

Theory of Systematic Management of Public Services

Yangiboyev Berdiyoy Yangiboyevich

Professor of Samarkand Institute of Economics and Service, Doctor of Economics

Theories of the systematic management of public services form the direction of public administration in the socio-economic development of the country's regions. However, their study cannot be limited to them, since they are largely based on theories of regional economic growth.

It is known that the laws of development of each industry, characteristics, conditions for the emergence of new theories, scientific ideas that fundamentally change the way of scientific thinking, were constant in the history of the industry and ultimately led to the complete formation of a specific industry. The modernization of service industry enterprises, the service concept and the resulting model of economic turnover, as well as the classification model of services will be improved for the development of the service sector. A theoretical analysis of services showed that his theory is currently in a state of paradigm, that is, at the level of theory adopted by many to solve current research problems. The analysis shows that the services sector is on the path of evolutionary development. It is required to be formed at the stages of development and have different innovative approaches to solving problems at different levels of activity. However, many authors now point out that the general unity in the descriptive expression of a service is not significant, and at the same time, its general scientific norm is not sufficiently covered. The transformation of the service at the stages of development shows that in the history of its evolutionary development, especially recently, the definition of "service" has been clarified and sought to standardize, and the main debate concerns the definition of "service" and "service". In the transition from an industrial society to a post-industrial society, especially as a result of high-wage policies in the Western economy, a sharp increase in the purchasing power of the population has increased the importance of the services sector. As a result, "global breadth of service", "service of the world and national economy", "economy of new services", "economy of type of service" and so on. concepts arose and found their place in the economy. Scientists are fully exploring the fact that service is improving every day, its transition to service, its synergistic nature. Recent studies rightly emphasize that service is a process. The execution of actions or operations in a certain sequence during the service process indicates that "... the script of the service process" means "communication with customers in the service processes in the service theater", "... means the action of the service."

The development of public services requires the search and implementation of new approaches, models and methods.

In the global economy, there is a market for goods, capital, labor, as well as services. This market consists of a complex system, the main task of which is to meet the needs of the population in services. The services market is based on the broad and rapidly developing services sector of the global economy. In the global economy, the service sector is a key factor in improving living standards and quality of life.

The role of the service sector in this situation is determined by the following factors:

- constantly creating new jobs in the service sector;
- the service sector will increase its share in the country's GDP;
- Due to the service sector, the duration of service in the household will be reduced, which will improve the quality of life of the population.

Successful management of services in a market economy and competition is possible in such a way that it can affect the internal and external environment of the industry. This will require, among other things, the development of a new organizational econometric service model.

This is due to the fact that econometric methods do not abolish simple traditional methods, but help their further development and analysis of indicators of objective variable results using other indicators.

One of the advantages of econometric methods in managing the national economy is that they can be used to demonstrate the influence of factors on the modeling object, the relationship of resources with the outcome indicator. This allows scientific forecasting and management of production results and the national economy in dozens of industries and thousands of enterprises.

When describing management processes in an econometric modeling of the development of service networks, the real object is presented in the form of two systems: managerial and managed (management object). The general structure of control systems in econometric modeling of the interdisciplinary service sector is shown in Figure 1, where: $\vec{x}(t)$ - vector of input effects (assignment); $\vec{v}(t)$ - vector of external influences; $\vec{h}'(t)$ - error signal vector; $\vec{h}''(t)$ - vector of control actions; exogenous variables: $\vec{z}(t)$ - state vector of system C; $\vec{y}(t)$ is the vector of output variables, usually $\vec{y}(t) = \vec{z}(t)$.

In the current case, the econometric modeling control system is a set of software and hardware that provides a specific target control system. Depending on how far the control object reaches the goal, a decision can be made on the state coordinate $y(t)$ for a one-dimensional system. The difference between the value of the problem $yzad(t)$ and the actual value $y(t)$ of the control law changes is $h'(t) = yzad(t) - y(t)$ control error. If the law of change of a given control value coincides with the law of change of the input effect (task), that is, $x(t) = yzad(t)$, then $h'(t) = x(t) - y(t)$.

A system with a control error $h'(t) = 0$ for all time instants is called an ideal system. In practice, it is impossible to develop ideal systems. Therefore, the error in automatic control should be reduced based on the principle of negative feedback (using the output variable $y(t)$ and its task value as information about the deviation between them).

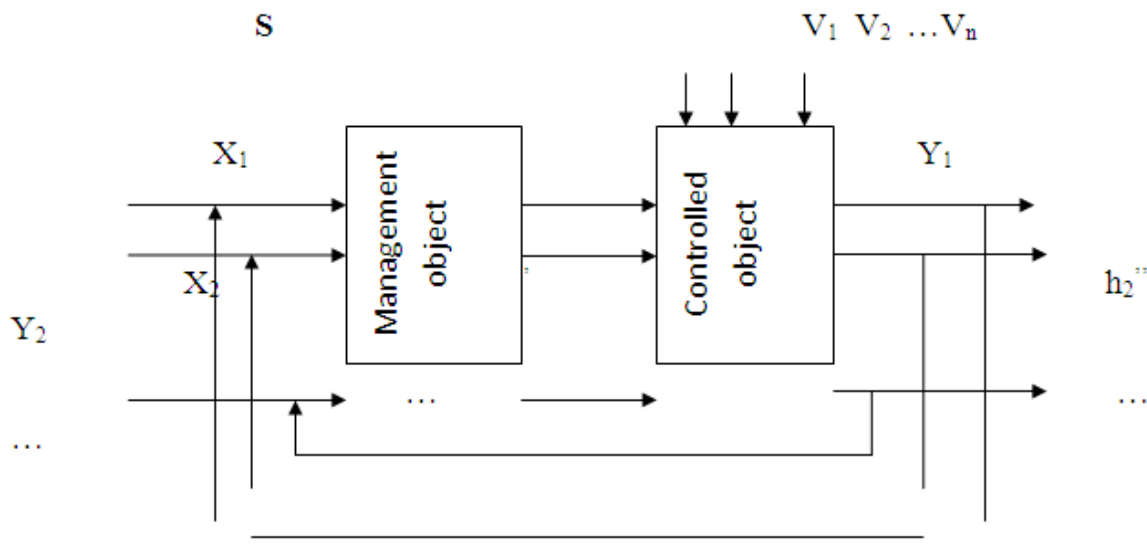


Figure 1. Development of service networks

The structure of the control system in econometric modeling.

