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# INFORMATION STATE AS A SOCIAL COMMUNICATION: SERVICE AND NETWORK MODELS

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**A B S T R A C T**

The article is devoted to the analysis of social interactions arising in the conditions of development of information and communication technologies containing risks of social and political instability in the relations between the state and civil society. Service and network models of the state as social communication are replacing the administrative and command management system. It is revealed that communications in the system of power relations become a catalyst for the development of social relations in the information society, which requires a comprehensive interdisciplinary analysis, as the sociology of law, and the theory of state and law.

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## 1. INTRODUCTION

Informatization of social relations has an impact not only on the daily life of people, but also management processes at all levels of public power, including the institution of the state, which under their influence are transformed functions, which leads to a change in its nature and role in social processes. If the criteria of the social state are violated, formal legal equality and the rule of law are deformed, and then there is a gap between the law and the law, which ultimately leads to the risk of distortion of the legal nature of power. On the one hand, the introduction of information technologies has increased the creative potential of mankind, and, on the other, has brought new risks associated with the complexity of relations between the state and society, which is not yet clearly defined in modern Humanities, as, indeed, their consequences.

The idea of scientific research is to reflect on the process of transformation of the essence of the state in the context of changing its functions and defining the boundaries of interaction with civil society in the new virtual reality containing the risks of technological innovation. The actualization of knowledge about the impact of information and communication technologies on power relations between the state network and citizens allows forming new methods and approaches to the analysis of

the dynamics of social reality in order to minimize possible areas of risks, conflicts and confrontations in this system. The relationship between the state and civil society in different periods of history has had a significant impact on its functions, which at the same time presupposed the personalization of power and the parallel existence of social anarchism. However, the interpretation of the functions of the state by various social groups, in the end, were theoretically focused on the Symphony of relations between the government and society, and in practice led to the risks of socio-political conflicts and revolutions. It can be argued that every major technological or organizational decision entails changes in the paradigm of public interest, containing a certain degree of risk.

Risk activity arises and develops based on increasing opportunities of the person and society within the framework of the achieved scientific and technical progress. When assessing the risks of technological innovations that affect the relationship between the state-network and citizens, two variables should be noted: the subjective probability of loss and the actual amount of gain, but the amount of gain does not have a significant impact on its perception. It is known that the more winnings and less risk, the better, this explains the fact that the risk is not only a social category, but also a psychological phenomenon. Social achievements are not a guaranteed contribution to progress; they require constant support and development of the space, the so-called breakthrough technologies, which are usually based on legitimate risks. The social environment is heterogeneous, but is constantly outraged by certain risky enterprises affecting the interests of citizens. When the state unilaterally changes the rules of the game in tax, administrative, labor, etc. regulation, it increases the risk of social instability.

## 2. METHOD

The methodological paradigm of the research is the theory of H. Luman on social systems as communication, in which power is seen as "code-driven communication", consisting of universally valid rules and norms for the ordering of social reality. Modern practices and strategies of interaction between the government and society are communicative in nature, so they cannot rely on the universally recognized rights and freedoms of man and citizen. In addition, The more intense the socio-political dynamics of the situation in the world, the more important for millions of people acquire communication, such as television or rather the Internet, forming public opinion, the spiritual values of the modern world, determining the attitude of the population to various events. Komissarov (2011) believes that "new information technologies seriously raise the issue of information security of any country and any person". Consequently, we can talk about a new form of interstate Association, which is based on non-interference in public relations and guarantees of free use of the Internet.

## 3. RESULT AND DISCUSSION

### 3.1 THE IMPACT OF INFORMATION AND COMMUNICATION TECHNOLOGIES ON POWER RELATIONS BETWEEN THE STATE AND SOCIETY

The fundamental principle of the state in the information age is the "freedom of interaction" between the state, its structures and civil society, which allows realizing the interests of the

participants in these relations by adapting virtual reality. Nevostrueva (2008) writes, «social communication is a special structural unit of General communication, reflecting the relationship and interaction of organized in the structure of the basic social institutions and social practices of human society." Therefore, social communication can be represented as a system of objective relations, transforming in the process of socio-economic, political and other changes, which are based on information and communication technologies and theoretical concepts of relations between the state and society.

