



THE ROLE OF DIGITAL TECHNOLOGIES IN INCREASING THE EFFICIENCY OF PUBLIC ADMINISTRATION

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Abstract

This article focuses on analyzing the impact of digital transformation on public administration processes. It explores how the integration of digital technologies can enhance the efficiency of public services, reduce bureaucratic barriers, ensure transparency, and improve interaction between government institutions and the public. Particular attention is paid to the current challenges faced by Uzbekistan in the transition to a digital public administration system, along with proposed solutions and strategic approaches. The paper highlights the potential of emerging technologies such as artificial intelligence, big data, and blockchain in reforming and modernizing governance. Practical examples are provided to illustrate how these technologies can be applied to optimize decision-making, automate routine administrative tasks, and foster citizen-centric governance. Furthermore, the study offers insights into the institutional, technical, and legal prerequisites for successful digital transformation. The findings of this research aim to serve as a basis for formulating effective policy measures and strategic directions to support the digital modernization of public administration. Ultimately, the paper contributes to the broader discourse on e-governance and the digital state, emphasizing the importance of innovation, infrastructure, and human capital in building a more responsive and accountable public sector.

Keywords: Digital transformation, public administration, e-governance, artificial intelligence, big data, blockchain, transparency, efficiency, Uzbekistan, digital public services.



Introduction

In recent years, Uzbekistan has witnessed a dynamic acceleration in the implementation of digital technologies within the sphere of public administration. This transformation has emerged as one of the core priorities of state policy. A series of presidential decrees and government resolutions, initiated under the leadership of President Shavkat Mirziyoyev, have laid the foundation for advancing the digital economy, introducing e-government systems, and delivering public services that are efficient, transparent, and accessible to all citizens.

The growing importance of digital transformation is not only recognized on the national level but is also aligned with global trends, as digital technologies increasingly become key drivers of good governance. They offer unprecedented opportunities to improve administrative efficiency, reduce corruption, and expand public access to essential services. The integration of such technologies into governance structures is reshaping the interaction between the state and society, contributing to more accountable and people-centered governance.

A milestone in Uzbekistan's digital transformation journey is the Presidential Decree adopted on October 5, 2020, which approved the national program "Digital Uzbekistan – 2030." This strategic document outlines a comprehensive roadmap for the nationwide introduction and development of digital technologies. It defines clear goals for modernizing public administration, enhancing economic competitiveness, and improving the overall well-being of the population. The program covers all major sectors—from governance and the economy to education and healthcare—emphasizing the holistic nature of the country's digital agenda.

Digital technologies, characterized by their rapid evolution compared to many other sectors, offer substantial benefits when applied to the mechanisms of state governance. Their adoption leads to higher quality management, more responsive public services, and an overall increase in institutional transparency and effectiveness. In this context, the implementation of digital development programs, legal frameworks, and institutional reforms in Uzbekistan is paving the way for deep-rooted and sustainable change across all facets of society.



This paper examines the role of digital technologies—such as artificial intelligence, big data analytics, and blockchain—in reshaping public administration. It also discusses the institutional challenges and strategic approaches necessary for ensuring the success of digital governance in Uzbekistan.

Analysis and Findings

The accelerating pace of digital transformation in Uzbekistan is increasingly guided by high-level political will and strategic legal frameworks. One of the most significant steps in this direction is the Presidential Decree No. PF-76, issued on May 24, 2023, “On Measures to Effectively Organize Public Administration in the Field of Digital Technologies Within the Framework of Administrative Reforms.” This decree aims to institutionalize digital governance practices by modernizing the administrative structure, eliminating redundant bureaucratic procedures, and introducing integrated digital mechanisms to enhance public service delivery. The document underlines the need for scalable digital infrastructure, including widespread use of electronic documentation systems, digital identity, and electronic signatures across all levels of government.

More specifically, the decree mandates government agencies to transition from fragmented and paper-based workflows to interoperable, citizen-centric, and real-time digital platforms. This includes a move toward proactive public services, where government bodies not only respond to citizen requests but also anticipate their needs based on predictive analytics and AI-based systems. Such transformation is essential in reshaping the traditional command-and-control model of governance into a more open, responsive, and data-driven administration.

Beyond internal administrative reform, the broader impact of digital technology is seen in the transformation of the state-society relationship. As digital platforms and open data initiatives expand, citizens gain greater access to public information and decision-making processes. This shift fosters a culture of accountability and transparency, which is vital for public trust and legitimacy. In



this regard, digital technologies serve not just as tools of efficiency, but also as instruments of democratic renewal and participatory governance.

