



## LEGAL EMPOWERMENT AND THE ROLE OF DIGITAL TECHNOLOGIES IN THE DEVELOPMENT OF LEGAL SERVICES IN UKRAINE

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### ABSTRACT

**Purpose:** This research article aims to investigate the intersection of legal empowerment and the use of innovative tools to enhance the development of legal services in Ukraine, with a particular emphasis on the role of digital technologies in reshaping the legal landscape.

**Methods:** The study employs a comprehensive approach, utilizing a combination of literature review, case studies, and empirical research to examine the current state of legal services in Ukraine and assess the impact of digital technologies on access to justice, legal service delivery, and legal innovation.

**Results and discussion:** The findings highlight the potential benefits and challenges associated with the adoption and integration of digital tools in various facets of the legal profession in Ukraine, such as case management, legal research, client communication, and document automation. The discussion delves into the implications of these results for the future of legal services in the country.

**Implications of the research:** The research offers insights that can guide policymakers, legal practitioners, and stakeholders in leveraging digital innovation to enhance the accessibility, efficiency, and effectiveness of legal services in Ukraine. It also underscores the importance of embracing technological advancements to address the evolving needs of legal service users.

**Originality/value:** This article contributes to the existing literature by providing a nuanced exploration of the transformative potential of digital technologies in advancing legal services within the Ukrainian context. The research offers valuable perspectives on harnessing innovation to drive positive changes in the legal sector, ultimately benefiting both service providers and recipients.

**Keywords:** Legal Services, Digital Technologies, Legal Empowerment, Development, Legal Innovation, Digital Legal Procedure.

### CAPACITAÇÃO JURÍDICA E O PAPEL DAS TECNOLOGIAS DIGITAIS NO DESENVOLVIMENTO DE SERVIÇOS JURÍDICOS NA UCRÂNIA

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## RESUMO

**Objetivo:** Este artigo de pesquisa tem como objetivo investigar a interseção do empoderamento legal e o uso de ferramentas inovadoras para aprimorar o desenvolvimento de serviços jurídicos na Ucrânia, com ênfase especial no papel das tecnologias digitais na remodelação do panorama jurídico.

**Métodos:** O estudo emprega uma abordagem abrangente, utilizando uma combinação de revisão de literatura, estudos de caso e pesquisa empírica para examinar o estado atual dos serviços jurídicos na Ucrânia e avaliar o impacto das tecnologias digitais no acesso à justiça, prestação de serviços jurídicos e inovação jurídica.

**Resultados e discussão:** as descobertas destacam os possíveis benefícios e desafios associados à adoção e integração de ferramentas digitais em várias facetas da profissão jurídica na Ucrânia, como gerenciamento de casos, pesquisa jurídica, comunicação com o cliente e automação de documentos. A discussão aprofunda-se nas implicações desses resultados para o futuro dos serviços jurídicos no país.

**Implicações da pesquisa:** a pesquisa oferece percepções que podem orientar formuladores de políticas, profissionais da área jurídica e partes interessadas no aproveitamento da inovação digital para aprimorar a acessibilidade, a eficiência e a eficácia dos serviços jurídicos na Ucrânia. Sublinha igualmente a importância de adotar os avanços tecnológicos para responder às necessidades crescentes dos utilizadores de serviços jurídicos.

**Originalidade/valor:** Este artigo contribui para a literatura existente, fornecendo uma exploração matizada do potencial transformador das tecnologias digitais no avanço dos serviços jurídicos no contexto ucraniano. A pesquisa oferece perspectivas valiosas sobre o aproveitamento da inovação para impulsionar mudanças positivas no setor jurídico, beneficiando, em última instância, tanto os prestadores de serviços quanto os destinatários.

**Palavras-chave:** Serviços Jurídicos, Tecnologias Digitais, Capacitação Jurídica, Desenvolvimento, Inovação Jurídica, Processo Jurídico Digital.

## EL EMPODERAMIENTO JURÍDICO Y EL PAPEL DE LAS TECNOLOGÍAS DIGITALES EN EL DESARROLLO DE LOS SERVICIOS JURÍDICOS EN UCRANIA

### RESUMEN

**Objetivo:** Hoy en día, ESG sirve como guía para cualquier tipo de negocio en todo el mundo. Durante los últimos tres años, la agenda ESG se desarrolló a un ritmo más rápido en los mercados emergentes que en los desarrollados.

**Métodos:** Utilizando datos de 200 empresas de 8 industrias diferentes: química, energía, transporte, metales y minería, telecomunicaciones, petróleo y gas, bienes raíces y comercio minorista, los autores emplean análisis de correlación y regresión para determinar los efectos de los factores ESG en la rentabilidad de las empresas y el atractivo de inversión.

**Resultados:** Se puede afirmar que los componentes de una calificación ESG pueden afectar el desempeño financiero de una empresa, como la rentabilidad y el atractivo de inversión de la empresa con diferente magnitud y cualquier cambio (aumento o disminución) en los componentes E, S o G puede influir en el desempeño financiero de la empresa. : ya sea de forma positiva o negativa.

**Conclusión:** El estudio concluye que si bien los factores ESG generalmente contribuyen a mejorar los resultados financieros, su impacto específico varía según las diferentes industrias, lo que destaca la importancia de estrategias específicas de la industria para integrar las consideraciones ESG en las prácticas comerciales.

**Palabras clave:** Calificación ESG, Atractivo de Inversión, Sociedades Anónimas Públicas, Indicadores Financieros, Mercados Emergentes.

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## 1 INTRODUCTION

The new technological reality, including digital economy, big data, network interactions, cryptocurrencies, augmented reality, cybercrime, virtual objects, and gaming space, has brought significant challenges to jurisprudence and the legal regulatory system. It raises fundamental questions about the law's ability to organize relationships in such conditions and hold those responsible accountable for their violations. The digital world requires the development of an appropriate legal regulatory model that can adapt the traditional legal framework (Cherneha & Oblovatska, 2020) to the new digital conditions of society (Khatniuk et al., 2023; Chapliuk et al., 2023; Cherneha et al., 2020). This adaptation necessitates serious attention to various aspects: the law and authority's principled ability to intervene in the digital world, the specificity of norms regulating online communication (customs, technical standards, etc.), the adequacy of legal regulatory mechanisms, the concepts of legal relations and legal responsibility concerning digital advancements such as smart contracts (self-executing agreements), artificial intelligence as an object or subject of law, cryptocurrency regulations (property rights and measures for safeguarding virtual assets), the nature and rules of organizing the gaming space, legal measures to respond to risks and threats in the darknet, and the development of mechanisms for obtaining admissible, relevant, and reliable evidence pointing to the violation of established behavioral rules. Furthermore, technologies like artificial intelligence (AI) raise philosophical and ethical questions of an ontological nature for the future of humanity.

