UDC 32.001:004:316.334.56:316.75
DOI https://doi.org/10.31392/cult.alm.2026.3.22

Sanzharovskyi Ihor,
Postgraduate Student at the Department of Philosophical,
Political and Psychological Studies
Cherkasy State Technological University
orcid.org/0009-0009-2071-5234
i.m.sanzharovskyi.asp25@chdtu.edu.ua

THE DIGITAL CITY AS A SPACE FOR POLITICAL IDENTITY: DIGITAL PROCEDURES AND PRACTICES OF CIVIC INTERACTION

The article examines the digital city from the perspective of political philosophy, focusing on how administrative digital procedures and everyday practices shape residents' political self-understanding. It develops a procedural model explaining the conditions under which interaction with municipal services strengthens or weakens a person's status as an equal participant in a political community. The research methodology combines conceptual analysis, normative-institutional analysis of the complete user journey, and critical analysis of the institutional and regulatory effects of sociotechnical systems. The theoretical framework draws on studies on identity and urban place attachment, the public sphere, participatory parity and the right to the city, digital citizenship, data justice, digital administrative burdens, and inclusion in electronic public services, as well as normative instruments concerning data protection and access to information. The article distinguishes urban place attachment, urban identity, administrative identification, and political identity. The proposed model comprises five interrelated stages: access to services and institutional recognition; the transformation of a private need into a public claim; obtaining a reasoned response; appeal and review; and participation in revising common rules. The analysis shows that the political significance of a digital procedure lies not in the number of functions it offers or the speed of service delivery, but in the relationship between residents and public authority that it institutionalizes. Three criteria of democratic quality are substantiated: equality of political status, public justification of decisions, and a genuine possibility of contestation and review. The article's theoretical contribution lies in connecting a political-philosophical account of identity with analysis of the complete digital user journey and in explaining political agency through repeated experiences of recognition, accountability, and effective voice. The model may be used for the normative assessment of municipal digital procedures in the fields of public claims, education, safety, and civic participation.

Key words: political philosophy, digital city, political identity, methodology, digital procedures, civic interaction, digital citizenship, participation parity, urban place attachment, digital administrative burdens, procedural justice, digital inclusion, normative assessment of digital procedures, communication.

Санжаровський Ігор Миколайович,
аспірант кафедри філософських, політичних і психологічних студій
Черкаського державного технологічного університету
orcid.org/0009-0009-2071-5234
i.m.sanzharovskyi.asp25@chdtu.edu.ua

ЦИФРОВЕ МІСТО ЯК ПРОСТІР ПОЛІТИЧНОЇ ІДЕНТИЧНОСТІ: ЦИФРОВІ ПРОЦЕДУРИ ТА ПРАКТИКИ ГРОМАДЯНСЬКОЇ ВЗАЄМОДІЇ

Статтю присвячено політико-філософському аналізу цифрового міста як простору, у якому повсякденні цифрові процедури впливають на політичне саморозуміння мешканця. Мета дослідження полягає в обґрунтуванні процедурної моделі, що пояснює, за яких умов взаємодія з міськими сервісами підтримує або послаблює статус людини як рівноправного учасника політичної спільноти. Методологія поєднує концептуальний аналіз, нормативно-інституційний аналіз користувацького маршруту та критичний аналіз

© Sanzharovskyi I., 2026

Стаття поширюється на умовах ліцензії відкритого доступу CC BY 4.0

інституційно-регулятивних ефектів соціотехнічних систем. Джерельну основу становлять праці з теорії ідентичності та міської прив'язаності, публічної сфери, паритету участі й права на місто, цифрового громадянства, справедливості даних, цифрових адміністративних тягарів та інклюзивності електронних послуг, а також нормативні документи щодо захисту даних і доступності інформації. Розмежовано міську прив'язаність, міську ідентичність, адміністративну ідентифікацію та політичну ідентичність. Запропонована модель охоплює п'ять таких взаємопов'язаних етапів: доступ та інституційне розпізнавання, перетворення потреби на публічну вимогу, отримання мотивованої відповіді, оскарження і перегляд рішення, участь у коригуванні спільних правил. Показано, що політичне значення цифрової процедури визначається не кількістю функцій або швидкістю сервісу, а типом відносин між мешканцем і публічною владою, який вона закріплює. Обґрунтовано три такі критерії демократичної якості цифрових процедур: рівність політичного статусу, публічне обґрунтування рішення та реальна можливість оскарження і перегляду. Наукова новизна полягає у поєднанні політико-філософського розуміння ідентичності з аналізом повного цифрового користувацького маршруту та у поясненні політичної суб'єктності через повторюваний досвід визнання, відповідальності й дієвості голосу. Практичне значення моделі полягає в можливості застосовувати її до нормативного оцінювання міських цифрових процедур у сферах звернень, освіти, безпеки та участі.

