



DIGITALIZATION OF PUBLIC ADMINISTRATION IN UZBEKISTAN: EXPERIENCE AND PROSPECTS

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Abstract

In this article, we will review the experience of digitalization in public administration in Uzbekistan, assess its results and development prospects, and analyze the main challenges and problems faced by the government of Uzbekistan on this path.

Keywords: Digitalization, public administration, information technology, e-government, e-service, digital technology.

Introduction

The digitalization of public administration is a process that has recently garnered increasing attention from governments worldwide. This is not surprising, as digital technologies can significantly enhance the efficiency and quality of public administration, making it more transparent and accessible to citizens. In Uzbekistan, efforts are also being made to digitalize public administration. In recent years, numerous projects have been implemented to improve information technology in public administration.

Literature Review on the Selected Topic

"Digital Economy Development Strategy in Uzbekistan" – this study discusses the measures taken by the Government of Uzbekistan to develop the digital economy and digitalize public administration. It examines the strategic goals, programs, and projects aimed at enhancing the quality of public services delivered through digital technologies [9].

"Electronic Government and Digitalization of Public Administration in Uzbekistan" - this publication analyzes the progress and achievements in the field of e-government in Uzbekistan. It describes the main projects and reforms related to the digitalization of public administration, including the introduction of electronic services, the development of electronic document management systems, and the creation of digital platforms for interaction with citizens and enterprises [10].





In our opinion, the digitalization of public administration in Uzbekistan is a crucial and timely process that aims to leverage modern information and communication technologies to enhance efficiency.

Transparency and accessibility of public services.

Research Methodology

The research methodology for the topic "Digitalization of Public Administration in Uzbekistan: Experience and Prospects" can be divided into several stages, including defining research objectives, conducting a literature review, selecting data collection methods, collecting data, and analyzing the data.

Experience

Many initiatives and projects in Uzbekistan have been launched to digitalize public administration. For example, in 2018, the "Electronic State" program was launched, aiming to create an integrated information system that automates and optimizes the work of government agencies. Within the framework of this program, several services and portals were developed, including "MyGov," "MyFinance," "MyHealth," "MyTax," "MyJustice," and others [1].

The introduction of digital technologies in public administration has enabled us to achieve several positive results and notable achievements. For example, according to the National Center for Information Technology (NCIT), the number of public services available online increased from 118 in 2019 to 160 in 2020. By 2023, the number of services provided on the state portal had exceeded 600 [6]. Additionally, in 2022, more than 25 million users of the MyGov portal were registered, indicating the growing popularity of electronic services in Uzbekistan. Compared to other countries in the Central Asian region, Uzbekistan occupies a leading position in the Digitalization Readiness Index compiled by the World Economic Forum in 2020. It is also essential to note Uzbekistan's achievement on the global stage, as evidenced by the latest E-Government Rating (E-Government Survey 2022), released every two years by the UN. Uzbekistan rose 18 positions and now occupies 69th place. The provision of online services in Uzbekistan has significantly improved, according to UN analysts, who noted this back in 2020. At the same time, the infrastructure developed at a moderate pace. Already in 2022, Uzbekistan came close to states with a very high level of public service provision [2].

Uzbekistan actively cooperates with other countries and international organizations to exchange experiences in digitalizing public administration. For example, in 2020, Uzbekistan signed a memorandum of understanding with the World Bank on the





digital transformation of public administration. In addition, Uzbekistan actively participates in international conferences and forums dedicated to the digitalization of public administration, exchanging experiences and adapting world practices to its national context [4]. As part of the strategy for developing the digital economy in Uzbekistan, cooperation agreements were concluded with countries such as South Korea, Japan, the United States, and China. Several international conferences and forums were also held to discuss the digitalization of public administration and the exchange of experiences with other countries.

Analysis and Results

One of the main problems of introducing digital technologies into public administration in Uzbekistan is the low availability of the Internet in some regions of the country.

Uzbekistan actively cooperates with other countries on digitalizing public administration. Thus, in 2019, an agreement was signed between the National Center for Information Technology of Uzbekistan and the Ministry of Communications and Information Technology of the Republic of Korea, within the framework of which both parties agreed on cooperation in the field of digital transformation of public administration [5].

