






Human-centric paradigm as a fundamental principle of the public administration system



Yurii Kalnysh^a   | Tetiana Kuprii^b  | Oleksii Kharytonov^c  | Roman Krusian^d  |
Roman Kotsur^e 

^aDepartment of Public Management and Administration, State University of Information and Communication Technologies, Kyiv, Ukraine.

^bDepartment of Philosophy and Religious Studies, Faculty of Social Sciences and Humanities, Borys Grinchenko Kyiv Metropolitan University, Kyiv, Ukraine.

^cInterregional Academy of Personnel Management, Kyiv, Ukraine.

^dDepartment of European Integration Policy, The Educational and Scientific Institute of Public Administration and Civil Service of Taras Shevchenko National University of Kyiv, Kyiv, Ukraine.

^eHryhorii Skovoroda University in Pereiaslav, Pereiaslav, Ukraine.

Abstract The article analyzes trends in the provision of public services in Ukraine and the world. The system of providing services, the mechanisms of their public management are analyzed, and the theoretical and practical research base is formed. The priorities of the population in obtaining public services have been determined. The purpose of the article is to search for effective public management mechanisms aimed at ensuring the appropriate level of public service provision regardless of social status, age, race, or gender. The role of various branches of government in ensuring the quality of public services is determined. The article presents the results of a sociological survey, which made it possible to determine the priorities of the provision of public services and assess the quality of their provision. The correspondence of these indicators was formed and their interrelationships were determined. An analysis of the role of the judicial system as one of the branches of government in the provision of public services was carried out. For this purpose, a section of the statistics of executive proceedings, which were related to the provision of public services, was made. The dynamics are given for the years 2015-2022, which made it possible to analyze changes in such indicators and determine cause-and-effect relationships. The world experience in the system of public management of the provision of public services is analyzed. In particular, the dependence of the level of economic development of the state and the level of provision of public services is determined. Problems in the provision of services related to a person's social status and gender problems have been identified. The result of the study is the development of recommendations for improving the system of providing public services considering the problems identified during the analysis in the article. Ensuring equal access to public services for all citizens can be a complex issue that needs to be addressed considering social, economic, and cultural factors, as well as gender equality.

Keywords: public administration bodies, gender equality, public services

1. Introduction

Today, developed countries pay more and more attention to the social aspects of the functions of the state ensuring the proper standard of living of the population, people's satisfaction with the quality of life (spiritual and creative development, education, meeting needs in cultural services, ensuring the rights and opportunities of women and men), etc. Public services are the basis of the formation of social justice, and the system of state management of them determines the social level of society's development. One of the necessary conditions for ensuring social justice, equal and stable human development is the application of a gender approach. These aspects of public administration have important practical and research significance. Analyzing global data on the provision of public services, it is worth noting that, according to UN data for 2021, the countries with the highest level of development of transport infrastructure are Germany, Japan and Korea. In the field of energy, Norway, Sweden and Switzerland have the best indicators. Iceland, Denmark and Switzerland are the leaders in terms of Internet access. Thus, it can be concluded that the level of provision of public services in the world is quite high, however, it depends on many factors and varies in different countries and regions. There are many problems in the public administration system that affect the provision of public services. In many countries, public authorities are not able to respond quickly and effectively to changes in society or take into account the new needs of the population. This can lead to service delays, inefficient use of resources, and other problems. In many countries, corruption is a serious problem that can lead to abuse of power, embezzlement of budget funds and other forms of criminal activity, which can affect the quality and availability of public services. Budget expenditures for public services are insufficient, which can lead to insufficient quality and availability of services. Insufficiently developed transport, communication and energy infrastructure can complicate the



provision of public services and reduce their quality. The instability of the political situation, conflicts and wars can lead to disruption of the provision of public services and a decrease in their quality. Excessive bureaucracy can complicate the process of decision-making and provision of services, delay their provision and reduce the efficiency of the public administration system. Therefore, it is expedient to consider all the problems of providing public services and to determine the mechanisms of public management in the system of ensuring the effectiveness of their provision.

The purpose of the article. Therefore, taking into account the relevance and practical importance of the issue, the purpose of the article is to find effective mechanisms of public management aimed at ensuring the appropriate level of public service provision regardless of social status, age, race or gender. The role of various branches of government in ensuring the quality of public services is determined.

