

Corruption In Uzbekistan, Political and Legal Strategy For The Fight Against It

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Abstract: Corruption is one of the global problems that must be solved on a global scale. This scourge seriously undermines the political and economic development of any state and society, leading to the violation of human rights and freedoms. Therefore, the fight against it has acquired international significance and is among the important issues of world politics. The article analyzes the legislative documents on the fight against corruption in the Republic of Uzbekistan. The experience of countries with rich experience in the fight against corruption is also studied.

Keywords: Corruption, Bribery, Honesty Vaccine, Corruption Index, Great Future, Compliance Control, E-Government, Public Control

Introduction

Corruption is a terrible evil that torments society in various ways. Corruption undermines citizens' trust in social justice and government bodies, negatively affects the country's economic growth, and also leads to the deterioration of the socio-spiritual environment of society. In order to combat this evil, our country, along with the ratification of international documents in this field, has adopted legislation on combating corruption, and extensive work is being carried out to ensure their implementation.

Corruption is one of the main obstacles to the development of society and the economy, entrepreneurship and the investment environment. According to data, this evil causes an average of \$ 2.6 trillion in damage to the world economy every year.

Our country has not escaped this problem either. Although Uzbekistan has risen 12 places in the Transparency International index, which studies the level of corruption in the world, over the past three years, this evil has not yet been eradicated.

According to our compatriots, corruption is widespread in the fields of healthcare, education, banking, customs, courts, prosecutor's office, internal affairs, utilities, as well as in the recruitment of citizens.

For example, according to analyses, 25-30 percent of expenditures in the healthcare system are spent inefficiently. The system of public procurement in many areas is not transparent.

In his Address to the Oliy Majlis, the Head of State emphasized the need to move from combating corruption to early prevention, and proposed the creation of a separate body that would be responsible for combating it and would be accountable to the parliament and the President.

The "State Program on the Implementation of the Strategy of Actions in Five Priority Areas of Development of the Republic of Uzbekistan in 2017-2021 in the Year of Development of Science, Education and the Digital Economy" also stipulated the development of a draft regulatory legal act on the establishment of this independent body by May 1, 2020.

It is worth noting that the establishment of independent bodies to combat corruption can also be seen in world experience.

In particular, countries such as Singapore, the Republic of Korea, and India have extensive experience in establishing separate specialized bodies operating in the field of combating corruption.

Methodology

In Singapore, a permanent specialized body, the Corrupt Practices Investigation Bureau, which has political and functional independence, was established in 1952 and is an important link in the fight against corruption. This independent body takes measures to prevent corruption in the public and private sectors of the Singapore economy, and any form of "reward or gift" given to officials is considered corruption.

The bureau investigates cases of abuse among officials and reports them to the relevant authorities for consideration of liability measures.

The bureau studies and analyzes the working methods of state bodies that may allow corruption in order to identify possible shortcomings in the management system.

If it is concluded that the identified shortcomings in the activities of these state bodies may lead to corruption and other violations, the Bureau will make recommendations to the heads of these bodies on taking appropriate measures.

In the Republic of Korea, the Independent Commission on Combating Corruption (Anti-Corruption and Civil Rights Commission) is accountable only to the President; this commission coordinates anti-corruption policy in the country, is engaged in improving anti-corruption legislation, carries out international cooperation on issues of raising awareness of corruption risks, submits periodic reports on the implementation of anti-corruption programs, and performs several other tasks.

In India, since 1964, the Central Vigilance Commission (CVC) has been engaged in combating political corruption. This body exercises state control over compliance with the requirements of anti-corruption legislation by government agencies.

Separate state bodies for combating corruption also exist in European countries. For example, in Finland, the fight against corruption is handled by the Justice Ombudsman (Finnish: Justice-Ombudsman), who is appointed by the president and is independent of other state bodies. Similarly, in France, the Central Service for the Prevention of Corruption (French: Service central de prevention de la corruption, SCPC), in Romania, the National Anti-Corruption Directorate, in Latvia, the Bureau for the Prevention and Combating of Corruption, in Lithuania, the Special Investigation Service, and in Ukraine, the National Anti-Corruption Bureau actively fight against corruption.

The establishment of an independent body that will firmly fight corruption in our country will be of great importance in eliminating various forms of corruption and will serve to make the reforms being implemented today more effective.

