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DIGITAL ECONOMY IN THE REPUBLIC OF UZBEKISTAN: DEVELOPMENT OF THE ELECTRONIC GOVERNMENT

Abstract: in developed and developing countries during the last years at the state level decisions on development of digital economy, on creation of new industries, such as "Industry E. Learning», to creation of virtual universities, creation of the electronic government have been accepted and realized. The electronic government is a concept of realization of the government, inherent in an information society where components of the qualitative government are: responsibility, a transparency of authorities, and efficiency of decision-making. In article are considered development of the electronic government in the Republic of Uzbekistan, in a foreshortening to digital economy.

Key words: information, telecommunication, digital economy, mobile technologies, an infrastructure of the electronic government.

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Introduction

Development of system of the electronic government as government parts, by means of introduction of information computer technologies taking into account administrative transformations occurring in the Republic of Uzbekistan, is the indispensable requirement for occurrence in a global information society. Realization of an information society is impossible without introduction of the electronic government. The electronic government is a concept of realization of the government, inherent in an information society. Components of the qualitative government are: the accountability (responsibility), a transparency (openness) of authorities, efficiency of decision - making. Now it is possible to allocate 4 basic models of "the electronic government», received a practical embodiment in the USA, Europe, Asian-Pacific region and other

countries: the continental model; Anglo-American model; the Asian model;

Materials and Methods

The electronic government in foreign countries is a part of administrative reforms, in the CIS countries in parallel there is an introduction of principles of the electronic government and administrative reform. The concept electronic the government covers a wide range of kinds of activity and characters and, nevertheless, at present it is possible to reveal three accurate sectors. It: the government - the government (G2G), the government e-business (G2B) and the state managements-citizens (G2C). Each of these sectors represents a different combination of motivational forces and initiatives. For the first time workings out of concepts of the electronic government (Americans have appeared with what, as well as in cases with many other web-



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initiatives, first of all have entered into system of Internet designations in addition to symbols B which have already settled by then (business) and With (customers) also concept G (government), having reduced formalization of a problem of construction of the electronic government in the simplified kind to expression G2G+G2B+G2C where the first composed means the communication line between different functions, bodies and government levels on all its vertical, the second - set of contacts between the government and business, and the third - mutual relations of the state with the population (C not only customers, but also citizens). Sector the government - the government (G2G). In many respects sector G2G represents as though country ridge of the electronic government. Speaking about the electronic government and in particular about introduction of sector G2G, it is necessary to understand that first of all it is a question of information of all administrative processes in public authorities of all levels, about information of interdepartmental mutual relations, about creation of the computer systems, capable to support all functions of interaction of these bodies with the population and business structures. It is impossible to talk that inside the governmental transaction is realized in an electronic, paperless mode if in departments corresponding process or not electronic document circulation is not automated. Separate operations, say, transfer by e-mail of the document which is again unpacked by the addressee for giving for the signature to other official, do not characterize in which image the government as electronic. There are certain Internet technologies, information sites, e-mail, electronic payment systems and so forth and application of these technologies by the government can expand considerably abilities of the state to execution of the functions. At realization of problems on reduction of functions and processes in conformity with the purposes declared by administrative reform corresponding open standards can be used:

1. Perfection of processes of purpose of information technology (IT) Governance Implementation Guide, COBIT, COSO Internal Control, Australian standard AS 8015;

2. Management of creation/acquisition/outsourcing and introduction projects - ISO 12207, ISO 15504, TickIT, CMMI, Bootstrap, GOST 34.601, GOST 34.602, PMBOK, PRINCE2, APMs;

3. The effective organization of operation - BS 15000, ISO 20000, COBIT, MOF, ITIL;

4. Management of information security, - ISO 13335, ISO 13569, ISO 17799, BS 7799-2, NIST standards, GOST P 51275-99, ACSI-33, COBIT Security Baseline, ENV12924, ISF Standard of Good Practice;

