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## THE MEANING OF THE CONCEPT OF ELECTRONIC GOVERNMENT IN UZBEKISTAN AND FOREIGN EXPERIENCE

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**Abstract.** *The article discusses the concept of “electronic government”. Electronic government forms due to the use of informative and communicative technology by the executive organs of state power. In the scientific sphere, several terms are used, at first glance similar to their content: “electric state government”, “electronic government” and “electronic management”. The variety of terms used in scientific literature is conditioned by the fact that the term “e-government” used in foreign “electronic government” most of the time can be named as similar to the understanding of English electronic government, as in foreign politic law doctrine this term is used for writing the processes, happening in the state as a whole and affecting all three branches of state power. “The English term “e-government” is considered as “electronic government”. However, in foreign politics, in the literature, for the purpose of researching the changes that occur in the state administration, in connection with the use of informative and communicative technology, “e-governance” is used. In this case, the terms “e-government” and “e-governance” are denoted by their meaning. Besides, on the basis of political law in foreign countries, two principles for the definition of the concept of electronic government: narrow and wide (general theoretic) are investigated in the article. The definition of electronic government is stated to be a tool that accompanies the changes in the system of executive power, the usage of the internet and other digital technology in these types of organs with the aim of offering services, information, and provision of democratic procedures, the increased transparency of executive power. The opinions of scientists in the field of electronic government are analyzed and appropriate conclusions are drawn. The trends in the introduction of information technologies in the activities of executive bodies in the provision of public services to the population are considered.*

**Keywords:** *electronic state, electronic government, electronic management, electronic administration, informational technology, e-government, e-governance.*

### O'ZBEKISTONDA “ELEKTRON HUKUMAT” TUSHUNCHASI MOHIYATI VA XORIJIY TAJRIBA

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**Annotatsiya.** *Maqolada “elektron hukumat” tushunchasi muhokama qilinadi. Davlat hokimiyati ijroiya organlarining axborot-kommunikatsiya texnologiyalaridan foydalanishi hisobiga elektron hukumat shakllanadi. Ilmiy sohada bir qarashda ularning mazmuniga o'xshash bir nechta atamalar qo'llanadi: “elek-*

tron davlat hukumati”, “elektron hukumat” va “elektron boshqaruv”. Ilmiy adabiyotlarda qo'llanayotgan atamalarining xilma-xilligi shundan kelib chiqadiki, xorijiy adabiyotlarda foydalanilayotgan “elektron hukumat” atamasi Rossiya va milliy qonunchiligimizda turli mazmundagi ma'nolarda ko'rib chiqilishi bilan bog'liq. “Elektron davlat” atamasi aksariyat hollarda “e-government” atamasi ma'nosida ishlatilib, bunda xorijiy davlatlarning uchta hokimiyat tarmog'i faoliyatini bevosita o'z ichiga oladi. Xorij ilmiy doktrinasida inglizcha “elektron hukumat” atamasi “elektron boshqaruv” atamasi sifatida foydalaniladi. Lekin xorijiy mamlakatlarning siyosiy-huquqiy adabiyotlarida davlat boshqaruvida axborot texnologiyalaridan foydalanish munosabati bilan sodir bo'layotgan o'zgarishlarni o'rganish maqsadida “e-governance” instituti qo'llanadi. Shu bilan birga, maqolada “elektron hukumat” va “e-governance” atamalari to'g'ridan to'g'ri farqlanishi va bu atamalarining o'zaro munosabati keltiriladi. Maqolada xorijiy mamlakatlarning siyosiy-huquqiy doktrinasida “elektron hukumat” tushunchasini aniqlashning ikkita yondashuvi ham ko'rib chiqiladi: tor va keng (umum nazariy). Shuningdek, ushbu tadqiqot ishida hukumatning o'z funksiyalarini amalga oshirishda internet resurslaridan foydalanish istiqbollari, bu jarayonda ijro hokimiyati organlarining ochiqlik masalasi tahlil qilingan. Elektron hukumat sohasidagi olimlarning fikrlari o'rganilib, tegishli xulosalar berildi. Bundan tashqari, maqolada aholiga davlat xizmatlari ko'rsatish sohasida ijro hokimiyati organlari faoliyatiga axborot texnologiyalarini joriy etish tendensiyalari ko'rib chiqiladi.

