



## CONCEPTS OF DIGITALIZATION OF PUBLIC ADMINISTRATION AND FOREIGN EXPERIENCE

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### Abstract

This article presents theoretical and practical analysis of the digitization of public administration. The theoretical views of a number of researchers regarding the concept of digitization of public administration, efficiency in the provision of public services, availability and transparency have been analyzed. In addition, the experience of Russia, USA, England, Germany and Italy on digitization of public administration has been analyzed.

The problem of digitalization of public administration is regarded as to be the most relevant in the sphere of economic management, and it is shown that it is divided into four zones depending on the level of digitalization in the management of the world economy. The process of digitization of public administration and its impact on the economy is analyzed through statistical data and opinions are expressed about the accumulation of significant financial resources for the states in the provision of public services.

**Keywords:** digitization of public administration, public services, efficiency of the provision with public services, availability and transparency of public services, e-government.

At the current stage of development of the new Republic of Uzbekistan, the perspective of public administration, and its transformation through digital technology, is critical. Currently, in our country, the Laws of the Republic of Uzbekistan "On Informatization"<sup>1</sup>, "On Electronic Digital Signature"<sup>2</sup>, "On Electronic Document Circulation"<sup>3</sup>, "On Electronic Government"<sup>4</sup>, Decree of the President of the Republic of Uzbekistan № DP-5099, "On measures to radically enhance the conditions for the development of the sphere of information technologies in the Republic"<sup>5</sup> adopted on June 30, 2017, Decrees of the Cabinet of Ministers of the Republic of Uzbekistan № 728 "On measures to improve the provision of e-government services through the Single portal of interactive state services of the Republic of Uzbekistan"<sup>6</sup> adopted on September 15, 2017 and No. 188 "On measures to continue the implementation of the Law of the Republic of Uzbekistan "On Electronic Government"<sup>7</sup> adopted on June 3, 2016, is a factor in the advancement of digital technologies.

As digitization of public administration becomes a pressing concern today. This phenomenon has taken on a distinct evolutionary character and is producing positive consequences in all industrialised countries. If we look at international experience, Eric M.

<sup>1</sup> See: <https://lex.uz/docs/83472>

<sup>2</sup> See: <https://lex.uz/docs/6234904>

<sup>3</sup> See: <https://lex.uz/docs/165079>

<sup>4</sup> See: <https://lex.uz/docs/2833860>

<sup>5</sup> See: <https://lex.uz/docs/3249651>

<sup>6</sup> See: <https://lex.uz/docs/3353186>

<sup>7</sup> See: <https://lex.uz/docs/2972703>

Bergerud (Eric M. Bergerud) is one of the scientists dealing with the digitalization of public administration. He addresses the many facets of public administration digitization in his article "Digital Government: A New Dimension of Public Administration" (2016), emphasising efficiency, transparency, and citizen participation as significant contributing variables<sup>8</sup>. The author additionally highlights the importance of developing a strategy for data security and citizen data protection in the process of digitising public services. In agreement with the author's viewpoints, it should be mentioned that, in the process of digitalization of the public administration, the privacy of information belonging to the state and citizens must be legally secured first and foremost. It should also be mentioned that the topic of citizen participation is critical in this process.

Mark Floriani, another well-known figure in the sphere, presents a scholarly review of the notion of digital government and assesses its public administration in his scientific work "Digital Government: Principles and Best Practises" (2018)<sup>9</sup>. The author attempted to legitimise the digitization of public administration by tying information security, the accessibility and convenience of public services for all, and social justice together. Furthermore, the author advocated appropriate data management and digitization solutions. This author's ideas logically continue the ideas of the previous author, mainly emphasizing the concept of data security and access to it for all. Of course, the application of the principle of social justice in the digitization of public administration has come to fruition in the experience of many countries, and we can see it in the process of digitizing the public administration of a number of countries<sup>10</sup>.

In his article "E-Government: Opportunities and Challenges" (2017), Theo Locher, a scientist who has advanced important ideas about the digitalization of public administration, researches the specific features of digitalization and focuses on increasing the role and importance of information and communication technologies in this field. Furthermore, as stated by the preceding writers, in order to provide public services that are efficient and accessible to all, a security policy for personal and other information must be developed<sup>11</sup>.

As we have seen, any scientific source related to the concept of digitization can lead us to the conclusion that the digitization of public administration entails the use of information and communication technologies to ensure the efficiency, availability, and transparency of the provided public services.

When we view public administration as an example of foreign country practise, the problem of digitization of public administration most often demonstrates its importance in the sphere of economic management. In general, there are four zones based on the level of digitization in economic management<sup>12</sup>: leaders (Singapore, Germany, Estonia, etc.), slow-moving ones (Finland, Denmark, Sweden, Switzerland, Norway), promising ones (China, India,

<sup>8</sup> Bergerud, E. M. (2016). Digital Government: A New Dimension of Public Administration. International Journal of Public Administration, 39(12), 931-942.

