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## STATE STRATEGIES FOR IMPLEMENTING E-GOVERNMENT AT THE PRESENT STAGE

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### ANNOTATION

The article discusses the main directions of the evolution of e-government. The theoretical aspects of e-government: and the impact of e-government on the effectiveness of the state anti-corruption policy of the country is analyzed. The process of adaptation of e-government by state organizations is identified; the growing crisis of representative democracy is identified, as well as the role of e-government at the present stage in Uzbekistan and the legal basis for modernization.

**Keywords:** government, democracy, electronic, law, politics, culture.

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Today, as we know, technological progress and other changes are rapidly transforming the environment in which the information society is developing at the present stage and in almost all countries of the world.

Therefore, at the present stage of development of the state and society, there is an increase in the role of information and information and communication technologies (ICT).

### INTRODUCTION

Law, as a system of norms governing public relations, is developing very dynamically, and the vector of its development is largely determined by the nature of these relations. One of the factors that affect social relations and significantly change their character is digitalization in modern conditions.

Digitalization is an objective process of active implementation of digital technologies in all spheres of public life, primarily in the economic sphere. The development of the economy, from production to the service sector, today is inextricably linked with the emerging digital reality, which not only changes the very nature of the interaction of subjects of economic relations, but also affects these subjects themselves. Such an impact inevitably affects the development of law, which, before the challenge of digitalization, is forced to give adequate answers both in the field of lawmaking and in the field of law enforcement.

Improvement of law-making activity in modern Uzbekistan is associated with the need to solve a number of problems of both theoretical and practical nature. As a theoretical task, one

can designate the study of the essence and content of lawmaking and their possible change in the context of digital reality.

As practical tasks, we note the ordering of law-making activities using modern digital technologies and the improvement of legal technology due to the possibilities of digitalization of the law-making process.

### **The degree of elaboration of the problem**

The basis of political research on ICT was the more general theories, in which the very concept of the information society and the new place of the state in such a society were developed. The theory of electronic government was based on the works of such authors as K. Andersen, A. Anttiroiko, T. Becker, K. Bellamy, S. Bretschneider, S. Bhatnagar, J. Gant, J. D. Garson, and others<sup>1</sup>.

E-government needs to be seen in the context of broader public administration reforms. In this direction, we know the works of such foreign authors as T. Gebler, F. Cattle, and others<sup>2</sup>.

At the same time, ICTs have a significant impact on the characteristics of the social system as such, and especially the state as a political institution. At the same time, we can talk about both the renewal of representative democracy by introducing elements of direct democracy into it and the implementation of interaction between the state and citizens on a more permanent basis, and about the transition to democratic, media-centric forms of organization of public administration. In this, the experience has demonstrated the contradictory nature of the influence of e-government on the public administration system: in one aspect, it contributes to the solution of existing problems, and in the other, it only exacerbates them.

With all the importance of e-government technologies for the functioning of the state at the present stage, it is important to understand the limitations of the technological component, which has a very limited effect on the substantive characteristics of the state. In fact, e-government is a form of projection of the content characteristics of the socio-political system on the plane of information technology. Electronic government does not reduce the economic lag of the so-called developing countries from the leading countries and does not contribute to the development of democratic institutions in authoritarian states. Attempts to systematically introduce ICT in the political system of the Republic of Uzbekistan began relatively recently. The most important step in this direction was the signing in 2015 of the Law "On e-government". In his speech, the President of Uzbekistan ShavkatMirziyoyev said that, in modern conditions, the issues of widespread introduction of advanced information and communication technologies and the creation of reliable complexes of information systems and a database of "electronic

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<sup>1</sup>Andersen K. Reengineering public sector organizations using information technology // Reinventing government in the information Age, ed. by R.Heeks, L: Routledge, 1999; Bellamy C., Taylor J. Governing in the Information Age, Open University Press, 1998; Bhatnagar S. E-Government: from Vision to Implementation, Sage Publications, New Delhi/ Thousand Oaks/ London - 2005;

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government<sup>3</sup>" are gaining priority. The Presidential Decree "On the Strategy of Actions for the Further Development of the Republic of Uzbekistan" clearly states that the implementation of the Action Strategy will take place in five directions. In particular, within the framework of the implementation of the first direction "Improvement of state and public construction", it is envisaged to improve the "Electronic government" system, improve the quality and efficiency of public services, practical implementation of public control mechanisms, and strengthen the role of civil society institutions and the media.

