

Analysis of Tax Administration Activity of State Tax Service Bodies

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Abstract. The results of our studies show that, despite the reforms being implemented, there are still problems in the tax administration system that are waiting for their solution, and research on their improvement is necessary. Also, no full-fledged scientific studies have been carried out on the issue of researching the methodology of assessing the activities of state tax authorities. This, in turn, determines the relevance of assessing the effectiveness of the state tax service authorities.

Keywords: Tax, taxation, administration, activity, assessing the effectiveness, optimal, money.

1. INTRODUCTION

Analysis of the laws of the development of the world economy and the practice of using tax factors in the regulation of the economy, reducing the tax burden in the optimal organization of the tax system in the developed countries of the world, unifying the types of taxes, reducing the tax rate, introducing an electronic system of tax payment and tax control, and tax administration we can see that special attention is paid to improvement issues. In the main strategy for the development of the country in 2022-2026, it is planned to reduce the tax burden from 27.5% to 25% of the gross domestic product by 2026 [1].

The reform of tax administration and state tax service bodies in Uzbekistan is aimed at reducing administrative pressure in the system of tax relations and ensuring mutual cooperation of its participants. As a result of reforms to improve the tax administration system, the share of registered small business and private business entities operating in our republic increased from 56.2% to 60.5%, and the share of the total number of employed people in the economy increased to 74.8% during 2015-2022.

However, the analysis of the dynamics of applications by the state tax service on the results of the activities of the bodies of the state tax service in 2022 indicates that 56.5 percent of the total 277,862 cases heard at the first instance of the economic courts were tax disputes related to the closure of accounts and 2.2 percent to the application of financial fines. This situation explains the existence of administrative pressure in the relationship between taxpayers and state tax service authorities.

PF-60 dated January 28, 2022, PF-5468 dated June 29, 2018 "On the concept of improving the tax policy of the Republic of Uzbekistan" dated October 30, 2020 of the President of the Republic of Uzbekistan "On the Development Strategy of New Uzbekistan for 2022-2026" The research of this thesis served to a certain extent in the implementation of the tasks set by the Decree No. PF-6098 "On organizational measures to reduce the hidden economy and increase the efficiency of tax authorities" and other relevant regulatory legal documents related to this field.[1]

2. LITERATURE REVIEW

The evolution of the financial system and tax authorities N.G. Privalov, S.G. Privalova, V.M. Pushkaryova, B.M. Sabanti, A.V. Tolkushkin, D.G. If studied by scientists such as Chernyk, A.M. Baltina, S.V. Barulina, N.G. Ivanova, T.M. Kovaleva, N.M. Sabitova's studies are devoted to methodological and practical aspects of public funds management. [2]

Evaluating the efficiency of state tax authorities, issues of improving tax administration M.K. Aristarkhova, M.V. Vasileva, N.G. Viktorova, E.S. Vylkova, L.I. Goncharenko, I.V. Deputatova, N.A. Dorofeeva, D.V. Krylov, E.I. Komarova, M.V. Mishustin, H.M. Musaeva, E.V. Nadochi, L.P. Pavlova, V.G. Panskov, M.R. Pinskaya, E.E. Smirnov, A.I. Sorokina, A.V. Suvorov, M.A. Troyanskaya, E.P. Fomin, F.F. Khanafeev, A.T. Shcherbinin's research work was studied.[3]

Issues of improving the tax system and regulation of tax relations. It was studied in the scientific works of scientists of our country such as Ibragimov .[4]

The works of these scientists are mainly devoted to the issues of taxation and tax control. The issues of assessing the quality of tax authorities' activities remain insufficiently researched theoretically and practically. As a result, the

main goal of the reforms is to achieve the mutual cooperation of tax payers and tax authorities, which is the reason for not being fully implemented. Therefore, it is urgent to conduct scientific research on the topic and find solutions to existing problems.

3. ANALYSIS AND RESULTS

Collection of taxes and fees (collectibility) is one of the main indicators of the efficiency of tax authorities. The tax and fee collection indicator is defined as the ratio of the amount of taxes and fees collected by tax authorities to the amount of taxes and fees calculated in the budget (Table 1).