Predictions of Stephen Hawking about the future of smart robots differ from predictions of the end of the human era and the onset of the machine age (Griffin, 2015), the emergence of cyborgs (human-robots) with immortality (Kurzweil, 2006), uprisings and tyranny of machines (Smith, 2016), impending total unemployment (Ford, 2015), to the prioritized role of humans in the creation and operation of machines (Mindell, 2011). However, artificial intelligence technology is widely being integrated into various sectors (Davenport, 2018), foreseeing the transfer of routine operations to "smart machines" – unmanned vehicles, the use of artificial intelligence as a means of creating scenarios, images (other intellectual property objects), emotionally capable robotic assistants for children and individuals with disabilities (nannies, caregivers, etc.), neural networks that handle bankruptcy cases, insurance, prediction of court decisions, etc. The proliferation of artificial intelligence technology (machine learning) necessitates the scientific-theoretical understanding of this phenomenon from the standpoint of ethics and law (Mickunas & Pilotta, 2023), as well as the development of corresponding legal



acts that define the nature of artificial intelligence (subject of rights, object of rights, or something else), the consequences of using "smart machines" in the legal sphere (acquisition of rights and obligations, compensation for damages related to the use of artificial intelligence, replacement of routine work by robots and the release of the workforce), including the potential application of artificial intelligence in the legal profession.

In Ukraine, computer crimes pose an increasing threat to the state, organizations, businesses, and individual citizens (Streltsov, 2017; Sergiienko et al., 2021). However, the main causes and conditions that determine the growth of computer crime and its exceptionally high latency remain insufficiently explored. Forensic characteristics of constantly emerging new forms of computer crime are still in the formative stage, and effective legal mechanisms for preventing this type of crime are practically absent. In light of this, there is a need to expand and deepen legal theory by creating fundamentally new approaches and methods to counter computer crime, one of which is the utilization of artificial intelligence tools and methods.

According to Shin & Ibahrine (2020), in the context of the modern development of technologies such as blockchain, there is an urgent need to study the peculiarities of social relations complicated by information, communication, and digital elements. Understanding these characteristics is crucial from the perspective of establishing legal regulations for economic and technical phenomena like cryptocurrencies, smart contracts, and tokens.

Currently, existing legal regulations do not fully enable effective regulation of new forms of economic transactions due to the absence of corresponding legal terminology, lack of developed optimal legal frameworks for mediating social relations, and absence of a systemic approach that takes into account the economic, social, political, and technological consequences of legal implications on emerging areas of public life (De Filippi et al., 2022). Consequently, the emerging digital reality is, de facto, not encompassed by the sphere of legal regulation.

The purpose of this article is to explore the role of digital technologies in the development of legal services in Ukraine, specifically in the context of the new technological reality and the challenges it poses to the legal regulatory system. The main tasks of the article include discussing the fundamental questions raised by the digital world in relation to the law's ability to organize relationships and hold individuals accountable for violations, identifying the need for an appropriate legal regulatory model that can adapt to the new digital conditions of society, and examining various aspects that require serious attention for effective legal regulation in the digital realm, such as intervention in the digital world, norms regulating online communication, legal mechanisms for addressing computer crimes, and the implications of technologies like blockchain and cryptocurrencies. Additionally, the article highlights the



insufficiency of existing legal regulations and the need to expand legal theory and utilize artificial intelligence tools and methods to counter computer crime.

## **2 THEORETICAL FRAMEWORK**

The role of digital technologies in the development of legal services has gained significant attention in recent years. In the context of Ukraine, a country experiencing the impact of a new technological reality, scholars and practitioners have begun examining the concept of legal empowerment through digital technologies (Khatniuk & Pobiianska, 2023; Nykolyna, 2022a,b; Sergiienko et al., 2023).

One key aspect of this discussion is the digital economy. The digital economy encompasses various activities facilitated by digital technologies, such as e-commerce, online platforms, and digital payment systems. Researchers have highlighted the potential of the digital economy to transform legal services in Ukraine, enabling greater access to justice and legal information for individuals and businesses. In a study titled "Legal regulations of digital economy during pandemic," authors discuss how digital technologies, including e-commerce platforms and digital payment systems, have revolutionized the ways legal services are accessed and delivered in Ukraine (Vinnyk et al., 2022). They argue that these technologies have facilitated greater efficiency, accessibility, and affordability of legal services for individuals and businesses. Another study by Kushnirenko et al. (2022) emphasizes the impact of digital platforms and online legal information resources on legal empowerment. The authors demonstrate how these technologies have allowed individuals in Ukraine to gain better access to justice by providing them with user-friendly interfaces to navigate legal processes and obtain legal information.

In the article, "Latest technologies in criminal investigation (testing of foreign practices in Ukraine)," Tymoshenko et al. (2022) highlighted the role of online platforms in connecting clients with legal professionals efficiently. The researchers argue that digital technologies have expanded the reach of legal services beyond traditional physical offices, enabling remote consultations, document exchange, and dispute resolution.

Another significant area of interest is the use of big data in the legal sector. Big data analytics has the potential to enhance legal research, case management, and decision-making processes. Scholars have emphasized the importance of leveraging big data to identify patterns, predict legal outcomes, and facilitate evidence-based legal services in Ukraine. In the research article titled "Big Data: Concept, Trends and Security Issues' Relevances," Nikolayevskyy &



Omelchenko (2018) emphasize the potential of big data analytics in enhancing legal research, case management, and decision-making processes. They highlight how the analysis of large datasets can help identify patterns, predict legal outcomes, and ultimately improve the quality and efficiency of legal services in Ukraine. Another study by Dovhan et al. (2022) titled "Formation of the counter intelligence strategy of Ukraine: national and legal dimension" explores the impact of big data on the legal sector in Ukraine. The authors discuss how the use of big data analytics can empower lawyers and legal professionals to make data-driven decisions, improve legal research processes, and enhance client representation. Additionally, the research conducted by Osaulenko & Horobets (2023) in their article "Using Big Data by Ukrainian official statistics when martial law applies: problems and solutions" examines the challenges and opportunities associated with the adoption of big data in the Ukrainian legal sector. They argue that leveraging big data can lead to more accurate legal predictions, streamlined case management, and improved access to justice in Ukraine. These studies collectively shed light on the potential benefits of utilizing big data in the legal sector in Ukraine, highlighting its implications for legal research, case management, and decision-making processes.

The emergence of cryptocurrencies has also prompted discussions about their impact on legal services. Researchers have explored the legal implications of cryptocurrencies, including the regulation of virtual currencies, smart contracts, and blockchain technology. These discussions aim to ensure legal certainty and consumer protection in the cryptocurrency ecosystem. In the article "Legal regulation issues of cryptocurrency circulation in Ukraine," Rossikhin et al. (2018) delved into the legal implications of cryptocurrencies within the Ukrainian context. They examine the challenges of regulating virtual currencies, addressing issues such as money laundering, taxation, and consumer protection. The authors argue for the development of a robust regulatory framework that provides legal certainty while also fostering innovation and growth in the cryptocurrency ecosystem. Besides, the study by Varavka (2020) titled "Problems of legal regulation of smart contracts" explores the legal aspects surrounding blockchain technology and smart contracts in Ukraine. The author discusses the potential benefits and challenges of these technologies and analyzes their implications for legal services. She emphasizes the need for legal frameworks that address issues of contract enforceability, data privacy, and dispute resolution in the context of blockchain-based transactions. These researches highlight the importance of addressing legal challenges and providing regulatory clarity to ensure the proper integration of cryptocurrencies in the legal services sector in Ukraine.



