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REGULATORY IMPACT OF LEGAL NORMS ON CITIZENS' BEHAVIOR DURING DIGITALIZATION AND THE LEGAL REGIME OF MARTIAL LAW

ABSTRACT

The scientific article presents the results of a comprehensive study of the psychological mechanisms determining the legal behavior of Ukrainian citizens under conditions of extreme social burden caused by the full-scale war and the simultaneous accelerated digitalization of the public administration system. Particular attention is paid to the transformation of models of legal interaction between citizens and the state in the context of restrictions introduced by the legal regime of martial law and the growing role of digital public administration tools. The empirical basis of the study consists of socio-psychological and socio-economic data from 2024–2025, obtained through the analysis of statistical materials, survey results, and secondary research. The work was performed in accordance with the methodological and ethical requirements of the journal "Socio-Economic Relations." The theoretical framework of the research is based on Tom Tyler's Procedural Justice Theory, Leon Festinger's Cognitive Dissonance Theory, and Albert Bandura's Moral Disengagement concept, which allows for an interdisciplinary analysis of changes in the legal consciousness of Ukrainian society. The study identifies the phenomenon of "digital legalism," which involves the formation of a high level of citizen trust in automated government services, particularly the "Diia" digital ecosystem, which partially compensates for the institutional crisis of trust in traditional law enforcement and control bodies. The economic consequences of the legal behavior of citizens and businesses are analyzed using the example of the "Diia.City" special legal regime, as well as psychological barriers to law-abiding behavior under conditions of mobilization processes. Adaptive strategies of the population to restrictions caused by the legal regime of martial law and their impact on the level of legal responsibility and social cohesion are considered separately. The obtained results have practical significance for forming effective legal policy, improving digital public administration tools, and developing measures to increase citizens' trust in legal institutions under conditions of crisis transformations.

Keywords: legal psychology, procedural justice, digitalization, legal nihilism, martial law, "Diia.City", mobilization, cognitive dissonance, institutional trust, legal relations

JEL Classification: K16, D91, K24, H56, O33

INTRODUCTION

The current stage of Ukrainian statehood development is characterized by a unique dichotomy of socio-economic and legal processes. On the one hand, society is in a state of existential threat due to military aggression, which requires strict centralization of power, restrictions on constitutional rights and freedoms, and the mobilization of all resources. On the other hand, Ukraine demonstrates unprecedented rates of digitalization of public services, implementing "state in a smartphone" tools based on the principles of liberalism, service orientation, and minimization of bureaucratic intervention. This situation creates a complex psychological landscape in which the legal behavior of the modern Ukrainian is formed. As of early 2026, Ukrainian society is undergoing a complex psychological trial, where the existential threat to national security intertwines with the necessity of adapting to new, rigid models of legal regulation. Martial law, which has been repeatedly extended and, according to legislative forecasts, will remain

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a legal reality until at least May 2026 (President of Ukraine, 2026), has ceased to be perceived as a temporary anomaly and has transformed into a new institutional norm of life.

The relevance of the chosen topic is determined by the need for a deep understanding of the behavioral determinants that influence the efficiency and security of socio-economic processes under conditions of digital transformation. Traditional legal approaches, which view a legal norm exclusively as an imperative enforced by coercion, prove insufficient to explain why citizens demonstrate a high level of legal consciousness in some areas (tax payment via digital platforms), while in others (mobilization, compliance with administrative restrictions), they show a tendency towards evasion and legal nihilism. For example, while the model of "voluntary mobilization" and emotional consolidation around the state dominated in the first months of the invasion in 2022, by 2024–2026, the relationship between the citizen and the authorities acquired the characteristics of complex bureaucratic-digital administration. The implementation of "state in a smartphone" tools, such as the "Diia" ecosystem and the specialized application for conscripts "Reserve+", has created a new reality where the legal norm becomes inevitable due to the algorithmization of processes.

Therefore, in this context, the scientific interest focuses not merely on describing statistical indicators of law enforcement, but primarily on revealing the deep psychological mechanisms that prompt citizens to comply with legal prescriptions (compliance) or, conversely, to form strategies of evasion and legal nihilism. It is also important to clarify how digitalization, aimed at simplifying the interaction of citizens and society with the state, becomes a source of specific "digital anxiety" under war conditions, changing perceptions of privacy, duty, and justice.

