

THE ROLE AND IMPORTANCE OF THE “ELECTRONIC GOVERNMENT” SYSTEM IN IMPROVING THE PROVISION OF PUBLIC SERVICES

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Annotation: This article studies the concept, content, role and significance of e-government in the provision of public services from a theoretical and legal perspective. In addition, the digitalization and electronicization of public services through the e-government system, methods of implementing services, its main functions and objectives are analyzed legally on the basis of national legislation. At the same time, this article puts forward proposals on the prospects for using e-government services, cost savings, efficiency gains and service improvements that can be achieved through the use of digital platforms.

Keywords: public service, e-government, digitization, information, automation, digital platforms, telecommunications, interactive public service.

Introduction. As a result of the widespread use of digital technologies in public administration, the concept of “e-government service” has entered our lives. Through this concept, the emergence of new customer-oriented relationships between the state, citizens and businesses has led to a certain level of changes in the relationship between the state and the individual. In particular, the automation of cooperation between state bodies, the rapid, open and transparent implementation of management processes have made it possible to implement e-government services that provide the necessary state services to individuals and legal entities. Also, e-government services have simplified service processes and led to a further increase in the availability of public services.

Main part. When it comes to e-government, first of all, it is important to study the etymology of the concepts of “public service” and “electronic public service”. In particular, the Legal Encyclopedia of Uzbekistan notes that public service is one of the central institutions of administrative law, a professional activity aimed at ensuring the implementation of the powers of state bodies. According to it, public service is a paid labor activity of employees of state organizations, bodies and institutions aimed at implementing state functions and tasks. The content of public service is determined by the position (position) held by a person. In addition, we can see that in various fields, including legal and political, the concept of public service is given different interpretations. In particular, public service in the political sense is: an activity aimed at implementing state policy; the main manifestation of balance in society. In the legal sense, public service means the legal establishment of public-service relations; ensuring the implementation of official duties, the powers of the employee, the competence of state bodies [1]. According to legal scholar O.T. Khusanov, public service consists of services performed on behalf of the state in the management of representative, executive, judicial and other state bodies [2].

The concept, content, and essence of public service are also defined in regulatory legal acts. In particular, the Law of the Republic of Uzbekistan “On Electronic Government” defines the concept of public service, according to which public service is a service provided by state bodies to fulfill their tasks, carried out at the request of applicants. At the same time, it is established that if, in accordance with the legislation, the functions of providing public services are assigned to other organizations, they may also provide public service. In turn, this Law also explains the

concept of electronic public service, according to which electronic public service is a public service provided using information and communication technologies [3].

Electronic government services have a number of advantages over traditional public services. In particular, electronic government services can be used anywhere, at any time, without choosing time and place. In particular, services can be used 24/7, for which the user must first be connected to the Internet. This reduces the time and costs for users.

In this regard, if we focus on the types of electronic government services, electronic government services are divided into information and interactive public services. Information public services are electronic public services aimed at satisfying the information needs of applicants, provided by publishing and otherwise disseminating information about the activities of a state body. These services are mainly implemented through Internet platforms, electronic portals, mobile applications, digital tools and other information and communication technologies. Interactive public service is an electronic public service provided to the applicant through bilateral electronic cooperation between the applicant and the state body providing electronic public service [3]. These services can be used to issue documents, make various payments, and obtain certificates. In particular, services such as obtaining a birth certificate and obtaining a certificate of pension calculation are performed through this public service.

It should be noted that the “electronic government” system plays a special role in the implementation of electronic public services. This is because electronic public services cannot be implemented without an electronic government system. From this point of view, we believe that it would be appropriate to analyze the level of development of electronic government in our country in order to introduce, develop and improve electronic public services.

It should be noted that today the concept of “electronic government” is given various definitions and descriptions. In some sources, electronic government is considered as the automation of the process of providing public services, while in others, electronic government is defined as the use of information and communication technologies in providing public services to citizens, business representatives, state bodies and organizations [4].

