

The Modernist-Conceptual Basics Of Public Service

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Abstract – A new period and stage of development of any state require, first and foremost, further improvement of the system of public administration in the light of modern requirements. In this sense, the Strategy of Actions is also mainly focused on the fundamental reformation of the state and public construction. This goal is important because it fully reflects the provisions of the concept “From a strong state – to a strong civil society” as the first priority area. Parliamentary commissions on ensuring guaranteed labor rights of citizens, youth issues and family and women’s issues have been established. During the year, they have been very active in open discussion of topical issues in the field of national and international cooperation.

The role of local Councils of people’s representatives in solving pressing local issues has been increased. The system of hearing the reports of the heads of local authorities has been introduced in a new, people-friendly way. Successful implementation of large-scale reforms at the current stage of the country’s development requires the creation of a completely new and effective system of public administration. Updates in this area began, first of all, with a revision of the activities of the organizational and legal structure of the state power and administration bodies and local authorities, their tasks and functions. In particular, within the framework of the Strategy of Actions, in order to implement new, advanced innovative, modern ideas in the system of public administration, the tasks of most ministries and departments were reconsidered, some of which were reorganized with improvements. A number of new ministries and agencies have been established to effectively address the problems accumulated in the relevant areas. This article analyses the current issues related with the reforms conducted in the Republic of Uzbekistan based on the Strategy of Actions.

Keywords – Historical Development, Yusuf Khas Hajib, New Public Administration, Bodies Of Self-Government, Social Life, Technological Solutions, Strategy Of Actions

I. INTRODUCTION

Today in Uzbekistan, one of the priorities of the country's policy is to ensure effective dialogue with the people, to listen to the concerns and problems of the people, to solve them. In this regard, the President of the Republic of Uzbekistan Sh.M.Mirziyoev in his speeches emphasizes that the main task of every civil servant is to please the Uzbek people and mentions the following “The main task – is to form the highly qualified and having profound weltanschauung, deeply considered, having the right multifaceted decisions, the leaders having the right targets and the new cohort of high ranking people. In the conditions of rapidly developing reality, each state determines its firm stance and effective ways of development.

In this context, the independent Uzbekistan needed to objectively assess the historical development path of the young independent state, the accumulated experience and analyze the progress made, identify measures to further enhance democratic reforms, set priorities for accelerated development of the country and clear goals. The mentioned objectives were preceded by practical talks, discussions with the broad public, representatives of the business community, leaders and experts of state bodies. They reviewed legislative acts, information and analytical resources of local and international organizations, recommendations and comments, as well as studied the experience of developed foreign countries.

Indeed, in carrying out these tasks, it is an objective necessity to ensure the rule of law and strengthen the rule of law. In this regard, the generalization of experience in this area in Uzbekistan, identifying existing problems and finding their constructive solutions is becoming one of the main tasks of public administration today.

When we analyze in terms of human development, public administration indicators include the ability of citizens to participate in elections, freedom of speech and press, political stability, the rule of law, the effectiveness of government and other indicators. It is noteworthy that today these indicators are enshrined in the relevant laws of Uzbekistan.

II. LITERATURE REVIEW

At the same time, in the current process of democratic development, it is also important to increase the efficiency of the activities of the institute of public administration. In this process, the task of improving the system of public administration, which is carried out by the government, is directly related to the modern demand of society for quality public services. In the process of reforming public administration in Uzbekistan today, the conceptual basis for civil servants is “improving professional skills and culture, in any case to act in accordance with the principles of law, justice and humanity”[1].

III. MAIN PART

The reforms being implemented in Uzbekistan on the initiative of the President of the Republic of Uzbekistan Sh.M.Mirziyoev and the adopted Action Strategy required a critical analysis of the country, open dialogue with the people, broad access to citizens' initiatives and urges to look at the activities of higher governing institutions such as the National Parliament, the Cabinet of Ministers, the Constitutional Court, the Supreme Court from the perspective of a new stage of democratic development. Over the past decades, it has become clear that in the activities of these institutions of governance in Uzbekistan, there are some shortcomings, including stagnation, pretentiousness, formality, alienation from the people, corruption, greed. As a result, people's trust in government has begun to wane as laws passed in the country do not work.

From a scientific point of view, the state and its institutions are a political force that unites society around itself, affects social life as a core, forms the necessary values, social norms, moral imperatives by supporting the creative, political initiatives of the population. Therefore, it is important to link all the achievements and shortcomings of social life, first of all, with the activities of the state, its institutions, the decisions and plans they make.