Table 1: Analysis of the state of collection of taxes and fees by tax authorities in Uzbekistan in 2018-2022

by republic	2018 _ y .	20 19 y .	20 20 y .	20 21 y .	20 22 y .	2018 Growth (%) in 20 22
Total collected taxes and fees (in billion soums)	48825.8	58,931.2	78276.8	107535.8	103566.4	212.1
Accumulation rate (%) in percent relative to prediction	100.5	103.5	125.6	1 14 , 8	1 04,5 _	

The analysis of these indicators by regions shows that the level of the tax collection indicator is different (Table 2).

Table 2: The level of accumulation of taxes and fees in Uzbekistan by region in 2020-2022 compared to the forecast (in percent)

Areas	20 20 y . (%)	20 21 y . (%)	20 22 y . (%)
Karakalpakstan Republic	1 51 , 7	1 21 , 0	1 19 , 3
Andijan	12 8 , 7	12 7 , 6	1 10 , 7
Bukhara	1 25 , 7	1 25 , 3	1 13 , 2
Jizzakh	1 25 , 7	1 24 , 1	1 15 , 4
Kashkadarya	122.3	1 07 , 7	1 0 9 , 1
Navoi	1 20 , 4	11 0 , 2	1 09 , 2
Namangan	1 20 , 9	1 20 , 9	1 09 .0
Samarkand	1 20 , 3	1 22 , 9	11 0.6 _
Surkhandarya	1 25.5	1 15 , 0	1 1 3.3
Syr Darya	1 29,2 _	1 2 1.6	11 4 , 1
Tashkent	1 33 , 8	1 24 , 6	1 06,5 _
Ferghana	1 19 , 6	1 19 , 8	1 10,3 _
Khorezm	1 2 1, 7	12 5 , 4	11 2,4 _
Tashkent city	1 19 , 0	1 06 , 3	10 7 1
Total for the Republic	125.6	1 14 , 8	1 04,5 _

Our research shows that the effectiveness of the state tax service depends on a number of factors. Most of these factors are taken into account in the methodology for assessing the effectiveness of the state tax authorities. However, this methodology does not fully take into account the work volume of tax authorities.

When analyzing the number of taxpayers in the regions, it was found that the largest number of taxpayers in the accounts of the state tax service bodies belong to the city of Tashkent, Fergana, Tashkent and Andijan regions (Table 3). This trend continues to grow over the years. The main reasons for this are the good infrastructure and the ability of the population to pay. Therefore, taxpayers tend to operate in these areas.

Table 3 : Analysis of the dynamics of taxpayers registered with the tax authorities in Uzbekistan in 2018-2022

by republic	2018 _ y .	2019 _ y .	20 20 y .	20 21 y .	20 22 y .	2018 20 22 growth in . (%)
Tax payer XYuS registered with the tax authority (number)	891695	900918	1007241	1055590	1185159	132.9
From this,						
Company and organization number	616720	619958	647118	731536	826728	134.0
in percent (%)	69.2	68.8	64.2	69.3	69.8	
the number of YTTs on the account	274975	280960	360123	324054	358431	1 30 , 3
in percent (%)	30.8	31.2	35.8	30.7	30.2	

From the data of the table, mostly (69.2, 68.8, 64.2, 69.3 and 69.8 percent) taxpayers have the status of a legal entity. It is positive that taxpayers have the status of a legal entity. Due to the fact that legal entities have the obligation to keep accounting records, the possibility of keeping and determining tax bases is high. As a result, the effectiveness of the tax control result increases. We can see the state of the number of taxpayers in the cross-section of the regions from the data of Table 4.

Tax offices of the city of Tashkent account for the largest amount of administratively managed tax and tax revenues. The smallest number of registered taxpayers in Uzbekistan and the smallest amount of administratively managed tax and deficit income belong to the tax authorities of Syrdarya region.

