

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

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### **Abstract**

*The path of democratic development chosen by Uzbekistan and the process of civil society formation determines the urgency 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 on this topic, the President of the Republic of Uzbekistan Sh.M. Mirziyoyev said: "New Uzbekistan is a country where the decisive principle that "the people should serve the people, not the state agencies, the state agencies should serve the people" finds its confirmation in practice." <sup>44</sup>According to the demand of democracy, the public service should be under the control of the society, otherwise the state will begin to rule rather than serve. Speaking on this topic, Nobel laureate Milton Friedman says: "Government is not about ruling the people, but about creating a society that always serves, only depends on our participation in democratization." As we treat the society, the society will be worthy of it, that is, it depends on us how we treat the society <sup>45</sup>. " Therefore, below we aim to analyze the role of public control in ensuring the efficiency of public services.*

### **Key words**

*administrative management, human rights and freedoms, public control, executive authorities, democratization process, civil society, departmental control, evolutionary path, establishment of social order, control system structure.*

### **INTRODUCTION**

As a result of fundamental socio-economic, socio-political, including administrative reforms in Uzbekistan during the years of independence, a state management system is being formed that meets the demands of the times, i.e. the

<sup>44</sup> Мирзиёев Ш.М. Янги Ўзбекистон стратегияси. Тошкент: "Ўзбекистон" нашриёти, 2021., 27-бет.

<sup>45</sup> Мухаев Р.Т. Политология. Москва. 2007 г. Стр.5.

demands of democracy and civil society. The state administration system is based on the constitutional principle of dividing power into branches, i.e. law, executive and judicial power, mutual restraint and conflict of interests between them, and at the same time strengthening the control functions of law and executive power in the center and localities. Among these, special attention is being paid to the issue of establishing cooperation and partnership between the state and society in terms of control. Because it will be a problem to form an administrative management system that represents the interests of the people only with state control from above. In order to avoid such a situation, a control system consisting of state and society control tools should be formed and public control should be an important element that activates it.

### **MAIN PART**

One of the problems in creating an administrative management system that serves the people's interest is the evil of corrupt bureaucracy and corruption. Because the principle of justice cannot be observed in the conditions of corruption. Where the principle of justice is violated, injustice begins to rule. It becomes a problem to express the interests of the people by violating human rights and liberties in the place where arrogance reigns. The reason for the emergence of such a problem is the lack of full transparency of the activities of the executive authorities and the weakness of public control. In our opinion, in order to eliminate these two reasons, it is necessary to form an effective system of professional public service and an effective control mechanism against corruption in the system of executive authorities. This requires improvement of public service on the basis of democratic reforms in the field of administrative management.

For this, first of all, it is necessary to understand what the democratization of the administrative management system is. Democratization of the administrative management system means two processes, because the process of democratization consists of two elements. The first is to expand the participation of the people in the formation of the government, and the second is to expand the possibility of control of the government by the people. The control function of democracy is to ensure that the activities of state authorities are proportional to their legally defined competence. The control function of democracy is carried out in two ways: the first is their internal departmental control, and the second is through the effective mechanism of social control. So, if the democratization of the administrative management system means expanding the people's participation in the formation of the executive power bodies, the second is to understand the strengthening of people's control over the activities of the executive power bodies.

One of the problems in the implementation of reforms in the field of administrative management is the high level of state management in the economy, another is the high share of the state in the economy, and another is the problem of corruption in the public service system. The solution to these problems is related to the removal of the economy from monopoly and state ownership and the improvement of the control system in the personnel selection system. For this, it will be necessary to optimize the activities of the executive power, democratize administrative reforms, and introduce modern management methods in public administration. In addition, based on the demands of democracy and civil society, it is required to form an effective mechanism of public control over the activities of executive authorities. It is important to exercise public control over the system of public services of the executive power. Establishment of public control over the system of public services serves to make their activities effective.

