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## The Role And Importance Of Hotel Industry In The Development Of The National Economy Of Uzbekistan

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### ABSTRACT

This article describes the conceptual directions of improving the quality of service in hotels and scientific-theoretical and methodological issues of its evaluation. It shows the factors affecting the quality of hotel services, the specifics of hotel services, the system of indicators that reflect the quality of service in hotels, the content and ways to determine them.

### KEYWORDS

Hotel, service, quality, quality of service, quality of service in hotels, system of indicators of quality of service in hotels

### INTRODUCTION

The focus on the formation and development of tourism in Uzbekistan began mainly after the independence of our country. To date, the development of tourism and hotel services directly related to it in our country has risen to the level of public policy as a priority of economic development. Necessary organizational, legal and economic

mechanisms for the development of tourism have been created, the relevant normative and legal documents have been adopted by our government, and work in this direction is still ongoing. In this regard, the laws of the Republic of Uzbekistan, many decrees and resolutions of the President of the Republic of Uzbekistan, resolutions of the Cabinet of

Ministers have been adopted and are being implemented.

Implement comprehensive measures to fully utilize the potential of tourism, accelerate the development of foreign and domestic tourism, ensure economic growth and improve the quality of services in accordance with international standards and increase the share of tourism in economic growth. In order to ensure the implementation of Resolution PF-4058 "On measures to support enterprises, ensure their sustainable operation and increase export potential", the Cabinet of Ministers of the Republic of Uzbekistan on January 30, 2009 approved the resolution of the Ministry of Foreign Economic Relations and Trade. Approved the proposal to establish an Interdepartmental Coordination Council for Support and Development of Tourism<sup>1</sup>.

This decision of the Cabinet of Ministers of the Republic of Uzbekistan has launched a new stage in the sustainable development of tourism in the Republic and in all regions. Because tourism was developing mainly in central, industrialized cities. Its development in different regions directly requires the development of the hotel network.

According to the data, 76.2% of the total tourist flow in Uzbekistan falls on the cities of Samarkand, Bukhara, Tashkent and Khiva, 24.6% of foreign tourists are interested in the Fergana oasis. 40% of the tourist potential is in Tashkent city and Tashkent region, 37% in Samarkand, Bukhara and Khorezm regions, 16% in Fergana oasis and Surkhandarya region. The remaining provinces, which occupy 50% of the territory, account for only 7% of tourism potential<sup>2</sup>.

<sup>1</sup> Minutes of the meeting of the Cabinet of Ministers of the Republic of Uzbekistan, 07–1–5. 2009 y. January 30 - 6 p

<sup>2</sup> Komilova N.A., Usmanova L.I. Development of tourism in Uzbekistan: problems and realities. SamISI, Uzbekistan: tourism, economy and

This situation, as noted, requires the construction of modern hotels in all regions. But in some areas the share of tourism is very low. In particular, according to Uzbektourism, the share of licensed tourism organizations in Jizzakh region at the beginning of 2012 was only 0.38%. Of these, 0.41% are tourism organizations and 0.34% are hotels.

Due to the unprecedented development of tourism, on the instructions of the Cabinet of Ministers of the Republic of Uzbekistan, a working group on tourism development was established in each regional administration. The organization has developed regional programs for the development of tourism in each region. However, the issues of comprehensive use of tourist potential, the formation of tourism infrastructure and its provision with hotels in our country have not been sufficiently studied. As a result, there are still significant inequalities in the development of tourism and its hotels in the regions. In this regard, on May 10, 2012, the President of the Republic of Uzbekistan adopted a resolution "On the Program of development of the service sector in the Republic of Uzbekistan for 2012-2016." Along with all services, special attention is paid to the development of tourism and hotel services. However, a number of opportunities for the development of this sector remain untapped. Theoretical substantiation of these cases and the development of practical proposals testify to the urgency of this topic. This objective necessity was also the basis for our choice of this topic.

In the priorities for 2012, the President of our country stated that "... the next important task that requires special attention is to ensure the rapid development of the service sector ...".<sup>3</sup> In

ecology. Scientific collection. - Samarkand, 2009, - pages 26-30..

