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Prospects for the Development of Public Services in Uzbekistan through Digitalization

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Abstract— In recent years, Uzbekistan has demonstrated a proactive approach to digitalization aimed at modernizing public administration and improving the quality of public services. This process is key to increasing the efficiency, transparency and accessibility of public services for citizens.

Keywords— Digitalization, citizen, service, modernizing, government.

1. INTRODUCTION

Uzbekistan's digitalization initiatives are geared towards fostering greater citizen engagement and participation in governance. By implementing e-government platforms, the country enables citizens to access a wide range of services online, reducing the need for physical visits to administrative offices. This transformation has not only streamlined administrative processes but has also helped to reduce corruption by minimizing face-to-face interactions.

Furthermore, the integration of data analytics and artificial intelligence in public services allows for more informed decision-making and tailored solutions to the needs of the populace. Educational programs aimed at improving digital literacy among citizens are also being prioritized, ensuring that all sectors of society can benefit from these advancements. Ultimately, Uzbekistan's commitment to digitalization reflects a broader vision of building a more inclusive, accountable, and responsive government that meets the demands of a rapidly changing world.

2. RELATED WORKS

Public services in Uzbekistan are traditionally characterized by bureaucratic processes, long waiting times and limited availability of information. However, the government of the country has realized the need for change and has taken a course towards digitalization, which can significantly improve the situation.

In recent years, a number of state programs have been adopted aimed at digitalization of public administration and various sectors of the economy. One of the key programs in this area is the strategy "Digital Uzbekistan - 2030".

This strategy is aimed at accelerating the development of the digital industry in the country and increasing the competitiveness of the national economy and includes programs for the digital transformation of regions and industries.

The "Roadmap" for the implementation of the strategy covers goals in the areas of e-government development, digital industry, digital education and digital infrastructure.

In addition, a number of industry programs for the digital transformation of industries have been developed and adopted.



Figure 1. Uzbekistan -2030 strategy

Main areas of digitalization of public services.

E-services: Uzbekistan is actively introducing electronic services to simplify the interaction of citizens with government agencies. The creation of portals where you can receive documents, submit applications and pay for services online has already become a priority.

Today, the single portal of interactive public services my.gov.uz has become one of the key platforms for interaction between the state, citizens and businesses. The number of electronic services has reached about 700 and in 2024 alone, more than 30 million electronic services were provided.

In first figure shown the "Digital Uzbekistan 2030" Strategy. This strategy is aimed at accelerating digitalization in the areas of economic development and public administration. It provides for the following:

- 44 tasks: digitization of the public administration system;
- 17 tasks: involving the population in using digital services;
- 12 tasks: supporting ecology and environmental protection;
- 16 tasks: ensuring economic growth through the development of digital infrastructure;
- 11 tasks: improving the quality of public services.

Main goals:

1. Development of national digital infrastructure.
2. Digitization of public administration.
3. Expansion of exports in the field of information technologies.
4. Improvement of the economy through innovative technologies.

Strategy results:

- Including Uzbekistan in the top 30 countries in the world in digital development by 2030.
- To increase the volume of IT exports to \$5 billion.

3. METHODS

Public service centers: The development of multifunctional public service centers in combination with digital technologies allows us to provide a wide range of services in one place, which significantly reduces waiting time and simplifies the process of receiving services. This form of interaction with citizens is an effective tool during the transition period.

Business process reengineering: Is a key factor in the development of electronic services. With the correct organization of work in this area, it is possible to sharply reduce bureaucratic barriers and reduce the level of corruption factors.

Training and development of personnel: To successfully transform public services, it is necessary to train employees in digital skills. Advanced training and retraining programs will be an important step towards effective digitalization.

Prospects and benefits of digitalization

Digitalization of public services in Uzbekistan opens up new prospects for improving the quality of life of citizens, in particular:

Increased accessibility: Citizens will be able to receive services at any time and from any place, which will significantly save time and reduce the cost of traveling to government agencies.

The decision taken in 2022 to allow the provision of state electronic services through mobile applications of payment systems, mobile operators and other popular online platforms has greatly contributed to expanding the reach of communication between the government and the population. These initiatives should continue to develop and the state should delegate part of its powers to the private sector in the future on the basis of public-private partnerships or other forms.

Increased transparency: Electronic services contribute to greater openness and accountability of government agencies, which, in turn, can reduce the level of corruption. By eliminating personal contact between officials and citizens, the level of people's trust in government agencies will increase.

Improved quality of services: Automation and optimization of processes allow for faster and more efficient processing of citizens' requests, increasing the level of satisfaction. Thanks to the organization of interdepartmental data exchange between government agencies, the government was able to cancel the requirement for more than 100 different types of certificates and permits. It is necessary to develop this area and gradually move to the development of proactive services, where the information systems of government agencies will interact with citizens in real time.

Some challenges on the path to digitalization

Despite the obvious advantages, the following factors may influence the process of digitalization of public services in Uzbekistan:

Digital literacy and culture: Some citizens may have difficulty mastering new technologies, so it is important to

conduct information campaigns and training. It is necessary to adopt a national program aimed at mass education of citizens, as was done in Estonia, Korea and other developed countries. Otherwise, the measures taken will not produce the expected results.

Infrastructure issues: It is necessary to develop digital infrastructure in all corners of the country and take measures to reduce the digital gap between large cities and towns. This area is considered the most expensive and involves the adoption of both long-term and short-term programs for the development of digital infrastructure.

Cybersecurity concerns: With the growth of digitalization, the threat of cyber attacks, data leaks and others also increases. It is necessary to create reliable data protection systems and train specialists in this area.

Outdated business processes in public administration: Unfortunately, we often see measures to digitalize existing processes, while unnecessary or irrelevant processes and functions of government agencies are not optimized. As a result of these actions, the services being transferred to digital format do not produce the expected results. In this regard, it is necessary to first conduct a thorough analysis of the functions and tasks of government agencies and only then transfer services to digital format.

4. RESULTS

Based on the conceptual scheme for presenting data in the digitalization of the process of assessing the potential of students in higher education institutions, in order to assess the potential of students in higher education institutions, to form a database and develop lower indicators of the level of students' potential, as well as to encourage students with potential on a national scale:

1. The Ministry of Higher Education, Science and Innovation of the Republic of Uzbekistan forms criteria for determining the potential of students based on the level of education and field of knowledge. Each criterion is assigned a weighting coefficient depending on the level of importance. These criteria will be sent to the relevant universities.

2. Each higher education institution provides the relevant persons (students, experts) with access rights to enter and generate data according to the criteria, and the data is uploaded. The uploaded data is processed in the information system, and the result is presented visually.

3. The Ministry of Higher Education, Science and Innovation of the Republic of Uzbekistan should monitor the data received from each higher education institution in the field of universities and students, in the field of potential indicators, and make decisions based on the results, based on the needs of the time, the criteria can be changed.

5. CONCLUSION

The prospects for transforming public services in Uzbekistan through digitalization look promising. The creation of an effective and accessible system of public services can significantly improve the interaction of citizens with the state and improve the quality of life. Successful implementation of digitalization projects requires an integrated approach, including infrastructure development, data protection and citizen training, which will allow Uzbekistan to become a more modern and dynamic state in this area. Nevertheless, the reforms carried out in this area have begun to bear fruit. In

2024, Uzbekistan ranked 63rd out of 193 UN member states in the e-government development index and entered the group with a very high e-government development index (Very High EGDI). Given the increase of 18 positions in the previous ranking, the country has risen by a total of 24 positions over two rankings.

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