



# IMPLEMENTATION, OBJECTIVES, PRINCIPLES, MODULES AND THEIR CHARACTERISTICS OF ELECTRONIC GOVERNMENT

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Article history:	Abstract:
<b>Received:</b> May 28 <sup>th</sup> 2022 <b>Accepted:</b> June 28 <sup>th</sup> 2022 <b>Published:</b> August 2 <sup>nd</sup> 2022	The article describes the development of electronic government, its importance in optimizing relations between the state and citizens. Also, the three main modules of e-government and the stages necessary for effective operation of e-government, the main goals of e-government and the main principles of e-government in the implementation of these goals were analyzed on a scientific basis. Also, the practical results of electronic government in our country in 2017-2022 have been systematically shown.
<b>Keywords:</b> E-government, public services, 24/7/365, "e-participation", "e-democracy", (G2G), (G2C), (G2B), "e-government" in broad and narrow sense.	

## INTRODUCTION.

Today, the process of electronic integration of relations between the state and society is of great importance. As a result of such a long-term integration movement, a new modern institution "electronic government" began to form.

The concept of electronic government first appeared in the United States in the early 90s of the 20th century. It is known that this concept arose in 1991 during the time of the President of the United States, Bill Clinton, when he paid special attention to the development of the Internet and information communication technologies in general at the state level. During the Clinton administration, the concept of "Electronic Government" spread to the mass media through the documents of state agencies, since 1999, began to appear periodically and frequently in leading publications across the ocean and in Europe. It was during this period that the "Electronic Government" and related principles were analyzed and researched scientific works appeared.

## LITERATURE REVIEW.

S. Bellam and J. Taylor's work "Government management in the information age"[1] considered the theoretical issues of applying electronic information communication tools, especially the Internet, to public management. In 2002, the brochure entitled "Criteria for E-Government Strategy Evaluation: Summary of Strategic Analysis"[2] analyzed the prospects for the introduction of e-Government, based on its technical and social requirements. In the next period, information and communication technologies were developed and put into practice through special decisions of the governments of the leading countries. Many influential international organizations have started to support the introduction of information and

communication technologies in the field of public administration.

In the "Law of the Republic of Uzbekistan on electronic government" adopted in 2015, electronic government is defined as follows. "Electronic government is a system of organizational and legal measures and technical tools aimed at ensuring the provision of public services by the use of information and communication technologies to individuals and legal entities, as well as interdepartmental electronic cooperation"[3].

## RESEARCH METHODOLOGY.

The term "electronic government" is an integral element of the global discourse of the information society. Electronic government serves to make bureaucratic structures between the state and citizens flexible, efficient and transparent for citizens. This should be done through the use of information and communication technologies for the following purposes:

- ensuring the operation of the state apparatus (introduction of the special term "electronic document circulation" to describe the mutual cooperation of state bodies in online format);
- provide various services to citizens anonymously and quickly (ideally, 24/7/365, that is, twenty-four hours a day, seven days a week, three hundred and sixty-five days a year);
- provision of communication between citizens and authorities in real time ("electronic participation", "electronic democracy", etc.).

According to these goals, e-government is considered mainly from the point of view of optimizing and improving the efficiency of cooperation between authorities, relations between the government and citizens. Therefore, such an approach is very



simplified, because it directly responds to the interests of society. In our opinion, another approach is more fair, according to which e-government is considered as a system with a unique social responsibility and open information, with continuous feedback.

Also, in Electronic Government, the entire system of state executive bodies is collectively called the government. Government activities should be open to citizens and transparent in terms of information. All this together serves to increase the quality of services provided to the population and the efficiency of the activities of state authorities.

In the Western scientific community, electronic government is generally considered as a concept aimed at more efficient functioning of the state. In Western perception, e-government consists of three main modules: government-to-government (G2G); government to citizens (G2C); government to business (G2B); - and includes many applied elements (freedom of citizens to use state information, transfer of state bodies to confidential proceedings, establishment of annual performance indicators of all state bodies and introduction of their regular monitoring, management of the system of plastic cards to determine performance indicators for civil servants, to transfer their salaries, "calculations for business trips, to network most of the standard transactions between the state and citizens or enterprises, etc.).

