



## USE OF INFORMATION AND COMMUNICATION TECHNOLOGIES IN MANAGEMENT RESEARCH

**Murodjon A. Tajimov**

**Master Student**

**Tashkent Institute Of Architecture And Civil Engineering, Uzbekistan**

**Gimush R.I.**

**Associate Professor**

**Tashkent Institute Of Architecture And Civil Engineering, Uzbekistan**

**ABSTRACT:** - This article discusses the application of information and communication technologies in management research. Information is becoming a significant strategic factor in modern socio-economic and geopolitical development. The information product today is the basis for increasing the production of material goods and one of the determining factors of democratic transformation of governance. It should be noted that the study usually includes analysis, but is not limited to it, since it is a higher level of creative activity and may contain in various combinations observation, evaluation, experimentation and classification, development of indicators, etc.

**“USE OF INFORMATION AND COMMUNICATION TECHNOLOGIES IN MANAGEMENT RESEARCH”**

**KEYWORDS:** Management, technologies, observation, evaluation, experimentation, classification, development, indicators, democratic transformation.

## **INTRODUCTION**

The use of information and communication technologies, both in the field of public administration and in the social sphere, is not just a computerization of some functions and business processes in public authorities, we are talking about a significant restructuring of the work and organizations of social infrastructure based on the use of information and communication technologies.

Thus, the relevance of analytical activity in a broad sense in modern economic and political conditions is growing. The openness of the Uzbek economy (including accession to the WTO) and the associated competition with highly developed economies, in which the increase in competitiveness is largely achieved through complex analytical work using the achievements of science and information technology (IT), should be taken into account.

However, in the modern business community, there is a growing understanding that in order to assess the success organizations, traditional economic analysis is not enough,

since in the preparation of management decisions, not only quantitative, but also qualitative (subjective) metrics such as customer satisfaction, employee creativity, new product performance, etc. This is confirmed by the results of studies that have shown that the balance sheet is a useful source of information in determining the value and evaluating the performance of an organization only when the book value of its assets at least approximately correlates with their market value.

## **THE MAIN FINDINGS AND RESULTS**

The use of modern ICT helps to increase the efficiency of the work of public authorities and their interaction with society and, accordingly, ensures an increase in the quality of public services provided. The daily use of telecommunications in classroom and self-study work is designed to ensure the quality of the services provided.

The main idea of the concept is the presentation of information reflecting the key aspects of the organization's activities in the form of a structured scorecard that can be used not only as a comprehensive indicator of

**“USE OF INFORMATION AND COMMUNICATION TECHNOLOGIES IN MANAGEMENT RESEARCH”**

its state, but also as the basis of a management system that provides a link between the strategic initiatives of the management and the current activities of the organization's management, and provides employees with strategy-oriented performance indicators.

Thus, the implementation of the BSC concept implies that the organization has:

- missions, visions of substantive activities, strategies and concepts of its development;
- mechanisms for ensuring communication between the strategic, tactical and operational levels of management, as well as bringing (interpretation) to each employee of strategic goals organizations within the relevant business processes;
- systems of quantitatively measurable indicators (not only financial) of the state and prospects, as well as methods and means of measuring the degree of compliance of the results of managerial decisions with the goals set;

The process of informatization of educational activities opens up new opportunities for the participants in the educational process for a qualitatively new level of teaching; creating

conditions for the creative work of teachers; ensure students with open and convenient access to information and communication resources; ensuring the development of intellectual and creative abilities of students; providing guarantees for the acquisition of modern knowledge and skills by students and comprehensive preparation for self-realization in society through the systematic management of key processes in an educational institution. New information technologies make it possible to modernize and intensify the educational process, it becomes more effective, more interesting, interactive, allows you to include various channels of information perception, which undoubtedly improves the quality of students' knowledge.

Information and communication technologies will ensure the proper level of training of specialists who speak a foreign language to solve practical problems, participate in international cooperation, and carry out scientific work.

The development of information and communication technologies (ICT) has led to the creation of a new technological order of the world economy, in which economic activity is carried out using both new

**“USE OF INFORMATION AND COMMUNICATION TECHNOLOGIES IN MANAGEMENT RESEARCH”**

computer technologies and electronic telecommunications systems, primarily the global Internet. We can say that it was the active introduction of information and communication technologies that led to the emergence of both a new economy and a new type of society. First of all, it should be noted that neither a single understanding nor even the very name of the economy with a new economic structure has yet been established in Uzbek economic science.

With the advent of modern technologies of electronic communications, the task of rationalizing state management activities has taken shape. Current information and communication technologies significantly improve the quality of management activities, eliminate duplication and redundancy of management functions, improve the availability of information, activate feedback authorities and society. Information is becoming a significant strategic factor in modern socio-economic and geopolitical development. The information product today is the basis for increasing the production of material goods and one of the determining factors of democratic transformation of governance.