Because, as our President said, we need to move from fighting the consequences of corruption to preventing it early. Unless all segments of the population, the best specialists, are involved in the fight against corruption, unless all members of our society are vaccinated with, so to speak, the "vaccine of honesty", we will not be able to achieve the high goals we have set for ourselves .

Various state organizations in Uzbekistan are also developing their ways to combat corruption.

A few days ago, we reported that the State Committee "Davergeodezkadastr" has taken a unique approach to combating corruption. According to the order issued by the committee, if a criminal case is initiated against a person who is offered a bribe and does not accept it, but reports this to the relevant body, takes the initiative and intends to give a bribe, employees are given a financial incentive greater than the offered bribe.

However, it is possible that a person who comes to an employee can also incite a person to give a bribe?! This is a situation that will be analyzed at length. The website "Finansist.uz" published information on the experience of developed countries in the world in combating corruption.

"Buyuk Kelajak" International Non-Governmental Non-Profit Organization (INPTO) (hereinafter referred to as the "Organization") values its reputation and strives to maintain a high level of ethical standards in carrying out its activities. The actions of members, participants, employees, founders, as well as other persons acting on behalf of the Organization (hereinafter referred to as "members") play a significant role in ensuring these standards.

The purpose of this document is to establish the Organization's policy on combating bribery and corruption, loyalty to the proper management of the Organization's assets, honesty and integrity, transparency, and accountability. This policy strictly applies to all members, partners, agents, consultants, contractors, and other persons or organizations associated with "Buyuk Kelajak".

Bribery or corruption is an act committed to influence a person in the performance of his duties and induce him to act in a manner that a person of high moral character would consider dishonest in the circumstances in which it occurred.

Bribery is defined as: a) the promise, offer or offer of an illegal advantage to a public official or a participant, either personally or through intermediaries, directly to an official or another natural or legal person, to induce them to take any action or refrain from taking any action in the performance of their official duties; b) the solicitation or acceptance by a participant, either personally or through intermediaries, of an illegal advantage to themselves or another natural or legal person, to induce them to take any action or refrain from taking any action in the performance of their official duties. Corruption is the unlawful use of one's position or official position by a person to obtain material or non-material benefits for personal gain or the benefit of others, or to provide such benefits illegally. Bribery does not always mean the provision of cash. Gifts, hospitality, and temporary accommodation can also be bribes if they are intended to influence decision-making. The Law of the Republic of Uzbekistan "On Combating Corruption" entered into force on January 4, 2017. By the relevant articles of this Law and the Code, bribery by individuals is punishable by imprisonment and/or fines.

Being convicted of a crime related to bribery or corruption has serious reputational and financial consequences for "Buyuk Kelajak".

The organization prohibits the offering, giving, solicitation, or acceptance of any bribe, whether in monetary form or any other form, or the solicitation of corruption by:

- any person or company, regardless of their location, whether a government official, a government agency, or a private individual or company;
- any individual member, participant, employee, partner, agent, consultant, contractor, or other person or body acting on behalf of the organization;
- to act in any manner that is considered improper for an individual or any person associated with an individual, or to obtain any commercial, contractual, or regulatory privilege for any personal gain, money, or other advantage.
- This policy is not intended to prohibit the following types of activities (provided that these types of activities are appropriate, proportionate, and duly registered):
- customary hospitality activities (costs not exceeding market prices and approved by the Coordination Council);
- reducing the time required to provide services, provided that these services are officially registered and are available to all upon payment of a fee;
- providing additional resources to assist a person or government body in making more effective decisions, provided they are intended solely for this purpose.

We understand that sometimes it is difficult to determine the appropriateness of a potential course of action. If you have any doubts that a potential action may violate this policy or the provisions of the law, the matter should be referred to the Compliance Officer.

The organization will thoroughly investigate any actual or potential violations of the provisions or spirit of this policy. Members who violate this policy will be subject to administrative action, up to and including termination from Buyuk Kelajak .

