

THE IMPACT OF DIGITAL TRANSFORMATION ON THE QUALITY OF PUBLIC SERVICES

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Abstract

Digital technology is an integral part of modern life, and today the computer is a factor in all areas. The goal of technological technologies of public services is to create convenience for every citizen. Today, more than 760 electronic connections are being implemented in Uzbekistan on the single interactive public services portal "My.gov.uz". The population has access to the service quickly and in all regions. This is due to its control, supervision and control over the time associated with visiting public service bodies. The level of economic efficiency is much higher than in the traditional system, and technology is used to determine the delivery of public services and ensure openness.

Keywords: Digital transformation, public services, e-government, security systems, My.gov.uz, electronic services, digital identification, electronic signature, transparency, economic efficiency.

Today, all segments of the population work in public services. Digital identification and electronic signature services, such as payment of taxes, fines and fees, education, online health care, social benefits, transport and driving, are concentrated on a single platform. Identification based on an open application from each resident and in a single database (big data) allows for a quick and effective solution to existing situations.

The annual increase in the population is further increasing the level of identification. The remote identification system is convenient and inexpensive. Previously, due to the insufficient formation of data on the birth and death of the population, delays occurred in issuing documents related to employment or education. Through digital technologies, all data resources are created on servers and delivered in a short time.

The social service sector is supported by digital services. Applications for school registration, retirement, survivor benefits and other social assistance in Uzbekistan are carried out through electronic platforms, ensuring fair and equitable distribution of state assistance.

On the other hand, interactive management has an impact on increasing economic growth. Real-time verification and updating of documents related to going abroad and property issues eliminate time and distance barriers for the population.

In the process of developing this thesis, regulatory and legal documents on digital transformation and e-government in the Republic of Uzbekistan, the Unified Interactive Public Services Portal (My.gov.uz), official data of the Ministry of Digital Technologies and international analytical sources were analyzed.

Conclusion

Digital transformation of public services is forming a new-generation system. Digital interaction plays an important role in ensuring economic efficiency, transparency and social justice. Based on this, digital transformation is much more effective than the traditional public service system.

References

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