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HEYDAR ALIYEV'S E-GOVERNMENT REFORMS: THE CONCEPT OF "ELECTRONIC AZERBAIJAN" AND ACHIEVEMENTS IN HUMAN RESOURCE MANAGEMENT

Abstract. The article discusses the essence of the concept of "Electronic Azerbaijan" and the achievements of the Republic of Azerbaijan in this regard. Also, against the backdrop of the development of e-Azerbaijan, innovative innovations were presented, which digital transformations, the knowledge economy gave to the issues of human resource management in public administration. The immediate priorities and proposals in the field of human resource management are given.

Keywords: Electronic Azerbaijan, "Open Government", "Electronic Government Development Index", "Student-Graduate" state electronic information system, "ASAN Volunteers" organization, Regional Development Public Association, public administration, human resource management, ASAN Service, Heydar Aliyev.

The last decade of the 20th century was marked by dramatic changes in many countries of the world. The Republic of Azerbaijan gained independence after the collapse of the USSR. As in all areas, restructuring began in public administration.

Heydar Aliyev, who was elected President of the Republic of Azerbaijan in 1993, has taken serious steps towards human resource management in public administration.

Today, a system of state administration based on the rich experience of democratic countries has been created and formed in Azerbaijan. It is good that our highly qualified and nationally minded cadres have been trained for our system of state administration. Therefore, we have a high-level personnel potential in almost all spheres of public life.

Another important issue was the important work of Heydar Aliyev on the creation of "Electronic Azerbaijan". Using the experience of the leading countries of the world, he tried to build an information society in Azerbaijan and provide citizens with electronic

public services. To this end, on February 17, 2003, he signed a Decree approving the "National Strategy for the Development of Information and Communication Technologies of the Republic of Azerbaijan (2003–2012)".

This national strategy outlined priority issues for the future in the direction of creating an e-government in Azerbaijan, an e-economy, national information resources, as well as ensuring information security.

The Republic of Azerbaijan has joined the concept of open government since 2011. Currently, the concept of e-government is undergoing new transformations. Azerbaijan, including the countries that are leaders in e-government, are moving to the next stage of the system for providing public services and performing public functions – the stage of "digital government".

The term "open government" does not mean the state as a set of organizational and technological tools, but a special state of the public administration system. Open government, on the one hand, is understood as

transparency and accessibility of information about the activities of executive authorities, and on the other hand, as the participation and involvement of citizens in the public administration system, including the elementary protection of civil rights.

The Decree of the President of the Republic of Azerbaijan dated March 14, 2018 "On measures related to the development of e-government and the transition to digital government" states: "... in order to provide transparent, efficient and resource-saving services to citizens, full electronization of public services, conducting an analytical analysis of public information resources and creating opportunities for the use of the results by the state and the private sector of the industry that ensures the formation, management and mutual integration of public information resources and systems, it is necessary to apply a unified approach and standards in the field and accelerate the process of transition to digital government" [2].

According to local and foreign experts and official statistics, the dynamics of the E-Government Development Index in Azerbaijan shows an upward trend from year to year. In the United Nations E-Government Development Index 2022 report, we can note that the results of our country have improved significantly.

Fariz Jafarov, Director of the E-Government Development Center of the State Citizen Service and Social Innovation Agency under the President of the Republic of Azerbaijan, who was interviewed by the Azerbaijan State News Agency (AZERTAC) regarding the mentioned report, said that "The criteria of the said Index "Online services", "Telecommunication infrastructure" and "Human capital" include sub-indices.

In the 2022 report, the Republic of Azerbaijan ranked the country twenty-third among the first group of seventy-three countries with a high index score. Azerbaijan is also in eighth place in the list of sixteen countries of a high category that do not have access to the ocean" [6].

Today, the e.gov.az portal creates a continuous connection between government agencies and citi-

zens in the field of e-government in the Republic of Azerbaijan.

The "Electronic government" system is not just a technical solution, but an information environment in which hundreds of different organizations cooperate, provide and use the services, and for their successful interaction, first of all, regulatory legal acts regulating relations within the system are needed [1, p. 142].

In parallel with all these works, the implementation of the concept of e-government in the field of human resource management was carried out. Thus, Decree No. 225, signed by the President of the Republic of Azerbaijan on February 23, 2010, approved the Regulations on the state electronic information system "Student-Graduate". According to the decree, the State Examination Center (at that time it was called the State Student Admission Commission) was entrusted with the implementation of the necessary measures for the creation, enrichment and effective use of this electronic system.

It can be said with confidence that the creation of this system was the first big step taken towards improving human resource management in public administration and meeting the requirements of the information society. Here you can find all the necessary information about citizens who studied in the bachelor's and master's programs of higher educational institutions of our country. Ministries and committees of the country, other state enterprises have access to the State Electronic Information System "Student-Graduate", the information is regularly updated.

The State Agency for Citizen Service and Social Innovation under the President of the Republic of Azerbaijan, established by the Decree of Ilham Aliyev dated July 13, 2012, received the international certificate of management standard ISO 9001:2008 (in 2014). Centers "ASAN service" (Azerbaijan Service and Assessment Network – ASAN in English) under the auspices of this state agency began to provide services to the citizens of the country [5].

We will not exaggerate if we say that these innovation centers, which have no analogues among

the countries of the region, are a highly innovative project of our country in the field of public administration, e-government and human resource management. For this reason, in 2015 ASAN Service was awarded the UN Civil Service Award.

