



## The Model of Use of ICT, Obtaining Information, Providing Self-Help and Strengthening the Self-Confidence of Person

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**Abstract:** This article describe how to use the information technologies in education, both in everyday life and for distance learning, is becoming increasingly widespread throughout the world. ICTs can significantly increase the chances of people getting an education at all levels. According to international experts, it is recommended that the legislation clearly establishes sanctions against the dissemination of prohibited information, including financial and administrative measures, to compile a list of prohibited information. Blocking, restricting the use of information on the internet, automatic filtering of content, firstly, these measures can't provide security 100% effectively, and secondly, it undermines the reputation of the country, which is partially recognized as free. The widespread use of ICTs in knowledge acquisition can also promote family cohesion, promote family values, prevent adverse social conditions in families, and, above all, provide training in work and access to information and communication technologies. ICT provides an opportunity to organize remote work, the performance of professional duties by a freelancer at a distance from the location of the organization where he works (at home or in the center of telecommunications services), through telecommunications and computer equipment.

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**Keywords:** the model of use of ICT, obtaining Information, social protection, support of people, adverse social conditions, families in need, self-help, freelancer.

### 1. Introduction

The foreign experience studied in the process of studying the extent of the use of information and communication technologies of young people and the formation of the culture of information consumption in them indicates that the study of the impact of ICT and internet on the development of young people, carrying out fundamental, practical and innovative research on the issues of expanding their A sharp increase in the attention of young people to the use of the internet requires the creation of perfect laws and software applications that regulate the virtual environment.

At present, as a result of the absolute increase in the level of use of the internet, the issue of protection from information, formation of a culture of information among adolescent youth against the occurrence of drug addiction, abuse, acts contrary to the rules of morality and society and other negative consequences remains a very complex and urgent task facing any state.

In advanced countries, the Information Culture (infoethics, mediaethics, media education, etc.) has

risen to the level of a separate science, a separate problem, a separate pedagogy, a separate policy.

It should be noted that in international practice there is a convention "The Cybercrime", the recommendations of the Parliamentary Assembly of the European Union "on the introduction of safe internet and on-line resources for minors", the law of the Russian Federation "The protection of minors from the negative impact of public information" in Lithuania and "on the protection of children's health.

According to the report of the International Union of electrical communications, "Measuring digital progress: facts and figures for 2019 year," more than 53 percent of the planet's population, or 4,1 billion people, has access to the internet, and this figure continues to grow. The report noted that from 2018 to 2019, the number of internet users increased by 5,3 percent. At the same time, 3.6 billion people in the world do not have access to the internet. Most of them are citizens of the least developed countries, in these states 2 people out of 10 can access the internet. In Europe, this figure is the highest (82,5 percent), while in Africa it is the lowest (28,2 percent).

As a result of the rapid development of ICT, the level of use of the Internet through mobile communication is also steadily growing. According to the information of the butunjahon internet statistics (Internet World Stats) about the level of internet use, 91% of the population of the United Arab Emirates accesses the Internet through their phones, the next places are occupied by Singapore (88%), Saudi Arabia (86%), USA (57%).

In order to prevent the negative impact on the way of life of young people through the internet, in particular mobile communication, information distributed through computer games, a number of prohibitive legal norms are introduced into the legislation of all countries of Europe. In particular, more than 30 articles of the German law on the protection of young people are aimed at protecting the moral and psyche of the younger generation through information and computer games, audiovisual products, printed publications on the internet, including the protection of family values and the negative impact on the upbringing of children in the family.

It was also noted that when the laws of Great Britain, France, Italy, the United States, China, Turkey and other countries of the world related to this topic were studied, it was strictly forbidden to disseminate information that hinders the receipt of useful information by children and young people, as well as corrupts their morals, which have a detrimental effect on their family growth.

The UN Convention on the rights of the child recognizes that the national traditions and cultural values of each nation play an important role in the upbringing of the child and its development as a healthy person, and encourages states to develop the principles and rules of its protection from information that harms the upbringing and healthy development of the children.

