

## Mechanisms to improve the efficiency of public administration

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**Annotation:** One of the main causes of systemic crises in modern society is the incompetence of state bodies and individuals who are at the top of the administrative pyramid and do not have new, clearly defined and understandable models of social development. New functions and tasks of the state determine the new content of its management activities, therefore, determine the forms and methods of management, the system and structure of government bodies.

As practice shows, the crisis is based on the main contradiction that exists in society - the contradiction between the subjects of power implementing the reform, on the one hand, and the bulk, on the other. In a crisis, the main thing in public administration is the development of an anti-crisis program for rapid response, the implementation of optimal procedures for operational search and management decision-making at all levels, and foreseeing real opportunities for correcting errors in these procedures.

**Keywords:** state bodies, management activities, communication and motivation of civil servants, professional development of civil servants.

### Introduction

The current state of affairs in the public service indicates the problematic issues of standardization of personnel processes in public administration, professional standards are under development. Professional standards should be the basis for the formation and implementation of personnel processes in the public service. In foreign countries, state standards in the field of civil service based on professional competencies function effectively, however, such standards in the country's conditions must be adapted. Therefore, the development of theoretical provisions and practical recommendations for improving the quality of public administration and the efficiency of civil servants is very relevant.

**The purpose of the study** is to develop theoretical provisions and practical recommendations for improving the quality of public administration and the efficiency of civil servants on the basis of organizational changes in the civil service system; improving the system for planning and evaluating the activities of civil servants; effectiveness of organizational communications and labor motivation of civil servants, using the experience of the Republic and other countries.

In accordance with the goal, the following **tasks** are being solved that determine the structure of the work:

- to study and generalize modern concepts of crises in the public administration system;

162	ISSN 2576-5973 (online), Published by "Global Research Network LLC" under Volume:5 Issue: 6 in Jun-2022 <a href="https://www.grnjournals.us/index.php/AJEBM">https://www.grnjournals.us/index.php/AJEBM</a>
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- to establish the relationship between public administration and public service in the context of foreign experience in improving efficiency and effectiveness;
- to analyze the system of civil service management in the Republic and to argue the objective prerequisites for the application of methods for evaluating the effectiveness of activities in the public sector;
- to improve approaches to the classification of factors influencing the professional development of civil servants;
- justify the application of organizational changes in the public service system;
- to form a scientific and methodological approach to improve the planning and evaluation of the activities of civil servants;
- define and supplement the criteria of a professional civil servant in modern conditions;
- improve scientific and methodological approaches to improve the efficiency of the communication system and labor motivation of civil servants.

**The object of research** is the processes of public administration.

**The subject of the study** is the system of public service of the Republic of Uzbekistan.

**Theoretical and practical significance of the work.** The theoretical significance of the results obtained is determined by the achieved level of development of the problem under study, scientific novelty and lies in the systematization and deepening of existing theoretical provisions regarding the effectiveness of public administration, the development of technologies for making and implementing managerial decisions, and the development of personnel.

The practical significance of the results obtained lies in the fact that the developed and proposed theoretical, methodological and practical recommendations, substantiated in the course of the study, are brought to the level of specific practical proposals regarding the solution of practical problems related to the system of motivation of civil servants, financial support for organizational changes in the civil service.

**Methodology and research methods.** The theoretical and methodological basis of the work are the fundamental principles of control theory. In the process of solving research problems, a set of generally accepted methods was used: system-structural analysis, abstract-logical, functional-logical, scientific abstraction, dialectical method, comparison method, historical method, as well as tools of modern information technologies.