If we pay special attention to the modules, then at the first stage - "government for government" - the minimum necessary for the effective functioning of e-government implies the existence of a single state portal that provides full services to government agencies. . With the help of this, it will be possible to automate relations between departments, reduce the costs of bureaucratic procedures, and increase the efficiency of state agencies.

For the effective functioning of e-government, the second stage - a single government portal "government for citizens" is envisaged. Providing public services to citizens online: obtaining information and advice and related documents, registration, application, sale, purchase and ownership of property within the competence of a specific state body; obtaining loans and benefits; includes utility bills and other services.

The third stage - "government for business" - it is planned to create a single trading platform that will meet the socio-economic needs of state agencies and commercial structures. It allows conducting online tenders and auctions for the supply of goods and services for state needs. Also licensing, obtaining loans, paying taxes, etc.

E-government activities should not be limited to official communication with government bodies,

society and business. Each module requires performance indicators and required functions to be fully implemented to optimize the system.

It should be emphasized that e-government is not only "government for government", but also "government to citizens" and "government to business", and their tasks include overcoming bureaucracy, closing the distance between the state and citizens, and increasing their freedom. , saving resources, getting rid of queues, simplifying the legalization of private initiatives in the field of entrepreneurship, activating small and medium-sized businesses in our country, is the main factor in increasing the efficiency of public administration through the introduction of remote work and digitization of document circulation.

In general, according to most experts, e-government should be based on the following basic principles:

1) Citizens (taxpayers) as not only consumers of public services, but also as owners of the state, determine the policies and directions for the development of the "Electronic Government" project;

2) For convenience and use advantage. All electronic solutions used in the digital government are aimed at making it easier for citizens to use the system by increasing the speed of service and reducing waiting times;

3) On changing the business. All software, architecture and infrastructure, as well as e-government policy, are aimed at providing the efficiency of the business model and its corresponding set of values to the public system;

4) By cost and value. They should be minimized so that working with the system does not cause complications for private and corporate users;

5) On technical service. The effectiveness of e-government should be reflected in its ability to provide fast and cost-effective service to the largest number of citizens, while providing high-quality service;

6) Scope of decisions. Applications should ensure interaction between completely different structures and bodies that make up the system and in interoperability;

7) Execution. Applications should meet the goal of improving transactions by reducing service time and complexity and effort;

8) Reporting. Applications should increase the accuracy of data and the possibility of their archiving, as well as external and internal (state control structures) audit of transactions;

9) Single point of entry. Therefore, all information and services are available on a single state portal, creating additional convenience for taxpayers.



First, there is no need to fill out different forms many times with the same personal information. After the user enters their password and personal code into the database (or is otherwise authorized), they automatically appear in the form fields each time.

Second, having a single point of entry allows for a comprehensive service that encourages taxpayers to conduct their transactions with government agencies online faster.

Thus, the concept of "electronic government" can be used in both broad and narrow sense. In a broad sense, this is understood as political processes related to state management. The main goal of this is the "electronic state" in which computer information and communication technologies connect all branches of state power, ensure the openness of their activities, and also enable citizens and civil society structures to realize their economic and social-political interests without bureaucratic obstacles. aimed at creating

In a narrow sense, "e-government" is only the electronic infrastructure of executive authorities, state administration based on modern computer technologies. This will change the relations between the government and the general public.

Also, e-government is an institution closely related to components of information society such as e-commerce, e-business, universal access, computerization.

## **ANALYSIS AND RESULTS.**

Electronic government can be described as a mechanism of mutual cooperation between state authorities, local government authorities and citizens (as well as all institutions of civil society) mediated by information and communication technologies. The specific features of e-government are as follows:

First of all, there is a qualitative nature of mutual relations, that is, mutual cooperation within the institution is carried out only electronically, via the Internet. Electronic document circulation of political communication, electronic signature, electronic voting and one of the important aspects specific to this institution in the political system are considered here.

