with participation in the discussion of decisions, appeals, electronic petitions, and other forms of engagement. When a significant part of these procedures is transferred to the online space, not only does the speed and scale of interaction increase, but also sensitivity to the quality of rules, language, and communication practices. Thus, in this type of interaction, citizens expect not only convenience but also respect, predictability of decisions, transparency of procedures, as well as equal access regardless of age, digital skills, or social status. International approaches to e-democracy emphasize that its goal is to support and strengthen democratic institutions and processes using information and communication technologies, as well as to strengthen trust, transparency, accountability, involvement, inclusiveness, and accessibility. At the same time, it is emphasized that e-democracy should complement traditional democratic mechanisms, not replace them,

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because it is the combination of channels that gives citizens a real choice of participation and reduces the risk of exclusion. At the same time, against this background, the issue of the ethics of digital interaction between government and citizens becomes practical, not declarative, since any ambiguity in the rules of moderation, the absence of ethical standards of communication, unequal access, or a formal style of response can quickly turn into a loss of legitimacy, conflict, and a sense of alienation. That is why research that combines e-democracy with the requirements of political correctness allows us to substantiate how the rules of respectful participation are formed, how discriminatory practices are prevented, and how digital tools can work for social cohesion, not polarization. The importance of the topic is further enhanced by the fact that political correctness in digital communication between the government and the citizen is not reduced to linguistic formulas; it encompasses a broader ethical contour that includes non-discrimination, sensitivity to vulnerable groups, respect for diversity, as well as responsibility for the consequences of public messages and moderation decisions. Digital platforms on which consultations and discussions take place easily scale both constructive participation and toxicity, hate speech, harassment, manipulation, and disinformation, so the state is forced to simultaneously protect freedom of expression and guarantee the safety and dignity of participants. A delicate balance arises here, because excessive rigidity of rules can be perceived as censorship, and excessive softness as indifference to discrimination and violent rhetoric.

Attention was focused on a range of problems that remain debatable and insufficiently resolved in modern scientific debates on e-democracy and political correctness, namely the lack of agreed ethical standards for digital government-citizen interaction, the contradictions between freedom of expression and the need to combat discrimination, and the use of artificial intelligence-based technologies to sort appeals and support moderation.

LITERATURE REVIEW

Research on the relationship between democracy and human development suggests that democratic institutions can be associated with better social outcomes through accountability and responsiveness of government to citizens. J. Gerring, S. C. Thacker, and R. Alfaro (2012) examine how democracy correlates with human development, emphasizing the role of institutional organization and state capacity.

S. Saha and Z. Zhang (2017) examine the relationship between democracy and economic growth and show that this relationship interacts with human development indicators in cross-national comparisons. Importantly, the quality of democracy is not a unidimensional characteristic.

H. J. Lauth (2016) emphasizes the internal connections between the dimensions of democracy and the existence of trade-offs between them, which is relevant for assessing the quality of democratic mechanisms, including digital channels of participation. In a related vein, S. Dahlum and C. H. Knutsen (2017) return to the question of whether democracies provide better educational outcomes by linking democratic characteristics to human capital.

In turn, G. Liotti, M. Musella, and F. D'isanto (2018) use post-socialist countries to examine whether democracy improves human development, which is important for understanding contexts where the digitalization of the state is accompanied by a transformation of institutions and citizens' expectations. Taken together, these works provide a framework in which e-democracy is seen as a tool for enhancing the quality of democracy, but only when it supports accountability, inclusiveness, and trust.

Orlovska et al. (2021) frame e-democracy as a tool of public administration with a distinct theoretical basis, emphasising that digital participation and digital communication should be treated as part of a broader governance architecture rather than as separate technical services.

Khaustova (2022) further develops the national discourse by addressing the influence of e-democracy on societal development through a theoretical and applied lens. This approach underscores that e-democracy can contribute to social progress when it strengthens meaningful participation, improves communication between authorities and citizens, and supports the responsiveness of public institutions.

