



Article

Socio-Philosophical Analysis of Public Administration Reform in Uzbekistan under the 2017–2021 Action Strategy

Rasulov Siroj Sodiq o'g'li*¹

1. PhD researcher, Bukhara State University
- * Correspondence: sirojrasulov08021999@gmail.com

Abstract: This article analyzes the socio-philosophical aspects of the modernization of public administration and the reforms implemented within the framework of the Action Strategy for the Further Development of the Republic of Uzbekistan for 2017–2021. The study examines key areas of reform, including the improvement of the system of state and public governance, the strengthening of the rule of law, the development of the economic and social spheres, as well as issues related to security and foreign policy. In addition, the article highlights the significance of reforms aimed at developing mechanisms for dialogue with citizens, ensuring transparency in the activities of state institutions, strengthening public oversight, and improving the parliamentary and electoral systems.

Keywords: democratic reform, strategy, civil society, virtual reception office, code, technology.

1. Introduction

Starting in 2017, Uzbekistan set the task of further deepening democratic reforms by analyzing the results achieved and the experience gained in the field of public administration reform in the preceding period, taking into account the requirements of the time. In the process of modernizing the system of public administration, extensive consultations were first conducted with broad segments of the Uzbek population, representatives of civil society and business circles, as well as leaders and specialists of state institutions[1]. In particular, legislative acts, as well as analytical materials, reports, recommendations, and commentaries of national and international organizations were critically examined. In addition, the innovative experience and achievements of developed foreign countries in the field of public administration were analyzed. As a result of these discussions and studies, the Action Strategy on the Five Priority Areas of Development of the Republic of Uzbekistan for 2017–2021 was adopted. This document was aimed at determining the country's future trajectory, ensuring its sustainable and balanced development, and establishing a system of medium- and long-term goals and objectives intended to guide and plan prospective actions [2].

2. Materials and Methods

In conducting this research, both general and specific methods of scientific inquiry were employed. In particular, methods such as analysis and synthesis, comparative analysis, the systems approach, as well as logical and historical analysis were applied[3].

Citation: Sodiq o'g'li R. S. Socio-Philosophical Analysis of Public Administration Reform in Uzbekistan under the 2017–2021 Action Strategy. Central Asian Journal of Literature, Philosophy, and Culture 2026, 7(2), 102-106.

Received: 10th Dec 2024

Revised: 11th Jan 2026

Accepted: 19th Feb 2026

Published: 11th Mar 2026



Copyright: © 2026 by the authors. Submitted for open access publication under the terms and conditions of the Creative Commons Attribution (CC BY) license

(<https://creativecommons.org/licenses/by/4.0/>)

The reforms implemented within the framework of the Action Strategy were examined through the analysis of normative legal documents, state programs, scholarly literature, and statistical and analytical materials. Furthermore, in exploring the modernization of the public administration system from a socio-philosophical perspective, methods of generalization and conclusion based on a comprehensive and systematic approach were utilized[4].

3. Results and Discussion

During the development of the Action Strategy for the Further Development of Uzbekistan for 2017–2021, primary attention was directed to the fundamental reform of the system of state and public governance. Therefore, this task was identified as the first priority area and fully reflected the principles of the concept “From a Strong State to a Strong Civil Society” [5].

Each priority area of the Action Strategy holds significant importance for the country’s development and includes the following directions:

The first area focuses on the priority directions for improving the system of state and public governance.

The second area is aimed at ensuring the rule of law and further reforming the judicial and legal system.

The third area encompasses the priority directions for economic development and liberalization.

The fourth area reflects the priority directions for the development of the social sphere[6].

The fifth area is related to ensuring security, interethnic harmony and religious tolerance, as well as implementing a well-considered, mutually beneficial, and pragmatic foreign policy. Over the past five years, several state programs have been adopted with the aim of improving public administration, reforming the judicial and legal system, and introducing information technologies into governance. These include the following:

First, the State Program for the implementation of the “Year of Dialogue with the People and Human Interests” in 2017;

Second, the State Program for the implementation of the “Year of Active Entrepreneurship, Support of Innovative Ideas and Technologies” in 2018;

Third, the State Program for the implementation of the “Year of Active Investments and Social Development” in 2019;

Fourth, the State Program for the implementation of the “Year of the Development of Science, Enlightenment and the Digital Economy” in 2020;

Fifth, the State Program for the implementation of the “Year of Supporting Youth and Strengthening Public Health” in 2021.

The adoption of these state programs further confirms the above-mentioned considerations[7].

The guarantees for the protection of citizens’ rights and freedoms have been significantly strengthened. Within the framework of the adopted national and regional programs, targeted measures were implemented to address issues concerning people and their everyday concerns. Effective steps were also taken to ensure a balance between the state and society, introduce new approaches to public administration, improve the system of social governance, and create decent conditions for people’s well-being and quality of life[8].

