

THE ROLE OF PUBLIC CONTROL IN ENSURING THE EFFICIENCY OF PUBLIC SERVICES

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Abstract

The article examines the issue of the dependence of the effectiveness of public services on public oversight. The importance of openness and transparency in the activities of public services in implementing public oversight is substantiated. The importance of arming civil society institutions with knowledge of oversight activities is shown in order to make public oversight effective.

Keywords: Democratic state, civil society, public service, oversight, oversight system, oversight mechanism, public oversight, openness and transparency.

Introduction

The democratic path of development chosen by Uzbekistan and the process of forming a civil society determine the relevance of the issue of public control over the activities of public services. Because both democracy and civil society are directly related to control activities, including public control. Speaking about this, the President of the Republic of Uzbekistan Sh.M. Mirziyoyev said, in particular: "New Uzbekistan is a country where the decisive principle "The people should serve the state bodies, not the state bodies" is being confirmed in practice." According to the requirements of democracy, the state service should be under public control, otherwise the state will begin to rule, not serve. Therefore, below we set out to analyze the issue of the role of public control in ensuring the effectiveness of public services.

As a result of the implementation of fundamental socio-economic, socio-political, including administrative reforms in Uzbekistan during the years of independence, a state administration system is being formed that meets the needs of the time, that is, the requirements of democracy and civil society. One of the problems in the formation of an administrative administration system that serves the interests of the people is the problem of corrupt bureaucracy and corruption. The reason for this problem is the incomplete transparency and openness of the activities of executive authorities and the weakness of public control. This requires the improvement of the civil service on the basis of democratic reforms in the field of administrative administration.

The Concept of Modernization of the Country and the Strategy of Actions pay special attention to the creation of legal foundations that ensure the effective functioning of the control mechanism. In particular, "On the openness of the activities of state authorities and management bodies", "On the fight against corruption", "On public control", "On social partnership", "On measures to further improve the mechanisms of social partnership and public control" and other similar laws serve to strengthen the legislative base in this area. In particular, the principle of openness is one of the important conditions for the effectiveness of the control system. Because neither real democracy nor civil society can exist in a society where openness is not ensured.





Democracy means not only the formation of power by the people, but also its control. Therefore, the improvement of the control system that serves to establish social order depends on the strength of the democratic system. The establishment of social order is ensured by observing the norms of law and morality, primarily by observing the law. Observance of the norms of law and morality depends on the control system and its integral part, public control. Therefore, the first President of the Republic of Uzbekistan, Islam Karimov, speaking on this subject, said, in particular: "Moral education carried out in the family, school, labor collective, neighborhood, the power of public opinion, the media, the authority of clergy - everything should be aimed at forming a stable resistance in our people to any actions related to violation of the law." A person, regardless of who he is and where he works, must participate in the activities of the control system, because this is a requirement of democracy.

To do this, first of all, it is necessary to understand what democratization of the administrative management system is. The democratization of the administrative management system means two processes, because the democratization process consists of two elements. The first is to expand the participation of the people in the formation of government, and the second is to expand the possibility of people's control over government. Therefore, the democratization of the administrative management system means to expand the participation of the people in the formation of executive bodies, and the second is to strengthen people's control over the activities of executive bodies.

One of the problems in implementing reforms in the field of administrative management is the dominance of state management in the economy, another is the high share of the state in the economy, and another is corruption in the system of public services. The solution to these problems is related to the removal of monopoly and state ownership of the economy and the improvement of the control system in the personnel selection system. In addition, based on the requirements of democracy and civil society, it is required to form an effective mechanism of public control over the activities of executive authorities.

Public control is a control activity carried out by civil society institutions. As we noted above, the main task of the state is to establish social order through control activities. Therefore, the main task of public services is also related to the establishment of this social order. Similarly, public control is also a bottom-up activity aimed at establishing social order. Control carried out jointly by the state from above and society from below can be called social control¹.