Thus, R. Heath and J. L. Borda (2021) focus on restoring civility and on approaches to discursive discovery in dialogue and deliberation, which directly intersect with political correctness as a norm of respectful interaction.

L. W. Black and A. Wiederhold (2014) describe discursive strategies for civil disagreement in public dialogue groups, showing that disagreement can be demonstrably non-conflictual if appropriate communicative practices are in place. At the other extreme, the literature on impoliteness demonstrates that online environments increase the risks of polarization and intergroup conflict.

S. A. Rains, K. Kenski, K. Coe, and J. Harwood (2017) establish that intergroup identity factors predict impoliteness in online news discussions, and therefore, ethical standards should take into account not only linguistic rules, but also the social dynamics of groups.

P. Rossini (2022) suggests going beyond the narrow concept of impoliteness and analyzing the patterns of impolite and intolerant rhetoric in online political discussions, which is important for distinguishing between harsh statements and discriminatory practices.

In the final framework, R. G. Boatright, T. J. Shaffer, S. Sobieraj, and D. G. Young (2019) describe the crisis of civility as a broader phenomenon of political discourse that fuels distrust and hinders mutual understanding, and this logic is easily transferred to digital platforms of interaction with authorities, where communication is often asymmetrical and emotionally charged.

An important clarification for our topic is provided by M. Boukes, K. Jaidka, and C. H. de Vreese (2025), who note that deliberation in online political conversations is associated with the role of disagreement and impoliteness, and this reinforces the need for the subtle design of moderation rules and ethical norms that do not destroy meaningful criticism, but restrain humiliation and intolerance.

J. D. Twizeyimana and A. Andersson (2019) systematize approaches to the public value of e-government in the format of a literature review, which is particularly useful for highlighting the criteria that citizens associate with the quality of digital services, including transparency, user-centeredness, trust, procedural fairness, and effectiveness.

AIMS AND OBJECTIVES

The aim of the research is to provide a theoretical and applied justification of how key components of e-democracy, together with political correctness as a practical ethical tool, ensure ethics, trust, and fairness in digital interaction between public authorities and citizens under the growing role of online platforms, moderation practices, data processing, and the use of technologies on the basis of artificial intelligence.

The research objectives are as follows. First, to identify and systematize the key components of e-democracy that structure digital participation and the response loop, including participation channels, deliberation design, transparency infrastructure, accountability mechanisms, inclusion and accessibility, as well as security and privacy safeguards. Second, to define political correctness as a practical tool for achieving ethics in government citizen interaction, focusing on non-discriminatory communication, inclusive language, equal service standards, consistent and explainable moderation, and privacy-aware handling of sensitive information. Third, to develop an applied mechanism and implementation stages that integrate political correctness practices into e-democracy tools, ensuring predictable procedures, understandable explanations of decisions, the possibility of appeal, and protection against biased or selective treatment in digital processes.

METHODS

The methodology of the dissertation is based on a systematic approach, within which the following methods were applied: induction and deduction, comparison and systematization - when studying the essential characteristics and evolution of basic concepts regarding electronic democracy and political correctness; analysis and synthesis - to outline trends in changes regarding the improvement of the systemic analysis of ensuring ethical digital interaction between the government and the population; modeling - to develop appropriate models on the topic of the study; morphological analysis - to clarify the conceptual and categorical apparatus for the problem; graphic method - during the visual presentation of theoretical and methodological material; abstract-logical method - for theoretical generalizations and conclusions of the study.

RESULTS

E-democracy is the use of information and communication technologies to support and strengthen democracy, its institutions, and procedures through electronic petitions, consultations, appeal services, and access to public information, which complement rather than replace traditional forms of citizen participation. In the context of our topic, e-democracy is seen as a digital space of government-citizen interaction, where political correctness, transparent moderation rules, protection of personal data, and understandable responses from the government ensure ethics, trust, and a sense of fairness for each participant. E-democracy is usually understood as supporting and strengthening democracy, democratic institutions, and democratic processes through information and communication technologies, with democracy, not technology, at the

centre. In a more practical sense, this includes e-consultations, e-petitions, participation in decision-making through online platforms, access to public information and data, digital services for appeals and complaints, and, in some countries, deliberative forms such as e-voting. The Council of Europe's directives emphasise the principles of inclusiveness, participation, and accessibility, and that e-democracy should complement traditional procedures so as not to exclude those who lack stable access or skills. This is where the first level of ethics comes in, as the state that moves interactions online takes on the responsibility not to create new barriers but to reduce old ones, including the need for public access points and approaches that support universality of service (Table 1).