**Kalit so'zlar:** elektron davlat, elektron hukumat, elektron boshqaruv, axborot texnologiyalari, e-government, e-governance.

## ЗНАЧЕНИЕ ПОНЯТИЯ ЭЛЕКТРОННОГО ПРАВИТЕЛЬСТВА В УЗБЕКИСТАНЕ И ЗАРУБЕЖНЫЙ ОПЫТ

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**Аннотация.** В статье рассматривается понятие «электронное правительство». Электронное правительство формируется вследствие использования информационно-коммуникационных технологий исполнительными органами государственной власти. В научном обороте используется несколько терминов, на первый взгляд схожих по своему содержанию: «электронное государство», «электронное правительство» и «электронное управление». Многообразие используемых в научной литературе терминов обусловлено тем, что применяемый в зарубежной литературе термин «e-government» рассматривается в отечественной правовой доктрине сразу в нескольких значениях. Термин «электронное государство» в наибольшей степени соответствует английскому термину e-government, поскольку в зарубежной политико-правовой доктрине данный термин употребляется для описания процессов, происходящих в государстве в целом и затрагивающих все три ветви государственной власти. Английский термин e-government рассматривается как электронное управление. Но в зарубежной политико-правовой литературе для целей исследования изменений, происходящих в государственном управлении в связи с использованием информационно-коммуникационных технологий, используется термин e-governance. При этом прямо разграничиваются термины e-government и e-governance, даются соотношения этих терминов. Также в статье исследуется на основе политико-правовой доктрины зарубежных стран два подхода к определению понятия электронного правительства: узкий и широкий (общетеоретический). Дается определение электронного правительства как инструмента, сопровождающегося изменениями в системе исполнительных органов государственной власти, использованием такими органами Интернета и иных цифровых технологий с целью предоставления услуг, информации, а также обеспечения демократических процедур, повышения открытости исполнительных органов. Анализируются мнения ученых

в сфере электронного правительства и приводятся соответствующие выводы. Кроме того, рассматриваются тенденции внедрения информационных технологий в деятельность исполнительных органов при оказании публичных услуг населению.

**Ключевые слова:** электронное государство, электронное правительство, электронное управление, электронная администрация, информационные технологии, e-government, e-governance.

## Introduction

With the development of digital informational technology, the relationship with the principle of “government-society-person” takes up more of a new format. In recent years, legal acts of high importance were accepted, such as the law of the Republic of Uzbekistan № 3RU-395 “About electronic government” dated 09.12.2015, the decree № PP-4699 of the President of the Republic of Uzbekistan “About measures for the wide implementation of digital in the economy and electronic government” 28.04.2020, the decree of the Ministry of Uzbekistan no. 409 “About measures for organizing the activities of certain organizations in the system of the ministry for the development of informational technologies and communications of the Republic of Uzbekistan” dated 25.06.2020 and etcetera. All of the above-mentioned legal acts prevent the bureaucracy of state government in one or another form. As our President Sh. M. Mirziyoyev correctly stated that “Today, digital technologies are rapidly penetrating into all spheres of human life. In turn, those who have embarked on the path of such development of the state in due time achieve success. And those countries that are working in the old way, are falling behind in the past” [1]. “Informational society, the base of which is access to the information, is interested in the increase of transparency of bureaucratic apparatus, as the presence of the work of authorities helps the society to draw conclusions about their performance, about possible negative occurrences which may be caused by their decisions. The shift to an informational society is accompanied by

the rejection of secrecy which is typical for bureaucracy” [2].

## Materials and Methodology

This study is of a correlative-legal nature. The data were obtained and studied from the materials of the library and the world wide web. Library data refers to the legislation of several countries like the USA, Russian Federation, UK, Indonesia, and Uzbekistan. They were investigated by analyzing the ratio of opinions of scientists from these countries in the field of organization and development of “electronic government”. First of all, the concept of “electronic government” was analyzed, and the features of this concept were identified. Based on the opinions of foreign representatives of science, the features and classification of the concept of “Electronic government” were revealed.

## Research findings

### *The concept of electronic government*

Electronic government forms due to the usage of informational communicative technology by the executive power of state power. Despite the recent frequent mention of this term in the scientific literature, there is no single opinion in relation to its definition.

