

**ANALYSIS OF THE MAIN DIRECTIONS OF DEVELOPMENT OF THE SERVICE SECTOR IN UZBEKISTAN**

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Abstract

The article presents an analysis of priority areas for the development of the service sector in Uzbekistan.

From the point of view of introducing new types of services into the services market of Uzbekistan, changing consumer needs and increasing requirements for the quality and speed of services provided, it is necessary to create an economic system that is flexible for In accordance with changes of time, making scientifically based decisions in the formation of targeted and targeted development programs and new strategies, the development of a unique national approach taking into account advanced international standards becomes the main task in the implementation of macroeconomic and statistical policies.

Keywords: priority direction, service sector, national economy, implementation of macroeconomic and statistical analysis, types of services.

Introduction

It is known that the modernization of the economy is an important factor influencing the development of the service sector in Uzbekistan. Therefore, the active introduction of new technologies, development of infrastructure and skills (from the point of view of service culture, knowledge) will contribute to the rapid growth of the service sector in the country.

At the same time, the Government of our country actively attracts foreign investors to various sectors of the economy, in particular, to the service sector, which serves to acquire the necessary experience for the introduction of more and more new technologies and the further development of service activities.

Another important area is healthcare services. Compared to 2019, the volume of healthcare services in 2023 will be 5.3 trillion. increased to 8.4 trillion soums. amounted to soum. This served to increase their share in the total volume of services to 1.8 percent.

Today, more than 1.3 thousand hospitals are operating in the republic. At the same time, rural family polyclinics were established in the regions, social pharmacies and round-the-clock emergency medical services, perinatal and girls' health protection polyclinics were launched. Specialized ambulatory care in five narrow specialties (obstetrician-gynecologist, surgeon, dentist, therapist, pediatrician) was provided, and ultrasound and laboratory examinations were also organized. As a result, it was possible to provide qualified specialized ambulatory care to the rural population.

In addition, analyzes show that the number of private medical institutions in Uzbekistan is increasing day by day. This, in turn, creates a healthy competition in the field of medicine, allows to increase the quality of medical services provided to the population and reduce their price.



For example, in 2018, the multidisciplinary medical center "AKFA Medline" was opened, and it became the first medical organization certified by the local body "CERT International" in the republic. The competence and impartiality of this body's activity is confirmed by the Slovak National Accreditation Service (SNAS), and "CERT International" conformity certificates are recognized in more than 120 countries of the world.

During this period, dozens of other institutions, in particular, republican specialized scientific and practical medical centers in such areas as oncology, neurosurgery, traumatology and orthopedics, allergology, nephrology and kidney transplantation, neurology, narcology, children's surgery were established. For example, in order to increase the quality and volume of medical care for women of reproductive age, pregnant women and children, the Second Perinatal Center was commissioned. It is equipped with the most modern equipment based on the experience of leading clinics. The first floor houses a multidisciplinary clinic, the upper floors contain patient rooms and general practice offices, including a neonatal intensive care unit. In addition, the National Children's Medical Center equipped with modern medical equipment was built and commissioned in Tashkent. The value is 130 million. This modern medical center was established with the support of the Economic Development and Cooperation Fund (EDCF) of the Republic of Korea. The center clinic is designed to receive 250 patients per day. The center is equipped with magnetic resonance imaging, multispiral computer tomography, a modern laboratory, and modern diagnostic equipment for early detection of cancer.

If we continue our analysis, trade services (110.7 trillion soums) make up a significant part of the total volume of services provided in the economy, totaling 61.9 trillion soums during 2019-2023. to soums or increased by 1.4 times.

In recent years, we can see that the field of information and communication technologies (ICT) is developing rapidly in Uzbekistan. In particular, investments are being made for the development of ICT infrastructure, including the expansion of broadband Internet services and the construction of new data processing centers. The government supports the development of the ICT sector by providing tax incentives and favorable conditions for those who start new activities in this direction. This has helped to create a vibrant, modern ICT ecosystem, particularly in Uzbekistan, rich with many young entrepreneurs and innovative startups.

