"POSSIBILITIES OF USING THE EXPERIENCE OF SINGAPORE IN THE DEVELOPMENT OF ELECTRONIC GOVERNMENT SERVICES IN UZBEKISTAN"

Yormatov Ilmidin Toshmatovich
Candidate of Scientific Sciences, Fergana Polytechnic Institute
tel. +998978035893 ilmidi n .yormatov@mail.ru

Muydinov Eldorbek
Independent Researcher
+998906348604 eldorbekmuydinov73@gmail.com

Abstract
State services based on artificial intelligence technologies have been introduced in Uzbekistan in order to improve the lives of citizens, make public services efficient and make the country a leader in the digital economy. As part of the government's "Digital Uzbekistan 2030" strategy, SI technologies are widely used and aimed at creating innovative solutions in various fields. Through these technologies, public services are becoming faster, more efficient and more convenient for citizens. The implementation of artificial intelligence (AI) technologies in e-government services will significantly change the management system and increase its efficiency. The following is a detailed account of how the use of SI in the case of Singapore can change the governance system:

Keywords: Electronic public services, chatbot, artificial intelligence, public services, transport management, City security, individual training.

Introduction

It is no secret that electronic government services are developing rapidly all over the world today. Among these, bold steps are being taken in this field in Uzbekistan. What innovative ways are developed countries taking in this field? We will analyze this in this article. The provision of electronic government services in a transparent, fast, continuous, accurate and convenient manner is not on the agenda of today's developed and developing governments. There are several developed countries that are now making extensive use of artificial intelligence (AI) in this field. They are making extensive use of artificial intelligence to reduce costs and increase transparency in the public sector. These countries are using AI technologies to implement innovative solutions to make citizen service processes more efficient, fast and user-friendly. Here are some SIs in a developed country like Singapore that are actively working now:

1. (Singapore) Smart Nation Initiative:

- SI is widely used in public services as part of Singapore's Smart Nation initiative.

- Virtual Assistant (Chatbots) : In Singapore, for example, chatbots such as "Ask Jamie" answer citizens' questions on government websites.

- Data Analytics: Big data is analyzed with the help of SI, improving the efficiency of providing services to citizens.

Also in Singapore, the government has introduced a chatbot called "Corporation e-Lobby" that provides real-time information on business registration, licensing and tax requirements.

The chatbot, called Corporation e-Lobby, is a virtual assistant that helps businesses in Singapore with their registration, licensing and tax requirements. A chatbot is designed to provide real-time information and guidance, reducing the need for businesses to communicate with government agencies in person or over the phone. A chatbot uses natural language processing and machine learning algorithms to understand and respond to user queries. He can answer questions about business registration, licensing and tax requirements and provide guidance on compliance. In Singapore, public services powered by artificial intelligence (AI) technologies are driving the country towards digital transformation and efficiency. As part of the Smart Nation initiative, the Singapore government is widely introducing SI technologies into public services. Below are details of SI-based government services in Singapore:

The Singapore government launched the Smart Nation initiative in 2014. The main goal of this initiative is to develop the economy, improve public services, and improve the quality of life of citizens using technologies, in particular, artificial intelligence.

Basic SI Services

1. Virtual Assistants and Chatbots:

- Ask Jamie : This SI-based virtual assistant answers citizen questions and provides services on various government websites. Ask Jamie has been implemented on the websites of various ministries and agencies in Singapore and operates 24/7.

- MyInfo Chatbot : An SI-based service that helps citizens update their personal information, pay taxes and access other services.

2. Health Care Services through SI:

- HealthHub : This platform provides healthcare services using SI technologies. Citizens can access their medical records, get advice and sign up for medical services.

- SI Diagnostics : Diagnostic and treatment processes in the healthcare sector are optimized with the help of artificial intelligence.

3. Traffic and Transport Management:

- Smart Traffic Management : SI-based traffic management system includes traffic monitoring, congestion prediction and effective traffic management.

- MaaS (Mobility-as-a-Service) : This service provides the integration of public transport and the use of private vehicles through SI technologies.

4. Security Services based on SI:
- Smart Surveillance : SI-based video surveillance systems have been introduced to ensure city security. These systems help in early detection and prevention of crime.
- Cybersecurity : The government is strengthening its cyber security systems with SI. These systems can be used to detect and counter cyberattacks.

5. Data analytics and predictions:
- GovTech's Data Analytics : With the help of artificial intelligence, opportunities have been created to analyze big data and improve efficiency in various fields.
- Predictive Services : Predictive services using SI to identify citizens' needs in advance and provide services accordingly.

6. Rent and Housing Services:
- SI-assisted Housing Applications : SI-assisted housing application review and approval processes have been optimized. This service provides fast and efficient service to citizens.

7. Teaching and Learning Services:
- Smart Education: Various platforms have been introduced in the field of education with the help of artificial intelligence for individualized teaching, monitoring of student progress and improving the quality of education.
- SI Tutoring Systems : SI-based software to provide personalized learning materials and individual support to students.
For example, Singapore is carrying out a number of practical works on artificial intelligence. For example:

1. National SI Strategy:
- The Singapore government has developed a national strategy for the widespread introduction of SI technologies into public services. Within this strategy, specific goals for the use of SI technologies in various fields have been defined.

2. SI Lab :
- The Singapore government has created special laboratories for the development and experimentation of SI technologies. These labs aim to develop innovative SI solutions in public-private partnerships.

3. Integrated Health Information Systems (IHiS):
- SI technologies are widely used in the healthcare sector, allowing to manage medical data, improve diagnostic processes and develop personalized treatment plans for patients.
The benefits that artificial intelligence brings to Singapore are as follows:
- Increase Efficiency: Efficiency increases by automating and optimizing public services.
- Convenience for citizens: SI technologies provide services in a fast, convenient and 24/7 mode.

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- Saving Resources : SI technologies allow to save human resources and time.
- Strengthening Security and Control : SI technologies help to improve security and ensure cyber security.
- Personalized Services: Personalized services are provided to citizens through SI technologies.

Summary

In Singapore, public services based on SI technologies have been introduced in order to improve the lives of citizens, make public services efficient and make the country a leader in the digital economy. As part of the government's "Smart Nation" initiative, SI technologies are widely used and aimed at creating innovative solutions in various fields. Through these technologies, public services are becoming faster, more efficient and more convenient for citizens.

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