



Dialogue Between the State and Society in Uzbekistan: Political and Communication Analysis

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ABSTRACT

This scientific article analyzes the formation and development of a system of dialogue with the people in Uzbekistan based on the theory of political communication. The democratic reforms carried out in recent years and the "feedback" mechanism, which is considered an important element of civil society, are identified. Based on the study of various theoretical sources and legal documents, scientifically substantiated conclusions are made.

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Introduction. In the years of independence, the legal framework and institutional foundations for the development of a strong civil society are being formed, which Uzbekistan has set for itself as a strategic task. At the same time, the participation of civil society institutions, non-governmental non-profit organizations, political parties and the media in the social life of our society is also increasing. In this process, we can say that the Decree of the President of the Republic of Uzbekistan “**On measures to radically improve the system of work with appeals from individuals and legal entities**”, adopted on December 28, 2016, opened a new era, a new stage of socio-political reforms in this area.

Material and Methods. The purpose of the study is to develop a theoretical and methodological toolkit for analyzing and defining the phenomenon of political communication, to scientifically assess its significance in the sustainable development of the country and the trend of democratic reforms. The problems of the political and communicative trend have long been the focus of attention of researchers. A communicative view of the nature of power and state policy, the recognition of the important role of communication in political processes is one of the oldest traditions in the humanities. There is a huge literature that analyzes this issue to one degree or another, but among them there are not so many studies devoted to a comprehensive study of the problems of political communication and dialogue with the people.

This scientific article uses systematic analysis, modeling, event analysis, comparative analysis, empirical observation methods and the principle of objectivity.

Results. In this regard, the issue of improving the system of citizens' appeals is acute. Appeals are a legal act sent by citizens to public authorities. When every citizen applies to state organizations (with statements, complaints or suggestions), he directly enters into a dialogue with state bodies.

The appeal of citizens is very important in society. By their nature, the appeal performs three functions. *First* of all, the appeal acts as a means of protecting human rights and freedoms. *Secondly*, the appeal of citizens is a factor that determines the direct participation of each person in the affairs of society and the state, which is enshrined in the Constitution and laws. *Thirdly*, the appeal of citizens is the opinion of the people, the judgment

and effective functioning of the "feedback" system in society regarding the policy pursued by public authorities.

The relevance of this direction lies in the fact that it allows you to fully understand the appeal of citizens and their wishes in today's rapidly changing socio-political, socio-economic processes and, on the basis of this, build the activities of state bodies. The system of work with public appeals also covers several organizational and institutional aspects. For example, it covers aspects such as knowing the problem reported by the citizen, understanding it, analyzing the problem, finding a solution to the problem, and monitoring activities.

Discussion. If we turn to the historical roots of the issue, we can see that in the socio-political administration of a number of states that have developed in our country, there were systems for communicating with the people and working with citizens' appeals. For example, in the state of the Samanids, a special **Council** was created to work with the people and receive them, the task of which was to positively resolve the appeals of the population. In the state administration of **Amir Temur**, special attention was paid to direct contact with the people and the elimination of the problems that tormented them. *"I ordered to appoint writers of daily events everywhere, in the region, city and army, in order to inform me about the state, mood and behavior of the people,"*[1] says Sohikiron Amir Temur. "A wise minister should always look after the happiness and well-being of the citizens of his country."

It can be seen that the system of work with citizens' appeals and their continuous improvement goes into deep history. During the years of independence, work with citizens and the analysis of their appeals have risen to a new level. A legal framework has been created for this. Including the Constitution of the Republic of Uzbekistan, the Law of the Republic of Uzbekistan "On appeals of individuals and legal entities" and the Decree of the President of the Republic of Uzbekistan "On measures to radically improve the system of work with appeals of individuals and legal entities" and other regulatory acts.