Table 1. Key components of e-democracy.

Component	What it includes in practice
Participation channels and entry points	A clear set of digital ways for people to take part in public life, including e-petitions, online consultations, complaint and request portals, participatory budgeting platforms, and structured feedback forms. The component also covers easy onboarding, plain instructions, and guidance that helps a first-time user understand how to act, what to expect, and what counts as a valid submission. It works best when every channel has a visible purpose, a defined timeline, and a transparent route from citizen input to an administrative response
Deliberation design and quality of dialogue	Formats that turn online discussion into usable input for public decisions, including well-framed questions, balanced background materials, clear rules of engagement, and facilitation that keeps debates focused on arguments rather than personal attacks. It includes tools for comparing options, commenting on drafts, proposing alternatives, and voting on priorities. Strong deliberation design prevents the platform from becoming only a complaint board, and instead supports collective problem solving and respectful disagreement
Transparency and public information infrastructure	Proactive publication of decisions, drafts, budgets, datasets, and explanations that make policy processes understandable to non-experts. It includes open access to agendas, minutes, impact assessments, procurement data, and clear summaries of what was decided and why. Transparency also means traceability, where a citizen can see how a proposal moves through stages, which office is responsible, and which criteria were used. This component reduces suspicion and helps people participate in a real context
Accountability and the response loop	Mechanisms that guarantee that citizen input is not ignored, including service standards for response time, public reporting on processed cases, and explanations when a proposal is rejected or postponed. It includes audit trails, escalation paths, and independent oversight options. A strong response loop treats participation as a two-way obligation, not a one-sided request, and it builds credibility when citizens can see that their messages lead to actions, corrections, or clear reasons for refusal
Inclusion, accessibility, and digital equity	Design and governance choices that ensure equal opportunities to participate, including accessibility for people with disabilities, multilingual support where relevant, mobile-friendly interfaces, and low-bandwidth options. It also includes offline complements such as help desks or public access points, so that limited connectivity does not become political exclusion. Inclusion requires continuous evaluation of who participates, who drops out, and which barriers are created by language, layout, identity verification, or complicated forms
Security, privacy, and integrity of participation	Safeguards that protect citizens and the process itself, including strong authentication where needed, protection against fraud, and clear rules for data retention. Privacy protection matters because participation can expose sensitive opinions or personal circumstances. Integrity also covers resilience against manipulation, coordinated harassment, and disinformation that can drown out good-faith contributors. When these protections are visible and credible, trust grows, and people are more willing to engage

Political correctness, however, is not about formal polite words, but about non-discrimination, respect for the dignity and diversity of citizens, as well as how language, service design, and moderation rules really affect participation. If a platform for communicating with the authorities uses language that humiliates, stigmatizes, or ignores certain groups, then people either self-exclude or enter into conflict, and then the tools of e-democracy cease to fulfill their democratic function. At the level of governance, this means the need for standards of public communication, the principle of plain language, accessibility for people with disabilities, explained rules of conduct, a procedure for responding to hate speech and harassment, and transparent sanctions that are not selective. The Organisation for Economic Co-operation and Development's approaches to open government and digital governance systematically link participation to transparency, integrity, accountability, and inclusiveness, and modern principles for the design of public services explicitly emphasise the need for accessible and ethical digital services (Table 2).

Table 2. Political correctness is a practical tool for achieving ethics in the interaction between the government and the population.