Conclusions from international experience:

The national legislation of a particular country can't regulate the issue of circulation of information products on the Internet at an objective level. In this regard, national legislation should be improved on the basis of international laws, conventions and other documents regulating this sphere.

According to international experts, it is recommended that the legislation clearly establishes sanctions against the dissemination of prohibited information, including financial and administrative measures, to compile a list of prohibited information. Blocking, restricting the use of information on the internet, automatic filtering of content, firstly, these measures can't provide security 100% effectively, and secondly, it undermines the reputation of the country, which is partially recognized as free.

It is desirable to involve civil society institutions in ensuring the safety of children on the Internet; corporate self-management; corporate self-management; it is desirable to organize such events as "Safe Internet Day", "Safe Internet Forum".

It is proposed to organize "relatively safe internet centers" in order to protect young people from deviant behavior on the Internet, to increase their literacy in Internet Security. The main goal is to increase citizens' awareness of the rules of safe use of the Internet in European countries; dissemination of instructional materials on the effective use of the internet among parents, teachers and teachers; providing personal advice to children, parents and teachers on ensuring network security with the help of trust phones; To be aware of illegal information and information detected on the internet.

In order to increase the literacy of young people using the internet, to protect them from illegal actions in the virtual space, it is recommended to develop and implement the national project "relatively safe internet" in the country, etc.

It is difficult to imagine today's fast-paced era, the development of society without information and communication technologies. This system is developing day by day around the world. In our country, a number of normative-legal acts aimed at further development of this sphere are adopted and directed to practice. The high positive results of this policy are reflected in all fronts today. Most importantly, advanced communication technologies play an important role in alleviating the pain of our people.

## 2. Material and Methods

In this regard, the promotion of new ideas and initiatives in such areas as increasing the level of employment of young people, women and family members by absorbing the skills of using computer technology among the population and young people, at the same time strengthening the family institution, expanding the ranks of modern exemplary families, facilitating the exit of family members who have fallen.

Object of the model: families who have fallen into a difficult life situation, especially representatives of a young family.

Objectives and objectives of the model: the main goal of the organization of training courses "towards a strong family through information and communication technology" is to increase self-help literacy by teaching ICT and psychology knowledge to families, especially young family representatives who have fallen into a difficult life situation, to form skills to get out of a difficult situation and situation.

The main tasks of the organization of training courses "towards a strong family through information and communication technologies":

To families who have fallen into a difficult life situation, especially to representatives of a young family:

Facebook, instagram, twitter, linkedin, etc.), familiarization with the goals and objectives of Information Communication Technology, Internet and social networks (telegram, Facebook, instagram, Twitter, linkedin, etc.), methods of ensuring information security;

- to improve their skills in the use of computers and mobile devices, applications, Public Services, types, websites of public and non-governmental organizations, ICT in the establishment of family and private business;

- to conduct practical training aimed at obtaining information about changes in the social sphere, vacancies and their use;

- to overcome severe life situations in the family, to improve the skills of resorting to Electronic reference, audio-video materials in the exit from depression, to organize psycho trenes aimed at Life Research on the principle of "Creating a healthy environment in a person himself".

Also, the main criterion of this model is the organization of 20-hour special short-term training courses for a week in the implementation of the above goals and objectives and ensuring that each training course provides knowledge to representatives of the family from 15-20 people and that the audience who successfully completed it will be awarded a certificate. The criteria that should be paid attention when selecting participants for the training course, the conditions for filling out the "reference" are calculated as follows.

1. First, second name.
2. Gender: male and female (a group is formed twice a month, the first is for women, the second is for men)
3. Age: up to 20-40 years old.
4. Information: medium and medium special.
5. Object: a troubled and troubled family with a difficult life situation, especially representatives of a young family.

