



# “The Socio-Political Significance of Artificial Intelligence Technologies in the Process of Forming a Civil Society”

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## ABSTRACT

This article analyzes the importance of artificial intelligence technologies in the process of forming a strong civil society. It highlights the opportunities for increasing citizens' socio-political activity under conditions of digital transformation. Based on international experience and Uzbekistan's practical context, the influence of artificial intelligence on the functioning of civil society institutions is recognized. The article also presents proposals to strengthen the integration of civil society and digital governance, and to introduce the “Digital Public Oversight Platform”.

## Keywords:

civil society institutions, digital transformation, socio-political modernization, public oversight, e-government, open data system, civic activity, democratic governance, digital citizenship, Digital Public Oversight Platform.

**Introduction.** In modern political processes, the issue of forming a strong civil society is considered one of the most important factors for improving the efficiency of public administration. In the context of Uzbekistan, this process is directly related to the course of political modernization based on the principle of “for the dignity of a person.” The importance of digital technologies, particularly artificial intelligence systems, is sharply increasing in expanding public participation in governance, establishing institutional mechanisms of public oversight, and enhancing social responsibility. “We live in an era of astonishing technological progress brought by digital technologies... We are entering the second machine age.” [1]

In recent years, new mechanisms have been created for direct citizen participation in state policy through platforms such as “E-Government,” “Open Budget,” “My Opinion,” and “Digital Uzbekistan – 2030.” Issues such as “The Ministry for Development of Information Technologies and Communications, together

with the Council of Ministers of the Republic of Karakalpakstan and regional khokimiyats, shall implement digital transformation projects in 29 model districts (cities) in 2020 and by the end of the first quarter of 2021, take measures to complete the digitization of preschool and healthcare institutions...” [2] have become of great relevance.

Their implementation is also being monitored: the Presidential Decree of the Republic of Uzbekistan “On approval of the Strategy for the Development of Artificial Intelligence Technologies until 2030” [3], Decree No. PQ-358 of October 14, 2024, is clear evidence of this. In this process, artificial intelligence technologies are becoming an essential tool for the automatic analysis of public appeals, identifying citizens' needs and problems, and processing big data related to socio-political processes to substantiate government decisions. For example, AI-based sentiment analysis (measurement of public mood), algorithmic forecasting, and intelligent analysis of survey

results are forming new approaches in political governance.

However, within civil society itself, the potential of these technologies is not yet being actively utilized. In the activities of NGOs, the media, public councils, and civic initiatives, the systematic use of AI for information stream management, social media activity analysis, or data-based decision-making has not been widely introduced. Therefore, integrating artificial intelligence into social analysis and governance processes is becoming increasingly urgent for the formation of a strong civil society in Uzbekistan.

This article examines the role and functions of civil society institutions within the political system, their transformation under digital conditions, and the role of artificial intelligence technologies in enhancing civic engagement, strengthening public oversight, and ensuring transparency in socio-political governance, supported by concrete examples.

### Main Part.

In recent years, the political reforms implemented in Uzbekistan have been aimed at increasing civic engagement across all layers of society and strengthening the principles of transparency and accountability in public administration. In this direction, a number of digital initiatives have contributed to the formation of a new political culture in the country.

For example, the "Electronic Parliament" system serves to ensure direct citizen participation in the legislative process. Through this platform, citizens are given the opportunity to familiarize themselves with draft laws, provide feedback, and participate in online discussions. This process increases the transparency of parliamentary activity and strengthens citizens' political awareness.

The "Open Budget" platform, in turn, is a tool that enhances public oversight of state expenditures, allowing citizens to review the distribution of local budget funds, vote, and participate in determining their region's priority needs. As a result, civil society is emerging as a subject that strengthens social responsibility through financial transparency.

In addition, the "My Opinion" portal provides citizens with the opportunity to propose legislative initiatives, representing a practical example of shaping public policy from the "bottom up." This platform has created a real mechanism for civic participation by collecting public petitions, analyzing them electronically, and forwarding them to the governmental level. However, the effectiveness of these systems is determined by the level at which information and data are processed. At precisely this stage, the role of artificial intelligence technologies becomes indispensable. AI systems make it possible to perform semantic analysis of public petitions, identify repetitive or emotional appeals, and determine the overall public mood. As a result, government policies are developed not based on subjective perceptions, but on an intellectually analyzed and data-driven foundation.

The most significant aspect is that the impact of artificial intelligence on civil society can be considered in three main directions:

#### 1. Democratization of information flow.

Artificial intelligence ensures that information in modern civil society is not controlled exclusively by governments or large media structures. Through AI algorithms, it is now possible to conduct semantic analysis of millions of posts, comments, and opinions on social networks, thereby identifying the general public mood, problems, and needs. For example, using artificial intelligence to analyze petitions submitted on the "My Opinion" platform in Uzbekistan makes it possible to automatically group repetitive or thematically similar topics. This does not replace analysts but rather strengthens their work: now political scientists, sociologists, or members of parliament can quickly identify real problems among millions of opinions and formulate political decisions based on substantiated data. In this way, artificial intelligence becomes a mechanism that amplifies the "digital voice" of civil society. For instance, the "EU Voices AI" project in the European Union has established a data-based approach to policy-making by digitally monitoring public opinion — Uzbekistan is now piloting a similar model.

