

Current Issues in Preventing Corruption and Conflicts of Interest in The Public Civil Service

Zafarjon Zayniddinovich Rakhmonov

Head of the Center for Educators, Institute for Retraining and Advanced Training of Legal Personnel under the Ministry of Justice of the Republic of Uzbekistan, Doctor of Philosophy (PhD) in Law, Uzbekistan

Received: 28 Mar 2026 | Received Revised Version: 24 April 2026 | Accepted: 18 May 2026 | Published: 12 June 2026

Volume 08 Issue 06 2026 | Crossref DOI: 10.37547/tajpslc/Volume08Issue06-03

Abstract

This article examines the theoretical, legal, and practical aspects of preventing corruption and conflicts of interest within the public civil service system. Particular attention is paid to the adverse impact of corruption on the effectiveness of public administration, the openness and transparency of state bodies, as well as public trust in state institutions. The essence and types of conflicts of interest, along with their significance as factors generating corruption risks, are analyzed based on the approaches developed by international organizations and scholars. Furthermore, the article discusses existing mechanisms for assessing the quality of public services and identifies challenges associated with their improvement. The author proposes a number of organizational and legal measures aimed at preventing corruption and conflicts of interest in the public civil service, including the introduction of an asset and interest declaration system, the adoption of a unified methodology for corruption risk assessment, and the development of ethics and integrity indices and digital monitoring mechanisms.

Keywords: Public civil service, corruption, conflict of interest, corruption risks, public services, public administration, openness and transparency, integrity, professional ethics, declaration of interests, digital monitoring, quality of public services, monitoring, compliance, anti-corruption.

© 2026 Zafarjon Zayniddinovich Rakhmonov. This work is licensed under a Creative Commons Attribution 4.0 International License (CC BY 4.0). The authors retain copyright and allow others to share, adapt, or redistribute the work with proper attribution.

Cite This Article: Zafarjon Zayniddinovich Rakhmonov. (2026). Current Issues in Preventing Corruption and Conflicts of Interest in The Public Civil Service. *The American Journal of Political Science Law and Criminology*, 8(06), 18–21. <https://doi.org/10.37547/tajpslc/Volume08Issue06-03>

1. Introduction

At present, the modernization of public administration, ensuring openness and transparency in the activities of state bodies, and establishing a professional model of public service constitute key priorities of state policy. The effectiveness of reforms in this area largely depends on adherence by civil servants to the principles of integrity, impartiality, and professional ethics.

Corruption and conflicts of interest within the public

civil service system have emerged as major factors negatively affecting the efficiency of public administration. These phenomena may lead to violations of the principle of impartiality in the activities of public authorities, a decline in citizens' trust in state institutions, and the misuse of public resources.

Today, corruption is recognized not only as an economic or legal problem but also as a socio-political threat. According to United Nations experts, corruption is among the factors that adversely affect the quality of

governance and impede social development.

From this perspective, preventing corruption and conflicts of interest in the public civil service constitutes an issue of considerable theoretical and practical importance.

A conflict of interest is generally understood as a situation in which the personal interests of a civil servant affect, or may affect, the objective performance of his or her official duties.

The Organisation for Economic Co-operation and Development (OECD) defines a conflict of interest as a conflict between the private interests of a public official and the public interest. In this context, private interests encompass financial benefits, family relationships, business ties, and other personal interests.

In legal scholarship, conflicts of interest are generally classified into the following categories:

- actual conflicts of interest;
- potential conflicts of interest;
- apparent conflicts of interest.

Hidden conflicts of interest are particularly dangerous, as they create favorable conditions for the emergence of corrupt practices.

Some researchers consider conflicts of interest to be the initial stage of corruption. In particular, M. Johnston emphasizes that corruption often begins with the unlawful influence of private interests on public powers [1].

Nevertheless, it should also be noted that several problems currently persist in the provision of public services, including:

- bureaucratic barriers in service delivery;
- insufficient development of the infrastructure for electronic services;
- inadequate qualifications of service providers;
- the absence of unified criteria for quality assessment.

Addressing these issues requires the introduction of clear, open, and transparent quality assessment criteria based on international best practices.

The development of objective criteria for evaluating the

quality of public services is of particular importance. Currently, various methods of monitoring the quality of public services are employed. In particular, the following methods of information collection have been proposed [4]:

- analysis of normative legal acts;
- media analysis;
- surveys conducted among employees of one-stop service centers and public authorities providing services;
- surveys of recipients of public services using various forms.

According to D. Qobulova, monitoring in the sphere of public service delivery serves as a tool for analyzing information obtained from different sources. First, it enables an assessment of the effectiveness of service administration. Second, and perhaps most importantly, it allows for obtaining citizens' opinions regarding their level of satisfaction with the quality of services provided. Third, it facilitates the evaluation of technical characteristics based on the degree of information and communication technology (ICT) implementation in the service delivery process [4].