If we look at the numbers, in 2019-2023 the total volume of communication and information services will increase 3 times, and in 2023 its volume will be 22.9 trillion. made 14.7 trillion soums compared to 2019. increased to soum.

Mobile communication services in the market of Uzbekistan are provided by "Unitel" LLC ("Beeline" trademark), "Universal Mobile Systems" LLC (UMS trademark), PWC joint venture (Perfectum Mobile trademark), individual entrepreneur "Coscom" LLC ("Ucell" trademark) and UzMobile branch of "Uzbektelecom" JSC provides companies.

Starting from 2020, another mobile operator, namely "Humans" LLC, which is a part of "Humans" international group of companies, founded in 2016, began to operate. The activities of this group are aimed at the development of technological projects in the financial sector, telecommunications, information exchange and medicine. Figure 1 shows the composition of telecommunication companies' income from communication services. [7]

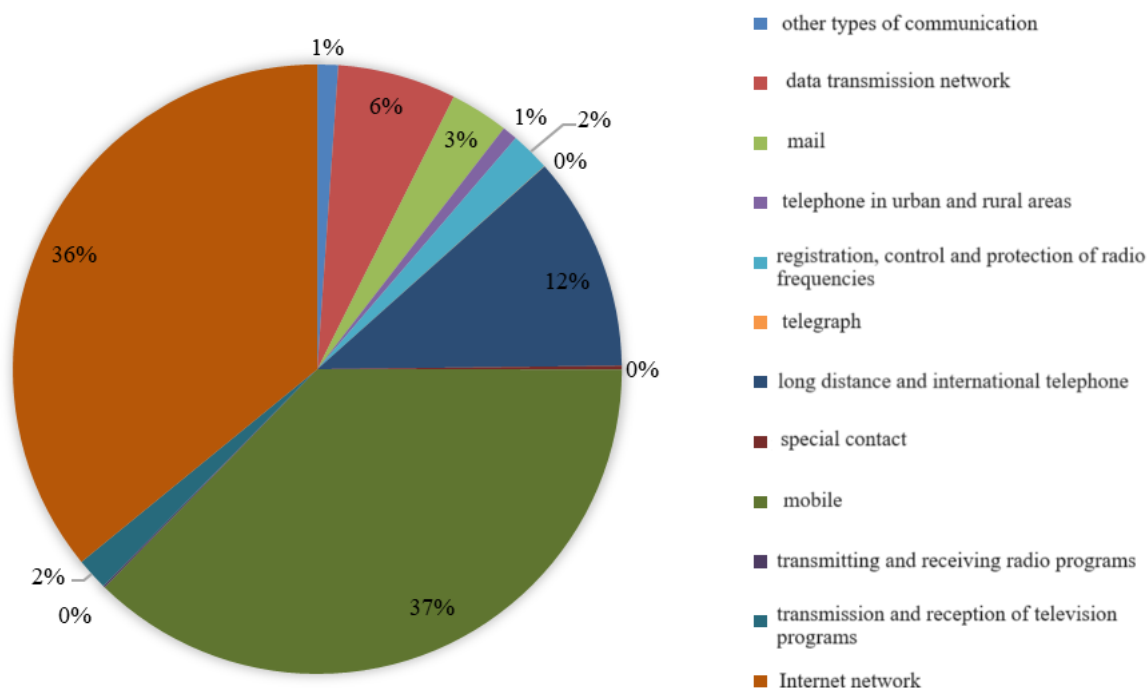


Figure 1. The composition of the income from communication services of telecommunications enterprises (end of 2023, in %)¹

Therefore, the main share is accounted for by mobile communication (37% of total communication services) and "Internet" network services (36% of total communication services). At this point, although there are certain volumes in other directions, it is noteworthy that due to the introduction of digital technologies, special communication, transmission and reception of radio programs, and telegraph services are decreasing year by year.