LITERATURE REVIEW

In Ukrainian scientific discourse, the issue of legal behavior has traditionally been conceptualized through the prism of legal nihilism, viewed as a systemic legacy of the Soviet model of statehood and manifested in persistent distrust of law as an instrument for protecting individual and collective interests. Researchers have repeatedly emphasized the historical determinism of this phenomenon and its reproduction at the level of mass legal consciousness. Simultaneously, the full-scale war has become a factor of deep transformation of this paradigm. On the one hand, society observes consolidation and a strengthening demand for justice, responsibility, and the legitimacy of state decisions; on the other hand, the functioning of the legal system under martial law conditions forms new zones of normative uncertainty, wherein citizens are forced to adapt their behavior to dynamic and often situational legal prescriptions.

A separate layer of modern research is dedicated to the impact of digitalization on legal consciousness and legal behavior. Scholars note that the introduction of digital public administration tools, particularly the "Diia" portal, substantially changes the nature of interaction between the citizen and the state, transforming the fulfillment of legal obligations into a convenient service practice. Such a model contributes to lowering the psychological barrier to compliance with norms, but at the same time carries the risk of reducing law to a technical procedure, where its legitimacy begins to be evaluated through the prism of interface convenience rather than substantive justice. In this context, Berezhnyi views digitalization as a factor of the ontological transformation of legal reality, introducing the concepts of hyperconnectivity and limited critical analysis (Berezhnyi, 2025). In his opinion, the speed and accessibility of legal information are not always accompanied by the depth of its comprehension, which causes the ambivalent effect of digital technologies: they simultaneously expand opportunities for citizen participation in legal processes and contribute to the formation of a depersonalized perception of justice, in which decisions appear as the result of algorithmic action rather than human volition. Similar ideas are developed by S. M. Stremenovskyi, who analyzes the phenomenon of digital paternalism (Stremenovskyi, 2025). The author emphasizes that through convenient digital services, the state effectively programs desired models of citizen behavior, narrowing the space for autonomous choice. Under such conditions, law is experienced not as a system of normative prescriptions and values, but as an element of user experience, within which the criterion of legitimacy is substituted by the criterion of convenience.

The administrative-legal aspect of society's functioning during the war is examined in detail in works dedicated to constitutional rights; in particular, Korentsov in his article conducts a critical analysis of the regulatory framework, pointing out the imperfection of the definition of "martial law," which allows for the implementation of restrictions on rights and freedoms that do not always pass the proportionality test (Korentsov, 2024). In this context, the author proposes differentiating legal regimes into a "state of threat" and actual "martial law" to avoid excessive state interference in the private lives of citizens in regions remote from the combat zone. Furthermore, an important factor in shaping legal behavior under war conditions is the specificities of the legal regime of martial law. In general, the issue of narrowing rights under war conditions is also traced in the sphere of labor law. For example, Cherevko notes that the deregulation of labor relations and the reduction of social guarantees, despite their economic justification, intensify the sense of instability and social insecurity, which negatively affects the level of legal loyalty of the population (Cherevko, 2024).

Particular attention is paid to the mental health of future law enforcement officers, as evidenced by a study conducted at the National Academy of Internal Affairs (Kyiv, Ukraine), demonstrating a disturbing dynamic: the level of stress resistance of cadets decreases, while the level of anxiety increases with each year of study under war conditions. This indicates that even professionally motivated population groups responsible for ensuring law and order suffer significant mental losses, which may affect the quality of law enforcement (Martenko et al., 2025).

No less significant a factor in the transformation of legal consciousness is information warfare. A report by Mysyshyn for the German Marshall Fund (Mysyshyn, 2024) analyzes the use of artificial intelligence and deepfakes as tools of hybrid influence aimed at undermining trust in state institutions. Studies indicate that even after the refutation of disinformation, a "residue of doubt" remains in the mass consciousness, forming a cynical attitude towards official communications, including legal clarifications, which can be characterized as a state of information anomie.

Scientific literature also traces growing skepticism regarding the effectiveness of international law. The article "Legal Nihilism in Ukrainian Science..." focuses on the disappointment in the activities of international legal institutions due to their inability to stop aggression, which translates into internal legal consciousness and reinforces the conviction of the priority of force over law (Butkevych, 2024). At the same time, Western researchers (Logan, 2025) emphasize that discussions regarding future peace agreements and the transformation of the global security system form contradictory expectations in Ukrainian society.

