



The Role of the "Electronic Government" System in the Effective Organization of Executive Authority Bodies at the New Stage of Uzbekistan's Development

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Abstract: *The problems of authorities in many developing countries of the world are almost the same. In particular, low productivity, fraud, corruption, and weak internal control are hindering their effective operation. At the global level, the use of public sector budget funds and their justification, as well as monitoring the efficiency and transparency of the provided public services, is one of the rights of society representatives. It is very important to ensure the accountability of the state authorities in order to ensure effective operation. Based on this, the systematic implementation of electronic government in state authorities will have a positive effect on their activities.*

Keywords: *accountability, openness, transparency, public service, efficiency, public bodies, e-government.*

One of the main methods of increasing the efficiency of the activities of state authorities is considered to be the perfect implementation of the electronic government system. At the new stage of Uzbekistan's development, the idea that "government agencies should serve our people, not the people should serve the state agencies" began to be put forward. The goal is to solve the problems of citizens in a timely manner and to provide them with comfort. For this purpose, first of all, to save the time and money of the people who turn to the state authorities for one or another job, especially to end vagrancy, and also to eliminate corruption, they are starting to create a comprehensive, modern, reliable system of state authorities. This activity is relevant for today's New Uzbekistan, and it is important for all representatives of state bodies to study its practical aspects and understand its scientific significance.

The concept of e-government appeared in the early 1990s, but has been implemented in many regions of the world at different times. And different definitions are given. For example, UN - "Rendering of services by state bodies over the Internet"; World Bank - "Improving interaction between citizens, business entities and other state authorities with the help of ICT"; Organization for Economic Cooperation and Development - "Transformation of Network Capacity Structures and Government Workflows Offered by Internet Technologies"; South Korea - "Effective execution of tasks of management of state and government bodies"; USA - "Using information technologies to create a public government system, provide access to information and services, improve the efficiency of public administration and use public services efficiently"; Uzbekistan - defined as "a system of organizational and legal measures, activities

and technical tools aimed at ensuring the activities of state bodies in providing public services to individuals and legal entities by using ICT, as well as electronic cooperation between departments". The USA, England, Italy, Norway, Singapore, France and Germany were among the first to develop electronic government. Since 2003, the United Nations has maintained the E-Government Development Index (EGDI) in the countries of the world, and the criteria for determining this index are electronic services (Online Service Index - OSI), ICT infrastructure (Telecommunication Infrastructure Index - TII) and the human factor (Hyman Capital Index - HCI) consists of In recent years, countries such as Great Britain, South Korea, Denmark, Norway, the USA, Canada, Sweden, Australia, Singapore and the Netherlands have been leading the ranking of this index. The e-participation index (E-Participation Index - EPI) affects the indicators of the e-government development research. This e-influence study takes into account the factors "e-information", "e-advice" and "e-decision making".

In recent years, many measures have been taken towards the wider introduction and development of information and communication technologies in all spheres of life of our republic. In fact, it has been twenty years since these processes began. First, the Decree of the first President of the Republic of Uzbekistan I.A. Karimov dated May 30, 2002 "On the further development of computerization and introduction of information and communication technologies" and the Decree of the Cabinet of Ministers of the Republic of Uzbekistan dated June 6, 2002 "On the further development of computerization and introduction of information and communication technologies" "On measures", the new version of the Law "On Information" adopted in 2003-2004, "On Electronic Digital Signature", "On Circulation of Electronic Documents", "On Electronic Commerce", "On Electronic Payments" ", as well as programs for the development of computerization and information and communication technologies were developed in 2002-2010 on the basis of the documents adopted above. As a result of the non-consistent and systematic implementation of state programs, the insufficient provision of material and technical resources, and the lack of timely understanding of the methodical development of this process, fundamental issues have not been resolved.

Currently, only 27 out of 80 public service agencies have integrated with the Public Service Agency. Information is not digitized in 53 offices. For example, in the field of public services related to health care, ecology, construction, archives, an electronic database has not yet been formed. Due to the lack of such information exchange, during 2019, service deadlines in the field of natural gas, hot water, drinking water and construction were violated.

Literature review. Many scientists have conducted scientific and practical research on the continuous improvement of e-government, satisfaction of consumers' needs for information and services, increase in quality, integration of the database, management of the flow of information, and provision of effective activities of state authorities.

Among them, B. Wirtz, T. Kvasnisova, Z.V. Arkhipova, G.V. Bestolkova, G.O. Barbakov, N.V. Beryoza, S.V. Ponomarev, A.K. Skopintsev, A.V. In Sadilova's works, the electronic government system, factors affecting it, classification of services, system implementation and analysis, scientists such as Benoit Couderc, Jeremy Ferrero, Prabhdeep Kaur, F.A. Popov, T.B. Kaziakhmedov, select services according to the signs of intellectualization and electronic documents. carried out scientific activities in the field. S.M. Korunov, A.M. Gorkovo, B.S. Izotov, V.K.Egorov, T.N.Nishanboev, A.A.Muksinov, D.F.Koraboev, U.V.Sodikov, their contributions to scientific research in the direction of information communication technologies in public administration, information systems integration in the activities of state bodies added. However, the problems that allow to increase the efficiency of public authorities in the environment of electronic government have not been studied enough.

