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**THE ROLE OF EFFECTIVE USE OF HOUSING AND UTILITIES RESOURCES IN IMPROVING
THE QUALITY OF SERVICE**

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ABOUT ARTICLE

Key words: Housing and communal services, provision of services, efficiency, reforms, social service, services, formation of services, mechanisms, economic indicators

Abstract: This article describes the activities of housing and communal enterprises, the role of services, types of services, improving efficiency in public utilities, economic indicators, their main directions.

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INTRODUCTION

Efficient use of resources is objectively necessary to improve the quality of services in the housing and communal services sector. Therefore, another important factor influencing the development of service quality in housing and communal services enterprises is the change in the growth rate of gross domestic product. If the gross domestic product has a growth rate, this will increase the income of the population and, therefore, increase its ability to purchase services, and accordingly, will stimulate the development of enterprises providing services in the housing and communal services sector.

Another factor influencing the development of the quality of services in the housing and communal services sector is investment. Investments in fixed capital lead to the development of the service sector in housing and communal services enterprises. Investments made in a specific industry develop enterprises in this industry, equipping them with modern equipment and technologies, creating and reconstructing new enterprises.

The volume of capital investments in the Kashkadarya region is increasing from year to year, and the share of investments in the housing and communal services sector is quite high. In particular, in 2021,

53.8% of investments in fixed assets were aimed at developing the housing and communal services sector, and 46.7% - at the manufacturing sector. When analyzing the distribution of investments by sectors of housing and communal services, it can be noted that in 2021, compared to 2017, the share of investments aimed at the sectors of trade, public catering, logistics and training has increased. In particular, 3 billion 568.3 billion soums were invested in this industry in 2021, which is 5.1% of the total investment. This is 0.45 points more than the investments spent in 2017. Income of the population is also one of the important external factors influencing the development of the quality of services in the field of housing and communal services. Per capita income is a macroeconomic indicator that determines the standard of living and well-being of a country's citizens. Increasing household incomes expands consumption opportunities. Creates demand for material and spiritual goods and services created in the country. Satisfying the demand of the population is carried out through the creation of material wealth and the development of the housing and communal services sector. For this reason, the income of the population has a direct impact on the development of the housing and communal services sector. In the Kashkadarya region in 2017-2021, the income structure of the population was as follows.

In Uzbekistan in 2021, this figure was 41.2 percent. In developed countries this figure is about 70-80 percent. In particular, in the Russian Federation the income of the population is 66.9 percent. It is planned to increase this figure in Uzbekistan. An important component of household income is transfer income, which in 2021 amounted to 22.8% of total income in Uzbekistan and increased by 4.4 points compared to 2010. This indicator shows that the scope of social protection for low-income groups in the country is expanding.

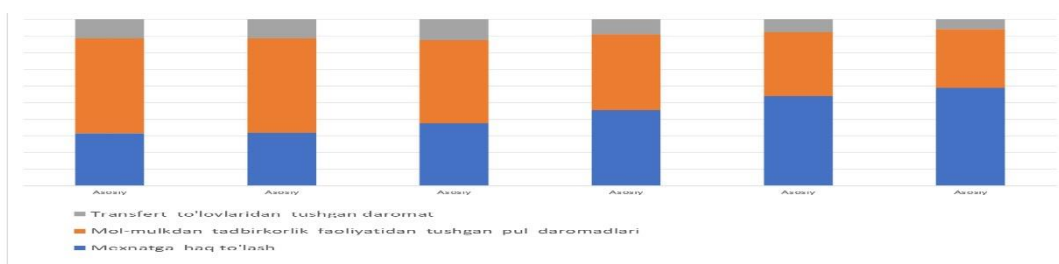


Figure 1. Structure of income of the population

The share of income from property and business activities in the income of the population is about 60 percent. In 2000, this figure was 58 percent. A market economy creates the opportunity to increase the class of owners, encourages everyone to receive additional income and engage in entrepreneurship.

