



## E-Government

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**Abstract:** The article describes the issues of increasing the efficiency of government agencies, the development of e-government and the digitization of territories, the introduction of government information systems and e-services, and offers suggestions for its introduction. It also analyzes theories and views on digitalization in public education, public services, the judiciary, finance and the banking system, and details its elements.

**Key words:** e-government, e-document, electronic document management, G2C, G2B, G2G, digitization.

## Introduction

In the 21st century, the world's leading countries are developing intensely in the "age of Information Technology". All over the world, digital technologies are rapidly entering the lives of all spheres and people. Countries that have entered this direction in time have developed, and on the contrary, old-fashioned ones are lagging behind progress. Also in our country, the introduction of digitalization of the e-government and services sector is becoming extremely relevant. At this point, our President Sh.M.Mirziyoev the implementation in 2021 of the tasks set out in the



“Digital Uzbekistan — 2030” strategy for the development of the services sector of the Republic of Uzbekistan “on measures to further improve the rating system of development assessment of the development status of the digital economy and e-government” PQ-373 " was announced, and the head of state is obliged to understand Leaders at all levels should set this as a daily task for themselves and study the field of digitization in depth, starting with the alphabet, " Shavkat Mirziyoyev noted.

**Research materials and methodology.** Alternatively, when the functions of the owner (founder, shareholder, participant) are carried out by state bodies, economic associations and local executive authorities, the authorized capital of enterprises with this state participation, the state share, the balance sheet and financial results of accounting at the end of each quarter and year, production indicators, the number of jobs, information about the composition of the management and regulatory bodies (except for documents that are distributed in a limited way and have a trade secret) is posted on their official website.

As noted, in ensuring the effectiveness of information systems of state bodies, it is important to expand the infrastructure of official websites and electronic public services. Consequently, using official websites is an effective way to inform the general public. At the moment, the use of electronic public services is a modern experience that is widespread in the activities of state authorities and governing bodies.

**Research results.** At the moment, in accordance with the requirements of the law, there are state-language websites of all state authorities and administrations, more than 50% of which also provide users with information in English. Of the 114 websites of public authorities and administrations, 90 have introduced their own mobile forms, taking into account ease of Use and advanced technological requirements, and 92 have the option of updating the registry. This, in turn, promotes users to automatically receive up-to-date information from relevant government bodies.

E-government, which is the continuous optimization of the process of providing public services on the basis of digital technologies, the Internet and modern media, the participation of citizens and management in internal and external interaction by means of transformation. E-government facilitates the provision of public services provided to the population, entrepreneurs and government bodies, provides additional opportunities for self-government of citizens, increases their awareness of technological innovations and facilitates their participation in public administration.

With the introduction of " e-government", the transparency and openness of the activities of state bodies will greatly increase, the use of state bodies ' services will expand and facilitate, the opportunity to provide them to individual citizens will arise, the opportunity to involve citizens in political processes in the state government, the use and exchange of information will accelerate, the provision of public services, all users are provided with other advantages and facilities related to the provision of public services.

E-government-a system of organizational and legal measures and technical means aimed at ensuring the activities of state bodies to provide public services to individuals and legal entities through the application of information and communication technologies, as well as interagency electronic cooperation.

For the first time, the term" e-government " refers to the organization of Public



Administration on the basis of electronic means of processing, transmission and distribution of information through communication networks (including the Internet), the provision of services to all categories of citizens by all branches of state authorities by electronic means, information about the activities of state bodies to citizens using

The concept of "e-government" originated in the early 1990s, but began to be applied to practice starting with the last year. In the first goal with the development of e-government, the United States and England, and Italy, Norway, Singapore, Australia and some other countries (France, Germany, Qatar, UAE, etc.k.) were engaged. Three main development systems of e-government are distinguished: - government - population (G2C); - government - business (G2B); - government-government (G2G).

E-government in Uzbekistan has also been sent from the beginning of construction work. According to the existing practice of world experience, it is composed of two interconnected but functionally independent parts, Government intranet and external infrastructure. Government intranet covers the internal infrastructure of the information system, which is used by state structures in interaction in the implementation of state corporate functions. External infrastructure covers the public information infrastructure that enables the state to interact with citizens (G2C) and organizations (G2B).

Electronic document-documents in archival documents of an electronic Journal of a period (organization, status, acceptance of them, cancellation of the company (sign, message, etc.documents). Such a document is sometimes referred to as "business development", which characterizes the movement of documents in a form of individual work in a particular process of work. the entire electronic document regulation includes programs that need regulation and life-systematic storage of documents.

Electronic digital signature-a signature formed as a result of a special modification of the information of this electronic document in an electronic document using a closed key of an electronic digital signature, which allows you to determine the absence of errors in the information in an electronic document using the open key of an electronic digital signature and identify the owner of an electronic

Electronic document management is the sum of the processes of sending and receiving electronic documents through the information and communication system. Electronic document circulation can be used to conclude transactions (including contracts), carry out calculations, formal and informal correspondence, and Exchange other information. Among the automated systems of various companies, work documents of a standardized form (orders, accounts, etc.k.) electronic exchange of a certain form defines an electronic document exchange system.[10]

E-government consists of the following main modules(systems):

- A. G2C (Government to Citizens)—Government-to-citizens
- B. G2B (Government to Business
- C. G2G (Government to Government

Digitization-digitization paper archives involves scanning and cataloging documents. The larger the organization, the more complex its document management, the more documents are stored in its archives, and, accordingly, the more attractive the services for digitizing archives look.

When writing the article, the induction direction was chosen, trying to reveal the problem



through methods of scientific knowledge such as dialectic, analysis, logicism and historicism. The research problem has been posed by developing e-government in remote areas and monitoring existing common cases in efficient use. The necessary information for the study was mainly drawn from foreign literature.

Analysis of modern solutions for the development of the e-government and services sector among the population:

- ❖ Major projects undertaken:
- ❖ Single interactive public services portal (s my.gov.uz)
- ❖ Open data portal (software data.gov.uz)
- ❖ The portal for the discussion of projects of regulatory legal acts (s regulation.gov.uz)
- ❖ Complex of Information Systems” license " (s license.gov.uz)
- ❖ Information system for automation of activity of centers “single window” (birdarcha.uz)

**Discussion.** One of the main problems in establishing e-government and digital economy in Uzbekistan is the regulatory framework. And there are problems in doing this in our country with the use of many people! We will not be mistaken to say that cases related to legal literacy are slow. The lack of a unified technological approach to the creation and integration of Information Systems and resources is also one of the obstacles. The infrastructure of e-government systems on infrastructures is insufficiently developed, which has the effect of ensuring that modern ICT technologies are widely used in the provision of public services and the establishment of interagency e-cooperation. The fact that information resource integration is not enough to meet demand is also a significant problem.

**Conclusion.** If we come up with a proposal to the Ministry of ICT for the implementation of the program, develop strategic directions of the mechanism of the unified approach, coordinate project-technical and regulatory documents during the complex examination, conduct systematic monitoring of the state of developments, implement projects, formulate rating assessments on the effectiveness of ICT implementation in the activities of government agencies, in order to effectively implement and operate e-government, it will be advisable to conduct an analysis and review and analyze the tasks related to the improvement of the regulatory framework.

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