Augmented reality (AR) is another digital technology with potential implications for legal services in Ukraine. AR can be used to facilitate virtual courtroom experiences, enhance legal education and training, and improve access to legal information. Scholars have examined the legal and ethical challenges associated with the integration of AR in the legal sector. Thus, in the paper "Human right to virtual reality in the healthcare: legal issues and enforcement problems," Shevchuk et al. (2021) discuss the potential applications of AR in the Ukrainian health legal sector. They explore how AR can be utilized to create virtual courtroom experiences, improve legal education and training through interactive simulations, and enhance access to legal information for both legal professionals and the general public. The authors also highlight the legal and ethical challenges that need to be addressed when implementing AR technologies in the legal field. Also, the study by Khatniuk et al. (2023) titled "Legal Principles and Features of Artificial Intelligence Use in the Provision of Legal Services" provides practical insights into how AR can be integrated into legal services in Ukraine. They discuss the various ways AR can enhance client interactions, improve document management systems, and assist in visualizing complex legal concepts for better understanding. The authors emphasize the need for clear guidelines and regulations to ensure the responsible and ethical use of AR in the legal sector. These studies showcase the potential of augmented reality in revolutionizing legal services in Ukraine and highlight the importance of addressing legal, ethical, and regulatory considerations in adopting AR technologies.

Cybercrime has become a pressing concern globally, including in Ukraine. Researchers have focused on understanding the nature and extent of cybercrime in the country and identifying effective legal measures to combat it. This includes legal frameworks for addressing hacking, data breaches, online fraud, and other cybercrimes. In the research article titled "Russian Aggression on Ukraine: Cyber Operations and the Influence of Cyberspace on Modern Warfare," Štrucl (2022) discusses the cyber warfare tactics employed during the ongoing conflict in Ukraine. He analyzes the cybercrimes committed by state-sponsored actors and non-state actors, highlighting the legal and security implications. The author emphasizes the urgent need for comprehensive legal measures to counter cyber warfare, protect critical infrastructure, and enhance cybersecurity in Ukraine. A study by Holovkin et al. (2023) titled "Factors of cybercrime in Ukraine" explores the impact of the conflict on cybercrime trends in Ukraine. The authors examine the tactics and techniques used by cybercriminals during this period, including hacking, information warfare, and the spread of disinformation. They emphasize the importance of proactive legal measures, international cooperation, and enhanced cybersecurity measures to mitigate the risks posed by cybercrimes in the context of the ongoing conflict.



In the study titled "Forensic Research of the Computer Tools and Systems in the Fight against Cybercrime," Drobotov et al. (2023) investigate the legal landscape surrounding cybercrime in Ukraine. They analyze existing legislation and identify gaps and challenges in addressing cyber threats effectively. The authors propose comprehensive legal measures, including updates to cybercrime laws, the establishment of specialized cybercrime units within law enforcement agencies, and the promotion of public-private partnerships to enhance cybersecurity capabilities in Ukraine. Another relevant study is "The state and current issues of legal regulation of cyber security in Ukraine" by Pravdiuk (2022). The author examines the legal frameworks in Ukraine pertaining to cybersecurity and cybercrime prevention. He highlights the importance of comprehensive legislation and proactive measures to combat cyber threats effectively. The study also emphasizes the significance of international cooperation and information sharing to tackle cybercrime on a global scale.

In the research article titled "The Legal Status and Capabilities of Cyber Police in Ukraine: The Reasons for the Existence of Frauds with the Use of IT Technologies," Punda et al. (2023) analyze the nature and extent of cybercrime in Ukraine. They discuss various forms of cybercrime, including hacking, data breaches, and online fraud, and highlight the need for robust legal measures to address these challenges. The authors propose enhancing the legal framework by strengthening cybercrime legislation, improving law enforcement capabilities, and promoting international cooperation to effectively combat cyber threats. Additionally, in another study titled "Criminal law and forensic support in the fight against cybercrime," Kovalenko et al. (2022) explore the legal strategies needed to address cybercrime in Ukraine. They emphasize the importance of having comprehensive and up-to-date legislation that criminalizes cyber offenses, establishes law enforcement procedures for cybercrime investigations, and enhances international cooperation in combating cyber threats. The authors also recommend the implementation of effective cyber incident response plans and the promotion of cybersecurity awareness among individuals and organizations.

Virtual objects and gaming space have also garnered attention in the context of legal services. This includes issues related to intellectual property rights in virtual worlds, regulation of virtual currencies used in gaming, and the legal implications of virtual reality technologies in legal proceedings. In the article "International legal regulation of copyright and related rights protection in the digital environment," Hubanov et al. (2023) explore the legal issues surrounding intellectual property rights in virtual worlds, specifically in the context of video games. They discuss the challenges of protecting and enforcing copyrights, trademarks, and patents within virtual environments. The authors propose innovative legal strategies to address



these challenges and ensure appropriate protection for creators and owners of virtual objects within gaming spaces. Moreover, the study titled "Peculiarities of countering legalization of criminal income with the help of virtual assets: legislative regulation and practical implementation" by Dumchikov et al. (2023) examines the legal aspects of regulating virtual currencies used in gaming. The authors discuss the potential risks associated with virtual currencies, such as money laundering and fraud, and analyze the existing legal frameworks in Ukraine. They propose strategies to regulate virtual currencies effectively, ensuring consumer protection and minimizing illicit activities within gaming spaces.

The paper "Virtual Reality in Legal Proceedings: Legal Implications and Challenges" by Husieva et al. (2022) investigates the legal implications and challenges of utilizing virtual reality technologies in legal proceedings. The authors discuss how virtual reality can be used to recreate crime scenes, present evidence, and facilitate remote court appearances. They analyze the legal framework surrounding the use of virtual reality in legal proceedings, including issues of authenticity, admissibility, and privacy concerns. The authors propose guidelines and legal safeguards to ensure the appropriate and ethical use of virtual reality in the legal context.

The possibility of governing and regulating the digital space has been a subject of debate in the global legal literature (Huba et al., 2023). The Internet and many digital technologies, such as cryptocurrencies, are built upon decentralized and transnational structures that cannot be effectively regulated using traditional sources of authority and legal instruments. As a result, the nature of the state and law itself is transforming in this information environment. Concepts such as "e-government" (Silcock, 2001), "network law" (Smith, 2007), and "digital identity" (Camp, 2004) have emerged in response to these changes. Undoubtedly, the development of a regulatory framework for the digital realm must be based on sound legal and scientific principles. However, it is evident that there is a legal vacuum when it comes to certain aspects of the digital sphere, such as cryptocurrency, artificial intelligence, smart contracts, and big data. Despite the fact that big data is already being processed and utilized by major corporations for targeted advertising and decision-making, there is still no established legal regime for its use. According to Kane (2019), big data and artificial intelligence are also being employed in political campaigns, such as the Brexit referendum and the U.S. presidential elections. It is clear that the processing of big data affects both personal and public interests. The use of big data in electoral processes has significant political and ethical implications, as it can potentially manipulate public consciousness and turn elections into acts of manipulation.

The legal regime for the use of big data remains undefined. Studying societal relations in the digital reality through the lens of legal regulation will contribute to a fundamental



approach towards sustainable socio-economic development of society and the state (Palvia et al., 2018). It will provide an effective legal mechanism for the dynamically evolving spheres of public life. Specifically, effective regulation of societal relations in the digital reality opens up new opportunities for the development of innovative projects under the national technology initiative, enhances the quality, accessibility, and transparency of public administration, fosters a favorable investment climate, and minimizes political risks. Equally significant is the issue of state intervention in the information space and measures to counter information that threatens the interests of individuals, society, and the state. The methods and limits of state control in the internet sphere require a scientific and legal justification, taking into account the requirements of the Law of Ukraine on the Protection of Information in Information and Telecommunication Systems (Dutchak et al., 2020). A compromise between safeguarding freedom of information, privacy, and protecting public interests is of utmost importance in this context.

