

PROVISION OF DIGITAL PUBLIC SERVICES TO BUSINESSES

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ABSTRACT

The article analyzes the essence, importance and directions of development of the provision of digital public services to business entities. The issues of creating a favorable business environment for entrepreneurs, reducing administrative barriers and improving the quality and transparency of services through the introduction of digital technologies in the public administration system are considered. proposals for their elimination.

Keywords: Digital public services, business entities, e-government, digital economy, public administration, quality of services.

INTRODUCTION

In today's globalisation and digital transformation, fundamental changes are taking place in the public administration system. Especially digitalization of the process of providing public services to businesses is one of the important factors of economic growth. Digital public services will allow entrepreneurs to save time and cost, reduce paperwork and simplify interaction with government agencies.

The development and support of entrepreneurship in the country is one of the priority areas of the state policy, and the widespread introduction of digital public services plays an important role in this direction. In modern society, digital technologies are penetrating deeply into all spheres of life, including public administration and service delivery. Digital public services are the key means of ensuring efficiency, openness and convenience when interacting with citizens and business entities. Uzbekistan is also implementing reforms aimed at large-scale digitalization of public services in line with the Digital Uzbekistan 2030 strategy. In this process, the focus is given to digitalization of the business entities provided as the main support of the economy.

Digital public services refer to services provided by state bodies to individuals and legal entities through information and communication technologies. These services are provided through electronic platforms, portals and information systems.

Theoretically, digital public services will be based on the following core principles:

- openness and transparency;
- convenience and agility'
- reducing corruption;
- to ensure data security.

Digital services for businesses include business registration, obtaining permits and permits, filing tax and customs reports, and participating in public procurement.

Digital public services (e-government) is a system of public services rendered by government agencies to citizens and businesses by means of information and communication technologies

(ICT). The main purpose of this system is to simplify administrative processes, save time and resources, and strengthen transparency and the fight against corruption.

In developed countries (e.g. Estonia, Singapore, United Kingdom), all essential procedures for business entities – company registration, filing of tax returns, obtaining licenses, participation in tenders etc. – are fully digitized. This served to significantly increase the Ease of Doing Business Index.

Introduction of digital public services directly affects business activity. First of all, these services reduce the administrative burden for entrepreneurs. Processes that traditionally required several visits to several offices are now carried out through a single electronic platform.

In addition, digital services:

- facilitate the start of a business;
- enhances the attractiveness of the business environment;
- strengthens trust between the state and the entrepreneur.

As a result, the activity of small and medium-sized businesses will increase, and the economic growth will accelerate.

In recent years, Uzbekistan has implemented a number of important reforms in the field of digitalization of public services:

The Single interactive state services' portal (my gov.uz) has been created. Over 300 services can be carried out online via the Portal, as well as many transactions related to and related to business (tax registration, registration in the State Customs Register, obtaining patents, obtaining various forms and etc.).

Information from more than 20 government organizations has been integrated on the 'One Frame' principle, which reduces the need for duplicate provision of information.

Development of the "e-government" system and "Integration of Agricultural Systems" projects are underway.

Online regulation of public procurement and financial statements has been introduced through such systems as "E-commerce" and "Electronic budget".

The main advantages for entrepreneurs are: time and expense savings, performance of remote operations, transparency of processes and, to a certain extent, corruption risk reduction.

Despite this, the system does have a number of shortcomings:

Low level of competitive literacy: Some, especially small and medium-sized businesses, face difficulties in using digital services.

Technical and Infrastructure Problems: Lack of a stable internet network and modern computer hardware in some regions.

Lack of legal framework: Laws and regulations in the field of digital document flow, electronic signature and data protection are not yet fully developed.

Insufficient inter-system integration: Data exchange between some offices is not fully automated, which leads to duplicate data entry.

Psychological barriers: The belief of officials and some entrepreneurs in traditional "paper" methods of doing business.

To improve the efficiency of public digital public services in business in Uzbekistan, the following measures can be effective:

Widespread implementation of the principle of "one time entry of information": Through deep integration of all government systems, information about a citizen or enterprise should be entered into the state database once, and then used by all the necessary agencies.

Using artificial intelligence and big data technologies: Personalized recommendation services for business entities, automatic notification of tax benefits, risk forecasting.

Enhance digital literacy: Organize specialized trainings, seminars and online courses for entrepreneurs, especially those in the regions.

Development of mobile applications: Creation of the application "Mobile office of entrepreneur", which gathers all important services for business people in one screen.

Improvement of the legal framework: development of legislation in the field of digitalization, including in the field of electronic document flow, cybersecurity and data protection norms and their harmonization with international standards.

Strengthening cooperation with the private sector: Involvement of IT companies and start-ups in the development and implementation of digital solutions.

Uzbekistan is taking serious steps towards digitalization of public services, especially in business. The implemented reforms are giving positive results. However, making the system more efficient, convenient, and fully focused on citizens and businesses requires more profound changes in the areas of infrastructure, legislation, and spirituality. Successful development of digital public services will not only simplify the bureaucratic process, but also further stimulate investment attractiveness and economic growth in the country, improve the business environment. A consistent and systematic approach can turn Uzbekistan into a regional leader in the transition into a digital economy.

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