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DEVELOPMENT TRENDS SERVICE RENDERING IN UZBEKISTAN

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Annotasiya. Maqolada O'zbekiston iqtisodiyotida xizmatlar ko'rsatish sohasining rivojlanish tendensiyalari aniqlangan va mamlakat iqtisodiyotida xizmatlar sohasining tutgan o'rni baholangan. Xizmatlar ko'rsatish sohasini rivojlantirishning ustuvor yo'nalishlari bo'yicha ilmiy taklif va amaliy tavsiyalar ishlab chiqilgan.

Kalit so'zlar: xizmatlar, xizmat ko'rsatish, xizmatlar bozori, xizmatlar nomenklaturasi, xizmatlar sifati, informasion texnologiyalar, postindustrial jamiyat

Аннотация. В статье определены тенденции развития сферы услуг в экономике Узбекистана и дана оценка роли услуг в экономике. Разработаны научные предложения и практические рекомендации по приоритетам развития сферы услуг.

Ключевые слова: услуги, оказание услуг, рынок услуг, номенклатура услуг, качество услуг, информационные технологии, постиндустриальное общество

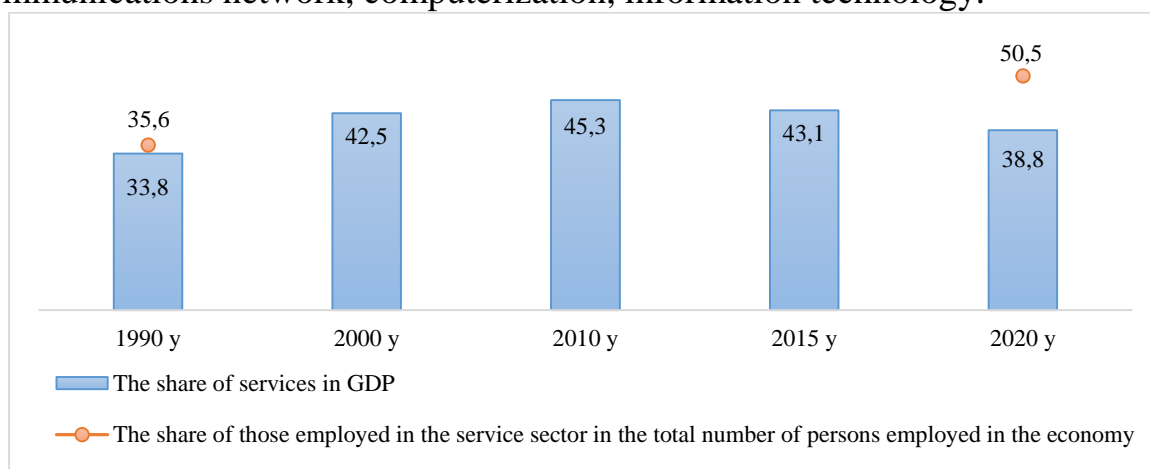
Abstract. The article identifies trends in the development of the service sector in the economy of Uzbekistan and assesses the role of services in the economy. Scientific proposals and practical recommendations on the priorities for the development of the service sector have been developed.

Key words: services, provision of services, service market, range of services, quality of services, information technology, post-industrial society.

Introduction. During the years of independence, our country has carried out deep, wide-ranging reforms aimed at radically reforming the services sector, the formation and development of a national market mechanism for the development of the sector. In particular, in recent years, the provision of services in the economy of the country has led to the achievement of comprehensive development indicators in other sectors of the national economy, as well as the qualitative improvement of quality goods and services. One of the priorities of the Action Strategy for the further development of the Republic of Uzbekistan is the rapid development of services in this country. [1] It should be noted that as a result of reforms in the economy in 2016-2020, the number of economic entities engaged in the provision of services has increased, the network structure of services has significantly improved, the range of services provided has expanded, the market of modern and quality services has been formed.

Literature review. According to the analysis of the scientific and theoretical basis of the development of the service sector, economists such as Rostow, D. Bell, R. Aron, E. Toffler, Dj Gelbright, the formation of a post-industrial society in the country views are available.[3] According to the results of the research, the theoretical and practical issues on the development of innovative services in the country are systematized and not studied as a complex, as a special research object.

