ISSUES OF APPLICATION OF INFORMATION COMMUNICATION TECHNOLOGIES IN IMPROVING THE ACTIVITIES OF EXECUTIVE AUTHORITIES

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Abstract: The article examines the role of modern management mechanisms and information and communication technologies in improving the activities of executive authorities. The author highlights the need to modernize public administration, develop electronic systems, ensure transparency, and expand citizen participation in governance. The study also analyzes the experience, legal framework, and prospects of introducing e-governance into the activities of executive bodies, as well as proposals for improving the legislation.

Keywords: Executive authority, public administration, e-governance, transparency

Annotatsiya

Maqolada ijroiya hokimiyati organlari faoliyatini takomillashtirish jarayonida zamonaviy boshqaruv mexanizmlari va axborot-kommunikatsiya texnologiyalarining o'rni yoritilgan. Muallif davlat boshqaruvini modernizatsiya qilish, elektron tizimlarni rivojlantirish, shaffoflikni ta'minlash hamda fuqarolarning boshqaruvdagi ishtirokini kengaytirish zarurligini asoslaydi. Shuningdek, ijroiya hokimiyati faoliyatida elektron boshqaruv tajribasi, huquqiy asoslari va istiqbollari tahlil qilingan, qonunchilikni takomillashtirish bo'yicha takliflar ham ilgari surilgan. Kalit so'zlar: Ijroiya hokimiyati, davlat boshqaruvi, elektron boshqaruv, shaffoflik

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Аннотация

В статье раскрывается роль современных механизмов управления и информационно-коммуникационных технологий в совершенствовании деятельности органов исполнительной власти. Автор подчеркивает необходимость модернизации государственного управления, развития электронных систем, обеспечения прозрачности и расширения участия граждан в управлении. Также анализируются опыт, правовые основы и перспективы внедрения электронного управления в деятельность органов исполнительной власти, а в заключение приводятся предложения по совершенствованию законодательства.

Ключевые слова: Исполнительная власть, государственное управление, электронное управление, прозрачность

Modern information and communication technologies play a crucial role in reforming the system of executive authorities in the Republic of Uzbekistan, raising it to a qualitatively new level, and improving the activities of executive authorities.

The "Digital Uzbekistan - 2030" programs are the main conceptual documents that define a new stage in the development of our country.[1]. This strategy aims to introduce modern digital technologies to modernize the public administration system, increase efficiency in the legal field, and ensure active participation of citizens in public administration. In particular, strengthening cooperation between the state and society, ensuring transparency, and improving the legal culture of the population are defined as important priorities of these strategies. This task creates the need to introduce mechanisms that serve to effectively organize the management process, optimal methods of solving social problems, that is, technologies related to state management.

As a result of the reforms carried out to decentralize and democratize governance, the issues of improving the activities of state administration bodies based on the capabilities of information technologies are becoming increasingly strategic. Despite the fact that as a result of the administrative reforms taking place in state administration, the structures of government agencies have been revised and reforms are being implemented to optimize the number of employees, the scope of activities of state agencies is expanding, and the volume of incoming information is increasing day by day. Rapid processing of this information and the formation of accurate final information requires a lot of time for employees in the agencies to implement it in a simple way.

The need to radically reform the system of executive authorities that emerged in developed countries in the 80s and 90s of the last century led to the attraction of the capabilities of modern information technologies to this area. As a result, a new concept, the term e-government, emerged. The "e-government" system is aimed at a new organization of services provided by state structures to various segments of society, their implementation at a high level, and is one of the most important modern trends in the world in improving public administration.

In addition, today the development of Internet technologies has led to the formation of a global information space throughout the world. The development of electronic information technologies has created a new type of communication between citizens and executive authorities - the "electronic government" system. "Electronic government" is understood as an electronic system based on reducing the costs of governance within the country, ensuring the interaction of members of society with the state using computer technologies[2]. This system is placed on the Internet, so that a citizen does not have to visit a government office, wait for officials to receive him, or complete a large number of documents. That is, every citizen can transmit information to a government agency, make a request, complete documents, and resolve other issues related to the government agency through any computer connected to the Internet. Such communication allows citizens to simultaneously receive information about the activities of a government agency and existing regulatory documents, as well as directly submit their appeal to the state. To date, the "e-government" system has become a[3], between the lower and

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[1] Decree of the President of the Republic of Uzbekistan No. PF-6079 dated October 5, 2020 "On approval of the "Digital Uzbekistan - 2030" strategy and measures for its effective implementation."

[2] Nishanbev T., Muksinov A. Elektronnoe pravitelstvo / /Infokom UZ. - T.: 2006. - No. 2. - S.65.