To achieve the goal, the following tasks were performed in the article:

- the essence of the provision of public services was analyzed,
- the priorities of the population in the provision of public services are defined,
- the evaluation indicators of the quality of the provision of public services for the population are determined,
- the problems of the development of the system of public management of the provision of public services in the world are identified,
- recommendations for improving the system of public management of the provision of public services at the global level were provided.

2. Literature review

The article analyzes the impact research of social reorganization in England in 2011, which led to three dominant approaches: integration with a hospital treatment provider, integration with a mental health provider or the creation of an independent organization. The authors conducted a longitudinal ecological study using panel data from 140 primary care settings and over a 10-year period found no significant differences in acute care provision or geriatric bed use between different approaches. The study is original in its exploration of alternative approaches to health care integration (Wyatt et al., 2022).

It is appropriate to address the issue of creating sustainable medical services in a decentralized environment in the conditions of military aggression in Ukraine. To achieve this goal, a series of round tables with community representatives and stakeholders was held in 2021, during which they discussed the challenges of mental health service development and sought affordable solutions for their communities. Decentralization in Ukraine led to the allocation of funds and responsibility for the development of community services. Most communities are not ready to recognize the role of psychiatric care and rely entirely on the existing weak system of inpatient psychiatric hospitals. Interactive activities to increase awareness and improve the skills of public leaders and decision-makers effectively promote the development of public psychiatric care (Kostiukevych et al., 2022). Five clusters of problems and seven areas of action for the development of services were identified. The study had some limitations, but its novelty is that it focuses on connecting decentralization and local participation to understand the challenges of developing psychiatric services (Klymchuk et al., 2022).

A qualitative study was conducted to explore the experience of community-based long-term care services in Taiwan. For this, semi-structured interviews were conducted with eight managers who were selected from stations located in counties with the highest proportion of elderly people. According to the study, the main services offered at the stations include health promotion activities, group lunch programs, respite care and home visits. Obstacles faced by the stations include frequent policy reviews, residents' reluctance to participate in activities, labor shortages and poor quality of service. However, the stations have positive impacts on the community, including enabling aging at home, providing more options for post-retirement living, easing the burden of caregiving, expanding seniors' social networks, and strengthening their health literacy. The results of the study can be useful for understanding the advantages and difficulties of C-level service centers in Taiwan, as well as for the development of policies and training programs. In the future, you can focus on creating systematic training programs and standardizing the competence of service personnel (Wang et al., 2022).

The study examines Scottish libraries and the response of libraries to the 2019 coronavirus pandemic (COVID-19) in 2020-2021, in particular how libraries have helped to maintain resilience and community cohesion during periods of lockdown. The study examines issues related to the closure of library services, digital services, the loss of physical library spaces and management models. The research was funded by the Arts and Humanities Research Council (AHRC), part of UKRI (United Kingdom Research and Innovation), as part of the council's Pandemic Response 2020 program.

The study is the study of exam examines Scottish libraries responded to the 2020 COVID-19 lockdown (Bakhov et al., 2021). The research was conducted through the collection of social media and other web content from library services between March and September 2020, as well as 19 semi-structured interviews with library service managers across Scotland.

The report includes findings related to the balanced mix of physical and digital library services, promoting the health and well-being of communities, the process of restoring services, and the response of library staff to the unique situation of a pandemic. The study includes recommendations regarding the need for a national conversation about digital content services in libraries (Reid & Mesjar, 2023).

The following study is interesting. The study was conducted using focus groups with corrections officers and parole officers, as well as probation officers. Three major barriers and opportunity's themes were identified: organizational, social and economic, and individual and family, and subthemes: transition planning, communication, prisoner assistance, transition programs, staff knowledge and competencies, social and economic issues, and prisoner conditions (Hagos et al., 2022).

The article presents the results of a program for the development of therapeutic communities (DTC) in Italy, which was developed for users with long-term severe mental disorders. The DTC Visit project was designed to identify, define and evaluate good practices of TCs. Also presented is a five-phase clinical user care pathway that was developed for this user category by the DTC Visit project to meet the Italian National Health Service accreditation standards for TCs.