Bribery can occur in many areas of the organization. Here are some important areas you should be aware of, including:

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- Excessive gifts, entertainment, and hospitality may be used to influence decision-makers. Gifts, entertainment, and hospitality are considered appropriate if reasonable and approved by the Compliance Committee.
 - Any gift or hospitality given or received more than \$50 (or equivalent) must be reported to the Compliance Officer;
 - Facilitation payments are used by companies or individuals to facilitate or expedite the performance of routine or necessary actions. The use of such services is prohibited unless these services are officially recognized. Buyuk Kelajak does not allow or justify such payments.
 - Any other form of "exchange of equal value" or "combination of equal value" that is not properly documented and approved by the Coordination Council is inappropriate. Illegal payments should never be accepted to obtain new contracts, retain existing contracts, or secure any illegal benefits.
 - The activities of third parties with whom Buyuk Kelajak works together may include several individuals, such as agents, consultants, and contractors acting on behalf of Buyuk Kelajak. Due diligence should be exercised, and all counterparties should be verified. Third parties should only be involved in areas that are commercially justified by the relevant contract. Any payments to third parties should be properly approved and documented.
 - Document management can be used to conceal bribery or corruption. Documents and their proper maintenance should be under constant control. All our records and documents are accurate, complete, and transparent. The Compliance Officer is responsible for maintaining documents within his/her area of responsibility. Documents related to the "Buyuk Kelajak" protocol section are maintained by relevant working groups, as well as by the Organization's employees.

All members and employees of Buyuk Kelajak are responsible for preventing, detecting, and reporting cases of bribery and corruption. If you become aware of or suspect that a certain activity or action constitutes bribery or corruption, you must immediately report it to the Compliance Officer or the Organization's Coordination Council.

Akmal Burhonov, Director of the Anti-Corruption Agency, told Kun. Uz that it is planned to disclose persons who have committed corruption crimes and have been held accountable in each sector. The head of the agency noted that work is currently underway on the E-antikor platform.

"We plan to disclose persons who have committed corruption crimes and have been held accountable in each sector on this platform. We will post this information on the Internet every six months or at certain intervals.

"The time has come for this, and most importantly, the ministries and departments themselves are ready to do this - to clean up their sectors.

The leaders have come to understand that if there is one corrupt act in this or that government department, the reputation of the entire system will be damaged. Today, both the leadership of sectors with a high risk of corruption and law enforcement agencies are

expressing their readiness to openly expose those who committed such crimes," Burkhanov said .

Legislative analysis. The legal basis for combating corruption-related crimes is largely reflected in the current "Criminal Code of the Republic of Uzbekistan". This can be seen in the following:

The following articles of the Criminal Code of the Republic of Uzbekistan provide for "Crimes related to corruption":

1. Plunder by embezzlement or embezzlement (Article 167);
2. Fake entrepreneurship (Article 179);
3. Fake bankruptcy (Article 180);
4. Violation of customs legislation (Article 182);
5. Evasion of taxes or other mandatory payments (Article 184);
6. Abuse of power or official authority (Article 205);
7. Going beyond the scope of power or official authority (Article 206);
8. Fraudulent conduct (Article 209);
9. Bribery (Article 210);
10. Bribery (Article 211);
11. Intermediation in the giving and receiving of bribes (Article 212);
12. Demanding payment by extortion (Article 214);
13. Legalization of proceeds from criminal activity (Article 243);
14. Smuggling (Article 246) Although there is a definition of the concept of "Corruption" in international law and our current legislation. These articles not only fail to fully reveal the essence of corruption, but also do not allow for an adequate assessment of corrupt actions.

The absence of a law in our current legislation that would incorporate the concepts of "official", "civil servant" and "state administration bodies" has led to some misunderstandings in relations related to public administration in Uzbekistan, in determining the status of officials, in implementing anti-corruption activities in our country, and in the procedural assessment of acts committed by them in search and rescue activities, investigations and judicial proceedings. Unfortunately, the current criminal legislation does not establish liability for many of the corruption acts that exist today. For example, these include collecting secret funds to achieve a certain political goal, making payments or other payments for a high-ranking position, "familiarizing" when distributing shares of organizations or conducting auctions, creating privileges in tax or customs payments in exchange for a certain fee, and taking various economic entities within their sphere of influence under the protection of interested officials.

On January 4, 2017, the Law "On Combating Corruption" came into force.

Each law is adopted with a noble purpose and for a good cause. Some laws, by their content and essence, affect the fate of the state and society, the future of the people, and each of us. The Law "On Combating Corruption", adopted by our National Parliament and signed by our President on January 3, is one of such historically significant documents.

This law, consisting of 6 chapters and 34 articles, establishes comprehensive measures and norms for combating corruption.

