

**Significance in the formation and development of the transport  
services market**

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***Annotation.*** *This article considers the importance of services in the field of transport in our republic, the specific characteristics of modern transport and logistics services. Ways of developing modern transport infrastructure, improving the strategy of organization of transport-logistics services in our republic are highlighted.*

***Keywords:*** *Transport, logistics, route, means of transport, organizations providing transport services, service sector.*

**Introduction**

The service sector, also known as the tertiary sector, is a part of the economy that provides intangible goods and services such as education, health, transportation, retail, tourism, and finance.

The transport sector is the most important component of the world economy and the development of life in general, because transport is one of the strategically important branches of the world economy. Acceleration of interaction processes between all sectors of the economy encourages continuous improvement of the transport sector. We can say that the structural changes characterizing the transport sector's demand level service and international trade processes are one of the evolutionary developments in the world transport sector.

The current stage of economic development is one of the main factors of globalization of the transport services sector, both international, commercial and multinational companies. The development of international and domestic markets

has always been accompanied by the free movement of goods and resources. According to the World Bank, over the past five years, the international transport market is worth 2.2 trillion. (6.8% of world GDP)<sup>1</sup>

### **Analysis of literature on the topic**

A number of scientists who studied the effective management of the infrastructure of the transport services sector, its content and impact on other sectors of the economy expressed different opinions on the management of the infrastructure of the transport sector.

B.K.Rakhimzoda studied the service market in the conditions of a market economy, dividing it into several groups:

these are:

- the utility market;
- the market of human health care and restoration services;
- market of cultural and educational services;
- management, regulation and exchange service market

Polikarpova Y.N revealed the unique features of the transport services industry, the methodology of information collection and processing, and problems in her scientific research.

In addition, these studies also covered the management of marketing processes, the formation of needs and their forecasting.

In his research, N Irisbekov focused on the optimization of the transport services market based on marketing principles and defines transport services as follows: "Transport services are an economic category that is one of the traditional components of the service sector. it includes all types of cargo and passenger transportation and operations corresponding to or supporting this process"

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<sup>1</sup>"EKOLEND" <https://ecln.ru/news/novosti-rynka/logistika-2020-2024-obshchie-tendentsii-i-situatsiya-v-mire>.

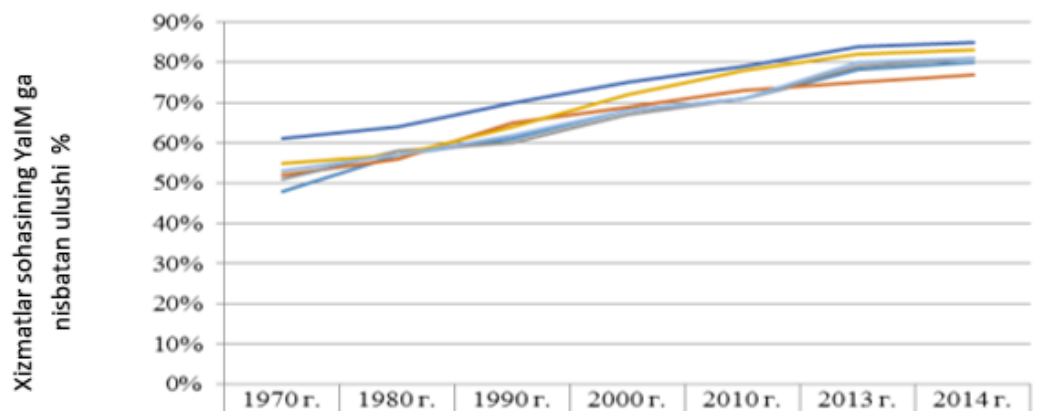
In her research, Ivanova M analyzed expert and statistical methods of evaluating the transport services market, developed methods for forecasting and measuring the market size.

**Research methodology.**

This article was formed on the basis of researching the approaches and views of foreign and domestic economists on the subject and expressing the author's attitude towards them. The huge potential in the field of transport services can make it a reliable source of sustainable economic growth and reduce the dependence of economic growth on external economic conditions.

**Analysis and results.**

The service sector is a major source of employment, income and innovation in both developed and developing countries. The service sector is one of the main sectors of the national economy of many developed countries. The share of the service sector in the gross domestic product of countries is increasing year by year. (Table 1)



	0%	1970г.	1980г.	1990г.	2000г.	2010г.	2013г.	2014г.
Germaniya		48%	57%	61%	68%	71%	78%	80%
Italiya		52%	56%	65%	69%	73%	75%	77%
Yaponiya		51%	58%	60%	67%	71%	79%	81%
Buyuk Britaniya		55%	57%	64%	72%	78%	82%	83%
AQSH		61%	64%	70%	75%	79%	84%	85%
Boshqa rivojlangan davlatlar		53%	57%	62%	68%	71%	80%	81%

**Figure 1. The share of the service sector in the GDP of developed countries (1970-2014 dynamics)<sup>2</sup>**

As can be seen from the data in Figure 1, the average share of the service sector in the economy of developed countries in recent years is more than 80%, which is a clear evidence of its importance in the modern economy.