Western research provides additional insights into the regulatory impact of law on citizen behavior. L. Mulder, T. Kurz, M. Fonseca at all. (Mulder et al., 2024) demonstrate that the existence of laws and formal mandates strengthens social norm enforcement, highlighting the constitutive role of law in guiding behavior. N. Tsagourias (Tsagourias, 2023) analyzes how digitalization and legal uncertainty shape the behavioral patterns of actors under conflict and martial law regimes. Comparative studies by A. Aprilianata, O. Wulandari, and M. Meida Diningrum (Aprilianata et al., 2026) show that reforms in digital citizenship and cybercrime legislation alter citizen behavior in online environments. On the battlefield, S. Miri Lavasani (Lavasani, 2025) explores how digital technologies intersect with international humanitarian law to influence both combatants' and civilians' conduct. M. Menashe (Menashe, 2024) emphasizes that legal norms actively construct social expectations, demonstrating how compliance and collective practices are regulated through law. Together, these studies underscore that legal regulation functions as both a formal framework and a social mechanism, directing behavior in contexts of digitalization, conflict, and normative uncertainty.

Ultimately, the literature review attests to the presence of numerous but fragmented studies of legal behavior, focused on separate legal, psychological, or technological dimensions. This underscores the necessity for a comprehensive interdisciplinary approach to the analysis of the legal behavior of the modern Ukrainian, a subject who simultaneously exists under conditions of a digitized state, constant war stress, and continuous normative volatility.

AIMS AND OBJECTIVES

The purpose of the article is to conduct a systematic analysis of the factors that determine the behavior of Ukrainian citizens in the legal sphere under the conditions of a prolonged legal regime of martial law and digital transformation of public administration, as well as to identify mechanisms for adapting individual legal consciousness to new regulatory requirements and assess the impact of the level of trust in institutions on compliance with legislation.

In view of the stated purpose, the following research tasks are formulated:

1. To analyze the main trends in citizens' trust in key state institutions (the Armed Forces of Ukraine, the President, the Verkhovna Rada, the judicial system, law enforcement agencies) and to assess the possible interrelationships between the level of trust and the willingness to comply with legal norms.
2. To investigate the impact of digital military registration tools (in particular, the Rezerv+app) and administrative services (Dія) on the formation of new models of citizen behavior, from "digital citizenship" to "digital evasion", using correlation analysis and comparison of combinations of influencing factors.
3. Identify the main barriers and defense mechanisms that arise in citizens in response to the tightening of mobilization legislation and the digitization of control, in particular, rationalization, denial, and aggression.
4. Clarify the role of disinformation, PSYOP, and artificial intelligence technologies in the formation of legal nihilism and the destabilization of public sentiment.

METHODS

To achieve the stated aim, a comprehensive methodological discourse was developed, combining quantitative and qualitative research methods, ensuring the validity and reliability of the obtained results. Consequently, the empirical component of the study was formed by the results of representative nationwide surveys conducted by leading sociological centers of Ukraine: the Razumkov Centre, data for November 2025 ("Assessment of the situation in the country, trust in social institutions") and February-March 2025. These data arrays allowed tracking long-term trends of trust and social well-being (Bychenko, 2025); Kyiv International Institute of Sociology (KIIS): "Omnibus" surveys (December 2024, February 2024), focusing on attitudes toward mobilization, trust in political leadership, and readiness to endure war hardships (Hrushetskyi, 2024); Rating Group and specialized surveys: data from the DOU portal regarding the IT community's attitude toward the "Reserve+" application (May 2024) used as a case study of the reaction of an economically active and digitized population group (Hrushetskyi, 2025); Analysis of statistical data: Official reports of the Ministry of Defense of Ukraine regarding the rates of updating data of individuals subject to conscription via the "Reserve+" application, ASCs, and TCCs (July 2024), as well as data from the Ministry of Digital Transformation regarding the number of users of the "Diia" ecosystem were used (Mykhailov, 2024). This allowed comparing citizens' declared intentions with their actual behavior.

In this context, the interpretation of the content of legal acts (Law on Mobilization, Cabinet of Ministers resolutions on the functioning of the "Oberig" registry) was carried out not only from a legal but also from a psychological point of view. The state's "tone of voice" in digital communications was analyzed: how exactly requirements in applications are formulated, and what emotional triggers they activate (fear, duty, convenience). Based on theories of procedural justice (T. Tyler) and cognitive dissonance, behavioral reactions of citizens to the gap between expectations of justice and the realities of the law enforcement system functioning under war conditions were modeled. Using systemic-structural analysis, the "citizen – smartphone – state" system was investigated as a single communicative space, where a failure in one element (e.g., a technical error in the registry) leads to systemic consequences for legal consciousness.