Ключові слова: політична філософія, цифрове місто, політична ідентичність, методологія, цифрові процедури, громадянська взаємодія, цифрове громадянство, паритет участі, міська прив'язаність, цифрові адміністративні тягарі, процедурна справедливість, цифрова інклюзія, нормативне оцінювання цифрових процедур, комунікація.

Problem statement. The digitalization of urban governance increasingly makes an application or web portal the first point of access to education and municipal services, safety information, and assistance. The COVID-19 pandemic and the Russian full-scale war on Ukraine have intensified reliance on such channels. Under these conditions, a technical failure of the system, an unclear category or an erroneous record in the database, or the absence of an alternative means of contact with local authorities (service providers) may restrict not only convenience but also the practical ability to exercise a right.

At the centre of this study are municipal digital procedures, understood as institutionally defined routes to information, services, consultations, and mechanisms for submitting claims. Their political significance lies in the way they prescribe the admissible form of a claim, identify the institution responsible for responding, and delimit the options available after an adverse decision. An interface, registration form, claim pathway, and mode of response are therefore not neutral technical shells but components of civic interaction.

The research problem is to identify the conditions under which a service transaction acquires civic significance: when the procedure recognizes the resident as a rights-bearing subject, renders institutional responsibility visible, and provides a means of correcting errors or reviewing decisions. The mere existence of a digital channel does not guarantee these conditions. The analysis therefore draws on research into identity, urban place attachment, public participation, digital citizenship, data justice, and administrative burdens.

Review of recent research and publications. Rogers Brubaker and Frederick Cooper caution against turning "identity" into an all-purpose explanatory concept and propose distinguishing among self-understanding, external categorization, and forms of groupness (Brubaker & Cooper, 2000, p. 14–20). This distinction is fundamental to the study because it prevents the conflation of an administrative record, emotional attachment to the city, and self-understanding as a bearer of political rights.

In environmental psychology, place attachment is described as a multidimensional relationship between a person or group, experiential processes, and the physical and social characteristics of a place (Scannell & Gifford, 2010, pp. 1–5). Researchers distinguish place identity, place dependence, and social bonds, while also emphasizing memory, mobility, and everyday practices (Hernández et al., 2007, p. 310–319; Lewicka, 2011, p. 207–213; Raymond et al., 2010, p. 422–430). These approaches explain the structure of belonging but not the mechanism through which it becomes political agency. Moreover, urban place attachment does not automatically generate support for smart-city technologies (Wnuk & Oleksy, 2021, p. 2487–2496).

The normative dimension of the analysis is provided by theories of the public sphere, participatory parity, and the right to the city. Jürgen Habermas associates the public sphere with deliberation on

matters of common concern and with the requirement that decisions be justified (Habermas, 1989, p. 27–31). Nancy Fraser defines participatory parity as the possibility of interacting with others as an equal (Fraser, 1998, p. 5–6), while Henri Lefebvre understands the right to the city not only as access to urban goods but also as participation in producing the urban order (Lefebvre, 1996, p. 147–159). These approaches establish normative reference points, yet they do not specify how such principles are embodied in authentication, form fields, routing, and digital responses.

In studies on digital citizenship, political agency is associated with acts through which people claim rights, make themselves visible, and enter into relations with institutions (Isin & Ruppert, 2020, p. 45–64). At the same time, critiques of "citizen-centred" smart urbanism show that the rhetoric of convenience may reduce residents to users or consumers without granting them influence over a platform's purposes and rules (Cardullo & Kitchin, 2019, p. 818–819). Access to a function must therefore be distinguished from participation in determining the rules under which it operates.

Data politics reveals another dimension of digital interaction. Linnet Taylor links data justice to visibility, autonomy in relation to technology, and non-discrimination (Taylor, 2017, p. 7–9), while Helen Nissenbaum proposes that information flows be assessed in relation to context, participant roles, types of information, and transmission principles (Nissenbaum, 2010, p. 127–157). From this perspective, a digital profile is not a neutral representation of a person but an institutional representation on which the recognition of a claim, access to a resource, and correction of an error may depend.

Public administration research complements this perspective with the concept of digital administrative burdens. Rik Peeters treats digital bureaucratic encounters as a distinct object of analysis and argues that learning and psychological costs may be particularly salient in such encounters (Peeters, 2023, p. 7). A systematic review of 119 articles and working papers concludes that administrative burdens are consequential, distributive, and institutionally constructed (Halling & Bækgaard, 2024, p. 180). A more recent review of digital service provision further systematizes the technological, organizational, and individual factors that may either reduce or intensify the burdens of interaction (Hegemann & Ritz, 2026, Abstract).