Proportionate development of the service sector, especially the modern segments of this sector, is a necessary factor for achieving sustainable development of national economies, even if the country has a competitive and developed industrial sector.

Researchers have identified the following factors that determine the growing importance of the service sector in the world economy<sup>3</sup>:

- state policy and state regulation;
- trends in the field of entrepreneurship;
- development of information technologies;
- internationalization and others.

The growing importance of the service industry in the modern economy has led to an increase in scientific and practical interest in it, which is reflected in the emergence of various levels of research and numerous publications devoted to the management of the service industry.

A more detailed understanding of the content of the service industry and its components is possible by explaining the basic term "service".

The approaches used by researchers in the analysis and clarification of the main definitions of the service industry were determined by the tasks before them, therefore economic, legal, functional, situational and other approaches were chosen during the research.

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<sup>2</sup>Author: IMF DATA//International Monetary Fund. [URL]. - <http://www.imf.org/en/data> (accessed November 29, 2015); World Bank Open Data: free and open access to data on development in countries around the world // World Bank. [URL].

<sup>3</sup>See Lovelock K. Services Marketing: People, Technologies, Strategies. - M., St. Petersburg, Kiev: Williams, 2005

Thus, J.-B. Say gave an expanded interpretation of the concept of "service", believing that the exchange of services takes place not only between people, but also between people and the outside world.<sup>4</sup>

French economist F Bastiat, services are the exchange of activities or efforts made by someone in the process of freeing one of the individuals from a certain course of action<sup>5</sup>.

The economic content of the concept of "services" is well developed within the marketing concept. Thus, the American researcher F. Kotler called services any activities or benefits that one party can offer to another, which are characterized by immateriality, impossibility of storage and impossibility of removal from the service provider.<sup>6</sup>The advantage of this approach is to identify the main characteristics of services: their intangibility, non-interruptibility, continuity of production and consumption of services.

According to D. Cowell, services are a specific type of product. However, of course, this definition cannot be applied to the entire service sector, because, for example, social services provided free of charge to the population, as a rule, cannot be considered as a product whose ownership involves economic exchange. Other authors do the same. For example, R. Maleri calls services intangible assets produced for marketing purposes.<sup>7</sup>

A broader interpretation of services is presented by K. Grönroos, which is a process consisting of a number of intangible actions that take place between the buyer and the service personnel, physical resources, as well as the service provider's systems. is called . The purpose of this process is to solve the customer's problems<sup>8</sup>.

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<sup>4</sup>Burmenko T.D. Sphere style: economics: ucheb.posobie/T.D. Burmenko, N.N. Danilenko, T.A. Turenko; pod ed. T.D. Burmenko. - M.: KNORUS, 2007. - 328 p

<sup>5</sup>Bastia F. Economic harmony. Izbrannoe / Per. s French. M.: Eksmo, 2007. 1200 p

<sup>6</sup>Kotler F. Osnovy marketinga/F. Kotler, G. Armstrong, D. Saunders, W. Wong. - Publisher: Williams, 2007.

<sup>7</sup>Sudas L.G. Marketing research in the social sphere: uchebnik / L.G. Sudas, M.V. Yurasova. - M.: INFAM, 2004. - 272 p.

<sup>8</sup>Gronroos C. Service Management and Marketing: A Customer Relationship Management Approach /C. Grönroos. - 2nd ed. - West Sussex, England: John Wiley & Sons, 2000. p. 316

Another foreign classic, G. Assel, calls services intangible goods purchased by consumers and associated with property.<sup>9</sup>K. Lovelock believes that services are a type of economic activity in which value is created and certain benefits are provided to consumers at a certain time and place as a result of tangible and intangible actions aimed at the recipient of the service or the recipient of the service.<sup>10</sup>

EG Reshetnikova calls services "a form of economic relations associated with a certain labor activity, in the process of which a certain use value is created." According to other researchers, service is "... a set of actions, performance and actions, the result of which is inseparable from the object or subject of its acquisition without significant quality changes."

According to the dictionary of Uzbek economic terms, "service" is a specific commodity. Unlike tangible goods, services cannot be accumulated and necessarily sold. It has a significant impact on world economic development. Many types of services are sold on the basis of contracts. It is especially used more by complex machine-technical products and complex enterprises<sup>11</sup>.