A little about understanding "electronic government". The concept of "Electronic government" was first covered in the United States in 1991, but at present, international practice has already accumulated sufficient experience in the formation and development of this system. Electronic government is a system of electronic document management in public administration, based on the automation of the entire set of administrative processes throughout the country and serving the purpose of significantly increasing the efficiency of public administration and reducing the costs of social communications for each member of society. This means that e-government is not a separate project and an evolutionarily new stage of state development.

## DISCUSSION

Today information and communication technologies occupy an important place in the development of the republic. The work carried out in previous years by the leadership of Uzbekistan on the widespread introduction and development of information and communication technologies is already bearing fruit. If we turn to economic indicators, then the last year can be characterized as positive. The total volume of services provided in the ICT sector reached 10.6 trillion sums, or increased by 104 percent. The volume of services in the field of communications and informatization increased to 176 million dollars, or 130 percent. For example, if you look at the facts: in 2019, work was done in the ICT field in a number of important areas.

By registering websites in the national segment of the Internet under the "UZ" domain, work has been established to provide beneficial services for consumers receive knowledge by young people online and provide services to the population through electronic services. The implementation of e-government brings the relationship between government and citizens (G2C), government and business (G2B), government and government (G2G) to a priority new, qualitatively high level of interaction.

E-government technology helps track employees and enforces accountability and transparency laws and regulations by standardizing data collection methods, tracking actions and decisions, and developing feedback on citizen complaints. The structure of the system "Electronic government" of Uzbekistan includes the following components: A single portal of interactive public services (EPIGU) for direct contact with recipients of public services; open data portal (data.gov.uz) - open data and statistics from government agencies; directly websites of state bodies; complexes of information systems "Tax", "Customs", "Education" and others, through which government agencies "communicate" with each other.

Also, fruitful work was done in the field of online payment: for example, in 2019, 299.3 million transactions worth 6.5 trillion sums were carried out through online payment systems.

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<sup>3</sup><https://www.uzdaily.uz/ru/post/29686>

In order to develop contactless forms of communication between the population and entrepreneurs, on the one hand, and government agencies, on the other hand, a new version of the Unified Interactive Portal of Public Services was developed. Today, 176 types of electronic state services are provided through the Single Portal, 15.1 million applications have been received. This, in turn, makes it possible to significantly reduce the costs and time of the population.

In the system of the Single portal of state interactive services, 176 types of state services are currently provided to the population. More than 4.4 thousand state bodies and organizations and over 30 thousand users are currently connected to the Unified Interdepartmental Electronic System of Performing Discipline.

In order to establish and accelerate work on requests from entrepreneurs, including foreign investors, to ensure an open and direct dialogue with them, to effectively and effectively exercise their rights and to resolve other problematic issues, a Virtual Reception of the Prime Minister was launched to consider requests from entrepreneurs “project. gov.uz ”. Currently, 34.7 thousand requests have been received through the portal, of which 33.6 thousand have been executed.

The electoral process management system “saylov.gov.uz” was introduced. In cooperation with the relevant ministries and departments, a Unified Electronic Voter Database with information on over 20.5 million voters was formed and integrated into the Information System for the Management of Electoral Processes.

Today in Tashkent, together with large Chinese companies with the participation of foreign direct investment, the first stage of the project is being implemented - the creation of a technological platform for the Safe City project<sup>4</sup>.

An important social project was implemented in the ICT field in 2019. Through a deal with a Chinese company totaling \$ 11.8 million, 150 ambulances (reanimobiles) equipped with modern information and communication technologies and ambulances were handed over to Tashkent doctors. An automated ambulance management system was also introduced. It should be noted that most of the normative acts are directly or indirectly related to each other, creating a picture of mutual complementarity and structuring. At the same time, it is important to indicate the legislative framework that is the flagship of the regulation of certain areas of ICT development. Thus, the political and managerial aspects of the use of information technologies in public administration, the degree of validity and acceptable forms of borrowing advanced foreign experience, as well as the theoretical understanding of e-government and its impact on the political space are relevant. The relevance is also manifested in the need to study new, not always institutionalized political and administrative processes that take place in the political system of modern states under the influence of the introduction of e-government technologies.