Research on digital inclusion confirms that the formal availability of an electronic service does not eliminate inequality. Drawing on South Korean evidence, Kim and Lee examine patterns of e-government use among older adults, low-income groups, persons with disabilities, and members of multicultural families, showing that inclusivity varies across user groups and service types (Kim & Lee, 2024, p. 422). Communicative quality also has institutional significance: the politeness, proactivity, conscientiousness, fairness, and professionalism of a government chatbot shape citizens' experience, partly through perceptions of competence and warmth (Li & Wang, 2024, p. 1). Accessibility and the form of the response are therefore components of an experience of respect and accountability.

Table 1 demonstrates that the approaches considered illuminate different links in the relationship among residents, digital infrastructure, and public authority, but do not constitute a complete procedural model.

The common limitation of these approaches is that they do not adequately explain how a completed digital procedure shapes residents' political self-understanding. Theories of urban place attachment do not account for the transition from belonging to the status of an equal political participant; normative theories of participation do not specify the role of interfaces and data; and studies of digital citizenship, data justice, and administrative burdens rarely integrate these elements within a single user journey. The author's earlier methodological study systematized eight analytical dimensions of the digital city (Sanzharovskyi, 2026a, p. 123–126), while a conference paper outlined the broader problem (Sanzharovskyi, 2026b, p. 164–167). Unlike those publications, the present article develops a procedural model of the complete digital user journey and specifies the conditions under which such interaction may sustain political self-understanding.

Research aim and methodology. The object of research is the digital city as a sociotechnical political order and the subject is the digital procedures through which this order mediates civic interaction and residents' political self-understanding. The article aims to substantiate a procedural model of this influence. To that end, it distinguishes urban place attachment, administrative identification, and political identity. The article analyses how

Table 1

Major research strands on the digital city and their relevance to procedural analysis

Research strand	Key sources	Analytical contribution	Question requiring further clarification
Identity and urban place attachment	Brubaker & Cooper; Scannell & Gifford; Lewicka; Hernández et al.; Raymond et al.	Distinguishes self-understanding, categorisation, and emotional and practical relationships with the city.	How belonging becomes political status and agency.
Public sphere, participatory parity, and the right to the city	Habermas; Fraser; Lefebvre	Provides normative criteria of equal voice, justification of decisions, and participation in shaping the urban order.	How these criteria are instantiated in interfaces and the user journey.
Digital citizenship and smart citizenship	Isin & Ruppert; Cardullo & Kitchin	Examines acts of claiming rights and critiques the reduction of the citizen to a service user.	How an everyday municipal procedure sustains or weakens political agency.
Data justice and privacy	Taylor; Nissenbaum; General Data Protection Regulation	Addresses visibility, autonomy, non-discrimination, and the contextual appropriateness of information flows.	How a person's digital representation affects recognition, access, and error correction.
Administrative burdens and digital inclusion	Peeters; Halling & Bækgaard; Kim & Lee	Identifies learning, compliance, and psychological costs, as well as the unequal distribution of barriers.	How the experience of burden relates to trust, voice, and political belonging.
Digital institutional communication	Li & Wang	Shows how characteristics of automated responses shape citizens' experience of interaction.	How communicative quality relates to reasoned decisions and accountability.

Source: systematised by the author on the basis of the works cited.

institutional recognition, responsibility, and opportunities for contestation are distributed, and formulates criteria for the democratic quality of digital procedures.

The methodology combines conceptual, normative-institutional, and critical analysis of sociotechnical systems. Conceptual analysis is used to distinguish the service user, the administratively identified person, and the political subject. Normative-institutional analysis identifies the model of relations between residents and public authority already embodied in rules, interfaces, and response channels: whom the institution recognizes as an addressee, which claims it accepts, who is obliged to respond, on what grounds a decision is made, and whether that decision may be contested.

The analysis proceeds in four stages: 1) describing the sequence of actions and the distribution of institutional roles; (2) determining the resident's status and the available forms of political voice; (3) relating the procedure to the normative reference points of public deliberation (Habermas, 1989, p. 27–31), participatory parity (Fraser, 1998, p. 5–6), and visibility and non-discrimination in the data sphere (Taylor, 2017, p. 7–9); and (4) identifying the possible significance of repeated interaction for political self-understanding.

Critical analysis of institutional and regulatory effects complements this approach by treating software code, mandatory fields, authentication, categorization, routing, and automated notifications as mechanisms that distribute visibility and opportunities for action. The unit of analysis is the complete user journey as specified by the procedure—from entry into the system and articulation of a claim to the response, review of the decision, and possible revision of the rule.

Educational, safety-related, and communicative procedures are used as typical analytical situations in which problems of access, institutional recognition, reasoned response, and contestation become particularly visible. The study is conceptual and normative: it does not measure service speed or user satisfaction, nor does it establish a causal effect of digital interaction on identity.