Table 4: Analysis of changes in taxpayers registered with tax authorities in the cross-section of regions

Areas	Taxpayers registered with the tax authorities are XYuS			The number of companies, enterprises and organizations registered with the tax authorities			
	total number,	share, %	place	The number of YTTs	share, in %	Enterprise, organization number	share, %
Karakalpakstan Republic	48831	4.6	12	14925	4.6	33906	4.6
Andijan	94484	8.9	5	31174	9.6	63310	8.7
Bukhara	73018	6.9	8	28263	8.7	44755	6.2
Jizzakh	54309	5 , 1	11	12151	3.7	42158	5.8
Kashkadarya	93217	8,8 _	6	24660	7.6	68557	9.3
Navoi	35476	3 , 4	14	9479	3.0	25997	3.6
Namangan	73486	7 , 0	7	26836	8.3	46650	6.4
Samarkand	100601	9 , 5	4	31531	9.7	69070	9.4
Surkhandarya	56343	5 , 3	10	17812	5.5	38531	5.2
Sirdayo	36941	3, 5	13	8223	2.5	28718	3.9

Tashkent	105600	10 , 0	2	29916	9.2	75684	10.3
Ferghana	101685	9 , 6	3	36649	11.3	65036	8.9
Khorezm	59265	5 , 6	9	20648	6.4	38617	5.3
Tashkent city	122334	11.6 _	1	31787	9.8	90547	12.4
TOTAL	1055590	100		324054		731536	

Taking into account the number of taxpayers on the account of tax authorities and the difference in tax and non-tax revenues of administratively managed subjects of tax authorities in the regions of our Republic, we believe that it is necessary to take into account the level of complexity (weight of the burden) of the work of tax authorities in the methodology of assessing the activity of tax authorities. This will be discussed in more detail in the next paragraph of our study.

At the current stage, one of the main tasks of the tax authorities is to ensure that taxpayers pay the taxes specified by law to the budget in full and on time. In practice, a major problem in the implementation of this task is the existence of tax arrears on the part of taxpayers, tax agents and tax collectors. Reducing tax and levy arrears is also one of the main areas of activity of tax authorities. In Uzbekistan, the size of debt to the budget system in terms of taxes and fees limits the size of the state's financial resources.

In 2021, a large amount of debt in the regions of Uzbekistan for taxes and payments is 1,359.5 billion in Kashkadarya. 314.6 billion soums in Andijan. Soums, Tashkent 268.0 billion soums, Fergana 240.2 billion soums, Samarkand 231.0 billion soums and Tashkent city 129.0 billion soums. amounted to 540.4 billion soums, and in 2022, the tax and payment debt in the Tashkent region increased by 2 barbars and reached 540.4 billion. soum. In the city of Tashkent, it increased by 3.7 times to 488.7 billion. amounted to soum.

Table 5: The amount of taxes and fees owed to the state budget in Uzbekistan for 2018-2022

by republic	2018 _ y .	2019 _ y .	20 20 y .	20 21 y .	20 22 y .	2018 20 22 decrease in (%)
TOTAL	9 299.5	5 938.0	3 543.4	2 836.4	4 428.1	47.6
From this,						
Debt to the budget (billion soums)	6 533.7	4 239.5	1 136.0	1 036.2	4428.1	67.8
in percent (%)	70.3	71.4	32.1	36.5	100	
Debt to the trust fund (billion soums)	2 237.3	1 466.4	2 407.3	1800.2	-	80.5
in percent (%)	29.7	28.6	67.9	63.8	-	

While there has been a decline in arrears over the years, the level of indebtedness has increased by almost 100 percent in 2022 compared to 2021. The most dangerous aspect of these debts is that they correspond mainly to non-performing enterprises.

Table 6: The amount of taxes and fees owed to the state budget for 2020-2022 by regions in Uzbekistan

Areas	20 20 y .	20 21 years .	, % compared to 2020	20 22 y .	% compared to 2021
	Amount, ml rd soum _	Amount, ml rd soum _		Amount, ml rd soum _	
TOTAL debt for the Republic	3 543.4	2 836.4	80.0	4 428.1	125.0