Before talking about the role of public control in ensuring the effectiveness of public services, it is necessary to understand the essence of the concepts of the state and society, which are the main values. Society is a collection of people formed by evolution and naturally. The state is an artificially formed political structure that serves to establish social order in a naturally formed society. Therefore, it can be said that an important condition for the existence and development of society is the state of social order. Based on the need to establish such a social order, the state is being created. Social order means the state of ensuring compliance with legal and moral norms, which are social regulators. Compliance with norms that serve to ensure the existence of society is ensured through control activities. Therefore, the main task of the state is the control function aimed at ensuring compliance with the norms of law and morality.

As the concepts of state and society are defined, it is necessary to specify the concepts of public service, civil servant and public control. Otherwise, differences of opinion and some misunderstandings may arise. Public service is the professional activity of employees working in the state administration apparatus. A civil servant is an employee who fulfills one or other obligations in accordance with the position held in the civil service. Public control is control activity carried out by civil society institutions. As we mentioned above, the main task of the state is to establish social order through control activities. Therefore, the main task of public services is related to the establishment of this social order. Similarly, public control is a bottom-up activity aimed at establishing social order. The control carried out

jointly by the state from above and society from below can be called social or mass control <sup>46</sup>.

In ensuring the effectiveness of any activity, knowledge about that activity is important. In particular, knowledge of this service is needed in the implementation of public services. In order to determine what kind of knowledge is needed for the activity of the public service, it is necessary to think based on the purpose of this activity. The purpose of public service is derived from the purpose of the state as a whole, because the state performs certain services in order to fulfill its function. The state achieves its goal by performing these services, that is, by performing certain tasks. For this, the civil servant must have the necessary knowledge to achieve the goal in front of him. So, in order to determine what kind of knowledge civil servants should have, we must first determine the purpose. So what is the main purpose of the state? It is known that the main goal of the state is to establish social order in human society is considered The emergence of the state itself is related to the satisfaction of the need to establish social order.

To understand the need for social order, one must first understand what social order is. Social order is a state of ensuring compliance with the norms of law and morality. In order for human society to exist, a certain order must be established in it. Therefore, social regulators serving to establish order, i.e. law and morality, were devised. The state of compliance with law and moral norms, which is a social regulator, is expressed by the concept of social order. In order for people to live according to the rules of law and morality, someone must control them. Such control is carried out by the state through its control bodies and thereby provides state services. For this, the state will have to reconcile the contradictions that arise naturally in the process of relations between people in human society. If there is a need to live in harmony in human society, but this need is not satisfied by itself, then the state will appear. If these contradictions are not reconciled in time, they will intensify and as a result, human society will be made up of innumerable wars, which will sooner or later cause the destruction of human society.

Based on the need to establish order in human society, the state is being created. But the state power, which serves to establish order, gradually begins to shift from serving to ruling. In order to avoid such a situation, the state power created by the society to serve the people needs to be controlled by the society. If the society does not control the state power, bureaucracy will increase and corruption will arise. In order for this situation not to occur, the state authorities

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<sup>46</sup>Набиев Ф.Х. Ижтимоий назорат.Самарқанд. 2020 йил. 6-бет.

must be under the control of the society. Such control is a requirement of democracy and civil society, because democracy means not only that power is formed by the people, but also that it is controlled. The main function of civil society is to control the executive power. For this, it is necessary to ensure the openness and transparency of the activities of the state authorities. This is a requirement of democracy and civil society, because without openness and transparency there will be neither democracy nor civil society. In order for society to exercise its control, it is necessary to be aware of the activities of the state authorities, and this is ensured through openness and transparency.

Public control is important in the selection and placement of personnel in the process of ensuring the efficiency of the public service. Because the effectiveness of the public service depends on the quality of personnel working in this field. In order for the quality of personnel to be high, certain criteria must be observed in the process of their formation. For this, first of all, the criteria defining the quality of personnel should be developed. In this regard, the decree of the President of the Republic of Uzbekistan Sh.M. Mirziyoyev dated October 3, 2019 that the selection of personnel should be carried out with openness and transparency based on the principle of meritocracy serves as a legal basis <sup>47</sup>. What criteria should be followed to be based on the principle of meritocracy? For this, it is necessary to think based on the essence of the activity of state power. State power, first of all, is a political activity, so the main criterion should be the level of political culture. The second criterion should be the level of legal culture, since the main task of the state is to establish social order and this is related to compliance with the law. The main function of the state is management, therefore, one of the requirements for personnel is the ability to manage themselves. Because in order for a person to be able to control someone else, he must first be able to control himself, and this is provided through spirituality.

