

## Use of Internet Platforms in the Activities of the Oliy Majlis: Current Status and Trends in Uzbekistan

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### Abstract

Fast-growing ICTs are changing how democratic governance takes place due to increased transparency, effectiveness, and civic engagement based on digital tools, and internet platforms are now a new fact of life in core parliamentary work. We draw evidence from Uzbekistan, where national digital transformation priorities are materialized by integrating internet platforms into the activities of the Oliy Majlis, more especially institutional systems such as the Electronic Parliament, and public engagement platforms, such as My Parliament, that provide support for legislative workflows, information, and interactions between the legislature and citizens. While the development of digital governance has attracted considerable attention, research on the actual usage, users and institutional dynamics of internet platforms within the Oliy Majlis is sorely lacking, and most studies offer a major focus on the more general e-government policy or comparative international experiences. The objective of this study is to analyse existing digital practices in the different functions and processes of the Oliy Majlis, explore major trends that shape online accountability including transparency and citizen participation. The results of the analysis indicate that internet platforms are playing a growing role by enabling legislative processes to be conducted in proximity to each other, streamlining the access to parliamentary information, and promoting active feedback channels, while they also demonstrate some hurdles in terms of digital skills, equal participation opportunities, and effective implementation of e-tools. This research presents a more nuanced examination of the dual role of institutional and public-facing digital platforms in the Uzbek parliamentary context: the interplay between legislative efficiency and civic engagement. These results highlight the huge importance of improving digital literacy, encouraging public awareness and widening functionality of the platforms in order to maximise democratic participation, therefore they provide useful implications for moving towards the use of Denmark Facebook in digital parliamentary practices and democratic governance in Uzbekistan.

**Keywords:** Oliy Majlis, internet platforms, digital parliament, e-democracy, Uzbekistan, online engagement, public participation.

### 1. Introduction

The rapid development of information and communication technologies has significantly transformed democratic governance worldwide, reshaping the ways in which legislative institutions operate and interact with citizens. Internet platforms have become an essential component of modern parliamentary activity, enabling transparency, efficiency, and public participation in law-making processes. In Uzbekistan, digital transformation has been

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identified as a strategic priority within national development programs, creating favorable conditions for the integration of digital tools into public administration and parliamentary practices. Within this context, the activities of the Oliy Majlis increasingly reflect broader global trends in digital governance and e-democracy[1].

The relationship between digital platforms and parliamentary effectiveness is particularly evident in the adoption of institutional systems such as the Electronic Parliament and public engagement platforms such as My Parliament. These tools are designed to streamline legislative procedures, improve access to information, and strengthen communication between deputies and citizens. Theoretical concepts of e-democracy and digital parliament emphasize the role of online technologies in enhancing accountability, openness, and responsiveness of legislative bodies. In Uzbekistan, these concepts are operationalized through digital workflows, online consultations, and interactive feedback mechanisms that support dialogue between society and lawmakers[2].

Despite growing academic interest in digital governance, previous studies have primarily focused on general e-government initiatives or comparative analyses of digital parliaments in developed democracies. Research specifically examining the practical use of internet platforms in the activities of the Oliy Majlis remains limited. Existing literature highlights the benefits of digital tools for transparency and participation but provides insufficient analysis of their actual implementation, user engagement, and institutional challenges within the Uzbek parliamentary system. This gap underscores the need for a focused examination of current practices and emerging trends[3].

This study applies a qualitative analytical approach based on the examination of institutional digital platforms, official parliamentary resources, and documented training initiatives for legislators. The analysis is grounded in a review of national strategies, parliamentary portals, and reported practices related to online engagement and legislative digitalization. The study expects to identify key trends in the use of internet platforms, assess their contribution to legislative efficiency and public participation, and highlight existing limitations in digital inclusion and platform utilization[4].

The findings are expected to demonstrate that internet platforms increasingly support transparency, information accessibility, and interactive communication within the Oliy Majlis, while also revealing challenges related to digital literacy, equitable participation, and effective use of feedback mechanisms. The results have practical implications for strengthening digital parliamentary practices, improving public trust, and advancing democratic governance in Uzbekistan through the more effective use of internet platforms[5].