Criteria for selecting participants:

Unemployed in the family;

Disabled but are eligible to work;

The psychological environment is unstable, mutual disagreements are constant, controversial;

Suffered from violence;

Suffering from constipation;

Single mothers, suffering from a divorce;

Sentenced, pardoned;

Family members who suffer from migration, especially young family representatives.

(The economic situation of the participants does not matter, because even in economically provided families, there may be certain difficult situations in the family, illiteracy can be observed in finding a solution to the problem)

6. Factors that cause a person to fall into a difficult situation: it is necessary to indicate the exact situation.

7. Interests and orientation: the presence of interest in ICT, the desire to acquire knowledge. Ability to act.

8. Some of the data storage of each selected course participant is formed: (entry questionnaire, participant certificate, copy of passport). Controlled: ("Self-Assessment Scale " at the beginning of the course and at the end of the course, output questionnaire). It will be listed and monitored.

On the basis of the above criteria, "reference book" is recorded and presented to the leaders by specialists working with the neighborhood and the family in the involvement of family members in the training course. In the responsibility of managers, course listeners are selected.

### 3. Results

Model implementation level and effectiveness: the first test project of this training course was successfully implemented in Mirzo Ulugbek district of Tashkent city, Uzbekistan in March-July 2018. During the course, the conditions for individual work with each participant were created, in their spare time as an assistant to the course trainers, high-school students were attracted as a volunteer, each course participant was opened an email, the skills of correct and effective use of mobile applications were taught. A group of women from the participants received skills in the use of ICT, through which they were recruited with their own efforts. After the successful completion of the pilot project, systematic work was carried out to attract experienced trainers to the training courses, create training topics, hands on the program, provide methodological, develop a work plan project, and in March 2019 in the branches of the Tashkent University of Information Technologies Nukus, Urgench, Fergana, Karshi and Samarkand (regions of Uzbekistan) began their activities. In the case of March-November 2019, 848 students, of which 686 women and 162 men will successfully complete the course. Of these, 257 were employed using the knowledge they received, 246 were able to overcome family conflicts, 78 were involved in free computer literacy courses. The results of the training course monitoring showed that the correct and effective use of information and communication technologies and

internet literacy is important in increasing the knowledge and outlook of problematic family members, increasing their skills in daily use of ICT, obtaining information, providing self-help and strengthening the self-confidence of the individual.

The model of use of ICT, obtaining information, providing self-help and strengthening the self-confidence of the individual person in practice.

Table 1:

