JMEE

Journal of Marketing and Emerging Economics

| e-ISSN: 2792-4009 | www.openaccessjournals.eu | Volume: 3 Issue: 4

Improving the Quality of Electronic Services in Industrial Enterprises in the Digital Economy

Abduraimov Bun'et Muratovich
Independent researcher of Samarkand State University
bunetabduraimov@gmail.com

Abstract

In the article, the rate of development of electronic services in industrial enterprises and the factors affecting it are studied in the context of the development of the digital economy in Uzbekistan.

Keywords: *digitalization, industrial enterprises, digital enterprise, international quality system, digital transformation.*

Introduction. President of the Republic of Uzbekistan Sh.M. Mirziyoyev chaired the meeting of video selectors on September 22, 2020, on the issues of introducing digital economy and e-government in networks and regions: "The issue under consideration today is the biggest ground of our work on development and improvement of the life of our people," said the President. "All regional and network leaders should understand this, change their worldview, and start working hard to fulfill the mentioned tasks." The head of the state set the primary task of digitalization in the sectors of the national economy, in particular, the industrial sectors**.**

In the conditions of digital transformation, as in all spheres of activity in industrial enterprises, first of all, global changes are taking place in the management system, which does not exclude the modernization of the quality management system in general. The introduction of digital technologies requires the improvement of all business processes, the use of "additive" - "newly modern" methods in management, in turn, significantly reduces the complexity of processes and improves their quality. At the same time, digital transformation means not only changes in process management techniques and technology, but also the need to form a new digital culture based on digital thinking, which in turn is associated with changes in human capital management approaches.

Therefore, the practical application of the digital transformation process will help the new stage of development of industrial enterprises and the transition of processes in quality management to digital management in the cross-section of industries, taking into account the requirements of the technological approach. The use of digital modernization in management processes serves as a basis for the innovative development of the quality management system.

Analysis of literature on the topic. The field of digital economy is new, but researchers are conducting their research in this area. In particular, B.Kh. Khaidarov and S.A. The Saitovs commented on the concepts of digital economy and digital technologies in the article "The concept of the digital economy, its advantages, practical significance and foreign experience", and showed their importance in improving the standard of human living.

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A. Egamberdiyeva analyzed the state of the digital economy in the world and in Uzbekistan in her article entitled "Corporate management in the context of the digital economy: current state and development prospects". "However, the fact that Uzbekistan occupies the 103rd place among more than 170 countries according to the international index of development of information and communication technologies is due to the fact that there are still many issues that need to be solved in this field in our country. it indicates" - the conclusion was given. He justified the importance of the introduction of digital technologies in the management of the enterprise.

Research methodology. Methods such as induction and deduction, analysis and synthesis, and comparative analysis were used in the research.

Analysis and results. The main tasks of the innovative development of the quality management system in the conditions of digital transformation of industrial enterprises are as follows:

- continuous improvement of quality through monitoring and control based on regulatory and technical documents related to the field;
- formation of digital culture based on digital thinking and digital involvement of employees;
- improving the efficiency of decision-making based on the use of information technologies and new methods, managing the quality of the process;
- formation of new personnel potential through continuous training of employees in the use of information technologies and development of "digital competences";
- creation of a single information field based on electronic document circulation that regulates the quality management system.

Today, the digital world is gradually entering every household, neighborhood and society, as well as all state and commercial organizations, and also human life. This, in turn, has an unprecedented impact on the way of life of our society and our economy.

Table 1. Analysis of the volume of product production in Uzbekistan in 2021-2022 by industrial sectors

billion soum

Indicators	2021 year	2022 year	Growth rate, %
The size of the industrial product	**2 685 831,5**	**3 317 171,2**	**123,5**
Mining industry and operation of open mines	261 442,6	326 127,8	124,7
Manufacturing industry	2 212 352,2	2 740 401,9	123,9
Supply of electricity, gas, steam and air conditioning	193 018,7	233 036,7	120,7
Water supply; sewage system, waste collection and disposal	19 018,6	17 604,8	92,6

