

Quality of Public Service Delivery and Its Evaluation Criteria

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Abstract

Ensuring efficiency, transparency, and citizen-oriented approaches in the public administration system is one of the priority directions of modern state governance. The quality of public service delivery directly influences citizens' trust in governmental institutions and serves as a core indicator of a country's socio-economic development. This article examines the conceptual essence of public service quality, identifies existing challenges in service delivery, analyzes international theoretical approaches, and proposes comprehensive evaluation criteria applicable to all types of public services. The study emphasizes the need for unified and transparent assessment standards to improve service quality in Uzbekistan.

Keywords: Public services, service quality, evaluation criteria, administrative efficiency, citizen satisfaction, digital governance, transparency.

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1. Introduction

In recent years, enhancing efficiency and transparency in public administration and ensuring the provision of high-quality public services have become key priorities of state policy. Public services represent a package of organizational-legal, informational, economic, and other forms of assistance provided by state bodies to individuals and legal entities.

High-quality service delivery not only strengthens public trust in the state but also influences the socio-economic development of the country. Therefore, the evaluation of public service quality and the development of modern, unified standards have become highly relevant in contemporary administrative reforms.

Theoretical foundations of public service quality

Public service quality can be understood as the degree to

which a service meets the needs of the recipient while ensuring convenience, promptness, fairness, and transparency during service delivery. Scholars note that service quality consists of a set of characteristics determining the service's ability to satisfy consumer needs with respect to both its content (outcome) and the conditions of its provision.

Despite significant reforms, several challenges remain in public service delivery:

- bureaucratic obstacles;
- insufficient digital infrastructure for electronic services;
- low qualification of service personnel;
- absence of unified evaluation criteria.

Addressing these challenges requires introducing

transparent, measurable, and internationally recognized indicators for evaluating public service quality.

Current approaches to monitoring public service quality.

Monitoring public service quality involves collecting information through various methods, including:

- analysis of normative-legal documents;
- media monitoring;
- surveys of employees at multi-functional service centers and relevant state bodies;
- surveys of public service recipients.

According to Qobulova, monitoring serves as a tool for analyzing information on the effectiveness of service administration, citizens' satisfaction levels, and the technical characteristics associated with the integration of ICT into service delivery. While this system is beneficial, it primarily applies to electronic services, which are not widely used by all segments of the population.

Isakov notes additional theoretical challenges in defining evaluation criteria, such as the measurability of public service quality, selection of proper assessment methods, differentiation between public and civil services, and analysis of services delivered by private entities contracted by the state.

A unified approach to evaluating public service quality is therefore essential to ensure consistent and comprehensive service quality management.

Modern issues in public service delivery in Uzbekistan

Although efforts to digitize services and reduce bureaucracy are ongoing, citizens still face the following challenges:

- long queues at service centers;
- inability to access multiple services through a single application;
- unfair practices in queue management;
- excessive waiting times;
- indifferent attitudes from personnel;
- insufficient provision of information;

- limited professional competence of employees;
- inadequate infrastructure in waiting areas.

A nationwide survey conducted by the Public Services Agency in March 2019, involving 767 respondents, revealed:

- 64% were satisfied with service delivery time, while 25% were dissatisfied;
- 51.2% were satisfied with staff competence and communication, whereas 41.3% expressed dissatisfaction;
- 64% found the number of required documents acceptable, while 26.2% disagreed;
- 42.5% received services within 15–30 minutes, nearly 25% within 30 minutes to an hour, and the remainder waited longer than one hour.

These results highlight the importance of incorporating citizen feedback as a central element in evaluating public service quality.

Limitations of current evaluation standards.

The current methodology for evaluating the quality of electronic public services was approved by the Cabinet of Ministers of Uzbekistan in 2016. However:

- It applies only to electronic services, leaving traditional (offline) services unevaluated;
- It was adopted in Russian, making it less accessible to the Uzbek-speaking population;
- Key evaluation indicators (e.g., back-office functionality) do not reflect the actual user experience of most citizens.

Thus, developing a unified methodology applicable to all types of public services is necessary for comprehensive assessment and improvement.

Proposed criteria for evaluating the quality of public services.

1. Pre-Service Criteria
2. Service Outcome Criteria
3. Personnel Performance Criteria

4. Communication System Criteria

5. Infrastructure Criteria

2. Conclusion

Standardizing and consolidating public service requirements into a single normative-legal document will significantly enhance the regulation and quality of public service delivery. Such an approach ensures that citizens have access to clear, reliable, and uniform information about public service standards. Ultimately, effective evaluation criteria will improve transparency, strengthen public trust, and contribute to the development of a modern, citizen-oriented state administration system.

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