5. Management of risks and a continuity of activity AS/NZS 4360, COSO Enterprise Risk Management, PAS-56, AS/NZS 4360, HB 221-2004

6. Independent audit and monitoring - ISO 19011, COBIT Audit Guidelines

7. Quality managements of the state services - ISO 9001, EFQM, Baldrige National Quality Plan, ISO/THAT 10006:1997

To improve quality of the government, it is necessary to allocate especially disclosing of the state information to the organizations and citizens. Disclosing of the state information automatically provides growth of a transparency of the state. The working system of disclosing of the information reduces possibilities for corruption and abusing's, depriving the departments responsible for gathering and storage of "commercially valuable" information to make its subject of the auction. Besides, the opened information means possibility to reduce time costs on information reception on demand and its search in official publications.

Sector the state management-business (G2B): Term G2B (Government-to-Business, or «the State for business») outlines area of interaction of the state and business with accent on the active party of the state structures. The purpose of G2B-services is increase of efficiency of interaction of the state and business by means of active use ICT, and also increase of an openness of the state for business.

Use of G2B-services gives the chance to administrations to render round the clock service and the information to citizens irrespective of a place of their finding. Use of the Internet by controls as one of possibilities to raise efficiency of the government causes attention to initiatives in the field of construction of electronic mutual relations of the state and business from business circles. Sector G2B includes both sale of the excessive governmental goods to the population, and purchases of the goods and services. Though not all directly depend on use of information technology, a number of various methods of purchases is used concerning sector G2B. Successively, based on results, is a method in which frameworks the payment, made to the contractor, is based on the actual purposes and results of work.

Sector the government - citizens (G2C): The Third sector of the electronic government is the government the e-population (G2C). Initiatives G2C are intended to facilitate interaction of the population with state bodies. The purpose of these initiatives consists in trying to perform such operations, as prolongation of licenses and certificates, payment of taxes and giving of statements for grants less of "Time of capacious" and more simple. Initiatives G2C also often set as the purpose to expand access to the state information by means of use of tools of distribution of the information, such as web sites and-or "booths". Simplification of the state services of which with impatience is waited by all citizens of

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the country, it was supposed to receive by concept realization "one window". The principle of "one window" is a part of the administrative reform which essence consists in simplification of procedure of delivery of various documents to citizens and the organizations. Realization of the given project means economy of time and forces for the applicant, and also decreases in risk of corruption. «One window» is unconditional; it is a step forward both for the authorities and for businessmen. Business supports the idea of administrative reform directed on economy of time and forces, and also decrease in risk of corruption. But in that kind in which this system for today operates, she not absolutely answers the sense put by founders and developers». The mode essence of "one window" consists in the following: to receive the necessary document (the inquiry, the permission, the documentation, an extract, a copy etc.) The applicant - the citizen or the organization - is obliged to give in corresponding enforcement authority or the city organization only the documents directly related to the applicant (the statement, a copy of the passport, the certificate, etc., copies of constituent documents, certificates on registration) or granting which (delivery) concern conducting federal bodies.

All other documents which are not concerning directly of applicant to need necessary for preparation of the asked inquiry (the permission etc.).

Will gather enforcement authority or the city organization responsible for delivery of given document, independently. The applicant should address in the enforcement authority which is giving out the final document. Preparation, the coordination and document delivery is carried out by city enforcement authorities gratuitously. Only if for preparation of the required document carrying out, what or works (for example, project examination, carrying out of gauging, etc.) is necessary or the legislation provides payment collection (for example, state duties), the document will stand out on возмездной to a basis. Depersonalization of interactions of civil servants with citizens and the organizations by system introduction "one window" and electronic information interchange is, first of all, a mode of the adjusted information processes, certainly, based on the formalized administrative technologies. For realization in this case insufficiently one ICT, are necessary changes of standard base to remove contradictions and to prevent duplication in existing systems of the various accounts. Technology of a solution of a problem of the state services with the help of "one window" effective that is connected with attempt to get rid of displays corruption, and, simultaneously, the latent possibility to keep traditional bureaucratic way. Problem is the unwillingness of departments to work with other public authorities who can be interested in

the information processed by one structure in interests another.