Event Name	Mechanism Of Implementation
Organization of a working-training seminar on the topic "The importance of effective use of Internet, Information and communication technologies and psychological knowledge in providing social assistance to families in a difficult life situation"	<ol style="list-style-type: none"> <li>1. Preparation for the organization of a working-training seminar.</li> <li>2. Conducting a working-training seminar.</li> <li>3. Conclusion, development of proposals and recommendations.</li> </ol>
Allocation of necessary equipment, equipment and training rooms for the organization of training courses in the areas	<ol style="list-style-type: none"> <li>1. In the building of IT universities computer technologies are allocated training rooms, providing them with the necessary equipment and techniques.</li> <li>2. To allocate the training room of komputer technologies and provide it with the necessary equipment and techniques.</li> </ol>
Organization of a team of qualified trainers, preparation of them for training on the basis of the curriculum topics, Organization of educational activities	<ol style="list-style-type: none"> <li>1. Establish a team of qualified trainers.</li> <li>2. Training of trainers on the basis of the subjects of the training course program.</li> <li>3. Development and implementation of the procedure for payment of wages to trainers and specialists.</li> <li>4. Preparation of visual aids for use in training course activities.</li> <li>5. To develop a methodology for the preparation and discussion of conflict situations in a married life, difficult situations in the style of "keys" (a method of finding a solution to a conflict situation).</li> </ol>
Organization of studies on the basis of a 1-week training course program and manuals developed in order to teach lessons on the effective use of Internet and information and communication technologies in providing social assistance to families who have fallen into a difficult life situation.	<ol style="list-style-type: none"> <li>1. Approval, publication and dissemination of curriculum and teaching aids to teachers</li> </ol>
Organization of the activities of the coordinator of each established course in the involvement of families in a difficult life situation in the training course, as well as increasing the duration and effectiveness of the course.	<p>Development and implementation of the order of payment of salaries of course coordinators.</p> <p>The main tasks of the course coordinators ' activities are to determine the following:</p> <ul style="list-style-type: none"> <li>- identify, involve and formulate the list of specialists working with the neighborhood and the family in the involvement of families in difficult life situations in places in the educational course;</li> <li>- take measures to attract participants to the training courses on a voluntary basis, prepare and distribute flasers;</li> <li>- ensuring the continuity and effectiveness of the course, carrying out the continuation of continuous course trainers and participants;</li> <li>- carrying out constant monitoring of the course, facilitating the further activities of the graduates of the course;</li> <li>- constant monthly, quarterly, annual accounts.</li> </ul>
To take measures to organize on-site 1-week training course aimed at teaching lessons on the effective use of Internet and information and communication technologies in providing social assistance to families who have fallen into a difficult life situation.	<ol style="list-style-type: none"> <li>1. Preparation for the organization of a working-training seminar.</li> <li>2. Conducting a working-training seminar.</li> <li>3. Conclusion, development of proposals and recommendations.</li> </ol>
Providing assistance to family members and young people in difficult situations, preparation and implementation of mobile applications on topics such as entrepreneurial skills, family culture, reproductive health, nutrition culture, child education lessons, family budget and psychological knowledge in getting out of stress	<ol style="list-style-type: none"> <li>1. Approval of mobile application themes in cooperation with partner organizations</li> <li>2. To attract professionals responsible for the theme and content of mobile applications and to develop and structure and applications.</li> <li>3. Preparation and deployment of mobile applications.</li> </ol>
Certificate preparation for graduates of the educational course "towards a strong family through information and communication technologies"	<ol style="list-style-type: none"> <li>1. At the end of the training courses, prepare a certificate issued to graduates.</li> <li>2. Provide a certificate to those who have successfully completed the training course.</li> </ol>

Research is conducting from the perspective of a modern interdisciplinary approach, called Presence, or (body) presence in "virtual" reality. It proceeds from the fact that in reality, mediated by electronic means of transmitting and processing information, the subject experiences the effect of inclusiveness, which provokes him to perceive the simulated, animated reality as natural, non-mediated.

The phenomenology of Presence consists in the fact that the subject experiences the illusion of being in the same reality with objects or subjects that are not in the directly observed (non-mediated environment, augmented reality environment) reality of the individual. In this context, we are not talking about a situation of delusions or hallucinations; (body) presence is associating with the experience of being in a virtual (i.e. computer-simulated) reality of a computer game, Internet conferences, or VR systems. The solution to this problem is associating with the development and use of virtual worlds (VM) technology, based on a deep immersion of a person in a certain environment and interaction with objects and characters in this environment, taking into account its various characteristics-physical, psychophysiological, personal, etc. Thus, VMS become a new technology for communication and collaboration between people and things.

Today, the world is actively conducting research on the use of VM to help individuals in all types of rehabilitation. In the last decade, VM tools have been successfully used in psychological laboratories and clinics, both for research and for psychotherapy and rehabilitation purposes.

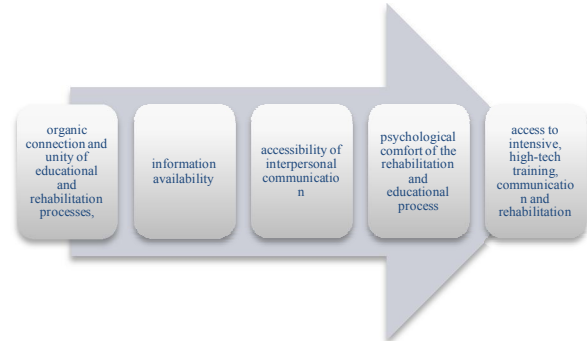
The rapid development of ICT has opened up unprecedented opportunities for employment, education and socialization of people from families in need.

