

## Diffusion of International Experience in the public services improvement

I.Jabborov<sup>1</sup>

<sup>1</sup> Listener of the Academy of Public Administration under the President of the Republic of Uzbekistan

Correspondent author: [jabborov\\_l@umail.uz](mailto:jabborov_l@umail.uz) DOI 10.31150/ajebm.Vol2.Iss3.77

**Abstract:** This paper makes analyses of the diffusion of International Experience in the public services development. On this case, evidences of Uzbekistan, as one of the fast developing country, has been learning and making analyses of the international points to make better implementation of the world standards. All these features were directed to get better scenery and make better facilitations on businesses. In conclusion, both theoretical and methodological points were directed as a real vivid points of the research.

**Keywords:** International experience, public services, “yagona darcha”, improvement, Uzbekistan.

### Introduction

In Uzbekistan, government services were provided by various agencies. In order to combine these services, one-stop shop, then the Public Reception Center and now the Public Service Centers were established. These centers provided only 37 types of public services at the beginning of 2018, but today their number exceeds 120. By 2020, the centers will provide more than 160 transparent, affordable and fast public services(Lal, Suleimenov, Stewart, & Hansen, 2007; Stokes, 2008).

About 120,000 public services were provided through centers across the country in 2017, and this year, the number of services has increased by more than 7 million (an increase of more than 60 times) due to the increase in services.

We have not been around for a long time since the introduction of public service centers. But this time, in developed countries, relevant experience is gained. Because of this, life itself requires the use of foreign experience for further development of the industry.

We studied the experience of the United States, Japan, South Korea, Canada, Australia, Finland, Scotland, Estonia, Azerbaijan and Kazakhstan to improve the public service delivery system. Including:

An important step was taken in 1998 to improve the public service delivery system in the United States. The laws of the Republic of Uzbekistan “On information protection” and “On reduction of paper work in government agencies” were adopted, which served as a turning point for that period. These laws provide for the introduction of e-government as "... the use of technology to improve access to information and public services, especially Internet technology(Ames, Brown, Devarajan, & Izquierdo, 2001; Khan & Ghai, 1979; Yashinovich, News, & 2017, n.d.)."

## THEORITICAL BACKGROUND

In the US, every law is important with the introduction and implementation of innovations in life. In particular: what these laws gave.

- availability of public services and information for citizens;
- protecting personal information stored by the state;
- The government has brought about ICT governance and has made it effective in public administration. These activities have helped to increase the transparency and speed of relations between the population and the state.

In Japan, the implementation of social functions of public service also has its own peculiarities. These are:

- 1) Timely and quality provision of necessary information on public policy;
- 2) establishment of a wide and multi-tiered system of community advisory centers;
- 3) interaction with representatives of elite social groups as the primary link in government decision-making;
- 4) preparation of draft laws related to public policy in certain areas;
- 5) Emphasis on the active participation of Japanese government in the process of administrative reform.

At the same time, he paid attention to establishing the information and consultative and regulatory functions of the Civil Service and the reforming direction. Obviously, these directions are also important in terms of facilitating relations between the people and the state.

A number of tasks have been implemented in South Korea on the strategy and policy of e-government creation. Here are some noteworthy points. In particular, the idea of creating e-Government belongs to the government of South Korea, which has always been reformed by the presidents. This process involves the following steps:

In the first phase, the first major project of the National Basic Information System (NBIS), written in the 1980s and '90s of the last century, was put into practice (Bendini, 2013; Djanibekov, Frohberg, & Djanibekov, 2013).

In the second phase, Korea Information Infrastructure (KII) was the main step towards the creation of a virtual e-government in the country. It has created the only and very common modern information infrastructure across the country.

In the third (current) phase, a number of reforms were implemented.

## **METHODOLOGICAL POINTS**

A strategic plan for establishing a "strong" government has been implemented, and the Korean government's e-government improvement program includes 31 projects or initiatives.

At the same time, the authorities have paid much attention to expanding the range of integrated and relevant services, in particular through the introduction of various mobile applications into daily practice.