According to A.R. Isakov, several theoretical problems arise in determining the criteria for assessing the quality of public services. These include the possibility of measuring and evaluating service quality, the necessity of selecting appropriate evaluation methods, the need to distinguish public services from civil services, and the requirement to analyze public services provided by the private sector [5].

Therefore, the formation of a unified approach to assessing the quality of public services constitutes a fundamental component of the quality management mechanism. Assessment procedures make it possible to determine the degree of citizens' satisfaction with the services received and to identify shortcomings in service delivery.

Currently, the procedure for evaluating public services in Uzbekistan has been developed mainly with respect to electronic public services. This procedure is implemented on the basis of the Methodology for Assessing the Quality of Electronic Public Services approved by Resolution No. 353 of the Cabinet of Ministers of the Republic of Uzbekistan dated 20 October 2016 "On Approval of the Methodology for

Assessing the Quality of Electronic Public Services” [6].

Unfortunately, this document was adopted only in the Russian language, and no official version in Uzbek has been approved to date. Considering that some users of public services may not possess sufficient knowledge of Russian, it appears appropriate to develop and adopt an official Uzbek-language version of the methodology.

In this regard, particular attention should be paid to the problems encountered by applicants when assessing the quality of public services. At present, citizens frequently raise concerns regarding lengthy waiting times, the inability to obtain several services through a single application, and instances of unfair treatment within queue management systems.

Furthermore, a number of deficiencies are observed in service delivery processes, including excessive time requirements, indifferent attitudes toward applicants, inadequate provision of necessary information, insufficient professional competence of personnel, and unsatisfactory waiting facilities.

Consequently, the opinion of applicants plays a crucial role in evaluating the quality of public services. In particular, the Methodology for Assessing the Quality of Electronic Public Services regards applicant satisfaction as one of the most significant indicators. However, among the assessment criteria, emphasis is placed on such factors as the functioning of back-office systems and the connection to interactive public services.

Meanwhile, a substantial proportion of citizens continue to receive public services through traditional channels. In our view, limiting these criteria exclusively to electronic public services does not adequately encompass the entire spectrum of relations arising in the sphere of public service delivery. From this perspective, it appears advisable to develop a comprehensive Methodology for Assessing the Quality of Public Services covering all forms of service provision.

Moreover, effective quality control should not be confined solely to the final stage of direct interaction between applicants and service providers. Rather, it should encompass all stages of service delivery, including internal organizational processes and professional relations among employees.

Comprehensive monitoring and analysis of the entire service delivery process would enable the identification of factors affecting service quality and facilitate the

development of effective measures aimed at eliminating existing shortcomings.

Recommendations for Preventing Corruption and Conflicts of Interest in the Public Civil Service

In our opinion, the following measures should be implemented in order to prevent corruption and conflicts of interest within the public civil service:

- introducing a mandatory declaration system for the interests and assets of civil servants;
- adopting a unified methodology for assessing corruption risks;
- establishing a special Ethics and Integrity Index for public officials;
- expanding digital monitoring and oversight platforms;
- strengthening mechanisms for protecting individuals who report conflicts of interest;
- developing a system of continuous professional retraining and advanced training for civil servants.

2. Conclusion

Corruption and conflicts of interest remain among the most significant challenges undermining the effectiveness, transparency, and accountability of public administration. Their adverse effects extend beyond the sphere of public governance and negatively influence public trust in state institutions and the sustainable development of society.

Preventing corruption and managing conflicts of interest in the public civil service require a comprehensive approach combining legal, organizational, institutional, and technological measures. International experience demonstrates that the establishment of effective mechanisms for conflict-of-interest management, the development of integrity standards, and the introduction of digital monitoring systems significantly contribute to reducing corruption risks.

In this regard, the implementation of a mandatory declaration system, the development of unified methodologies for corruption risk assessment, the introduction of integrity indicators, and the enhancement of professional ethics among civil servants should be regarded as priority directions for further reform of the public civil service system in the Republic of Uzbekistan.

References

1. Johnston M. Syndromes of Corruption: Wealth, Power and Democracy. Cambridge: Cambridge University Press, 2005. P. 12.
2. Alkina G., Gebra A. "The Essence of Public Services." Vestnik TOGU, 2009, No. 3 (14), p. 133.
3. Alkina G., Gebra A. "The Essence of Public Services." Vestnik TOGU, 2009, No. 3 (14), p. 134.
4. Qobulova D. "IT-Based Assessment of Public Services." Available at: <https://ictnews.uz/uz/16/01/2017/davlat-hizmatlarini-baholash/>
5. Isakov A.R. Ensuring the Quality of Public Services: Administrative and Legal Aspect. Candidate of Legal Sciences Dissertation. Saratov, 2014. P. 106.
6. National Database of Legislation of the Republic of Uzbekistan, 23 January 2018, No. 09/18/40/0609.