

WAYS TO DEVELOP THE ICT SERVICES SECTOR IN THE CONTEXT OF THE DIGITAL ECONOMY

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Abstract: *It analyzes the importance of developing the ICT services sector in the digital economy, the priority directions in the transformation of the service sector, as well as digital technologies and opportunities for their effective use. At the same time, the broad opportunities created by the government for the development of the ICT services sector in Uzbekistan, its role in the development of this sector and increasing employment will be highlighted. These processes are substantiated based on the scientific and theoretical views and research of economists.*

Keywords: *National economy, digital economy, digital technologies, services, gross domestic product, export, financial services, e-commerce.*

Introduction

In foreign countries, the ICT services sector is becoming an increasingly important and integral part of the economy. Through this sector, production volumes are expanding, and revenues are also steadily increasing. According to the World Trade Organization classification, the service economy includes many different types of ICT services. In particular, business services, financial services, ICT services related to education, tourism and related ICT services, as well as transport and leisure services are examples of this.

In conclusion, ICT services have now become an important direction of economic activity. To develop the digital economy, it is necessary to expand broadband internet networks and fiber-optic lines, as well as create favorable conditions for e-commerce.

In recent years, the concept of the digital economy has emerged in the economic theory and practice of many countries. It is characterized by the rapid development of digital technologies, the revolution in the information sphere, and the acceleration of economic globalization processes. It is easy to notice the impact of the digital economy on all aspects of human life. "Today, the majority of the planet's population has access to the Internet and can use the services of the digital service economy; social networks and various messengers have already become an integral part of interpersonal communication.²³" Currently, priority is given to a high-tech, innovative, and digital economy in our country. As the President of the country, Sh. Mirziyoyev, noted: "In the

²³ Pardaev M.Q. Xizmat ko'rsatish tarmoqlari iqtisodiyotining ayrim muammolari. Monografiya. -T : Navruz, 2014.-264;

new century, the formation of a digital economy, involving e-business and e-commerce based on digital technologies, will take on a trendy character²⁴.

Literature analysis

The scientific and theoretical views of economists who have made a great contribution to the development of the ICT service sector and increasing employment are being widely studied. Research in this direction is reflected in the scientific works of Mahmudova A.N., Nugmanovna M.A., M.K. Pardaev, K.Zh. Mirzaev, B.Kh. Kuziboev, D.I. Usmanova, Y.P. Urinboeva, Sh.Kh. Mukhitdinov, S.B. Bobokulova, Sh.O. Kuvandikov, and other scholars.

Methodology

In the implementation of this research work, methods widely used in scientific research methodology were utilized. In the study of ways to develop the ICT services sector in the digital economy, the use of deductive and inductive methods from generality to particularity and vice versa proved effective. The method of abstract-logical thinking played an important role in the systematic analysis of the process. In the process of scientific analysis, methods such as observation, generalization, grouping, and comparison, as well as the processes of analysis and synthesis, were widely used.

Discussion and results

In many countries around the world, the ICT service sector is becoming an important sector that determines key macroeconomic indicators. The implementation of new technologies and the automation of production processes at enterprises are contributing to this sector becoming a primary source of employment. The development of the service sector over the last decade is characterized by a number of general trends:²⁵

- Digital transformation of social life and the economy, as well as the role of ICT services (digital platforms, cloud technologies, e-government services) in it;
- socio-economic processes of sustainable development, globalization, and humanization, and the use of ICT solutions in these processes;
- ICT service trends, the development of digital ecosystems, and the emergence of a hybrid product (a combination of digital and traditional services);
- development of a cooperative economy and a shared consumption economy, as well as the widespread use of ICT platforms and digital tools.

The digital economy is a new system that implements political, economic, scientific, and social relations through the use of digital technologies, and the sustainable development of the service sector in the context of the digital economy is of particular importance.