Small business plays an important role in the service sector. In particular, at the beginning of 2024, the number of small business entities operating in the field of service and service reached almost 277.1 thousand. In 2023, the volume of services provided by small business entities is 224.4 trillion soums (in 2019 – 103.1 trillion soums) and its share in the total volume of produced market services was 47.7%. At the moment, new types of services are actively developing in Uzbekistan, their importance for the regional economy, first of all, for urban agglomerations, has increased significantly.

In particular, electronic banking and online shopping are an integral part of our lives today.

In the modern world of information, as a result of the emergence and wide spread of the Internet, logistics, electronic payment systems and electronic document circulation, a new form of activity - electronic commerce - is actively developing. According to the new version of the Law of the Republic of Uzbekistan No. URD-792 of September 29, 2022, electronic commerce is the sale of goods (works, services) in accordance with the contract concluded through an electronic trading platform using information systems as part of business activity [4].

United Nations "Covid-19 and e-commerce. Basic rules. Geneva, 2021"² Based on the Global Review, the digital economy and e-commerce are becoming increasingly important in efforts to achieve the Sustainable Development Goals (SDG), creating new opportunities and new challenges.

¹ Статистика агентлиги маълумотлари асосида муаллиф ишланмаси: <https://stat.uz/uz/>

² Жаҳон савдо ва ривожланиш ташкилотининг (ЮНКТАД) 2021 йил учун глобал шарҳи // <https://etradeforall.org/>



Information and communication technologies (ICT) are increasingly affecting the ways of production, consumption, exchange of goods and services. For example, the Covid-19 pandemic at the beginning of 2020 led to the acceleration of digital transformation. Digital solutions have become tools that allow people and businesses to continue part of their economic and social activities remotely. This has led to an increase in the use of remote work, video conferencing, digital entertainment and other applications. This has also led to the rapid growth of e-commerce. As a result, the share of e-commerce in gross value added increased from 0.05% in 2019 to 1.16% in 2023, according to preliminary estimates.

With the emergence of new types of services on the market, there is a need to conduct effective monitoring for their more complete and high-quality accounting.

So, according to preliminary estimates, in 2023, the volume of dispatching services, taking into account the services of placing orders for drivers (for example, providing transport orders), will be 174.1 billion soums, and their share in the total volume of warehouse and auxiliary transport services (8830.3 billion soums) was recorded at the level of 2.0%.

The volume of catering services (a comprehensive service for organizing meals in remote places) in 2023 will be 105.1 billion soums or 1.0% of the total volume of market services for providing food and beverages (10,860.9 billion soums).

According to preliminary estimates, the following types of services (2516.0 billion soums) were organized in the information sector in the total volume of market services provided in 2023:

- copywriter, rewriter, SEO-copywriter (search engine optimization), SEO-rewriter (search engine optimization), content manager, speechwriter, transcriber services - 14.4 billion soums or 0.6%;

- 77.7 billion soums, or 3.1%, for electronic trading platform organization services, including electronic commerce;

- electronic document circulation services provided by legal entities - 63.3 billion soums or 2.5%.

PR manager (public relations), internet marketer for advertising goods (works, services) in social networks, administrator of pages in social networks, account manager, marketer, link manager, targetologist, specialist in contextual advertising, directologist, media planner, According to preliminary estimates, the volume of services provided by specialists such as SMO-specialist (Social media optimization) will reach 67.4 billion soums or 4.6% (1472.2 billion soums) of the total volume of market services provided in the field of advertising and market research.

The volume of services provided on the Profiler market is 0.3 billion soums or 0.03% of the total volume of professional, scientific, technical services (1 trillion 0.9 billion soums), etc.

The indicated market is in the total volume of veterinary services

(63.3 billion soums) animal euthanasia services 2.4 billion soums or 3.7%.