Main discussion. This methodological perspective enables a shift from a general account of digitalization to an analysis of institutional mechanisms. The form used to submit a claim, the method of authentication, the structure of mandatory fields, and the rules of verification and routing determine which action the system recognizes as valid, which information it considers sufficient, and who may appear before the institution as an eligible claimant. From a political-philosophical perspective, this organization of interaction should be assessed in light of public deliberation (Habermas, 1989, p. 27–31), participatory

parity (Fraser, 1998, p. 5–6), and residents' right to participate in shaping the urban order (Lefebvre, 1996, p. 147–159). The interface is therefore a component of the institutional procedure rather than its neutral graphic design. A comprehensible rule, a clearly identified bearer of responsibility, and access to review generate practical knowledge about how a right can be exercised; an opaque journey, by contrast, entrenches dependence on an intermediary and encourages automated refusal to be regarded as final.

Urban place attachment is a dynamic emotional, cognitive, social, and practical relationship between a person or group and the urban environment. Its multidimensional nature is captured by the "person – process – place" framework (Scannell & Gifford, 2010, p. 1–5), the distinction among place identity, place dependence, and social bonds (Raymond et al., 2010, p. 422–430), and the process-oriented approach that emphasizes memory, mobility, and everyday practices (Lewicka, 2011, p. 207–213).

Urban place attachment must nevertheless be distinguished from urban identity, administrative identification, and political identity. Urban identity refers to the incorporation of the city into a person's self-definition; administrative identification refers to the person's registration in a record, profile, or category for the purpose of service delivery; and political identity refers to understanding oneself as an equal participant in the urban community, capable of advancing claims, receiving justifications, contesting decisions, and participating in the formation of rules. Place attachment and urban identity are related but not identical (Hernández et al., 2007, p. 310–319).

Urban place attachment may therefore be a precondition of political belonging, but it does not guarantee political agency. It acquires political significance when concern for the city becomes a publicly articulated judgement, a reasoned claim, participation, and scrutiny of institutional responsibility. Likewise, criticism of a digital service may express not alienation but responsibility for a shared order; different forms of attachment are associated in different ways with acceptance of smart-city technologies (Wnuk & Oleksy, 2021, p. 2487–2496).

This distinction makes it possible to move from describing belonging to explaining the institutional transitions through which a resident may be recognised not merely as a service user but as the subject of a public claim.

The article's central thesis is that the digital city becomes a space of political identity through a sequence of interrelated transitions: from technical access to institutional recognition; from a private need to a public claim; from submission to a reasoned response; from disagreement to accessible review; and from repeated interaction to participation in revising common rules. None of these transitions is automatic: access does not guarantee voice, and a formal response does not amount to genuine influence.

The institutional and regulatory influence of digital infrastructure lies in the fact that platforms, data, and formalised procedures pre-structure whom an institution can recognise, the form in which a claim may be submitted, the order in which cases are considered, and the actions available after refusal. This influence is formative rather than merely restrictive: infrastructure determines the role in which a person appears before an institution – as a rights-bearing subject, client, applicant, recipient of assistance, or erroneous record in a system. This approach develops Taylor's dimensions of visibility, autonomy, and non-discrimination (Taylor, 2017, p. 7–9), as well as Nissenbaum's principle of contextual integrity in information flows (Nissenbaum, 2010, p. 127–157).

Political identity in the digital city may be analysed across four dimensions: equal political status; the capacity to formulate and address a public claim; the possibility of contesting a decision and influencing a rule; and an awareness of belonging to a diverse urban community. It is neither a fixed psychological attribute nor loyalty to public authority, but a processual form of self-understanding that is sustained or eroded by repeated institutional experience.

The sequence of these transitions, together with the feedback loop between individual experience and institutional change, is summarised in Figure 1.

Figure 1 presents the model's overall logic. To analyze a specific service, each stage must be related to a system operation, a normative condition of legitimacy, and a potential consequence for political self-understanding. This analytical matrix is presented in Table 2.

The model's analytical value can be demonstrated through typical situations in which access,