Thus, the analysis of the content of the concept of "services" makes it possible to highlight the following features that describe their essence as one of the main concepts in the chosen research direction:

1. Services are intangible in nature. However, despite the intangible nature of the service, the actions associated with its provision are associated with the need to have tangible elements. According to this concept, most services are a combination of tangible and intangible components.
2. The Services will not be available until they are provided in real time;
3. Services are characterized by a high degree of individualization and often a differentiated quality of provision.
4. Production and consumption of services are inseparable.

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<sup>9</sup>Popov E.A. Konceptualnaya sushchnost uslug v informatsionno-servisnoy ekonomie: monografiya / E.A. Popov. - Samara: Izd-vo Samar. Mr. economy flour, 2007., p. 11

<sup>10</sup>File: Mustafaqulov Sh.I et al. An explanatory dictionary of economic terms. 2019

5. Neither the service provider nor the consumer is its owner and cannot be.

Different sets of services make up the service sector and the types of economic activity in which these services are provided. Despite the wide enough use of the concept of "service sector" in scientific and practical fields, the analysis of the literature allows us to conclude that there is no ambiguity in its interpretation. Researchers identify two approaches to understanding the content of the service industry.<sup>12</sup>

1. According to the approach, service industries are presented as a part of the economy with special mechanisms of subject relations and communication, or as a wide range of economic activities aimed at satisfying the personal needs of the population and production needs.<sup>13</sup>

2. The content of the service sector is, first of all, an approach based on the need to provide services to the population. For example, one of the interpretations characteristic of this approach is the service industry as a set of sectors, sub-sectors and types of economic activities in the system of social production, the functional purpose of which is to provide services and moral benefits to large groups. defines<sup>14</sup>.

It is also possible to understand the nature and content of the service sector by its different manifestations in some types of economic activity - that is, by classification. Service industries cover a variety of economic activities that can be used in the management process at the international and national levels. For example, according to one of the most popular classifications of the service sector, given by the World Trade Organization (WTO), there are more than 183 different services, grouped into the following sectors:<sup>15</sup>

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<sup>12</sup>Sm.: Balaeva O., Predvoditeleva M. The sphere of style and human economy: tendencies of development//Mirovaya economy and international relations. - 2007. - #3.

<sup>13</sup>Sm.: Demidova L. Sphere uslug and post-industrial economy // Mirovaya ekonomika i mejdunarodnye relationship - 1999. - #2

<sup>14</sup>Sm.: Rutgeiser V.M., Koryagina T.I., Arbusova T.I. i dr. Sphere style. New concept development. - M.: Economics, 1990

<sup>15</sup>International Investment Instruments: A Compendium. Volume I. - New York and Geneva: United Nations, 1996. P. 285-323.

- business services (including professional);
- communication services (including postal, telecommunication and audiovisual services);
- construction and related engineering services;
- distribution services (including wholesale and retail services);
- services in the field of education; - environmental protection services;
- financial services (insurance, banking and stock market services);
- services in the field of health care and social security;
- services related to tourism and travel;
- services of organization of leisure, cultural and sports events (except audiovisual services);
- transport services;
- other services not included in the list (for example, household services).

In addition to the classification approved by the documents of the World Trade Organization, international practice uses the classification of services proposed by the Organization for Economic Cooperation and Development (OECD), the international standard industrial classification of economic activities, etc.

Thus, in this study, the service sector is understood as a sector of the international and national economy that includes a variety of economic activities based on the production of intangible products and inseparable from its provision.

Every year, the number of different types of services is expanding, new services appear independently and as part of one or another type of economic activity. One of the main segments of any economy is the transport services sector.

The concept of "transport" comes from the Latin "transporto", which means "I carry, transfer, move" - The etymological meaning of this definition is largely related to the field of transport. shows its identity and purpose - the



movement of any substances, objects and living things in space. Transport can be described as follows<sup>16</sup>:

- a complex inter-sectoral system that takes the main place in the regional organization of productive forces;
- a set of communication roads, vehicles and other structures and devices that ensure their normal operation;
- one of the most important elements of state infrastructure support;
- a set of means and methods of moving people, goods, signals and information from one place to another;
- the most important component of market infrastructure;
- a method of filling territorial gaps between product production and consumption;
- economic activity, in the framework of which the system of meeting the needs of the population is strengthened;
- method and catalyst for increasing economic efficiency.

It is worth noting that today there is no consensus on the affiliation of the transport sector to the network - thus, some authors link it to the service sector, others to industrial production, agriculture and services. they propose to consider it as a separate type of economic activity equivalent to the field.

The main "obstacle" in the classification of transport as a specific type of economic activity is that, on the one hand, it is an element of the market infrastructure that carries out the "physical" exchange of goods and provides services to the population, on the other hand, the transport sector as an element of market relations sells its services by moving any substances, objects and living things.