Secondly, e-government is an institution that implements multidisciplinary cooperation, the participants of which are not only individual citizens, but also other institutions of the political and social system (state authorities, local government authorities, trade unions, enterprises, organizations, public organizations, non-governmental non-commercial organizations, etc.) are also counted. As a result of this, there was a need to create a single regulatory and legal framework for electronic government activities, legal regulators of the actions of subjects. At

the current stage of the development of e-government, such a base has not yet been formed, therefore, in many ways, e-government has the character of an informal institution.

Thirdly, e-government, like other institutions, is distinguished by the presence of a certain social and political purpose. At the global level, this goal can be formulated as effective cooperation between state authorities, local state authorities and civil society through maximum use of electronic channels of political communication and joint problem solving. Naturally, the goals of a political institution can change in different socio-political environment, under different conditions. However, this is the real purpose behind the establishment of this institution. To achieve this, e-government is called to perform a number of functions: communicative, integration, expression and concentration of interests, political socialization and legitimization.

The fourth is the provision of social services by the e-state to the population via the Internet: we are talking about paying utility bills, filling out tax returns and collecting taxes, registering public associations and enterprises, etc. . These electronic operations, which go beyond the direct political sphere, achieve the greatest success in attracting the attention of the population to electronic forms of interaction with state and municipal institutions. As an example, we can show that the State Services Agency was established under the Ministry of Justice of the Republic of Uzbekistan as part of the large-scale work on the fundamental reform of the national system of public service provision in the country. Today, in order to provide the most necessary and high-demand public services not only to entrepreneurs, but also to residents, a single network of public services was created under the People's Reception Centers covering every city and district of the republic.

With the introduction of the system:

- The term of providing services has been shortened;
- The number of documents submitted by applicants has been drastically reduced by establishing inter-departmental integration;
- The service process has been optimized;
- Decentralization of the activities of the service bodies - i.e., by transferring the service authority from the higher body to the lower systems, the promptness and addressability of the service was ensured.

In particular, during 2017-2021, new buildings of 142 state service centers were built, branches of state service centers were established in 129 regions. The provision of public services was reduced from 465 days to 237 days. More than 27.6 million services were



provided through state service centers in 2017-2021, of which 11.4% were electronic (online) services. In addition, a total of 207 state service centers were established. The number of services provided through state service centers increased from 37 to 157. The number of documents required for the provision of public services has been reduced to 95. The number of mobile (mobile) state services was 662,411. In 2017, more than 170,000 state services were provided only to entrepreneurs, and in 2020, more than 8 million state services were provided to individuals and legal entities [4].

Individuals and legal entities were provided 2,983 services in 2017, 1.3 million in 2018, 2.8 million in 2019, 3.1 million in 2020, and 9.2 million in 2021 through the unified interactive state services portal. 5.6 million state services were provided in January-June 2022. Today, 336 state services are provided electronically to individuals and legal entities through the Unified Interactive State Services Portal and State Service Centers [5].

Thus, e-government will become a qualitatively new, truly democratic institution that implements the right to make political decisions in the management of state affairs, the basic rights of citizens: to receive and distribute information, to express their opinion, and to participate directly.

As a result of the practical implementation of these functions, the e-government can come closer to the realization of its goal. Also, building a system of full-fledged mutual cooperation of civil society, realizing these relations horizontally, contributing to the rapprochement of the state and society, strengthening mutual trust, is the basis for increasing the value of the rights and freedoms of every citizen. is serving.

In summary, the ultimate goal of e-Government is to offer citizens an expanded portfolio of government services in an efficient and cost-effective manner. E-government provides more transparency for the government as it allows the public to be informed about what the government is working on and the policies being implemented. Improving the efficiency of providing services to citizens, improving the quality of services, improving access to state services, transparency and accountability of state bodies are the expected advantages of electronic government.

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