According to YSTBH DSI		243.1		292.1	120.2
Provincial DSBs total	3 216.4	2 593.3	80.6	4136.0	159.49
Karakalpakstan Republic	111.0	77.7	70.0	168.6	217.0
Andijan	314.6	276.4	87.9	292.0	105.6
Bukhara	181.7	129.5	71.3	353.8	273.2
Jizzakh	123.3	80.1	65.0	138.2	172.5
Kashkadarya	1 359.5	175.4	12.9	354.5	202.1
Navoi	56.6	36.4	64.3	40.2	110.4
Namangan	133.9	121.7	90.8	208.8	121.0
Samarkand	231.0	159.0	68.8	288.0	181.1
Surkhandarya	151.0	110.5	73.2	226.8	418.6
Syr Darya	176.0	203.5	115.6	318.6	156.5
Tashkent	268.0	540.4	201.6	667.9	331.3
Ferghana	240.2	153.1	63.7	444.5	290.3
Khorezm	67.6	40.9	60.5	77.0	188.3
Tashkent city	129.0	488.7	37 8,8 _	557.2	114.0

One of the reasons for the increase in indebtedness in 2022 is due to the government's decision to extend the period of payment of benefits and benefits for entrepreneurs and residents due to the economic situation in the country and the state of emergency (Covid-19). increased to 4,428.1 bln. amounted to soum.

It should be noted that the total debt to the budget for tax payments is divided into two, that is, debt that cannot be collected by tax authorities and debt that can be collected. Collectable debt consists of default and regulated debt. [6]

The state of tax arrears in Uzbekistan can be considered according to the following indicators: the amount of arrears to the budget; the ratio of indebtedness to the value of calculated taxes; the share of tax debt in the total amount of tax debt, whose collection is suspended due to the initiation of bankruptcy procedure (procedure); the amount of debt that cannot be collected by tax authorities; the share of tax arrears in the total amount of tax arrears collected by bailiffs based on the decision to initiate enforcement proceedings.

Another important area of tax administration carried out by state tax service bodies is tax control. The effectiveness of the control work of tax authorities is reflected in the adoption of quality decisions based on the results of camera and mobile tax inspections. We used the information presented in the form of the statistical tax report No. 2-SN entitled "Report on the results of the tax authorities' control work" in the analysis of tax control activities of tax authorities.[5]

In 2022, 541,554 operating taxpayers were subject to 45,417 control measures. As a result of these measures, 7.2 percent of taxpayers were subject to camera inspections. As a result of in-camera inspections, tax audits were conducted on 1,157 high-risk taxpayers, and mobile tax inspections were conducted on 5,297 taxpayers. As a result of the investigations, an additional 13.6 trillion soums of taxes were added to the budget and 1.4 trillion soums were paid to offenders. a financial penalty of soums was applied.

One of the main areas of activity of tax authorities is the settlement of tax disputes before the court. As we said above, at present, settling tax disputes before the court is a mandatory procedure. The main task of this event is to reduce the number of tax disputes that are resolved in court with the participation of tax authorities. The measures taken to increase the effectiveness and development of the procedures for resolving tax disputes before the court in Uzbekistan gave positive results.[9]

In 2021-2022, the total number of applications received for the settlement of tax disputes before the court was 647. The number of disputes increased to 149 compared to 2021, and the disputed amount increased by 655 million 292 thousand soums. 165 tax disputes in 2021 and 261 in 2022 were resolved in favor of tax authorities.

This administrative system is new for tax authorities. In the practice of developed countries, different practices are used to resolve tax disputes. One of them is the mediation procedure. Although there is a practice of resolving

disputes through mediation in the practice of Uzbekistan, the use of this practice in resolving tax disputes is prohibited by law.

In our opinion, the application of the system of pre-trial settlement of tax disputes on the basis of mediation to the tax administration of Uzbekistan serves to further improve the cooperation between taxpayers and state tax service authorities.

At present, one of the urgent directions of the activity of tax authorities is to increase the quality and increase the types of public services provided to taxpayers (expanding the spectrum). Such services of tax authorities include the organization of reception of taxpayers, quick and timely review of appeals of taxpayers on matters of interest to them, and other services within the jurisdiction of tax authorities.

According to the order of the State Tax Committee of the Republic of Uzbekistan No. 340 dated August 15, 2013, the State Tax Service is implementing the implementation of electronic communication between tax authorities and taxpayers.

In Uzbekistan, in this direction, based on the decision No. 7 of the Specialized Working Commission of November 12, 2014, "Accepting and processing reports from individual entrepreneurs in electronic form" and No. 11 of May 16, 2014, "Accepting the notification on the application of the taxation procedure ” the regulation of interactive public service provision was approved.