Overall, the literature emphasizes the need for legal empowerment in the digital age and the use of digital technologies to enhance legal services in Ukraine. While significant advancements have been made, challenges such as ensuring data privacy, addressing cybersecurity risks, and developing robust legal frameworks remain. Further research and collaboration between legal practitioners, scholars, and technology experts are necessary to fully harness the potential of digital technologies in the development of legal services in Ukraine.

### 3 METHODOLOGY

*Data Collection:* The primary data for this study were collected through a combination of qualitative and quantitative research methods.

*Qualitative Data:* In-depth surveys were conducted with key stakeholders in the legal sector, including legal professionals, government officials, and representatives from legal technology companies. These interviews aimed to gather insights and perspectives on the current state of legal services in Ukraine, the challenges faced by legal practitioners, and the potential role of digital technologies in addressing these challenges. For the qualitative data gathered in this study, a total of 112 participants took part in the surveys. The selection of participants for the study was conducted with the objective of ensuring a diverse and representative sample. To achieve this goal, specific criteria were established, including legal professionals, government officials, and representatives from legal technology companies. The participants were selected based on their expertise and experience in the legal sector in Ukraine.



These measures were taken to ensure that the sample was comprehensive and that the results of the study would be representative of the legal landscape in the country. The surveys were conducted online to ensure anonymity and convenience. Participants were able to provide their responses without disclosing their personal information, which ensured the confidentiality of their answers. This approach aimed to encourage honest and open responses from the participants.

*Quantitative Data:* A survey was designed and distributed to legal professionals across different regions of Ukraine. The survey included questions related to the awareness and adoption of digital technologies in legal practice, the perceived benefits and challenges of using these technologies, and the overall impact on the delivery of legal services (Appendix 1). The data obtained from the survey were analyzed using statistical software (XLSTAT).

*Literature Review:* A comprehensive review of existing literature on legal empowerment and the role of digital technologies in legal services was conducted. This included academic articles, reports, and relevant legal frameworks and policies at the national and international levels. The literature review aimed to provide a theoretical foundation for understanding the concepts, trends, and potential implications of digital technologies in legal services.

*Ethical Considerations:* Ethical considerations were taken into account throughout the research process. Informed consent was obtained from participants involved in surveys, and their confidentiality and anonymity were ensured. The research conducted was in strict adherence to ethical policies. Prior to commencing the research, informed consent was obtained from all participants. The researchers ensured that the participants were fully informed about the purpose, procedures, and potential benefits of the research (Appendix 2). It was ensured that the research was conducted in accordance with the ethical principles of respect for persons, beneficence, and justice. The data collection process was carried out with great care, and all the participants' privacy and confidentiality were strictly maintained. The guarantees of non-disclosure of information about an individual are enshrined in the Constitution of Ukraine, the Law of Ukraine "On Protection of Personal Data" (Verkhovna Rada of Ukraine, 2022), and the Law of Ukraine "On Information" (Verkhovna Rada of Ukraine, 2023). The research findings are expected to contribute significantly to the existing knowledge in the field and provide valuable insights to inform future research



## 4 RESULTS AND DISCUSSION

The examination strived to explore the opinions and perspectives of legal professionals in Ukraine regarding the use and impact of digital technologies in the legal sector. The data collected through a structured questionnaire provided valuable insights into the relationship between digital technologies and the development of legal services in Ukraine. Table 1 presents an overview of the demographic characteristics of the participants, including their age range, gender, and occupation in the legal sector.

**Table 1**

*Demographics and Occupation in the Legal Sector of Participants\**

<b>Demographics</b>			
	Categories	Participants (out of 112)	Participants, %
<b>A g e</b>	18-24	25	22.3
	25-34	42	37.5
	35-44	28	25.0
	45-54	12	10.7
	55+	5	4.5
<b>Gender distribution</b>			
<b>G e n d e r</b>	Male	68	60.7
	Female	42	37.5
	Prefer not to say	2	1.8
	Other	0	0
<b>Occupation in the legal sector</b>			
<b>O c c u p a t i o n</b>	Lawyer/Attorney	62	55.4%
	Legal consultant/advisor	18	16.1
	Judge/Magistrate	8	7.1
	Legal technology specialist	12	10.7
	Legal researcher/academic	6	5.4
	Other	6	5.4

Source: Prepared by Authors (2024)

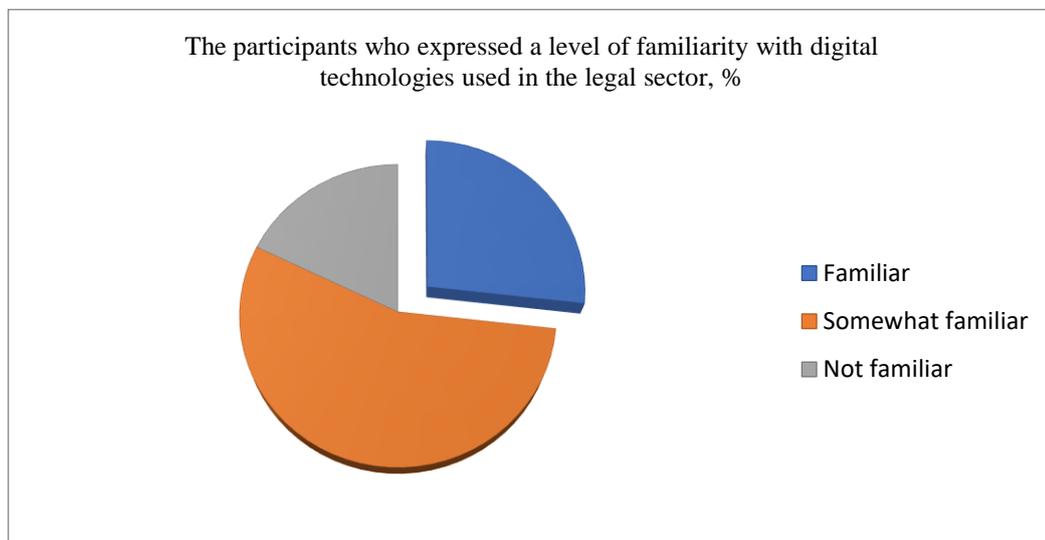
The participants' age ranged from 18 to 64 years. Among the age groups, the highest representation was observed in the 25-34 age range, comprising 37.5% of the participants. The 18-24 age group accounted for 22.3% of the participants, while the 35-44 age group represented 25.0%. The 45-54 and 55+ age groups constituted 10.7% and 4.5% of the participants, respectively. In terms of gender, the majority of participants identified as male, accounting for 60.7% of the participants, while 37.5% identified as female. A small portion (1.8%) preferred not to disclose their gender. The participants had diverse roles within the legal sector. The



largest occupational group was lawyers/attorneys, accounting for 55.4% of the participants. Legal consultants/advisors comprised 16.1%, while judges/magistrates represented 7.1% of the participants. Additionally, there were participants with roles as legal technology specialists (10.7%) and legal researchers/academics (5.4%). A small portion of participants (5.4%) identified themselves as having other occupations within the legal sector. One of the key aspects explored in the study was the participants' familiarity with digital technologies commonly used in the legal sector. The survey assessed their knowledge and experience with various tools and platforms (Figure 1).