Analysis. The analysis shows that in 1990-2020, the share of services in the GDP of the country increased from 33.8% to 38.8%, and the share of employment in this sector in the total economy increased from 35.6% to 50.5% (see Figure 1). During the years of independence, the economy of the country has developed the services of communication, banking, insurance, leasing, tourism and excursion services on the basis of high technologies in accordance with the requirements of a modern market economy. In particular, the average annual growth rate of communication and information services in 2010-2020 was 20-21%, the volume of such services by 2020 increased by almost 5.0 times compared to 2010. [2] In our opinion, in order to achieve such a significant growth trend in the field of communications and information services, it is important to improve the quality of mobile communications, Internet, cable television and communication services as a result of the development of telecommunications network, computerization, information technology.



Note: Data for 1990-2000 are based on the XXTUT classification. The data for 2010-2020 are presented taking into account the data that have been clarified (revalued).

Figure 1. The role of the services sector in the economy of Uzbekistan [4]

The development of information technology has led to a radical improvement in the provision of banking services to the population, the introduction of plastic cards, the introduction of online commercial services in the field of trade. Due to these positive trends, the volume of financial services provided to the population increased 10 times in 2010-2020. In addition, technical and technological changes in the economy of the country, along with the improvement of quality and quantity of services provided to the agricultural and industrial sectors, have created sufficient conditions for the rapid development of material production. In particular, service centers that fully meet world standards in the field of catering, trade, hotel, education, health care have been established.

According to the analysis of statistical data, the volume of services provided in the economy of the country in 2010-2020 increased by 8.1 times. During the period under review, there were structural changes in the volume of services provided in the economy of the country. In particular, in 2010 the share of transport services (the share of these services in total services was 38.8%) and trade services (24.4% of total services) in the volume of services provided by the main types of economic activity was 63.2%. By 2020, trade (26.2%), transport (24.4%) and financial (20.8%) services

accounted for 71.4% of total services provided. According to the results of statistical observations, during the study period, living and nutrition (18.6 times), finance (17.3 times), architecture, engineering research, technical testing and analysis (16.4 times), health (13.1 times), The volume of educational services (11.2 times) is characterized by a sharp increase compared to other types of services. Also, during the study period, the volume of transport (5.1 times), repair of computers, personal belongings and household goods (5.4 times), information and communication services (6.7 times) was lower than the increase in the volume of services provided in the national economy. recorded the indicator (see Table 1).

Table 1

**Volume of services provided by main types of economic activity in
Uzbekistan* [5]**

	2010 y		2015 y		2020 y	
	billion UZS	percent	billion UZS	percent	billion UZS	percent
Total services provided	27 126,8	100,0	78 530,4	100,0	219 978,5	100,0
<i>Including on the main types:</i>						
Information and communication services	2 080,2	7,7	5 181,5	6,6	13 852,3	6,3
Financial services	2 643,7	9,7	8 206,7	10,5	45 783,0	20,8
Transportation services	10 524,4	38,8	26 817,3	34,1	53 662,9	24,4
<i>Including road transport services</i>	<i>5 124,0</i>	<i>18,9</i>	<i>16 032,1</i>	<i>20,4</i>	<i>28 474,1</i>	<i>12,9</i>
Accommodation and meals	292,7	1,1	890,6	1,1	5 431,7	2,5
Sales services	6 620,8	24,4	21 366,9	27,2	57 572,7	26,2
Real estate related services	809,3	3,0	2 757,3	3,5	6 016,9	2,7
Educational services	763,1	2,8	2 681,4	3,4	8 539,4	3,9
Medical services	258,0	1,0	1 100,4	1,4	3 386,7	1,5
Rental and leasing services	548,0	2,0	1 801,6	2,3	4 149,0	1,9
Services for the repair of computers, personal items and household goods	624,2	2,3	1 724,5	2,2	3 347,8	1,5
Personal services	756,5	2,8	2 366,5	3,0	5 032,2	2,3
Services in the field of architecture, engineering research, technical testing and analysis	299,2	1,1	841,0	1,1	4 907,5	2,2
Other services	906,7	3,3	2 794,7	3,6	8 296,4	3,8

**) identified in the data from 2010 due to changes in the methodology for calculating specific types of activities*

As a result of the consistent implementation of reforms aimed at the development of the service sector in the country, the average annual growth rate of the services sector in 2010-2020 amounted to 112.7%. As a result of achieving sustainable development of the service sector during the study period, the volume of services per capita increased by 6.8 times (see Figure 2).