The new democratic reforms being carried out in Uzbekistan today are based on the fundamental interests of the people, as well as the fundamental idea that, “People do not belong to the state, but to the state, its institutions must serve the people”.

Pointing out the tasks ahead of the new era, the President of Uzbekistan Sh.M.Mirziyoev said: “Unfortunately, whether we become leaders or not, our behavior will change immediately. It's as if we don't know people's pain, or don't want to know. I think it is time to raise this issue to the level of public policy priorities, given the importance of this issue. Then our worldview will change, and at the same time, our lives will change”[2].

IV. THEORETICAL BACKGROUND

Living with the suffering of the people should be the sacred duty of public institutions, of all systems that generally assume managerial functions. Achieving this has always been a dream of our people. Scholar Yusuf Khas Hajib writes: “If whose secret (intention in the heart) is clear to the people of today, let their language, their word, be sweet, gentle, kind. This world, the state, is insecure, unstable, it sometimes cries, sometimes it wears out. You don't believe in this temporary happiness, if happiness is here today, it will be there tomorrow. Happiness is something that comes and goes. O owner of the state, if you want to live with this state, do good to the people. If you inherit a nobility, a great career, be humble”[3].

In many developed countries, the use of public services includes many areas such as health, emergency services, education, postal services, transportation, water supply, security or energy. The number of services provided by the state is different in each area, but if they are not socially or financially secured, they usually lose their relevance. In addition to these general services, the state also provides additional services that are necessary in the daily life of a citizen and provide additional income, available to all, regardless of physical or mental ability. For example, if our driver's license or identity card expires or we want to renew our passport to visit abroad, we also use government services. Of course, these services are provided by civil servants or elected officials and by hired civil servants.

Most public services are not adequately provided by the labor market or are only provided by the state and the specificity of their service life determines their position. They, in turn, can be provided by local or national monopolies, especially sectors with natural monopolies.

In order to ensure the availability of these public services in such a process, the state has to build and maintain the infrastructure that it supports. For example, it is necessary to ensure local revenue through local offices. Public administration is the link between government and citizens and these local access points where services can be accessed are the most common interface between people and the state. So their efficiency and ability to work shapes the way these people think about government and its services. Civil servants, on the other hand, act as intermediaries between public services and citizens, and play a key role in the extent to which services are performed, implemented, delivered, and implemented.

It is important to note that government-level public services support human well-being and economic growth in the country. Of course, one of the important tasks of the government is to provide these public services without any problems, to take care of the people and ensure that the state support is well delivered to them. Therefore, it is important that these services are the focus of citizens and meet their needs. Ensuring transparency and assessing the quality, adequacy and effectiveness of basic services to ordinary citizens, taking into account their needs and preferences, attracting innovation provides an opportunity for productive use and improvement of public funds[4].

It is important to note that a large proportion of public services often go to the state budget, but the increased costs are not comparable to the improvement in results. Worst of all, if corruption occurs, it can lead to a decline in standards, which, in its turn, means that the books are taken away by teachers, medical supplies by doctors, or what is needed for infrastructure by officials or private contractors. The data showed that simply an increase in resources, equipment, finances, or staff does not guarantee an improvement in the quality of education or health care[5].

The quality of service is important for both the government and the citizens. However, it should be borne in mind that the majority of public services were created in the previous period to meet the needs of that time. As a result, most governments around the world are struggling to meet current needs that have posed complex challenges such as the aging population, the regularity of health, big cities, poverty and inequality. Currently, the need to ensure the integrity of the flow of public resources requires new solutions to these new problems, as well as completely new approaches.

Civil servants, on the other hand, traditionally play a role as a service provider that standardizes the public. Nowadays, citizens are connected to each other and face different opinions in solving different problems and they tend to express opinions about the goods and services they receive. Such an approach, while optimistic, often leaves a bad impression with the old-school bureaucratic processes, the lack of quick and effective solutions. An example of this is the cases where civil servants are often accused of not working enough and the population is turned against the government[6].

Analyzing the example of the developed countries of the world, today “governments are feeling the pressure and they are already trying new solutions and seek to redesign the various parts of this system according to the expected results. Attracting citizens and trying to make their role completely passive, at least actively, is not carried out in one day. This requires long-term and clear solutions. This requires long-term and clear solutions. In this process, citizens can play a more active role as an association of users of public services. New technological solutions and easily available information create different types of participation opportunities[7].