According to these legal foundations, today "people's receptions" have been established throughout the country. It should be emphasized that the creation of "... an effective mechanism for the interaction of state power and administration, economic management bodies, authorities at all levels and citizens"[2], which allows solving the most urgent problems of the population, should be reflected in the main task of people's receptions. In addition, there are virtual reception offices of state authorities. Each appeal received at these reception points is studied and analyzed, control work is carried out for a positive decision. In a word, such a mechanism works that **"Not the people should serve the state bodies, but the state bodies should serve the people"**![3]

At the same time, special emphasis is placed on increasing the role of parliament in working with public appeals in our republic. The practice of using political and legal instruments, such as "parliamentary inquiry", "deputy inquiry", "parliamentary hearings" is expanding. The system of work with the electorate of representatives of parties and direct deputies is being improved.

The practice of introducing the "electronic government" system into the processes of large-scale reforms and political modernization carried out in our country is expanding. Particular attention is paid to the factors of supporting small businesses and entrepreneurs, providing the population with targeted social protection, and achieving the rule of law in society.

It should be noted that the role and significance of the system of work with citizens' appeals and public receptions are very important in establishing an effective communication system between society and the state, between the people and officials. The announcement of 2017 as the "Year of Dialogue with the People and Human Interests" in Uzbekistan was undoubtedly the biggest step towards these goals.

Article 2 of the Constitution contains the following words: *"The state expresses the will of the people and serves their interests. State bodies and officials are responsible to society and citizens."*[4] Indeed, the independent path of our country has once again proved that the people are the only source, force, creator and builder of power.

But it is no secret to anyone that in the recent past there was a gap between the people and state bodies, ordinary citizens and officials, and mutual distrust spread. This negative situation is becoming an obstacle to the development of our country. Therefore, as soon as Shavkat Mirziyoyev took office as the President of the Republic of Uzbekistan, he paid serious attention to this issue. On December 28, 2016, the Decree of the

President on work with appeals from individuals and legal entities was adopted. The public reception and virtual reception of the President of the Republic of Uzbekistan, created in accordance with this decree, has become a system that connects citizens with official bodies. Many other extensive works have been carried out in this direction. The efforts have yielded the expected positive results.

The head of our state has always repeated that the problems that force people to apply should be solved in the microdistrict itself. To this end, it was decided that the regional, district and city administrations should be given two days a week to receive citizens.

The President has repeatedly stressed that every governor's office should be a "people's waiting room", and every leader should have a strategy on what to pay attention to when considering appeals. The task was to create a virtual lobby of mayors and separate pages on social networks so that the population could apply directly around the clock. It also defines many specific measures aimed at improving the efficiency of the communication system with the population[5].

One more moment. It should be noted here that today political parties also have great power and potential in organizing a constructive dialogue "people-states". Political parties are required to use their full potential to protect the interests of not only their electorate, but also all citizens in need of assistance. As a result, the number of party supporters who sympathize with its program ideas and goals will increase. According to democratic values and the law of civil society, political parties need to act as a link between the people and the state.

The main criterion for the formation of a new Uzbekistan is, first of all, the unique unity of citizens and administrative institutions in the life of society and the state, the embodiment in it of all the features of a civil society based on a stable and constructive dialogue. The leading role in this is played by national-historical features, universal values, the level of political consciousness and political culture of citizens. At the same time, a special place is occupied by political communication, carried out with the help of various political institutions, as the main condition for ensuring cooperation between the state and society. It is known that the results of the processes of building new societies and political modernization are: 1) *an increase in the level of political activity and political culture of citizens*; 2) *improve the quality of education in the country, increase the literacy rate of the population and create an enlightened society as a whole*; 3) *is manifested through the activity and activity of existing political institutions*.

Conclusion. In the process of reforms carried out in Uzbekistan on the basis of the principle "From Action Strategy to Development Strategy", people's reception offices of the President are effectively working to consider citizens' appeals and establish mutual communication between society and the state. Coordinates and controls the activities of all state authorities and administrations for direct communication with the population, timely identification and prompt resolution of pressing problems of local residents.

Today, people's receptions have become an effective and powerful means of ensuring coordinated interaction between all branches of government in the exercise of the powers of the president as a guarantee of the rights, freedoms and legitimate interests of the country's citizens. It should be said that the presence of effective channels of strategic communication between state bodies and the population is an important indicator of a democratic rule of law state and an important condition for ensuring the stable development of the state and society.

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