

E-GOVERNMENT AS A TOOL TO INCREASE THE EFFICIENCY OF GOVERNMENT AND PUBLIC GOVERNANCE.

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ANNOTATION

The article presents the development trends of the concept of "e-government", which serves to improve the relationship between the state and society, based on scientific analysis and conclusions.

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At present, much attention is paid to the development and introduction of new methods and technologies to increase the weight and quality of e-government services. One such technology is Government 2.0, or Gov 2.0, a new platform that can further improve connectivity, openness, and transparency between government, civic institutions, NGOs, and nonprofits. The convenience of this platform is that the information on it is open and allows everyone to use it equally. According to Logan Harper of the University of North Carolina in the United States, "Simply put, Gov 2.0 hands over the government to citizens."

Gov 2.0 is a system that effectively organizes the interaction of public authorities with society. In other words, "the integration of government agencies and the access of officials to social networks and the blogosphere, the creation of blogs where public services are provided and discussed, the involvement of society in improving legislation, ensuring citizens' online access to draft laws.

Gov 2.0 is a transparent, accountable, and open government that the public believes in "[2].

Gov 2.0 are:

- "Improving the efficiency of public services for individuals and legal entities;
- Individuals and legal entities will be able to use public services without communication with officials, which will save time and money for citizens and the state budget;
- Transparency increase through corruption reduction ;
- Open reporting on the use of budget funds, increasing cost efficiency;
- Citizens have a better understanding of the hierarchy of power administratively and geographically;
- Raising awareness of citizens about their rights and responsibilities "[2].

Another positive feature of e-government is reflected in the political process (elections, referendums) in the country. Demonstrating the participation of prominent politicians, sports, and arts figures in political propaganda to increase the participation of citizens in political events will help increase the motivation of the country's population.

From our research, it became clear that there are two main goals behind the creation of the Gov 2.0 platform. The first is to reduce the load on Gov 1.0 i.e. government websites, portals, and other communication media, and the second is to ensure that the people are closer to the government. In this process, heads of state and government use a wide range of "social networks" as a new, modern and convenient means of communication with the people. The fact that citizens visit the personal or service page of government members on social networks, not on official government websites, where they leave their questions, suggestions, objections, or appeals, and receive answers as soon as possible, ensures a quick and quality view of communication.

Indeed, in today's modern world, social networks provide interactive communication between government and people. The main feature of this is that it provides direct observation of events in the community, online communication with a government official, access to information on the personal pages of officials, and unimpeded access to materials on various topics.

“Social media is a new area of e-democracy. The access point to the social network is in a city environment, and the interaction is based on the conditions of the citizens. Proponents of e-government see government use of social media as a tool to help the government act as a society it serves. Examples can be found on almost every state government portal through networks such as [Twitter](#) and [YouTube](#).”[3]

Studying the international experience of e-government decision-making and quality implementation is important for countries that are already undergoing these processes. This is because the adoption of the positive results achieved by the experienced states, as well as the non-repetition of their mistakes, necessitates the correct implementation of the e-government system, as in all areas. The e-government system has a single set that is the same for all government structures. Russian scientist S. According to Gabuev, “e-government is the same central element for all countries and political entities, ie the use of ICT by government agencies. No matter what country uses ICT technology, it will remain the same for all. In order to constructively criticize the universality of the theoretical models of e-government, it is expedient to identify specific aspects and directions for informing the government. They may vary depending on the characteristics of the country implementing the e-government concept”[4]. In addition to the opinion of the scientist, it should be noted that there are some aspects that do not allow the use of international experience in the implementation of e-government. These are the geographical location of the country, national characteristics, more or fewer nationalities (polyethnic or monoethnic state), differences in the forms and methods of public administration, the quality and weight of information and communication technologies, and other aspects.

As mentioned above, using the capabilities of the e-government system will help to solve many problems in society that need to be addressed. The project "Initiative Budget" was announced by the President of the Republic of Uzbekistan Sh. Mirziyoyev in 2018 is of great interest among the population. According to him, citizens can decide by a majority vote whether to spend local budget funds on a particular area of social infrastructure.

Visit the e-mail portal "Open Budget" (www.openbudget.uz/), organized by the Ministry of Finance, to ensure that the most important issues in the area where they live are resolved by voting.

Another step in the development of the concept of e-government in our country is the introduction of the public service "Single Window". According to him, citizens receive basic social services provided by the state to the population on the basis of applying to the newly established "Center for Public Services." This organization, provides services on the basis of requests of citizens on this or that issue, is established in all district centers and is designed to provide public services to individuals or legal entities at the same time and in one place. Norma. uz. To date, more than 130 types of services are provided through the public service centers on the basis of the "single window" principle. In 2017, the number of services provided to the population was 12,000, and in 2019 this figure exceeded 13 million.”[5]

Recognizing the reforms being carried out in Uzbekistan, the positive changes in the legislation, and the practical results, it is necessary to point out the trends that hinder the further development of the e-government system. First of all, the concept of e-government develops as a result of the activity of an object in politics, called the "e-citizen" according to the "feedback principle". If the citizen is not fully aware of the opportunities to monitor, analyze and use the activities of e-government, the desired result can not be achieved. Second, it is scientifically proven that any new technical and technological discoveries and innovations are assimilated differently by different age groups. The inadequate access of the older generation to modern information technologies leads to inequality in the use of e-government services. Finally, and third, regional issues related to the development of e-government. Internet access is not the same in all regions of the country. While the quality of internet in urban and nearby areas is high, internet speeds in rural and sparsely populated areas do not allow for adequate use of information technology. The solution of the above-mentioned problems will serve as a key factor for the sustainable development of e-government. Candidate of Political Science U Islambekov points to the following problems: However, it should be noted that the establishment of an informed society in Uzbekistan requires the eventual establishment of electronic information exchange between citizens and the state. Therefore, in the development of electronic information exchange, in particular, in the implementation of the "e-government" program, first of all, it is necessary to computerize the mahalla guzars, mahalla citizens' assembly offices and ensure their connection to the Internet " [6].

The creation and development of an e-government system based on openness and transparency, "dialogue with the people" by any government will take the relationship between the state and society to a new level.

In our opinion, the increase and provision of opportunities for electronic communication in the information policy of the state will provide the following positive results:

- Increase the responsibility of information disseminators to the principle of transparency;
- Lead to the end of bureaucratic relations in the provision of public services to the population;
- Opportunities for direct observation, analysis, and response of various socio-political processes in the country by members of society will increase;
- Increased digitization of public and non-governmental sectors will create a favorable economic environment; Modern mechanisms will be formed to monitor and control the quality and capacity of education, health, social protection, and service systems.

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