Traditional governments never think of citizens as customers and therefore how public services are performed is excluded as a source of citizen feedback. But as the current technology and society have evolved since the last decades of the 20th century, the government has realized that it is necessary to develop new methods and methods of services to meet the changing needs of citizens.

V. RESULTS

One of the approaches to modern public administration today is called the “New Public Administration”[8]. Basically, in this case, various methods managed by the private sector are operating in the public sector in its interests. Therefore, the foundations of this concept can be generalized on the following principles[9]:

- reducing the role of the state, redeveloping its functions and attracting private market participants;
- efficiency and economy of public administration;
- decentralization of decision-making, privatization of powers, transition to political decision-making and management levels;
- reducing hierarchical levels of governance through the creation of quasi-autonomous (agency) structures;
- introduction of market economy mechanisms and methods in the creation of public services, for example, outsourcing functions, complex privatization of public services;
- introduction of evaluation, salary, strategic planning, corporate governance methods based on measuring efficiency in public administration;
- another major goal of the new state administration is to reform and abolish this complex legal system.

The foundations of the New Public Administration (NPA) began in the 1980s in England and Australia. By the early 1990s, however, the popularity of the NPA model had grown and some decentralization of public administration in some developing, transitional economies, several options for ways to reduce work with the help of an autonomous agency have emerged. As a result, there has been an improvement in budget and financial control and an increase in the efficiency, results and customer orientation of services. Also, new reforms in public administration have been based on a combination of economic, social, political and technological factors. A common feature of the countries in the NPA model is the experience of economic and financial crises, which has led to the search for ways to reduce efficiency and cost of services to the population[10].

Now the new concept of public administration can be considered as a set of ideas with a concerted effort to disseminate it to state (public) institutions, at the same time, the state also accepts citizens as customers. Its main goal is the economic modernization of both state institutions and the state, the creation of effective public administration processes.

The concept of NPA is not simply a corporate governance approach to public administration. Hence, NPA methods require both economic performance and cost-oriented thinking and strive to achieve maximum performance at minimum cost. But for this to be effective, we need to set goals and develop an optimal monitoring system. In this case, the public can play an important role in controlling. But citizens can make an effective contribution to this process only if they have enough knowledge about how public services work.

One of the main factors of the new state government is the idea that the state will serve the people. In working with the people (customers), the characteristics of the administration are as follows:

- Clear management;;
- Reorganize dangerous or unnecessary rules;
- Simple procedures;
- Improving the quality of services;
- Information windows in offices;
- Creating a comfortable environment for customers in offices.

Lack of understanding of public services can cause serious problems in the process of producing them. In this regard, effective tasks can be achieved by legally explaining the needs of citizens for public services and increasing the activity of civil servants to meet these requirements.

From the point of view of the civil service, in this case, the customer, that is, the people, make a huge contribution to the production process. In the traditional manufacturing process of a product or service, customers participate as an audience to test the product or service and try to incorporate their own ideas about it[11]. In this sense, the customer plays a crucial role in the service system and supports the process with additional information to create additional value for the benefit of future customers and service owners. The view that takes this feature into account is also referred to as single service theory.

According to traditional service, when we talk about producing something, only the suppliers perform the services, while the customers buy and consume the products. In this case, they do not give customers any access, they just pay for the results given. In contrast, the single services theory asserts that any production and traditional service can be considered, it will be possible to make additions during the service process and make changes to the product design using advice from customers.

As the world changes and develops, the people living in it also change. Therefore, pragmatic governments are also adapting to these changes. As social and collective awareness grows, it is possible to observe the emergence of new ideas and methods in decision-making and administrative tasks in public administration. Today, in addition to values such as financial efficiency, market economy, public values are also becoming increasingly important.

This means that the new public administration has the necessary tools to provide public services, and if we learn how to use it properly, we can achieve a qualitatively new level of public administration. The new public management is not a self-constructed concept, but it encourages the tools of marketing, management and other areas to work more effectively as a means of restructuring and reorganizing public services. Traditionally, the public sector and the private sector are drastically different, but the new public administration is aimed at changing this perspective and must serve to make significant changes.

VI. CONCLUSION

From the above, it can be concluded that at the current new stage of development, Uzbekistan is on the path of effective dialogue with the people and, as a result, the creation of a new system of governance based on the needs of the people. On the basis of the implementation of the tasks set out in the Strategy Actions and the proposals expressed in the dialogue with the people, the tasks to be implemented in the future in the social sphere are being identified. This is the basis for the organization of the civil service in the interests of the people.

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