



CRITERIA FOR THE QUALITY AND COMPLETENESS OF PUBLIC INTERACTIVE SERVICES

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Abstract:

One of the topical issues of the article is a conceptual change in the structure of khokimiyats based on the creation of service units, the criteria necessary for the provision of high-quality and full-fledged public services; official approval of the list of public services for which khokimiyats are directly responsible; granting khokimiyats the right to negotiate and conclude agreements with economic entities on the provision of part of public services by the private sector; dedicated to the development of an integrated website that can receive and respond to inquiries from the public and provide sufficient information about related services.

Keywords: E -government, legal entity, digital economy, public services

Introduction

Economic efficiency of e-government in Uzbekistan

The electronic government system (e-government) occupies an important place in modern public administration. This system has a significant impact on the economy by automating public services, reducing bureaucratic processes, and creating a convenient environment for citizens. The Republic of Uzbekistan has also paid special attention to the development of e-government in recent years and has implemented major reforms in this regard. In this article, we analyze the impact of e-government on the economy of Uzbekistan based on specific indicators and international ratings.



Growth in international ratings

Uzbekistan's position in international ratings for the development of e-government is improving every year.

Uzbekistan ranked 63rd in the United Nations (UN) e-Government Development Index (EGDI) in 2024. This is an increase of 6 places compared to 2022.

The EGDI index is 0.7999, placing Uzbekistan in the "Very High EGDI" group.

The EGDI consists of three main components, and Uzbekistan achieved positive results in each indicator:

1. Online Services Index (OSI): 0.76
2. Telecommunication Infrastructure Index (TII): 0.87
3. Human Capital Index (HCI): 0.75

In addition, Uzbekistan scored 0.60 on the Electronic Participation Index (EPI), which indicates the level of online participation of citizens in public administration.

Impact of e-government on the economy

The impact of the e-government system on the economy was significant in the following main areas:

1. Reducing public spending
 - As a result of automation of public services, costs for paper documents, mail and other means decreased.
 - The efficiency of government agencies increased, saving time for citizens and entrepreneurs.
2. Improving the business environment
 - The online issuance of licenses and permits has been simplified, which has saved entrepreneurs time and money.
 - The automation of the business registration process has significantly facilitated starting a business.
3. Increased tax revenues
 - The introduction of an online tax return filing system has simplified the process of paying taxes and helped increase revenues.



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- Additional funds are flowing into the state budget as a result of the reduction of the shadow economy.
 - Creating new jobs
 - New jobs have been created due to developments in the ICT sector. The number of specialists for the creation and maintenance of electronic services is increasing.
 - The private sector is also taking advantage of new opportunities due to the increased demand for ICT services.

Difficulties in the development of e-government

- A number of problems are also encountered on the way to further improving the e-government system:
- Insufficient development of ICT infrastructure - access to high-speed Internet is limited in some regions.
- Lack of qualified personnel - the lack of civil servants and IT specialists working with the system can reduce the efficiency of the system.
- Cybersecurity issues - it is necessary to introduce modern security technologies to ensure the security of citizens' and enterprises' data.

Conclusion

The reforms carried out in Uzbekistan to develop the e-government system are having a significant positive impact on the country's economy. Economic efficiency is increasing through the automation of public services, reducing bureaucracy, and improving the business environment.

In the future, it is recommended to continue work in the following areas:

1. Development of ICT infrastructure - it is necessary to improve access to high-speed Internet in all regions.
2. Training qualified personnel - it is necessary to introduce special programs aimed at improving the skills of government employees in ICT.
3. Strengthening cybersecurity - it is necessary to introduce modern technologies and strengthen security measures to ensure information security.



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By further developing the e-government system, Uzbekistan will achieve more sustainable economic growth in the future.

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