The volume of services provided by the consumer market is 25.7 billion soums, or rental and leasing services of cars and light vehicles (3424.1 billion soums) was equal to 0.8% of the total volume.

Internet project manager, freelancer group leader, human resources manager (HR) and recruiter services make up 76.0 billion soums or 14.0% of the total volume of employment services (543.8 billion soums) did

In the total volume of market services provided in the field of administrative, management, economic and other auxiliary services (3092.0 billion soums), electronic conferences, seminars (webinars), including online organization services, amounted to 7.2 billion soums or 0.2% was equal to %.

The volume of market services provided by electronic language schools, including online, is 1.3 billion soums, or services in the field of education (15858.4 billion soums) make up 0.01% of the total volume.



Folk medicine services (on the basis of license) 15.0 bln. soums or healthcare services (6613.1 billion soums) equaled 0.2% of the total volume.

In the total volume of the individual services market not included in other groups (2075.1 billion soums):

- hotel (sitting) services for pets — 1.5 billion soums or 0.1%;
- services of delivery of the car to the place specified by the customer (valet parking) - 0.6 billion. soums or 0.03%.

Undoubtedly, the service sector is considered to be the impetus not only for the macroeconomic development of the country, but also for the development of all sectors of the economy, and also serves as a positive factor in entering the international market.

The above are the trends happening all over the world, especially the fact that new types of rapidly developing services are entering the market of Uzbekistan after the Kovid-19 pandemic, which requires special attention when making decisions about economic development strategies, targeted programs and the development of the service sector.

Along with the development of the service sector in the Republic of Uzbekistan in harmony with the national economy, special attention is also paid to the issues of digitalization and assistance to the sector in response to new challenges in the Decree of the President of the Republic of Uzbekistan No. PF-158 of September 11, 2023 on the "Uzbekistan-2030" strategy [3].

From the point of view of the wide scope of the service sector, the implementation of measures in almost all priority areas of this strategy is related to the service sector and ultimately, directly or indirectly, leads to its development. In particular, almost all reforms in the first direction called "Creation of suitable conditions for every person to realize his potential" and the second direction called "Ensuring the well-being of the population through sustainable economic growth", as well as the results of certain activities in the other three directions, directly contribute to the development of the service sector. serves as an impetus, that is, reforms in these directions will develop in close connection with the service sector.

In this "Uzbekistan-2030" strategy, tasks related to 102 service sectors are defined, which are summarized in the table below (Table 1).

Table 1. The main tasks aimed at the development of the service sector within the framework of the "Uzbekistan-2030" strategy³

Name of direction	Number of reforms	Number of goals	Number of performance indicators (tasks) - total	Of this, those related to the service sector
I. To create suitable conditions for every person to realize his potential	5	44	135	33
II. Ensuring the well-being of the population through sustainable economic growth	1	17	138	41
III. Conservation of water resources and environmental protection	2	12	52	6
IV. Ensuring the supremacy of law, organization of public administration in the service of the people	2	16	80	18
V. Consistent continuation of the policy based on the principle of "safe and peaceful state".	2	11	40	4
TOTAL	12	100	445	102

³ Муаллиф ишланмаси.



It is necessary to note the issues of development of the field of direct services in separate areas. In particular, a number of activities have been defined in the direction of "Bringing primary medical services closer to the population".

In the direction of "fundamental improvement of the system of professional social services", the tasks of organizing the activities of "Insan" social service centers in all districts and cities of the republic to achieve full coverage of all those in need with the social protection system, and collective implementation of social services have been defined.

In order to create a new system for supporting persons with disabilities and to create a comfortable and acceptable environment for them, to fully cover needy persons with disabilities with rehabilitation services and within the framework of the "Barrier Tourism" program, 1000 persons with disabilities per year from each region to Samarkand, Bukhara and Khiva the tasks of organizing free trips are set.

