CREATION OF AN ELECTRONIC BUSINESS DATABASE TO IMPROVE THE QUALITY OF PUBLIC SERVICES IN THE REGION

Associate Professor of the Department
of Economics, PhD **F.D. Jo'rayev**
University of Economics and Pedagogy (IPU),
Faculty of Economics, 2nd year master's student,
group IM 701-24 **Qobilova Muhayyo Abdurazzaqovna**

Abstract. The aim of the work is to develop scientific proposals and practical recommendations on the formation of a cluster information system for housing and communal services in the context of digital transformation in the context of fundamental economic reform.

Keywords: Information and communication technologies, , Electronic business, information base, Public utility services.

INTRODUCTION. Today, in the current development of the world economy, one of the main service sectors is public utilities, which requires the use of information and communication technologies to improve the quality of public utilities services. In the context of digital transformation, the formation of a cluster information system in the provision of housing and communal services and the level of application of modern forms of information and communication technologies in settlements, taking into account the insufficient quality of service provided by public utilities, indicate the relevance of this topic.

Main part. In the context of digital transformation, much attention is paid to scientific research on improving the theoretical and methodological foundations of the digitalization of the municipal service management system, taking into account the processes of digital transformation based on an innovative approach to improving the quality of municipal services using ICT, and improving methods of managing municipal services.

Scientific research is being conducted in the regions of our country on the management of municipal services, on the full use of the opportunities for using information and communication technologies in this area. In particular, in order to reduce poverty and improve the living standards of the population, new approaches to managing the provision of municipal services, modernizing municipal services,

adapting them to new modern technical requirements, digitizing municipal services in the regions and bringing them into line with norms and quality standards using ICT are one of the most urgent issues of the day.

According to the World Bank, 60 percent of the world's population does not use the Internet or does not have the opportunity to use it due to insufficient funds for use. Only 15% of the world's population has access to broadband Internet services. In developed countries, the main means of accessing Internet services are mobile phones, which are provided to 80% of the world's population, however, about 2 billion people still do not use mobile phones.

The development of the utility sector in their territories is closely related to the development of ICT, which in turn leads to the digitization of all economic systems and the formation of a new type of electronic (digital) payment system. If we look at the research of foreign scientists on the development of a control mechanism for an electronic payment system, the institutional aspects of the functioning of the financial market, which directly affect the formation of payment systems, were considered in the study of the Russian scientist Ye.G. Khomenko. He emphasizes that the efficiency of processing information on utility payment systems and the speed of payment transactions, the continuity of utility payment settlements are among the important characteristics of any payment system.

The famous American scientist M. Drabenstott identified five problems that are crucial for the socio-economic development of villages in the United States, one of the most developed countries in the world, but they also apply to many other situations:

1. Transition to digital technologies.
2. Encouragement of entrepreneurs.
3. Use of a new agro-industrial complex.
4. Improvement of human capital.
5. Support for the rural environment.

We can witness the concepts put forward in the scientific works of Y. Benkler “Digital Economy”, D. Tepscott, “Digital Economy”. For example, the research of foreign economist-scientist N.P. Grozdanovich describes the sustainable development features of “Smart Villages” as the efficient use of land, the targeted use of housing, the creation of walking and cycling areas, the preservation and development of recreation areas, transport engineering, increasing the efficiency of management in terms of convenience and economy for citizens, the use of smart solutions for sustainable development, and other areas.

In his Address to the Oliy Majlis of the Republic of Uzbekistan dated January 25, 2020, Shavkat Mirziyoyev, the President of the Republic of Uzbekistan, emphasized that "active transition to a digital economy will be one of our top priorities in the next 5 years. Although our country rose to 8th place in the "International Information and Communication Technologies Development Index" in 2019, we are still far behind. Most ministries, departments, and enterprises are completely far from digital technologies, and this is true." Therefore, in order to achieve high development, it is important for us to thoroughly study information systems and technologies. This will give us the opportunity to achieve progress in a short time. After all, digital technologies are currently rapidly penetrating many areas throughout the world.

In order to improve the digital economy in our republic in the future, our government has set the task of developing the "Digital Uzbekistan-2030" program. The program defines the basic principles, procedure, levels, and functions of sectors and regions for the development of the digital economy.

In particular, utilities are an integral part of any developed economic system. One of the strategic goals set out in the State Program for Long-Term Socio-Economic Growth of the Republic of Uzbekistan until 2035 is the need to digitize the economy in order to form market relations and socio-economic balance of society.

The digitalization of the municipal service management system is very important in increasing the efficiency of the municipal service sector in the regions. This is because the digitalization of the municipal service management system prevents unnecessary costs and time spent, reduces the level of the hidden economy and improves the quality of the provided municipal services. Digitalization allows utilities to be produced very cheaply and sold very easily. In addition, the "New Service Economy" can now be characterized by the concept of services that are no longer tied to the boundaries of an economic sector or a large-scale set of activities. This is because the relationship between industry and services cannot be understood or analyzed separately. Also, the digitalization of municipal services reduces or eliminates the spatial dependence of their provision.

The fact that our republic is lagging behind such indicators on digitalization is explained by the slow development of the system of necessary elements of informatization and the small amount of investments made, the imperfection of the regulatory and legal framework, the lack of constant active participation of information systems and technologies of the country and business in the use of technologies, the insufficient level of knowledge of using Internet systems and technologies, the low

level of functioning of Internet resources in the regions, and the low level of trust of the population.

