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Title: **QUALITY ORGANIZATION OF TRANSPORT SERVICES
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QUALITY ORGANIZATION OF TRANSPORT SERVICES THE IMPORTANCE OF REACHING

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Abstract: The article explores the importance of quality organization of transport services, which outlines the requirements for rail transport, road transport, air transport.

Keywords: transport, transport products, tourist products, tourist transport, transport travel.

Introduction

Transportation is one of the most important parts of any country's economy. Many years ago, a man used various means to transport people, as well as goods. With the advent of wheels and other modes of transport, modes of transport such as wagons and locomotives began to appear. The man began to travel long distances faster. Transport is a vehicle for the development of tourism around the world. It ensures the normal functioning of the economy, allows the development of such sectors as agriculture, trade and so on.

Transportation is considered an independent form of tourism. The role of transport services in tourism is reflected in the organization of tourist and cultural trips, cultural exchange and the solution of social problems. Transportation for tourists is one of the most important parts of the tourism industry. Until the 1990s, there was a single transport system that included road, river, sea, rail, and air transport to serve both domestic and international tourism. The share of transport services in the total system of tourist services was more than 40%.

With the development of tourism and increasing demand for travel, transport routes are constantly expanding, which in turn has a beneficial effect on the development of transport infrastructure. Transportation services are one of the most important in the tourism business. A large part of the cost of the tour falls on their account. Tourists use different modes of transport to travel.

Transportation is the travel of groups of tourists on routes designed using different means of transport. Transportation trips are classified as follows:

- in the direction of traffic;
- by type of transport used;
- on construction of the route;
- by duration of travel;
- seasonally

Bus, air, and rail travel are common these days. Tourist transport travels by several modes of transport: railway bus (car); by air, bus and other transport services. As a type of mobile transport, it is widely used to transport tourists from the airport (station) to the hotel or vice versa, as well as on routes independent of buses and cars. When any tourist is planning his trip, the speed of delivery to the destination, ease of travel (comfort), cost, ability to carry luggage (taking into account their weight), parking, dining conditions, noise level, vibration, rest and (overnight) sleep processes, environmental and of course safety. The more positive factors, the higher the cost of transportation.

Tourism is the movement of tourists from one place to another inside and outside the country and, if necessary, to bring them back. In tourism, transport services are among the main services. However, many transport companies also carry non-tourism items, such as ordinary citizens, mail and cargo. Because we know that tourism is seasonal. This means that when the number of tourists decreases, the work of transport companies also slows down, which leads to problems for transport companies. Therefore, the seasonal nature of tourism poses serious problems for transport enterprises.

While tourist services play a leading role in the structure of tourism products, it is also natural that in all tourist destinations (except pedestrians) it is natural to have transport for recreation or excursions and return home.

Tourism as a type of activity is inextricably linked with the departure of tourists from their place of residence and cannot be imagined without transportation (Figure 1).

Transport is a movement from the production of national products to consumption. The product is considered finished only after delivery to the consumer. As a result of the production process, ie. transportation process, no new product is created. Unlike other branches of material production, transport products do not exist independently outside the production process.

The peculiarity of transport is that its products are a lot of goods and passengers, a useful effect created by transport. In industry or agriculture, the process of producing a product and the process of selling and consuming it are intertwined in space and time. In transport, these processes are intertwined and overlap over time, because the transport of goods and passengers, the movement itself, is a product of transport.

Transport products are the movement of people and natural products in time and space without changing their physical and chemical properties. Transportation is necessary for transportation both within enterprises and between enterprises, regions and countries. Relocation requires additional labor, resulting in an increase in the cost of the product transported by the amount of public transportation costs. As a result of the movement of the product in the area of rotation, the value of use of the product changes, ie. its usefulness, its ability to meet people's needs. Spatial movement of products from the place of production to the place of consumption or to the spatial movement of people is the value of use created by transport.

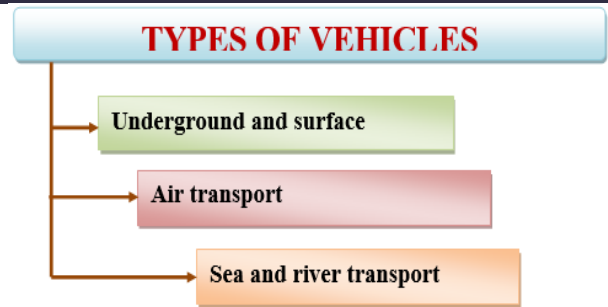


Figure 1. Types of vehicles.

It is hard to imagine running a tourism business without transportation services. Transport services are a key element of tourism infrastructure and are a major part of the range of services included in tourism products. Those who take tourists from one place to another are divided into main and auxiliary carriers according to the stages of work, their place in the structure of the tourist product. The share of organizational services costs in the formation of tourism products for the travel agency is distributed as follows (Figure 2).

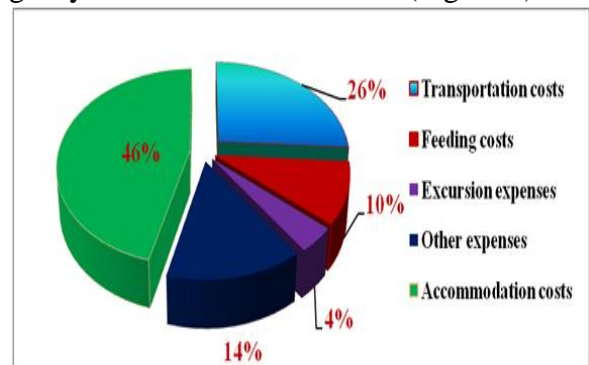


Figure 2. In the formation of tourist products share of transportation costs.