Terminological analysis shows that such concepts as “information economy” and “network economy” suffer from one-sidedness and incomplete definition, since in the first case the emphasis is only on information aspect, and in the second - only communication. This breaks the concept of information and communication technologies, denies the most indisputable achievement of the world economy in recent decades, which is unacceptable.

And the concept of “information and network economy”, although it includes both components of information and communication technologies, but in itself allows for many understandings and interpretations, such as “activities using the Internet”, “horizontal communications of organizations”, “network sales through sales agents”, etc. This circumstance has for many years been causing ineffective discussions and distracting from the essence of the problem. For quite a long period, we have seen the strengthening of the role of ICT and the information and communication economy and the resulting change in the social structure throughout the world. Today, this is most noticeable in the Arab countries, where the new economy entered into a head-on

conflict with the old structure of social management.

From a general scientific point of view, the concept of “research”, as a rule, is associated with scientific cognitive activity, which is understood as “the process of scientific study of an object (object, phenomenon) in order to identify patterns of occurrence, development and transformation of it in the interests of society”. In practical objective activity, there are also needs to identify and study these patterns of occurrence and development of various situations, flow and transformation of business processes to improve their efficiency.

It should be noted that the study usually includes analysis, but is not limited to it, since it is a higher level of creative activity and may contain in various combinations observation, evaluation, experimentation and classification, development of indicators, etc.

It is easy to see that the subject of both scientific and applied research is information in the relevant field of knowledge. Therefore, from an informational point of view, the research algorithm is universal and contains the following steps:

- collection or identification of information;

- accumulation, storage, processing, analysis and interpretation of information;
- preparation and presentation of information required by interested users.

The above theoretical provisions fully relate to research in the economic sphere, which are of an applied nature and are carried out, as a rule, to develop effective economic decisions and achieve the desired economic result.

Therefore, in economic research, the following relatively independent, but interrelated tasks can be distinguished:

- information support;
- economic analysis;
- preparation of management decision.

At present, any subject activity is dynamically changing in real time, and it is almost impossible to track these changes, as well as enter them into the appropriate tables in manual mode.

## **CONCLUSION**

Thus, even a brief review of the current state and prospects for the use of information technology in economic research shows that there have been great achievements in this

**“USE OF INFORMATION AND COMMUNICATION TECHNOLOGIES IN MANAGEMENT RESEARCH”**

area recently. At the same time, a number of serious technical, organizational, economic, socio-psychological and other problems associated with the development and implementation of BI systems in the mass practical activities of organizations remain unresolved. Nevertheless, the existing trends in the development of this IT segment allow us to hope that the noted difficulties will be successfully overcome.

## REFERENCES

1. Muratova, G., & Abraimova, N. (2020). The use of information-communication technologies and modern methods in teaching a foreign language. *Mental Enlightenment Scientific-Methodological Journal*, 2020(2), 175-182.
2. Evgenievna, Z. I. (2019). Modern aspects of the application of information and communication technologies in the management of the statistical industry of the Republic of Uzbekistan. *International Journal on Integrated Education*, 2(4), 70-77.
3. Malhotra, A., & Majchrzak, A. (2014). Enhancing performance of geographically distributed teams through targeted use of information and communication technologies. *Human Relations*, 67(4), 389-411.
4. Kristiawan, M., & Muhaimin, M. (2019). Teachers' obstacles in utilizing information and communication technology. *International Journal of Educational Review*, 1(2), 56-61.
5. Yusuf, M. O. (2005). Information and communication technology and education: Analysing the Nigerian national policy for information technology. *International education journal*, 6(3), 316-321.
6. Poullová, P., & Hynek, J. (2003). Application of information and communication technologies. *Education and Information Systems: Technologies and Applications*, 80-85.
7. Akhmadovich, K. Z. (2019). Synergy Effect Textile Clusters of Uzbekistan. *Asian Journal of Technology & Management Research [ISSN: 2249–0892]*, 9(1).
8. Burkhanov, A. (2020). Factors Affecting the Development of the Light Industry in Uzbekistan. *Архив научных исследований*, (22).
9. Sharipov, K. (2020). Sharipov Kongratbay THE IMPORTANCE OF

**“USE OF INFORMATION AND COMMUNICATION TECHNOLOGIES IN MANAGEMENT RESEARCH”**

QUALITY MANAGEMENT IN  
INNOVATIVE-INVESTMENT  
DEVELOPMENT OF INDUSTRIAL  
ENTERPRISES OF UZBEKISTAN (ON THE  
EXAMPLE OF ANDIZHAN AUTOMOBILE  
INDUSTRY). Архив научных  
исследований, (27).

10. Kulmatov, R. (2014). Problems of sustainable use and management of water and land resources in Uzbekistan. Journal of Water Resource and Protection, 2014.