The electronic government is based on the distributed information-telecommunication infrastructure, i.e. on infrastructure electronic government developed in scales of the state and which kernel is the system of electronic document circulation system of automation of the government. Electronic government is a part of administrative reform of the state for transition to digital transformation of economy. In the decree of the President of Republic of Uzbekistan «About Strategy of actions on the further development of the Republic of Uzbekistan» it is designated that realization of Strategy of actions will pass in five directions. In particular, within the limits of realization of the first direction «Perfection of the state and public building» system electronic government perfection, improvement of quality and efficiency of the state services, practical realization of mechanisms of public control, strengthening of a role of institutes of a civil society and mass media is provided. System electronic government is representation in the Internet of the information on work of the state structures or payment of taxes where there are such interactions: between the state and citizens (G2C, Government-to-Citizen); between the state and business (G2B, Government-to-Business); between various branches of the government (G2G, Government-to-Government); between the state and civil servants (G2E, Government-to-Employees). The United Nations have published on July, 30th, 2016 the next Review of development of the electronic government in the world countries for 2016 (UN E-Government Survey 2016) under the name «the Electronic government in support of a sustainable development» (E-Government in Support of Sustainable Development) where the basic indicator of the report is the Index of development of the electronic government (E-Government Development Index, EGDI) which estimates degree of development of electronic services. In a rating of in 2016 year in the Republic of Uzbekistan with index EGDI at level 0.54335 that above an average world index and it was included into group of the countries with high level of development electronic government. As a result of large-scale measures the Republic of Uzbekistan accepted in the country has considerably improved a position in a rating of the United Nations of 2016 on level of development electronic government, having entered into 40 % of the most advanced countries of the world and having occupied 80 places among the states applying system Electronic government. On an index of electronic participation which estimates efficiency of dialogue of the government with the citizens and business, on a sub-index «electronic services», electronic government has occupied 47 place in the world, 3 place in the CIS and 1 among the countries of the



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Central Asia. Thus on an indicator «help services» electronic government has received the maximum 100 % and has doubled an indicator «high-grade electronic services» - from 24 % in 2014 to 52 %, in 2016. According to the complex program of development of National information-communication system the Republic of Uzbekistan for 2013-2020, the Center of development of system of Electronic government is created. The Uniform portal of interactive state services (my.gov.uz) which for today has processed over 1010625 electronic references physical and legal bodies functions. System Electronic government the Republic of Uzbekistan structure includes following components: a uniform portal of interactive state services for direct contact to addressees of the state services; a portal of the open data (data.gov.uz) - the data and statistics from state structures; directly sites of state structures; complexes of information systems "Taxes", "Customs", "Formation" and others, through which state bodies "communicate" with each other. The virtual reception of the President and housing and communal services portal is a system part «Electronic government». According to the decision of the President of the Republic of Uzbekistan Shavkat Mirziyoev, from the beginning of 2017 Virtual receptions also are opened at heads of state structures, heads of areas, cities and areas, rectors of high schools, banks, power structures and so on. The municipal services and available housing "e-kommunal" portal, a national database of legislation Lex.uz functions. Only for March, 2017 in the Virtual reception of the President 445015 references from citizens of the Republic of Uzbekistan have arrived. In the United Nations review also the portal "e-kommunal.uz" also is mentioned. Responsible civil servants are obliged to answer inquiries and to inform the applicant on the accepted decision. Electronic government of the Republic of Uzbekistan promotes deepening of the state transparency and introduction of information-communication technologies in all spheres of life of the state and a society. Delivery of the tax and statistical reporting, registration of customs declarations, registration of subjects of business and company names became the most demanded online services, the system «Electronic visa» is started. Along with it the uniform mechanism of the electronic auctions on the state purchases, electronic system of giving of statements of claim and petitions from businessmen in the economic courts created in the country the centers «one window» for gathering of documents effectively functions at filing of application on reception of the state services. Thus, citizens and subjects of business have got access to the most demanded and popular state services through monitors or smart phones. For the purpose of improvement of the business environment in the Republic of Uzbekistan it is created complex