**Figure 1**

*Familiarity with digital technologies used in the legal sector\**



Source: Prepared by Authors (2024)

As part of the survey, the participants were asked to rate their familiarity with digital technologies used in the legal sector. They were given three options to choose from: "Very familiar," "Somewhat familiar," and "Not familiar at all." Out of the 112 participants, 30 (26.8%) reported being "Very familiar." This group comprised participants who had extensive experience using these tools and are well-versed in their functionality. Some of the technologies mentioned by participants in this category included case management systems like Clio, PracticePanther, and MyCase, e-discovery tools like Relativity and Disco, document management systems such as NetDocuments and iManage, legal research platforms like Westlaw and LexisNexis, and communication tools like Slack and Microsoft Teams.

62 participants (55.4%) reported being "Somewhat familiar." This group consisted of participants who had a moderate level of familiarity with digital technologies. They have some



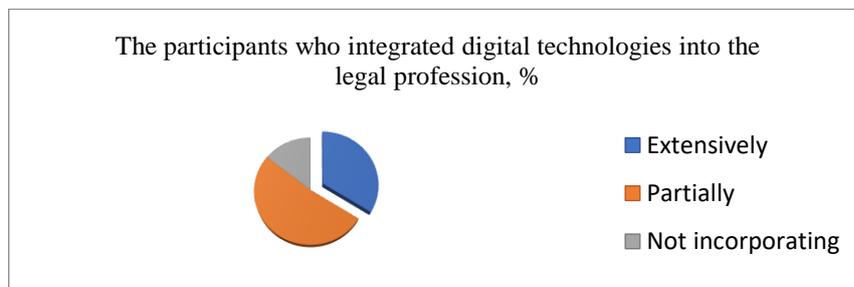
knowledge and experience using these tools but may not be as proficient as those in the "Very familiar" category. Some of the technologies mentioned by participants in this category included electronic billing software like Bill4Time and TimeSolv, online dispute resolution platforms like Modria and ResolveDisputes, virtual meeting platforms such as Zoom and Microsoft Teams for remote hearings and client consultations, and case research tools like Fastcase and Ravel Law. The remaining 20 participants (17.9%) reported being "Not familiar at all." This group comprised participants who had little to no familiarity with digital technologies commonly used in the legal sector. They may have limited exposure to these tools and may not have utilized them in their professional practice. However, it's worth noting that technological awareness and adoption can vary depending on individual circumstances.

A significant portion of the participants demonstrated varying degrees of familiarity with digital technologies in the legal sector. This highlights the diverse landscape of technology adoption within the legal profession and emphasizes the need for ongoing advancements and training to ensure the effective implementation of these tools in legal practice.

The study also investigated the extent to which participants incorporated digital technologies into their legal practice (Figure 2).

## Figure 2

### *Incorporation of digital technologies into the legal practice*



Source: Prepared by Authors (2024)

The survey asked participants to choose from three options: "Yes, extensively," "Yes, to some extent," or "No, not at all." Thus, out of 112 participants, 38 (33.9%) reported that they extensively incorporated digital technologies into their legal practice. These individuals rely on digital tools to streamline their work processes and enhance efficiency. Some of the digital technologies that they use include:

- Case management systems: Advanced case management systems such as Clio, PracticePanther, and MyCase help to manage and track legal cases, store important documents, and automate administrative tasks.



- E-Discovery tools: They use e-discovery tools like Relativity, Everlaw, and Disco to streamline the process of collecting, organizing, and analyzing electronic evidence.
- Virtual meeting and collaboration platforms: They utilize platforms like Zoom, Microsoft Teams, and Slack to facilitate remote meetings, document sharing, and collaboration with clients and colleagues. These tools have become even more important during the COVID-19 pandemic when remote work is the norm.
- Document automation software: They use document automation software like HotDocs and ContractExpress to generate legal documents and contracts quickly and without errors.
- 58 (51.8%) of participants reported that they incorporate digital technologies into their legal practice to some extent. These individuals may not be as familiar with the tools, but they still use them on occasion. Some of the digital technologies that they use include:
  - Legal research platforms: They use platforms like Westlaw, LexisNexis, and Bloomberg Law to conduct legal research, analyze case precedents, and keep up to date with the latest legal developments.
  - Cloud storage and file management: They use cloud-based storage solutions like Dropbox, Google Drive, and OneDrive to securely store and access important legal documents and files from anywhere.
  - Practice management software: They use practice management software such as PracticePanther, Rocket Matter, and CosmoLex to manage client information and billing, track time spent on different tasks, and streamline their workflow.

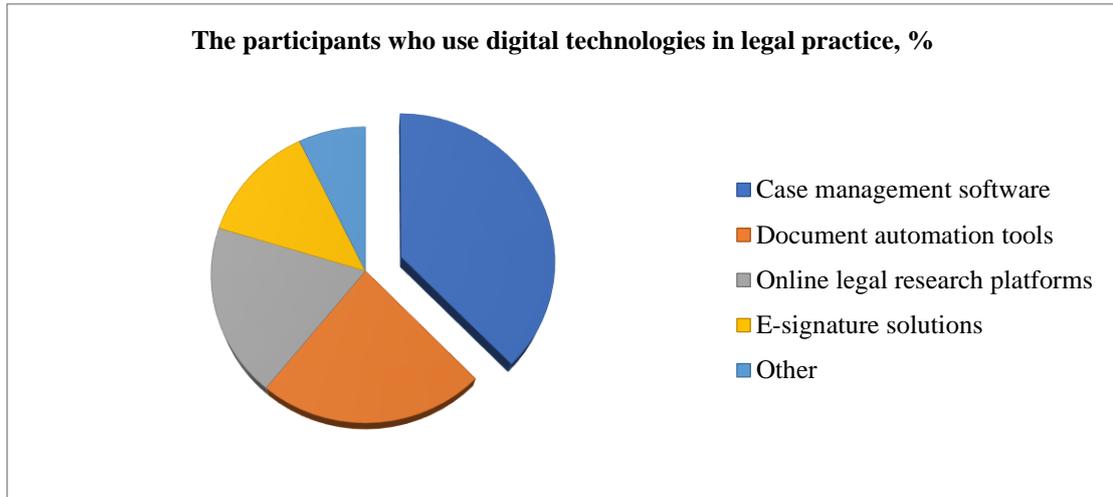
16 (14.3%) of participants reported that they do not incorporate digital technologies into their legal practice at all. These individuals rely on traditional methods and tools for their work processes. Although the survey did not explore the reasons for this choice, some participants in this category may prefer traditional practices for their familiarity and simplicity, or they may face barriers such as limited access to technology or lack of training. The findings suggest that a significant number of legal professionals incorporate digital technologies into their practice to enhance their efficiency, collaboration, and document management processes.

The article explored the digital technologies currently utilized by participants in their legal practice. Participants were asked to indicate which technologies they currently use. Figure 3 shows the technologies mentioned, along with the number of participants who reported using them.



**Figure 3**

*Digital technologies currently used in legal practice \**



Source: Prepared by Authors (2024)

The survey conducted among legal practitioners revealed that 52 (46.4%) of the participants use case management software, making it the most widely used digital technology. This software helps in managing and organizing legal cases, and some of the popular examples mentioned by participants were Clio, PracticePanther, and MyCase.