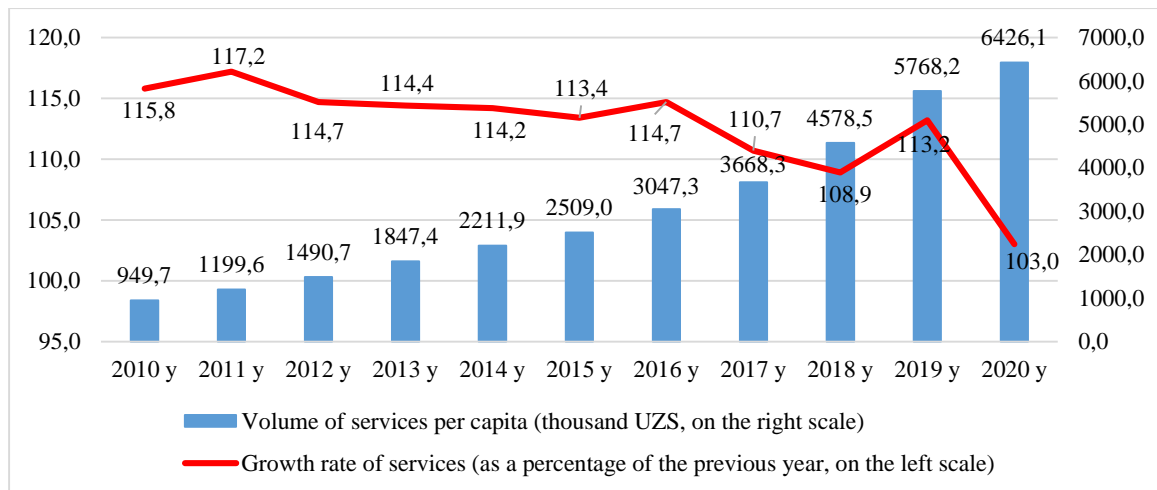


Figure 2. Trends in the development of services in Uzbekistan [1]

The average annual growth of services in the regions of the country in 2010-2020 is Syrdarya (117.1%), Jizzakh (116.9%), Navoi (116.0%), Namangan (116.0), Surkhandarya (115.8 percent) and in Tashkent city (115.8 percent) compared to other regions. Also, the volume of services per capita in the analyzed period in the Republic of Karakalpakstan (8.4 times), Jizzakh (9.4 times), Surkhandarya (8.1 times), Syrdarya (8.0 times) regions is higher than in other regions of the country. characterized by an increase (see Figure 3). This indicates that the priority is given to the implementation of reform measures to develop the service sector in the economy of the country, not only in the country but also in its regions.