This leads to an increase in income of the population, an increase in living standards and, as a result, an increase in demand for services. For this reason, entrepreneurship is widely supported in Uzbekistan.

The financial expenditures of the population also have a great influence on the development of the housing and communal services sector. An increase in population income changes the structure of consumer spending of the population, the desire to satisfy spiritual needs and use various services increases. As a result of increasing incomes of the population in the country, the share of food in consumer spending is decreasing every year. If in 2017, food costs accounted for 70.4% of consumer expenditures of the population, then in 2021 they decreased to 47.3% (Table 1).

Table 1

Structure of consumer spending of the population of Kashkadarya region (in percent)

| № | Products Name | Years | | | | | Change in 2021 compared to 2017, (+;-) |
|---|-------------------|-------|------|------|------|------|--|
| | | 2017 | 2018 | 2019 | 2020 | 2021 | |
| 1 | Consumption | 100 | 100 | 100 | 100 | 100 | X |
| 2 | Expenses | 70,4 | 58,2 | 49,8 | 38,3 | 47,3 | -23,1 |
| 3 | Food | 19,3 | 25,7 | 33,7 | 33,9 | 32,3 | 13,0 |
| 4 | Non-food products | 10,3 | 16,1 | 16,5 | 27,8 | 20,4 | 10,1 |

But the population's spending on non-food goods and services increased. As a result of the increase in cash income of the population, the share of services in consumer spending in 2017 amounted to 10.3%, and by 2021 it will reach 20.4%. In developed countries this figure is 50-60 percent. Based on this, rapid development of this area is planned in our country.

Savings of the population are another external factor influencing the development of the housing and communal services sector. Increasing household savings means purchasing goods and services in the future and will contribute to the development of this sector in the future. The increase in consumption will also depend on savings in the current period .

We consider it appropriate to include the following as internal factors influencing the development of service quality at housing and communal services enterprises:

level of professional training of employees (labor resources);

material and technical base (production resources);

financial situation (financial resources);

labor productivity (labor efficiency).

One of the main internal factors influencing the development of service quality at housing and communal services enterprises is the level of professional training of employees. Achieving rapid economic growth, taking into account modern theories of efficient use of labor resources, puts improving the quality and level of employment as the most important task on the agenda. Because at present the main subject of the labor market is not the ordinary labor force, but the worker who, with his intellect and mind, performs the function of making a profit in the economy through scientific and technological progress. .

According to experts, to ensure effective socio-economic development, 40-60 percent of the country's adult population must have higher education, of which 2.5-5.0 percent must be scientists. In EU countries there are 5 scientists for every 1000 employees. This figure corresponds to 8 scientists in the USA and 9 scientists in Japan. The literacy rate of the population in Uzbekistan is one of the highest in the world and is 99.3 percent. However, the share of highly educated specialists among those employed in the economy of Uzbekistan is still very low. According to 2016 data, the share of highly educated specialists in the composition of those employed in the economy is 34.3 percent, with secondary specialized education - 44.7 percent, with incomplete secondary education - 21.0 percent .

The next internal factor influencing the development of service quality in housing and communal services enterprises is the financial condition of the industry. Indicators that express the basic financial state of the quality of services in housing and communal enterprises include working capital and reserves of material goods. The working capital of the service sector in housing and communal services enterprises is 51.3% of the total working capital in the economy. This figure is 1.4 points lower than in the material sector.

CONCLUSION

In conclusion, the influence of such factors as GDP, monetary income of the population, the employed population in the industry, investments made in it, its working capital and inventories of material goods on the development of the service sector in housing and communal services enterprises is determined.

In order to improve the quality and efficiency of service provision at housing and communal services enterprises, the main emphasis is on digitalization in increasing the efficiency of modern management

of service enterprises in housing and communal services enterprises, as well as in order to increase employment in the housing and communal services sector. in the service sector, by developing a system of factors influencing it and determining their impact on employment.

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