<sup>9</sup> Floriani, M. (2018). Digital Government: Principles and Best Practices. CRC Press. –P. 45.

<sup>10</sup> Слатенькова Мария Александровна Социальная справедливость как основная задача государства // БИ. 2013. №11. URL: <https://cyberleninka.ru/article/n/sotsialnaya-spravedlivost-kak-osnovnaya-zadacha-gosudarstva> (дата обращения: 03.07.2023).

<sup>11</sup> Locher, T. (2017). E-Government: Opportunities and Challenges. International Journal of Public Administration, 40(5), 420-430.

<sup>12</sup> Иорданова В. Г., Черенкова С. А. Влияние цифровизации мировой экономики на экономический рост в странах мира (на примере КНР и США). // доступ свободный. [https://www.researchgate.net/publication/369439591\\_Cifrovizacia\\_SSA\\_i\\_Kitaa](https://www.researchgate.net/publication/369439591_Cifrovizacia_SSA_i_Kitaa)

CIS countries), and problematic ones (Africa and Latin American countries). In this example, conclusions were drawn based on the digital transformation of economic development variables in this set of countries.

In terms of the US experience with digitalization of public administration, digitization is implemented as part of the e-Government programme, which allows citizens to access public services directly and through Internet resources<sup>13</sup>.

Moreover, Daniel Lowe and Alex Torrance<sup>14</sup> of the Government Digital Service (GDS) in England have established an online application system for citizens to receive government services, which also enables for quick and efficient usage of services.

In Germany, the digitalization effort has paid off in tax administration, with online filing of electronic declarations leading to a significant reduction in errors and omissions in the tax payment process. Of course, this undoubtedly provided some benefits to taxpayers<sup>15</sup>.

We can identify digitalization as one of the most advanced practises in the process of providing public services to citizens in Italy. Since the introduction of the electronic payment system has generated several conveniences for citizens in paying for public services during this process. In this example, citizens were able to access quality services by paying their fees on time, and many abuses in citizens' interactions with governmental bodies were avoided<sup>16</sup>.

When we evaluate the theoretical and practical concerns raised above in respect to statistical data, the following indicators stand out. According to McKinsey international consulting firm research data, the introduction of information technologies in economic management of countries has shown that by 2030, it is possible to increase the volume of the world's gross domestic product by 13 trillion dollars, i.e., 1.2 percent growth<sup>17</sup>.

Furthermore, in the United States, information technology is used by 70% of government administrations to offer labour and services to citizens. According to Accenture's analysis, implementing digital technology in government will save 1.2 trillion dollars<sup>18</sup>. However, in compliance with Deloitte University research, the implementation of information technologies in the public administration of the United States can save 96.7 million working hours of public servants annually and, of course, it is possible to preserve the expenditure of 3.3 billion dollars<sup>19</sup>.

As a result of the foregoing, it is possible to conclude that the digitalization of public administration is recognised as a worldwide challenge from a global perspective, and all researches, practises, and statistical data confirm this. Of course, incorporating the data

<sup>13</sup> Огнева Валентина Васильевна Зарубежная практика оказания государственных услуг: принципы и приоритеты // Среднерусский вестник общественных наук. 2010. №4. –С. 141-143. URL: <https://cyberleninka.ru/article/n/zarubezhnaya-praktika-okazaniya-gosudarstvennyh-uslug-printsipy-i-prioritety> (дата обращения: 03.07.2023).

<sup>14</sup> Электронное правительство. Опыт Великобритании // <https://ictnews.uz/02/05/2017/egov-uk/>.

<sup>15</sup> О.А. Ширинова Зарубежный опыт внедрения цифровых технологий в деятельность налоговых органов // Вестник Академии знаний. 2020. №4 (39). URL: <https://cyberleninka.ru/article/n/zarubezhnyy-opyt-vnedreniya-tsifrovyyh-tehnologiy-v-deyatelnost-nalogovyh-organov> (дата обращения: 03.07.2023).

<sup>16</sup> Алио Л. Управление изменениями: как развивается государственная служба в Италии благодаря цифровизации // Вестник университета правительства Москвы. № 4(42), 2018. –С. 28-31.

<sup>17</sup> Ивановский Б.Г. Экономические эффекты от внедрения технологий «искусственного интеллекта» // Социальные новации и социальные науки. – Москва: ИНИОН РАН, 2021. – № 2. – С. 11.

<sup>18</sup> Каранг: <https://sber.pro/publication/v-techenie-triokh-let-godovye-prodazhi-v-sotssetiakh-prevysiat-1-2-trln-dollarov-prognoz-accenture>

<sup>19</sup> Viechnicki P., Eggers W. How Much Time and Money Can AI Save Government? Deloitte University Press. April 26. 2017.

analysed in these nations into Uzbekistan's legislation assists to protect citizens' rights and interests in interactions with the state, as well as to deliver high-quality state services within the framework of electronic government<sup>20</sup>. In this instance, the effectiveness of state bodies' work will improve, and as a result, citizens' trust will grow a lot.

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