One of the successful steps taken by our country in the field of e-government and human resource management is the launch of the official website of the Higher Attestation Commission (HAC) under the President of the Republic of Azerbaijan (aak.gov.az). It should be noted that the above-mentioned Commission began its activities under the Cabinet of Ministers of the Republic of Azerbaijan in 1992, and then acted under the State Committee for Science and Technology. By the decree of President Heydar Aliyev dated January 6, 1994, the HAC came under the control of the President of the Republic of Azerbaijan and received the name "Higher Attestation Commission under the President of the Republic of Azerbaijan" [4].

If we talk about the contribution of the Higher Attestation Commission to human resource management in the public administration system of Azerbaijan, then we can say that on the official website of the Commission, those who defended dissertations in philosophy / sciences in the Dissertation Councils in the relevant specialties were created in research institutions and universities of the country, as well as the corresponding specializations, scientific degrees and important information about persons who received scientific names. In addition, on the site you can get extensive and reliable information about the Presidium, the Board, Expert Councils, Appeal Councils of the Higher Attestation Commission.

Speaking about the experience of Azerbaijan in human resource management in public administration, one cannot fail to mention the Decree of President Ilham Aliyev dated December 10, 2018 "On additional measures related to the improvement of the certification of scientific and scientific-pedagogical personnel of the Republic of Azerbaijan". Thus, one of the issues arising from the above-mentioned

Order was the creation of the National Information System "Scientific Personnel".

The National Information System "Scientific Personnel" provides access to information on the human resource potential of research institutions operating under the leadership of the National Academy of Sciences of Azerbaijan, the Ministry of Science and Education of the Republic of Azerbaijan, in addition to achieving new achievements in human resource management in public administration. The system also contributes as part of electronic science. This National Information System, put into operation in 2020, creates ample opportunities for conducting elometric and analytical assessments of human resources in the relevant field, and preparing electronic reports.

The priorities facing human resource management in public administration are reflected in detail in the "Strategy for the Development of Civil Service in the Republic of Azerbaijan for 2019–2025", approved by the Decree of the President of the Republic of Azerbaijan dated November 23, 2018.

A priority issue that occupies an important place in this Strategy is the preparation of a "Model Regulation on the personnel bodies of state bodies".

Our research has identified a number of priority issues related to this issue that need to be addressed. For example, we see that the ASAN Volunteers organization has attracted the attention of local and foreign researchers. In general, the experience of creating "ASAN service" centers in the state administration of the Republic of Azerbaijan plays the role of priority experience for many countries of the world. Some countries of the world are already trying to form their own alternative governance structures based on this experience of our country.

As we know, one of the main missions of ASAN Volunteers is the formation of a youth group that serves the national interests of our state, as well as sustainable institutional development, and supports the formation of a civil society that protects it.

In addition, the Regional Development Public Association (RDPA) of the Heydar Aliyev Foun-

dation has launched a volunteer program in the regions since 2017. By joining this program, every Azerbaijani youth over the age of seventeen can improve their knowledge and skills and achieve personal development, while actively participating in ensuring public control in the regions of our country.

In our opinion, it is possible to evaluate the further service life of the members of the ASAN Volunteers organization, as well as the RDPA volunteers who are directly involved in the implementation of important projects and events held by the state. for the development of the regions of Azerbaijan, as a necessary human resource in public administration.

In February 2023, the RDPA volunteers were directly involved in providing humanitarian assistance to victims of the devastating earthquake that occurred in various regions of the Republic of Turkey. Having become acquainted with this and their other activities, we are confident that these young people will become highly intelligent potential personnel who in the future will render valuable and honorable service to our country and people as civil servants.

An analysis of the scientific literature shows that the volunteer movement is widespread in many countries of the world at the regional and international levels. However, we have not come across the experience of researching and evaluating various volunteer movements as a personnel resource of public administration. Therefore, in the Republic of Azerbaijan, the assessment of volunteer youth as a possible potential of human resources in the field of public administration, the development and implementation of an appropriate concept will bring our country another global innovation in this area.

Speaking about future priorities, we should not forget about resolving issues related to the restoration of the activities of state bodies in the territories liberated from occupation. Today, the concept of "smart city" and "smart village" is being successfully implemented in Karabakh.

According to research, the implementation of the concept of "smart city" and "smart village", given to the information society by digital transformations, requires solving the problem of developing the potential of human resources in terms of its two components. bilateral evaluation.

Thus, the restoration of the activities of state bodies in the liberated territories shows the need to adapt human resource management to innovative innovations, the knowledge economy, the concept of "smart city" and "smart village".

Today the world is on the threshold of the IV Industrial Revolution. According to the agreement between the Davos World Economic Forum and Azerbaijan on the establishment of a Regional Center for the Fourth Industrial Revolution in Baku, the Azerbaijan Center for the Fourth Industrial Revolution Network was opened in our country in 2022.

President Ilham Aliyev at a conference dedicated to the results of the first year of the implementation of the "State Program for the Socio-Economic Development of the Regions of the Republic of Azerbaijan for 2019–2023" stressed that:

"...The choice of Azerbaijan as a center in this region, in the South Caucasus, in Central Asia, is certainly a great event, the President of the Forum and I signed a protocol of intent, now work will begin, and Azerbaijan should be the leader of the Fourth Industrial Revolution" [3].

Along with the knowledge economy, new trends in the world of science require the development of such important skills as creativity, intuition and thinking that artificial intelligence cannot possess. It should not be forgotten that public administration and economic progress are based on the development of useful knowledge. Thus, the challenges of the IV Industrial Revolution, the rapid development of cloud technologies, the concepts of Big Data, Data Mining, Machine Learning, IoT Technologies, as in all areas, new perspectives in public administration, human resource management and priority needs.

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