<sup>3</sup> Karimov I.A. 2012 will be a year that will take the development of our country to a new level. // "Xalq so'zi" newspaper. January 20, 2012.— 3 p..

order to achieve this, on May 10, 2012, the President of the Republic of Uzbekistan I.A. Karimov adopted a resolution "On the Program of development of the service sector in the Republic of Uzbekistan for 2012-2016." The resolution envisages increasing the share of the service sector in the country's GDP to 55% by 2016<sup>4</sup>.

According to the approved program, tourism services, including hotel services, are expected to increase 2.3 times in 2016 compared to 2012.<sup>5</sup>.

It is obvious that tourism services, including hotel services, are expected to grow rapidly. This situation requires an in-depth study of the field not only theoretically but also practically. In this regard, the topic of the dissertation corresponds to the areas of research aimed at the development of tourism as an integral part of the service and the hotel industry, which is a key factor in its development.

The tourism industry and its structure, the hotel industry is an important sector of the economy. This sector has entered its stage of

rapid development in our country in the XXI century. Due to this, many scientists are studying this field in our country<sup>6</sup>. The essence, traditions<sup>7</sup> and strategy of organization of ecotourism in Uzbekistan, which is an integral part of tourism, the results of the first important analysis of the model of national tourism development in Uzbekistan,<sup>8</sup> and strategy of organization of ecotourism in Uzbekistan, which is an integral part of tourism, the results of the first important analysis of the model of national tourism development in Uzbekistan<sup>9</sup>.

Шунингдек, Ўзбекистонда туризм соҳасида олий ва ўрта махсус ўқув юртларида мутахассислар тайёрлашнинг дастлабки дарсликлари<sup>10</sup>, ўқув қўлланмалар<sup>11</sup>, соҳани ривожлантиришда, ўқув-услубий ишларни амалга оширишда ва туристик ресурсларни ўрганишда муҳим аҳамиятга эга бўлган илмий адабиётлар чоп қилинди<sup>12</sup>. Ўзбекистонда туризмни ривожлантиришнинг долзарб масалалари ва муаммоларининг ечимларига бағишланган, биринчи, йирик таҳлилий адабиётлар ҳам

<sup>4</sup> Resolution of the President of the Republic of Uzbekistan dated May 10, 2012 No PP-1754 "On the Program of development of the service sector in the Republic of Uzbekistan for 2012-2016"..

<sup>5</sup> Annex 1 to this Resolution.

<sup>6</sup> Pardaev M.Q., Ataboev R. Basics of tourism. Samarkand, SIES - 2006. - 78 p..

<sup>7</sup> Tukhliev N., Abdullaeva T. Ecological tourism: dryness, trends and development strategies. "National Encyclopedia of Uzbekistan" Tashkent - 2006. - 415 p..

<sup>8</sup> Tukhliev N., Abdullaeva T. Management and organization of business and tourism in Uzbekistan "National Encyclopedia of Uzbekistan" Tashkent - 2006. - 367 p.

<sup>9</sup> Tukhliev N., Abdullaeva T. The main safety in tourism. "National Encyclopedia of Uzbekistan" Tashkent - 2008. - 503 p.

<sup>10</sup> Mamatkulov X., Tukhliev I.S., Bektemirov A. International tourism. Tashkent, «Teacher», 2009., Tukhliev I.S., Qudratov G.H., Pardaev M.K. Tourism planning "Teacher", 2010., Tashmurodov T. International tourism. Tashkent TashSU, 2001. - 64 p..

<sup>11</sup> Kudratov G.H., Tukhliev I.S. Tourism economy Samarkand, SIES. 2007. - 71 p., Tukhliev I.S., Fundamentals of Tourism. Samarkand. SIES. 2008. - 226 p., Alieva M.T., Umarjonova A. Economy of tourist countries. Tashkent, Finance. 2005.– 339 p.