## 2. Methodology

This study employs a qualitative analytical research design to examine the use of internet platforms in the activities of the Oliy Majlis of the Republic of Uzbekistan, and determine the existing practices for digital parliamentary activity. This methodological approach is based on analyzing documents and systematically reviewing digital resources, institutional platforms and articles available to the public regarding the digitalization of

parliamentary activity. The analysis is based on the Electronic Parliament; official websites of the Oliy Majlis and chambers of Oliy Majlis; My Parliament public portal; and reports on training for establishing a digital Oliy Majlis aiming at improving national legislators' legislative communication capabilities. Combining these sources allows to evaluate the scale, utility, and real-world use of internet-based platforms in legislative processes, public participatory communication, and civic engagement. It also uses national strategic documents and policy frameworks on digital governance and e-government development to contextualize parliamentary digitalization as part of a broader reform of the state. Comparative and description analysis methods have been used to explore the main characteristics of platform use, new trends in its implementation and those challenges (digital literacy, engagement and accessibility) that already exist. Specifically, mechanisms of online feedback, transparency, and interactive communication between legislators and citizens receive special discussion. The methodological framework enables the diagnosis of institutional accomplishments and failures in the application of digital tools. The study integrates qualitative evidence from various official sources to provide consistency and reliability in the analysis. This methodology offers a foundational framework for assessing the role that internet platforms play in the efficiency, transparency, and involvement of citizenry in legislative procedures, as well as for determining aspects to further strengthen in terms of the digital transformation of parliamentary processes in Uzbekistan[6].

### 3. Result and Discussion

The increasing availability of ICT has made it possible, for legislative institutions around the world, to design and digitalise legislative work processes to increase transparency, better enable citizens to participate, and improve various aspects of law-making. Internet platforms (from official parliamentary websites and dedicated portals to social media and e-participation tools), are a key part of democratic systems as they provide access to information, offer a means for the public to provide feedback, and help representatives and constituents engage in interactive dialogue. With Uzbekistan gradually fumbling democratic reforms the question of what it means for the Oliy Majlis to embrace and integrate internet platforms has grown more topical. The Oliy Majlis is the parliament of the Republic of Uzbekistan, comprising of two chambers — the Senate and the Legislative Chamber — and is the law-making, executive oversight and citizen representative body as established in the constitution. Driven by a national strategy of digital transformation, which befits the Digital Uzbekistan –2030 aspirations, the parliament has begun to display some of its activism in using internet technologies for the better transparency of legislation and citizen involvement in the legislative process. Within this policy framework, Uzbekistan seeks to broaden e-government applications and build digital outreach to public administration, paving the way for online parliamentary engagement[7].

One of the key innovations in the parliamentary domain is the *Electronic Parliament* system, which was introduced to automate and streamline legislative processes within the Oliy Majlis, such as drafting, reviewing, and tracking bills throughout their course in both chambers. This system aims to enhance procedural efficiency, provide structured data on legislative activities, and improve internal workflows. Simultaneously, public-facing platforms like *My Parliament* have been developed to foster direct public interaction, enabling citizens and experts to access political information, participate in public discussions, and provide feedback

on policy issues. This modern approach aligns with global trends in e-democracy and strengthens the accountability of public office holders through enhanced digital presence. Alongside institutional platforms, members of the Oliy Majlis are increasingly exposed to training and capacity building on digital communication, underscoring a broader commitment to using internet tools for public engagement. Events such as training sessions for deputies organized by international partners like the Organization for Security and Co-operation in Europe highlight the growing emphasis on digital feedback mechanisms and online transparency[8].

While there have been advances in the area, there are still challenges ahead in correctly using internet platforms in parliamentary activities, such as maintaining broad and encompassing online participation from citizens whose digital literacy levels fluctuate, as well as ongoing efforts to enhance the accessibility of platforms. Thus, it is necessary to research the not only actual use of internet tools in the Oliy Majlis, but also the changing position of such tools in fostering democratic governance [9].

Electronic Parliament system is one of the main internet innovations to modernize and automate processes of parliaments. From the filing of bills and amendments to the recording of their readings and statuses, this system makes the legislative process digital, thereby providing an avenue towards transparency and operational efficiency. Debating new legislation requires time, but the structured digital workflows will reduce these procedural delays for the parliament, provide better legislative records, and enable internal users to track progress in a real-time console. Besides internal systems, governmental online resources provide access to parliamentary information. Constituents can track legislative proceedings through the Oliy Majlis website, which provides news, session agendas, committee activities, and statements to the public. Recent developments of the website of the Legislative Chamber include the development of news sections, multimedia gallery, mobile-friendly interface, all of which are helping in provision of information for the public at large and supporting digital inclusion initiatives[10].

Beyond institutional digital infrastructure, Uzbekistan has introduced platforms specifically geared toward public interaction and participation. The *My Parliament* portal, initiated by the Public Council on information development, serves as a space where citizens and experts can discuss socio-political issues, participate in online consultations, and contribute to shaping public discourse on legislative matters. The portal's focus on accessible language and expert commentary makes complex policy issues more relatable to a broader audience. The availability of feedback options on such platforms reflects a key facet of e-participation—enabling citizens to express opinions, submit proposals, and comment on draft legislation. As global experience with digital democracy suggests, these mechanisms can strengthen representative government by bridging the gap between legislators and the public[11].