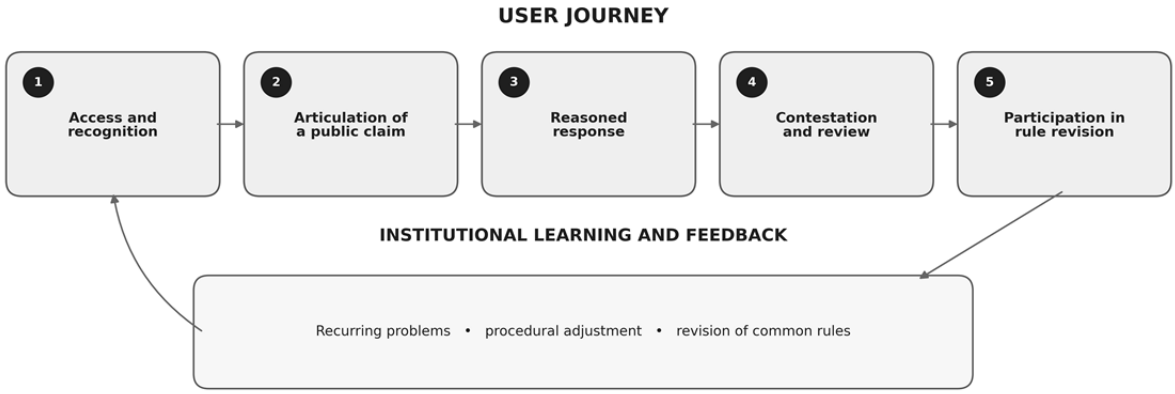


Fig. 1. Procedural mechanism for the formation of political self-understanding in the digital city

Source: developed by the author

Table 2

From digital interaction to political self-understanding: an analytical model

Stage of interaction	System operation	Condition of legitimacy	Potential outcome/risk
Access → institutional recognition	Entry, registration, accessible formats, user classification.	Equal access, an alternative channel, data minimization, and the possibility of rectifying the record.	Recognition as a rights-bearing subject; risk of exclusion or reduction to a profile.
Private need → public claim	Submission form, categories, and a field for describing an atypical case.	Plain language, flexible categories, and the possibility of receiving assistance without an intermediary.	Experience as a claimant; risk of subordination to the logic of the interface.
Submission → reasoned response	Routing, case status, time limit, notification, and response.	A clearly identified responsible institution, an explanation of the grounds, and a response tied to the specific claim.	Confirmation of equal status and accountability; risk of silence or a merely formal refusal.
Disagreement → review	Human intervention, data rectification, appeal, and reconsideration.	Accessible contestation, impartial review, and absence of sanctions for lodging a complaint.	Political agency; risk of powerlessness in the face of an automated decision.
Repeated experience → participation in rule revision	Aggregation of claims, explanation of priorities, and revision of procedures and rules.	Institutional responsiveness to recurring problems, community participation, and a link between voice and decision.	Belonging to the urban political order; risk of reducing the resident to a client or data source.

Source: author's model, developed with reference to Habermas (1989, p. 27–31), Fraser (1998, p. 5–6), Taylor (2017, p. 7–9), Nissenbaum (2010, p. 127–157), Regulation (EU) 2016/679 (European Parliament & Council of the European Union, 2016, Arts. 5, 12–16, 22), and the United Nations Convention on the Rights of Persons with Disabilities (United Nations, 2006, Arts. 9, 21)

data quality, institutional response, and the possibility of review carry different normative weight.

First, digital inequality may interrupt a procedure before a claim is ever articulated. Research on digitally vulnerable groups shows that actual use of e-government services differs across user groups and types of transaction, even where services are formally available online (Kim & Lee, 2024, p. 422). Formal openness of a platform is therefore insufficient: equal political status requires accessible formats, an alternative channel, and support for those who cannot complete the digital journey independently.

Second, online registration for an educational or social service reveals the difference between administrative identification and political status. An institution requires specific data, but the digital profile must not replace the person as a rights-bearing subject. If a record is missing, erroneous, or incapable of accommodating an atypical life situation, the procedure must allow clarification without loss of access. The collection and use of data must have a legal basis, be proportionate to their purpose, and permit rectification of the record (European Parliament & Council of the European Union, 2016, Arts. 5, 6, 16).

Third, in safety and emergency procedures, speed of notification does not displace the requirements of accessibility, responsibility, and error correction. Digital maps, alert systems, and information registers must remain usable under unstable connectivity and be available in accessible formats;

these requirements accord with the Convention's provisions on access to information and communications (United Nations, 2006, Arts. 9, 21). If users cannot identify the responsible institution or report inaccurate data, a technically accessible resource remains politically unaccountable.

Fourth, the quality of an institutional response cannot be reduced to whether the outcome is favourable. Case-status information and automated notifications increase predictability, but they do not replace an explanation of the grounds for a decision. Research on government chatbots shows that politeness, proactivity, conscientiousness, fairness, and professionalism shape citizens' experience of interaction, partly through perceptions of competence and warmth (Li & Wang, 2024, p. 1). Even an adverse decision may affirm equal status if it is addressed to the particular person, responds to the claim, explains the institution's competence, and remains open to review. Automatic closure or a formulaic response without reasons, by contrast, severs the link between a claim and institutional accountability.

Finally, political voice is not equivalent to the technical ability to press "Send". Petitions, surveys, and submission forms provide a channel for expressing a position, but they do not guarantee influence over the agenda or the platform's rules. A service-oriented smart-city model may leave participation managed and functionally restricted when residents cannot trace how their claims are considered, receive no reasoned response, and cannot contest the outcome (Cardullo & Kitchin, 2019, p. 818–819). Digital interaction acquires political significance where a traceable connection exists among the claim, institutional responsibility, and the possible revision of a rule.