For this project, 40 Italian TCs were involved in the study of good practices using the "democratic equal accreditation" methodology. After the eighth year of implementation of the program for TCs with adult users of mental health services, an effective Good Practice Procedure (GPP) called the Multi-User Community Meeting was identified as a Good Practice of the Year 2020. Practices depend on a dense network of relationships, formal and informal, that cross therapeutic environment and connect TC members with all other stakeholders. Such a network reflects the main features of the Italian experience of developing therapeutic communities, such as cooperation with local services and organizations, the creation of a therapeutic environment based on informal cooperation (Bruschetta, 2022).

With the growing demand for safe, clean and affordable energy, developing economies around the world are scrambling to create and rapidly grow renewable energy businesses. The success of such businesses often depends on their ability to translate into sustainable value for energy consumers and the many stakeholders in the industry. This value includes low production costs due to the abundance of natural resources (such as wind, water and sunlight) and public health benefits through reduced environmental pollution. In this context, this article aims to assess the potential for sustainable value creation and develop an effective renewable energy business strategy.

To achieve the goal of the article, a structural equation model was developed, exploratory factor analysis, confirmatory factor analysis with and without common latent factors, and moderated mediation analysis were proposed to determine the number of factors that influence the success of renewable energy businesses.

As a result of the study, it was established that the success of renewable energy businesses significantly affects the integrated view, intellectual capital and social capital (Haile & Min, 2022).

Research has been analyzed that aims to conceptualize how place management practices in housing associations in the UK incorporate ecological place management processes. The authors of the study conducted ethnographic work on a housing estate in a UK city, focusing on the organization of public spaces, and found the importance of negotiating with other actors, including the management practices responsible for the management of the estate. The research findings show that place management involves hybrid dynamics of environmental, socio-political and political-economic factors that expand the scope of place management research and practice. The authors of the paper offer a critical approach to place management, developing an ecological approach that is applicable both to the relatively new context of residential development and to more established sites in city and town centers. The results of this research may be useful for place management and housing practitioners, both in the UK and elsewhere (Vandeventer et al., 2023).

It is interesting to study such public service as the provision of social housing. The purpose of this study is to prove that it is possible to objectively design the flexibility of floor plans using architectural vocabulary - "margins", which visualize the possibility of formal changes. Two residential projects with different methods of flexible design were studied: changing the dimensions of spaces and changing the topology of spaces. The result is a demonstration that margins can be used as architectural vocabularies representing flexible room sizes and flexible boundaries with neighbors. The study showed that the transformed structural frame has a higher stiffness than the original one, even if the transverse wall is cut with a margin. This can preserve the Korean apartment typology that has been successfully operating for half a century, adapting to social changes in the future (Yoon et al., 2022).

Educational services are an important element of public services. It is appropriate to analyze the works of actors in this direction. The aim of this article is to apply a learning-based approach to reflect the impact of Covid-19 on public school services in Italy, with a specific focus on the role of "street bureaucrats" and facilitating community-building processes (Bakhov et al., 2021).

To achieve this goal, a qualitative systemic approach to system dynamics was proposed, which describes the implementation of education policies during the Covid-19 pandemic in Italy. The causal diagrammatic model integrates selected multidisciplinary literature and institutional sources, secondary data from national and local reports (on Palermo, the fifth largest metropolitan city in Italy) and insights from a panel of school 'street bureaucrats' (Bakhov et al., 2021).

The results of the study indicate the impact of government decisions (school closures and the subsequent need to intensify distance learning during the first wave of Covid-19) at the local level. In particular, the study describes the influence of managerial and professional discretion, infrastructural equipment and socio-economic factors that facilitate / hinder community-building educational processes (Costanza, 2022).

The study aims to analyze changes in the education sector from the perspective of educators who create content on digital platforms such as massive open online courses (MOOCs). Digital platforms enable the emergence of new business models, transforming the competitive situation, work, traditional management actions and strategies of organizations regarding the number of productive sectors (Klochan et al., 2021).

To conduct the study, in-depth interviews were conducted with 10 Brazilian educators who use MOOCs. For content analysis, we used the methodology proposed by Barden (2011) and guidelines for setting up team work (2013).

The study found positive aspects such as autonomy, higher financial income, geographical coverage, quality of life and cheaper and faster courses. However, negative aspects were also identified, such as advertising and sales by teachers, problems with technical support, the demand for new skills (digital marketing), new teaching methods and opportunities perceived by teachers.

