



The Application of Digital Technologies to Enterprises and Organizations Will Help Reduce Social and Economic Costs

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ABSTRACT

Today, digital knowledge and modern information technologies are one of the important conditions for development. Digital technologies not only improve the governance of the state and society, but also create great conveniences for people in the social sphere. In addition, digital technologies lay the groundwork for positive economic growth: improving the quality of products and services, and reducing unnecessary costs, and another important advantage - putting an end to corruption.¹

Keywords:

Digitalization, IT platforms, economic development, electronic services.

Advantages of the digital economy

Interest in the digital economy has grown significantly due to significant changes in society and the economy. Modern technologies and platforms have helped businesses and individuals reduce costs by minimizing personal communication with customers, partners and government agencies, as well as making interactions faster and easier. The result is a network resource-based, digital or electronic economy.

The word "digitalization" is actually a new term that refers to the involvement of IT solutions in the process of innovative management and office work, resulting in the use of information technology in all systems, from the Internet of Things to e-government. .

The main source for the digital segment of the economy is the growth of the traction

sector. In developed countries, this figure is more than 70% of GDP, combining public administration, consulting and information services, finance, wholesale and retail trade, as well as services (communal, personal and social).

The higher the diversification and dynamics of the economy, the greater the unique information flow inside and outside the country, and the more significant the information traffic within national economies. Therefore, the digital economy is developing rapidly in the markets where the number of participants is large and IT services are widespread.

In particular, it creates endless conveniences for transport, trade, logistics and other industries that are actively working with the Internet. According to some researchers, the

¹ Ministry of Information Technologies and Communications of the Republic of Uzbekistan Information service.

share of the electronic segment in them is close to 10% of GDP, providing employment to 4% of the population. Most importantly, these figures are growing steadily.

Clearly, the effectiveness of the digital economy is affected not only by the coverage of information technology and the availability of infrastructure, but also by standard economic criteria such as the business environment, human capital and successful management tools. Consequently, economic development relies on them, which means that these criteria continue to play an important role in the development of the digital economy.

The digital economy is emerging before our eyes

Now, old and new companies that use IT tools to create new services and business models around the world are creating strong competition for companies that are leaders in most areas.

According to forecasts, in the coming years, the macroeconomy is expected to be strongly dependent on manufacturers based on the criteria of "lean production", additive, nano and biotechnology. In this regard, the amount of information required for good governance will increase, and the structure of production and citizen dialogue, business and government will undergo significant changes.

The following are the main conditions and factors for the gradual transition to the path of social and economic development:

- implementation of e-government and digital city concepts through the integration of informatization and public administration and municipal services;
- mass production of new technological generation products (such as unmanned vehicles, etc.);
- implementation of ideas for the construction of "smart" and environmentally friendly homes with the help of unique decorative and building materials;
- widespread promotion of alternative forms of employment through outsourcing, self-employment, etc.;

- creating professional networks that serve to search for freelancers to perform specific tasks.

All of the above allows businesses to reduce costs using modern platforms that integrate goods and electronic services in production and management. First of all, this issue concerns the integration of service orders, resource sharing, selection of contractors, e-commerce, payments and more.

The technological digital environment is an "aquarium" in which legal entities and individuals establish a completely new dialogue for collaborative activities. Information technology allows companies to adopt completely new, more dynamic speeds of work and diversify the forms of services and products. Researchers are also talking about launching short-storage products.

When it comes to the service sector, information technology solves many day-to-day tasks, resulting in large-scale operations faster, cheaper, more convenient, and without intermediaries.

E-commerce, internet banking and other similar modern trends are developing day by day. As a result, automated network services (such as a quality website or mobile app) are replacing business intermediaries in most industries to increase revenue.

As a result, the business may significantly reduce the prices set for services, and in the macroeconomic direction, the indicators of individual production and non-employment may increase. Areas such as crowdfunding and crowdsourcing are also now included in the list of new economic technologies.

According to economists, at the same time, as a result of such changes, the economy based on the practice of extracting value added is shifting to a economy of cooperation and "sharing-economy". This gives hope that competition in the market will actively give way to mutually beneficial cooperation and collaboration, as well as the transition from vertical communication to mutual relations and complementary services.

It is expected that this will be reflected in the increase in the number of services and the growth of e-commerce in services.

The economic importance of the digital sector

It is argued that digital technologies will dramatically change more than 50 per cent of the economy's dependent sectors. This view is based on the fact that information technology and digital platforms are drastically changing business models, eliminating their efficiency intermediaries and optimizing processes.