information technology (IT)- systems on one of the main segments of system «Electronic government». Uniform portal of interactive state services my.gov.uz the updated version personal «the Office of the subject entrepreneurship» has been started. Experts of the Center of development of system «Electronic government» together with bodies state and an economic board, have executed great volume of works on the further improvement of granting of the state services, is introduced more than 308 types of service allowing citizens and to subjects of business operatively and easily to solve the questions answers on which give more than 2433 bodies state and an economic board. Since 2015 year to regulation.gov.uz address there has begun work system of an estimation of influence of certificates of the legislation which give possibility to estimate again accepted regulatory legal acts. In the Center databases physical and legal bodies, and also a kernel of a base platform of system «Electronic government» are generated. The center creates the Uniform register of the state services, forms and forms, registration of the state services in the Uniform register. Introduction and system development «the Electronic government» in the Republic of Uzbekistan is erected in a rank national and within the limits of realization of Strategy of actions for 2017-2021 years, the potential of development of system «Electronic government», capable to provide a transparency of activity of authorities, optimization of granting of services to the population and business, increase of degree of electronic participation of citizens in government processes will amplify. The electronic government is not addition or analogue of the traditional government, and only defines a new way of interaction on the basis of active use of information-communication technologies with a view of increase of efficiency of granting of the state services. «The electronic government» - the state project providing at the expense of wide application of information-communication technologies qualitatively new level of efficiency and convenience of reception by citizens and the organizations of the state services and the information on results of activity of state structures. For full introduction of system «Electronic government» it is necessary to adjust interaction with other state structures at interdepartmental level.

Thus, necessary conditions of interaction at interdepartmental level within the limits of system «Electronic government» are: IT interaction of state structures with the population; information interaction of state structures with subjects of business; information interaction of state structures among themselves. One of important indicators of efficiency of formation of system «Electronic government» is introduction of priority state services in electronic form according to order of rendering of

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interactive state services and providing of access to them. The interactive state services realized through system «Electronic government», should be grouped according to the directions set forth above. The state committee of Republic of Uzbekistan on statistics is the executive office of the government which are carrying out the uniform policy in area statisticians, directed on creation and functioning of complete statistical information system. The main destination of use information-communication technologies (ICT) in statistics bodies is an automation of processes of statistical manufacture. Here enter - gathering, processing, accumulation, storage, generalization, the analysis and the publication of the statistical information on the social and economic phenomena, processes and their results occurring in republic. The corporate information network of State Statistical Committee, with inclusion in it of regional, city departments of statistics now functions. The Uniform information system of State Statistical Committee representing set of information resources, information systems, hardware-software maintenance and telecommunication means of bodies of the state statistics is generated. Proceeding from assigned to the State committee according to problems, statistics bodies give 14 services, from them 10 in an interactive mode, by means of an official site <http://www.stat.uz>. <http://stat.uz/> permanent jobs on optimization of granting of the state services to the population and business, increase of their quality and availability Are conducted. In system of the Electronic government creation of mechanisms for maintenance of effective processing and storage of the statistical data on the basic social and economic indexes, and also for timely and full representation of the information to controls of all levels, legal and to physical persons, irrespective of their territorial site is provided. At the same time, for system development «the Electronic government» in statistics bodies works on increase of efficiency of activity of statistics on the basis of wide use ICT, to perfection of system of information-analytical processes are conducted. It is formed on standard-legal and methodological bases, allowing statistics bodies, to citizens and the organizations to function in the conditions of an information society. Development of interactive services, simplicity in their use and availability to any visitor of a site, does bodies of the state statistics more open, and procedures of interaction with the population and subjects of business by more transparent. For example, within the limits of system development «the Electronic government» the Navoi (Republic of Uzbekistan) mountain-metallurgical industrial complex renders following interactive services in reception of references physical and legal bodies, on продукциям, to delivery of archival inquiries, tenders, gives the information on vacancies on the Uniform portal of interactive state services, making a