### *Interpretation of the concept of electronic government*

Moreover, there are several terms in scientific language that have similar meanings: “e-polity”, “e-government” and “e-management”. The variety of terms used in scientific literature is conditioned by the fact that the term “e-government” used in foreign literature is considered to have several meanings in Russian law doctrine.

The term «электронное государство» is most consistent with the English equivalent “e-government”, since in a foreign political and legal doctrine the term is used to describe the processes originating in the state as a whole and affecting all three branches of state power.

In legal science, it is safe to say that “e-government” means a new stage in the development of the constitutional state, which began at the turn of the century [3]. The role of information technology in the development of e-polity consists of 1) expanding the access of the public, business to the state information and services; 2) strengthening their roles in the process of making decisions; 3) increasing the efficiency, innovations and overall quality of the work of state structures.

According to the fair remark of Bogdanovskoy, in foreign law, there are wide and narrow ways to define the concept of “e-government”. In a narrow sense,

“it comes down to identifying the measures of economic benefits from the introduction of informative and communicative technologies”. A broader definition includes e-democracy as “a factor of social transformation, conducive to effective public participation in democratic processes” [4].

*“E-government” as the basis of electronic governance*

“The English term “e-government” can also be translated as “e-management”. However, in foreign politic literature, for the purpose of researching the changes that occur in state administration in connection with the use of informative and communicative technologies, the term “e-governance” is used. At the same time, the terms “e-government” and “e-governance” are directly distinguished [5]. The latter is used less often in the literature, and for it, there are much fewer definitions. The term “e-governance” is used for the electronic

mutual relationships between the state authorities, individuals, and organizations, as well as the mutual connections of the State (mutual connections between state authorities and structural subdivisions of the state authorities).

As noted in the research of UNESCO, “e-governance” (“electronic management”) should be understood as a combination of methods in social management. In the processes of social management the relations between the state and the citizen are dependent and can change under the influence of informative and communicative technologies, broad usage of which leads to the creation of the phenomenon of “e-management”. Electronic control can be manifested in the usage of the Internet by civil society for the purpose of forming public opinion and influencing the process of making decisions by state authorities, providing services and information in electronic form, and in the publication of project regulations and decisions to get feedback [6].

Therefore, it is necessary to distinguish between the concepts of “e-government” and “e-governance”. Despite that, in the Russian law doctrine (particularly in the works of Bachilo) there is a widespread conception, where the term e-government can be supposedly translated as “an electronic management” and even “electronic administration” [7]. This approach is also found in the works of E.V. Talapina, who means by “e-management” interactive mutual relations of the state with citizens and organizations, as well as state authorities between themselves [8].

As Sadikov claims, “e-government is an organizational form of state government, taking the interests of the citizen into consideration, is designed for provision of services for population by the state government and for providing an openness and clearness of actions of



state authorities and government with the usage of informative and communicative technologies" [9]. The understanding of the English term "e-government" as "an electronic government" is quite widespread. This approach is found particularly in the works of Kuznetsov and Prihodko. As Kuznetsov marks "the name of electronic government" was first used by specialists in the international practice of introducing information technologies in the activities of government agencies a combination (electronic government), shorter version e-government.

It should be mentioned that the neologism "electronic government" came into use along with other new terms, meaning the complex improvement of the process satisfying the informational necessity with the help of informative and communicative technologies, following the named trend, the authors of the developing project organization of state executives with a purpose to establish the services of ICT used the term "e-government" as an abbreviated form of the named project [10].

*Information and communication technologies as the basis of "Electronic government"*

So, for example, on the day of the annual reports of the United Nations on the development of the electric power of the government in various states, it is noted that the word "electronic" is used with the word "government" to recognize that the use of modern information and communication technologies leads to the transformation of internal and external relations of public administration. Electronic governments are governments that use information and communication technologies to change their internal and external relationships [11].

The European Commission by the phrase "electronic government" understands the use of information and communication technologies in public administration, which

is accompanied by organizational changes and the acquisition of new knowledge used to improve public services and democratic processes [12].

In the political law of foreign countries, there are also two rules for the definition of the concept of "electronic government": narrow and broad (general theoretical).

The Broad (general theoretical) method is typical for research carried out in countries of common law, in particular, for the USA, where there are structural changes in the system of executive branches in the state power, long ago legislative acts were adopted, which formed the legislative root of electronic government, normative definition government was formed.

In national law and science, there are definitions of the concept of "electronic government". Next, we will consider these definitions.