According to the World Bank, a 10 percent increase in high-speed Internet users could increase annual GDP from 0.4 percent to 1.4 percent.

The growth of the digital economy's share of the country's GDP by about 20 percent annually (around 7 percent in developed countries) is also seen as a measure of its importance.²

In 2010, the Boston Consulting Group estimated the scale of digitization at \$ 2.3 trillion (4.1 percent of GDP) for a group of 20 countries. If this trend continues, in 10-15 years the share of such an economy in world GDP will approach 30-40%.³

In developing economies, the IT sector employs about 1 percent of the population, creating relatively few jobs compared to others. However, the rise of IT will lead to the creation of jobs in other areas where new technologies are being adopted (for every 1 new job created in the IT sector, there are 4.9 jobs in related industries).

The digital economy is boldly opening new horizons for entrepreneurs and people working for themselves.

Often, the contribution to the development of the IT sector is based on the development of the economy, the creation of new jobs, the emergence of new types of services for people and businesses, the reduction of costs in e-government projects.

At the same time, the overall effect of the application of information technology turns out to be less effective than expected and is not evenly distributed.

To get the maximum benefit from such investments, a better understanding of the

interaction of technologies with other factors called "analog fillers" is required in the World Bank report.

Among them:

- a regulatory framework that supports an active business environment and allows businesses and people to use the technologies of the digital economy to compete and innovate, reduce costs, as well as improve living standards;
- full skills in the use of information technology in business management and civil servants;
- institutes (public and private) that provide consulting services in the use of information technology.

It is more difficult to fully list the effects of the digital economy, so it is difficult to fully assess the connections that electronic services and metadata provide to economic entities. Therefore, it is a difficult task to justify the importance of investment in information, especially at the state level. The impossibility of always calculating the gigabytes of information created in this or that field in real life is a self-evident phenomenon.

Digitalization is a companion of new economic technologies.

The communication models that have emerged as a result of the integration of information platforms are driving the emergence of new economic technologies (EEs).

YaIT is information that integrates into an integrated technological platform for the creation, transmission, storage and display of information (data, ideas and knowledge) products that serve a specific purpose in organizational management systems and minimizes the transaction costs for economic agents. is a set of new "adjustable" tools and methods in every aspect of processing.

² <https://www.worldbank.org/en/home>

³ <https://www.consultancy.eu/firms/boston-consulting-group>

Basic principles of YIT:

- creation of radically new business models;
- application of methods of rational integration and use of various IT services in organizational and technological processes in the real economy;
- minimization of transaction costs and material resources used in production.

YIT is evolving in the current economic realities based on digital technologies. In the past, production, trade and financial technologies have been gradually improved, but now emerging EITIs are based on horizontal relationships (self-organization and singularity), innovative entrepreneurship (self-development), information engineering (self-improvement) and autoformalization of economic processes (automatic design).

The real basis of YIT is formed by data centers and modern IT platforms for information systematization and analytical processing. It is important to develop management consulting and business analysis services. New institutions, such as information and consulting services and government development agencies, serve as an organizational basis for improving the business environment.

Digital technologies and risks.

The digital economy is the most active drivers in this country. He said the digital economy, customers and consumers. For example, China spent about \$ 9 billion for these purposes. The market capitalization of more than \$ 210 billion in *Alibaba* Internet resource of this investment has proved to be properly directed.

A state that wants to maximize the benefits of digitalization must create and maintain a market for the necessary high-tech products. At the same time, it is also important to maintain the tools that control the main platforms of the e-economy, while developing private applications for public administration, key industries and enterprises in parallel.

In particular, although Japan has acquired technology, it has lost its leading position in the digital economy due to its inability to create its

own manufacturing networks in this area and to maintain a consistently high level of technical development.

South Korea, on the other hand, invests about 1 percent of its national budget in e-government and e-brokerage (for e-commerce activities and public tenders), generating \$ 10-15 billion annually and earning 30 to 40 times the cost. In particular, this has been achieved through the establishment of call centers in the public and private sectors, the creation of mobile applications and the reengineering of state-owned Internet platforms.

Training of personnel working with information systems in public administration remains an important area in this area. For example, in the 1970s in Belgium, special mobile groups of specialists (including teachers and students of specialized educational institutions) were formed to train government officials and set up systems for them directly in the workplace.