Research Methodology. Chronological observation, socio-political analysis, generalization, systematic (systematic) and structural-functional (structural-purpose) research methods of state authorities were used in the implementation of scientific research.

Analysis and results. The electronic government system is an integral part of the activities of state authorities. Continuous improvement of e-government, satisfaction of consumers' needs for information and services, quality improvement, database integration and data flow management should be implemented systematically.

Many literature and internet sources divide e-government into three main development systems;

G2G (government to government)

The Internet is a corporate state information network (unified state internet portal) based on a single system of electronic document circulation directed to communications between state authorities. The following government agencies are participants of the module:

- Oliy Majlis, Presidential Administration, Cabinet of Ministers;
- Ministries, committees, agencies and state organizations;
- Territorial management bodies (hokims);
- Local self-government bodies;

G2B (government to business) - government to business.

The module is focused on issues of economic liberalization, creation of "commercial platforms" on the state portal, organization of e-commerce. Its participants are:

- Product production;
- Service enterprises;
- Farmers;
- Commercial banks;

G2C (government to client) - government - to the population.

The module is directed to the implementation of electronic state services to the population, creation of the register of state electronic services, increasing the activity of the population, ensuring their participation in the activities of state bodies. Its participants are government bodies, citizens, different strata of the population (women, youth, entrepreneurs, tax payers, teachers, students, unemployed, etc.) and voters. The e-government system has a great impact on the efficient operation of all sectors and provides many conveniences.

Key issues of the G2G module:

- Creation of an integrated single information space of information arrays, banks and databases of state authorities and state institutions;
- Speeding up the exchange of documents between government bodies
- Optimizing processes of development, agreement, decision-making and execution of state decisions, control processes;
- Elimination of corruption;

As a result of solving these issues:

- The speed of using government resources will increase: access to one or another state institution through the appropriate portals will be done instantly and there is no need to wait in line;
- There will be no need to be present in person and go from office to office: providing documents to state bodies and using relevant state services will be provided to citizens and business entities from any place where Internet resources can be accessed (including outside the country);
- The need to repeatedly submit the same type of information, certificates and other official documents to state authorities will disappear; the necessary information is entered into the corporate network of state authorities once and can be used many times;
- Information entered into any link of the corporate network of state authorities is transmitted to all interested state authorities by e-mail, and their responses are collected at the point of first contact.

Main issues of G2B and G2C modules:

- Prevention of bureaucracy;
- Strengthening the directions of providing services to the population and introducing some new directions in the activities of state authorities;
- submitting tax declarations and making personal payments: income tax, property tax, etc.;
- registration of civil status documents;
- issuance of personal documents - passport, driver's license, etc.;
- registration of citizens by temporary or permanent place of residence;
- receiving complaints and applications, providing legal advice services;
- implementation of the service of labor exchanges on job search and electronic testing of the professional level of specialists;
- health system services - interactive consultations, appointment, etc
- advanced training in state educational institutions by means of distance education;
- payment of various contributions, utility bills;

The main tasks of the G2V module:

- Activation of medium and small business in the country;
- Optimizing state management, reducing costs of business processes;
- Elimination of red tape and administrative obstacles in business structures;
- Speeding up, simplifying and cheapening business processes by reducing redundant links of state authorities and widely introducing digital technologies of document exchange;
- Direction and free management of resources based on laws and market requirements;
- To receive timely and complete information about legal advice, legal documents and their amendments;

Thus, as a result of the widespread introduction of the electronic government system in state authorities:

- The need for citizens to personally come to state institutions to obtain certificates, certificates, etc. documents will be reduced, in the future - it will be completely eliminated, the use of public services

by citizens will be facilitated due to the increase in the speed of service of requests and the reduction of waiting time;

- The mutual economic cooperation of the state and business enterprises in the field of organization of tenders for state purchases and orders, implementation of social programs of state investment and innovation projects is carried out effectively;
- An environment necessary for providing public services to the population and business entities will be created. The introduction of G2B and G2C forms of e-government is naturally complemented by B2B (business-to-business) B2C (business-to-resident) relations that form the infrastructure of civil-legal and economic legal relations.

Based on the above information, it is not difficult to come to the following conclusion:

The concept of e-government broadly includes the following four components:

- a functional state information communication system that provides interaction with the population, companies, public organizations, state institutions and foreigners based on all forms of electronic service (internet, mobile communication, digital television service fulfillment center, etc.)
- the government's foreign affairs information system or government network portal;
- the information system for internal affairs of the government, including the electronic document management system (accounting, staff account book, etc.);
- an information system that ensures comprehensive information security.