Thus, the Law of the Republic of Uzbekistan "On Electronic Government", adopted on December 9, 2015 under the number 3PY-395, defines the main tasks facing the state in matters of interaction with business and society. In fact, the law provides mechanisms for the introduction of innovative technologies through:

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<sup>4</sup>[https://mitc.uz/ru/pages/information\\_technologies](https://mitc.uz/ru/pages/information_technologies)

- creation of communication channels between business and government authorities - electronic document flow in the processes of providing statistical reporting, customs clearance, issuing licenses, permits, certificates, as well as obtaining information from government agencies;

- expanding business opportunities for using e-commerce systems, making purchases through electronic platforms, introducing automated accounting systems, monitoring and paying for utility services, developing non-cash electronic payment systems, etc .;

- creation of channels of communication with the population - introduction of the “One window” principle, virtual receptions and other platforms for social communications;

- the formation of databases of state bodies within the framework of the functions assigned to them, for example, the Single portal of interactive state

- services and the Unified Register of Electronic Government Services.

Another important part of this document is to ensure the effectiveness, efficiency and transparency of the activities of the state bodies themselves, as well as to strengthen their responsibility and executive discipline. In addition, as part of the implementation of the e-government development program, to date, databases of legal entities and individuals, vehicles, a register of reference books and classifiers and an interdepartmental integration platform (75 systems and resources) have been created.

In addition to this law, in the decree of the President of the Republic of Uzbekistan "On measures to further improve the project management system in the field of information and communication technologies" No. PP-3245 dated August 29, 2017, it is planned to create a Unified integrator for the creation and support of state information systems, whose tasks will be enter:

- ensuring the development, implementation and integration of information systems, resources and software products in the "Electronic government" system and information technologies in the sectors of the economy;

- Implementation of comprehensive measures to improve the quality of the provision of electronic public services to the population and business entities;

- Assistance to the development of the domestic market of information and communication technologies and software products;

- Introduction of information systems and networks of interdepartmental electronic interaction and information exchange between government bodies and other organizations.

The example of the above normative acts shows that the state has fully assumed responsibility and initiative for the active implementation of ICT in all spheres of society. An important part of digital reforms is the interaction of citizens with government agencies through an electronic platform, the provision of modern electronic services by the state to the population.

For this purpose, a single portal of interactive state services was created (<https://my.gov.uz>). Today, 218 electronic government services are provided through this portal. Since the beginning of the year, 45 new services have been introduced into the EPIGU system. In particular, services such as making online payments for housing and utilities, electronic appointment with a doctor, registering at the place of permanent and temporary residence, registering a cadastral passport, obtaining a state subsidy for a mortgage loan, have been transferred to electronic format, and now they can be used through the portal. Since the

beginning of the year, more than 3.1 million applications for electronic public services has been received, which is 9 percent more than last year?

It should be noted that only e-government and digitalization are the best way to fight corruption. In our opinion, the "Electronic Government" system in Uzbekistan is primarily created for citizens. To enhance the role of e-government in the fight against corruption, one should:

First, integrate e-government applications with anti-corruption measures. In this, each organization has installed helplines as part of a comprehensive targeted program;

Secondly, to ensure legal support for e-government. Such a government can increase transparency by ensuring that free access to government information is supported at the legislative level. In expanding citizens' access to information, governments should also take into account the issue of maintaining state security and privacy of personal data.

The most important thing is the high legal culture of the population. Many adopted regulations become obsolete the moment they enter into force. The solution to the problem of "lagging behind" lawmaking is seen, among other things, in a wider introduction into the practice of legal forecasting. One of the problems of modern legal and creative activity is the combination of a huge number of proposed for consideration draft normative legal acts, including bills, with a low quality of most of them, which is rightly written by jurists.