One of the problems of sociological analysis of interactions between government and civil society, both in science and in politics, is the dialectics of objective and subjective in the content of virtual reality and its impact on public consciousness and human activity. The flow of pure, refined information received by the media often replaces the need to think, reflect, comprehend social transformations in order to make decisions and take responsibility for them. Romashov and Panchenko (2017) wrote that "in its current state, the Internet system is as objective as objective social phenomena such as Economics, politics, education, law." Thus, in the information society, social interactions are gradually moving into the virtual sphere, which contains significant social and political consequences for society. The first virtual reality model in human history was myths and religious beliefs as a universal response to the instability and unpredictability of human existence. Virtual reality does not exist by itself, the three-dimensional model of the world has a price, only for those who produce and consume it. Expressed in a stream of pure information, its price is many times lower than the "cost" of real things, in this context it becomes a refuge for the poor, as well as religion.

The institutions of the state and civil society included in power relations are interested in their informatization, which leads to the expansion of opportunities for both self-organization of civil society and democratization of governance processes, which leads to a change in the functions of the state. Such technologies create the ground for new forms of relations containing risks of expectations of various preferences from the state without taking into account the objective reality and the nature of relations between the government and civil society. These relationships are largely based on communication and virtualization, which leads to the possibility of participation of citizens in management processes that acquire the format of dialogue, openness and availability of information about the activities of public authorities and decision-making procedures. In science, some aspects of social and political transformations bearing risks for the prognostic planning of future relations between the state and the network of citizens are being studied and, therefore, interdisciplinary studies of these processes are becoming relevant.

The service state, as a new social and political model, has the potential to overcome the inefficiency of public administration and to build an open, free from abuse of power of the state, through the formation of new legislation and the reorganization of its bodies. The transformation of the Russian state has led to a change in the paradigm of public administration, which makes its interdisciplinary study relevant.

## 3.2 SERVICE AND NETWORK MODEL AS A SOCIALLY ORIENTED FORM OF STATE TRANSFORMATION.

In modern theoretical and legal science, there is a point of view, according to which the service

model of the state is considered as a future socio-political communication, replacing the administrative and command method of management. The relationship between the state and civil society in the context of the command-and-control system was secondary, as there were no technologies to control the activities of the government by civil society. Modern information technologies help public authorities and management to respond more quickly to social needs, as the request of society for the changes necessary for its progress. Thus, the future model of relations between the state and civil society should be based on the maximum possible non-interference of the authorities in those social relations that are governed by morality and law, and the fundamental principle in the information age should be the "freedom of interaction" between them.

The state of a new type does not simply become digital, it acquires the character of the state of communication, since the primary role is not its power influence, but interaction with citizens and public organizations as subjects of communication in the system of power relations. Kolomiets (2017) notes, "Mass communication today is the establishment of relations through centralized, decentralized and public dissemination of meaning – generating messages." Consequently, the problematic field of social interactions between citizens and the state is expanding, which becomes the subject of legal relations, providing services (service model of the state), then contributing to the self-organization of the population.

In the network model of the state, the main role is given to the interaction of state structures with business entities and local governments in order to establish information exchange. In the Russian Federation, the governing bodies and local self-government are not yet independent, as their activities are not legally and financially fully ensured. The identity of local self-government in the Russian Federation largely depends on the geography of the country, its enormous size, which does not allow it to create a civil society without its decentralization; secondly, it is a historically tradition of centrism, which should become the basis for developing new political technologies, improving governance and local self-government.

In this regard, the question arises of what type of interaction should determine the process of making socially significant decisions, who are their subjects? In other words, we are talking about the formation of a new level of relations between the government and civil society. For example, in Russia there is a Civic Chamber established by federal bodies, the purpose of which is to ensure interaction between state bodies and the population regarding the country's social policy. The Civic Chamber is composed of candidates from public organizations that have an impeccable reputation, have merits to society and the state, and enjoy authority among the population. A list of their names is transmitted to the President, who appoints 40 people of his choice to the Civic Chamber.

However, in practice, the effectiveness of this artificially created body is doubtful, since it has only advisory functions and cannot influence the adoption of many important decisions. Among the people, the Civic Chamber is not popular. According to a survey conducted by the Levada Center in 2014, only 53% are aware of the existence of the Civic Chamber, and only 10% of respondents are satisfied with its activities (Feldman, 2014). The Civic Chamber is a relatively new structure in the system of Russian democracy, therefore, many measures are proposed to improve it. In particular, it is planned to attract a larger number of people to participate in the activities of the public chamber, to attract experts in certain areas to give an opinion on the policies of the authorities. It is assumed that

through the Internet, a more effective activity of the Civic Chamber will become possible, and the participation of broad sections of the population in the decision-making process on issues of state social policy will bring Russia closer to countries with elements of direct democracy.