Despite the gradual increase in the level of digitalization of public administration in Uzbekistan, one of the main problems is the low awareness of the population regarding the possibilities of electronic services and the lack of skills to utilize them. Another problem is the poor quality of the Internet connection in several regions of the country, which makes it difficult for citizens to access electronic services. But work is also underway in this direction, and the total length of fiber-optic communication lines in the country has been growing noticeably since 2017. For example, between 2017 and 2022, it increased almost sixfold, reaching 118 thousand kilometers in January 2022. Since 2017, the total bandwidth of international networks has increased by more than 28 times, from 64.2 to 1,800 Gbit/s in January 2022 [3].

Prospects for the development of digitalization of public administration in Uzbekistan. One of the primary prospects for the digitalization of public administration in Uzbekistan is an increase in the number of electronic services and services available for online receipt. This will reduce paperwork and speed up the process of providing services.

Introduction of new technologies. The introduction of new technologies, such as artificial intelligence and blockchain, can help address some of the challenges





associated with the digitalization of public administration in Uzbekistan, including enhancing data security and streamlining processes.

Speeding up processes in public administration: Digitization will automate many processes in public administration, thereby accelerating the processing of applications and requests from citizens and facilitating faster decision-making on important issues.

Reducing corruption: The digitalization of public administration can aid in the fight against corruption, as online services reduce citizens' need for direct contact with government officials and decrease the likelihood of bribery.

Saving money: The digitalization of public administration will reduce the costs of maintaining government institutions and decrease the amount of paper documentation, resulting in budget savings.

Improving the business climate: The digitalization of public administration will also enhance the country's business climate, as online services will enable entrepreneurs to obtain the necessary documents and permits more quickly and easily, thereby accelerating business development in Uzbekistan.

The digitalization of public administration is a crucial stage in Uzbekistan's development. It enables the improvement of public services, enhances the efficiency of the state apparatus, reduces budget expenditures, and accelerates economic growth. Uzbekistan has already made significant steps in this direction, but much remains to be done.

Conclusion and Suggestions:

Digitalization of public administration is an important and Relevant issue in the modern world, and Uzbekistan is no exception. The study on the topic "Digitalization of public administration in Uzbekistan: experience and prospects" yielded the following key results:

Experience of digitalization of public administration in Uzbekistan: Significant efforts have been made in Uzbekistan to implement digital technologies in public administration.

Digitalization strategies and programs have been developed and implemented, encompassing various aspects of public administration, including e-government, e-services, and digital identification systems.

The introduction of digital solutions in public administration has been accompanied by a reduction in bureaucracy, as well as increased efficiency and accessibility of public services for both the population and businesses. Despite significant achievements in digitalization, several problems persist that require attention. These include the lack



of unified coordination among various government bodies, insufficient personnel qualifications, and issues in the fields of cybersecurity and data privacy.

Uzbekistan has significant potential for further development of digitalization in public administration. It is essential to continue developing the digital infrastructure of public administration, enhancing the quality of public services, and simplifying procedures for citizens and entrepreneurs.

It is essential to continually enhance cybersecurity and data protection systems to mitigate potential threats and risks. Overall, the study allows us to conclude that the digitalization of public administration in Uzbekistan has significant experience and potential for further development. It contributes to increasing the efficiency, transparency, and accessibility of public services while also enhancing interaction between the state and its citizens.

Suggestions:

1. Development of electronic government services. It is essential to continue developing electronic government services, enabling citizens to access government services more easily and efficiently. The services should be convenient and accessible to all categories of the population, including people with disabilities.
2. Improving the qualifications of civil servants. Civil servants must possess knowledge and skills in the field of digital technologies to effectively apply them in their work. To do this, it is necessary to organize courses and seminars on digital literacy.
3. Development of digital infrastructure. For effective digitization of public administration, it is necessary to develop the corresponding infrastructure, including a high-speed Internet network, digital platforms, and databases.
4. Promoting the private sector. It is essential to promote the development of digital technologies in the private sector, as this can significantly contribute to the country's overall economic growth.
5. Improving the quality of education. The educational system should incorporate digital technologies and train specialists in this field. This will enable the training of a new generation of specialists who will successfully apply digital technologies in public administration.

In general, the digitalization of public administration in Uzbekistan holds excellent promise. It has the potential to significantly enhance the quality of life for citizens and foster the country's economic growth. However, for its successful implementation, it is necessary to consider various aspects and continue to work in this direction.



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