Another subtle aspect of the digital industry is that the development of complex digital systems and their application in practice requires a serious and detailed approach. It may seem unusual to you, but often programming (on its own) isn't actually a technological enough event. Consequently, the programmer who solves your tasks will act in many ways depending on how he understands the task. Most significant solutions are left unexplained in the process because each party considers them self-explanatory.

Software-related documents are sometimes fragmented. As a result, in the process of working with the product, the customer loses control over the development, which he ordered and paid for its creation. In this case, the budget for information projects, although very important, does not include the cost of services.

Because the digital economy is global, any government project on informatization and digitization must be studied comprehensively and on the basis of a single coding system, identification of information related to economics and management.

The most important aspect of the development of the digital economy, and at the

same time the most difficult stage, is to simplify the business environment and minimize the cost of communication between people and businesses with the state.

After that, the parties will be required to establish inter-agency (multiagent) dialogue within the public and private sectors.

The most important part of this process is the digital economy platforms, which move from the one-to-one and one-to-many communication formula to the multi-to-many formula. Progress in this area will automatically change the situation in the real sector of the economy (and stimulate structural reforms in these areas) through the development of consulting and technical organizations suitable for small and medium-sized businesses with state support and help create conditions for an innovative economy. will give.⁴

The implementation of elements of e-government and support for the digital economy are firmly rooted in Uzbekistan's development plan for the near future. This is primarily due to the task of further increasing the share of electronic document exchange and the gradual transition of a certain part of public services to electronic form through the Public Service Centers.

In the Address of the President to the Oliy Majlis, the widespread introduction of digital technologies in all spheres of economic and social life was also mentioned as a priority. In this regard, in order to ensure the implementation of the tasks set in the state program for the Year of Science, Enlightenment and Digital Economy and the sustainable improvement of quality of life, as well as to create a favorable environment for entrepreneurship and the development of "digital economy" The Resolution of the President of the Republic of Uzbekistan "On measures to widely introduce digital technologies in Tashkent" was adopted.

With this decision, the list of information systems and software products to be introduced

in 2020-2021, the action plan for the implementation of the complex program "Digital Tashkent", the list of projects to expand telecommunications infrastructure in 2020, 2021- The list of promising information systems and software products for 2023 has been approved.

The main task of the program is to create an integrated information environment for the management of urban services, social facilities, manufacturing, road transport and communal infrastructure, and then to apply the successful experience in other regions of the country.⁵

The concept of "**Digital Tashkent**" is directly related to the major project "**Safe City**". It is necessary to gradually introduce this project in 2019-2023 in all regions of the country. At the first stage, work is underway to create a single technological platform for the project in Tashkent.

In addition, the implementation of the concept of "**Digital Uzbekistan-2030**", which covers all areas and sectors. The implementation of such a large project will contribute to the full and comprehensive transformation of the economy of our country, to ensure competitiveness.⁶

On April 28 this year, **the** President adopted a resolution "**On measures to widely introduce the digital economy and e-government.**" According to him, *the year 2023* to the digital economy, the share of the country's gross domestic product **increased by 2 times**, and the volume of services in this area **3 times** and increase their export **100 million US dollars** provided by the supply. At the same time, in 2020-2022 it is planned to implement 268 projects on further development of e-government, telecommunications, software products and information technology, the widespread introduction of digital technologies in the real sector of the economy and in agriculture and water management.

⁴ <https://kun.uz/uz/news/2020/07/06/raqamli-iqtisodiyot-rivojlanish-trendlari-va-xususiyatlari>

⁵ Ministry of Information Technologies and Communications of the Republic of Uzbekistan Information service.

⁶ <https://lex.uz/ru/docs/-5030957>

Fulfillment of these tasks will have a significant impact on the socio-economic development of our country.

- How is the process of digitization of agriculture, one of the most important areas for our country?

- In Uzbekistan, special attention is paid to the widespread introduction of digital technologies in areas of great importance for development. The agricultural sector occupies an important place in this list. Therefore, it is **planned to implement 24 projects that** will take the industry to a new level. It should be noted that the problems with the introduction of digital technologies in agriculture and water management are not insignificant. Information technology is very useful in land accounting and monitoring in agriculture. For example, space sensing can be used to study crop areas, vegetation processes, land reclamation, and the amount of mineralization. This will allow to increase the yield by **25-30%** by clearly defining agro-technical measures.