Many interested organizations at the national, regional and local levels have taken steps to increase access to ICTs for people from families in need. Countries such as Sweden and the United States have already adopted ICT policies aimed at achieving sustainable development. The current level of information technology development allows us to create such devices and computer programs that can compensate for almost any restriction on human interaction with a computer, with the possible exception of certain limitations of mental abilities.

Rehabilitation and educational technologies should provide, as shown in figure 1:

- organic connection and unity of educational and rehabilitation processes, optimal assimilation of educational material, both theoretical and practical;
- information availability;
- availability of interpersonal communication;

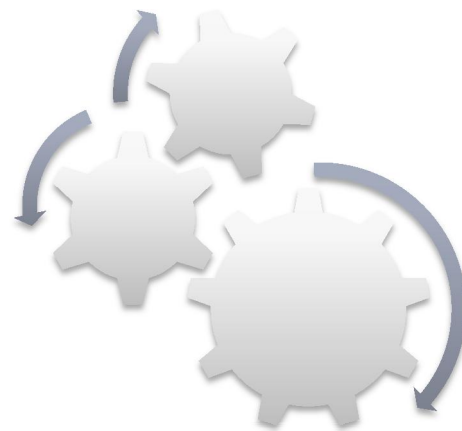
- psychological comfort of the rehabilitation and educational process;
- access to intensive, high-tech training, communication, and rehabilitation when access to them is difficult due to specific life restrictions.



**Fig.1. Directions of rehabilitation and educational technologies**

As shown in figure 2, forming the technological base of the system of continuous multi-level professional education of people from needy families, it is necessary to:

- first, give preference to intensive and high-tech training;
- secondly, to recognize the priority of information computer technologies that allow access to personal computers as a tool for professional activities and the performance of such activities that were previously difficult to access or even inaccessible due to specific limitations of life.



**Fig.2. The mechanism of the base of the system of continuous multi-level professional education**

The analysis of foreign experience in using the tools of interactive virtual environments with immersion allows us to conclude that it is possible to use the tools of interactive virtual environments with



immersion for various rehabilitation of people from families in need – medical (rehabilitation, prosthetics, psychological assistance), professional (career guidance, education and coaching, industrial adaptation), social (household), sports and recreation activities and sports.

#### 4. Discussions

The flexibility and portability of "virtual worlds" allows you to create virtual interactive environments for multiple contexts at once, as shown in figure 5:

*Education.* This context includes all traditional educational activities from pre-school to higher education. In this case, it is assuming that the educational virtual space is using by students under the supervision of teachers during classroom and practical classes, as well as distance learning.

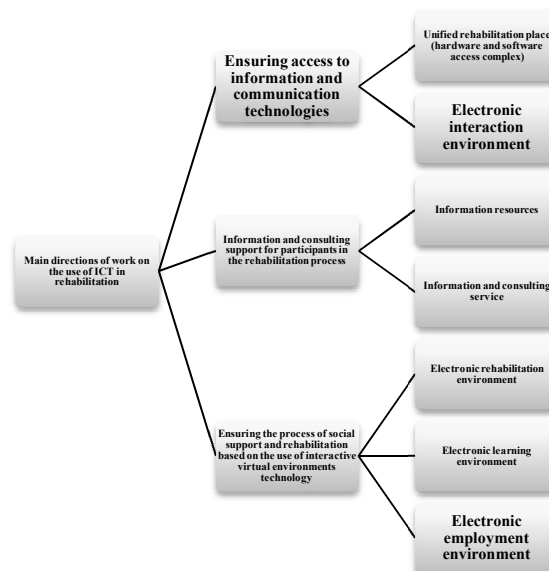
*Professional training.* This context implies the acquisition of skills necessary for any activity. Technology and art are just some of the areas where such training can become a daily practice. Virtual training can replace hands-on skills training, at least in the first stage of training.

