

Study of the Development Trends of the Hotel Business in the Republic of Uzbekistan

Abdullayeva Zulfiya Izzatovna

Senior Lecturer of the Department "Real Economics", Samarkand Institute of Economics and
Service

Abstract:

The article characterizes and analyzes the trends in the development of the hotel business in the Republic of Uzbekistan. In particular, the characteristics of the functioning of new hotels are given, their place and role in this market are determined. The indicators of development of tourism and hotel business of the Republic of Uzbekistan are analyzed.

Keywords: tourism, hotel business, hotel, infrastructure, economy.

The results of the study indicate a high rate of growth in the development of the hotel services market in Uzbekistan. In the structure of the national economy, the leading place is occupied by the hotel service market. Since, after the transition to a market economy, there has been an increase in inbound tourism and an improvement in the quality of service in hotel enterprises, inbound tourism has also improved.

It is necessary to solve a number of problems in the hotel services market. For example, the functioning of the studied market in some regions of the country has a significant backlog. There is also a need to achieve more efficient operation of existing hotel enterprises. Since Uzbekistan, with good natural conditions, with a good geopolitical and geographical position, has great potential in expanding the hotel services market.

These conditions favorably influence the development of the hotel business in Uzbekistan.

The development of the hotel business provides an active financial inflow in the national economy of the country.

Having studied the current trends in the development of the hotel services market in Uzbekistan, we came to the conclusion that the tourist flow is directly dependent on the quality of services provided in accommodation facilities (hotels, hostels, private houses, motels and others). According to the State Committee of the Republic of Uzbekistan on Statistics, as of January 1, 2022, there are a total of 834 hotels and similar accommodation facilities in the Republic of Uzbekistan with a total of 43,504 rooms.

It was found during the study that there are 1.2 places per 1000 inhabitants of Uzbekistan. In developed countries such as the US and

Table 2.1.1. The main indicators of the development of tourism and hotel business of the Republic of Uzbekistan as of 01.01. 2011 - 01.01.2021

Indicators	Back to top 2011	Back to top 2012 Of the year	Back to top 2013 of the year	Back to top 2014 of the year	Back to top 2015 of the year	Back to top 2016	Back to top 2017	Back to top 2018	Back to top 2019	Back to top 2020	Back to top 2021
Number of travel firms and organizations, units	313	332	351	348	343	398	433	449	502	517	337
Total serviced, person ^{*)}	363300	411736	511596	505395	514107	560406	465403	669982	713167	941990	212349
Inbound tourism	197886	218270	231120	225790	227475	191143	152616	167394	224796	348731	21693
Outbound tourism	15181	18252	21516	39853	35917	41313	34088	36045	31981	35984	6399
Domestic tourism	150233	175214	232868	214357	216877	287225	244408	422935	441547	532544	176646
Number of vouchers sold, units	129467	151387	145906	130742	111716	118358	103093	65726	102866	289820	78166
The number of objects of collective accommodation facilities, units. Of them:	712	823	872	914	1000	1053	1184	1307	1400	1560	1650
hotels and similar accommodation	434	500	521	539	613	661	750	816	916	1051	1156
sanatorium-resort institutions	144	149	146	156	167	170	183	193	211	211	217
recreation organizations and tourist bases	134	174	205	219	220	222	251	298	273	298	277
Number of places in collective accommodation facilities, units. Of these, in:	57396	78659	79345	81775	89817	93048	95113	97920	100014	108255	108025
hotels and similar accommodation	22600	25526	26835	28828	32969	34898	37795	39833	40788	46671	50408
sanatorium-resort institutions	16938	16999	17228	18298	21350	22098	22215	22625	27293	28073	28041
recreation organizations and tourist bases	17858	36134	35282	34649	35498	36052	35103	35462	31933	33511	29576

Switzerland has 20-40 people per 1,000 inhabitants. Hotel occupancy in European countries is above 70%.

In our country, in 2016-2022, reforms were carried out in the field of tourism and the hotel industry. Investments were attracted to these areas, the quality of service for tourists improved, and a number of shortcomings were eliminated.

A number of adopted resolutions and regulations contributed to the accelerated development of the hotel business in the Republic of Uzbekistan.

