



Development of Electronic Services at Industrial Enterprises in the Digital Economy

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ABSTRACT

The article examines the pace of development of electronic services at industrial enterprises in the context of the development of the digital economy in Uzbekistan and the factors affecting it.

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Introduction. In order to accelerate the development of the digital industry in the republic, increase the competitiveness of the national economy, as well as ensure the implementation of the tasks defined in the State Program, Decree No. 6079 "On the approval of the Digital Uzbekistan-2030 Strategy" was adopted by the President of the Republic of Uzbekistan Sh.M.Mirziyoyev on 05.10.2020, the following words are given in the Digital Uzbekistan-2030 Strategy: Current trends the transition of the economy to a new technological order necessitates the modernization of domestic production systems, formation of relevant approaches to organizational and economic support of production processes, as well as management systems and methods. After the period of reindustrialization, industrial enterprises are activating the processes of automation and robotization of production, improving the organization of

production and enterprise management, and increasing the level of its digital intellectualization. In order to increase the efficiency and flexibility of production, the equipment must be adapted to quickly adjust to the production of various types of products.

In the conditions of digital transformation, as in all spheres of activity at industrial enterprises, first of all, global changes in the management system are taking place, which does not exclude the modernization of the quality management system as a whole. The introduction of digital technologies requires the improvement of all business processes, the use of “additive”–“new modern” methods in management, in turn, significantly reduces the complexity of processes and improves their quality. At the same time, digital transformation implies not only a change in methods and technologies of process management, but also the need to form a new digital culture based on digital thinking, which, in turn, is associated with a change in approaches to human capital management.

Therefore, the practical application of the digital transformation process contributes to a new stage in the development of industrial enterprises, as well as the transition of processes in quality management to digital management at the intersection of industries, taking into account the requirements of the technological approach. The application of digital modernization in management processes is the basis for the innovative development of the quality management system.

Analysis of the literature on the topic. The field of digital economy is new, but researchers are conducting their own research in this regard. Including B.X. Khaidarov and S.A. Saitov [3] in the article “the concept of the digital economy, its practical significance and foreign experience” commented on the concepts of the digital economy, digital technologies, pointing out their importance for improving human living standards.

In his article “Corporate Governance in the Digital Economy: current state and development prospects” A. Egamberdieva [4] analyzed the state of the digital economy in the world and Uzbekistan. “But the fact that Uzbekistan ranks 103rd out of more than 170 countries on the international information and communication technology development Index indicates that there are many issues in our country that are still waiting to be resolved and a lot of work needs to be done in this area,” he concluded. He proved the importance of introducing digital technologies into enterprise management.

Research methodology. Methods such as induction and deduction, analysis and synthesis, and comparative analysis were used in research studies.

Analysis and results. The main objectives of the innovative development of the quality management system in the conditions of digital transformation of industrial enterprises are:

- continuously improve quality by monitoring and controlling in certain areas based on industry regulatory and technical documentation;
- formation of a digital culture based on digital thinking and digital employee engagement;
- improving the efficiency of decision-making based on the use of information technology and new methods of process quality management;
- formation of new personnel potential through continuous training of employees in the use of information technologies and the development of “digital competencies”;
- creation of a unified information space based on electronic document management, regulating the activities of the quality management system.

Today, the digital world is gradually penetrating into every apartment, neighborhood and society, as well as into all government and commercial organizations, as well as into human life. And this, in turn, has an unprecedented impact on the way of life of our society, on the economy.