In order to quickly and accurately assess the condition of agricultural lands and crops grown in Andijan region, a pilot project on the use of satellite data is being implemented. As part of the project, six sites in the region will be selected and placed in vector format **on the online platform Monterra**. Landowners will also be provided with relevant conclusions on the condition of crops using satellite technology.

To implement this project, a new resident will be created at the Andijan Technopark. Seven qualified programmers will be trained in agriculture.

Analytical data of all arable lands in the region will be formed and provided to landowners by the established enterprise. In addition, the project will provide an opportunity to export this service, forming the relevant conclusions of foreign countries on land.

- One of the important factors in the consistent development of information and communication technologies is the creation of favorable conditions for market participants. We can ask the question: what opportunities have been created for ICT entrepreneurs today?

- Today, a lot of work is being done to create conditions for professionals in the field, to develop IT entrepreneurship, especially startup projects in the field of ICT. For this purpose, a technology park of software products and information technologies was established. Currently, **392 organizations with 4,000 specialists are residents of the IT park.**

The park has the necessary infrastructure, including modern laboratories, a coworking center and office space. Technopark residents will be provided with financial, marketing, legal and other consulting services. Another important point is that financial benefits are also provided for residents. Such a successful experience has led to the opening of technoparks in other regions of the country. In 2020-2024, IT parks will be established in 14 regions of the country, first of all in Nukus, Bukhara, Namangan, Samarkand, Gulistan and Urgench, including at the specialized school named after al-Khwarizmi in Tashkent. Joint decisions were signed with local authorities on the establishment of regional branches of the IT-park, and network schedules of tasks for each project were approved.

Andijan (Digital city technopark), Fergana (IT-park Margilan branch) Syrdarya (IT-park Gulistan branch) regions have been commissioned, Andijan branch has **10** residents and Margilan branch has **7** residents. One of them was the opening of the Gulistan branch of the Technological Park of Software and Information Technologies on June 30 in Gulistan, Syrdarya region. It is planned to take necessary measures to further develop the technology park of software products and information technologies. These include expanding the range of activities that can be introduced by residents of the Technopark, the widespread establishment of digital education centers in the regions, the introduction of information technology in the economy through the involvement of residents of the Technopark.

In this regard, in order to increase and support the number of local software developers, government agencies have the right to sign contracts **worth up to 1 billion soums** on a competitive basis among the

residents of the IT park for talented young people. opens the door to new opportunities, inspiring them to new ideas.

- What are the advantages of digital technologies for the population? What are the urgent tasks to provide convenient online public services for citizens?

- In order to further develop contactless forms of communication between the population and businesses with government agencies, a **single interactive portal of public services** has been developed (<https://my.gov.uz>). Today, more than 176 e-government services are provided through the Single Portal.

Improving the quality and efficiency of the organization of work with entrepreneurs, including foreign investors, ensuring open and direct communication with them, practical and effective implementation of their legal requirements and problem-solving In order to address the issues of **entrepreneurship**, the **Prime Minister's virtual reception for entrepreneurs' appeals** portal "business.gov.uz" was launched.

For consideration of draft normative legal acts by all interested ministries, departments, local executive bodies, for agreement using electronic digital signature, including simultaneous discussion and prompt dispatch to the general public and experts In order to significantly save time and labor resources, a single electronic system "project.gov.uz" was introduced.

In addition, there are services for licensing services for passenger and cargo transportation by road, online receipt of documents from applicants, state subsidies for mortgage loans and certificates from the place of study.

One of the brightest examples of the establishment of an effective system of feedback between government agencies and the population is the launch of the **Collective Appeals portal "My opinion"**. To date, the web portal has received more than 3.6 thousand applications, published **more than 25.2 thousand** suggestions and comments.

26 new services will be launched on the single interactive state services portal , and the

total number of services will exceed **200** . Since the beginning of the year, **1.4 mln. pieces of** electronic services, compared to the same period last year **8.1%** increase.

At the same time, the list of **50** popular public services to be introduced on the Single portal by the end of the year was approved.

In particular, online registration for a doctor's appointment, electronic registration of a newborn in the clinic, registration of real estate lease agreements, architectural-planning assignment Archive reference on registration, registration of cadastral passport, application for pension, receipt of state subsidies on mortgage loans, permanent registration of citizens in Tashkent city and Tashkent region, confirmation of work experience, etc. services will be introduced.

The interdepartmental platform of e-government provides electronic interaction of **about 90** information systems and resources of government agencies , and **more than 160 million** inquiries are provided online.