The fact that the share of expenditures on transport services is second only to the cost of accommodation services shows that vehicles are often used in the organization of tours. Other costs in the chart

At 15%, it includes travel insurance, visa services, and medical services (Figure 2).

All types and kinds of transport services come in many forms depending on the use and use of technical means.

The development of fat technology in society has led to the emergence of vehicles

capable of transporting people to any part of the world (supersonic aircraft, high-speed trains, cars, museums and submarines, etc.), as well as the introduction of new technologies in the field of transport services. led to maturation. This is reflected in the global ticketing systems and non-traditional methods of ticket sales, the emergence and development of charter programs for freight and passenger carriers, the development of various information systems, the use of electronic devices to control the technical and technological modes of passenger transport, improving their security finds expression.

Rail transport. The railway, which has come a long way, is today a strategically important transport sector for any national economy. A piece of railway appeared in front of the steam locomotives. In the middle of the XVIII century. Regular light and horse-drawn carriages were used in the Altai mines, and in 1788 the first railway (also for industrial purposes) appeared at the Alexandrovsky plant in Petrovsk. Later a horse-drawn passenger rail was developed. The first railway settlements between the variety were built in 1801 in England. The first locomotive appeared in 1804. It was created by R. Trevitik on the basis of J. Trevt's steam engine. It was the most successful locomotive invention in the following years and later became the first locomotive of the passenger railway.

Different countries use different classifications of passenger trains and wagons. In Russia, there are high-speed, long-distance, local and suburban passenger trains, depending on the speed of movement, the level of comfort, the equipment of cars and the route. As a rule, tourist and charter trains built on initial orders are diverted to irregular (non-permanent) service trains.

Today, our country has a wide range of opportunities for the transportation of tourists by rail. Today, more than 10,000 passengers use the railway services every day. In recent years, stations have been built and put into operation at stations such as Andijan, Margilan, Namangan, Karshi, Navoi, Urgench, Kyzyl-Tepa, Samarkand, Shakhrisabz, Tashkent-

South and Kitab to transport passengers from one place to another. More than 30 stations in the city and district centers have been expanded, renovated and commissioned.

On November 7, 1994, the State Joint-Stock Railway Company "Uzbekistan Railways" was established. On June 28, 2002, by order of the State Property Committee, Uzjeldorpass was transformed into an open joint-stock company. On January 15, 2004 (Uztemir Yol Yollari) OJSC organized a high-speed passenger train route. The 6-car Registan high-speed electric train transports passengers from Tashkent to Samarkand and back in a short time at high speed.

The Sharq high-speed electric train consists of 8 comfortable carriages, serves more than 300 passengers and carries passengers from the capital to Bukhara every day.

On the basis of the Decree of the President of the Republic of Uzbekistan dated January 5, 2010 "On the organization of high-speed trains on the section of the Tashkent-Samarkand railway", a loan from the Fund for Reconstruction and Development The first PATENTES TALGO SL on July 22, 2011 and the second on December 9, 2011 at the expense of the State Administration of Ukraine Railways (Spain) high-speed electric train "Afrosiyob" was delivered.

On October 8, 2011, a high-speed electric train "Afrosiyob" Talgo from Spain was launched on the route Tashkent - Samarkand - Tashkent. From September 1, 2016, a regular flight Tashkent - Bukhara - Tashkent will be launched.

Afrosiyob electric train "Patentes Talgo S.L." designed on the basis of the company's unique technology. The electric train consists of 2 locomotives, 8 passenger cars and 1 restaurant car. There are special facilities for passengers with disabilities. The electric train can carry a total of 215 passengers.

With a maximum speed of 250 km / h, Afrosiyob will cover a distance of 344 km from Tashkent to Samarkand in 2 hours. The distance from Tashkent to Bukhara is 3.5 hours.

We know that in our country, cars and buses are often used to transport tourists.

Road transport ranks second among the types of transport used for travel. This type of transport is also called universal transport. It is used for transportation and excursions to transport within the route, and is also rented by tourists for personal use. Exhibition buses are especially popular. During the bus tour program, tourists will get acquainted with new cities and countries. But sometimes there are problems with cars in both Russia and Europe. The main competitor is bus transport by rail. Within our country, it is more common compared to air or road transport. The advantage of the railway is cheaper tariffs, as well as extensive use of travel tickets, a system of discounts, which allows you to travel around the country by saving money.

Air transport. The first aircraft was invented by the brothers Wilbur and Orville Wright, and in 1903 A.F. Mojaysky developed a project for an aircraft heavier than air, and in 1881 received a patent for it. A.F., who raised almost no money for the prototype. Mojaysky built an aircraft with two small steam engines ordered in England (at that time, gasoline engines were less powerful). During the first test, the plane flew off the runway and flew a few tens of meters, hitting the ground with its can and wing. The inventor was not given money to rebuild the plane and improve the prototype. Just ten years later, the primitive American plane took to the skies and flew 37 meters in 12 seconds. Developed over more than a century, aviation has become the most efficient means of transporting passengers and cargo over long distances. Using the services of airlines is the most optimal solution for long-distance travel. However, there are a number of shortcomings in air transport, such as low levels of convenience and high ticket prices. Currently, leading airlines offer acceptable levels of convenience and service. Due to its rapid development, popularization of aviation services, the latest systems for booking and selling e-tickets, increasing service convenience and equipping liners, aviation will maintain its position, gradually increasing its

share in the market of transport services , competing effectively with other modes of transport.

In short, the transport system plays an important role in the current stage of economic development of the country. Because in the context of globalization, the process of integration between countries, foreign economic activity is inconceivable without transport. Transport is one of the most important factors in the territorial organization of the productive forces and has its own characteristics. Transport, as a leading sector of the national and regional economy, plays a leading role in advancing science and technology and strengthening political independence.

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