[3] In English, it is called "government to citizen - G2C".

higher authorities of the state, between state institutions[4]and communication between state bodies and business entities[5]types that serve to provide are formed[6].

As a result of the large-scale implementation of the "Electronic Government" system in the system of executive authorities:

The need for citizens to personally visit government institutions to obtain certificates, certificates, and other documents will be reduced, and in the future, this will be completely eliminated. Citizens will be able to use government services more easily due to the increased speed of service and reduced waiting times;

mutual economic cooperation of state and business enterprises in the field of organization of orders and tenders for state needs, implementation of state investment and innovation projects, social programs is implemented effectively;

The necessary environment will be created for the provision of public services to the population and business entities. The introduction of G2B and G2C forms of the "e-government" system will be naturally complemented by B2B (business-to-business) and B2C (business-to-population) relationships, which form the infrastructure of civil and economic relations.

It is worth noting the Decree of the President of the Republic of Uzbekistan dated May 30, 2002 "On the further development of computerization and the introduction of information and communication technologies" and the Resolution of the Cabinet of Ministers of the Republic of Uzbekistan dated June 6, 2002 "On measures for the further development of computerization and the introduction of information and communication technologies", the new edition of the Law "On Informatization" adopted in 2003-2004, the legislative acts of the Republic of Uzbekistan "On electronic digital signature", "On electronic document circulation", "On electronic commerce", "On electronic payments". They address the fundamental issues of exercising the constitutional rights and freedoms of citizens in the field of informatization.

Based on the adopted documents, a program for the development of computerization and information and communication technologies in the republic for 2002-2010 has been developed and is being implemented.

In order to improve the system of executive authorities in our country based on modern information and communication technologies, preliminary work on the creation of the "Electronic Government" system began in our republic in 2003. It is planned to create a single information space for state administration bodies and organize their interaction, relations with the population and business structures on this basis.

As a result of the implementation of these government decisions and action plans, in September 2003, a dynamic website of the Government Portal of the Republic of Uzbekistan was developed and placed on the Internet on a trial basis at the address www.gov.uz. Today, the Government Portal has become one of the most frequently accessed Internet resources in our republic and is among the 15 most popular sites in our republic. More than 30 thousand Internet

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[4]In English it is called "government to government - G2G".
[5]In English it is called "government to business - G2B".
[6]See. Information and communication technologies in public administration. General concepts. World experience. Prospects for implementation in Uzbekistan. - T. UNDP, 2005. – P. 98.

users visit the portal per month, and more than 130 thousand transitions to other sites are recorded through it.[7]

In accordance with the Resolution of the Cabinet of Ministers of the Republic of Uzbekistan dated December 17, 2007 "On measures for further development of the Government Portal of the Republic of Uzbekistan on the Internet", the Government Portal of the Republic of Uzbekistan is an official state information resource on the Internet. The Government Portal is a system-forming element of the infrastructure of electronic information interaction between organizations, as well as legal entities and individuals.

The goals and objectives of the government portal are as follows:

formation and development of state information resources, creation of a specialized information system designed for the provision of interactive state services by organizations to legal entities and individuals;

ensuring awareness of the population of the republic and the international community about the activities of the Government of the Republic of Uzbekistan and the reforms being implemented in the socio-political and economic life of the republic through the organization and placement of appropriate information resources;

to help increase the efficiency of cooperation between organizations and legal entities and individuals;

to help improve the quality and efficiency of organizations' activities due to the increase in the speed of information exchange and distribution, the level of awareness of organizations;

unification of interdepartmental electronic exchange of information[8].

According to the above-mentioned resolution of the Cabinet of Ministers of the Republic of Uzbekistan, information services of state bodies are obliged to provide information at least once a week on the activities of the department, ongoing work, structural and personnel changes, decisions made, as well as interactive services provided.

The top ten state administration, economic management and local government bodies that provided information to the government portal include the Central Bank of the Republic of Uzbekistan, Almalyk Mining and Metallurgical Combine, Ministry of Justice, Ministry of Emergency Situations, Agency for Communications and Informatization of Uzbekistan, Agency for Automobile and River Transport of Uzbekistan, National Television and Radio Company, "Tashshahartranskhizmat", JSC "Uzbekenergo", JSC "Uzbekinvest" and the Ministry of Health.[9]

In order to expand the capabilities of the portal, create it on a modern platform, introduce additional modules, increase the number of interactive services and improve the quality of

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[7]Nazarov A. Gov.uz portal: new opportunities and development prospects
http://www.xabar.uz/news_details.asp?newsID=948
[8]Collection of Legislation of the Republic of Uzbekistan, 2007, No. 50-51, Article 521; 2009, No. 17, Article 212.
[9] Nazarov A. Gov.uz portal: new opportunities and development prospects
http://www.xabar.uz/news_details.asp?newsID=948

services, and implement the project "Launch of a new Government Portal on a new platform with additional modules" in accordance with the Resolution of the President of the Republic of Uzbekistan dated January 20, 2009 "On additional measures for the further development of production and social infrastructure", a new version of the Government Portal of the Republic of Uzbekistan was developed and placed on the Internet on October 1, 2009.