**The scientific novelty of the research** is as follows:

- the conceptual basis of the mechanism of public administration is substantiated, which consists in the formation of a new model of the mechanism of public administration, the implementation of which includes three mechanisms that provide a transparent and efficient system of power, a high level of feedback and maximum efficiency in the implementation of state programs and policies;

- substantiated and developed a model for evaluating the effectiveness of the functioning of the public administration system based on the indicator of social satisfaction, substantiated the expediency of using in the proposed model a fundamentally new indicator of social satisfaction, which is determined by the degree of public participation in public administration, the level of social security and protection of the rights and freedoms of citizens, economic and political security;

*improved:*

- the terminological apparatus of the theory of public administration in terms of delimiting the application and essential definition of the concepts "mechanism of public administration", "form of public administration", "instrument of public administration", "method of public administration";

- classification of instruments of state influence on the economy;

*have been further developed:*

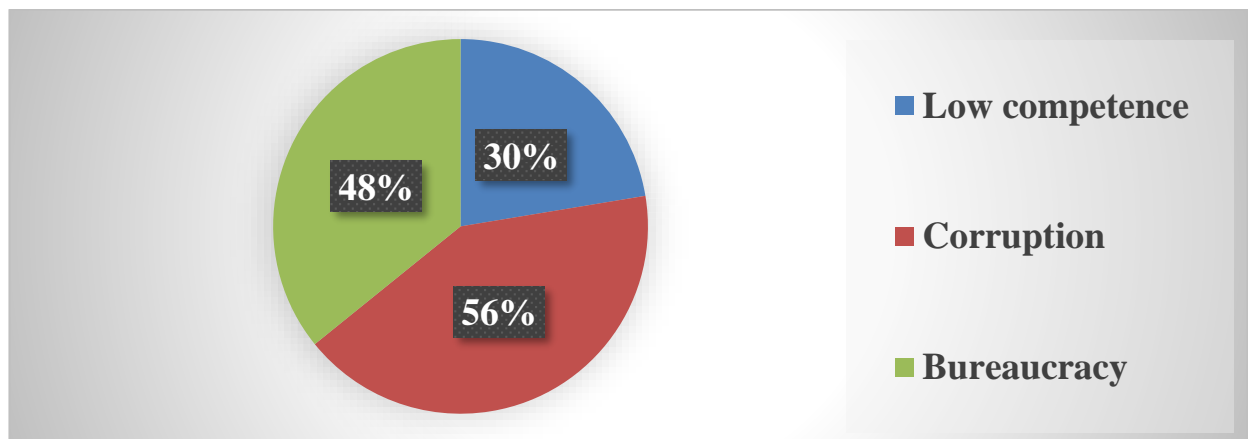
- theoretical and organizational provisions of the state impact on the country's economy in terms of designating the boundaries of application and the essential separation of the concepts of "state control mechanism" and "state regulation mechanism";

- methods for assessing the functioning of the public administration system, which include an analysis of the structure of economic development in the context of the effective operation of the system and a specific historical method for a general diagnosis of system development.

The study of opinion was conducted among representatives of differentiated groups of the population - by gender, age, income, field of activity, etc. To get an answer, a simple question was asked: "Please rate how much you trust the activities of government bodies and the civil service?" and suggested answers. The results are consolidated into summary reports and a general picture of the distribution by groups of responses of the interviewed citizens is displayed. So, as we can see, these diagrams confirm the above problem - low or absolute distrust of the population in government bodies and the civil service. It should also be noted that almost half of the population (45.7%) categorically expressed their distrust, and only partially trust - 45%.

In the aggregate of these two indicators, it follows that 90% of the country's population, one way or another, have distrust in the system of public civil service and public administration.