Practical instrument	How it looks in digital government citizen interaction	Ethical effects and risks reduced
Inclusive language standards	Writing guidelines for officials and platform prompts that avoid stigmatizing labels and avoid blaming citizens for their situation. Templates that use respectful forms of address, neutral descriptions, and clear wording that does not imply stereotypical assumptions about age, disability, ethnicity, poverty, education, or migration. Automated messages are reviewed so they do not sound dismissive, sarcastic, or punitive, especially in high-stress topics such as social assistance, healthcare access, housing, or policing related complaints	Increases perceived respect and equal status, which supports participation and trust. Reduces the risk that citizens experience humiliation, discrimination, or symbolic exclusion. Lowers conflict escalation that often starts from small signals of disrespect in official replies, interface labels, or classification categories

(continued on next page)

Table 2. Continued.

Practical instrument	How it looks in digital government citizen interaction	Ethical effects and risks reduced
Rules for respectful disagreement and moderation	Community rules that separate criticism of policies from attacks on people, with examples of acceptable disagreement and unacceptable harassment. Moderation that is consistent, explained, and proportionate, including warnings, content hiding, and clear appeal options. Facilitators encourage argument-based exchanges, ask for evidence, and redirect personal accusations into policy-focused statements	Protects freedom of expression while preventing abuse that silences vulnerable groups. Reduces harassment, hate speech, and intimidation that can distort participation by driving out moderate voices. Improves the quality of deliberation because debates stay on reasons, tradeoffs, and proposals rather than identity-based hostility
Equal service and non-discrimination protocols	Service scripts and procedural rules that ensure similar cases receive similar treatment, regardless of the citizen's identity, political stance, or writing style. Clear criteria for prioritization, routing, and response content, with periodic checks for unequal outcomes. Accessibility requirements are treated as a core service obligation, not as a special favor	Supports fairness and procedural justice, which are central to ethical governance. Reduces bias in handling requests, including subtle bias where negative tone or non-standard language leads to worse outcomes. Helps prevent selective responsiveness that undermines legitimacy and fuels polarization
Respectful handling of sensitive data and privacy-aware communication	Minimal data collection in forms, clear explanations of why each field is needed, and safer defaults for public visibility of submissions. Staff are trained to avoid revealing sensitive details in public threads and to move sensitive issues into secure channels. Notifications and dashboards are designed so that personal information is not exposed to bystanders on shared devices	Reduces risks of doxing, unwanted disclosure, and fear of retaliation. Protects dignity by ensuring that participation does not force citizens to publicly disclose personal hardship. Strengthens trust in platforms, which is crucial for sustained participation and for reporting corruption, service failures, or discrimination
Transparency in automated decisions and content handling	When technologies based on artificial intelligence support triage, categorization, or moderation, the platform clearly explains that automation is used and what it is used for. Citizens receive understandable reasons for outcomes, including which rule or criterion was applied. A human review option is available for contested cases, with a clear path to appeal and time limits for reconsideration	Reduces the feeling of being judged by an opaque machine and limits unfair outcomes caused by biased data or models. Protects accountability by ensuring that responsibility remains with public institutions. Improves perceived legitimacy because citizens can challenge errors and see that the system is not arbitrary

The very ethics of digital interaction between government and citizens is impossible without a clear data protection regime, as almost every action in e-democracy leaves a digital footprint, from registration and signature to the text of the appeal, the place, and time of submission. The European regulatory framework in the form of the General Data Protection Regulation sets out the principles of lawfulness, fairness and transparency, purpose limitation, data minimisation, accuracy, storage limitation, integrity and confidentiality, and accountability. For e-democracy, this translates into very specific requirements on what data is collected and why, how long it is stored, who has access, how information and consent work where needed, how human rights to access, rectification, and deletion are implemented, and how to prevent de-anonymization where participation needs to be safe. A particular contemporary challenge is the use of AI-based technologies to sort requests, automatically prioritize, filter content, or support moderation, as any systematic bias in data and models can imperceptibly transfer discrimination to the scale of government procedures. In this case, political correctness becomes part of a broader ethic of algorithmic governance, which requires explanations, human review, and clear ways to appeal (Figure 1).