Result and Discussion

Areas of risk of corruption in Uzbekistan

About the dynamics of corruption in Uzbekistan and its causes. How to measure it and how to fight it? Uzbekistan is among 16 countries that demonstrate long-term positive dynamics in the fight against corruption.

Contours and consequences of corruption: Corruption, in a general sense, is understood as the intentional and illegal abuse of a person's entrusted position for the purpose of personal enrichment and personal gain.

Corruption occurs at all levels of government: global, national, and local. All types of agents (individuals, enterprises, civil servants, and politicians) can be involved in corruption, either voluntarily or involuntarily.

Corruption takes many forms: bribery, extortion, fraud, embezzlement, conspiracy, abuse of power, flattery, gifts, nepotism, patronage, and others.

The state of corruption is influenced by various factors: social and cultural conditions, institutional and organizational structures, the political environment, as well as economic and structural change policies.

Grand corruption refers to actions that undermine existing state policies and allow political and government leaders at the government level to benefit at the expense of the people.

Petty corruption refers to the abuse of the day-to-day trust of officials by lower and middle levels of government in their dealings with ordinary citizens who are trying to use basic services, usually in hospitals, schools, police stations, and other places.

In the political sphere, corruption hinders the transition to democratic principles, subordinates political goals to the goals of certain groups rather than to the goals of national development, leads to the violation of the rule of law, the ineffectiveness of political and judicial institutions, the decline of the country's reputation, and the disappearance of genuine political competition, thereby weakening trust in government and alienating it from society.

In the economic sphere, corruption leads to the inefficient distribution and expenditure of public funds and resources, high time and material costs in doing business, increased financial and commercial risks, increased prices, a worsening competitive environment, the growth of the underground economy, a decrease in tax revenues, a deterioration in the investment climate, a decrease in investments, and a decrease in the efficiency of the country's economy as a whole.

In the social sphere, corruption leads to an increase in social inequality and poverty, the inability of the authorities to solve social problems due to "shocks" ("kickbacks") that damage the budget, an increase in organized crime, and a discrediting of the law in the eyes

of the public. This leads to the loss of the essence of moral norms and an increase in social tension.

How is corruption measured?

Measuring corruption helps identify the leakage of resources from official transactions and problem areas in public administration. In addition to calculating the amount of money lost from the state treasury, data on corruption provides information on problem areas of public administration that require special attention from state and public institutions, such as the quality of the legal system, the implementation of laws in certain areas, and the effectiveness of public policies.

Having more accurate data on corruption, governments can develop more effective policies and regulatory tools to address a number of issues, such as inequality in the provision of public services, poverty and isolation, as well as loopholes in the financial system that open the way to money laundering, tax evasion, and bribery.

Today, five main methods of measuring the level of corruption are used in the world. All of them have their advantages and disadvantages. Because it is very difficult to obtain accurate information about corruption, and not all individuals involved in this activity often want to be identified.

Uzbekistan will introduce a “compliance control” system in the fight against corruption. The most widespread of the measurement methods is the assessment of corruption perceptions (for example, Transparency International’s Corruption Perceptions Index, the World Bank’s Corruption Perceptions Index). This method involves conducting a survey among country experts and the population about the state of corruption in the country. At the same time, the disadvantage of this method is that the opinions of the public and experts can be influenced by the media, the openness and quality of the information they provide, which vary across countries and over time.

Another widespread measurement method is the survey method of assessing corruption (for example, Transparency International’s Global Corruption Barometer and the World Bank’s Business Survey). It involves conducting a survey among firms and the population about their experience with corruption problems in the country. The disadvantage of the above method is that some respondents are interested in the presence of corruption in state bodies, so they may consider it necessary not to report the cases of corruption.

Direct observation of corruption is also used as one of the methods of assessing corruption. For example, for nine months in Indonesia, researchers wore trucker uniforms, followed truckers along regular routes, and recorded how much the truckers paid when they stopped at a police checkpoint. During more than 300 trips, they tracked more than 6,000 illegal payments. As a result, it was found that illegal fees accounted for 13 percent of total travel expenses. The disadvantage of this method is that it requires a lot of time and financial costs to conduct appropriate research.

The assessment of corruption involves comparing the reported costs of the reporting control bodies with the costs incurred. The disadvantages of this method are that the inspection bodies themselves may be inclined to take bribes and conceal theft. There are also various indirect methods of detecting corruption, which identify cases of corruption using data that is not directly related to corruption.