Therefore, one of the main criteria in the personnel selection process should be the high level of spirituality. It is correct that this criterion should be the main criterion, because a person who has strong knowledge, but is poor in spirituality, cannot control himself. A person who is not able to control himself cannot establish order in his inner world, because he serves pleasure, not justice. As a result, in the struggle between justice and pleasure, pleasure wins and social chaos ensues. That is why corrupt bureaucracy is formed in the morally poor public service and

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<sup>47</sup> Мирзиёев Ш.М. Ўзбекистон Республикаси Президентини “Ўзбекистон Республикасида кадрлар сиёсати ва давлат фуқаролик хизматлари тизимини тубдан такомиллаштиришнинг чора-тадбирлари тўғрисида” Тошкент, 2019 йил 3 октябрдаги ПФ-5843-сон фармони.

corruption occurs. In the environment of corruption, justice is trampled and social disorder arises as we mentioned above. Therefore, the main criterion in the process of personnel selection should be the high level of the candidate's spirituality. Compliance with these criteria in the process of personnel selection is monitored by the public, which ensures the formation of public service based on the principle of meritocracy.

As we mentioned above, the most important of these criteria for a civil servant is his level of moral excellence. Because spirituality provides a person with control over himself by forming the power over himself. A person who is able to control himself can establish order in his inner world and does not suffer from corruption. Therefore, it can be said that the most important requirement for civil servants is their moral superiority. Because public services cannot be effective in the conditions of corruption caused by moral poverty. The formation of personnel in the civil service should be carried out in compliance with the criteria of political culture, legal culture and moral excellence. In this case, the issue of determining spiritual height can be problematic, because there is no document that determines the level of human spirituality. Therefore, the question arises how to determine the spirituality of a candidate for public service. In our opinion, the level of human spirituality can be determined depending on the level of health of the environment in that person's family. If the environment in the candidate's family is healthy, it is a sign of his high spirituality and on the contrary, if the environment in the family is unhealthy, it is a sign of poverty of his spirituality. Because a person who can establish order in his family has authority over himself, and this is provided through spirituality.

In order to ensure the effectiveness of the public service, it is important not only in the process of personnel formation, but also to exercise public control over their activities. Because any good person after entering the public service becomes a slave of his selfish interests due to lack of control. In order to avoid such a situation, public control over the public service should be implemented. As a result of the lack of control, the public authorities begin to serve the public authorities, not the people. At this point, it is appropriate to recall the wise words of the President of the Republic of Uzbekistan Sh.M. Mirziyoev that "the people should not serve the state's ideas, but the state agencies should serve the people."

Implementation of public control over civil servants is a requirement of democracy and civil society. Because both democracy and civil society are related to control activities. Democracy means not only that power is formed by the people, but also that it is controlled. The main function of civil society is to control the