In particular, E.G. Inshakova recognized the “electronic government” system as a new form of organizing the activities of state bodies, which, as a result of the widespread use of information and communication technologies, provides a qualitatively new level of convenience for citizens and organizations in obtaining public services and information [5]. According to I.L. Bachilo, electronic government is a system of bodies and state organizations aimed at creating conditions that ensure the formation of such parameters of the state, within which electronic government can be considered an information society [6]. Russian political scientist Yu.A. Nisnevich emphasizes that the term “electronic government” does not express the full meaning of the proposed concept, and that the term “government” should be translated not as “government”, but as “management” or “state”, and therefore this concept requires the restructuring of not only the system of government and executive authorities, but also the entire system of state authorities and management bodies, it involves the reorganization not only of the internal organizational and information structure of the authorities, but also of the external infrastructure of the authorities' interaction with citizens and the private sector of the economy, therefore, it would be more accurate to talk not about the concept of “electronic government”, but about the concept of “electronic governance of the state”, or, in short, the concept of “electronic state” [7].

In addition, foreign scholars M. Kitsing [8], T. Siegfried [9], Z. Fang [10], J. Karv [11], A. Kütt, J. Priisalu [12], D. Saparniene [13], and Mustafa Önen [14] have also researched the e-government system.

In our opinion, e-government is a system aimed at improving the provision of information, services and other relations between state institutions, citizens and legal entities through the use of information and communication technologies, improving the efficiency of service provision and increasing the openness and transparency of the activities of state bodies, increasing their responsibility, and ensuring the continuous and secure fulfillment of citizens' duties and obligations to the state through the Internet.

The most important tool for the effective functioning of e-government is its legislative regulation, which includes two areas: first, defining and limiting the powers of state bodies that create the institutional mechanism of e-government; second, it is necessary to form policies, laws and regulatory frameworks on issues such as e-government services, security and protection of personal data, and use of information, and the government must monitor the compliance of this specific national legislation with international treaties and best international practice [15].

The implementation of electronic cooperation between state bodies using the e-government system leads to an increase in the efficiency of state activities and a quick and easy resolution of activities. In addition, this system creates great opportunities for individuals and legal entities to obtain information about state services due to the digitization of management processes.

E-government has its own metrics for assessing the development and progress of e-government services in different countries. These metrics are called the e-government development index. The e-government development index assesses the ability of states to use digital technologies to provide online services to citizens and businesses. In particular, the methods used to assess this index include three main metrics. These metrics include telecommunications connectivity, human resources, and e-service delivery. The telecommunications infrastructure metric of the e-government development index focuses on the availability of government websites and their functionality. Telecommunications infrastructure includes indicators such as the availability of basic online services, the availability of online forms and transactions, and the provision of downloadable government documents [16]. The human capacity dimension assesses the level of knowledge and skills of the population in information technology. In addition, the human capacity dimension of e-government covers indicators such as the percentage of people using the Internet, the literacy rate, and the level of education in information and communication technologies. The final dimension of e-government, the e-services index, assesses the extent to which e-government services are used and their impact on service delivery. It includes indicators such as the percentage of e-government users, the availability of online services for different sectors, and the integration of online services across different government agencies [16].

The Ministry of Information Technologies and Communications of the Republic of Uzbekistan is the authorized body in the field of e-government and the implementation of information systems in public administration, as stipulated in the Decree of the President of the Republic of Uzbekistan No. PF-5598 "On additional measures to introduce the digital economy, e-government and information systems into public administration of the Republic of Uzbekistan". This ministry has the authority to ensure information security in the collection, processing, accumulation, storage and transmission of information, taking into account the requirements for the protection of personal data, to ensure its efficiency and transparency in the implementation of the "e-government" system, including the establishment of a unified process (development, design, coordination, procurement of goods, works, services under projects, as well as a unified system for their commissioning) by establishing a single national distributor for projects [17].