<sup>12</sup> Haitboev R., Sattorov A. Technology of development of tourist routes. Samarkand, SIES. 2009. - 83 p .. Haitboev R., Amriddinova R. Marketing research in tourism. Samarkand. SIES. - 2010. - 64 p., Mamatkulov H., Tourism infrastructure. Samarkand. SIES. 258 p.

иқтисодиётимизда туризмнинг муҳим соҳага айланиб бораётганлигини билдиради<sup>13</sup>. Аммо меҳмонхона хўжалиги иқтисодиёти, унинг самарадорлигини ошириш масалалари кам ўрганган соҳа сифатида қолиб келмоқда.

Now there is a need to study the economic, geographical, natural, regional aspects of the development of tourism in the country in accordance with tourism. But there is very little scientific research in this area. Uzbek experts<sup>14</sup> in the field of tourism were among the first to argue that the geography of tourism and the development of regional tourism is a promising direction. Preliminary research in this area has shown that in the sustainable development of tourism in the region, all the tourist resources of the region and hotels for tourists play a key, decisive role.

It should be noted that preliminary research on the study of tourist resources in Jizzakh region has also been published<sup>15</sup>. These scientific data provide only general recommendations on the use of tourist resources in Jizzakh region. However, the development of the hotel system has been neglected. All this requires a study of the development of tourism in the region and the hotel industry, which is a key factor in its development.

In the context of modernization of the country's economy is assessed by the development and definition of prospects for the effective development of tourism and hotel industry, the development of their complete classification and definition. This is reflected in the following:

1. The role of hotels in the modernization of the economy, the types of services they provide, their improved definitions have been developed. It theoretically analyzed the views of various scholars on the role of hotel industry in the development of the national economy and tourism of Uzbekistan, the content of services provided in them, and revealed their specific features.
2. The system of factors influencing the formation, development and efficiency of the hotel industry and their specific features are described. It is based on the formation and development of hotel industries in the country in connection with the tourism industry, ways of their balanced development, the role of hotel services in the structure of tourism services and improving their efficiency.
3. A system of indicators representing the efficiency of hotel management, ways of their classification, identification and analysis has been developed. It reveals the

<sup>13</sup> Pardaev M.K., Musaev H.N. Development of services, services and tourism: problems and their solutions. Tashkent. "ECONOMY-FINANCE". 2008. - 260 p., Tukhliev N.T., Taksanov A. Economy tourism. Tashkent. «National encyclopedia of Uzbekistan», 2001. - 208 pages, Khakimov Z.L. etc.... Actual problems of tourism - Tashkent. 2009. - 280 p.

<sup>14</sup> Soliev A.S., Usmonov M.R. Geography of tourism. Samarkand, SamSU, - 2005. - 131 p., Usmonov M.R. Regional features of tourism development in Uzbekistan (on the example of Samarkand region). Geography fan. candidate dis. abstracts. Tashkent. National University of Uzbekistan, 2003. - 25 p., Ruzimetov B. Strategy ustoychivogo development of tourism in

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<sup>15</sup>Oga Burgutali. Shrines of Jizzakh region. Tashkent, "Fan" publishing house, 2008. - 50 p., Haitboev R., Amriddinova R. Special types of tourism. Samarkand, SIES, 2008. - 46 p., Jumaboev T.J., Boboev Sh. Current state and prospects of use of recreational resources in Jizzakh region. // Uzbekistan: tourism, economy and ecology. Samarkand, SIES, 2009. - 258 - 260 p.

theoretical issues of evaluating the effectiveness of services provided by hotels and their performance, as well as ways to use internal opportunities to increase their efficiency. will be investigated..

4. Improved methods for analyzing the factors influencing changes in performance indicators in the hotel industry have been developed. It shows the factors affecting investment and labor efficiency and profitability in the hotel industry and ways to calculate them, as well as ways to identify internal opportunities to improve these indicators.
5. The main directions of the use of human resources in improving the efficiency of the hotel industry have been identified. It develops recommendations on the content of human resource management in the hotel industry and ways to use them to increase efficiency, ways to improve the principles and methods of personnel management to improve the efficiency of hotels, ways to solve problems based on concrete facts and ideas.

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