The obtained results cannot be generalized to different groups and contexts. The results of the study help to better understand new business models on digital platforms, and also show how these techniques contribute to the digital transformation of traditional sectors (Sena, 2020; Svirko et al., 2021).

The article aims to explore capitalization support, an alternative perspective for theorizing social support in service delivery settings. Within the context of the student-athlete experience, the relationships between different aspects of capitalization support (i.e., academic, athletic, self-development, and community aspects), well-being, and athletic achievement are explored through the lens of transformative sport service research, a new form of transformative service research. Data from an online survey of Australian student-athletes (n = 867) are examined using structural equation partial least squares. The results confirm the theoretical aspects of various aspects of capitalization support, testify to their validity and significance for the student-athlete experience. In addition, the results demonstrate that all aspects of capitalization support, except for sport support (i.e., academic support, community support, and self-development support), have direct effects on well-being and indirect effects on athletic achievement (Fleischman et al., 2022; Makarenko et al., 2023).

3. Methodology

The article conducts a literary analysis of the issue of theoretical support for the processes of providing public services and public management in the field of providing public services. To determine the role of public services in ensuring the socioeconomic development of the state, a sociological survey was conducted regarding the priority and quality of the provision of public services. The sociological survey was conducted using the questionnaire method in remote form. The questionnaire was developed by the authors. The questionnaire asked to determine the degree of priority of services, due to which they were arranged by relevance and to determine the quality-of-service provision. The correlation coefficient was calculated to confirm the respondents' opinions. A total of 50 people of different ages and genders from different regions of Ukraine were interviewed. The sample made it possible to obtain information support for the assessment and analysis of further areas of research. The method of statistical data analysis was used. The method made it possible to identify priority directions for using the capabilities of the judicial system in ensuring the processes of providing public services. The analysis was carried out in dynamics, which made it possible to determine changes and their causal relationships. The method of structuring was used, which made it possible to determine the fate of users of public services, and accordingly to identify categories of the population that do not have full access to public services, which became the subject of further analysis.

4. Results

Public services or communal services are services provided by state institutions to residents of the respective territory. These can be various services, such as public broadcasting, improvement of settlements, housing and communal services and household services of the population. Communal services are the result of economic activity, which aims to meet the needs of individuals or legal entities in the provision of cold and hot water, drainage, gas and electricity supply, heating, as well as removal of household waste in accordance with legislation.

A sociological survey was conducted to analyze the level of provision of public services and the needs of the population in various types of these services. The survey results are presented in Table 1.

Table 1 Priorities of the population in the provision of social services and assessment of the level of quality of their provision.

Name of the service	Priority of receipt	Level of service quality
Utilities	9	5
Public transport	8	6
Energy	10	8
Medical services	9	6
Provision of social housing	8	4
Communications	7	6
Culture	6	8
Education	8	5
Science	4	7

Source: compiled by the authors.

The correlation coefficient of respondents' opinions was calculated. It is 0.27, so the score is relevant. However, it is worth noting that there is an interesting trend: those areas of public services that the population rated as the most priority have lower indicators of the quality of provision than those public services that were defined as less priority.



We consider the provision of public services by public bodies in the field of intellectual property to be a specialty, for example, trademark recognition.

An interesting question is the role of the judicial system in the provision of public services. The judicial system plays an important role in the provision of public services, as it provides legal protection and the administration of justice in society. Courts resolve various legal disputes and conflicts that may affect the availability and quality of public services.

It is appropriate to analyze the dynamics of implementation of executive proceedings in the field of public services.