In order to further popularize the IT sector among young people and increase the export of services in the sector, to provide employment to 300,000 young people in the IT sector, to train schoolchildren in modern professions that are in high demand in the international IT market, to expand the "One Million Programmers" project and to hire 15,000 of the most talented young people every year. The tasks of preparation based on the programs corresponding to the requirements of prestigious international companies are assigned to specialists in the field.

A number of tasks defined in the direction of popularizing the masterpieces of Uzbek and world literature, development of reading in the society and provision of information-library services to the population, development of the service sector in this direction will be an impetus.

In the economic direction, that is, by 2030, doubling the size of the economy and entering the ranks of "countries with a higher than average income", among the main ones, mutual coordination of monetary and credit, fiscal and foreign trade policies, and by continuing structural reforms aimed at improving the competitive environment in the market of goods and services The task of ensuring annual inflation at the level of 5-6% until 2030 is set. A number of tasks have been set in the direction of accelerating reforms in the banking system, increasing the size of the banking services market, and developing competition in the sector.

In the direction of deepening the country's integration into global transport and logistics networks and increasing the potential of the national transport system, the tasks directly related to the service sector, that is, the volume of transit cargo transportation through the territory of the republic, will be 16 mln. ton, reduce the duration of freight transportation by railway in the Northern direction by 40%, increase the volume of passenger and cargo transportation services by 3 times, increase the share of electrified railways to 65%, increase the number of air routes by 4 times, passenger and air transportation in railway and air transport transition to market principles in the formation of tariffs for cargo transportation services and attract private and foreign operators to the sector, fully cover cities and districts with public transport, increase the number of new buses to 5 thousand and the number of electric buses to 2 thousand, new routes in Tashkent - Samarkand, Samarkand - Navoi - Bukhara construction of high-speed railways, increasing the number of passengers on high-speed trains by 2.5 times, and a number of other tasks have been clearly defined.

In addition, special attention was paid to the issues of rapid development of the service sector in the regions (paragraph 59), and a number of tasks were set in this direction. In other directions, including railway transportation, construction and management of highways, transfer of gas and electricity supply services to the private sector, provision of all services to business entities through an online portal based on the principle of "One Window" and reduction of service time by an average of 3 times, The export



volume of IT services and software products is 5 billion. dollar, increase the number of IT-park residents by 10 times, increase the share of services provided by them in the gross domestic product to 2.2% and the number of jobs created in them to 100 thousand, export of tourism services to 5 bln. to dollars, the export of medical and educational tourism is 1.5 billion per year. We can cite as an example tasks such as delivery to dollars, organization of more than 1000 electric charging stations, food and entertainment, trade and service points.

Therefore, the consistent implementation of the strategy in our life will undoubtedly lead to the development of our national economy, and the service sector has a special place in it. In the process of analyzing the service sector or service infrastructure (macrosystem) on the basis of statistical data, dividing it into the offered types of "State", "Private-commercial" and "Private-non-commercial" services, performing macroeconomic-statistical analyzes according to the characteristics and classification criteria serves to further increase the quality.

Also, based on today's trends, the penetration of digital technologies into the service sector, like all sectors of the economy, ultimately requires a special attention to the direction of digital service provision in research as a promising direction.

Based on the analysis of the development trends of the service sector and the analysis of scientific approaches in this direction, considered within the framework of the main schools and directions of economic sciences, the differentiation of strategies for the development of the service sector depending on the type of macroeconomic crisis, the specific features of managing the activities of the service sector in the conditions of the digital economy, an in-depth study of the service sector Systematization of risks arising from intensive processes of digitization and development of an optimal solution is required by today's rapidly changing era.

From the point of view of the introduction of new types of services to the service market, changes in consumer needs, and increasing demands for the quality and speed of the services provided, macroeconomics necessary for making scientifically based decisions in the creation of an economic system that is flexible to the changes of the times, in the formation of targeted and targeted development programs and strategies - the need to develop and implement a unique national approach to statistical analysis, taking into account advanced international standards, is on the agenda as one of the main directions of scientific research today.

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