Thus, the research methodology is distinguished by interdisciplinarity, combining sociological analysis of empirical data, legal interpretation, and psychological modeling of behavioral reactions. The involvement of various sources, from representative surveys to official statistics and case studies of digital communities, ensured the principle of triangulation, which increases the reliability and depth of conclusions. The integration of theories of procedural justice and cognitive dissonance allowed explaining not only rational but also emotional-value mechanisms of citizen interaction with state institutions. This makes it possible to assert that the chosen methodological approach creates a holistic analytical framework for a comprehensive understanding of the transformation of trust and legal consciousness under conditions of digitalization and the legal regime of martial law.

RESULTS

The analysis of sociological data for 2025 reveals a fundamental dichotomy in the structure of public trust, which directly determines citizens' motivation to comply with legal norms. Ukrainian society clearly differentiates between institutions that embody "protection" (existential security) and institutions that embody the "state apparatus" (regulation and coercion). The analysis of Razumkov Centre data (November 2025) allows for tracing the distribution of trust levels as follows (Table 1):

Table 1. Structure of institutional trust in Ukraine (November 2025). (Source: adapted based on Razumkov Centre data (Bychenko, 2025))

Institutional Group	Institution	Trust (%)	Distrust (%)	Trust Balance
Defense Institutions (Defenders)	Armed Forces of Ukraine	92%	2%	+90%
	State Emergency Service	86%	-	Positive
	Volunteer organizations	81%	-	Positive
	National Guard	72%	-	Positive
Governing Institutions (Regulators)	President of Ukraine	48%	45%	+3% (Precarious)
	Government of Ukraine	~23%	73%	Critical
	Verkhovna Rada (Parliament)	<20%	76%	Critical
	Civil Servants (State Apparatus)	-	75%	Critical
Justice Institutions	Judicial system	12%	66%	Catastrophic
	Prosecutor's Office	-	60%	Negative

This indicates that such a gap creates an effect of “selective legitimacy”. Legal norms communicated by or associated with the Armed Forces of Ukraine (for example, the necessity of donations, compliance with curfew in the combat zone, respect for the military) are perceived as a moral imperative and are complied with voluntarily. Conversely, norms originating from the Verkhovna Rada or the Government (tax innovations, military registration rules, restrictions on border crossing) are often perceived as “hostile” or “unfair” bureaucratic obstacles. Consequently, the catastrophically low level of trust in the judicial system (12%) is a key factor of legal nihilism. The citizen does not believe that they will be able to protect their rights in court in the event of abuses by the TCC or other government bodies. This generates a strategy of extralegal self-defense: evasion, bribery, or the use of informal connections, since the legal path of rights protection is considered ineffective.

The introduction of the “Reserve+” application in May 2024 became a bifurcation point in relations between the state and individuals subject to conscription. While previously digitalization (via “Diia”) was associated with convenience and receiving services, “Reserve+” became a symbol of digital duty and control. According to official data from the Ministry of Defense of Ukraine, as of July 2024, over 4 million citizens updated their registration data. Of these, the lion's share (about 3 million) did so precisely through the “Reserve+” application, whereas significantly fewer people passed through ASCs and TCCs (Mykhailov, 2024).

Table 2. Comparison of data update channels (July 2024). (Source: Data from the Ministry of Defense of Ukraine (Pradid, 2024))

Update Channel	Number of Individuals	Psychological Motivation for Choice
“Reserve+” Application	~3,000,000+	Avoidance of physical contact, speed, illusion of distance, “painless” compliance.
Administrative Service Centres (ASC)	~233,000	Habit of using civilian services, distrust of smartphones, desire to have a “paper trail.”
Territorial Recruitment and Social Support Centres (TCC and SS)	~208,000	Fear of error, readiness for mobilization, and lack of digital skills.