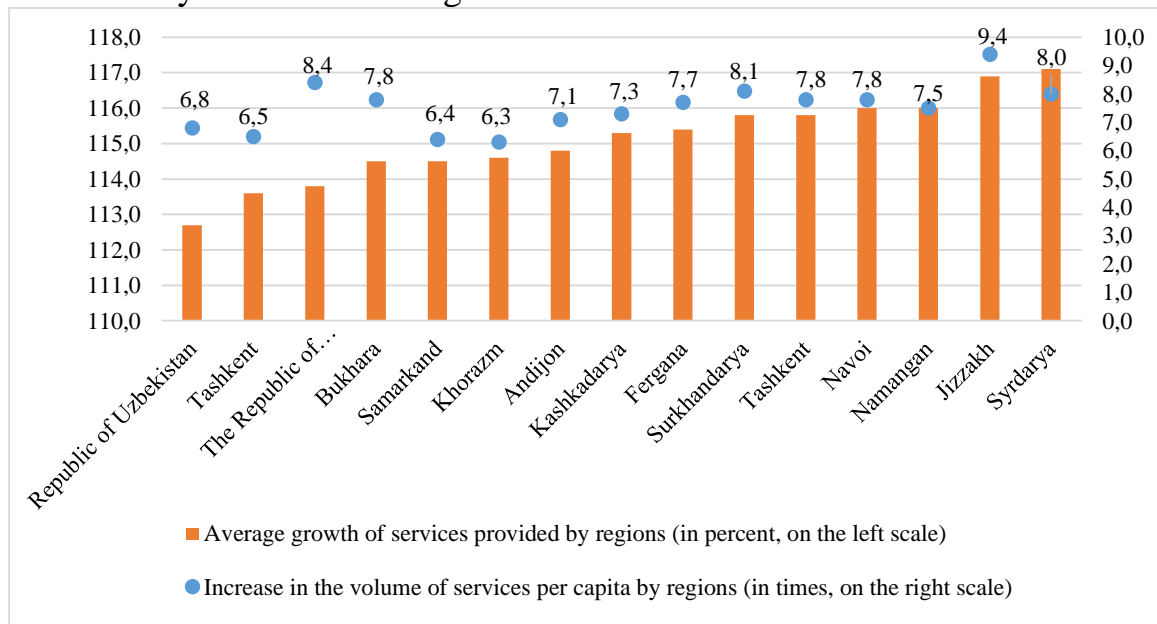


Figure 3. Average development indicators of the service sector in the regions of Uzbekistan in 2010-2020 [2]

The analysis shows that in terms of regions of the country, the volume of services per capita in Tashkent, as well as in Navoi, Tashkent and Bukhara regions is significantly higher than in other regions (see Table 2). In particular, in 2020, the total volume of services provided per capita in Tashkent will be 4.7 times higher than in the country, and the city of Tashkent will account for about 37.3% of the total services provided in the country. In particular, the share of services provided in the country is low in Surkhandarya (3.7%), Namangan (3.9%) and Kashkadarya (3.9%) regions.

According to the results of the analysis, positive trends in the coming years will be achieved through the transition of the service sector to innovative development of the economy. In particular, the development of this sector will ensure the long-term sustainable development of the country's economy.

Table 2

Volume of services per capita in the regions of the Republic of Uzbekistan
[3]

	2010 y	2015 y	2020 y
Republic of Uzbekistan	949,7	2 509,0	6 426,1
The Republic of Karakalpakstan	405,1	1 435,1	3 412,0
<i>provinces:</i>			
Andijon	506,3	1 624,4	3 614,1
Bukhara	650,8	2 083,6	5 085,5
Jizzakh	384,8	1 367,3	3 598,6
Kashkadarya	425,8	1 356,4	3 128,7
Navoi	743,0	2 245,8	5 809,1
Namangan	418,3	1 287,7	3 144,9
Samarkand	563,2	1 643,4	3 600,3
Surkhandarya	374,7	1 286,3	3 018,4
Syrdarya	481,5	1 407,4	3 869,4
Tashkent	861,6	2 321,8	5 572,3
Fergana	466,8	1 512,5	3 617,1
Khorezm	545,7	1 472,2	3 437,0
Tashkent c.	3 887,0	9 700,5	30 234,4

In our opinion, the need to develop the service sector in the economy of the country in recent years can be justified by the following:

First, based on the analysis of world practice of service sector development, one of the effective ways to increase the country's GDP is to create favorable conditions for the development of the service sector in the country. It should be noted that in today's world, the value added created by material production, ie products produced in industrial sectors, averages 40-42%, while in the service sector this figure is 63-65%. [4] Taking into account this situation, through the development of the services sector, it will be possible to increase the value added in the national economy by 1.5 times. As a result, favorable conditions for sustainable development of the country's economy will be achieved in the long run.

Second, it will be necessary to strengthen the income base of the population, as well as to develop the services sector in creating new sustainable jobs. In particular, the share of services provided in our country per capita is low. For this reason, the use of services by middle and middle-income groups is low. According to the analysis of world practice of development of the service sector, the services provided in developed countries are 30-45 thousand US dollars per capita, while in the country this figure is 600-700 US dollars. In particular, the education and health services provided to the population are very low. This situation has a negative impact on the quality of national

human capital in our country, which also leads to the problem of lack of highly qualified personnel in the labor market.

Third, according to the analysis of the scientific and theoretical basis of the development of the service sector, economists such as U Rostow, D Bell, R Aron, E. Toffler, Dj Gelbright believe that the formation of a post-industrial society in the country there are scientific views on.[5] The analysis of the practice of developed countries shows that the share of services in the GDP of this group of countries is 75-80%, while in 2020 this figure was 38.8% in our country. Given this situation, we can say that the share of services in GDP in our country is about 2.0 times lower than in developed countries. In order for Uzbekistan to become one of the developed countries in the coming years, it is necessary to develop state programs for the development of the service sector and give priority to their implementation.