A significant problem concerns the rules of online environments where citizens interact with authorities on platforms, social networks, or intermediary services, and here, transparency of moderation and effective mechanisms for complaints and appeals become key. The European Union, through the Digital Services Act, establishes obligations for online platforms to explain decisions to restrict content, to have internal appeal procedures and out-of-court settlement options, and also creates a public transparency infrastructure, such as a database of explanations of moderation decisions. Importantly, ethics here also includes combating manipulative interfaces that make it difficult to report violations or mislead the user, and this is already moving from theory to law enforcement practice when regulators open proceedings on the availability of complaints and appeals. In the end, e-democracy and political correctness converge in one task: to make digital participation both open and safe, effective and respectful, technologically convenient and procedurally fair, and this requires not only platforms, but also rules, the competence of officials, inclusive communication, protected data, and accountability mechanisms.

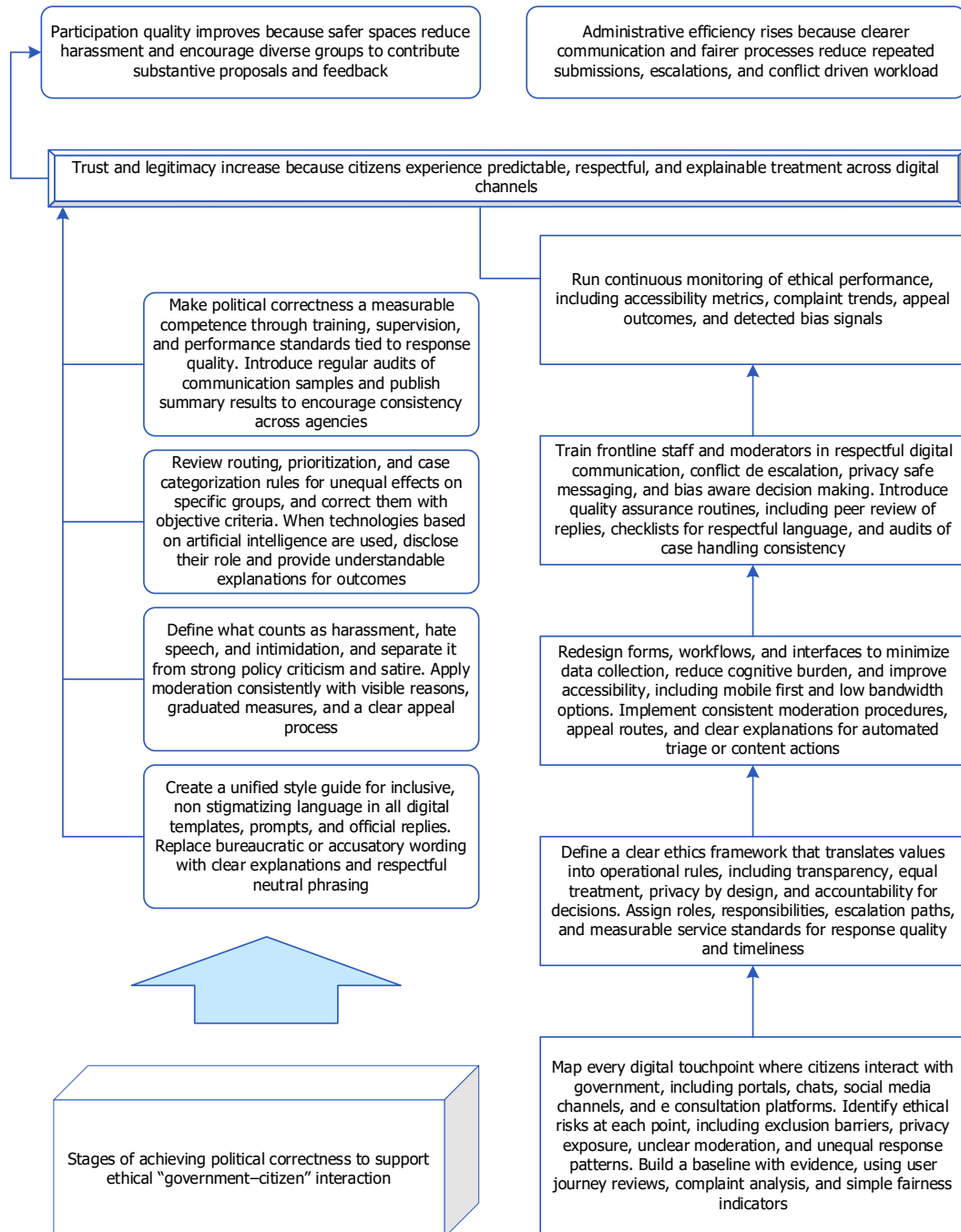


Figure 1. Mechanism for ensuring the ethics of digital government-citizen interaction.

DISCUSSION

Within the discussion of e-democracy and political correctness in digital government-citizen interaction, several complementary aspects emerge. For example, Y.-L. Lai and L.-S. Beh (2025) links e-participation to citizens' political efficacy, i.e., the feeling that participation is meaningful and can influence the outcome. G. Musiatowicz-Podbial (2024) shows that digital platforms can support public values through government-citizen collaboration, but such collaboration requires clear rules, respectful communication, and non-discriminatory practices; otherwise, engagement becomes selective and conflictual. A separate cluster forms the theoretical framework of digital governance ethics and trust mechanisms. R. Domanski, E. Estevez, E. Styrin, M. Alfano, and T. M. Harrison (2018) propose considering digital governance ethics as a basic condition for the legitimacy of digital decisions, where accountability, procedural fairness, and responsibility for consequences are important. L. Schmidhuber, A. Ingrams, and D. Hilgers (2021) argue that open government supports trust through democratic capacity, so that the quality of citizen engagement processes, including respectful language and