In the third quarter of 2003, third-generation (3G) mobile networks were launched nationwide, and the fourth generation (4G) test satellite mobile network was launched. In 2017, the fifth generation (5G) communication network was launched, with a complete transition to 2020. The Korean government spends about 1.6 trillion won (about \$ 1.5 billion) to develop the next generation network (Bloom, Canning, & Chan, 2006; Pardayev, Ethics, & 2015, n.d.).

## **MAIN ANALYSES**

They are constantly striving to "bring science and technology to the highest international level, and the effectiveness of these aspirations will lead to the creation of a creative economy in the country."

The experience of the Republic of Kazakhstan was also studied. Kazakhstan has made a number of positive steps in the field of public services. Currently, public services to individuals and

legal entities are 204 in 12 areas. It is noteworthy that the public services are organized in the following directions. Among them: 32 in family, 7 in healthcare, 16 in education, 12 in employment and employment, 14 in social security, 9 in civil, 30 in real estate, and 30 in tax and finance. 24 services in the field of legal aid, 35 in transport and communications, 5 in tourism and sports, and 1 in military accounting and security.

I. Based on the existing experience in Kazakhstan, it is advisable to create new services in the following areas in order to increase the number of services provided by the Public Service Centers and to provide physical and legal services.

**Family orientation: (11)**

- "Issuance of certificates for disposal of minor property and registration of inheritance for underage children";
- "Appointment of pensions to guardians or trustees to support an orphaned child"
- "Determination of a lump sum payment in connection with the adoption of orphans and / or parents without parental support"
- "Provision of benefits to a mother or father, adoptive parent (guardian), or custodian of a disabled child"
- "Applying for a Second Adoption Certificate";
- "Applying for a Marriage Certificate";
- "Applying for a second certificate of change of name, surname and patronymic"
- "Submission of electronic application for registration of change of surname, name, patronymic"
- "Obtaining certificates of trusteeship and sponsorship";
- "Registration of persons wishing to adopt a child";
- "Trustee or guardianship for orphans and children left without parental care,"

**Healthcare: (4)**

- "Issuance of Qualification Certificate for Medical Professionals"
- "Issuance of certificate from TB organization"
- "Providing a certificate from the neuropsychiatric organization";
- "Submission of a certificate from the Drug Treatment Organization";

In the field of education: (3)

- Issuance of duplicates of documents on higher and postgraduate education

- "Acceptance of documents for participation in the competition for study abroad in the framework of academic mobility";

- "Acceptance of documents to the Academy of Public Administration under the President of the Republic (Masters and Postgraduates)";

In the field of work: (6)

- Issuance of duplicate test certificate,

- "Admission to the Civil Service Staff Reserve",

- "Orientation to active employment of unemployed citizens";

- "Applying for Job Search and Competition",

- Job Seekers Registration,

- "Testing civil servants, candidates for vacant administrative positions and citizens who have come to law enforcement for the first time";

In social security: (8)

- "Obtaining information on awarding state social benefits by age";

- "Obtaining information on awarding disability social benefits";

- "Obtaining information on appointment of state social benefits in case of loss of breadwinner";

- "Information about retirement benefits"

- "Registration in the pension system of a citizen",

- "Obtaining a certificate of presence or absence on the list of pensioners or beneficiaries";

- "Obtaining information on awarding state special benefits";

- "Obtaining disability certificate";

In the field of citizenship, migration and immigration: (10)

- "Temporary registration in the place of residence of the population of the Republic";

- "Permanent and temporary registration of citizens";

- "Issuance of archival information from the National Archives of the Republic and Central State Archives";

- "Issuance and Extension of Permits for Migrant Workers,"

- "Passport and ID";

- "Issuance of Certificate of Housing";

- "Provision of addresses and references",

- "Obtaining a residence permit",
- "Checking the register of foreign debtors and checking whether or not to go abroad on the register of executive debtors";

- "Registration of foreigners and stateless persons temporarily staying in the Republic",