At a presentation to the head of state on June 8 this year on the implementation of reforms in the field of information technology and the development of the digital economy, the importance of the rapid transition to electronic form of public services was stressed.

Today, the digital economy, the demand for e-government services is growing day by day. But now only **185 of the 780 types of** public services are available through the "electronic portal". In most organizations, the digitization of business processes is limited to the electronic document exchange. In this regard, the further development of e-government, the provision of modern convenient public services for citizens is of particular importance. In order to accelerate this process, it is planned to implement **104 projects** covering the most important areas and current issues .

For example, the introduction of the "**Single Electronic Medical Card**" information system in the health care system will help to form a single medical database of citizens of the country, to monitor the health of the population.

The **e-prescription** information system is a project aimed at organizing effective and safe treatment of patients with drugs, the formation of an electronic register of doctors. This, in turn, will help improve the system of control and monitoring of medical devices.

In order to improve the quality of medical services through the creation of a modern computerized system in medical institutions, it is also planned to introduce information systems "**Electronic Polyclinic**" and "**Electronic Hospital**".⁷

One of the main trends in the development of civilization today is the increase in the number of people living in cities and the fact that the city is becoming a major economic driver. Naturally, in this context, it is important to create the necessary conditions for the population living in cities. And in this way, digital technology is a big help.

Digital technologies will take the city management system to a new level: it will not only drastically waste time and money, but also enable the mobilization of a wider population. In recent years, the concept of "Digital City" has become popular around the world - a very modern city with a new look. This issue is of great importance for us if we also want to develop our cities in accordance with modern trends, to create favorable conditions for our residents and guests.

First of all, we need to better understand what the digital economy is.

Digital economy is an economic activity based on digital technologies, which leads to labor productivity and product competitiveness, reduction of production costs, creation of new jobs due to the development of digital technologies in the economy.

Wherever the transition to the "digital economy" and "e-government" is made, it is clear that the burden on the people is reduced, the government saves a lot of money, and corruption is prevented.

Based on this experience, large and multi-sectoral projects called "Digital Tashkent" have been developed in order to turn the capital into

a very modern space, to increase its economic and tourist potential. It is planned to introduce this system, test it and deliver ready-made software to other regions.

So what is the essence of this document?

The project is a multidisciplinary project, covering a number of areas and sectors. "Passport of medical institutions", "UzTrans", "Ye-Mehmon" and other information systems for tourist accounting will be of great convenience to residents and visitors.

For example, if an electronic medical card is introduced, the time it takes for doctors to fill out paperwork will be significantly reduced and there will be more opportunities to work with the population.

For this purpose, 15 specialized medical centers, 11 multidisciplinary and 62 polyclinics in Tashkent will be connected to the "Single Electronic Medical Card" and "Electronic Polyclinic" information systems and integrated with private clinics. Such a system can be applied in other industries and sectors.

If we look briefly at other areas, there are important and urgent tasks in this regard.

In particular, the project includes the development and implementation of new software such as kindergarten, distance education, a single electronic ticket for urban public transport, construction control, electronic medical card.

Today, more than 600 healthcare, preschool and schools in Tashkent have high-speed Internet access. However, the work being done in this direction is still insufficient.

The telecommunications infrastructure is planned to complete the work on providing high-speed Internet to all more than 1,500 social facilities (schools, kindergartens and health care) within 2 years.

In order to improve the quality of public services and ensure openness and transparency of government agencies and organizations, extensive work is being done to introduce e-government, connect all government agencies to high-speed data networks, provide them with modern computer technology.

⁷ <https://kun.uz/uz/news/2020/07/06/raqamli-iqtisodiyot-rivojlanish-trendlari-va-xususiyatlari>

Digital Tashkent is undoubtedly a huge project that requires high financial and human resources. And it is envisaged that these processes will involve not only the government, the population on a partnership basis, but also private entrepreneurs. In short, the joint implementation of this project will strengthen our unity, increase the activity of our citizens in social life and contribute to the development of Uzbekistan and Tashkent.⁸

In conclusion, the launch of such large-scale projects in the Year of Science, Enlightenment and the development of the digital economy will rapidly increase the place and role of digital technologies in our lives, their coverage throughout the country. The system is constantly evolving, large-scale and complex projects are being implemented. However, we still have important tasks to perform. Indeed, the development of Uzbekistan is inextricably linked with the introduction and application of digital technologies in all areas and sectors.

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