

THE ROLE OF DIGITALIZATION OF THE PUBLIC CIVIL SERVICE IN REDUCING THE HUMAN FACTOR

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Abstract: This article explains in detail the reforms being implemented today in the direction of digitalization of the state civil service, electronic platforms created within the framework of new hardware and software complexes, launched electronic systems in order to reduce the human factor in the direction of entering the state civil service, its passage, assessment of its effectiveness, advanced training and prevention of corruption risks.

Introduction

Today, the role of digital technologies in our country is growing significantly, which means that digital transformation is important for developing countries, including Uzbekistan. Indeed, digital transformation has the potential to further modernize society and increase the competitiveness of the national economy. In this regard, in the ongoing reforms, as well as within the framework of the Development Strategy of the New Uzbekistan for the next five years, special attention is paid to the digitalization of all key industries and the formation of a real information society in the country.

Today, the time itself requires the involvement of digital technologies in each system, in particular, the widespread use of innovative technologies in the civil service. Digital transformation is also being implemented on a large scale in the state civil service. In the direction of digitalization of the state civil service, the Agency for the Development of Civil Service under the President of the Republic of Uzbekistan has launched the software and hardware complex "Unified Electronic Information and Analytical System of the State Civil Service". This integrated system is a unique system in our republic for the widespread introduction of information and communication technologies in the field of personnel management and human resource development in government agencies and organizations. This software and hardware complex is being created jointly with all the ministries and departments of our republic. The subsystems of the software and hardware complex are integrated into the database formed by a number of ministries and departments. Through this system, a state civil servant has the opportunity to work with information related to his activities and use additional interactive services.

A number of regulatory documents on the digitalization of the civil service have also been adopted. In accordance with the Decree of the President of the Republic of Uzbekistan dated October 3, 2019 No. PF-5843 "On measures to radically improve the personnel policy and the system of state civil service in the Republic of Uzbekistan", one of the main tasks of the Agency for the Development of the Civil Service for the implementation of information and communication technologies in the field of state civil service is ¹the task of their creation and consistent improvement, the creation of a database of civil servants while ensuring the security of their personal information.

Literature review

The 10th goal of the Decree of the President of the Republic of Uzbekistan dated January 28, 2022 No. PF-60 "On the Development Strategy of the New Uzbekistan for 2022-2026" states "Organization of the state civil service system based on modern ²standards". For this purpose, the task of implementing the "Digital Public Service" project has been defined, which provides for the digitalization of processes related to admission to the civil service, the formation of a reserve, assessment and completion of the service. In addition, the draft "State Program for the Implementation of the Development Strategy of the New Uzbekistan for 2022-2026 in 2023" includes ³the task of introducing the "**Civil Servant**" **mobile program** in order to digitalize the state civil service based on modern standards.

Methodology

Most of the subsystems of the hardware and software complex launched to solve the above-mentioned problems have been developed and are being implemented in practice today. In particular, in order to reduce the human factor in entering the state civil service, eliminate bureaucratic obstacles, and prevent corruption risks, the **vacancy.argos.uz** ⁴website was launched, designed to select suitable candidates for vacant positions in the state civil service. This platform is used by ministries and departments and their subsystems. This portal is an electronic system that organizes open independent elections of candidates for vacant positions in government agencies and organizations, and operates on the principle of a "single window" on the Internet. This system is integrated into the interdepartmental hardware and software complex of the Unified National Labor System. The portal provides all citizens of Uzbekistan with the opportunity to submit applications for vacant positions in electronic form and serves to reduce the human factor in the admission of candidates to the state civil service.

Results

Another launched subsystem of the hardware and software complex is the electronic information system **test.argos.uz**, which determines the knowledge of state civil servants and serves to create their psychological portrait. ⁵In this system, in the section "civil servant" there

¹Law documents information national database, 04.10.2019, No. 19.06.5843/3900; from 12.02.2021, No. 21.06.6168/0111; from 03.09.2021, No. 21.06.6184/0192; Legislation information national database, 06.07.2021, No. 21.06.6256/0636

²Legislation information national database, 29.01.2022, No. 22.06.60/0082, 18.03.2022, No. 22.06.89/0227, 21.04.2022, No. 22.06.113/0330; 02.10.2023, No. 23.06.21.0085

³<https://2023.strategy.uz/dd/>

⁴<https://vacancy.argos.uz/>

⁵<https://test.argos.uz/uz>

are test questions in 4 areas (economics, spirituality, information and communication technologies, politics and legal framework), as well as specialized test questions of ministries and departments, in which the knowledge of state civil servants is assessed online. In order to ensure transparency, a mechanism for recognizing the faces of candidates taking the “Face ID” test and a system for entering the test through a special token have been launched on the platform.

By means of questions placed in the section of psychological tests, it became possible to form a psychological portrait of civil servants online. Thanks to this, it is possible to determine the professional competencies of civil servants who have passed the test. Test questions in the system are regularly updated.

Discussion

An electronic information system platform has been launched, which is one of the subsystems of the agency’s hardware and software complex, creating the basis for automatic and objective assessment of the activities of civil servants. The key performance indicators, which are the main element of this electronic information system, are formed on the basis of information provided by the relevant ministries and departments.

In addition, in order to improve the level of knowledge and skills of civil servants, a platform was introduced **ilm.argos.uz** which conducts distance learning for employees within the framework of the unified electronic information and analytical system of the state civil service.⁶ This platform hosts presentations and video tutorials on topics relevant to the socio-political and economic life of the country. This platform also offers courses in English, leadership, and improving the effectiveness of spiritual and educational work for civil servants. Through this platform, civil servants can develop their socio-political knowledge and use the literature posted on the platform at any time.

In addition, a unified system for the implementation of modern information technologies in the personnel management system of government agencies and organizations was developed platform **hrm.argos.uz** ⁷. It should be noted that this platform makes it possible to fully digitize activities in the field of personnel management in government agencies. In this system, all processes related to human resources in the organization are automated. An electronic database containing all information about employees will make it possible in the future to exchange documents, store and process all information related to human resources in the organization without excessive effort. In addition, this electronic platform includes the **zaxira.argos.uz system**, which contains personal data of candidates reserved for management positions, the results of knowledge and psychological tests, the recommended position, the candidate's portfolio, as well as a personal development plan for each candidate.

Electronic systems implemented in the above-mentioned practice serve to reduce the human factor in the state civil service, prevent possible corruption risks, eliminate bureaucratic barriers in the sphere of personnel policy, select qualified personnel based on the principle of meritocracy, create equal opportunities for employees to grow in their positions. Full automation of the state civil service continues intensively due to new electronic programs developed within the framework of this software and hardware complex.

Conclusion

⁶<https://ilm.argos.uz/courses>

⁷<https://hrm.argos.uz/#/sign-in?redirectURL=%2Fdashboard>

In conclusion, the digitalization of the state civil service will promote openness and accountability of the activities of state bodies and organizations in the field of state civil service, filling vacant positions of the state civil service with the most suitable candidates based on the principle of meritocracy, a fair and impartial assessment of civil servants, their professional qualities and services, state bodies and organizations will be provided with qualified specialists with the necessary knowledge and professional skills, and a database of retraining and retraining courses for civil servants will be formed, as well as an assessment of their results.

References:

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