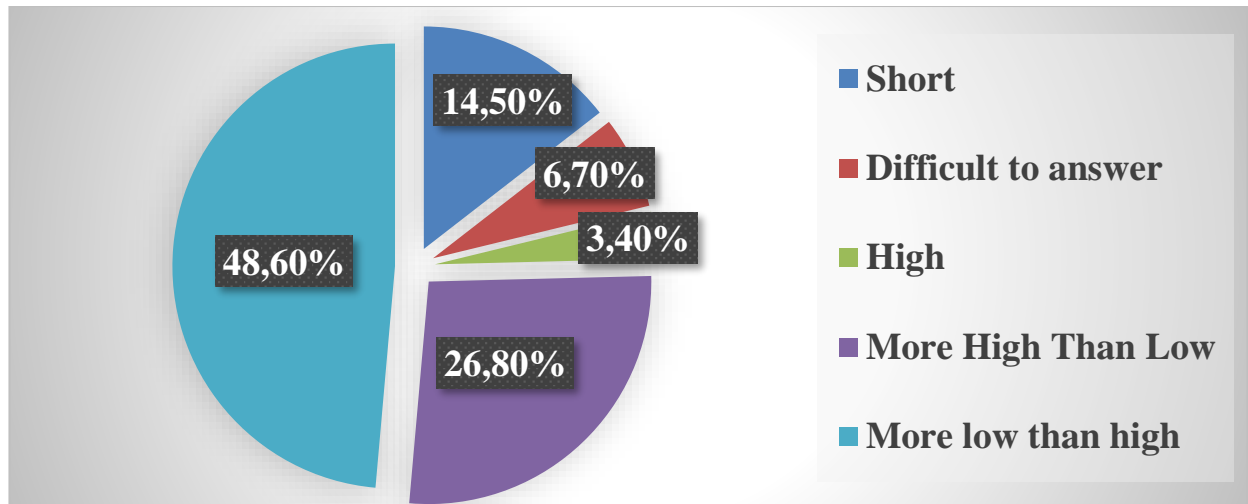
Also, within the framework of this study, respondents were asked to answer the following question: "What, in your opinion, prevents civil servants today from raising their authority among the population?" To answer the question, a number of answers were offered, consisting of 5 options, however, during the study of opinion, clear "leaders" were identified - 3 indicators that, according to the population, can directly affect the growth of the public service image in the eyes of the population. So let's look at the results in Figure 1.



**Figure 1 - Key barriers in the development of the civil service and the public administration system as a whole**

So, according to Figure 1, it can be seen that more than half of the respondents (56%) noted corruption as the main barrier to development, as well as the main reason for the population's distrust of government bodies and the civil service. Along with this reason, almost half of the population (48%) cite bureaucracy as the main "brake" in the development of the civil service. Also, almost a third of the population notes the low competence and poor professional training of representatives of the civil service.

So, among other things, the author conducted a sociological survey of the population to assess the competence of civil servants. The population was asked the question: "How do you assess the level of professionalism of civil servants?". The results of the study are shown in Figure 2.



**Figure 2. - Assessment of the general level of professionalism of civil servants of the country.**

So, according to the results of the study (Figure 2.), we see that almost half of the population (48.6%) believes that the level of professionalism of civil servants is “rather low than high”. The low level of professionalism of civil servants was noted by 14.5% of respondents, and only a third of the population categorically noted a high or “rather high” level of professionalism.

#### **Conclusion.**

It has been established that well-trained and professional organizers and leaders have a great influence on the effectiveness of public administration. Based on this fact, measures should be taken to form a system of training and encourage self-learning among civil servants at various levels. The development of professional competencies of a civil servant directly affects the possibility of introducing innovations in the main management processes and improves the quality of public services.

The conducted studies allow us to draw the following conclusions:

In modern literature on public administration, there is a lack of methodological unity and unification of the concepts of the components of the system of public administration of the economy, the identification of a number of concepts, such as a tool, method, lever, form of public administration.

Approaches to the definition of the components of the public administration system (mechanism, form, method, tool, lever) are systematized and their essential interpretation is proposed; the concepts of "mechanism of state administration" and "mechanism of state regulation" are systematized and delineated, their essential definition is presented and the boundaries of their application in the theory of state administration are determined.

The theory and practice of public administration testifies to the presence of two approaches to the organization of influence that regulates the development of the national economy. According to the degree and nature of the use of various methods of state influence, one can single out the mechanism of state regulation and the mechanism of state management of the economy.

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