32 participants (28.6%) reported using document automation tools, which streamline the process of creating and generating legal documents. These tools automate repetitive tasks, save time, and reduce the possibility of errors. HotDocs and ContractExpress were some of the examples mentioned by participants.

26 participants (23.2%) indicated the use of online legal research platforms. These platforms provide access to a vast array of legal resources and databases, enabling efficient and thorough legal research. Participants mentioned widely recognized online legal research platforms like Westlaw and LexisNexis.

E-signature solutions were reported by 18 participants (16.1%) as another digital technology used in their legal practice. These solutions simplify the process of obtaining legally binding electronic signatures, reducing the need for physical paperwork and enhancing efficiency. Commonly mentioned e-signature solutions included Adobe Sign and DocuSign.

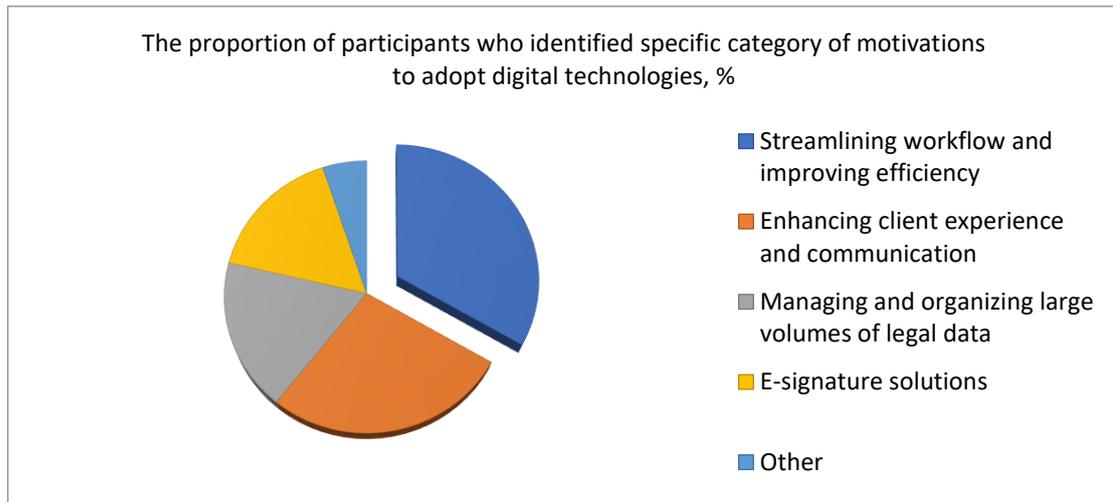
10 participants (8.9%) reported the use of additional digital technologies which did not fall under the above-mentioned categories. These technologies varied and included legal chatbots, virtual meeting platforms, and cloud storage solutions. It is worth noting that some participants reported using multiple digital technologies concurrently, indicating a willingness to embrace digital transformation within their legal practices.



As part of a study, participants were asked to indicate why they adopted digital technologies in their legal practices. The study aimed to explore the motivations behind their adoption. Figure 4 displays the motivations that were identified along with the number of participants who reported each one.

**Figure 4**

*Motivations to adopt digital technologies in legal practice\**



Source: Prepared by Authors (2024)

The participants of a survey were asked about their motivation for adopting digital technologies in their legal practice. The results showed that most participants (69.6%) recognized the potential of digital technologies to streamline their workflow and improve efficiency. They highlighted the importance of automating repetitive tasks, such as document drafting and time tracking, to save time and resources. By adopting digital technologies, they aimed to optimize their work processes and improve overall productivity. Digital technologies allow to automate tasks that used to be time-consuming and focus more on providing quality legal services to their clients.

Additionally, many participants (57.1%) expressed the need to enhance the client experience by leveraging digital technologies. They recognized that efficient and effective communication with clients is crucial, as well as providing them with convenient access to legal documents and updates. Digital technologies, such as client portals and secure messaging platforms, were seen as essential tools for improving client satisfaction and fostering better communication. One participant explained that they use client portals to provide their clients with instant access to their case information and updates, which fosters transparent communication and ensures that their clients are informed and involved throughout the legal



process. Furthermore, the participants (37.5%) acknowledged that the legal profession often involves dealing with large volumes of data, including contracts, case files, and legal research materials. Digital technologies that offer efficient methods of managing and organizing this data were seen as crucial for saving time and ensuring accuracy. For instance, one participant mentioned that they use document management systems and cloud storage solutions to organize and access relevant information swiftly, eliminating the need for manual searching and reducing errors.

A sizable portion of participants (33.9%) recognized the importance of keeping up with market demands and the competitive landscape. They saw digital technologies as essential tools for staying relevant and meeting the expectations of clients who increasingly expect efficient and technologically-driven legal services. By adopting digital technologies, they can stay competitive and meet clients' expectations, keeping pace with changing market demands and delivering effective solutions.

Finally, some participants (10.7%) cited other motivations for adopting digital technologies in their legal practice. These reasons varied and included factors such as cost savings, remote work flexibility, better data security, and the ability to collaborate with colleagues effectively. Legal workers embrace digital technologies to minimize expenses and improve the profitability of their practice by automating certain tasks and reducing paperwork.

The motivations reflected a recognition of the potential benefits that digital technologies can bring to the legal profession, such as increased efficiency, improved client experience, better data management, and staying competitive in a rapidly evolving market.

Adopting digital technologies in legal practice can also pose challenges during implementation. According to the study, difficulty integrating new digital technologies with existing systems and software was a common challenge reported by participants. This problem often arises when there is a lack of compatibility or interoperability between different platforms. Participants emphasized the need for seamless integration to ensure a smooth transition and avoid workflow disruptions. For illustration, people need help integrating the new case management software with their existing document management system. The two systems did not communicate effectively, leading to data duplication and inconsistencies.

Data security and protecting confidential client information were key concerns raised by participants. They expressed apprehensions about the security measures provided by digital technologies, particularly in storing and transmitting sensitive legal data. Ensuring compliance with data protection regulations and safeguarding against potential cybersecurity threats were paramount. There are concerns about the security of cloud-based document storage solutions.



Some individuals were cautious about the potential risks of unauthorized access or data breaches, especially given the nature of the client's sensitive information.

Participants noted that lacking technical expertise and training posed challenges in implementing digital technologies. Some expressed the need for specialized knowledge to operate and harness the full capabilities of these tools effectively. They emphasized the importance of training programs and ongoing support to bridge the gap in technical skills. The staff initially struggled with using e-discovery software, as they needed more training on its features and functionalities. Investing in comprehensive training programs helped alleviate some of the challenges.

Participants mentioned needing more support to change from colleagues and staff when introducing digital technologies. They found that some individuals were hesitant to embrace new tools, preferring traditional methods. Overcoming this resistance and fostering a culture of innovation and adaptability were identified as crucial for successful implementation.

Some senior partners resisted digitizing their processes and preferred traditional manual methods. It took time to convince them of the benefits and demonstrate how digital technologies can enhance our efficiency and client service.

Implementing digital technologies in the legal sector involves various complexities and challenges. Nevertheless, participants acknowledged the importance of overcoming these obstacles to harness the full potential of these tools in terms of enhancing efficiency and improving client service.