In practice, the Government of Uzbekistan has begun implementing various digital systems such as my.gov.uz (a unified portal for interactive government services), electronic notary services, and digital cadastral platforms, which have significantly reduced service delivery times and enhanced citizen satisfaction. However, challenges remain, especially in terms of digital literacy, cybersecurity, and the digital divide between urban and rural populations. Ensuring equitable access to these services requires continuous investment in infrastructure, capacity-building, and inclusive digital policies.

On a global scale, the GovTech Maturity Index (GTMI) developed by the World Bank serves as a critical benchmark for evaluating countries' progress in digital governance. GTMI assesses government capacity across four core areas: supporting core government systems, improving public service delivery, enhancing citizen engagement, and enabling key GovTech enablers such as legislation, skills, and infrastructure. Covering 198 economies, the index helps identify gaps and strengths in national digital ecosystems. Uzbekistan's positioning in the GTMI not only reflects its current capabilities but also provides guidance for aligning national digital reforms with global standards and best practices.

Moreover, the implementation of big data analytics allows government agencies to detect patterns and trends that can improve policy design and public service optimization. For instance, predictive models can help allocate healthcare or education resources more efficiently, identify corruption risks, or automate eligibility checks for social benefits. Artificial intelligence (AI) is also increasingly employed in digital public services to enhance user interaction, streamline processing, and enable autonomous decision-making in routine bureaucratic tasks.

Blockchain technologies are being explored to secure public registries, land ownership records, and procurement processes by ensuring immutability and transparency. When integrated effectively, these technologies can significantly reduce opportunities for fraud and inefficiency, especially in countries undergoing institutional reform.



However, implementing such advanced solutions requires more than just technology - it demands institutional readiness, legal modernization, skilled human capital, and a coordinated approach across ministries and agencies. As Uzbekistan continues its digital journey, it is essential to develop a robust regulatory framework that ensures data protection, privacy rights, and ethical use of AI, while fostering innovation and entrepreneurship in the GovTech sector.

In our view, the digitization of public administration in Uzbekistan represents a transformative opportunity to build a more effective, inclusive, and transparent government. While notable progress has been made through strategic programs such as “Digital Uzbekistan – 2030”, sustained success will depend on long-term investments in infrastructure, inter-agency cooperation, and a citizen-first approach to governance. Future reforms must be guided by evidence-based policy, international benchmarking tools like GTMI, and the strategic use of frontier technologies.



Figure 1. GovTech Maturity Index (2022)

Classification of 198 countries into four categories (A–D) based on the level of digital governance maturity, covering CGSI, PSDI, DCEI, and GTEI indicators.

Source: World Bank. - <https://www.worldbank.org/en/programs/govtech/gtmi>

Figure 1: Overview of the 2022 GovTech Maturity Index and Its Strategic Implications



According to Figure 1, the 2022 GovTech Maturity Index (GTMI) is calculated as a simple average of normalized scores across four core components. Each component captures a distinct but interconnected aspect of digital government development:

CGSI – Core Government Systems Index (17 indicators): This index assesses foundational elements of whole-of-government digital infrastructure, including cloud computing platforms, interoperability frameworks, and shared digital services. It reflects how well core public management systems are integrated and digitized.

PSDI – Public Service Delivery Index (9 indicators): This measures the maturity and accessibility of online public services, with a focus on citizen-centric design and universal usability. It also evaluates the scope of digital service portals and the availability of mobile-optimized platforms.

DCEI – Digital Citizen Engagement Index (6 indicators): This captures the extent to which governments enable civic participation through digital channels, including open data initiatives, public consultation platforms, and feedback mechanisms via e-portals and apps.

GTEI – GovTech Enablers Index (16 indicators): This measures the policy and institutional environment for GovTech development, including national strategies, enabling legislation, digital skills development programs, and innovation-friendly regulatory frameworks.

Implications of Figure 1 for Public Administration Transformation

The results illustrated in Figure 1 point to a growing global trend: the expansion of digital public services, improvement of internet infrastructure, and implementation of digital payment systems are accelerating the transformation of public administration. As governments deploy technology to streamline services and decision-making processes, public management is becoming more efficient, transparent, and responsive.