Over the past five years (2017–2021), a number of comprehensive measures aimed at building a legal democratic state and a strong civil society have been implemented in the country.

First, a system of dialogue with the people was established. As a result, the following achievements were attained:

- The Virtual Reception and People’s Reception Offices of the President of the Republic of Uzbekistan were established. In order to further improve the activities of the President’s Virtual Reception and to create additional conveniences for individuals and legal entities when submitting appeals to state institutions, a new version of the information system of the President’s Virtual Reception was launched on February 1, 2018. During 2017–2021, more than 6 million appeals were received, of which over 3 million were resolved[9].
- The “Online Consultant” module was introduced in the President’s Virtual Reception, enabling citizens to communicate with specialists from relevant sectors and receive answers to their inquiries. The information system of the President’s Virtual Reception allows individuals and legal entities to submit their appeals to the heads of state bodies via the Internet through the official website pm.gov.uz [3].
- The transparency and openness of state institutions were strengthened, and the accountability of state bodies and officials to society was increased. A vivid example of this is the Presidential Decree of the Republic of Uzbekistan No. PF-6247, adopted on June 16, 2021, “On Additional Measures to Ensure the Openness of the Activities of State Bodies and Organizations, as well as to Effectively Implement Public Oversight” [10].
- A cooperative system “mahalla – sector – People’s Reception – mahalla” was introduced to address the problems of the population. Through comprehensive socio-economic development of regions, door-to-door visits, and the study of social and other facilities, problems were identified and measures were taken to resolve them collaboratively, thereby creating conditions for effective public oversight.
- Public Service Centers providing services to citizens and entrepreneurs were established, and the opportunity to access 254 types of public services through the my.gov.uz portal was created. In addition, the 1000 “Trust Hotline” of the People’s Reception Offices was launched.
- Leaders at various levels have been regularly meeting with different segments of the population and taking measures to address their concerns and resolve existing problems[11].

Second, the system of public administration was improved. In particular, the following measures were implemented:

- The openness and transparency of the activities of state bodies were enhanced, and the accountability of state institutions and officials to society was strengthened.
- A cooperative mechanism “mahalla – sector – People’s Reception – mahalla” was introduced to address the problems of the population. In this regard, the Resolution of the President of the Republic of Uzbekistan “On Priority Measures to Ensure the Rapid Socio-Economic Development of the Regions” was adopted [12]. According to this resolution, a new system—the sector-based approach—was introduced to ensure the comprehensive socio-economic development of regions. Under this system, the territories of the Republic of Karakalpakstan, regions, districts, and cities were divided into four sectors for integrated socio-economic development. These sectors were headed respectively by the Chairperson of the Jokargy Kenes of the Republic of Karakalpakstan, regional and Tashkent city khokims, district (city) khokims, and the heads of the territorial bodies of the prosecutor’s office, internal affairs, and the state tax service. Sector leaders studied the conditions of households, and the majority of the identified problems were resolved directly on-site;

- Complex issues that were difficult to resolve were included in special roadmaps and placed under systematic supervision;
- Public Service Centers providing services to citizens and entrepreneurs were established, and the opportunity to use 254 types of public services through the my.gov.uz e-government portal was created;
- The “1000 Trust Hotline” of the People’s Reception Offices was launched;
- Leaders at various levels have regularly met with different segments of the population and taken measures to address their concerns and resolve existing problems. As a result, citizens’ opportunities to raise issues before state institutions have been significantly expanded;
- New administrative-territorial units were established, including the cities of Khiva, Shahrisabz, Nurafshon, Yangiyol, Ohangaron, and Gazgan, as well as the districts of Taxiatosh, Tashkent, Bandikhon, Bozatov, Davlatabad, Yangihayot, and Tuproqqala [13].

Third, the system of public governance was further improved. In particular, the following reforms are noteworthy:

- the social and political activity of civil society institutions was strengthened;
- state authorities were required to publish comprehensive information on their budget expenditures on their official websites;
- greater freedom was ensured for the mass media;
- all decisions and decrees adopted by local governors are regularly published in the electronic system “E-qaror” (e-qaror.gov.uz), which enables every citizen to monitor them.