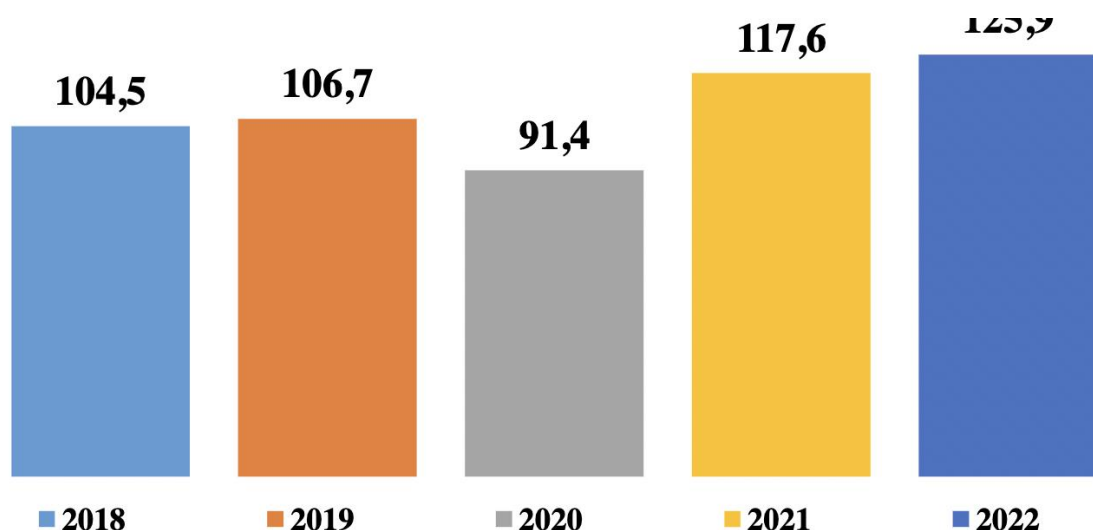
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<sup>16</sup>Loginova N.A. Planirovanie na predpriyatii transporta: Uchebnoe posobie/N.A. Loginova. - M.: NITs INFRA-M, 2014. - 320 p.; Minko R.N. Organization of production and transport: Uchebnoe posobie/R.N.Minko - M.: Vuzovskiy uchebnyk, NITs INFRA-M, 2015. - 160 p.; Razdoroynyi A.A. Ekonomika otrasli (motor transport): Ucheb.posobie/A.A. Razdoroynyi. - M.: ID RIOR, 2009. - 316 p.; Turevskiy I.S. Ekonomika otrasli (motor transport): Uchebnyk/I.S. Turevskiy. - M.: ID FORUM: INFRA-M, 2010. - 288 p.; Fedorov V. A. Gorodskoy pasajirskiy transport to St. Petersburg (1991-2014): politics, strategy, economy (1991-2014). — SPb.: Izd-vo "Print", 2014.— 232 p.

In modern conditions, market analysis is of great importance. These studies are necessary to anticipate the development of the market situation, first of all to determine the volume of demand and to develop measures to influence the market and to get the maximum effect from their production and marketing activities.

Transport services (movement of goods and passengers) appear on the market as products, if they (services) are the object of purchase and sale. In a general sense, service is an action that benefits the consumer. Here, according to the definition of American marketing expert F. Kotler, service is any event that one party can offer to another.

One of the most important reforms in the transport sector is the liberalization of the market of transport services, the gradual reduction of state monopoly and restrictions, and the provision of large objects to foreign investors on the basis of the principles of public-private partnership. had a negative impact on the transport sector, but as a result of timely measures taken by our Head of State, an increase in the volume of transport services was achieved in 2021.



**Figure 2. Information on the field of transport services in the republic**

As can be seen from the above information, by the end of 2021, the volume of transport services will amount to 67 billion soums, or 14 billion compared to last year. we can see that it increased by 17%. The coronavirus pandemic has had a strong impact on the service industry, especially on transportation services, hotel

services, catering, trade in non-consumer goods, all types of educational services, and arts and recreation facilities.

**Conclusions and suggestions.**

We believe that the following works should be carried out using existing reserves and additional opportunities in the field of transport services:

Including: First, in the direction of development of railways

- increase the volume of transit cargo;
- increase the volume of export-import cargo transportation;
- increasing the volume of local cargo transportation;
- opening new routes of high-speed electric trains;
- organization of additional sales and service points at railway stations.

Secondly, in the direction of development of passenger and cargo transportation services

-in order to improve public transport in the regions, to increase the volume of annual passenger transport by organizing new regular bus routes and simplifying the conditions for taxi operations by entrepreneurs;

- to update the fleet of freight vehicles, to create a favorable competitive environment for domestic freight carriers and to update the fleet of international freight vehicles;

The annual dynamics of changes in the volume of services provided by the above-mentioned main types of economic activity show that the development of transport services has a positive trend.

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