In order to implement a unified state policy in the field of cooperation between departmental and interdepartmental information systems and information resources of state bodies and other organizations providing electronic state services, as well as central databases of electronic

government, the Resolution of the Cabinet of Ministers of the Republic of Uzbekistan “On measures to continue the implementation of the Law of the Republic of Uzbekistan “On Electronic Government” [18], the Resolution “On measures to further develop the electronic government system, as well as introduce the procedure for electronic reporting of state bodies and organizations to the public on their activities” [19] and the Resolution “On measures to organize an interdepartmental data transfer network of electronic government” were adopted. These regulatory legal documents provide for the provision of the necessary material and technical base to the group for providing and developing the Government Portal with information on the Internet, maintaining a unified register of information systems and resources of electronic government, forming lists of unified identifiers, directories and classifiers, and developing a data management information system. It was determined to further develop the electronic government system through the introduction of a procedure for public electronic reporting by state bodies and organizations on their activities. In addition, the implementation of a single registry and the information system “Register of Reference Books and Classifiers of Electronic Government” was established, and cooperation between departmental and interdepartmental information systems and information resources of state bodies providing electronic government services and central databases of electronic government was established through the Interdepartmental Network [20].

The Law of the Republic of Uzbekistan “On Electronic Government” was adopted in order to eliminate problems in the legislation regulating the relations of e-government participants, the full formation of centralized databases serving the quality provision of public services, the sufficient introduction of modern information and communication technologies in the work of state bodies, and the full use of the “single window” principle in the provision of public services to the population and entrepreneurs [21]. The Law regulates the interaction of state bodies with legal entities and individuals in the provision of e-government services, including within the framework of interdepartmental electronic cooperation [3].

This Law defines the basic concepts of “electronic government”, “interdepartmental electronic cooperation”, “unique identifiers of electronic government”, “regulations of electronic public services”, “electronic public service” [3]. The electronic government system has introduced the “single window” principle in the public administration system by forming databases of public bodies, a Single interactive portal of public services and a single register of electronic public services, and by forming mechanisms for electronic document flow in the relations between individuals and legal entities, including public bodies, and information exchange between their databases. In particular, the electronic government system performs the tasks of transferring to the use of electronic document flow in the processes of submitting statistical reports, customs clearance, issuing permits, licenses, certificates, as well as in the processes of obtaining information from public bodies [3].

It should be noted that information on the procedure for providing electronic government services is open and is published in the official databases of state bodies implementing these services, including on their websites. At the same time, information on the results of the received request letter is provided electronically to the entity (applicant) that sent the request.

Documents of state bodies used in the provision of electronic government services, as well as in the process of interdepartmental electronic cooperation, are harmonized with each other, taking into account the exclusion from these documents of information requested by other state bodies within the framework of the provision of electronic government services. In addition, unique identifiers of e-government are used in this process. When implementing electronic government services, state bodies must ensure the security and cybersecurity of the information systems and

resources used. At the same time, state bodies providing electronic government services must take the necessary organizational and technical measures to ensure the protection of personal data, as well as information constituting state secrets or other secrets protected by law, and to prevent their unauthorized use [3].

Electronic government services in our country are implemented on the basis of the “single window” principle through authorized state organizations and departments or through a special platform on the Internet. If we talk about the special platform of government services on the Internet, a number of regulatory and legal documents have been adopted to implement this platform in practice, and on the basis of these documents, a Portal has been created aimed at providing government services online. In particular, the Resolution of the Cabinet of Ministers of the Republic of Uzbekistan “On measures to further improve the activities of the Government Portal of the Republic of Uzbekistan on the Internet, taking into account the provision of interactive government services” stipulated that the Single Interactive Government Services Portal of the Republic of Uzbekistan will operate on the Internet within the framework of the Government Portal of the Republic of Uzbekistan, including in the “single window” mode. Based on this Resolution, the Single Interactive Government Services Portal was launched. This portal ensures the use of application forms, forms and other documents necessary for individuals and legal entities to use electronic government services, including for filling them out electronically, the electronic receipt of applications and other documents necessary for using electronic government services, the registration of requests and appeals from individuals and legal entities related to the activities of the Single Portal, and the monitoring of the quality of interactive government services provided by government bodies and other organizations [22].