In 2018, the Resolution of the Cabinet of Ministers of the Republic of Uzbekistan dated November 24, 2018 No. 954 "On additional measures for the accelerated development of the hotel business in the Republic of Uzbekistan" was adopted.

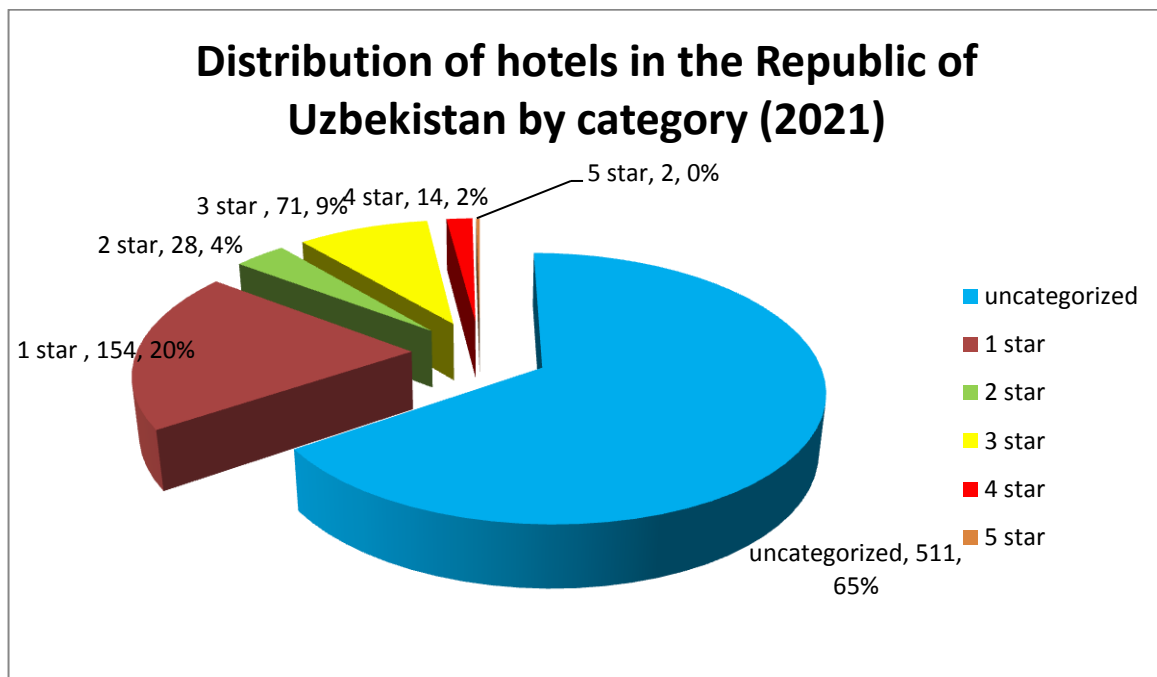
After the adoption of this resolution, the number of hostels increased, as the requirements for the operation of hostels were simplified. Simplification of the requirements for the operation of hostels were established and introduced into the O`z DSt DST 3220:2017 "Tourism services. Accommodation facilities. General Requirements ", O`z DSt 3296:2018 "Tourism services. Hotels and similar accommodation facilities. Classification system. Changes are being made and the O`z DSt is under review DST 3220:2022. "Tourist services. Accommodation facilities. General requirements".

As a result of the changes introduced to state standards for 2018-2022, 133 new guest houses were opened. Since the procedure for organizing family houses was simplified in order to increase the number of jobs in the Republic of Uzbekistan.

The number of hotels and similar accommodation facilities in 2021 increased by 35.6% compared to 2015, as investment conditions in the country were favorable.

You can consider the dynamics of the development of the hotel services market in Uzbekistan for 2015-2021.

The category assigned to hotels confirms the level of quality of hotel services. In Uzbekistan, at the beginning of 2022, hotels can be divided into the following categories: without categories - 511 units (65.3%), 1 star -154 units (19.7%), 2 star - 28 units (3.6%), 3 stellar - 71 units (9.1%), 4-star - 14 units (1.8%), 5-star - 2 units (0.3%).



Rice. 2.1.1. Distribution of hotels in the Republic of Uzbekistan by category (2021).

In 2022, the International Tourism Center “Silk road Samarkand.