*Culture.* This context is creating for museums, historical monuments, zoos, etc. It is assuming that visitors use it, perhaps with the help of a real or virtual guide.

*Rehabilitation.* For people with physical and mental disabilities, a special approach is needed, both in training and in socio-cultural development. Virtual environments provide a wide range of opportunities for both the development of traditional forms of rehabilitation and the creation of new, innovative ones.

Using the tools of interactive virtual environments with immersion for rehabilitation/education of people from families in need allows, figure 3:

- take into account individual characteristics of human perception and processing of information;
- contribute to the development of the necessary realism and interactivity and are therefore able to replace direct education, supporting the system of learning situations, providing new tools and methods of joint learning, accessible even to people who are physically located in remote places;
- acquire knowledge in ways that are not available in the real world;
- provide non-verbal communication related to a person's feelings and emotions, appearance and behavior.



**Fig.3. Main directions of work on the use of ICT in social support and rehabilitation of people from needy families.**

#### 5. Conclusion

The Oila research center, together with a number of partner organizations, conducts research to identify problem families, prevent negative family situations, and study the impact of ICTs and the Internet on family stability and development. At the same time, priority is giving to promoting innovative ideas and initiatives in areas such as helping family members get out of the situation by introducing ICT skills to the population, especially young families. In particular, the Ministry of development of information technologies and communications, the youth Union of Uzbekistan is implementing the project "on the way to a strong family through information and communication technologies" on the basis of the Tashkent University of information technology named after Muhammad al-Khwarizmi, the Tashkent branch of Inha University.

Research Centre "Oila" provide study aimed to study the impact of information and communication technologies and the Internet on stability and development of families in this study was a one-week training course on "ICT for strong families", designed for 20 hours of classroom training, 16 hours of ICT and 4 hours of psychological assistance for representatives of families in difficult situations. The project is aiming at acquiring knowledge on ICT, improving skills in modern technologies. One-week training courses "ICT for a strong family" are organized in all branches of the Tashkent University of information technologies named after Muhammad al-Khorezmi (Nukus, Urgench, Fergana, Karshi, Samarkand and Tashkent) and in the Tashkent branch

of Inha University. There are two groups of fifteen students per month (women and men).

As a result of monitoring the educational activities of the weekly courses, over 11 months, about 1000 family members were trained, 119 of them were employed, and 44 will continue their studies at the three-month courses at the Union of youth and the Tashkent University of information technologies. The results of the training courses are very important for expanding the knowledge and prospects of family members, gaining knowledge on the correct and effective use of information and communication technologies and the Internet, acquiring skills to use ICT in everyday situations to obtain information, search, self-help, and most importantly, to build self-confidence.

Programs for the use of ICT in the sphere of social protection and support of people from needy families are mainly narrowly focused on ensuring specific functions and tasks of state Executive authorities in the social sphere, as shown in figure 4.

Developed countries have developed policies on the use of ICTs for social support and rehabilitation of people from families in need, which has generated widespread interest in society and the development of a market for services that provide social support and rehabilitation activities based on the use of ICTs.

The use of the latest innovative technologies based on the widespread use of ICTs presents huge opportunities not only in solving issues of managing processes and programs of social support and rehabilitation, but also, most importantly, in solving issues of implementing individual rehabilitation programs for each individual.

The existing open information resources in the world, in the form of websites and portals on the problems of social support and rehabilitation of people from needy families, are purely informational or educational in nature, without affecting technologies for social support and rehabilitation.

As a result of the development of the information society, all types of markets are being transformed, including the labor market. Remote work is firmly included in the reality of modern social and labor relations, and it is not opposed to the traditional employment system.

The modern level of information technology development allows creating such devices and computer programs that compensate for almost any restriction on human interaction with the computer and provide it with access to the information space.

Technologies of interactive virtual environments with immersion have a revolutionary significance for the development of innovative technologies and methods of social support and rehabilitation of people from needy families.

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