Political identity in the digital city is therefore sustained not by the frequency of service use or the number of functions available, but by repeated experiences of institutional recognition, intelligible responsibility, and effective voice. This conclusion shifts the analysis from the mechanism itself to the criteria for its normative assessment.

The normative assessment of digital procedures rests on three interrelated criteria. The first is equality of political status: non-discriminatory access, accessible formats, alternative channels, and protection against loss of a right because of limited digital skills. The second is public justification: intelligible rules, a clearly defined legal purpose, an identifiable responsible institution, and a reasoned response. The third is contestability and review: human intervention, rectification of data, appeal, and revision of a procedure in light of recurring errors. These criteria accord with the principles of lawfulness, transparency, data minimisation, and protection against solely automated decision-making (European Parliament & Council of the European Union, 2016, Arts. 5, 12–16, 22), as well as with the requirements of accessibility of information and communications (United Nations, 2006, Arts. 9, 21).

Assessment should encompass the complete user journey. At the point of entry, accessibility, authentication, and the availability of an alternative channel should be examined; at submission, the intelligibility of categories and proportionality of data collection; during consideration, time limits, case status, and the identification of the responsible actor; at the decision stage, the reasons provided and the possibility of human review; and after the decision, the procedure for contestation and the institution's capacity to revise the process in response to recurring problems. This approach makes it possible to distinguish an isolated technical failure from systemic political exclusion.

Normative assessment thus shifts attention from the question "What does the service enable a person to do?" to "What political status does it confer on the resident, and what order of relations does it reproduce?" Openness of digital infrastructure to public justification, contestation, and revision of rules distinguishes a digital polis from an efficiently managed but politically closed platform.

Conclusions. The analysis substantiates an understanding of municipal digital services as components of the political order. Registration forms, data categories, authentication, the routing of claims, and modes of response may determine whether a resident is recognised as a rights-bearing subject, can formulate a claim, identify the responsible institution, and secure review of a decision.

Distinguishing urban place attachment, urban identity, administrative identification, and political identity prevents emotional belonging from being conflated with political agency. The proposed model links political self-understanding to five stages of the digital journey: access and recognition, articulation of a public claim, receipt of a reasoned response, contestation, and participation in revising rules.

The democratic quality of a digital procedure is determined by three criteria: equality of political status, public justification of the decision, and a genuine possibility of contestation and review. These criteria must be applied to the complete journey, since the technical accessibility of an individual function demonstrates neither equality of participation nor institutional accountability.

The study's limitation follows from its conceptual and normative character: the proposed model does not establish a causal effect of digital services on political identity. Further examination requires user testing, interviews, analysis of claims and decisions, and investigation of whether recurring complaints lead to procedural change. Such empirical work would make it possible to assess the conditions under which digital interaction in fact supports equal status and effective political voice.

Use of artificial intelligence. In preparing the English-language version of the manuscript, the author used ChatGPT (OpenAI) as an auxiliary tool for translation from Ukrainian into English, academic language editing, technical refinement of the visual presentation of the author's model, and cross-checking in-text citations against the reference list. The tool was not used to generate research data, formulate the conceptual framework or scientific findings autonomously, select or interpret sources, or replace the author's direct verification of primary sources. The author reviewed and approved the complete English text, independently developed the conceptual framework, selected and interpreted the sources, formulated the analytical model and conclusions, and assumes full responsibility for the article's content, accuracy, and attribution.

Bibliography:

Brubaker R., & Cooper F. (2000). Beyond "identity". *Theory and Society*, 29 (1), 1–47. https://doi.org/10.1023/A:1007068714468.

Cardullo P., & Kitchin R. (2019). Smart urbanism and smart citizenship: The neoliberal logic of "citizen-focused" smart cities in Europe. *Environment and Planning C: Politics and Space*, 37 (5), 813–830. https://doi.org/10.1177/0263774X18806508.

European Parliament & Council of the European Union. (2016). Regulation (EU) 2016/679 of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data. *Official Journal of the European Union*, L 119, 1–88. URL: https://eur-lex.europa.eu/eli/reg/2016/679/oj.

Fraser N. (1998). Social justice in the age of identity politics: Redistribution, recognition, participation (WZB Discussion Paper No. FS I 98–108). Wissenschaftszentrum Berlin für Sozialforschung. URL: https://www.ssoar.info/ssoar/handle/document/12624.

Habermas J. (1989). The structural transformation of the public sphere: An inquiry into a category of bourgeois society (T. Burger, Trans.). MIT Press.