Integration with the central database and information systems of the e-government In order to further improve the quality of electronic government services through the Unified Interactive Public Services Portal of the Republic of Uzbekistan, the Resolution of the Cabinet of Ministers of the Republic of Uzbekistan “On measures to improve the procedure for providing electronic government services through the Unified Interactive Public Services Portal of the Republic of Uzbekistan” was adopted. The Resolution introduced the administrative procedures for public services and services on the Unified Interactive Public Services Portal in an optimized manner based on the “3 steps” principle. From that moment on, ministries and departments began to fully implement all types of services provided to the population and business entities through websites, portals, mobile applications and other information resources on the Unified Portal or in the form of links. It should be noted that the Unified Portal is a single point of access to electronic government services provided by state bodies. The following are the objectives of the Single Interactive State Services Portal: ensuring the high-quality and uninterrupted operation of information systems that provide electronic state services to applicants by state bodies; ensuring the efficiency, efficiency and transparency of the activities of state bodies, strengthening their responsibility and executive discipline by creating additional mechanisms for ensuring information exchange with the population and business entities. In addition, ensuring guaranteed and secure access to electronic state services for applicants; sending requests and other documents for obtaining electronic state services and receiving the results of the provision of electronic state services; creating the opportunity for state bodies to receive, consider and send the results of requests for the use of electronic state services to applicants; implementing online payment options using payment systems; monitoring the status and progress of the provision of electronic state services; forming, storing and verifying their authenticity of electronic documents; forming statistical data based on received requests and the provided electronic state services are the tasks of the Single Portal [22].

It should be noted that electronic government services on the Single Portal are provided through the applicant's personal account and the personal account of the state body.

Public services provided through the applicant's personal account are requests for electronic government services through the applicant's personal account. In addition, the applicant's personal account provides the opportunity to use electronic services, store and process personal data, monitor the status of electronic government services, and inform users about the electronic government services that should be provided.

Through the personal account of state bodies, requests for the provision of electronic government services are received and responded to. In this process, state bodies implementing electronic government services independently receive the necessary documents and information available in other authorized bodies for the provision of services through interdepartmental electronic cooperation. It should be noted that the personal account of state bodies is intended to process requests received by an authorized official of a state body. In this case, requests are processed through the ability to prepare, search, edit and submit the necessary documents and information [23].

The "Concept of Administrative Reforms in the Republic of Uzbekistan", approved by the President of the Republic of Uzbekistan by Decree No. PF-5185 dated September 8, 2017, sets out a number of tasks in the areas of further improving the "electronic government", the system of providing public services, and the organizational and legal framework of the activities of executive authorities, with the aim of eliminating bureaucracy and ensuring transparency in the procedure for making decisions by state bodies. The concept sets out the need to further implement the electronic government system, further improve the system of providing public services. In particular, it is noted that it is necessary to improve the system of providing public services by establishing single centers for providing public services to individuals and legal entities on the basis of "single windows", departmental centers, regulating all public services, including their inclusion in a single register, determining and gradually expanding the list of documents and information that executive authorities must obtain through interagency cooperation when providing public services. In addition, the concept indicated increasing the efficiency of public service delivery by improving the e-government system [24].

Conclusion. Analyzing the above considerations, it can be concluded that the public service is improving from year to year. The "e-government" system is playing an important role in the improvement of public services. As a result of the implementation and development of the "e-government" system in the provision of public services, the scope of e-government services is expanding day by day.

In general, the introduction of the "e-government" system in the provision of public services has simplified the processes of providing e-government services, further increased the possibilities of using public services, reduced the time and costs for users, made the use of public services fast, easy and high-quality, and increased the interaction of interdepartmental information systems and information resources.

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