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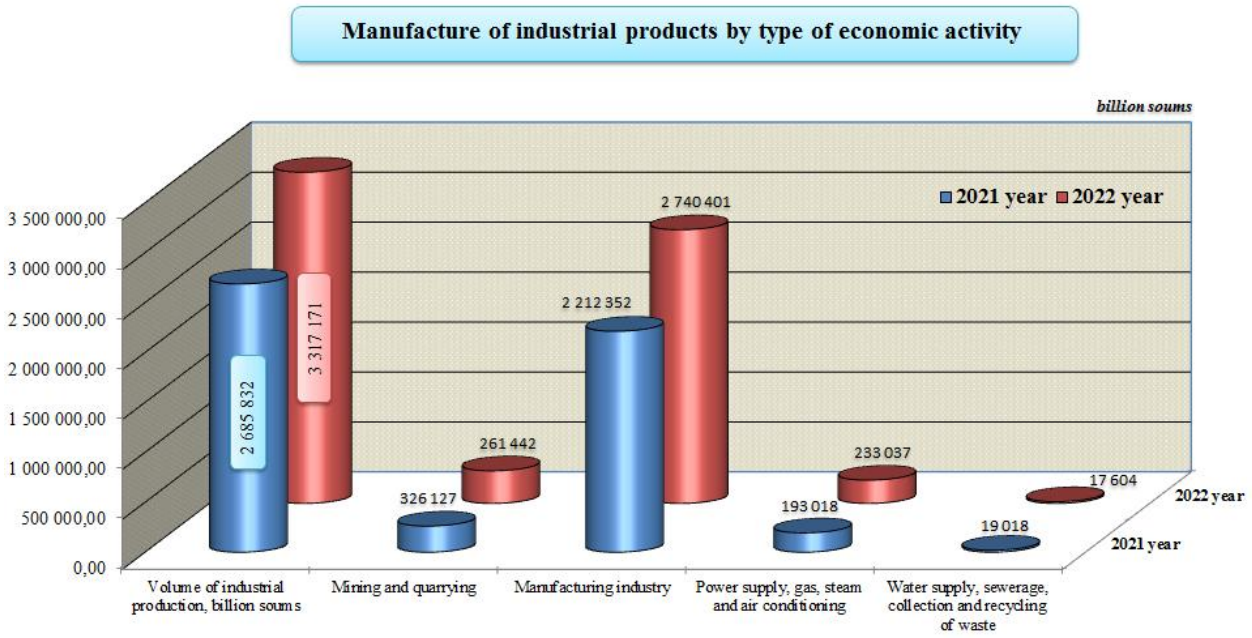

Figure 1. Product production dynamics in Uzbekistan's industrial sectors in 2021-2022

The results of the research showed that the volume of production by industrial sectors in Uzbekistan in 2021-2022 changed dynamically (Table 1, Figure 1).

As can be seen from the data presented in Table 1, the volume of industrial output in Uzbekistan in 2021 will be 2,685,831.5 billion soums, including mining and open-pit mining, 261,442.6 billion soums. manufacturing industry 2,212,352.2 billion soums, electricity, gas, steam supply and air conditioning 193,018.7 billion soums and water supply, sewage system, waste collection and disposal is 19,018.6 billion soums, and in 2021, the volume of industrial output is 3,317,171.2 billion soums, including mining and open-pit mining 326,127.8 billion soums, manufacturing industry 2,740,401.9 billion soums, electricity, gas, steam supply and air conditioning 233,036.7 billion soums and water supply supply, sewage system, waste collection and disposal amounted to 17,604.8 billion soms, that is, the volume of production of products in the entire industry increased by 23.5% in 2022 compared to 2021 , in which 24.7% in the mining industry and open-pit mining industry, 23.9% in the manufacturing industry, 20.7% in the electricity, gas, steam supply and air conditioning industry increased by , but decreased by 7.4% in water supply, sewage system, waste collection and disposal network. It can be seen from these data that the introduction of digital technologies in the industrial sector will make a great contribution to the development of the country in the future.

It is no secret that in the next 10 years, the use of "smart" intelligent technologies in production, transport, health care, education and many other areas. In recent years, the importance of competitiveness, which allows industrial enterprises to survive in a competitive environment, has increased dramatically. In the face of fierce competition, modern enterprises must quickly respond to the market situation. For this, it is necessary to develop strategies that allow timely response to the changing conditions of the external environment and adapt the internal processes of the organization to the requirements of the digital economy.

One of the important factors of increasing the competitiveness of industrial enterprises is the production of high-quality products. An increase in the quality of the product, in turn, leads to a significant improvement in production capabilities, for which it is necessary to improve quality indicators at all stages of production.

If managers do not see quality as a way of life, it will be difficult to implement efforts to improve quality. That is why product quality management is considered the most important activity for all personnel, from the head to the executive.

A digital enterprise is an organization that uses information technology (IT-information technology) as a competitive advantage in all areas of its activity: production, business processes, marketing and customer relations. In this case, organizations that have been operating in a traditional way are turning into companies with the ability to "think digitally" through digital transformation.

The product offered to the market by such an enterprise will be "digitalized". Accordingly, the automation of business and production processes is becoming more and more necessary. Processes such as monitoring the flow of documents, management of regulatory and technical documents, depending on the characteristics of the enterprise and the life cycle of the products it produces, become part of the digitization process of the industrial enterprise. Since quality management studies the internal process of a digital enterprise, the use of competitive advantages of the enterprise is considered one of the urgent directions of improving the digitization process of the quality management system. In this regard, it is necessary to consider the effectiveness of quality management systems in a modern economy undergoing an industrial revolution.

The tasks of information technology specialists and quality specialists are not only compatible with each other, but also complement each other in their daily work. This is especially evident when solving tasks related to the reorganization or complex implementation of information systems and technologies in enterprises.

The main stage of solving such problems is the description of production stages, which later forms the basis of the organization's quality management system. Such processes and production steps are the basis of the organization. As a rule, when the external environment changes, the means of collecting and analyzing information about these processes change, and the processes themselves do not change or change insignificantly.

Conclusions and suggestions. Thus, in conclusion, with the development of digital technologies, labor productivity, its quality, the quality of products or services produced in the enterprise undergo corresponding changes, and these changes lead to an increase in the efficiency and competitiveness of not only individual processes, but also the enterprise as a whole**.**

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