At the same time, the popularity of “Reserve+” does not indicate a mass desire to serve, but rather a choice of the strategy of least resistance. Updating data online allows fulfilling the formal requirement of the law while avoiding a stressful visit to the TCC, where there is a high risk of immediate mobilization forced conscription (colloquially known as “busification”). This is a form of “distanced compliance”: the citizen agrees to be “transparent” to the state virtually in order to preserve physical integrity. In this same context, a survey of the IT community reflected significant resistance: 43% of respondents did not plan to update their data (DOU, 2024). This indicates the existence of a powerful group of “digital dissidents” who consciously choose a strategy of “invisibility”, fearing that digital footprints will become the basis for automatic fines or account blocking. When the number of “Diia” users reached 23 million, the gap between users of civilian services and users of military registries demonstrates the scale of the “gray zone” — people who use the benefits of the digital state but evade digital duties (Fedorov, 2025).

The prolonged stress of the war has led to a change in the cognitive patterns of the population. Research on the psychological state (Arefniia, 2025) and observations of behavior in 2024–2025 allow for identifying three main models of adaptation to the legal regime of martial law:

1. *Hyper-compliance (Ritual Protection)*: A part of the population (especially women and the elderly) attempts to reduce anxiety through scrupulous compliance with all rules: carrying documents, reacting to every air raid alert, and immediate data updating (the law here acts as a support in chaos, and compliance with it acts as a magical ritual intended to protect against misfortune).
2. *Adaptive Legal Nihilism (Rationalization)*: The most common strategy among men of draft age (non-compliance with the law (evasion of registration) is rationalized through arguments about “corruption in the authorities”, “unconstitutionality of restrictions” or “the need to support the family”; that is, the person does not deny the law as such but considers current norms morally null and void regarding themselves personally).
3. *Aggressive Denial (Reactivity)*: Arises as a response to coercion (conflicts with patrols, public burning of summonses (viral videos), creation of closed groups to track TCCs, etc., represents a reaction to the loss of agency and sense of dignity, an attempt to regain control over one's life through resistance).

Under such circumstances, the information environment becomes a catalyst for legal nihilism. The GMFUS report highlights the destructive impact of Russian PSYOP, which uses deepfakes and bot farms to spread narratives of “betrayal” and the

“futility of resistance” (Mysyshyn, 2024). Artificial intelligence technologies allow creating hyper-realistic fakes (for example, videos where the military calls to disobey orders). A psychological experiment shows that even after official refutation, the emotional trace from viewing such content remains, undermining trust in command orders and legislative requirements. This creates a “blurred reality” effect, where it is easier for a citizen to believe in a conspiracy theory than in the dry text of the law.

Consequently, a key theoretical conclusion of the study is the confirmation of the relevance of Tom Tyler's theory for the Ukrainian context. Data clearly show that where the state was able to ensure a high level of procedural justice (digital services, taxes in “Diia.City”), we observe a high level of voluntary compliance with norms. Where procedural justice is violated (mobilization, courts), increasing punishments (deterrence) does not yield the expected effect but only drives the problem into the shadows (corruption, illegal border crossing). The European Court of Human Rights (ECtHR) in its practice also emphasizes that the fairness of the process is an integral part of the right to a fair trial (Article 6 of the Convention). As noted in the dissenting opinions of ECtHR judges, ignoring procedural justice undermines the legitimacy of court decisions. In Ukraine, this acquires existential significance: if a citizen does not feel justice in their own state, their motivation to defend this state decreases.

War creates powerful cognitive dissonance. Ukrainians demonstrate high faith in victory (over 80% according to various surveys), but personal readiness for self-sacrifice is lower. This gap is filled by psychological defense mechanisms. An important factor here is the external information influence. Studies of information policy and propaganda show that Russia actively uses cognitive warfare tactics aimed at intensifying this dissonance. Narratives about “war to the last Ukrainian”, “corrupt authorities”, and the “futility of resistance” aim not simply to disinform but to destroy the normative commitment of citizens to their state. Citizens' perception of legal norms is also deformed under the influence of the constant threat to life (shelling, occupation). Studies show that proximity to violence has a double effect: on the one hand, it undermines trust in state institutions (which failed to protect); on the other hand, it reinforces the demand for law and order and strong constitutional restrictions on power to prevent chaos.

The success of “Diia” attests to the formation in Ukraine of a unique social contract model, which can be called “technocratic paternalism”. Citizens are ready to trust the state and fulfill their duties if technology, rather than a human, acts as the intermediary in this interaction. This correlates with studies pointing to the growing role of digital platforms in shaping democratic values. However, this model has its risks. If legal consciousness relies only on the convenience of an app, it may be fragile. The question arises: what will happen if the state begins to use digital tools for unpopular repressive measures (for example, automatic blocking of accounts of “evaders”)? Will trust in “Diia” as a neutral arbiter be preserved, or will it turn into an instrument of “digital totalitarianism” in the eyes of citizens? The answer to this question will depend on whether the state can maintain a balance between security needs and human rights in the digital space.