The digitalization of municipal services in the regions requires the search for promising methodological tools for organizational, economic and managerial relations using ICT. In our opinion, if the above-mentioned leading municipal services such as electricity, gas, water and heat supply, and waste management are digitized, we will be able to meet the needs and demands of the population.

There are several opinions on the understanding of the term "municipal services", and it is defined as "municipal services are services to further improve the living conditions of citizens in residential areas in terms of electricity, cold water supply, hot water supply, sewage, waste, gas supply and heat supply." Digital municipal services are utility services with expanded methodological service apparatuses for the use of modern digital technologies at the macro level, based on the development of a model for assessing the effectiveness of using a digital platform.

CONCLUSION

Although many scientific studies have been conducted by foreign and domestic economists on the innovative development of the housing and communal services sector, its theoretical foundations have not yet been fully developed.

When defining the concept of innovative communal services, attention is paid to the component of innovative services based on modern requirements and special attention is paid to their main tasks.

In the digital economy, the development of the housing and communal services sector is associated with innovative technologies, which leads to the formation of new types of services that meet modern requirements.

In providing the population with quality communal services, it is necessary to carry out comprehensive work on the modernization of communal services, a new approach to communal services and the organization of innovative service enterprises through the organization of new services.

Attention is paid to the component of innovative indicators based on modern requirements of communal services. The differences between urban and rural areas in the provision of communal services were identified and special attention was paid to their main tasks. The economic and legal framework for the innovative development of the housing and communal services sector was developed. Taking into account the specific characteristics of housing and communal services enterprises, an improved model for the innovative development of communal services in the regions of the

country was developed. This model is based on the theories of effective use and prompt positive decision-making in communal services.

LIST OF REFERENCES USED

1. O‘zbekiston Respublikasi Prezidenti Shavkat Mirziyoyev raisligida 2020 yil 16 iyun kuni xizmat ko‘rsatish va ichki turizm sohalarini rivojlantirish masalalari bo‘yicha videoselektor yig‘ilishidagi nutqi.
2. O‘zbekiston Respublikasi Prezidenti Shavkat Mirziyoyev raisligida 2020 yil 25 yanvardagi Oliy Majlisga Murojaatnomasidagi nutqi.
3. O‘zbekiston Respublikasi Prezidentining 2019 yil 4 iyundagi “Aholi punktlarini obodonlashtirish sohasida ishlar samaradorligini oshirishga doir ko‘shimcha chora-tadbirlar to‘g‘risida”gi PK-4351-sonli Qarori.
4. O‘zbekiston Respublikasi Prezidentining 2021 yil 30 dekabrdagi “Respublikada ko‘kalamzorlashtirish ishlarini jadallashtirish, daraxtlar muhofazasini yanada samarali tashkil etish chora-tadbirlari to‘g‘risida”gi PF-46-sonli Farmoni. Рахимов, А. Н., Махматкулов, Г. К., и Рахимов, А. М. (2021). Построение эконометрических моделей развития сферы услуг для населения региона и их прогнозирование. Американский журнал прикладных наук , 3 (02), 21–48.
5. Равшанова Мухайё Махманазаровна (2025). Навыки, необходимые для выполнения двухфакторного эконометрического анализа. Европейский международный журнал педагогики , 5 (01), 50–53.
6. Rakhimov A.N. & Jo‘raev F.D. (2022). A Systematic Approach To The Methodology Of Agricultural Development And The Strategy Of Econometric Modeling. resmilitaris, 12(4), 2164-2174.
7. Juraev F.D.S. (2021). Problems Of Informatization Of Management Of Agricultural Industry And Modeling Of Agriconomic System In A Market Economy. The American Journal of Applied sciences, 3(02), 49-54.
8. Mukhitdinov K.S. & Juraev F.D. Methods of Macroeconomic Modeling. International Journal of Trend in Scientific Research and Development (IJTSRD), e-ISSN, 2456-6470.
9. Rahimov, A. (2023). Mehmonxona va umumiy ovqatlanish korxonalari faoliyatini ekonometrik modellashtirishda zamonaviy uslubiy yondashuvlar. Iqtisodiyot va ta’lim, 24(6), 245-250.
10. Жўраев Ф.Д. & Аралов Ғ.М. (2023). Қишлоқ хўжалиги маҳсулотлари ишлаб чиқариш жараёнини эконометрик моделлаштириш заруриятининг асосий жиҳатлари. Educational research in universal sciences, 2(2), 36-43.

11. Sultonov, S. (2024). Aholi daromadlari tabaqalashuvini kamaytirish borasidagi islohatlarni takomillashtirish yo‘nalishlari. Iqtisodiy taraqqiyot va tahlil, 2(4), 526-532.

12. Maxmatqulov, G. O. X. (2023). Savdo xizmatlari tarmog ‘ini rivojlantirish masalalariga tizimli yondoshuv. Educational Research in Universal Sciences, 2(10), 175-182..

13. Rakhimov A.N., Makhmatkulov G.K. & Rakhimov A.M. (2021). Construction of econometric models of development of services for the population in the region and forecasting them. The American Journal of Applied sciences, 3(02), 21-48.