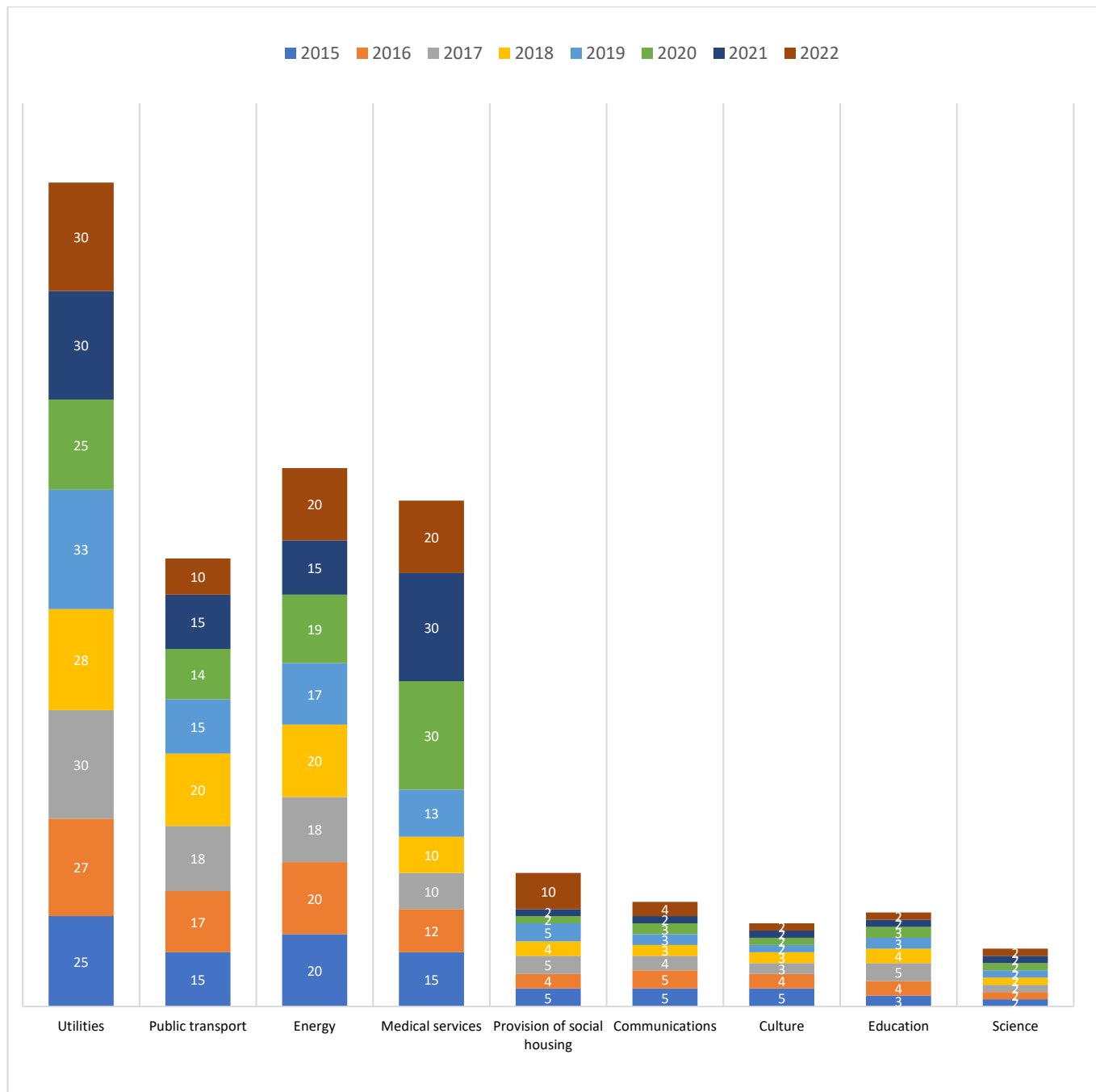


Figure 1 Statistics of enforcement proceedings in terms of providing public services.

It was determined that the largest number of executive proceedings in the context of the provision of public services belongs to the system of providing communal services, transport and energy. However, with the onset of Covid, the statistics have slightly changed in the direction of an increase in the number of such appeals in the field of providing medical services.

It is advisable to analyze the availability of public services in terms of different categories of the population. For this, statistical data from various regions of the world regarding the availability of public services for the population were analyzed. The results are shown in Table 2.



Table 2 Availability of services for different social categories of the population by region of the world.

Region	Poor population	Middle class	Wealthy population	Men	Women
Western Europe	75%	95%	99%	51%	49%
Eastern Europe	65%	85%	93%	56%	44%
USA and Canada	85%	98%	99%	51%	49%
Latin America	35%	75%	89%	65%	35%
Southeast Asia	27%	65%	87%	73%	27%
Middle East	12%	33%	79%	89%	11%
Oceania	13%	32%	76%	67%	33%
Africa	5%	12%	45%	84%	16%
Central Asia	3%	13%	75%	93%	7%
Australia	75%	89%	94%	51%	49%
The Far East	20%	54%	94%	68%	32%

Source: developed by the author based on data analysis of UN statistical reports.