²⁴ Shavkat Mirziyoyev "Yangi O'zbekiston Strategiyasi"-Toshkent: "O'zbekiston" nashriyoti 2021-yil, 172,174-betwww.sharqjurnali.uz DOI: 10.5281/zenodo.13905156

²⁵ Maxmudova A. N. i dr. Rol molodogo pokoleniya v formirovanii sovremennogo grajdanskogo obshchestva //Dostijeniya nauki i obrazovaniya. – 2020. – №. 3 (57).

The digital economy implies the digitalization of all business processes related to the creation, promotion, and sale of goods and ICT services. Digital data is becoming a key factor in production, serving as an important asset for enterprises and a key resource for economic activity. The information environment, which provides access to information about economic systems in real time through a single global network, is of particular importance.

Digital infrastructure is a complex of technologies that meet the computing, telecommunications, and networking needs of companies operating based on digital technologies.

A key feature of the digital economy is high-speed data processing, which accelerates order fulfillment, data exchange, and commodity turnover while reducing risks. It is rapidly developing on a global scale, contributing to increasing economic efficiency, reducing unemployment, and reducing costs.

In our republic, work is also being carried out to increase the stability of enterprises and the quality and efficiency of ICT services through the development of the economy based on digital technologies and the modernization of the service sector. This process accelerated during the pandemic.

The digital economy makes it possible to quickly meet consumer demand, increase labor productivity, and accelerate the turnover of goods and ICT services through e-commerce. Virtual payment systems and internet advertising provide broad access to the global market.

The digital economy is based on modern data and management technologies that allow for the modeling and rapid management of processes in the state, business, and society. Therefore, large-scale work is being carried out in our country to develop ICT services.

In particular, within the framework of the "Digital Uzbekistan-2030" strategy, modern ICT and digital solutions are being widely implemented in sectors such as public administration, education, healthcare, and agriculture. This will serve to improve the quality of services, reduce costs, and ensure the transparency of economic processes.²⁶

The ICT services sector plays an important role in the development of our country's national economy. Sectors such as trade, finance, agriculture, transport, and manufacturing have a high share of GDP, and the widespread introduction of digital technologies in them accelerates economic growth.

²⁶ O'zbekiston Respublikasi Prezidentining 2022-yil 28-yanvar kuni PF-60-sonli farmoniga muvofiq 2022-2026- yillarga mo'ljallangan "Yangi O'zbekistonning taraqqiyot strategiyasi" 2-bet.

Also, in accordance with the Resolution of the President of the Republic of Uzbekistan dated October 4, 2019, PQ-4477, the "Strategy for the Transition of the Republic of Uzbekistan to a Green Economy for the period 2019-2030" was adopted.²⁷

As a result of industrialization and population growth, resource demand and environmental pressure are increasing. Under these conditions, ICT services play an important role in improving energy efficiency, the rational use of resources, and the development of the "green economy."

Innovative ICT-based solutions contribute to economic growth by reducing environmental problems, ensuring sustainable development, and creating new jobs.

In our country, work is being carried out to provide legal and economic support to service enterprises and to increase the efficiency of digital services based on ICT development.

This contributes to strengthening economic stability and improving the living standards of the population.

Conclusion

In conclusion, in the context of the digital economy, increasing the efficiency of ICT service enterprises is one of the important tasks, which requires the development of directions for improving quality and efficiency based on digital technologies. The digitalization of the service sector has led to significant changes in the labor market, leading to the disappearance of certain professions and the emergence of new modern ones. At the same time, the structure of the labor market in the ICT sector is also changing.

To operate in the digital economy, it is necessary to train personnel with cognitive, social, and digital skills. Also, in the process of working with large volumes of data, the digital competence of employees, information security and skills of reliable and long-term storage of data are important.

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²⁷ O'zbekiston Respublikasi Prezidentining 2019-yil 4-oktabrdagi PQ-4477-son qaroriga muvofiq "2019-2030-yillar davrida O'zbekiston Respublikasining "Yashil iqtisodiyotga o'tish strategiyasi" 6-bet.
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