

WAYS TO DEVELOP AND IMPROVE HOTELS IN THE CONDITIONS OF
UZBEKISTAN

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Abstract: The article presents scientific research and information on the prospects for improving the hotel management system in Uzbekistan and the full implementation of an electronic system for digitization in management, as well as the further development of the hotel management system.

Keywords: state, hotel, management, development, effective, mechanism, digitization, improvement, services, personnel, system, management.

In developed countries of the world, improving the living standards of the population and developing hotels, which are an important element of tourism, is considered one of the important objects. However, due to various objective and subjective factors, increasing globalization and the development of the online market, a number of problems arise in the management of small and large hotels. At the same time, the persistence of problematic situations in the provision of security and management in hotels indicates the need for countries to radically change the sector. Therefore, in developed countries, great attention is paid to the use of modern technologies in the development of the hotel industry and the perfection of a modern management system.

This dissertation work serves to a certain extent in the implementation of the tasks set out in the Resolution of the Republic of Uzbekistan No. 188 dated June 3, 2016 “On measures to continue the implementation of the Law of the Republic of Uzbekistan “On Electronic Government”, Resolution of July 16, 2020 No. 444 “On measures to further develop the electronic government system, as well as introduce the procedure for electronic reporting of state bodies and organizations to the public on their activities”, Resolution of the Cabinet of Ministers of the Republic of Uzbekistan No. 788 dated December 15, 2020 “On approval of the Strategy for innovative development of the agrarian education system until 2030” and other regulatory legal acts related to this area. Resolution of the Cabinet of Ministers of the Republic of Uzbekistan No. 954 dated November 24, 2018 “On the development of the hotel business in the Republic of Uzbekistan "On additional measures", Resolution of the Cabinet of Ministers of the Republic of Uzbekistan dated 04.10.2018 No. 793 "On the establishment of a greenhouse on the basis of the Directorate of State Residences of the Financial and Economic Department of the Administration of the President of the Republic of Uzbekistan, Resolution No. 61 of the Cabinet of Ministers of the Republic of Uzbekistan dated 04.08.2018 “On measures to attract additional investments in the hotel sector”, Resolution No. 970 of the Cabinet of Ministers of the Republic of Uzbekistan dated 07.12.2017 “On certain issues related to increasing the efficiency of the activities of international-class hotel complexes in Tashkent”.

It is worth noting that the development of tourism is primarily associated with the development of hotels, which are the core of the tourism industry. Because the hotel business is an integral part of tourism, and is primarily the most important sector that receives tourists and satisfies their needs for accommodation and recreation, and provides complex services. Therefore, in the tourism of the 21st century, special attention is paid not only to increasing the range of services

in the hotel business, but also to improving the quality and efficiency of the services provided, that is, new technologies are being developed and implemented to improve the quality and efficiency of services.

However, it should be noted that any type of activity, whether it is production or service provision, requires management and the effective use of management to obtain high profits and increase efficiency. In this regard, the study and implementation of management laws, regulations, functions, principles, and other similar management issues in the hotel industry, such as the development and implementation of management decisions, is one of the urgent issues of today.

The development of the new century, with the rise of science and technology, is closely related to the hotel management system, which is closely related to tourism from the service sectors, and the development of science in the implementation of management, the increasing demand for modern technologies, and the need for young, talented professionals in their field for each sector. Also, eliminating problems related to hotel management activities and establishing a systematic mechanism for their implementation remains an important and urgent issue today. In the digitalization of management activities, it is necessary to conduct a number of scientific and practical works to identify the relationship between personnel issues, the labor market, service providers and establish seamless integration between them.

As of January 1, 2024, the number of enterprises and organizations operating in the field of accommodation and catering services was 28,364 units, of which 28,183 units are small business entities.

When analyzing management activities, it is necessary to take into account each process and fully ensure information security in hotels, it is necessary to determine the following main areas: firstly: full implementation of an electronic system in the digitalization of hotel management activities, ensuring cybersecurity at the domestic and international levels; secondly: the ability to predict the main problems that may arise in hotel management, as well as the development of timely preventive measures and measures to minimize the consequences of problems; thirdly: a radical reform of the management activities of managers in order to integrate guest service and minimize the development of their tasks and services, etc.

In order to determine the near future prospects for the organization of hotel management and achieve a specific goal in state management, it is necessary to determine the following tasks:

- develop the theoretical foundations of the hotel system on a regional basis, based on the potential of each region;
- identify the main problems of organizing and controlling the hotel system taking into account national values, and analyze their implementation;
- consider the prospects for improving the management system and digitizing management on the example of interaction between guests and business
- achieve a radical renewal of the management system by controlling each process and fully digitizing the flow of documents, etc.

Today, the systematization of hotel activities based on digital technologies is a new stage of management not only in our country but also in the whole world, and the fact that scientists who have conducted scientific research in this field and researchers who continue their research always prioritize the issue of adopting innovations indicates that problematic issues still remain. The implementation of management activities of local government bodies in the context of digital technologies in a manner consistent with the modern world and the supply of qualified personnel to the labor market in the sector by higher educational institutions poses a number of problems.



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