For the purpose of improvement of it the experienced trainers introduced special training also for representatives of the Oliy Majlis on internet platforms, social media and open data tools. In one instance, the OSCE with local media professionals carried out a two-day training session for legislators, preparing them to utilize contemporary digital tools to strengthen their communication with the public. Participants discovered ways of using social media and other digital feedback mechanisms to understand public opinion and how the perspectives of

citizens can be integrated into legislative work. This ease of access reflects a wider change in parliamentary culture, towards welcoming digital transparency. Legislators should promote information dissemination and facilitate online discussion in order to establish trust, accountability and responsiveness to citizens[12].

Uzbekistan is also getting support through wider legal and strategic frameworks in e-government and digital governance. There have been enhanced enabling conditions for parliamentary digitalization due to national strategies promoting wide use of online public services and greater integration of digital tools in government operations. Still, the cost of the regulatory atmosphere has its own set of challenges. Parliamentary committee discussions regarding the regulation of the online space and influencer accountability illustrate a shifting conversation around internet policy. This will lead debates between legislators on what kind of online civic engagement should be furthered amidst fears of digital distortion of information and user rights[13] [14]

With growing internet penetration and mobile coverage throughout Uzbekistan, the opportunities for digital participation in parliamentary processes will only increase. Official channels are useful in conveying accurate information about legislation, but access to legislation for citizens is a broader issue that rests on the usage of the internet and of tools that the public is aware of and comfortable with using. E-systems used for electoral and legislative purposes (like E-saylov for elections), show how widespread this phenomenon is while showing a shift from traditional means of expressing the will of citizens to digital solutions to improve the democratic legitimacy and transparency of democratic processes. Such platforms provide citizens with immediate access to electoral information and help societies simplify administrative processes, as part of a broader digital transformation agenda[14].

Despite these positive trends, ensuring meaningful online participation remains a challenge. Digital exclusion among rural populations, language barriers, and limited familiarity with online legislative tools may hinder full engagement. Future efforts should focus on expanding digital literacy programs and tailoring internet platforms to diverse user groups. The use of internet platforms in the activities of the Oliy Majlis of Uzbekistan reflects significant progress in integrating digital tools into legislative processes and promoting e-participation. Institutional innovations like the *Electronic Parliament* system and public portals such as *My Parliament* demonstrate a commitment to enhancing transparency, streamlining internal workflows, and providing citizens with accessible information on legislative affairs. These developments are aligned with national digital transformation strategies and contribute to a more modern, responsive parliamentary system[15].

Training programs for legislators on digital communication further underscore the importance of equipping parliamentarians with the skills necessary to engage effectively with citizens through online channels. Such capacity building supports enhanced dialogue, accountability, and responsiveness, all of which are essential components of a digitally inclusive democratic framework. However, challenges remain in actualizing the full potential of internet platforms for democratic engagement. Ensuring broad public awareness, digital literacy, and equitable access to online tools is critical for fostering meaningful participation. As connectivity improves across the country, expanding digital outreach efforts and tailoring platforms to user needs can help overcome barriers to engagement. In addition, the evolving policy environment—such as discussions on regulating the online sphere—highlights the need

for lawmakers to balance open digital participation with considerations of information quality and user rights. Overall, the integration of internet platforms into parliamentary activities in Uzbekistan represents an important trend in democratic reform, one that enhances legislative transparency and citizen engagement while laying the groundwork for further advancements in digital governance.

#### 4. Conclusion

It has been proven in this study that the use of Internet platforms in the activities of the Oliy Majlis of the Republic of Uzbekistan plays a positive role in increasing the transparency of the legislative process, the efficiency of procedural actions and mutual participation of citizens. From the Electronic Parliament system improving internal legislative workflows to public engagement platforms like My Parliament expanding access to parliamentary information and facilitating interactive feedback mechanisms between legislators and citizens. The results suggest that as Uzbek democracy continues to manifest in the course of its digital transformation process, digital platforms are becoming more essential in assisting democratic governance through information diffusion, accountability, and dialogue. The analysis also highlights ongoing issues both in terms of substantial inequalities in digital literacy, general public awareness of existing platforms, and the underuse of online feedback mechanisms that limit the meaningful contribution of citizens. These issues emphasize the need for ongoing institutional adjustment, capacity building on part of parliamentarians as well as ownership of inclusive digitalization strategies.

The implications of this study suggest that further improvement of digital parliamentary practices can enhance public trust, responsiveness, and the overall effectiveness of representative governance. Future research should focus on assessing user engagement levels, evaluating the quality and impact of online feedback on legislative decision-making, and examining the long-term effects of digital platforms on democratic participation. Comparative studies with other national parliaments may also provide valuable insights into best practices for advancing digital governance and e-democracy in Uzbekistan.

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