list of appointments to a management on the Uniform portal of interactive state services, gives vacancies on the Uniform portal of interactive state services

Great Britain: the Central Governmental Portal of Great Britain gives the general governmental information. It connects together the information and consulting services from various sources. Grouping of on-line services round concrete vital episodes is intended to make dialogue of citizens with the state simpler. The portal also represents the expanded service of search named “Fast search” (Quick find) that simplifies navigation through the sea of the governmental information. The central governmental portal ukonline.gov.uk also gives descriptions and references to the whole spectrum of the governmental services which are already accessible now to citizens and business.

As the portal will develop, it will include new references to other governmental Web-sites, descriptions and references to services and the information. [Ukonline.gov.uk](http://ukonline.gov.uk) also gives possibility to citizens to discuss various problems through the section, named Space of the Citizen (Citizen Space). The section informs on plans of changes in area of public life and gives the chance to citizens to state the point of view. The central governmental portal is ukonline.gov.uk very accurately positioned as a natural index point to all other governmental information and services where citizens can co-operate also with the government. Great Britain has gone by the way of careful and gradual building of a basis of the electronic Government. The essence of this approach consists in construction first of all the basic infrastructural building blocks before starting new services. The infrastructure is provided through so-called Governmental Sluice Government Gateway, which provides possibilities of the further escalating of services. This site provides the centralized services of registration for performance of safe transactions with the government. The project of the central governmental portal Ukonline.gov.uk and the State Sluice Government Gateway are two key initiatives of the concept of the electronic government of Great Britain. Thus the central governmental portal Ukonline.gov.uk is considered as a key element of transformation of ways of the organization and granting of services to citizens, means of maintenance of the best integration of the state services and means of association of the governmental information for on-line representation. For achievement of it, it is supposed that Ukonline.gov.uk provides: central a point of an input for citizens from the point of view of reception of the governmental information and state services, access for interactive interaction with the state on different channels, possibilities of partnership for the state and private organizations to provide from the point of view of granting of services, the safe environment of performance in which citizens can carry out



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transactions with the state. The role of Governmental Sluice Government Gateway consists in maintenance of that various state departments can be united so that as a result to the citizen the integrated and transparent services are rendered. The sluice provides necessary routing and integration of services, and also necessary means of safety and authentication. Great Britain pays much attention to standards and reports which should guarantee compatibility of the governmental systems and technologies.

USA: In the USA the electronic government is realized on the basis of the governments of separate states. Information projects federal department's functions, for example as the presidential independently work: <http://www.whitehouse.gov>. From here the ordinary American can get on sites of separate federal departments. As a model variant of realization of idea of the electronic government it is possible to result experience of the State of Florida. Here is not only the information on the staff (history, culture), data necessary for life (the forecast of accidents, the instruction on actions during hurricanes, so frequent in this staff), but also set of other important data and functions. For example, online check of period of validity of a driving license (enter number into the form - receive the answer), the inquiry on licensing of activity of architects in the State of Florida and corresponding forms for filling in format PDF (to obtain the license online or at least to pay a payment through the Internet it is impossible). If for any reasons it is necessary for person to be independently in authorities - it easily finds the necessary address, specifies the status (the citizen of the USA, the immigrant, the visitor), the visiting purpose (from change of a name or the address before delivery of written examination in driving by a motorcycle) - and learns audience time. The authorities of the United States have started performance of last of the planned stages of development of a federal governmental portal <http://www.firstgov.gov> round which are united 27 million units of the government connected with rendering of public services. Organizers of the American electronic government carry that fact to number of the main achievements that under their data (and it more than \$600 billions) have been spent to 2006 year is 15 % of all taxes engaged in the country through the Internet. However even despite such impressing figures, experts Accenture put today the USA only on the third place in the world on level of network dialogue of the state with the population: According to analysts, the United States now concede in this aspect to Canada and Singapore.