In addition, in order to improve the provision of information to the Government Portal and enrich its content, Resolution No. 116 of the Cabinet of Ministers of the Republic of Uzbekistan dated April 11, 2009 "On the provision and placement of information on the Government Portal of the Republic of Uzbekistan on the Internet" was adopted.

New look of the Government Portal of the Republic of Uzbekistan:

To increase the efficiency of information provision on the Government Portal and develop information cooperation between citizens, business representatives, and government agencies on the Government Portal;

based on the demands and needs of residents, business representatives, and foreign citizens, further improvement of the Portal by including necessary sections and columns;

to promptly provide Internet users with general information about Uzbekistan, taking into account the latest achievements and results in the economic, political, and social life of the republic;

Ensuring reliable information security of portal resources;

placing an interactive dialogue on the Portal menu for residents of our republic, business representatives and all interested persons in general to discuss issues in the economic and social life of our republic and find optimal solutions;

Increase the number of visitors, both local residents and foreign citizens and tourists, by posting on the portal currency rates, economic development indicators, the latest news happening in Uzbekistan, various forms and information, the latest statistical data on science, education, and all sectors of the economy;

Providing interactive government services within the portal structure that simplify citizens' interactions with government agencies;

It allows the provision of a wide range of comprehensive services to the population and business representatives through the use of new technologies (Web 2.0).

The new portal has special modules "For Citizens", "For Foreign Citizens" and "For Entrepreneurs and Investors". These modules consist of more than 100 sections and subsections, in accordance with Appendix 1 to Resolution No. 116 of the Cabinet of Ministers of the Republic of Uzbekistan dated April 11, 2009. These sections contain the latest news and information on the socio-economic and socio-political life of our republic, statistical and analytical materials, photos and audio materials.

The Government to Citizen (G2C) module reflects the interaction between government institutions and citizens of the country. Its main goal is to maximize the interests of citizens and improve the quality of services provided to them by relevant government institutions.

To this end, the Portal provides information and data on the areas that citizens most often encounter in their lives. Including education, healthcare, population and labor market, consumer rights protection, finance and taxation, housing and communal services, transport and communications, legislation, etc. These sections, in turn, consist of many sub-sections and columns, and a citizen can access all the information and use interactive government services through a "single point" by entering the Government Portal.

The Government to Business (G2B) module represents the interaction between government institutions and business entities. Its purpose is to effectively organize the interaction of the government with business entities.

The new version of the government portal includes sections, sub-sections and columns for business representatives on legislation, entrepreneurship and business, population and labor resources, finance and taxation, investment policy, import and export, agriculture, industry, monetary and financial policy, reform of the banking sector, expansion of external relations and many others. As a result, anyone who wants to do business and entrepreneurship in our republic can get all the necessary information through the Portal, get quick and qualified answers to questions about how to fill out and register information, pay state duties and other issues, and quickly start their business.

The "Government to Foreign Citizens" module (G2F) reflects the relations between government bodies and foreign citizens and foreign investors. For foreign citizens and investors, the Portal provides general information about the Republic of Uzbekistan, its natural conditions, economy, information about the opportunities and amenities created, as well as information on hotels, visa requirements, a list of required documents, and other useful information.

In addition, the new version of the Portal has created "Additional Information", which contains information, statistics, tables, indicators, graphs, etc. that are frequently requested by representatives of the population and business, as well as foreign citizens. This information is presented in various areas: economy, geography, science and culture, population and labor resources, historical information, urban planning, communications and informatization, and other areas. This creates convenience for the user who enters the Portal.

As a result of the use of modern information technologies, the Mediatheque section was created on the Government Portal. In this section, you can view various video materials (storylines, news, reports, etc.) related to the socio-economic and socio-political life of our republic. This section has now been created on government portals in many countries of the world, and is very convenient for users.

Another important feature of the new Portal is the presence of a questions and answers section. This section contains questions and answers published on the websites of government agencies, which may also be useful to users. There is also an opportunity to subscribe to Portal news and receive them regularly.