Since the main object of our study is the Samarkand region of the Republic of Uzbekistan. I would like to note that Samarkand region ranks second in the Republic in terms of resident population. There are a lot of cultural and historical sights in the region.

It was the Samarkand region that was chosen for the construction of the International Tourism Center. For two years, the construction of the International Tourist Center “Silk road Samarkand » Samarkand region of Samarkand region of the Republic of Uzbekistan.

International tourist center “Silk road Samarkand "was built on the banks of the rowing canal, on an area of 260 hectares. The main reason for the construction was the preparation for the next Summit of the Shanghai Cooperation Organization.

Samarkand has become famous all over the world, as the new international tourism center has no analogues in the whole world. International Tourist Center « Silk road Samarkand is divided into northern and southern clusters.

The northern cluster includes the Congress Hall with Congress Centers: Grant hall; Grant Hall 1+2; Emerald; Diamond; Agate; Crustal and others Only 13 units of congress centers, with a total capacity of 1 person.

On September 15-16, 2022, the main events of the SCO Summit were held at the Congress Center of the International Tourist Center "Silk road Samarkand.

The northern cluster also includes two 5-star and two 4-star hotels built to world standards:

- ✓ Silk Road by Minyon (21 floors , 241 rooms) 5*;
- ✓ Samarkand Regency Amir Temur (20 floors , 232 rooms) 5*;
- ✓ Lia! by Minyoun Stars of Ulugbek (9 floors , 170 rooms) 4*;
- ✓ Savitsky Plaza (10 floors, 179 rooms) 4 *.

The largest 5-star hotel Silk road by Minyon » 21 storey hotel with 241 rooms, where there are two presidential suites, 24 suites and 24 junior suites. The price in this hotel for one person is from 2.3 million to 29 million sum.

Second 5-star hotel Samarkand Regency Amir Temur "is a 20-storey hotel with 232 rooms, two presidential suites, 24 luxury rooms. The cost per day in this hotel for one person is from 2.3 million to 10.1 million sum.

4-star Savltsky Hotel Plaza ", has 10 floors with 175 rooms. Two presidential suites, 16 suites and 8 junior suites. The daily cost per person is from 1.7 million sum to 22 million sum.

Hotel Lia! by Minyoun Stars of Ulugbek has 4 stars . This 9 storey building has a total of 170 rooms, of which 2 are presidential suites, 14 are suites and 7 are junior suites. The cost of daily living is from 1.9 to 22 million sum.

Total International Tourist Center « Silk road Samarkand has 8 hotels built and equipped according to world standards.

Four 4-star boutique hotels are located in the southern cluster "Rest and treatment": Wellness Park Hotels A (91 numbers); wellness Park Hotels B (94 numbers); wellness Park Hotels C (94 numbers); wellness Park Hotels D (87 numbers). These hotels specialize in certain types of medical services.

To the southern part of ITC « Silk road Samarkand » there is also a tourist town "Eternal City" with a historical and ethnographic park of 17 hectares; eco-village, where there are 14 guest villas (cottages); artisan center - more than 100 private artisan shops.

The northern and southern clusters are separated by a rowing canal (2 km). On the territory of the ITC "Silk road Samarkand has 46 hectares of artificial canals and 12 bridges. 50,000 roses and 30,000 trees were planted in the historical and ethnographic park of the Eternal City tourist town . 100 thousand shrubs imported from Holland, Germany, Belgium, Italy.

The number of tourists arriving in the Republic of Uzbekistan also depends on the quality of the hotel services provided.

High-quality service at enterprises engaged in hotel activities directly affects the increase in the flow of visitors to the territory.

In order to create such a wonderful international tourism center, more than 580 million US dollars were spent.

Having studied the development of the hotel business in the Samarkand region, we came to the conclusion that there is a need to develop algorithms for personnel management, taking into account the typical features of employees and building a typical model for the formation of a work team at hotel enterprises, as well as increasing the competitiveness of hotel enterprises on the basis of to pasteurization.

According to the classification of hotels, a tourist can determine for himself a more suitable range of hotel services. The classification of hotels allows you to harmonize the requirements of foreign hotel business practices, and also allows you to comply with modern service standards.

The introduced mandatory classification systems for accommodation facilities will improve the quality of services provided at enterprises engaged in the hotel business.

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