



CONTENT AND MAIN DIRECTIONS OF DEVELOPMENT OF COMMUNICATION  
AND INFORMATION SERVICES

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**Abstract**

The article presents a scientific analysis of the essence of communication and informatization services and their role in the national economy. The main directions and factors of their development in the digital economy are examined. Current trends in the development of the communication and informatization services market in Uzbekistan are summarized.

**Keywords**

communication services, informatization, ICT, digital economy, services market.

**Annotatsiya**

Mazkur maqolada aloqa va axborotlashtirish xizmatlarining mazmuni hamda ularning milliy iqtisodiyotdagi o'rni ilmiy jihatdan tahlil qilinadi. Raqamli iqtisodiyot sharoitida ushbu xizmatlar rivojlanishining asosiy yo'nalishlari va omillari yoritiladi. O'zbekiston misolida so'nggi yillarda aloqa va axborotlashtirish xizmatlari bozorining rivojlanish tendensiyalari umumlashtiriladi.

**Kalit so'zlar**

aloqa xizmatlari, axborotlashtirish, AKT, raqamli iqtisodiyot, xizmatlar bozori.

**Аннотация**

В статье проводится научный анализ содержания услуг связи и информатизации и их роли в национальной экономике. Рассматриваются основные направления и факторы развития данных услуг в условиях цифровой экономики. На примере Узбекистана обобщаются современные тенденции развития рынка услуг связи и информатизации.

**Ключевые слова**

услуги связи, информатизация, ИКТ, цифровая экономика, рынок услуг.

**INTRODUCTION**

Communication and informatization services are an integral part of the socio-economic structure of modern society. They are not only a means of ensuring the exchange of information through technological means, but also a force that organizes the flow of knowledge, information and innovations in society. These services are inextricably linked with the previous sectors of the economy - production, transport, trade and finance, and are considered the basis of the digital economy. The growth of the sector increases the country's global competitiveness, creates new jobs and improves the quality of life of the population.

In the context of Uzbekistan, communication and informatization services are also the basis for sustainable economic growth, the introduction of innovations and increasing the efficiency of public administration. State strategies, digital transformation initiatives and investment projects determine the prospects for this sector. In this regard, the active introduction of information and communication technologies and the "Electronic Government" system in all sectors of the economy, in the social sphere and in the process of providing public services requires the development of modern telecommunications infrastructure everywhere and ensuring its stable operation. In this regard, the reliability and quality of communication, information and telecommunication services are of particular importance, and their disruption can lead to serious



consequences. The main task is to ensure the stable and reliable operation of telecommunication networks, improve the quality of services provided in accordance with established standards and regulations, as well as ensure the protection of consumer rights.

### **MAIN PART**

The concept of “communication and informatization services” in a broad sense represents the functions of collecting, processing, transmitting and delivering information to consumers. These services include communication technologies (telecommunications, Internet), information systems (IT services, software), and their supporting infrastructure. In the services market, this segment is considered an attribute of the information society and demonstrates the inextricable link between the economy and information resources. In scientific analyses, the content of these services includes elements such as information exchange through communication means, signal transmission through telecommunication services, and automation of services through information systems. At the same time, these services perform the functions of satisfying the information needs of society, organizing information and responding to user requirements.

The concept of informatization also includes mechanisms for managing, carefully collecting, storing and distributing information, and these processes require human capital, innovation, information security, and a legal and institutional framework. In modern scientific research, the view that the economic, social and cultural aspects of this sector are inextricably linked is of paramount importance.

Over the past five years, the economic weight of communication and information services in the domestic market of Uzbekistan has grown significantly. According to the National Statistics Committee, in January-November 2025, the volume of these services reached 70.6 trillion soums, which reflects a significant increase in the structure of the total market services. The largest share is accounted for by computer programming services, telecommunication services and information services also show stable growth.

In 2025, the volume of services was stable compared to previous years, for example, last year, communication and information services amounted to 54.8 trillion soums, and the annual growth rate was high. Even before this, statistics show that in 2023 this figure exceeded 32 trillion soums and the growth rate was strong.

At the same time, there are clear differences in the geographical distribution of telecommunications and information technology services between the city of Tashkent and the digital infrastructure of the regional economy. Tashkent is a leader in this area, while other regions are gradually increasing their demand for digital services.

This statistical growth is the result of the digital economy strategy, investments, state digital transformation and policies aimed at expanding the telecommunications infrastructure. It was noted that in 2024, the export of information and communication technology services will also increase significantly, reaching around \$ 620 million - this figure reflects the integration of this sector into the international market.

Several main directions are identified in the theoretical and practical aspects of the development of the sector:

Digitalization of e-government and services: the transfer of public services to an electronic form simplifies the communication mechanisms of society and accelerates the exchange of information. This direction increases the social effectiveness of informatization services and strengthens the connection between citizens and the state.

Information security and data protection: As the volume of services increases, information security, personal data protection, and the robustness of network infrastructure are becoming important scientific and practical areas.



Information services export and global integration: Uzbekistan is seeking to connect this sector with the global economy by encouraging the export of information and communication technology services. This area plays an important role in diversifying the economy of the sector.

Technological innovations: the introduction of mobile communications, 5G technologies, cloud services, data centers, and artificial intelligence (AI) platforms are of strategic importance in expanding the volume and improving the quality of services.

There are different approaches in the scientific literature on the study of information and communication services, their role in the economy and society. The service sector is closely related to the economic efficiency of communication, information resource management, social communication, and service mechanisms. The scientific literature discusses the structure of the service market, the quality of information services, the interaction of communication networks, and the analysis of legal and institutional mechanisms. These approaches are consistent with the realities of the economy and provide theoretical tools for understanding the complex nature of the industry.

## **CONCLUSION**

The results of the research show that communication and information services are one of the strategic branches of the modern economy, and their development is an important factor in the formation of the digital economy. Through these services, the exchange of information will be accelerated, the efficiency of economic processes will increase, and the interaction between the state, business and society will rise to a new level of quality. The development of communication and information infrastructure is appearing as a factor accelerating the digital transformation of other industries.

In the case of Uzbekistan, the steady growth of the market of communication and information services in recent years confirms the effectiveness of the systematic reforms, investments and digitization policy in this field. The increasing demand for information technologies and software products in the structure of services indicates the activation of innovative development processes. This situation serves to increase the competitiveness of the national economy and strengthen integration into the global information space.

At the same time, in order to ensure the sustainable development of the industry, it is necessary to strengthen information security, increase the potential of personnel, and accelerate the introduction of innovative technologies. A comprehensive approach to the development of communication and information services is of great importance in ensuring the country's long-term socio-economic development.

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