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## INFORMATION TECHNOLOGY IN MONITORING RESEARCHES OF THE SOCIAL INFRASTRUCTURE STATE

**Abstract.** *In the article determined feasibility of using information technology in monitoring researches of social processes and infrastructure provision. A number of positions of conducting monitoring research of the state of social infrastructure on the basis of information technology in the diversified regional and industry segments are generalized and systematized. New tools for predicting changes in social infrastructure, their forecasting and implementation of scenario modeling of development processes are proposed.*

**Key words:** *information technology, monitoring, social infrastructure.*

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## ІНФОРМАЦІЙНІ ТЕХНОЛОГІЇ В МОНІТОРИНГОВИХ ДОСЛІДЖЕННЯХ СТАНУ СОЦІАЛЬНОЇ ІНФРАСТРУКТУРИ

**Анотація.** *У статті визначено доцільність використання інформаційних технологій в моніторингових дослідженнях соціальних процесів та інфраструктурного забезпечення. Узагальнено та систематизовано низку положень проведення моніторингових досліджень стану соціальної інфраструктури на основі інформаційних технологій у регіональному та галузевому розрізі. Запропоновано новий інструментарій щодо передбачення змін у соціальній інфраструктурі, їх прогнозування та здійснення сценарного моделювання процесів розвитку.*

**Ключові слова:** *інформаційні технології, моніторинг, соціальна інфраструктура.*

In the conditions of the economic crisis and political instability, the socio-economic development of Ukraine requires the introduction of innovative approaches based on information technology in the management of social processes and infrastructure provision in order to analyze and predict the essence, causes and nature of the social risks and threats.

In modern scientific studies not enough attention paid to the issues of information exchange between objects of social infrastructure and society. Based on this, the introduction of information technology (IT) that enables monitoring of social infrastructure is due to the need of establishing a broad information basis for making managerial decisions and forecasting the development of social infrastructure, identifying the factors influencing the quality assurance of social services for consumers in the diversified regional and industry segments. It is also important that social infrastructure acts as a single, integrated system,

which functions are aimed at ensuring the comprehensive human development.

The introduction of indicators and criteria for monitoring research of social infrastructure helps to organize the collection, processing and distribution of information on the activities of social infrastructure objects. Monitoring of their activities is aimed at the timely identification of problem and the implementation of reforms.

Conducting monitoring studies of the status of social infrastructure with the use of modern IT in the diversified regional and industry segments requires the following principles to be taken into account:

providing for the management of social development resulting from the use of reasonable and effective management decisions (subject of management) for the development of social infrastructure (object of management), which together provide a measure of satisfaction of requests, needs, values, incentives, interests of the population (managed objects);

compliance of monitoring with the management of social processes requires the organization of appropriate observations, even if the change in social processes and the nature of their influence may not always be predictable and forecasted;

monitoring of the determinants of the social component of the national economy is a tool for defining the nature of the processes of transformation, both directly to the objects of social infrastructure, and to the corresponding institutes of management, to objectively evaluate the effectiveness of the current management system;

results of the monitoring of the impact of social risks and threats are a link that combines economic and social policies, a means of assessing their effectiveness and social orientation, the effectiveness of existing rules in the labor market, the proportions of the distribution of social responsibility between the state, business, and society;

system of indicators for monitoring the development of social infrastructure should include both quantitative and qualitative indicators that characterize the starting positions of the development of the socio-cultural complex and the effectiveness of its functioning.

The complexity of ensuring the effectiveness of management decisions regarding the development of social infrastructure lies in its dual nature and can be followed by both positive and destructive outcomes. Under such conditions, the importance of enriching the existing management system with new tools for predicting and forecasting changes, modeling ‘what if’ scenarios increases.

Thereby, monitoring research of social infrastructure on the basis of modern IT enables to prevent the development of destructive trends in the formation of social potential of the country, to introduce criteria for assessing the quality of provision of social services, which are a toolkit that allows for the further modernization of the existing system of statistical reporting of social infrastructure, in particular to take into account international experience.

### ***References***

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