However, this evolution brings new risks—particularly in the area of cybersecurity. As the scope and sensitivity of digital data expand, so do the threats. This demands more comprehensive and proactive cybersecurity policies, including national strategies, critical infrastructure protection, and legal safeguards for data privacy.

In the context of Uzbekistan, digital transformation is gaining strategic momentum. One of the government's key priorities is the establishment and expansion of an e-government system, which facilitates the online delivery of services to both citizens and businesses. The digitalization of public services not only enhances convenience but also reduces bureaucratic inefficiencies and limits opportunities for corruption by minimizing human discretion.

The deployment of digital governance systems is already producing visible results: interactions between the state and the public are becoming faster, service quality is improving, and citizen trust is increasing. Moreover, digital tools enable real-time monitoring, which further strengthens accountability and performance evaluation across government agencies.

Uzbekistan's Strategic Partnerships in the Digital Domain



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Uzbekistan's efforts to advance digital technologies are bolstered by international cooperation. Under the leadership of President Shavkat Mirziyoyev, the country has actively participated in global forums and summits on digital transformation. These engagements are instrumental in importing best practices and innovative technologies, which accelerate domestic reforms.

Furthermore, Uzbekistan is strengthening its partnerships with leading global institutions, including the United Nations (UN), World Bank, and Asian Development Bank (ADB). Through these collaborations, Uzbekistan has gained access to technical expertise, financing opportunities, and capacity-building programs. Such support is crucial for expanding digital infrastructure, training a skilled workforce, and funding large-scale digital innovation projects.

Our Assessment. In summary, the 2022 GTMI (Figure 1) not only provides a snapshot of the global state of GovTech development but also offers strategic insights into how digital governance can be leveraged to modernize public administration. For Uzbekistan, this index serves as both a benchmarking tool and a roadmap—highlighting the country's progress while identifying areas that require continued investment and reform.

If effectively aligned with international standards and supported by robust cybersecurity, data governance, and human capital development, Uzbekistan's digital transformation can serve as a model for other emerging economies.

Conclusion

Overall, the advancement of public administration through digital technologies in Uzbekistan reflects one of the most significant global trends in modern governance and remains at the forefront of the country's national development agenda. The measures and reforms undertaken in this domain are not only aimed at modernizing the structure of public administration but also at improving the quality of services provided to the population and enhancing the competitiveness of the national economy. These efforts have already begun to yield tangible results, with growing recognition both domestically and internationally.

The integration of digital technologies into public administration enables greater efficiency, enhanced transparency, and a more citizen-centric approach to governance. It fosters an environment in which public services are delivered more swiftly, reliably, and inclusively. Moreover, by reducing bureaucratic obstacles and limiting opportunities for corruption, digital transformation strengthens public trust in government institutions and reinforces the relationship between the state and civil society.

In the broader context of national development, the digitization of public administration plays a pivotal role in shaping a competitive, innovation-driven economy. As Uzbekistan aspires to position itself as a modern, globally integrated state, the role of digital technologies becomes



increasingly strategic—impacting not only how the government operates, but also how it is perceived by its citizens and the international community.

Recommendations

To sustain and amplify the positive outcomes of digital transformation in public administration, the following strategic recommendations are proposed:

1. **Invest in Digital Literacy and Capacity-Building** - Expanding digital training programs for public servants and citizens will ensure the effective use of new technologies and reduce digital inequality between regions and social groups.
2. **Strengthen Cybersecurity and Data Protection Frameworks** - As digital infrastructure becomes more complex, so too does the risk of cyber threats. It is vital to adopt robust legal and technical frameworks to protect data privacy and secure critical digital assets.
3. **Promote Public–Private Partnerships (PPPs) in GovTech** - Collaborating with the private sector can accelerate the development and deployment of innovative solutions, from AI-enabled service platforms to smart public infrastructure.
4. **Enhance Interoperability and Integrated Systems** - Building a cohesive digital ecosystem requires seamless data exchange and functional integration across ministries, agencies, and local governments to improve decision-making and service delivery.
5. **Use International Benchmarks to Guide Reforms** - Uzbekistan should continue using global indexes such as the GovTech Maturity Index (GTMI) to assess progress, identify gaps, and align national policies with international best practices.
6. **Encourage Inclusive Digital Governance** - Special attention should be paid to vulnerable groups—such as rural populations, women, and persons with disabilities—to ensure equitable access to digital public services.

By prioritizing these areas, Uzbekistan can ensure that digital technologies are not only tools for modernization but also catalysts for inclusive growth, effective governance, and long-term national resilience.

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