#### 4.1 IMPACT OF DIGITAL TECHNOLOGIES ON THE DELIVERY OF LEGAL SERVICES IN UKRAINE

Participants provided the following insights:

##### 1. Increased efficiency and productivity in legal processes

Digital technologies have revolutionized legal processes by automating routine tasks, enabling faster document creation and management, and streamlining workflows. For example, electronic document management systems eliminate the need for physical paperwork and enable lawyers to access and share documents digitally, resulting in significant time savings. Online research tools and databases also enhance the speed and accuracy of legal research.

##### 2. Enhanced accessibility and availability of legal services

Digital technologies have made legal services more accessible to a wider audience. Online platforms and legal service providers offer remote consultations and document



preparation, breaking down geographical barriers. This is particularly beneficial for individuals who reside in remote areas or have limited mobility. Additionally, virtual courtrooms and online dispute resolution mechanisms provide convenient alternatives to traditional legal proceedings.

### 3. Improved client satisfaction and communication

Digital technologies facilitate seamless communication between lawyers and clients. Email, video conferencing tools, and secure messaging platforms allow for real-time communication, ensuring efficient and timely exchange of information. Clients can receive updates on their cases, provide feedback, and seek legal advice more conveniently. This leads to improved client satisfaction and enhances the overall client-lawyer relationship.

### 4. Streamlined collaboration and document management

Collaboration among legal professionals has been greatly facilitated by digital technologies. Cloud-based platforms enable lawyers to work concurrently on documents, making collaboration more efficient. Multiple team members can access and edit the same documents in real-time, reducing version control issues. Moreover, digital tools often offer built-in document tracking and auditing features, which enhance security and compliance.

Examples of digital technologies enhancing legal services in Ukraine include:

a. Online legal platforms: Platforms like "Lawyers.ua" provide a centralized hub for accessing legal information, finding lawyers, and arranging consultations online.

b. Electronic document management systems: Tools like "Clio" and "DocuSign" enable law firms to store, manage, and share documents securely. This improves efficiency by eliminating paperwork and enables remote access to case files.

c. Virtual courtrooms: The Supreme Court of Ukraine has implemented a system for conducting virtual hearings, allowing parties to participate remotely, reducing travel costs and delays.

d. Legal research databases: Online databases like "Pravo.ua" provide access to legal precedents, legislation, and commentary, enabling lawyers to conduct comprehensive and efficient legal research.

By leveraging digital technologies, legal professionals in Ukraine can optimize their workflows, improve client satisfaction, and provide more accessible and efficient legal services to the public.



## 4.2 LEGAL REGULATORY MEASURES TO ADDRESS CHALLENGES POSED BY DIGITAL TECHNOLOGIES

Participants suggested various measures, including:

- Developing data protection regulations and cybersecurity standards;
- Providing training and education on digital technologies for legal professionals;
- Establishing guidelines for the ethical use of artificial intelligence in the legal sector;
- Encouraging collaboration between legal and technology sectors for innovation and regulation development.

Thus, to ensure the security and privacy of digital data in the legal sector, it is crucial to establish robust data protection regulations and cybersecurity standards. This can involve the implementation of laws and regulations that govern the collection, storage, processing, and transfer of personal and sensitive data (Udoenko, 2014). For example, Ukraine can enact or strengthen legislation similar to the European Union's General Data Protection Regulation (GDPR) to safeguard personal data and provide individuals with control over their information.

To enable legal professionals to adapt to the evolving landscape of legal services, it is important to provide them with adequate training and education on digital technologies (Susskind, 2023). This can include workshops, seminars, and online courses focusing on topics such as legal tech tools, electronic document management systems, artificial intelligence in legal research, and cybersecurity basics. By enhancing digital literacy among legal professionals, they can effectively utilize digital tools and stay updated with the latest developments in legal technology.

As artificial intelligence (AI) technologies become more prevalent in the legal sector, it is essential to establish guidelines for their ethical use (Walz & Firth-Butterfield, 2019). These guidelines can address concerns such as bias in AI algorithms, transparency in decision-making processes, and accountability for outcomes. For example, guidelines can require transparency in the use of AI tools in legal research, ensuring that the underlying algorithms are explainable, fair, and auditable.

To foster innovation and effective regulation, promoting collaboration between the legal and technology sectors is crucial (Cai et al., 2020). This can involve organizing forums, conferences, and hackathons that bring together legal professionals, technology experts, policymakers, and entrepreneurs. Such collaborative platforms facilitate knowledge-sharing, idea exchange, and the co-creation of innovative solutions to legal challenges. For example, the creation of legal tech incubators or accelerators can support startups working on legal



technology solutions and provide a platform for nurturing partnerships between the legal and technology sectors.

By implementing these legal regulatory measures, Ukraine can address the challenges posed by digital technologies, ensure the secure and ethical use of technology in the legal sector, and promote the development of innovative and accessible legal services.

The results of this study shed light on the significant role that digital technologies play in advancing the growth of legal services in Ukraine, bringing to the forefront both the opportunities and challenges they present. The integration of digital technologies has had a profound impact on the legal landscape, restructuring conventional practices and reshaping the delivery of legal services. One of the key revelations from this research is the heightened efficiency and productivity generated by digital technologies in legal operations. The automation of repetitive tasks such as document creation and management has resulted in time savings and heightened output for legal practitioners. The implementation of electronic document management systems has eradicated the need for manual paperwork, ushering in a more streamlined and digitized approach to handling documents. The advent of online research tools and comprehensive databases has accelerated legal research, enabling lawyers to access a wealth of information swiftly and accurately.

Another pivotal advantage emphasized by respondents is the increased accessibility and availability of legal services facilitated by digital technologies. Geographic barriers have been dismantled as legal professionals can now extend their services remotely, catering to a broader client base. This enhanced accessibility is particularly critical in a country like Ukraine, where certain regions may have limited access to legal services. Virtual consultations, online platforms, and automated legal chatbots have made legal advice and information readily accessible to individuals and businesses throughout the nation.

Participants also stressed the improved client satisfaction and communication fostered by digital technologies. Through the introduction of video conferencing and online communication tools, lawyers can engage with clients in real-time, regardless of their physical location. This has not only enhanced convenience for clients but also heightened overall client experience and satisfaction. Additionally, digital platforms and mobile applications provide clients with convenient access to legal documents and updates, ensuring seamless communication between lawyers and their clients.

Nonetheless, it is essential to acknowledge the challenges associated with digital technologies in the legal sector. Participants voiced concerns regarding data protection and cybersecurity. As digital technologies become increasingly ingrained in legal operations, the



establishment of robust data protection regulations and cybersecurity protocols becomes paramount. Developing comprehensive data protection regulations and implementing stringent cybersecurity measures will be crucial to safeguarding sensitive client information and upholding trust in the digital legal arena. Furthermore, respondents emphasized the necessity of training and education on digital technologies for legal professionals. It is imperative for legal practitioners to adapt to technological advancements, acquire digital competencies, and comprehend the ethical implications associated with their utilization. Investing in training programs and providing continuous education can empower legal professionals to effectively harness digital technologies, ensuring their sustained relevance and competitiveness in the ever-evolving legal landscape.