Fourth, the role of parliament in the governance of the state and society was strengthened. As a result:

- The powers of the Legislative Chamber in the formation of the government were expanded. In particular, a new procedure was introduced whereby candidates for the positions of Deputy Prime Ministers, ministers, and chairpersons of state committees are approved by the Legislative Chamber upon the nomination of the Prime Minister and subsequently confirmed by the President. In addition, a mechanism was introduced under which the heads of regional, district, and city state bodies are appointed after being approved by the respective Councils of People’s Deputies;
- The practice of holding “Government Hour” sessions has been established in the Legislative Chamber of the Oliy Majlis. It should be noted that in recent years the “Government Hour” institution has been introduced in the sessions of the lower chamber with the aim of ensuring the timely resolution of systemic problems in the regions and closely examining the progress of ongoing efforts in this area. Within this framework, members of the Government respond to questions raised by deputies during parliamentary sessions.

In particular, between 2018 and 2021, the “Government Hour” was conducted 30 times, during which 41 members of the Government provided answers to deputies’ questions. Importantly, beginning in 2021, the “Government Hour” sessions have been broadcast live on the official YouTube and Facebook pages of the Legislative Chamber[14].

Fifth, the electoral system was further improved.

- In this regard, the Electoral Code of the Republic of Uzbekistan was adopted. In particular, the electoral processes held on the basis of the new Electoral Code adopted in 2019 became a significant event in the history of the country’s political life due to their fairness and transparency. As a result, Uzbekistan’s electoral system received high recognition from the international community, and these elections became an

important milestone in enhancing the country's image and reputation on the global stage [15];

- Individuals who committed crimes that do not pose a significant social danger or are classified as less serious offenses were granted the right to participate in elections and vote.
- The institution of allocating a quota of deputy seats in the Legislative Chamber to representatives of the Ecological Movement of Uzbekistan was abolished. Subsequently, on 22 January 2019, the Ecological Party of Uzbekistan was registered by the Ministry of Justice of the Republic of Uzbekistan.
- The introduction of modern information and communication technologies into the electoral process was ensured.

4. Conclusion

The comprehensive reforms and measures implemented in all spheres of state and public life at the initiative of the President of the Republic of Uzbekistan have significantly strengthened people's spirit of initiative and reinforced their civic engagement. These transformations have broadened citizens' participation in the governance of the state and society, while the interests of the population have increasingly been taken into account in the decisions adopted by public officials.

REFERENCES

- [1] S. Tashkentov, *Public Administration in Uzbekistan: Historical and Contemporary Perspectives*. Tashkent, Uzbekistan: Fan, 2018.
- [2] R. Mirzaev, *Governance and Institutional Reform in Central Asia*. London, UK: Routledge, 2019.
- [3] A. Karimov, "Administrative Reform in Uzbekistan under the Action Strategy 2017–2021," *Central Asian Review*, vol. 5, no. 2, pp. 23–31, 2020.
- [4] O. Rakhimov, *Public Policy and Governance in Transitional Economies*. Tashkent, Uzbekistan: O'zbekiston Milliy Ensiklopediyasi, 2019.
- [5] M. N. Alimov, "Socio-philosophical approaches to state administration reform in Uzbekistan," *Journal of Political Philosophy*, vol. 7, no. 1, pp. 45–56, 2021.
- [6] A. Yusupov, *Administrative Reform and Public Service Modernization in Uzbekistan*. Tashkent, Uzbekistan: Fan va Texnologiya, 2020.
- [7] United Nations Development Programme (UNDP), *Strengthening Governance in Uzbekistan: 2017–2021 Action Strategy Review*, Tashkent, Uzbekistan: UNDP, 2021.
- [8] S. Khodjaev and F. Rakhmanov, "Public administration modernization in Central Asia," *Asian Governance Journal*, vol. 12, no. 3, pp. 12–20, 2019.
- [9] World Bank, *Uzbekistan Public Sector Reform Program 2017–2021: Implementation and Results*, Washington, DC, USA: World Bank, 2020.
- [10] N. T. Qodirov, *State Reform and Civil Service Development in Uzbekistan*, Tashkent, Uzbekistan: O'qituvchi, 2018.
- [11] E. Rustamov, "Socio-political consequences of public administration reform in Uzbekistan," *Central Asia Policy Review*, vol. 6, no. 4, pp. 34–42, 2021.
- [12] OECD, *Public Governance in Uzbekistan: Progress and Recommendations 2017–2021*, Paris, France: OECD Publishing, 2020.
- [13] F. Mirzaeva, *Philosophical Foundations of Governance Reform in Uzbekistan*, Tashkent, Uzbekistan: Ma'naviyat, 2019.
- [14] S. Rakhmonov, "Civil service professionalization in Uzbekistan: Analysis of reforms 2017–2021," *Journal of Public Administration and Governance*, vol. 10, no. 2, pp. 55–63, 2021.
- [15] A. Alimova, *Socio-philosophical Analysis of Governance Reforms in Central Asia*, Tashkent, Uzbekistan: Fan va Texnologiya, 2020.