Fourth, the service sector in the regions of the country is unevenly developed, and in some areas, in particular, in Surkhandarya, Namangan and Kashkadarya regions, the volume of services per capita is more than twice the national average. In general, in terms of regions of the country, only in Tashkent the volume of services per capita is high, and the indicators of other regions are lower than the national average. Taking into account this situation, in the coming years it will be necessary to develop programs aimed at the development of services in the regions of the country, taking into account regional specifics.

Fifth, in 2016-2020, the share of services provided to economic entities in rural areas of the country in the total volume of services by this type of service was 20-25%, while the share of consumer services was 40-43%. Given that more than 50% of the country's population lives in rural areas, the level of development of services in rural areas can be assessed as slow. Taking into account this situation, we consider it expedient to develop and implement a system of measures aimed at equalizing the volume of services provided in rural areas with urban areas in recent years.

Sixth, the income of the population of our country does not fully cover their needs for access to services. In particular, the share of services in the structure of population expenditures in the country is 20%, while in developed countries this figure is higher than 50%. [6] Given this situation, we believe that it is necessary to develop programs aimed at optimizing the cost of services provided to the population, the allocation of benefits by the state to economic entities in the field of public services.

Table 3

**Average wage in the service sector in some countries
(in US dollars in 2019) [7]**

	USA	Germany	Russia	Uzbekistan
Trade and catering	4 760	4 234	453	281
Education	3 550	4970	442	169
Medical		6 093	462	149
Transport	3 760	6 292	572	–
Communication and information services	5 670	6 216		343
Financial services	5 540	6 290	1 145	405
Public services	3 263	4 438	–	–
Other services	3 080	–	–	–
Average salary in the service sector	4 580	4 576	560	219

Seventh, wages in the service sector in our country are sharply lower than in developed countries. According to the analysis of world practice, in developed

countries in the period before the Covid-19 pandemic, the average salary of employees in the service sector was 4,500 - 4,600 US dollars, while in our country this figure was about 220 US dollars (3- see table). Taking into account this situation, we consider it expedient to increase the volume of services provided to the population in our country in recent years, including the creation of new jobs in this area.

Taking into account the above situations, we believe that in recent years it is necessary to improve the network structure of the service sector in our country. In particular, in recent years, the share of educational services in the total structure of services in our country is 3.5-4.1%. This figure is 15-16% in developed countries. [8] We believe that in recent years, the development of educational services in the country will increase the share of the service sector in GDP by providing the labor market with highly qualified personnel, as well as training qualified professionals who can contribute to the effective development of the services sector.

Also, according to the analysis of world practice of development of the service sector, tourism plays an important role in the service sector of developed countries. In particular, the share of tourism in the GDP of developed countries is 10%, and in countries with developed market economies in the island region, this figure averages 30-50%. Tourism accounts for 8.0% of international exports of goods and services, which today lags behind exports of automotive, chemical, food, computer and fuel resources. In particular, in 83 member countries of the International Tourism Organization, the tourism services sector is one of the five main types of exports of goods and services, and in 38% of countries, tourism is the main source of currency. At the same time, the tourism sector is the leading sector of the economy in countries where it is the main source of income, and employment in this sector is higher than in other sectors. For example, in the Seychelles, 66.7% of the local population is engaged in tourism, in Grenada - 52.2%, in the Bogama - 48.2%, in Iceland - 33.3%, in Cyprus - 22.1%, and in Thailand - 15%. employment in the field is provided.[9]

Conclusion

According to research conducted by experts of the International Tourism Organization, in the third millennium, the demand for tourism products that will provide high satisfaction to consumers in the shortest possible time will be high. Uzbekistan is a country with high socio-economic potential for tourism development. In particular, the country has priorities that allow the development of tourism, such as historical and architectural monuments, monuments of folklore, nature reserves, mountain and water systems, which have a long history. The development strategy of Uzbekistan until 2035 sets the task to increase the share of tourism in the country's GDP from about 3.0% to 28%. [10]

In our opinion, in the development of tourism in the country in recent years, we consider it appropriate to develop measures aimed at targeted state support of businesses operating in this field, to ensure their mastery of technologies for the provision of innovative tourism products and services. This situation will create favorable conditions for increasing the share of tourism in the country's GDP in the long run, as well as favorable opportunities to increase exports of tourist services. Therefore, in the following sections, we consider it expedient to analyze the indicators of the development of the market of tourist services in our country.

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