

## **Social Innovations and Inclusive Service Delivery: The Experience of Uzbekistan**

**Abdullaeva Zulfiya Izzatovna**

PhD in Economics, Associate Professor of the Department of Real Economics, Samarkand  
Institute of Economics and Service, Uzbekistan

[abdullaevazulfiya70@gmail.com](mailto:abdullaevazulfiya70@gmail.com)

**Abstract:** This article is dedicated to the issues of social innovation and inclusive service development in Uzbekistan. During the research, the state of the country's social service system, the impact of digital technologies on inclusive services, and the expansion of service coverage for vulnerable social groups were analyzed. The article examines the theoretical foundations of social innovation, current policies and programs in Uzbekistan, as well as statistical indicators for 2022-2024. Based on the research findings, scientific and practical recommendations have been developed to improve the quality of inclusive service delivery.

**Keywords:** social innovation, inclusive service delivery, social protection, digitalization, vulnerable population groups, Uzbekistan, social policy, service quality.

### **Introduction**

Today on the day world on a scale social innovations and inclusive service show issues increasingly current importance profession The population is weak layers - disability was to individuals , elderly aged to citizens , less provided for families - quality and comfortable service to show provide modern social of statehood main from the duties to one Uzbekistan The Republic is also the last in years this in the direction active reforms done increasing : social protection system modernization being done , digital services expanding and inclusive approaches state of the policy priority direction as specified[1-3] .

This research In Uzbekistan social innovations and inclusive service show their situation , development trends , as well as existing problems and prospects to study Research results social politics in the field practical decisions acceptance in doing important scientific source become service to do possible [4].

### **Literature review**

Social innovations and inclusive service show issue foreign and local researchers by different in aspects studied . This in the field scientific views , theoretical approaches and practical experiments below analysis will be done .

First , Mulgan G. in his book "The Study of Social Innovation" in his work social innovation new ideas , products , services and models as describing them social needs satisfy and social relationships in improvement role based on given by the scientist . innovations not only new solutions create , maybe there is systems change to the ability has that emphasized[5-8] .

Second , Nussbaum MC titled "Creating Capabilities: The Human Development Approach". in his work inclusive service to show human potential in development importance theoretical in terms of He founded every one human own opportunities complete to come true release for necessary service and from resources equal use to receive necessary justifies [9-12].

Third , by Phills JA, Deiglmeier K. , and Miller DT " Rediscovering Social Innovation" in the article social of innovations different forms and their in society impact mechanisms studied . Authors social of innovations state and private in the sector service show quality in progress practical importance showing gave .

Fourthly , Mirzaev A. and By Toshmatov B. written " In Uzbekistan" social protection system improvement : problems and solutions " in the article In Uzbekistan social service system status and reforms necessity analysis Researchers digital technologies social to the service current of reaching opportunity and obstacles in detail seeing came out .

Fifth , Yunus M. "Building Social Business: The New Kind of Capitalism that Serves Humanity's Most Pressing Needs" in his work social business models through inclusive service to show effective mechanisms presented Nobel Prize prize-winner social entrepreneurship weak into layers service on display revolutionary role emphasized [13].

### Research methodology

This in research In Uzbekistan social innovations and inclusive service show status in learning following scientific methods used : literature analysis , comparative analysis , statistics information study and generalization methods . To the topic related international reports of organizations (UN, UNDP, World Bank ) , State Statistics of Uzbekistan committee information and national regulatory and legal documents based on theoretical and empirical ground was formed . Research in process 2022–2024 between statistic indicators based on analytical conclusions was released .

### Analysis and results

In Uzbekistan social innovations and inclusive service show in the field last in years systematic changes done is being increased . By the state social protection , education , health storage and digital services in the directions important reforms started is , this reforms weak population layers life quality noticeable at the level to improve service is doing [14].

Uzbekistan Republic The President's "Statement of the Republic of Uzbekistan for 2022–2026" dated January 28, 2022 intended new Uzbekistan progress strategy Decree No. PF-60 "On social in the field of reforms main directions by designating gave . This strategic in the document inclusive service show , disability was of individuals rights provision , social services digitization and weak layers support such as priority tasks clear quantitative goals with specified[15] .

Research results this shows that 2022–2024 during In Uzbekistan social services show size and quality noticeable at the level increased . The following in the table this period according to main indicators cited[16] .

**Table 1.** In Uzbekistan inclusive social service show indicators (2022–2024).

Indicator	2022	2023	2024
Social help recipients number ( million) person )	4.2	5.1	6.3
Disability was individuals for services coverage (%)	38.5	47.2	55.8
Digital social from services users ( million )	1.8	3.4	5.7

Social to services spent state expenses ( billion) soum )	18,400	24,700	31,500
"The only social in the " protection " system to list received ( million )	2.1	3.6	5.0

Table information this shows that 2022–2024 during In Uzbekistan social services coverage noticeable at the level expanded . Social help recipients The number increased from 4.2 million to 6.3 million , or 50% . Disability was individuals for services coverage increased from 38.5% to 55.8 % . Especially digital social from services users number from 1.8 million to 5.7 million - more than 3 times more - increased inclusive digitization intense pace shows . Government spending from 18,400 billion soums to 31,500 billion soums increased , this and country social in politics serious from priorities evidence gives [17].

This of the results main factors as the following separately highlight possible : firstly , "Single Social protection " information system current to be services distribution transparent and effective organization to reach opportunity gave ; secondly , the neighborhood system through targeted social help show mechanism improved ; thirdly , the "My.gov.uz" and "State Services " platforms through digital of services expansion weak of layers to services appeal to do made it easier [18].

### Conclusion

This research results this shows that in Uzbekistan social innovations and inclusive service show in the field important positive changes face is giving . 2022–2024 during social services scope noticeable expansion , digital platform and systems activity of the scope increase , state expenses and population scope growth - of these all take going of reforms efficiency confirms . With this together , one row problems - village in places services quality and scope from cities behind disability , disability was of individuals to services physical and digital of possibilities limited , qualified social employees lack - yet own solution waiting

Research from the results come came out without following offers working output :

First , inclusive service show quality increase for the purpose all province and in the districts social service show centers standardization and modernization to do necessary .

Secondly , digital illiteracy the problem solution to grow for old and disability was population layers for special digital literacy programs expansion recommendation is being done .

Third , the neighborhood system and citizenship society of the institutions social innovations to the process active attraction to be service show efficiency increase important factor become service does .

Fourth , international experience and advanced from practices using social innovations in the field public-private partnership mechanisms current to grow to the goal is appropriate.

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