1-Table. Analysis of production volumes in Uzbekistan by industry in 2021-2022y

billion soums

Indicators	2021	2022	Growth rates%
Manufacturing industry	2 212 352,2	2 740 401,9	80,73%
Manufacture of food products	294 106,3	348 799,4	84,32%
Beverage production	59 235,9	91 737,3	64,57%
Manufacture of tobacco products	12 798,7	17 831,1	71,78%
Manufacture of textiles	304 290,6	380 827,8	79,90%
Manufacture of wearing apparel	77 352,1	94 963,9	81,45%
Manufacture of leather and related products	11 500,5	12 658,6	90,85%
Manufacture of wooden and cork products, (except furniture), products made of straw and plaiting materials	12 388,7	14 492,1	85,49%
Manufacture of paper and paper products	14 970,3	23 692,0	63,19%
Printing and Playback of Recorded Materials	8 051,1	13 970,5	57,63%
Manufacture of coke and refined petroleum products	67465,9	82 369,5	81,91%
Manufacture of chemical products	167 817,1	204 172,8	82,19%
Manufacture of basic pharmaceutical products and preparations	19 717,0	23 864,2	82,62%
Manufacture of rubber and plastic products	42 079,6	50 204,5	83,82%
Manufacture of other non-metallic mineral products	117 400,5	125 145,6	93,81%
Metallurgical industry	60 0282,4	689 860,6	87,02%
Manufacture of fabricated metal products, except machinery and equipment	58 282,7	67 190,0	86,74%
Manufacture of computers, electronic and optical products	38 327,2	35 115,9	109,15%
Manufacture of electrical equipment	61 563,8	76 596,7	80,37%
Manufacture of machinery and equipment, not elsewhere classified	23 409,1	33 242,9	70,42%
Manufacture of motor vehicles, trailers and semi-trailers	177 722,7	304 073,8	58,45%
Manufacture of other transport equipment	6 782,3	8 545,7	79,37%
Furniture manufacture	15 425,2	17 533,6	87,98%

Manufacture of other finished products	10 802,7	12 598,4	85,75%
Repair and installation of machinery and equipment	10 579,5	10 915,1	96,93%

1-drawing. Dynamics of production in the industries of Uzbekistan in 2021-2022

The results of the study showed that the volume of production in Uzbekistan by industry in 2021-2022 changed dynamically (Table 1, draw. 1).

From the data presented in Table 1, it follows that the volume of industrial production in Uzbekistan in 2021 amounted to 2,212,352.2 billion.sum and in 2022 amounted to 2,740,401.9 billion.sum, this means that the growth rate is 80.73%. Based on the data given in the table, the growth rate of ham production in other industrial sectors is observed in a positive direction.

From these data it can be seen that the introduction of digital technologies in the industrial sphere in the future will make a great contribution to the development of the country.

It's no secret that in the next 10 years, "smart" technologies will be used in manufacturing, transport, healthcare, education and many other areas. In recent years, the importance of competitiveness has increased dramatically, allowing industrial enterprises to survive in a competitive environment. In conditions of fierce competition, modern enterprises must respond quickly to the state of the market. To do this, it is necessary to develop strategies that allow timely response to changing environmental conditions and adapt the internal processes of the organization to the requirements of the digital economy.

One of the important factors in increasing the competitiveness of industrial enterprises is the production of high quality products. Improving the quality of products, in turn, leads to a significant improvement in production capacity, for which, of course, it is necessary to constantly improve quality indicators at all stages of production.

If executive managers don't look at quality as a way of life, efforts to improve quality will be difficult. That is why the work on product quality management is considered the most important activity for all personnel – from the boss to the manager.

A Digital Enterprise is an organization that uses information technology (IT–Information Technology) as a competitive advantage in all areas of its activities: production, business processes, marketing and customer interaction. At the same time, traditionally functioning organizations follow the path of digital transformation and turn into companies with "digital thinking".

The product itself, offered to the market by such an enterprise, will also be "digitized". Accordingly, automation of business and production processes is becoming increasingly necessary. Processes such as document flow monitoring, regulatory and technical documentation management become part of the digitization process of an industrial enterprise, depending on the characteristics of the enterprise and the life cycle of its products. Since quality management studies the internal process of a digital enterprise, the use of competitive advantages of the enterprise is one of the urgent directions for improving the process of digitalization of the quality management system. In this regard, it is necessary to take into account the effectiveness of quality management systems in a modern economy undergoing an industrial revolution.

The responsibilities of information technology specialists and quality specialists not only coincide, but also complement each other in their daily work. This is especially evident when solving problems

related to the reorganization or integrated implementation of information systems and technologies at enterprises.

The main stage of solving such problems is the characteristic of the production stages, which subsequently form the basis of the organization's quality management system. Such processes and stages of production are the basis of the organization. As a rule, when the external environment changes, the means of collecting and analyzing information about these processes change, and the processes themselves either do not change or change slightly.

Conclusions and suggestions. Thus, in conclusion, with the development of digital technologies, labor productivity, its quality, the quality of products or services produced at the enterprise undergo corresponding changes, and these changes lead to increased efficiency and competitiveness not only of individual processes, but also of the enterprise as a whole.

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