The findings of this research present an optimistic outlook for the future of legal services in Ukraine and offer potential avenues for further exploration. As technology continues to evolve at a rapid pace, it is expected that digital innovations will play an increasingly prominent role in transforming the legal sector (Udoenko & Rudenko, 2023; Chapliuk & Zahynei-Zabolotenko, 2023). One promising area of future research is the continued integration of artificial intelligence (AI) and machine learning technologies into the legal domain. AI-powered tools have already demonstrated their potential in automating routine tasks, such as document review and contract analysis. Further advancements in natural language processing and data analytics can enhance the capabilities of AI systems in providing legal research and analysis support. Additionally, the advent of blockchain technology holds promise for improving transparency, security, and efficiency in legal transactions. Blockchain-based smart contracts have the potential to revolutionize the way agreements are executed, reducing the need for intermediaries and ensuring secure and tamper-proof transactions.

Moreover, as digital technologies become more accessible and interconnected, there is an opportunity to leverage them for expanding access to justice. Online platforms and mobile applications can facilitate the provision of legal information, advice, and dispute resolution services to individuals who may have limited physical access to legal professionals. However, it is important to address the challenges and risks associated with the use of digital technologies in the legal sector. Issues such as data privacy, cybersecurity, ethical considerations, and the potential for bias in algorithmic decision-making require ongoing attention and research to ensure the responsible and equitable use of these technologies.

This research lays the foundation for future investigations into the transformative potential of digital technologies in the legal services sector in Ukraine. By exploring emerging trends and addressing the challenges ahead, researchers, policymakers, and practitioners can



work together to harness the full benefits of these technologies while safeguarding the interests of all stakeholders involved.

## 5 CONCLUSION

The advancement of legal services in Ukraine stands to gain tremendously from the adoption and utilization of digital technologies. The findings of this study underscore the positive influence of digital technologies on efficiency, accessibility, and client satisfaction. However, it is crucial to address challenges concerning data protection and cybersecurity, while simultaneously equipping legal professionals with the necessary training and education. By responsibly embracing digital technologies, the legal sector in Ukraine can achieve legal empowerment and contribute to the overall development of the nation's legal ecosystem.

This research makes a valuable contribution to the existing body of knowledge by examining the intersection of legal empowerment and the utilization of digital technologies in the development of legal services in Ukraine. It offers fresh insights and perspectives on how digital technologies are reshaping the legal landscape, providing a comprehensive analysis of the opportunities and challenges they present. The scientific novelty of this research lies in its examination of the specific context of Ukraine, a country that is witnessing rapid advancements in digital technologies and their impact on the legal sector. By specifically focusing on the Ukrainian legal system, this study fills a gap in the existing literature and provides a deeper understanding of how digital technologies are influencing legal services in this particular context.

The research findings hold significant importance for both scientists and practitioners. For scientists, this research provides a foundation for further investigation into the intricate dynamics between legal empowerment and digital technologies in various contexts. It opens doors for exploring the effects of digital innovations on legal systems, enabling the development of theoretical frameworks and empirical studies. Practitioners, particularly legal professionals and policy-makers, can benefit greatly from the insights garnered in this research. Understanding the opportunities and challenges presented by digital technologies allows them to make informed decisions regarding the integration of these technologies into legal practices. This study equips practitioners with knowledge and insights that can guide them in optimizing the use of digital technologies to enhance the delivery of legal services, improve efficiency, and promote access to justice.



Overall, this study holds scientific novelty by examining the specific context of Ukraine and its importance lies in the guidance it provides to scientists and practitioners in navigating the evolving landscape of digital technologies in the legal domain.

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## APPENDIX

### Appendix 1- The Questionnaire

1. What is your age range?
  - a. 18-24
  - b. 25-34
  - c. 35-44
  - d. 45-54
  - e. 55+
2. What is your gender?
  - a. Male
  - b. Female
  - c. Prefer not to say
  - d. Other (please specify)
3. What is your occupation in the legal sector?
  - a. Lawyer/Attorney
  - b. Legal consultant/advisor
  - c. Judge/Magistrate
  - d. Legal technology specialist
  - e. Legal researcher/academic
  - f. Other (please specify)
4. How would you rate your familiarity with digital technologies used in the legal sector?
  - a. Very familiar
  - b. Somewhat familiar
  - c. Not familiar at all
5. Have you incorporated any digital technologies into your legal practice?
  - a. Yes, extensively
  - b. Yes, to some extent
  - c. No, not at all
6. If you have adopted digital technologies, which ones are you currently using? (Select all that apply)
  - a. Case management software
  - b. Document automation tools
  - c. Online legal research platforms
  - d. E-signature solutions
  - e. Other (please specify)
7. What motivated you to adopt digital technologies in your legal practice? (Select all that apply)
  - a. Streamlining workflow and improving efficiency
  - b. Enhancing client experience and communication
  - c. Managing and organizing large volumes of legal data
  - d. Adapting to changing market demands and competition
  - e. Other (please specify)



8. What challenges or barriers have you encountered in implementing digital technologies in your legal practice? (Open-ended)
9. How do you believe digital technologies have impacted the delivery of legal services in Ukraine? (Open-ended)
10. In your opinion, what legal regulatory measures need to be taken to address the challenges posed by digital technologies in the legal sector? (Open-ended)

## Appendix 2 – Participant Consent Form

Study Title: Legal Empowerment and the Role of Digital Technologies in the Development of Legal Services in Ukraine

Researchers: Nataliia Khatniuk, Oksana Chapliuk, Zhanna Udovenko, Kateryna Nykolyna, Nelli Pobiianska, Nataliia Oblovatska

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Dear Participant,

Thank you for considering participating in our research study. Before you make your decision, we would like to provide you with some information about the study and ask for your consent to participate.

Study Purpose:

The purpose of this study is to explore the role of digital technologies in the development of legal services in Ukraine. The study aims to understand the challenges and opportunities brought about by digital technologies in the legal sector, and how they impact various stakeholders, including legal professionals, government officials, and legal technology companies.

Study Procedures:

If you agree to participate in this study, you will be asked to:

- Complete a survey/questionnaire that will inquire about your familiarity with digital technologies, adoption of digital tools in your legal practice, and your perspective on the development of legal services in the context of digital technologies.
- Your participation will be voluntary, and you may choose to withdraw from the study at any time without penalty or consequence.

Confidentiality and Data Storage:

Your participation in this study will be confidential. Any information collected from you will be kept strictly confidential and will be used solely for research purposes. Data collected will be stored in password-protected electronic files, and only authorized researchers will have access to the data. Your identity will be anonymized, ensuring that individual responses cannot be linked to specific participants.

Risks and Benefits:



There are minimal risks associated with participating in this study. However, some questions may evoke personal or professional thoughts or experiences related to the legal field. If you feel uncomfortable at any point during the study, you are encouraged to discontinue your participation.

There are no direct benefits to you as a participant. However, your participation will contribute to a better understanding of the role of digital technologies in the development of legal services, which may help inform policies and practices in the legal sector.

**Voluntary Participation and Right to Withdraw:**

Participation in this study is entirely voluntary. You have the right to decline participation, and if you decide to participate, you may withdraw your consent and discontinue your participation at any time without providing any reason or facing any consequences.

If you have any questions, concerns, or require further clarification about the study, you may contact the researcher at the provided contact information.

By signing below, you acknowledge that you have read, understood, and voluntarily consent to participate in this study.

Participant's Full Name: \_\_\_\_\_

Participant's Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Please retain a copy of this consent form for your records.

Thank you for your participation!