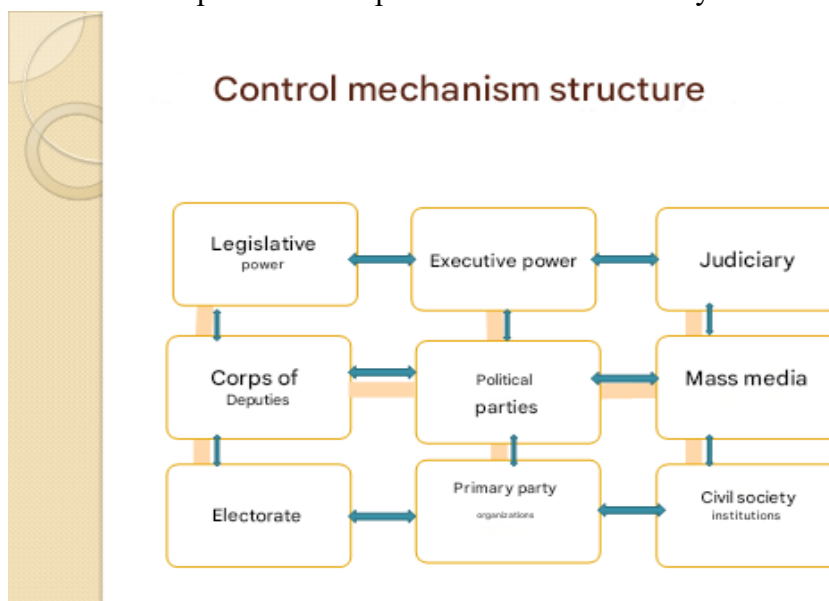
Knowledge of the activity is of great importance in ensuring the effectiveness of any activity. In particular, knowledge of this service is needed in the implementation of public service activities. To determine what knowledge is needed for public service activities, one should think based on the purpose of this activity. What is the main goal of the state? As is known, the main goal of the state is to establish social order in human society. The emergence of the state itself is associated with satisfying the need to establish social order.

The state is emerging from the need to establish order in human society. However, the state power that serves to establish order gradually begins to rule, not serve. To prevent such a situation from occurring, the state power created to serve the people must be controlled by society. If society does not control the state power, bureaucracy will increase and corruption will arise. To prevent such a situation from occurring, the state power bodies must be under the

¹ Nabiev F.X. Ijtimoiy nazorat.Samarqand. 2020-yil. 6-bet

control of society. In order for society to exercise its control, it must be aware of the activities of the state power, and this is ensured through openness and transparency. In ensuring the effectiveness of the state service, public control over their activities is of great importance. Because any good cadre, after entering the state service, becomes a slave to their own selfish interests due to lack of control. To prevent this from happening, public control over the state service must be implemented. As a result of lack of control, state agencies begin to serve not the people, but the people serve the state agencies. At this point, it is appropriate to recall the wise words of the President of the Republic of Uzbekistan, Sh.M. Mirziyoyev: "The people should serve the state institutions, not the state institutions."

The structure of the control system that is being formed in our country today can be imagined as follows based on the current picture of the political life of the society².



The strength of public oversight depends on the strength of democracy and civil society. Therefore, the effectiveness of public services ultimately depends on the strength of democracy and civil society. To do this, it is necessary to provide society with knowledge that will serve to strengthen democracy and civil society. Since both democracy and civil society are related to oversight activities, it is necessary to provide society, first of all, with knowledge about oversight activities. Just as any knowledge is formed in the education system, knowledge about oversight activities is also formed in the education system. Therefore, it can be said that introducing a discipline that provides knowledge about oversight activities into the education system is a requirement of the time.

Today, the conditions created by independence provide ample opportunities for organizing all spheres of social life, including oversight activities, on a scientific basis. Despite certain achievements in this regard, there is a lack of scientific research dedicated to the recent history of Uzbekistan that meets the requirements of the time. "Therefore, developing textbooks and teaching aids that meet the requirements of the time is an important task for historians of

² Nabiev F.X. Ijtimoiy nazorat. Samarqand 2020-yil. 135-bet.

Uzbekistan and representatives of other social and humanitarian sciences."³.

In conclusion, the effectiveness of public services depends on public oversight, and public oversight depends on the strength of democracy and civil society. Therefore, the main focus should be on strengthening democracy and civil society. Since democracy and civil society are related to oversight activities, it is necessary to take measures to provide society with knowledge about oversight activities. In this regard, it is an urgent task to introduce a subject that provides knowledge about oversight activities in the higher education system and instill it in the minds of young people. Providing society with knowledge about oversight activities that serve to strengthen democracy and civil society today will form strong public oversight tomorrow. Strong public oversight, in turn, will activate the oversight mechanism and ensure the effectiveness of public services.

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