In econometric modeling, the task of control systems is to change the variable $y(t)$ with a given accuracy (with an allowable error) in accordance with a given law. When designing and operating automatic control systems, it is necessary to choose parameters that can provide the required accuracy of the control of system C, as well as the stability of the system during transition.

If the system is stable, then the practical behavior of the system in time, the maximum deviation of the regulatory variable $o(t)$ in the transition process, the time of the transition process, etc. are of interest. The properties of various classes of automatic control systems can be deduced from the types of differential

equations that are closest describe the processes in the system. The order and value of the coefficients of the differential equation completely determine the static and dynamic parameters of the system.

Using scheme 1.1, one can apply analytical or simulation approaches developed in the form of a suitable language for modeling continuous systems or using analog and hybrid computing tools when forming a process of continuously defined C-systems and evaluating their basic characteristics.

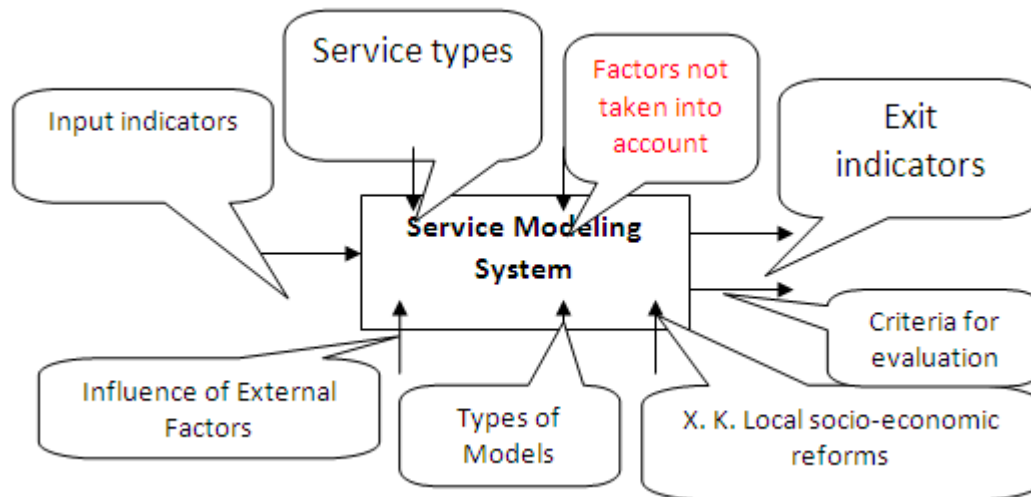


Figure 2. System analysis, synthesis and optimization in the modeling of service networks.

If we consider the process as a system when modeling service networks, we must choose the main influencing factors, that is, access indicators. When modeling the process, we need to choose what type of service network to use, type or appearance of the generated model. Not all factors can be taken into account when modeling, so we must take into account the main factors of influence, as well as the current socio-economic reforms in the industry. The resulting model and evaluation criteria are determined from the generated model. (Figure 2)

It should be noted that the attitude of the population towards the service sector is formed under conditions of limited ownership of the means of production, public ownership, a single centralized management system, centralized management, and economic independence of enterprises.

In a market economy, service enterprises operate in various forms of ownership, complete economic independence and competition. This market implies the flexible use of various management methods and the choice of econometric models of services that allow enterprises to quickly adapt to changes in the external environment in a competitive environment.

The importance of econometric modeling of public services in business is reflected in the following:

- the rational use of material, labor and monetary resources;
- serves as a leading tool in the analysis of economic and natural processes;
- it will be possible to make some adjustments in predicting the development of public services;
- Service networks will be able not only to analyze in depth, but also to discover new unexplored laws. They can also be used to predict the future development of service networks;
- Along with the automation of computing, it facilitates mental work, makes it possible to organize and manage the work of employees in the service sector on a scientific basis.

The growth of the economic well-being of the republic and positive changes in economic life create a new type of demand, increase the quality of customer service.

In this article, the state of public service is primarily associated with the innovative activities of the service sectors. Therefore, socio-cultural, economic, intellectual and technical-technological and other factors affect the provision of services to the population. To study the influence of these factors, questions of correlation and regression analysis are considered.

Our goal is to analyze the services sector in the region and improve its models.

There is a wide scope for experimenting with the structure of econometric modeling of public service networks. By changing the parameters of the model several times, we can determine the optimal state of work of service enterprises. With this model, we can experiment with exposure, and then apply it in life.

Experimenting with real objects can lead to many errors and huge costs.

To create a model, service networks are studied and analyzed in detail. Once the model is created, it can be used to obtain new information about the service network processes. Thus, the network maintenance process becomes a seamless process.

References

1. Lat. Definitto is a scientific definition of a concept in a concise form (including its main characteristics).
2. Attali, J. Favorite. On the threshold of a new millennium. M.: International Relations, 1993. M.: INFRA-M, 2001.35 p.
3. Lavlok K. Service Marketing. Personnel, Technology, Strategies Translated from Eng. 4th ed. M.: Williams Publishing House 2005