

The Role of Social Technologies in Reducing Regional Differences in Service Access in Uzbekistan

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Abstract: This article examines the role of social technologies in reducing regional disparities in service accessibility in Uzbekistan. The study analyzes the state of digital infrastructure across regions, levels of social service accessibility, demographic factors, and the economic consequences of regional inequality. Based on statistical data for 2022–2024, the dynamics of changes in regional gaps were studied. The research findings include practical recommendations for implementing social technologies at the regional level.

Keywords: social technologies, regional inequality, service delivery, digital infrastructure, inclusive development, Uzbekistan, regional policy, service coverage.

Introduction

In Uzbekistan socio-economic development level regions between still noticeable differences existence The capital is Tashkent and large cities with village districts or Surkhandarya , Karakalpakstan such as on the outskirts regions internet coverage between , digital from services use opportunity and state of services quality according to big difference is being observed . This territorial inequality not only economic , maybe social and administrative problems in terms of brought is issuing[1].

Social technologies - including electronic government services , mobile applications , remote education and telemedicine systems - these territorial the differences in reduction important tool become service to do possible . This research Uzbekistan regions in the example of social of technologies territorial inequality in reduction real the impact quantitative indicators based on analysis to do is aimed at . With this together , research there is problems and their to the solutions circle scientific based recommendations working exit goal did[2-4]

Literature Review

Regional inequality and social technologies between dependency foreign and local scientists by active is being studied . Modern This is science . the topic not only economic , maybe social justice , digital rights and state management point of view He is also learning from his perspective .

First , Castells M. in his fundamental work "The Rise of the Network Society" digital technologies territorial development both increase and decrease the differences possible showing given by the scientist " digital " the concept of " division " enter it , social to inequality the impact deep analysis did and state policy through this division eliminate to grow the necessity based on[5-7].

Second , Heeks R. "Information and Communication Technologies for Development" . in the article developing in countries information and communication technologies social to services current of reaching the results analysis so , this of the process success from infrastructure outside human to capital and institutional also depends on the environment showing gave [8].

Thirdly , Rashidova M. " In Uzbekistan digital transformation : territorial opportunities and restrictions " in the study of the country different in the regions digital services current in the process of being differences complex analysis did and this of differences main economic and social the reasons determined .

Fourth , by UNDP "Digitalization for SDGs: Evidence from Central Asia". in the report In Central Asian countries , this including In Uzbekistan , digital of technologies stable development to their goals in reach contribution evaluated . Report territorial inequality reduce for targeted digital investments the necessity emphasized[9].

Fifthly , by Karimov Sh. and Yusupov B. written " Regional social services : digitization and coverage problems "in the article Uzbekistan in the regions social of services digital platform through in delivery problems and achievements comparative analysis done and regions according to effective models offer done

Research Methodology

This in research Uzbekistan regions according to territorial inequality measurement for statistic analysis , comparative analysis and graphic-visual analysis from the methods used . State statistics Committee , Digital technologies ministry and Information technologies develop Agency (UZINFOCOM) information main sources as applied . 2022–2024 period for regions Internet coverage (percentage) , digital to services appeal (per 1000 people) right the next number) and service Distribution of species (in percentage , %) kind diagram through analysis was done . Using diagrams territorial of differences quantitative size identified and identified reduce according to scientific conclusions was released .

Analysis and Results

Uzbekistan regions between social services within the scope there is differences statistic information analysis through obvious manifestation Research this shows that 2022–2024 during territorial differences general narrowing tendency Although it shows , Tashkent city and remaining regions between distance still noticeable become remains . Below three kind diagram based on this of the situation complete image cited[10].

