

## THE USE OF INFORMATION AND COMMUNICATION TECHNOLOGIES IN ENTERPRISES OF THE REPUBLIC OF UZBEKISTAN

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**Annotation.** Information and communication technologies are a key factor in the changes taking place both in the economy as a whole and in companies in particular. The economic development of the country and its competitiveness have recently become increasingly dependent on factors related to innovation, information and communication technologies, and the use of global computer networks at all levels. The article is devoted to the current analysis of the use of information and communication technologies in companies of the Republic of Uzbekistan. Modern companies have to pay great attention to the introduction of information and communication technologies in order to remain competitive, but they still face a number of problems.

**Keywords:** information and communication technologies, competitiveness, computer networks, use of information and communication technologies, software, information systems.

Currently, the Republic of Uzbekistan has developed and is implementing a national program for the transition from a raw material to an innovative model of economic growth. The experience of countries with high economic development and dynamically developing countries shows that this approach is correct. Innovative development will allow the Republic of Uzbekistan not only to accelerate the pace of economic growth, but also to rise in the ranking of international competitiveness.

The factors of the development of information and communication technologies in the country and the innovative activity of enterprises are taken into account when calculating the competitiveness rating, which is regularly conducted by the World Economic Forum (WEF). Switzerland ranks first in the global competitiveness ranking today, followed by the USA, Sweden, the United Kingdom, the Netherlands, Singapore, Germany, and Finland. Uzbekistan ranks 117th in this

ranking, and in terms of technological readiness, the Republic of Uzbekistan ranks 43rd, having risen by 37 positions since 2020.

In the SDK Index ranking for 2023, published by the Sustainable Development Solutions Network (SDSN) and international experts, Uzbekistan ranked 69th among 166 countries with an index of 71.1.

Uzbekistan has improved its indicator compared to 2022 by 8 points, which allowed the country to rise from 77th place (index 69.9) to 69th place in the overall ranking.

Innovation and information and communication technologies are closely interrelated. Information and communication technologies are the main source of innovation and a factor of innovative growth. The transition to innovative development is impossible without such key processes as informatization, on the basis of information and communication technologies, most innovations are carried out both in industrial sectors and in the service sector.

The Governments of most countries pay great attention to ICT. They link the development of ICT and the improvement of living conditions for their citizens, and therefore put them at the forefront of development strategies and national programs. A study conducted by the Synergy Research Group suggests that capital expenditures on ICT infrastructure globally increased by 9% in 2022. The report was published at the end of January 2023.

Costs are taken into account in the hyperscale environment (large data center operators like AWS and Microsoft Azure) and in the corporate sector. At the same time, in the telecommunications sector, costs decreased by 4% in 2022. In these three segments, infrastructure spending reached \$700 billion in 2022. At the same time, data center operators and hyperscale platforms accounted for 29% of the total cost. For comparison, in 2016, this figure was 13%.

For six years (since 2016), the share of the corporate sector in total expenses has fluctuated around the 29% mark, while the share of telecommunications companies has fallen from 58% to 42%. Since 2016, capital expenditures in the hyperscale segment have grown by an average of 20% per year, while corporate IT spending has increased by an average of 6%. Investments in the telecommunications industry remained at the same level. In total, expenses increased by an average of 6% per year from 2016 to 2022.

In a few years, the IT industry in Uzbekistan has become one of the most important elements of economic development. Today, the republic faces ambitious digitalization tasks, which are planned to be fully completed by 2030. To do this, the country needs qualified personnel, for whose training new educational

institutions are being opened and special programs are being launched with the support of the state.

Today, the industry employs over 100 thousand people. Exports of services reached \$323 million, which exceeded our annual forecasts by 156%, exports of BPO (Business Process Outsourcing) software products and services. – editor's note) has tripled compared to last year and reached \$140 million.

The industry is gradually becoming one of the engines of our economy, largely due to the close attention of President Shavkat Mirziyoyev. And one of the main tasks that the head of state sets for the relevant departments is to create the most favorable conditions for doing business in Uzbekistan.

Information and communication technologies provide new opportunities: they promote innovation and increase productivity; reduce transaction costs and provide access to databases and knowledge in a matter of seconds; expand supplier markets, sales markets and consumers. On the basis of ICT, innovative solutions are being developed to reduce energy costs in industrial enterprises, which in the long term has a beneficial effect on the environment. Information and communication technologies allow access to basic services for all segments of the population, regardless of income level and place of residence. Already, citizens of many countries use the Internet to access services in the fields of education, healthcare, finance, and trade. With the advent of new ICTs, approaches to the creation and use of information are changing, establishing and maintaining relationships both within and between companies, and decision-making methods are changing.

Information and communication technologies also reduce the costs associated with the need for a company to communicate with suppliers and consumers. The company needs to provide information to suppliers and customers about its products and services, receive information from suppliers, make and receive orders, make payments and receive goods, some of which are provided electronically. Information and communication technologies make it possible to reduce the execution time of these operations and increase the company's response to the requests of suppliers and consumers. After-sales customer service using ICT has the greatest potential. Many advanced companies post databases and knowledge banks on their websites containing answers to frequently asked questions; they use the opportunity to communicate with customers through advanced types of communications. This allows the company's employees to avoid wasting time on phone calls or customer service in company offices.

Thus, today it is impossible not to note the positive trends in the use of ICT by enterprises in the Republic of Uzbekistan. The introduction of modern ICT and

information systems in enterprises requires quite large investments, and in order for them to bring returns, it is necessary to pay attention to training and motivation of personnel. Any ICT costs must have an economic justification, and when purchasing and implementing them, it is necessary to take into account which business processes of the company will be reorganized and how.

Companies need to realize that using ICT is the only chance to remain competitive in modern business. Ultimately, the competitiveness of the whole country depends on this.

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ВЛИЯНИЕ ЦИФРОВИЗАЦИИ НА ГЛОБАЛИЗАЦИЮ МАЛОГО И СРЕДНЕГО БИЗНЕСА РЕСПУБЛИКИ УЗБЕКИСТАН (IMPACT OF DIGITALIZATION ON THE GLOBALIZATION OF SMALL AND MEDIUM sized BUSINESS IN THE ...
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