Such communication is based on information technologies, which, being virtual in form, have a real impact on the formation of public consciousness and social activity of citizens. In this case, the essence of the state is determined by the concept of the state of the service, which has a system of communicative influences in the form of a structured system - a network for the provision of services.

The gradual introduction of information and communication technologies in public relations is becoming a prototype of the organization of the system of public power, which is forced to ensure its functioning by providing civil society with compromise opportunities for self-development. It is possible that communication, not information, will become the basis of new forms of power relations, leading to a more effective impact on the processes of making meaningful decisions. Mikhailova (2013) wrote "Modern practice demonstrates the increasing commitment of the state model of governance through negotiations, coordination of interests, and the formation of a number of decentralized voluntary associations. The traditional Weber hierarchy gives way to decentralized relations in which complex networks, often without formalization, control all stages of the process of development and implementation of public policies and individual decisions." Consequently, a compromise in power relations between the state and civil society is possible with virtual space as a platform for communication with objective and subjective social consequences. Within the information society, virtual space is becoming a socially significant phenomenon that has changed many social interactions that existed in the past.

## 3.3 THE FUNCTIONS OF THE STATE IN THE STRUCTURE OF POWER RELATIONS IN THE INFORMATION SOCIETY

In modern society, the tendencies of transformation of functions of the state, which becomes not only the expanded structure of management of social processes, but also the form of the organization of the social communications reflecting human needs, are outlined, becoming the catalyst of their realization. Providing state and municipal services in the conditions of informatization of public relations, it becomes a service, which leads to an imbalance between the rules of private and public law, different in form of social impact, which is unusual for the traditional understanding of the essence of the state. Tokareva (2006) wrote that "in the theory and practice of public administration there is a transition from the institutional organization of the state (government) to the organization of the management process through the delegation or expansion of powers of non-state actors (government). Therefore, the concept of governance can be described as a replacement of unilateral state actions by multilateral actions of governmental and non-governmental actors or as an attempt to manage society and the economy through collective actions and forms of regulation." Thus, in the conditions of unpredictably developing social relations, the question of their structuring interaction and the nature of internal interaction is becoming increasingly important, thus, the network model of management through the settlement of economic interests can become able to find social compromises and provide social guarantees.

Information technology has changed many types of social communication, creating a virtual

space; they affect not only interpersonal relationships, but also the relationship of the individual, society and the state. By creating a new type of communication in the system of power relations, the service state allows to expand the possibility of obtaining information about the activities of state institutions, thereby expanding social contacts that affect the formation of other relations. Access to information and saving time to obtain it change social relations, making them socially oriented. One of the forms of such transformations is the formation of the service model of the state, which, on the one hand, should expand the possibilities of communication between citizens and authorities, and, on the other hand, may contain risks in the process of promoting political, economic and other interests that can disorient society.

Legal and organizational aspects of the service state, based on the use of information technologies and resources, become strategic. The more complex social relations are, the more urgent is the problem of maintaining balance and compromise between its structural elements, which requires constant development of information and communication technologies capable of stabilizing emerging conflicts and contradictions. Therefore, the role of the state in the information society can be identified with the service model, which by its nature is a complex communication that serves as the basis for the relationship between it and civil society in the developing new information formation.

## 4. CONCLUSION

As a result of the study of the modern state as a social communication, it can be concluded that in the conditions of informatization of social relations, its primary task is to ensure the possibility of self-organization of citizens. At present, the existence of the state in the traditional sense and its competitiveness largely depends on civil activity and satisfaction with the living conditions of the population. Regulation of public relations in isolation from civil society can generate legal nihilism and social chaos, which a priori carries the risk of destabilization of power relations, reduce public interest in participating in a dialogue with the public authorities and adversely affect the development of the state as a whole.

Unlimited freedom of virtual reality contains the risks of socio-political instability and disorganization of public administration in connection with the possible gap between the interests of society and the administrative and command management system in the Russian Federation. In this case, the state, as a social communication, increasingly acquires the properties of the network, which leads to the need for a new strategy and tactics of the organization of the system of power relations.

The concept of the state is not historically unambiguous, and therefore, most accurately its essence can be described on the basis of a set of features, but in general it should be noted that the modern state acquires the functions of the service model as a form and network state that changed its content. In the context of informatization of public relations, the state is able to take into account not only the social consequences of the decisions taken, but also to predict the directions of their development in order to respond as quickly as possible to the transformation and needs of society.

## 5. AVAILABILITY OF DATA AND MATERIAL
No data is used or generated from this study.

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