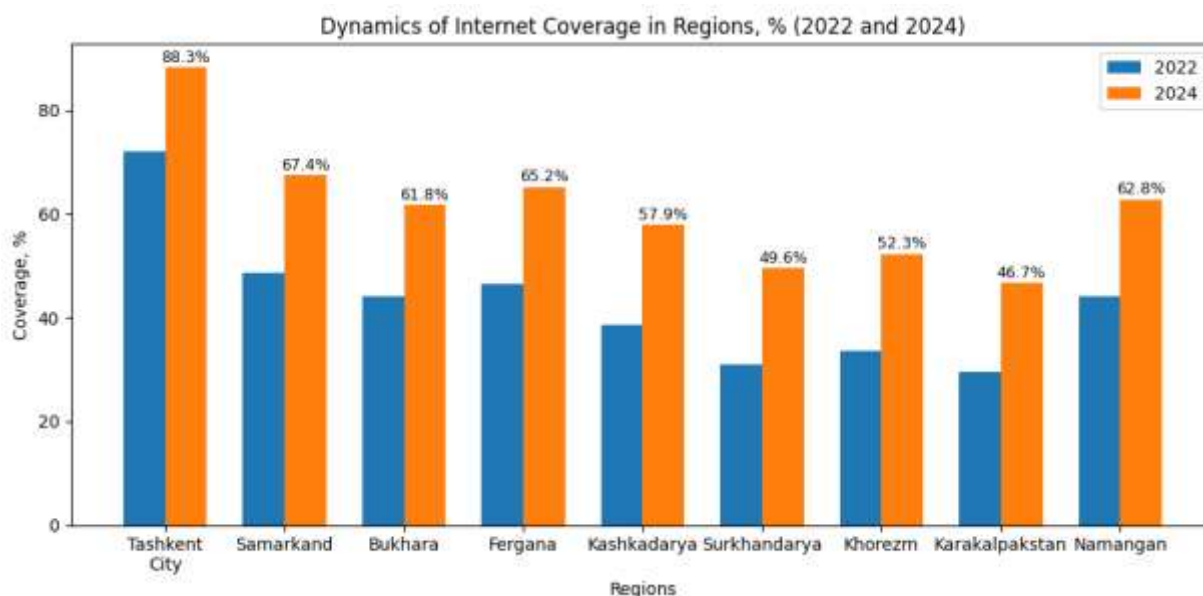


Figure 1. Dynamics of Internet coverage in the regions of Uzbekistan, % (2022 and 2024).

The data presented in the diagram shows that internet coverage has been steadily increasing in all regions of Uzbekistan during 2022–2024. The highest indicator was observed in Tashkent city, where internet coverage increased from 72.4% to 88.3%. This is explained by the developed digital infrastructure in the capital, a wide range of telecommunication services, and high investments in information and communication technologies. Significant growth was also observed in Samarkand (from 48.6% to 67.4%), Fergana (from 46.7% to 65.2%) and Namangan (from 44.1% to 62.8%) regions, which indicates that the opportunities for using digital services are expanding in these regions[11-13].

Analysis of the diagram shows that in 2022, the growth rates were higher in regions with relatively low internet coverage. In particular, in the Republic of Karakalpakstan, the indicator increased from 29.4 percent to 46.7 percent, and in Surkhandarya region from 31.2 percent to 49.6 percent. In the Khorezm region, internet coverage also increased from 33.7 percent to 52.3 percent. This indicates that the state programs implemented in these regions to develop digital infrastructure, expand fiber-optic communication networks, and cover the population with internet services are yielding certain results. At the same time, the fact that the gap between these regions and the city of Tashkent still persists indicates the existence of a territorial digital inequality problem[14].

In general, the data in the diagram confirm that the processes of digital transformation in the country are accelerating and the possibilities of using the Internet are expanding. The increase in Internet coverage in all regions creates favorable conditions for the development of electronic services, distance learning, e-commerce and digital entrepreneurship. In particular, the achievement of Internet coverage above 50 percent increases the opportunities for the widespread introduction of elements of the digital economy in many regions. In the future, it is possible to reduce the digital gap between regions by improving the quality and speed of the Internet, further developing telecommunications infrastructure in remote areas, and forming skills to use digital services[15].

Conclusion

Research results this confirms : social technologies Uzbekistan regions between service show differences in reduction solution doer tool become service do will receive . 2022–2024 Internet coverage throughout and digital to services appeal all in the regions grew , but the city of Tashkent with on the outskirts regions between difference still big become Three diagram through shown information territorial digital of division clear quantitative expression presented reached and consistent political solutions the necessity again one there is confirmed .

Received results based on following scientific and practical offers working output :

First , Surkhandarya , Karakalpakstan and Khorezm in the regions digital infrastructure intense develop for the purpose targeted state investment programs formation necessary . In these regions wide broadband internet network expansion priority direction to be necessary .

Secondly , remote social service centers network village to the districts expansion - especially medical and education services in the direction of - regional the difference reduce possible . Telemedicine and online education platforms this of the process main to the means rotation need .

Third , mobile social service buses and portable digital service points through on the outskirts the population cover to take model to practice implementation to be This approach is necessary . especially disability was and old aged citizens for important importance profession will reach .

Fourth , regional digital the difference measurement single monitoring for and assessment system current to grow regional politics clear indicators based on formation opportunity gives . Every year regions according to perfect statistic reports to form separately attention focus necessary.

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