Now we will answer the question of what the electronic government system will provide to the public and ordinary people, state authorities and business processes:

a) the process of citizens influencing the decisions of state authorities becomes much easier, the opinions of ordinary citizens are heard "above" and they feel that they have their own participation in the ongoing studies. Public projects are based on directions determined not only by the government, but also by citizens;

b) the quality of services provided to citizens by state authorities increases;

s) as a result of the effective organization of the activities of state institutions at different levels, it is possible to provide people with a complex of state services at one point;

d) Increase public awareness of government information, providing access to comprehensive and up-to-date information on government laws, regulations, policies, and other services. Citizens' life becomes easier as a result of the ease of interaction between citizens and state authorities.

Regular familiarization of citizens with state information allows them to fully use their opportunities. Broad opportunities are created for all strata of the population to actively participate in democratic processes. This mechanism is highly developed in developed countries. In the developed countries of Europe, America and Asia, the electronic government system is distinguished by two concepts. They describe the electronicization of management through the concepts of "electronic administration" and "electronic democracy".

Electronic administration is the provision of various social services to citizens by the government on the basis of information and communication technologies.

E-democracy - access to political information, their openness, democratic organization of processes of forming public opinions of citizens and organizations with the participation of state and public institutions with the help of the Internet. It is considered that e-democracy should be considered together with e-

administration from the first days of introduction of e-government system in the activities of state authorities. If, first of all, attention is paid to the provision of electronic services to citizens, then the introduction of democratic participation tools may be more difficult.

The implementation of the electronic government system in each country is carried out step by step based on the specifics of its internal and external activities. As a result of studying the experience of developed countries, it can be concluded that the issues of effective informatization of the activities of state bodies are mainly implemented in five stages:

- ensuring that the activities of state bodies are carried out online (that is, on the basis of paperless technology);
- ensuring the presence of official government institutions on the Internet, increasing the number of government websites, and especially achieving dynamic use of the information created on them;
- providing interactive interaction, that is, creating opportunities for users to record various forms of official documents, receive official e-mail and organize interaction on the basis of the website;
- realistic implementation of various transactions (exchange of specific information (including funds)) by users online;
- to ensure clear and complete integration of electronic services within administrative borders, that is, to organize large-scale cooperation.

Due to the fact that the powers of the authorities in the countries of the world are different, the classification of electronic services in them is different from each other. Usually, services in information systems are customer-oriented and are implemented on the basis of communication tools, existing technology and software. The number of e-services provided varies by state. For example, there are 900 services in France, of which 66% were provided in 2008. There are 1,225 services in Spain, of which 729 are provided by the national government structure, 340 by the regions and 159 by the municipalities.

In Great Britain, more than 16,000 services and references were introduced by 25 ministries and 385 different organizations in the first half of 2018 (gov.uk). In this case, public services for citizens are provided through portals in the directions of citizens, business and health. 2.2 million for 175 types of services in Malta in 2017. application received. This was done by 440 service centers, 700 interactive access points to EHT, 2100 organizations and 19 partner companies. Compared to the beginning of 2018, 968 public services in the Russian Federation received 1.3 billion. , and 34 million for 449 services in the Republic of Kazakhstan. appeals have been made.

In Canada, the GSRM (The Government of Canada Strategic Reference Model) model divides public services not only into sectors (medicine, education), but also into types of services provided to the user.

In Uzbekistan, consumers' requests that appear in their daily life are met through virtual receptions (pm.gov.uz) or interactive public services (my.gov.uz), and their information needs are met through open data (data.gov.uz) portals.

Discussion. Today, continuous improvement of information and communication technologies in achieving sustainable development is a process recognized by the world community. According to the data, the share of the information and communication technology sector in the global gross domestic product is 5.5%, without a doubt, these numbers will increase from year to year. The development of information technologies increases the prestige and competitiveness of any country and creates ample opportunities for organizing management at a strategic level. Taking into account the electronic services and human capital factors established by the state authorities, "from the next 15 years, the United Nations will maintain the Electronic Government System Development Index, and in the ranking, Great Britain,

South Korea, Denmark, Norway, the United States, Canada, Sweden, Australia, Singapore and Countries like the Netherlands are taking the lead." In this regard, the electronic government system is necessary for the effective organization of services provided to citizens by state authorities.

Conclusion. In conclusion, one of the priority goals of the strategy for the development of information communication technologies is the wide application of modern information and communication technologies in all sectors and regions of the economy of our republic, the further improvement of the provision of interactive services along with the development of the digital industry, and the development of social-political, social-economic development in the course of increasing the quality. will remain. In particular, it opens the way for new thinking in the process of our republic's equal march among the democratically developed and developed countries, and in changing the worldview of citizens.

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