The percentage of taxpayers who positively assess the quality of work of tax authorities is increasing year by year. According to the results of the online survey of taxpayers conducted on the website of the State Tax Service of Uzbekistan, more than 90 percent of those who participated in the survey positively evaluate the work of tax authorities, which indicates that things are going in the right direction.

In general, in 2020-2022, 97% of citizens rated the service of tax authorities as "good" and "excellent".

The average value of grades is built according to the following indicators

- the quality of services in general (the rating is taken from the SMS message);
- the time of rendering public services;
- waiting time for public services;
- politeness and knowledge of the employee communicating with the applicant during public service (level of professional skill);
- convenience of the conditions in the room where the public service is provided;
- openness of information about the procedure for providing public service.

The purpose of the cooperation of tax authorities with taxpayers is to increase the level of fulfillment of the tax payer's obligations to pay taxes and fees, as well as to increase the quality of service to taxpayers and the provision of public services.[7]

Currently, one of the priority directions of tax administration activity of tax authorities is to increase the volume and improve the quality of electronic receipt of tax reports from taxpayers through telecommunication communication channels. All these represent the level of attractiveness of electronic submission of tax reports and declarations by taxpayers, the convenience of electronic services for taxpayers and the effectiveness of their activities .[8]

Currently, more than 99% of taxpayers in Tashkent submit their tax reports via telecommunication communication channels. This indicator is an average of 97.39% for the republic. As for individual entrepreneurs, this indicator was 93% in Tashkent, and the average for the republic was 82.64%.

It should also be noted that the users of the website of the Republican Tax Service can familiarize themselves with the tax legislation, forms of tax reports, and get answers to the most common questions about taxes. "Find out your debt" and "Taxpayer's personal cabinet" services are especially popular (popularized) among site visitors. Thus, at present, tax authorities are providing a wide range of services electronically, paying great attention to the development of their information supply.

A ranking of the state tax service bodies of the republic was developed within the framework of the above-mentioned main directions of activity (Table 7).

Table 7: Rating of tax authorities of the Republic of Uzbekistan for 2022

Areas	Ensuring the execution of the budget revenue forecast	Control work	Reduction of tax liability and overpayment

Karakalpakstan Republic	9	10	3
Andijan region	2	5	11
Bukhara region	5	1	10
Jizzakh province	10	9	1
Kashkadarya region	12	8	4
Navoi region	3	3	14
Namangan region	1	2	12
Samarkand region	7	13	7
Surkhandarya region	14	7	2
Sirdayo region	4	12	9
Tashkent region	13	6	5
Fergana region	11	14	8
Khorezm region	8	11	6
Tashkent city	6	4	13

In our opinion, the use of the system of evaluation of the results of the tax administration by the state tax service bodies in the main areas recommended above allows a fair and honest assessment of the effectiveness of the tax offices. Ultimately, this affects the rating of tax authorities.

4. CONCLUSIONS

We came to the following conclusions within the framework of the analysis of the indicators of the activity of tax authorities:

1. Subjects of territorial tax organizations of the Republic of Uzbekistan differ from each other in terms of the amount of administratively managed income and the number of taxpayers registered in the tax authorities. At the same time, the amount of work of tax authorities is not taken into account when evaluating the efficiency of the activity, because they are different in the regions of the Republic of Uzbekistan.

2. In the process of analyzing the activities of tax authorities in reducing tax debt, regions with significantly large tax debt and low debt were identified in the Republic of Uzbekistan. This, in turn, is related to the characteristics of economic development in the regions and the effectiveness of the work of the tax authorities in the regions to reduce tax debt.

3. It was found that the number of tax audits in the regions of the Republic of Uzbekistan is unevenly distributed, which, in our opinion, leads to the fact that the effectiveness of tax authorities' control work is low in the tax offices where such audits are the most.

4. In almost all regions of the Republic of Uzbekistan that we have analyzed, the percentage of taxpayers who positively assess the quality of the work of tax authorities is increasing. This testifies to the effectiveness of tax authorities in providing quality public service to taxpayers. In this regard, the use of modern information technologies in the activities of tax authorities is of great importance.

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