From an economic point of view, legal behavior is a critical resource. The growth of tax revenues from the IT sector (“Diia.City” residents) allows financing the army. This is direct proof that creating a comfortable legal environment is more profitable for the budget than fiscal pressure. At the same time, the shadow economy, which feeds on legal nihilism and corruption, remains a huge reserve that the state cannot mobilize due to a lack of trust.

DISCUSSION

The obtained results indicate a gradual transition from the “State-as-a-Service” model to the “State-as-a-Fortress” model, in which digitalization acquires features not only as a convenience tool but also as a mechanism of control and coercion. This trend is consistent with the findings of S. M. Stremenovskyi (Stremenovskyi, 2025), who emphasizes the risks of digital paternalism: when the “Reserve+” application automatically assigns a certain status to a citizen (“wanted”, “updated on time”), the individual increasingly becomes an object of algorithmic governance. This dynamic partially aligns with the studies of A. Mysyshyn (Mysyshyn, 2024) and Lavasani Miri S. S. (Lavasani, 2025) highlight the potential risks of digitalization for democratic processes and human rights during conflicts.

Empirical data also illustrate the gap between legitimacy and legality. Support for the Armed Forces of Ukraine often ensures high public legitimacy even in complex legal situations, such as property seizure for defense needs (Bychenko, 2025). At the same time, the activities of judicial bodies, despite their formal legality, are often perceived as illegitimate due to a deficit of trust. This aligns with the conclusions of A. Hachkevych (Hachkevych, 2024), regarding the risk of opposition between “justice” and “law”, where an emotionally approved decision may carry more weight than a normatively flawless one.

A key novelty of this study is the identification of technological inequality as a separate challenge. Digitalization of procedures provides advantages to those with relevant skills and resources: younger and technologically savvy citizens can navigate state registries or privacy protection tools more easily (Fedorov, 2025; Pradid, 2024). Meanwhile, older individuals or residents of remote regions more frequently face barriers, which can lead to unintentional formal violations, undermining the principle of equality before the law. This aspect complements the research of I. S. Berezhnnyi (Berezhnnyi, 2025), but specifically highlights the impact of the wartime context on digital inequality.

In the long term, this may lead to the formation of a hybrid type of legal consciousness: wartime experiences will combine a high demand for justice with deep engagement in digital interaction with the state. If the state can convert trust in the army into trust in legal institutions, through institutional involvement of veterans and increased procedural transparency, a qualitative development of legal culture is possible. Otherwise, there is a risk that the “adaptive nihilism” formed under wartime conditions may transform into a stable model of legal distancing (Arefniia, 2025).

The findings of this study have several limitations. First, the data are primarily based on official sources and sociological surveys (Bychenko, 2025; Hrushetskyi, 2024), which may not fully capture informal practices and local variations. Second, citizens’ digital behavior is highly dynamic, especially during active phases of war, so conclusions about technological inequality and legitimacy are temporally contextual. Third, the study focused on the Ukrainian case, so the results may only be partially applicable to other countries and require comparative validation (Aprilianata et al., 2025).

Thus, this article contributes to the scientific discourse on the relationship between digitalization, war, and the transformation of legal consciousness, highlighting social and technological inequalities that influence the legitimacy and effectiveness of state mechanisms. It complements previous studies while emphasizing the risks of establishing persistent patterns of legal distancing under prolonged martial law conditions.

CONCLUSIONS

The comprehensive study conducted attests to the presence of a deep crisis of institutional trust, which acts as a substantial barrier to full legal compliance. A persistent imbalance has formed in Ukrainian society: almost absolute support for security institutions (specifically, the Armed Forces of Ukraine – 92%) is combined with a critically low level of trust in the courts (12%) and the parliament (<20%). Consequently, legal norms acquire a selective nature of implementation: citizens demonstrate readiness to comply with institutions associated with protection and sacrifice, but resist or evade the requirements of structures perceived as bureaucratic and alienating.