## 2. Public oversight as a key feature of civil society.

Artificial intelligence automates this process, increasing the quality and speed of oversight. AI-based monitoring systems can track the implementation of government decisions in real time, automatically analyze the execution of normative acts or the spending of budget funds. For example, AI modules integrated into the "Open Budget" system compare contract data for each project, identify artificially inflated prices, and automatically send alerts to citizens. In this way, citizens become not only observers but also active monitors.

At the international level, South Korea's "AI Transparency Portal" has established a similar mechanism: it analyzes each government project using artificial intelligence and provides citizens with real-time reports. Such an approach in Uzbekistan is also bringing public participation in government procurement, environmental monitoring, and social projects to a qualitatively new stage.

## 3. Intellectual transformation of civic consciousness.

Artificial intelligence technologies are transforming not only political processes but also human thinking itself. Citizens no longer receive information in a ready-made form — with the help of AI, they now have the ability to conduct independent analysis, produce evidence-based opinions, and make logical arguments. For example, students and researchers in Uzbekistan who use AI-based "data analysis" platforms can independently analyze political, economic, and social data.

This represents a practical manifestation of the "digital citizenship" concept and brings civic consciousness to a new level — members of society are no longer limited to expressing dissatisfaction but are forming as actors capable of providing solution-oriented, data-literate opinions. For instance, Estonia's AI-driven "Citizen OS" platform allows citizens to study draft laws, conduct alternative analyses, and send results directly to government portals. Implementing a similar model in Uzbekistan could serve as an important step toward building an "intellectual civic culture."

It should be noted that, as in many other areas, artificial intelligence can greatly assist governments in the stage of public oversight. Public control is an important condition for the development of civil society. In a state where public opinion is either unformed or weak, the development of civil society becomes difficult. For this reason, civil society is recognized as an essential tool in ensuring constitutional oversight. [4]

Based on this, a proposal is made to introduce an AI-based "Digital Public Oversight Platform." In Uzbekistan, the most promising direction for the purposeful use of artificial intelligence to strengthen civil society is the digitization and intellectualization of the public oversight system. For this purpose, the creation of the "Digital Public Oversight Platform" (DPOP) project is proposed.

The essence of this platform is that it automatically analyzes citizens' appeals, opinions on social networks, and critical materials published in the media through artificial intelligence algorithms and presents analytical reports to public administration bodies.

### The project concept is as follows:

#### Integration of data sources.

The platform collects open data from "My Opinion," "Open Budget," social networks (Telegram, Facebook, X), and mass media. The AI module semantically analyzes the texts, identifying the content, type, and geographic location of the issues raised.

#### Artificial intelligence analysis module.

The system uses "sentiment analysis" and "topic modeling" technologies to determine citizens' overall mood, identify main issues, corruption risks, and bureaucratic barriers. These analytical results help management bodies optimize planned decisions.

#### Automatic rating and reporting system.

AI calculates a "Civic Trust Index" for each state organization. The index is based on the number of complaints, their resolution rate, response speed, and the ratio of positive feedback. This digital rating is published publicly, thereby forming a culture of healthy competition and accountability among state institutions.

#### Analytical chatbot and civic interactivity.

Citizens can send written or voice messages directly to the platform. The AI chatbot categorizes their requests, compares them with existing data, and determines which agency should review the issue.

If this project is implemented in practice, real-time public oversight of government activity will be established. Citizens' political and social engagement will develop on the basis of intelligent analysis. A two-way trust system between digital governance and civil society will emerge. Most importantly, AI-based civic analytics will serve as a crucial source in the development of public policy decisions.

## Conclusion

In conclusion, artificial intelligence technologies are becoming an integral part of the process of forming a strong civil society in Uzbekistan. Their application contributes to improving the transparency and efficiency of public administration, strengthening public oversight, and increasing the level of civic engagement.

The integration of artificial intelligence into civil society institutions ensures the automation of analytical processes, facilitates the identification of social problems based on big data, and provides objective information for making political decisions.

At the same time, it is necessary to pay special attention to developing the digital literacy of citizens, ensuring information security, and preventing the monopolization of digital resources. The successful implementation of artificial intelligence in the sphere of civic activity requires close cooperation between the state, scientific institutions, NGOs, and the private sector.

Therefore, it is appropriate to propose the creation of a **“Digital Public Oversight Platform”**, which would unite government agencies, the media, and active citizens in monitoring and evaluating the effectiveness of reforms through artificial intelligence technologies.

The active use of such innovations will accelerate the process of building a democratic society based on transparency, justice, and accountability — the foundation of New Uzbekistan's development.

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