Despite the variety of methods for measuring corruption, experts face serious problems in determining the exact costs and consequences of corruption:

- corrupt practices are usually hidden, which makes them difficult to detect and record; corrupt activities are often not reported because those who have to pay fear retaliation or may be held responsible for the crime in some way;
- Corruption takes many forms – theft, fraud, nepotism, bribery, extortion, and money laundering, which means that it is impossible to capture the practice of corruption with a single indicator. For example, using one's position to help a close person in some matter (at the expense of others) and not receiving payment for it is essentially corruption, but it is almost impossible to detect it.

Corruption dynamics in Uzbekistan

Uzbekistan is among 16 countries that demonstrate long-term positive dynamics in the fight against corruption. According to the Corruption Perceptions Index of Transparency International, Uzbekistan has been improving its position every year since 2010. In 2019, Uzbekistan ranked 153rd out of 180 countries with a score of 25, while in 2010 it was 172nd with a score of 16.

According to Transparency International's 2016 Corruption Perceptions Index, only 18 percent of respondents in Uzbekistan reported paying a bribe, and only 23 percent of them listed corruption as one of the three most serious problems in the country. According to public opinion polls, the most corrupt sectors are traffic police (17 percent of respondents admitted to paying a bribe), education, and healthcare (16 percent of respondents admitted to doing so). When asked what prevents respondents from reporting corruption, 39 percent said they did not know the answer, and the second most common answer was "fear of negative consequences" (17 percent). The World Bank's enterprise survey attempts to assess the situation in which firms are offered bribes in six different transactions, including paying taxes, obtaining permits or licenses, and accessing public services. According to the results of this study, the situation in Uzbekistan is better than the average indicators in the world and the Europe and Central Asia region. For example, in Uzbekistan, only 6% of all firms surveyed stated that they had encountered bribery in their practice, compared to 17% in the world and 11% in the Europe and Central Asia region.

According to the results of the public opinion survey, the "Social Opinion" center found that the level of corruption and bribery is high in some areas. For example, according to citizens, in 2018, the healthcare and medical sector was the most prone to corruption and bribery - this was noted by 43.7% of respondents. The following areas were education (39.4%) and the tax sector (12.2%).

According to the results of the survey “Fighting Corruption in the Mirror of Public Opinion” conducted by the same center, in 2018, the healthcare system, the recruitment process, and the higher and public education systems were among the most corrupt sectors in Uzbekistan. This was followed by the following sectors: courts, prosecutors' offices, the Ministry of Internal Affairs, tax authorities, and sanitary and epidemiological supervision.

The corruption offenses identified in Uzbekistan indicate that state enterprises and institutions, internal affairs bodies, and banks are the most corrupt sectors. Most of these places correspond to the places identified by the population during the survey. At the same time, corruption-related crimes committed by officials from 2013 to 2017 decreased by 43 percent, namely, from 2015 to 2017, prosecutors initiated 8,572 criminal cases against 14,171 individuals (2015 - 6,853, 2016 - 4,524, 2017 - 2,794) for various corruption crimes (2015 - 3,778, 2016 - 2,860, 2017 - 1,934).

Areas of Risk of Corruption in Uzbekistan

Provision of public services. As in other developing countries, the state in Uzbekistan is not always able to provide the population with the necessary services, including medical and educational services, of sufficient quality. In this regard, there is competition between people for limited places in hospitals, schools, institutes, etc., and corruption occurs in these institutions.

In addition to medical and educational services, in many other areas of the provision of public services in Uzbekistan, their inconsistency with the existing needs of the population is observed. In particular, this applies to the construction of water, gas, heating, irrigation systems, asphalt roads, bridges, parks, and playgrounds. This may indicate that the level of corruption in these structures is higher than in others, since public funds may be used for other purposes, or due to the limited availability of such services, it may accelerate the provision of services to those who first paid bribes.

Regulation of Economic Activity

Licensing and regulation of economic activity mechanisms create opportunities for enterprises to use the “privileged regime” of officials for their purposes. As a result, the “profits” can be shared with state officials, who, in turn, take on the responsibility of issuing licenses or protecting trade. Today, there are 355 types of activities in Uzbekistan, the implementation of which requires an appropriate license. In addition, 140 types of activities are regulated by permits issued by various state bodies.