France: Considerable step on a way to creation of the electronic government of France was construction in 2000 of the centralized is administrative-state Internet portal, opened to users through a uniform network window access to 2.6 thousand to websites of bodies legislative, executive

and judicial authority of the country of all levels, and also more than to 2 thousand web resources of the European Union and the separate states entering into its structure. It is interesting that only for the first year of functioning of a portal its services have used over 600 thousand French citizens, thus, that the total of Internet users in the country has reached by then 6 million persons. The portal of the electronic government of France offers the user three variants of interaction - depending on that role in which it comes on a site: simply inhabitant, the expert (the section is devoted professional questions), the citizen. Basically the site has information character and contains data on necessary documents and procedures (for example, registration of marriage with the marriage contract), tariffs and taxes.

From any thematic section of the reference conduct on sites of the corresponding ministries where the set of functions can differ depending on a line of activity. Behind these possibilities the big done work disappears. At the moment the majority of the French state structures work on the basis of internal networks, there is a work on creation of the network connecting all departments. Giving of tax declarations of the enterprises and private persons can already be carried out through the Internet now. On a way of expansion of the user base of the electronic government of France there is a number of obstacles. According to results of research of company of Capgemini, the basic barriers remain preference of "human" contacts "electronic" which by tradition is given by many representatives of certain layers of civilians, and also serious concern observance on the Internet of the rights to confidentiality and a privacy of the data circulating there. Thus the potential of development and perfection of structures «electronic government» remains to France extraordinary high: 71 % of citizens of the country consider electronic services by the main tool of the reference of attention of the state administration for needs of the population, and 65 % name these services by the defining factor of economy of public funds, i.e. tax money.

Germany: the construction Government program of "the Electronic government» Germany is one of the most large-scale in Europe: expenses for its realization only at federal level have exceeded by today of 1.5 billion euro. The strategic target of this program in 2000 year has been extremely full and exclusively figuratively formulated by Chancellor Gerhard Schröder: «the data, instead of people should RUN». The essential economy of budgetary funds became result of process digital government systems, in particular: for one only 2006 year expenses on the administrative apparatus maintenance in the country were reduced almost to 400 million euro.



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Conclusion

The main web resource, providing to citizens and the enterprises of Germany on-line access to the governmental structures and services, is considered a portal, connected now with 900 federal departments, establishments and the organizations and concentrating in itself the information on those 3 thousand from economic, industrial, legal, medical, educational and many other spheres of ability to live of a society. The quantity of daily references to this portal reaches 60 thousand According to Federal statistical management of Germany, within 2006 year is 35 % of the German companies from which 84 % thus received official forms of the state registration and the financial reporting have used the governmental sites and services given by them, 74 % addressed for the help information and the

organizational-administrative documentation, 71 % supported with corresponding instances feedback concerning economic and legal character, and 17 % participated in every possible on-line competitions on reception of the state orders.

Program Bund Online 2005 year became a key element of the general layout of reforming of the German state on the basis of modern information technology. In this program intentions of the government of Germany by 2005 have been stated to realize on the Internet the greatest possible quantity of functions and services of authorities of nationwide scale, and also together with administrations of all of 16 federal lands to search for ways of introduction of electronic services at regional and local levels. Within the limits of program BundOnline variety project has been developed.

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