In the Law of the Republic of Uzbekistan "Electronic Government" the concept of "electronic government" is the system of organizational-judicial actions and technical means, which are directed to supply the activities of state branches to provide public services to individuals and legal entities through the use of informational-communicational technologies as well as interdepartmental electronic interaction [13].

According to A. Ho, a professor at the University of Indiana, the word "electronic government" as the transformation of organizational foundations, is defined by the change of governmental paradigm [14].

*E-government: The Singapore Experience*

A wide approach to the definition of the concept of "electronic government" is found in the political law in Singapore, the government system of which also belongs to the "general law". Singapore occupies the highest position in the ratings of the development of electronic governments. It is possible to say that Singapore is a state, where the principles of

electronic government were implemented to the fullest extent. Besides that, in this country in the electronic form, there are a few hundred services, as well as in Singapore transformations in the system of executive branches of the government and their interrelations with individuals are noted.

For the jurists-scientists of Singapore state, “electronic government” means not only the addition of the adjective “electronic” to the word “government”. The formation of an “electronic government” demands Singapore review all aspects of governmental control and the performance of public services. The use of modern technologies is necessary for improving the efficiency of internal processes, as well as to change the nature and quality of government interaction with both individuals and commercial organizations. At the same time, the electronic government is characterized by changes in the system of executive powers, which in the conditions of electronic government must function based on the principle of “a lot of branches of executive power, but only one government”. This principle means that individuals must be served integrated public services, regardless of the number of employees in the executive branch employed in the provision of such services [15].

It seems that e-government should be understood as the use of the Internet and other digital technologies by such bodies accompanied by changes in the system of executive bodies of state power to provide services, and information, as well as to ensure democratic procedures and increase the openness of executive bodies. At the same time, one of the manifestations of the development of e-government is the change in the relationship between the executive bodies of state power and individuals.

Information and communication technologies can significantly redistribute power, functional responsibilities, and control within and between government agencies

[16]. In addition, due to the increasing number of public services provided using information and communication technologies, the development of e-government entails a significant change in the functioning of executive authorities and, ultimately, the de-bureaucratization of public administration.

Information technologies are used to automate administrative procedures. The essence of administrative procedures remains the same, but information technology allows you to simultaneously process a significant amount of data and automate actions that are traditionally performed by civil servants. Automation of administrative procedures leads to an increase in the level of predictability of the actions of executive bodies, allows an objective assessment of the results of their activities, reduces the possibility of mistakes by civil servants, and does not allow government employees to act on their own. This, in turn, reduces the risk of corruption.

In those executive bodies that use information and communication technologies to provide public services, the role of civil servants is reduced to processing the personal data of citizens, processing requests for services and information, reviewing complaints, as well as maintaining the operability of electronic infrastructure (maintenance of Internet sites, information centers, “one window” centers, etc.)

### **Conclusions**

The use of modern technologies in the provision of public services makes it possible to reduce the number of “personal” communication of civil servants with individuals, to objectify the decision-making process on the provision or non-provision of services, which in the long term leads to a decrease in the level of corruption. The decision-making process by civil servants is becoming more predictable and transparent.

In addition, the use of information and communication technologies in the provision

of public services minimizes the risk of discrimination in decision-making, the risk of using a selective approach, as well as the risk of undesirable behavior. When providing services by traditional methods, civil servants can pay attention to such factors as the place of residence of an individual, the level of his income, give preference to his friends, relatives, refuse to provide services due to personal prejudice or personal hostility, then when using information - the number of subjective factors influencing the decision-making process is significantly reduced.

E-government is a new state of executive bodies of state power, characterized by the transformation of the organizational structure of executive bodies, changing the relationship between such bodies and individuals. This concept is also used to describe processes related to the provision of public services and ensuring access to

information about the activities of executive bodies of state power.

Approaches to the definition of the concept of “electronic government” differ depending on where they are formed. In the political and legal doctrine and documents of the States of continental Europe, a narrow approach to the definition of the concept of “electronic government” is widespread. E-government refers to the use of information and communication technologies by executive bodies of state power for the purpose of providing public services in an electronic form. A broad approach to understanding e-government has been formed in documents and studies of common law countries. E-government is defined as a complex social phenomenon, which is also accompanied by the transformation of executive bodies of state power, changes in their relationships with individuals, and an increase in their openness.

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