In order to improve the work of the portal, increase the quality of services provided, get acquainted with the opinions of users, consult with citizens on reforms in all areas of our republic, and resolve important issues of the country's life, a section of surveys and voting has been created. Through these sections, it is possible to find out the opinions of citizens and business representatives about the quality and level of interactive government services provided to citizens.

The "Register of Services" section contains a register of services provided by state bodies to citizens and business representatives.

The portal contains a register of current state interactive services for citizens and business representatives. This register was also present in the previous version of the portal, and due to the constant expansion of this register and its great importance for Internet users, it was included in the new version.

The portal also has a feedback service, through which the user can ask a question. Depending on the subject of the question or suggestion, GOV.UZ group employees will answer it or send it to the relevant government agency for a response. The questioner will be notified of this.

In conclusion, the new Government Portal will help foreign investors and businessmen invest in our country by providing extensive information about the investment environment and existing conditions in our republic, ensure financial stability by providing extensive coverage of the financial and credit policy conducted in our republic and its results, and inform the population of our country and especially the international community about the Republic of Uzbekistan, its state structure, governance, government bodies, economy, ongoing reforms and achievements, news and changes in a timely manner.

In general, it should be noted that the Republic of Uzbekistan has experience in using modern information technologies in the system of executive authorities, and it is necessary to further improve work in this area and further strengthen its legal basis. The further development of the "Electronic Government" network in our country will further strengthen relations between the population and executive authorities. It is also possible to put forward a number of conclusions on the improvement of this area.

First, when implementing the "Electronic Government" system in the activities of executive authorities, it is necessary to take into account the specific features of the administrative system. Because the administrative system of the Republic of Uzbekistan requires the development of a set of new reforms, the modernization of public administration in the implementation of a number of strategic development goals. In carrying out such a complex task, executive authorities must abandon management methods left over from the era of the previous totalitarian regime and adapt to solving new tasks.

Secondly, improving the activities of executive authorities on the basis of information technologies requires the creation of effective mechanisms of the self-management system of society, the elimination of cases of excessive expansion of state power and their unjustified interference in socio-economic processes. Therefore, within the framework of the administrative reform, it is appropriate to clearly define the powers and duties of each executive power body, including the redistribution of powers from the point of view of introducing the "Electronic Government" system.

Thirdly, the introduction of information technologies in the activities of executive authorities requires certain expenses from the state budget. Therefore, in order to expand the "Electronic Government" system in the activities of executive authorities, it is necessary to develop norms and standards that are suitable for bodies at various levels and to strengthen them legally. This will serve as a factor preventing excessive and unjustified spending of funds. Therefore, the development of a comprehensive concept, program and project for organizing the activities of executive authorities in the republic on the basis of the "Electronic Government" system, and the systematic development of this direction are one of the urgent problems of today.

Fourth, the effective use of information technologies in the management process largely depends on civil servants. Therefore, it is advisable to form a comprehensive system of encouraging civil servants to use information technologies effectively. Because the unwillingness of some managers to introduce "Electronic Government" methods, their lack of understanding of their working mechanisms, and the lack of capacity of the authorities to cooperate with citizens and business entities based on new technologies are the reasons for continuing to conduct business processes in the old way.

The insufficient development of the infrastructure of information and communication technologies in the system of state power and administration across the republic, the insufficient equipment of local government agencies with modern means, the insufficient acquisition of skills by employees in using the capabilities of new technologies, the incompatibility of most of the information resources being created with each other, and other organizational issues are problems that await solution in the way of widespread use of information technologies in the system of executive authorities.

Fifth, it is important to strengthen the regulatory and legal basis of the process of expanding the introduction of the "Electronic Government" system in the activities of the executive authorities. In this:

It is necessary to develop and approve a single conceptual model for the creation of the "Electronic Government" system;

A separate government resolution should establish the introduction of information technologies into the management process as a priority task for local and sectoral executive authorities;

While the Government plays a leading role in informatizing society, it is advisable to develop and approve a separate strategy for introducing information technologies in the system of executive authorities;

based on regular study of citizens' needs, it is necessary to expand the types of electronic services provided by the government and ensure that citizens can use these services at any time;

It is necessary to create a legal basis for establishing electronic communications between state bodies and the private sector, in particular, to introduce relevant amendments to the Law of the Republic of Uzbekistan "On Citizens' Appeals". In particular, Article 4 of this Law lists the forms of Citizens' Appeals, which stipulates that citizens' appeals can be submitted orally or in writing, and that oral and written appeals of citizens have the same value.[10]. In our opinion, this

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[10]Bulletin of the Oliy Majlis of the Republic of Uzbekistan, 2003, No. 1, Article 7.

article should be enriched with the concept of "electronic appeal". It is also advisable to develop and adopt laws "On Electronic Government Services" and "On Information Security"

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