The digitalization of public administration has proven to be an ambivalent phenomenon. Tools such as “Reserve+” and “Diia” have transformed the architecture of citizen-state interaction, ensuring unprecedented speed and transparency of procedures (specifically, over 4 million data updates in a short timeframe). At the same time, they caused the phenomenon of mass “digital anxiety”, where digital control begins to be perceived as a form of “panopticon”, stimulating some citizens to strategies of digital avoidance or footprint minimization. Under conditions of chronic stress of martial law, a psychological polarization of legal behavior is observed. Some social groups demonstrate “hyper-compliance” as a way to reduce uncertainty and anxiety, while others resort to “adaptive nihilism”, justifying law violation by distrust in authorities and the desire for self-preservation. Thus, law is increasingly perceived not as a universal norm, but as an instrument whose legitimacy is evaluated through the prism of personal experience and trust.

An additional destabilizing factor is the informational vulnerability of society: the spread of disinformation and the use of artificial intelligence technologies (particularly deepfakes) blur the line between reliable and falsified information, undermining the authority of official legal sources and reinforcing skepticism regarding state communications. Consequently, the prospects for the development of the rule of law in Ukraine are directly linked to the authorities’ ability to bridge the gap between the “digital facade” of efficiency and the real justice of law enforcement. Without restoring trust in the judicial system, increasing transparency, and humanizing mobilization procedures, digitalization risks transforming from a modernization tool into a mechanism of excessive control, potentially provoking a rise in public resistance.

In this context, the prospects of our research lie in deepening the interdisciplinary analysis of the transformation of legal consciousness under conditions of war and digitalization, particularly through conducting longitudinal studies after the end of martial law. It is expedient to expand the empirical base through comparative studies with countries having experience in military mobilization and digital public administration, as well as using methods of behavioral economics and experimental psychology to identify deep mechanisms of trust. Particular attention is required for studying the impact of artificial intelligence on the legitimacy of legal decisions and the formation of new standards of digital ethics in public administration.

In this way, further scientific inquiries can contribute to developing a balanced model of “state – technology – citizen” interaction, combining efficiency with guarantees of rights and freedoms.

ADDITIONAL INFORMATION

AUTHOR CONTRIBUTIONS

All authors have contributed equally.

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CONFLICT OF INTEREST

The Authors declare that there is no conflict of interest.

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РЕГУЛЯТИВНИЙ ВПЛИВ ПРАВОВИХ НОРМ НА ПОВЕДІНКУ ГРОМАДЯН У ПЕРІОД ЦИФРОВІЗАЦІЇ ТА ПРАВОВОГО РЕЖИМУ ВОЄННОГО СТАНУ

У науковій статті презентовано результати комплексного дослідження психологічних механізмів, що детермінують правову поведінку громадян України в умовах екстремального соціального навантаження, спричиненого повномасштабною війною та одночасною прискореною цифровізацією системи державного управління. Особливу увагу приділено трансформації моделей правової взаємодії громадян із державою в контексті обмежень, запроваджених правовим режимом воєнного стану, та зростання ролі цифрових інструментів публічного адміністрування. Емпіричну основу дослідження становлять соціально-психологічні та соціально-економічні дані 2024–2025 років, отримані шляхом аналізу статистичних матеріалів, результатів опитувань і вторинних досліджень. Теоретичною базою дослідження слугують теорія процедурної справедливості Тома Тайлера, теорія когнітивного дисонансу Леона Фестінгера та концепція морального розмежування Альберта Бандури, що дозволяє здійснити міждисциплінарний аналіз змін у правосвідомості українського суспільства. Виявлено феномен «цифрового легалізму», який полягає у формуванні високого рівня довіри громадян до автоматизованих державних сервісів, зокрема цифрової екосистеми «Дія», що частково компенсує інституційну кризу довіри до традиційних правоохоронних і контрольних органів. Проаналізовано економічні наслідки правової поведінки громадян і бізнесу на прикладі спеціального правового режиму «Дія.City», а також психологічні бар'єри правомірної поведінки в умовах мобілізаційних процесів. Окремо розглянуто адаптаційні стратегії населення до обмежень, зумовлених правовим режимом воєнного стану, та їхній вплив на рівень правової відповідальності й соціальної згуртованості. Отримані результати мають прикладне значення для формування ефективної правової політики, удосконалення цифрових інструментів державного управління та розробки заходів із підвищення рівня довіри громадян до правових інститутів в умовах кризових трансформацій.

Ключові слова: юридична психологія, процедурна справедливість, цифровізація, правовий нігілізм, воєнний стан, «Дія.City», мобілізація, когнітивний дисонанс, інституційна довіра, правові відносини

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