Sectors in the “swamp” of corruption are being “cleaned up,” and property declarations of civil servants are being made.

At the same time, applicants can apply for only 23 licenses and permits through the State Services Center and the Single Interactive State Services Portal. To obtain the remaining 475 licenses and permits, they must apply to the relevant state organizations, which requires additional costs, funds, and time. According to the results of a study

conducted by experts from Buyuk Kelajak, 30 percent of entrepreneurs surveyed indicated that registering licenses and permits is one of the top 10 problems they face.

Weak Control Over The Use Of Resources In The Public Sector

Today, the total number of enterprises with state shares is 2,819, of which 2,000 have a state share of more than 50%. As a rule, in public enterprises, as in the private sector, there is no strict control over the use of enterprise resources by employees, which creates the basis for corruption and theft. Given that the largest number of public enterprises operate in utilities, construction and services, social sectors, tourism, pharmaceuticals, agriculture, and the food industry, it can be assumed that the risk of corruption in these sectors is high.

Many sectors of the economy are regulated by separate government decisions. A high share of state investments in the total volume of investments remains. The state regulates the prices of 37 types of goods and services. Today, there are 4 employees in the private sector for 1 employee in the public sector. Therefore, in the conditions of developing countries, the preservation of a large part of the state's control functions is accompanied by an increase in corruption. Statistics on the number of officials held accountable for corruption-related offenses show that 71 percent of all lawsuits are filed against employees of state institutions and enterprises.

Conclusion

How to fight corruption?, To eliminate corruption, it is necessary to develop a strategy that includes step-by-step measures aimed at reducing unnecessary state intervention in the economy, optimizing the number of employees in state institutions, which will subsequently lead to an increase in wages in these organizations. In the future, it is advisable to take effective measures in the following areas for an integrated approach to eliminating corruption.

Selection of qualified employees There is a close relationship between the level of education and corruption. More qualified employees are less likely to accept bribes. In such conditions, the approach to hiring employees based on their knowledge can be an effective tool in the fight against corruption. Therefore, it is necessary to develop uniform requirements for applicants for entry into the civil service and introduce a system of open competitive examinations. For example, in South Korea, the government periodically checks civil servants. The exam for obtaining the 5th level of a civil servant consists of three stages. The first step is to test the general knowledge of candidates. The subjects of this stage of the exam are law, history, foreign language, etc. The second stage is to test the professional knowledge of the candidates. Each professional group requires knowledge of different subjects, but economics and law are general subjects. At the third stage, an interview is held to check the personal qualities of the candidate.

Motivation of employees (salary) Not only economic theory, but also practice shows that the level of salary is the main factor that prevents corruption, compared with the

benefits of participating in corruption schemes, not taking into account the risk of getting caught. Taking this into account, civil servants should be offered salaries that are competitive with those in the private sector. It is also necessary to introduce a system of evaluating the performance of civil servants and a system of paying salaries to high-ranking employees based on the effectiveness of their work.

Punishment (reputation, fines) Due to the low costs of participating in corruption schemes, corruption activity is growing. Measures aimed at strengthening accountability for corruption can play a special role in combating corruption, since in many cases the costs of corruption for the employee are greater than its consequences.

Monitoring (audit and detection capabilities) Many countries recognize the need to strengthen the role of auditing in the fight against corruption through bribery. To discuss the contribution of accountants and auditors to the global anti-corruption strategy, the International Federation of Accountants published a report, "Accounting and the fight against corruption". The Council of Europe's Criminal Law Convention on Corruption calls on countries to adopt national laws that criminalize the promise, offer, or giving of any undue advantage to a public official. Such a crime should also be considered an intentional misrepresentation of acts related to bribery by public officials using accounting and reporting procedures.

Technologies (e-government, public oversight) The full-fledged functioning of "e-government" will make it possible to make transparent most of the state procurement and the entire system of relations between the population, business, and the state, and will significantly reduce the volume of this network. The second will have a positive effect on the development of business. For example, in Singapore, you can obtain many necessary services, such as a passport and birth certificate, by filling out the necessary forms at home and sending them to the relevant authorities by email. It is accepted as a common practice for the government to provide such services via the Internet. It should be noted that if a citizen visits an institution in person to receive these services, then they will be fined for visiting this institution without a special need.

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