**Real Estate: (3)**

- "Issuance of references to identify real estate addresses in the Republic"
- "Acceptance of applications and documents for obtaining housing for residents of I and III groups under the Regional Development Program till 2020";
- "View queue numbers from the housing stock"

In the field of legal aid: (4)

- "Apostillation of archival certificates, copies of archival documents or archival information originating from the State Archives of the Republic and sent abroad";
- "Licensing of Notary Activities";
- "Obtaining information from the state database" Legal entities ";
- "Confirmation of the right to engage in notary actions",

In the field of transport and communication: (3)

- "Issuance of document (duplicate) and state license plates for registration of tractors and self-propelled chassis and mechanisms, trailers based on them, including special equipment, self-propelled agriculture, reclamation and road-building machines, as well as special vehicles" ,
- "State registration, registration and deregistration of certain types of vehicles by the identification number of vehicles, as well as issuance of certificates and license plates"
- "Permit for outdoor advertising on roads of international and international importance";

**In tourism and sports: (3)**

- "Accreditation of local sports federations";
- "Accreditation of Republican and Regional Sports Federations",
- "Licensing for Tour Operator Activities" (tour operator)

Military accounting and security: (1)

- It is desirable to carry out the state service on military registration of citizens through the Public Service Centers.

Summarizing the above suggestions, it should be noted that there are 11 family-based, 4-health, 3-education, 6-employment, 8-social, 8-, civil, migration and immigration proposals. It is

necessary to create 10 new services, 3 in real estate, 4 in legal aid, 3 in transport and communications, 3 in tourism and sports, and 56 in military accounting and security.

As a result, by the end of 2020, the number of services provided by the Public Service Centers will be increased to 200.

II. The decision was made by the Ministry of Justice, Ministry of Information Technology and Communications Development on June 1, 2018.

The resolution approved the Unified State Register of Public Services. Accordingly, with the Single Register, the title “Public Service”, “Authorized Body Delivery Service”, “Categories of Applicants for Public Service”, “Form of Public Service” (traditional and electronic), “Payment type” and “Public service” the result of the show ”is clearly marked.

As a result of the formation of the Unified State Register of public services, there are 693 services rendered by 79 (and more than 200 khokimiyats) authorized bodies in the country.

That is, the Presidential Administration and the Cabinet (17 units), law enforcement agencies (64), Central Bank and commercial banks (28), ministries (184), committees (108), agencies (120), centers (120). 22), inspections (90), Council of Ministers of the Republic of Karakalpakstan, khokimiyats of regions, Tashkent city and district (city)

(28) and 32 (693 total) public services.

As a result, insufficient experience in this area has been observed in the process of reviewing the Single Register by two or more government agencies on duplicate or identical functions. The Agency for Civil Service Affairs, in collaboration with agencies authorized to provide public services, is working to re-approve the Single Register of Public Services and introduce new services.(Bobur & Alimova, 2017; Muhammad et al., 2012)

III. The Ministry of Higher and Secondary Special Education of the Republic of Uzbekistan is planning to open a new direction in higher education institutions in the "Public Services" specialty starting from the academic year 2020/2021 and to teach students as science subjects. This proposal was submitted to the Ministry of Higher and Secondary Special Education of the Republic of Uzbekistan and is under consideration.

IV. It is necessary to create a commission under the mahalla citizens' assemblies - “Public services - not citizens. This will allow citizens to access essential public services and other public services in their daily lives at the CRC branches in their community.

For this purpose, it is advisable to provide information about services available to citizens today, such as a list of services provided, paid services, payment for services and so on (Baxtishodovich et al., 2015; Dolliver, 2015).

**As a result**, citizens will have access to basic services before they can visit the Civil Service Centers, and they will have sufficient information about public services.

## CONCLUSION

In summary, measures to improve the quantity and quality of public services not only promote better relations between the population and the State, but also serve as the basis for the well-being of citizens. It will also contribute to the implementation of the set of priorities in the Action Plan of the Republic of Uzbekistan on the development of the Republic of Uzbekistan for 2017-2021.

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