Based on the conclusions, the Technological Park of software products and information technologies (IT Park) was created to ensure the effectiveness of "electronic government" for this purpose. Together with a foreign expert involved, a concept was developed for the construction of IT Park infrastructure facilities with a total area of 408 thousand square meters, which will increase the number of techno park residents. Agreements were concluded with local on the organization of territorial branches of IT Park residents, and network schedules of tasks performed for each project were approved. Currently, it is necessary to work on the formation of a database of individuals and legal entities, as well as the core of the basic platform of the "Electronic government" system. As they are introduced, the interaction of departmental information systems, as well as law enforcement and control bodies, will be strengthened in ensuring law and order, reducing the volume of procedures and time spent on the provision of public services.

Regional branches of IT Park - Digital city in the city of Andijan, branches in Margilan, Fergana region, Gulistan, Syrdarya region, as well as Kashkadarya, Jizzakh and Samarkand regions have already been put into operation. Today, 10 residents operate in the Andijan branch of IT Park, and 7 residents in Margilan branch. As we know, on April 28, 2020, President ShavkatMirziyoyev signed a decree "On measures for the widespread introduction of the digital economy and e-government." Accelerated formation of the digital economy, providing for an increase in its share in the country's gross domestic product by 2023 by 2 times. "The heads of regions and industries are obliged to realize that without digitalization there will be no result, there will be no development. Leaders of all levels should define this issue as their daily task, deeply study the digitalization sphere from the very beginning," ShavkatMirziyoyev said.

Connecting in 2020-2021 all health care institutions, schools, preschool education organizations, villages and Machala to high-speed Internet and improving the quality of communication services. In addition, in all regions will begin to launch the systems "Electronic diary", "Electronic textbook", "Assessment of teachers".

Development of the e-government system, providing for bringing the share of e-government services to 60% by 2022.

The Ministry creates:

- "Center for e-government project management".
- "Center for Digital Economy Research".

Digital technologies transfer the very process of discussion and even adoption of laws, as well as their publication into the virtual environment. As a result, citizens who do not own these technologies or do not have access to the Internet actually lose the opportunity to participate in the discussion of draft laws. This situation leads to the infringement of their rights and legitimate interests, entails a decrease in the level of democracy in the law-making process.

Conclusion

Digital technologies, when introduced into lawmaking activities, can contribute to its qualitative streamlining.

In general, it seems possible to draw the following conclusions regarding the impact of digital technologies on the content and nature of lawmaking. First, the active development of modern digital technologies affects the social content of lawmaking, as it changes the nature of public relations regulated by law.

Secondly, the development of digital technologies in the information and communication network "Internet" increases the availability of information about law and lawmaking for a significant part of the population, thereby increasing the level of democracy and transparency of lawmaking. At the same time, the degree of infringement of the corresponding rights of the category of the population that does not have access to the Internet or does not have the appropriate skills (the "digital divide") is increasing.

Thirdly, the introduction of digital technologies in the law-making process can have a beneficial effect on the legal system in the context of its ordering, systematization, elimination of gaps and contradictions.

Also new are the "Online Agenda", since since August 2020, the Unified National System for the Delivery and Confirmation of Delivery of Correspondence, Notifications, Summons and other legal documents sent by state bodies and organizations through the network of postal facilities has been gradually introduced, as well as storage and accounting of information. And these are taken into account in the Decree of the President of Uzbekistan "On measures to further reduce bureaucratic barriers and the introduction of modern management principles in the activities of state bodies and organizations" dated December 9, 2019, which states that, from January 1, 2020, the functions and powers of body's local executive power, providing for:

Coordination of technological, forest reclamation, agro technical, hydro technical, sanitary and technical measures;

making decisions providing for their violation of administrative responsibility, on issues of public order protection, if they are not regulated by the Code of the Republic of Uzbekistan on Administrative Responsibility, as well as on issues of combating natural disasters and epidemics. In order to create conditions for the wide and effective use of computer technologies and the Internet by the population and youth, their wide involvement in entrepreneurial activities in the ICT field, within the third direction of the Five Initiatives put forward by the President of the Republic of Uzbekistan, 102 Training Centers for Digital Technologies were opened throughout the republic.

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