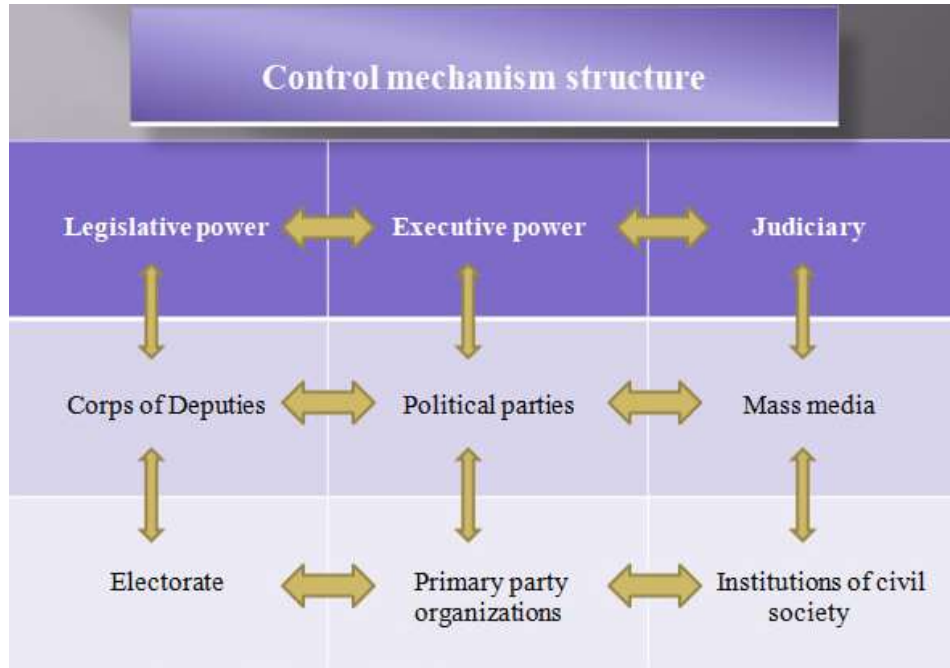
executive power . Since the effectiveness of the public service depends on public control, it is appropriate to focus on strengthening control activities. The effectiveness of control activities, and the effectiveness of any activity in general, depends on the knowledge of that activity. In order for public oversight to be strong, it is necessary to take steps to arm civil society institutions with knowledge of oversight activities. In order to arm society in general with knowledge of control activities, a science that provides knowledge of control activities should be introduced in the educational system. Armed with knowledge of control activities, the society will be able to exercise its control over the public service.

In order for control activity to be effective, it is necessary to establish cooperation and partnership between the state and society regarding control. Joint control of the state and society can be expressed by the concept of social control or public control. The formation of such control is the need of the hour, because the essence of the time is the formation of democracy and civil society. The strength of the democratic state and civil society is an important condition for social control and public control, which is an important element of it. Ensuring the control activity capable of ensuring the efficiency of the public service depends on the formation of the control mechanism. The control mechanism consists of several elements, and one of its elements is public control.

The effectiveness of the public service depends on a stable control mechanism, and the part that activates such a mechanism should be public control. Because the social order achieved as a result of control is needed above all by the people living below. That's why the people living below should join the institutions of civil society and implement their control and set the control mechanism in motion. In order for the other parts of the control mechanism to act, the public will need to push them. If the public control does not work, the control mechanism will not work, because there is a part that moves any mechanism. Public control is an important element that activates the control mechanism. Imagine a control system consisting of nine instruments connected vertically and horizontally. Three of these are state controls, three are community controls, and the remaining three are both state and community controls that link them. In order for such a system to become a mechanism, public control must be strong and initiate action.

In the mechanism of control, control by the state is carried out by the legislative power, the executive power and the judicial power. On the part of society, control is carried out by the electorate, leading party organizations and civil society institutions. The instruments of control that link the state and society's instruments of control include the body of deputies, political parties, and the mass

media. The driving part of this control mechanism should be public control from below. Because the social order established as a result of control is needed, first of all, for the people living below. 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 society.<sup>48</sup>



The strength of public control 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. For 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 control activities, it is necessary to educate society, first of all, about control activities. As any knowledge is formed in the educational system, knowledge about control activities is also formed in the educational system. Therefore, it can be said that the introduction of a science that provides knowledge of control activities into the educational system is the need of the hour.

### CONCLUSION

In short, the effectiveness of public services depends on public control, and public control depends on the strength of democracy and civil society. Therefore, the main attention should be focused on strengthening democracy and civil society. Since democracy and civil society are related to control activities, it is necessary to take measures to provide knowledge about control activities to the society. In this regard, the introduction of the science that provides knowledge of control activities

<sup>48</sup> Набиев Ф.Х. Ижтимоий назорат. Самарқанд 2020 йил. 135-бет.



in the higher education system and instilling it into the minds of young people is an urgent task of great importance. Educating society today about oversight activities that serve to strengthen democracy and civil society will shape strong public oversight tomorrow. Strong public control, in turn, ensures the effectiveness of public services by activating the control mechanism.

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