transparent rules of engagement, is not an addendum but a channel for building trust. Applied works and methodological reviews clarify where the ethics of digital engagement matter most and how they can be analyzed. I. Q. Abdullah and K. G. Rasheed (2023) show the role of democratic practices in urban planning, where digital participatory formats need to protect equal voice and rules of mutual respect. S. Megawati, M. Alfarizi, and M. R. Syamsul (2024) link green governance initiatives to local service performance and sustainable development goals, reinforcing the demand for fair, inclusive deliberation in digital channels. D. Friess and C. Eilders (2015) systematize research on online deliberation, which helps to choose criteria for assessing the quality of discussions and the role of moderation. D. Maksym, T. Olena, P. Liubov, K. Olga, S. Yuriy, and L. Oleksandr (2022) demonstrate an example of a quantitative econometric approach that can be used as a methodological guideline for building models explaining the relationships between trust, interaction experience, and citizens' readiness for e-participation.

Existing research often connects democracy to positive social outcomes at the macro level, including human development, education, and long-run welfare, by emphasizing accountability and state responsiveness. These relationships are shown in cross-national models and comparative evidence, where democracy is treated as an institutional configuration that improves development trajectories under certain conditions (Gerring et al., 2012; Saha and Zhang, 2017; Dahlum and Knutsen, 2017; Liotti et al., 2018). At the same time, this strand of literature rarely specifies the operational mechanisms through which citizens actually experience democratic quality in everyday contact with public authorities, especially when this contact increasingly moves to digital channels. Our article shifts the focus from macro correlations to the micro level of digital interaction, and argues that ethics, trust, and fairness in everyday digital procedures function as practical transmission mechanisms that can either strengthen or weaken democratic capacity.

Let us identify the main limitations of the study. The article proposes a conceptual and applied framework, but it does not include a country-specific empirical test or an experimental evaluation; therefore, statements about causal effects on trust and legitimacy should be treated as propositions for further verification.

