THE IMPORTANCE OF ELECTRONIC GOVERNMENT IN TODAY'S MODERN SOCIETY AND ITS GLOBALIZATION PROCESS

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Abstract: E-government is a system for providing public services through information and communication technologies (ICT), and its role in modern society is increasingly growing. This system allows citizens, businesses and government agencies to provide fast, transparent and efficient services. The globalization process enhances information exchange and cooperation between countries, ensures the adaptation of e-government systems to international standards. This serves to improve the quality of services, introduce innovations and increase competitiveness. During the COVID-19 pandemic, the importance of e-government services has increased even more, as many services have been provided remotely. E-government also makes government work more transparent, corruption-resistant and accountable. These processes are creating new opportunities in the digital economy and public administration in the context of globalization

Keywords: ICT, COVID-19, Electronic Government (e-government), South Korea, Canada, Estonia, online platforms, optimization, big data, Internet of Things (IoT)

Electronic government (e-government) is understood as the implementation of public services and management through information and communication technologies (ICT). Its importance in today's modern society and its role in the globalization process is very large.

By providing public services online for citizens and businesses, it is possible to save time and resources. Through online services, there is no need to visit many government agencies, all operations are carried out via the Internet. Printed documents, queues and other costs are reduced, and labor is distributed more efficiently. Citizens and entrepreneurs can use services from anywhere and at any time. Electronic forms and automated checks reduce human error. Processes can be monitored online, which increases the quality of service and helps in the fight against corruption.

In many countries, tax filing and payments are available in online systems. For example, in Uzbekistan, taxpayers have personal accounts. Services such as obtaining a passport, marriage or birth certificates are quickly carried out through online requests. The process of opening a new business is simplified and accelerated through electronic platforms.

E-government makes the activities of state bodies more transparent, reduces corruption and increases accountability to citizens. Citizens and entrepreneurs have access to online information about the activities of state bodies, decision-making processes and budget expenditures. Decisions and services are carried out independently of the human factor, according to established rules, which reduces the possibility of corruption. With the help of electronic platforms, state activities are monitored and analyzed in real time. The ability to evaluate the activities of state bodies through public discussions and online feedback increases. The persons responsible for each service or decision are clearly identified, which increases the accountability of state bodies to citizens. Western European countries have reduced corruption by providing transparency in government spending and decision-making processes through e-government

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platforms. Singapore is known for its digital systems to increase transparency and accountability. In Uzbekistan, citizens are also informed about the process and results of government services through platforms such as my.gov.uz.

Online platforms allow people to participate more fully in government, for example through electronic elections, public surveys, and public hearings. Digital technologies help to conduct elections quickly, transparently, and conveniently. This is especially convenient for citizens living in remote areas or abroad. Online surveys allow for the rapid and efficient collection of broad public opinion, which is important for shaping political and social decisions. Through official government portals and social networks, citizens can discuss problems, make proposals, and exchange ideas on projects. Real-time information about the activities of government bodies strengthens citizen control and helps reduce corruption. Through online platforms, citizens can feel important in public governance and seek to increase participation. Estonia demonstrates high levels of citizen participation through its world-renowned e-voting system. In Canada, citizens participate in discussions and make suggestions about government policies using online platforms.

With the help of ICT, information is centralized and managed effectively, which helps to optimize the work of state bodies. Since data is stored in one center, various state organizations achieve simplicity in exchanging information with each other, duplication and errors are reduced. By analyzing data in real time, managers can make quick and informed decisions. Tasks are performed automatically, errors caused by the human factor are reduced, and work productivity increases. Centralized systems allow for better control and protection measures to ensure information security. With quick access to information, services are performed quickly and accurately, which creates convenience for citizens. For example, data centers and cloud services: Many countries are integrating their data centers with cloud technologies, which ensures efficient resource allocation and stability of services. The government of Uzbekistan has centralized more than 700 electronic services through the my.gov.uz portal and digitized their management.

During the COVID-19 pandemic, e-government services have become indispensable for society, and many services have been provided remotely. Services such as tracking the spread of the disease, providing test results, and managing vaccination schedules have been implemented through online platforms. Food delivery, purchasing medicines, and other daily services have been provided online. Citizens have been able to obtain important documents such as passports, ID cards, and tax payments. Unemployment benefits and small business support programs have been managed and delivered through electronic systems. Online education platforms have been actively supported through e-government systems. For example, in South Korea, rapid testing and isolation systems and health information exchange have been implemented through the state's electronic platforms. In Estonia, all public services have been uninterruptedly operated using the electronic identification system and online remote signing has been provided. In Uzbekistan, many services have also been provided online through the my.gov.uz portal, encouraging people to stay at home.

E-government and the process of globalization

In the process of globalization, information exchange and cooperation between countries are increasing. E-government systems are adapting to international standards, making it easier to provide services for foreign companies and citizens. Data standardization is achieved, that is, countries strive to adapt their e-government systems to international standards. This allows for easy and secure exchange of information between various government agencies and international

organizations. It creates the opportunity for citizens or companies abroad to receive services such as tax payments, business registration remotely. This stimulates investment and international trade. E-government systems should operate on the basis of compatible rules and technologies, which will increase trust between countries and strengthen cooperation. Along with information exchange, cybersecurity issues should also be addressed at the global level. Therefore, countries will exchange experiences and develop joint protective measures. Citizens and businesses will be able to receive government services from abroad more conveniently and quickly. E-government systems will increase the competitiveness of developed countries, especially in the technological sphere. E-government is becoming an integral part of the global digital economy, which creates a favorable environment for international trade, investment and business. Through e-government services, processes such as business registration, obtaining licenses, and tax payments are carried out quickly and conveniently. This reduces barriers to new businesses and increases economic activity.

Online platforms allow for faster processing of customs procedures, trade permits, and other documents. At the same time, transparency and trustworthiness are increased to attract investment.

E-government infrastructure provides effective governance using modern cloud technologies, big data, and artificial intelligence.

With the help of e-government, citizens and entrepreneurs can more easily communicate with each other and adopt new innovations faster.

Information security is important in the digital economy, and e-government systems take special measures to ensure cybersecurity.

With globalization, information security issues are also becoming relevant, and countries are developing e-government systems in accordance with international security standards.

Globalization requires rapid technological change. States strive to be competitive by rapidly implementing new innovations.

New technologies such as artificial intelligence, blockchain, cloud computing, big data, and the Internet of Things (IoT) are fundamentally changing public administration. E-governments improve the quality of services by implementing these technologies.

Countries that quickly adopt technological innovations strengthen their position in the global market, create new jobs, and attract investment.

Government agencies must adapt their systems by testing new technologies, updating laws, and educating citizens. The exchange of technological knowledge and experience between countries is very important in the process of globalization. This ensures the speed and quality of the introduction of new technologies.

Modern infrastructure is needed for the rapid introduction of innovations - high-speed Internet, data centers, security systems

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