Halling A., & Bækgaard M. (2024). Administrative burden in citizen–state interactions: A systematic literature review. *Journal of Public Administration Research and Theory*, 34 (2), 180–195. https://doi.org/10.1093/jopart/muad023.

Hegemann M., & Ritz A. (2026). Administrative burden in digital service provision: A systematic literature review and research agenda. *Perspectives on Public Management and Governance*, gvag004. https://doi.org/10.1093/ppmgov/gvag004.

Hernández B., Hidalgo M.C., Salazar-Laplace M.E., & Hess S. (2007). Place attachment and place identity in natives and non-natives. *Journal of Environmental Psychology*, 27 (4), 310–319. https://doi.org/10.1016/j.jenvp.2007.06.003.

Isin E. F., & Ruppert E. (2020). Being digital citizens (2nd ed.). Rowman & Littlefield International.

Kim Y., & Lee J. (2024). Digitally vulnerable populations' use of e-government services: Inclusivity and access. *Asia Pacific Journal of Public Administration*, 46 (4), 422–446. https://doi.org/10.1080/23276665.2024.2321569.

Lefebvre H. (1996). The right to the city. In E. Kofman & E. Lebas (Eds. & Trans.), *Writings on cities* (pp. 147–159). Blackwell.

Li X., & Wang J. (2024). Should government chatbots behave like civil servants? The effect of chatbot identity characteristics on citizen experience. *Government Information Quarterly*, 41 (3), Article 101957. https://doi.org/10.1016/j.giq.2024.101957.

Lewicka M. (2011). Place attachment: How far have we come in the last 40 years? *Journal of Environmental Psychology*, 31 (3), 207–230. https://doi.org/10.1016/j.jenvp.2010.10.001.

Nissenbaum H. (2010). Privacy in context: Technology, policy, and the integrity of social life. Stanford University Press.

Peeters R. (2023). Digital administrative burdens: An agenda for analysing the citizen experience of digital bureaucratic encounters. *Perspectives on Public Management and Governance*, 6 (1), 7–13. https://doi.org/10.1093/ppmgov/gvac024.

Raymond C. M., Brown G., & Weber D. (2010). The measurement of place attachment: Personal, community, and environmental connections. *Journal of Environmental Psychology*, 30 (4), 422–434. https://doi.org/10.1016/j.jenvp.2010.08.002.

Scannell L., & Gifford R. (2010). Defining place attachment: A tripartite organizing framework. *Journal of Environmental Psychology*, 30 (1), 1–10. https://doi.org/10.1016/j.jenvp.2009.09.006.

Taylor L. (2017). What is data justice? The case for connecting digital rights and freedoms globally. *Big Data & Society*, 4 (2), 1–14. https://doi.org/10.1177/2053951717736335.

United Nations. (2006). Convention on the Rights of Persons with Disabilities. URL: https://www.ohchr.org/en/instruments-mechanisms/instruments/convention-rights-persons-disabilities.

Wnuk A., & Oleksy T. (2021). Place attachment and acceptance of smart city technologies. *Proceedings of the 54th Hawaii International Conference on System Sciences* (pp. 2487–2496). https://doi.org/10.24251/HICSS.2021.305.

Санжаровський І. М. (2026a). Методологія дослідження цифрового міста як простору політичної ідентичності. *Актуальні проблеми філософії та соціології*, 59, 121–127. https://doi.org/10.32782/apfs.v059.2026.19.

Санжаровський І. М. (2026b). Цифрове місто як простір політичної ідентичності: сучасні філософські підходи. *Матеріали XII Всеукраїнської науково-теоретичної конференції з міжнародною участю «Соціальні та гуманітарні технології: філософсько-освітній аспект»* (м. Черкаси, 2–3 квітня 2026 р., с. 164–167). Черкаський державний технологічний університет. URL: https://fipn.chdtu.edu.ua/wp-content/uploads/sites/27/2026/05/soczialnita-gumanitarni-tehnologiyi_materialy-hii-konferencziyi.pdf.

References:

Brubaker, R., & Cooper, F. (2000). Beyond "identity". *Theory and Society, 29* (1), 1–47. https://doi.org/10.1023/A:1007068714468.

Cardullo, P., & Kitchin, R. (2019). Smart urbanism and smart citizenship: The neoliberal logic of 'citizen-focused' smart cities in Europe. *Environment and Planning C: Politics and Space, 37* (5), 813–830. https://doi.org/10.1177/0263774X18806508.

European Parliament & Council of the European Union. (2016). Regulation (EU) 2016/679 of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data. *Official Journal of the European Union, L 119*, 1–88. https://eur-lex.europa.eu/eli/reg/2016/679/oj.

Fraser, N. (1998). *Social justice in the age of identity politics: Redistribution, recognition, participation* (WZB Discussion Paper No. FS I 98–108). Wissenschaftszentrum Berlin für Sozialforschung. Retrieved from: https://www.ssoar.info/ssoar/handle/document/12624.