Therefore, because of the analysis of statistical data, it was determined that gender issues are relevant in obtaining public services in Muslim countries and poor countries. Also, the problem of obtaining public services for the poor and middle-income populations in third-world countries and developing countries is characteristic. Therefore, a sign of the balanced development of the state is the effective implementation of public management mechanisms to provide equal opportunities to provide public services to the population.

5. Discussion

As a result of the conducted research, the priorities of the population in the provision of public services were determined. By conducting a sociological survey, analyzing its results and determining the correlation of data, a feedback relationship between the priority assessment of the provision of a public service and the determination of the level of quality of its provision was determined. Therefore, an important task for the public administration system is to improve the processes of providing public services with the highest priority.

The judicial system plays an important role in the provision of public services, as it provides legal protection and the administration of justice in society. Courts resolve various legal disputes and conflicts that may affect the availability and quality of public services.

For example, courts can resolve disputes regarding the right to access health care, education, and social security, as well as the right to housing and other public services. In addition, the judicial system can control the activities of authorities and ensure the protection of the rights and freedoms of citizens in public affairs (Drobyazko et al., 2019).

Thus, the judicial system can influence the quality and availability of public services, ensuring their protection and development. For example, a court decision regarding the financing of certain public services can determine the level of accessibility and quality of these services for citizens.

The application of a gender approach by management bodies at different levels creates opportunities for more effective management of limited resources, because it helps to take into account the needs, opportunities and interests of women, men and/or their groups during the development, implementation and monitoring of the implementation of strategies, programs, budgets and measures and, accordingly, to create conditions for men and women to receive equal benefits from the implementation of programs and measures, to eliminate inequality in access to public services, resources and the decision-making process (Kostiukevych et al., 2022; Bartosova et al., 2023).

Therefore, obtaining an effective and sustainable system of public management of the provision of public services at the global level can be a difficult task, as it requires a wide range of actions and cooperation between different stakeholders. However, some recommendations that can help improve the public management of public service delivery at the global level include:

- Ensuring transparency and openness in the management of public services: it is necessary to ensure access to information about decisions and processes of public service management.
- Use of information technology and e-governance: opening web portals, mobile applications and platforms to facilitate communication between citizens and the government, as well as improving the performance of monitoring and control systems (Klochan et al., 2021).
- Ensuring responsibility and efficiency: it is necessary to create effective systems of monitoring, evaluation and responsibility for the implementation of services and the use of resources.
- Development of partnership between the government and citizens: it is important to involve public organizations and other stakeholders in the process of decision-making and management of public services.
- Ensuring sustainable development: it is necessary to develop and maintain public services based on the principles of sustainable development, in particular to ensure the availability of services for all population groups, including those who have limited access to them (Kostiukevych et al., 2022).

6. Conclusion

As a result of the conducted research, the priorities of providing public services for the population were determined. Through the conducted analysis, the leading directions for improving the mechanisms of public management of the provision of public services have been determined. Priority was given to the provision of utilities, transport and energy services, medical services and education.

Through the analysis of information processes in the system of providing public services, it was determined that their feature is that services are provided not only by a special competent body, which is the norm, but these services are extended to judicial bodies (of various proceedings), which is an exception.

The provision of public services, including gender services, can be a challenge, especially if there are imbalances in access to these services based on gender or other social factors. For example, in many countries women may have less access to health, education or employment services due to stereotypes and discrimination. Also, there may be cases when certain population groups do not receive the necessary support from the state or other institutions due to their social status, ethnicity or other factors. Therefore, ensuring equal access to public services for all citizens can be a complex problem that must be solved taking into account social, economic and cultural factors, as well as considering gender equality.

Ethical considerations

We confirm that we have obtained all consent required by the applicable law to publish any personal details of the research subjects. We agree to provide the Multidisciplinary Science Journal with copies of the consent or evidence that such consent has been obtained if requested.

Conflict of Interest

The authors declare no conflicts of interest.

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