CONCLUSIONS

In conclusion, it should be noted that e-democracy becomes truly democratic not when there are more online tools, but when the digital interaction "government–citizen" is predictable, inclusive, understandable, and respectful. At the same time, we see that political correctness in this context plays the role of an ethical safeguard that supports human dignity, reduces the risk of discriminatory practices, and increases citizens' willingness to participate in consultations and joint decision-making. Thus, the key conditions are transparent rules of communication and moderation, accessibility for different groups of users, as well as reliable protection of personal data, without which trust in digital channels quickly collapses. Ethicality also means the presence of understandable appeal procedures, human responsibility for decisions, and the same standards of attitude, regardless of the citizen's position or the severity of the problem with which he addresses. Prospects for further research are related to the transition from general principles to specific quality criteria and implementation mechanisms. Yes, more applied models of assessing the ethics of digital services are needed, covering the language of communication, the accessibility of interfaces, moderation practices, the speed and content of responses, and the real consequences for participation.

The aim of the research was to provide a theoretical and applied justification of how key components of e-democracy, together with political correctness as a practical ethical tool, ensure ethics, trust, and fairness in digital interaction between public authorities and citizens under the growing role of online platforms, moderation practices, data processing, and the use of technologies on the basis of artificial intelligence. The findings support this aim by showing that ethical digital interaction is not an automatic by-product of digitalisation. It emerges only when e-democracy instruments are built around a complete response loop, predictable procedures, inclusive access, and accountable decision making, while political correctness is embedded as an operational safeguard that prevents discriminatory communication, selective moderation, and unequal treatment in everyday administrative contact.

ADDITIONAL INFORMATION

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CONFLICT OF INTEREST

The Authors declare that there is no conflict of interest.

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ЕЛЕКТРОННА ДЕМОКРАТІЯ ТА ПОЛІТКОРЕКТНІСТЬ: ЗАБЕЗПЕЧЕННЯ ЕТИЧНОСТІ ЦИФРОВОЇ ВЗАЄМОДІЇ «ВЛАДА – ГРОМАДЯНИН»

Стаття присвячена дослідженню поєднання електронної демократії та політкоректності як практичної основи етичної цифрової взаємодії публічної влади й громадянина. Актуалізовано зростання ролі цифрових каналів у наданні послуг, опрацюванні звернень, проведенні електронних консультацій, підтримці електронних петицій, а також у залученні громадян до обговорення управлінських рішень, де якість правил і комунікації безпосередньо впливає на довіру, легітимність і готовність до участі. Наголошено, що інструменти електронної участі посилюють прозорість і залучення лише за умови зрозумілих процедур, передбачуваних строків реагування та наявності повного циклу відповіді, коли громадянин отримує обґрунтоване пояснення результату. Охарактеризовано політкоректність як не-дискримінаційну комунікаційну практику, яка включає коректну мову, повагу до різноманітності, інклюзивність, доступність інтерфейсів і рівний стиль реагування незалежно від соціального статусу, віку або цифрових навичок. Виокремлено ключові ризики цифрової взаємодії, серед яких мова ворожнечі, цькування, вибіркова або упереджена модерація, маніпулятивний дизайн, цифрова нерівність, а також недостатня прозорість управлінських рішень і критеріїв їх ухвалення. Обґрунтовано, що етичність забезпечується комплексом принципів, зокрема підзвітністю, можливістю оскарження, захистом персональних даних, пропорційністю обмежень контенту та обов'язком державних інституцій пояснювати рішення простою мовою. Акцентовано увагу на потребі нормативної та організаційної підтримки етичної цифрової взаємодії, яка охоплює стандарти публічної комунікації, правила модерування з чіткими підставами рішень, прозорі процедури апеляції, а також навчання працівників і модераторів. Уточнено, що використання технологій на базі штучного інтелекту для сортування звернень або підтримки модерування потребує контролю упередженості, людського перегляду, зрозумілих критеріїв і документування рішень, щоб запобігати дискримінаційним наслідкам і забезпечувати справедливість цифрових процедур.

Ключові слова: електронна демократія, політкоректність, етичність, цифрова взаємодія, публічна комунікація, інклюзивність, влада, громадянин

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