Habermas, J. (1989). *The structural transformation of the public sphere: An inquiry into a category of bourgeois society* (T. Burger, Trans.). MIT Press.

Halling, A., & Bækgaard, M. (2024). Administrative burden in citizen–state interactions: A systematic literature review. *Journal of Public Administration Research and Theory, 34* (2), 180–195. https://doi.org/10.1093/jopart/muad023.

Hegemann, M., & Ritz, A. (2026). Administrative burden in digital service provision: A systematic literature review and research agenda. *Perspectives on Public Management and Governance*, gvag004. https://doi.org/10.1093/ppmgov/gvag004.

Hernández, B., Hidalgo, M.C., Salazar-Laplace, M. E., & Hess, S. (2007). Place attachment and place identity in natives and non-natives. *Journal of Environmental Psychology, 27* (4), 310–319. https://doi.org/10.1016/j.jenvp.2007.06.003.

Isin, E. F., & Ruppert, E. (2020). *Being digital citizens* (2nd ed.). Rowman & Littlefield International.

Kim, Y., & Lee, J. (2024). Digitally vulnerable populations' use of e-government services: Inclusivity and access. *Asia Pacific Journal of Public Administration,* 46 (4), 422–446. https://doi.org/10.1080/23276665.2024.2321569.

Lefebvre, H. (1996). The right to the city. In E. Kofman & E. Lebas (Eds. & Trans.), *Writings on cities* (pp. 147–159). Blackwell.

Li, X., & Wang, J. (2024). Should government chatbots behave like civil servants? The effect of chatbot identity characteristics on citizen experience. *Government Information Quarterly,* 41 (3), Article 101957. https://doi.org/10.1016/j.giq.2024.101957.

Lewicka, M. (2011). Place attachment: How far have we come in the last 40 years? *Journal of Environmental Psychology, 31* (3), 207–230. https://doi.org/10.1016/j.jenvp.2010.10.001.

Nissenbaum, H. (2010). *Privacy in context: Technology, policy, and the integrity of social life*. Stanford University Press.

Peeters, R. (2023). Digital administrative burdens: An agenda for analyzing the citizen experience of digital bureaucratic encounters. *Perspectives on Public Management and Governance,* 6 (1), 7–13. https://doi.org/10.1093/ppmgov/gvac024.

Raymond, C.M., Brown, G., & Weber, D. (2010). The measurement of place attachment: Personal, community, and environmental connections. *Journal of Environmental Psychology, 30* (4), 422–434. https://doi.org/10.1016/j.jenvp.2010.08.002.

Sanzharovskyi, I. M. (2026a). Methodolohiia doslidzhennia tsyfrovoho mista yak prostoru politychnoi identychnosti [Methodology for studying the digital city as a space of political identity]. *Aktualni problemy filosofii ta sotsiolohii*, (59), 121–127. https://doi.org/10.32782/apfs.v059.2026.19 [in Ukrainian].

Sanzharovskyi, I. M. (2026b). Tsyfrove misto yak prostir politychnoi identychnosti: suchasni filosofski pidkhody [The digital city as a space of political identity: Contemporary philosophical approaches]. In *Materialy XII Vseukrainskoi naukovo-teoretychnoi konferentsii z mizhnarodnoiu uchastiu «Sotsialni ta humanitarni tekhnolohii: filosofsko-osvitnii aspekt»* (Cherkasy, April 2–3, 2026, pp. 164–167). Cherkasy State Technological University. Retrieved from: https://fipn.chdtu.edu.ua/wp-content/uploads/sites/27/2026/05/soczialni-ta-gumanitarni-tehnologiyi_materialy-hii-konferencziyi.pdf [in Ukrainian].

Scannell, L., & Gifford, R. (2010). Defining place attachment: A tripartite organizing framework. *Journal of Environmental Psychology, 30* (1), 1–10. https://doi.org/10.1016/j.jenvp.2009.09.006.

Taylor, L. (2017). What is data justice? The case for connecting digital rights and freedoms globally. *Big Data & Society, 4* (2), 1–14. https://doi.org/10.1177/2053951717736335.

United Nations. (2006). *Convention on the Rights of Persons with Disabilities*. Retrieved from: https://www.ohchr.org/en/instruments-mechanisms/instruments/convention-rights-persons-disabilities.

Wnuk, A., & Oleksy, T. (2021). Place attachment and acceptance of smart city technologies. In *Proceedings of the 54th Hawaii International Conference on System Sciences* (pp. 2487–2496). https://doi.org/10.24251/HICSS.2021.305.

Дата першого надходження статті до видання: 22.07.2026
Дата прийняття статті до друку після рецензування: 20.08.2026
Дата публікації (оприлюднення) статті: 27.10.2026