



Analysis of Activities in the Field of Heat Supply Services and Changes in Trends in the Service Market.

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Abstract: The steady growth of the population of our country, the acceleration of the level of urbanization and the increasing need of the population for social benefits require a review of the quality and quantity of services provided by enterprises in the field of heat supply services, as well as the improvement of the process of providing services by enterprises.

Key words: provision of services, service sector, network activities, heat supply, housing stock.

RELEVANCE OF THE RESEARCH TOPIC:

An analysis of the development of the countries of the world shows that the share of networks and service industries in terms of economic growth in most developing countries is growing rapidly. Since most of these industries do not require a large number of tools and financial resources to organize activities, at the same time, the short service period and short-term payback of the costs incurred make it possible to increase the volume of services due to the turnover of industries.

The purpose of the study is to study the theoretical rules, methodological tools and develop practical recommendations for improving the efficiency of an enterprise in the field of heat and gas supply.

To achieve this goal, the following **tasks** were set in the study:

1) study the economic content of housing and communal services and their existing classification;

2) to study the available methodological tools for analyzing the effectiveness of an enterprise in the field of public services;

3) development of analysis and recommendations for improving the efficiency of the enterprise in the public services market.

The object of the study are enterprises that provide the population with thermal energy in the field of heat supply services in our country.

The subject of the study is the economic relations arising from the increase in the efficiency of the enterprise in the field of public services.

The role of the service sector in the national economy has been increasing over the years, and reforms in the direction of further development of the service sector are given special attention in structural transformations in the economy. At the same time, the real total income of the population, which provides purchasing power, has also increased significantly, and the share of expenditures

aimed at purchasing services is steadily increasing in its composition.

Given the unique features of entrepreneurship and consumption in our country, the share of the service sector in the main macroeconomic indicators has been increasing in Uzbekistan in recent years. The volume of heat supply services at the republican level is formed based on the size of the existing housing stock and the types of amenities created for the population in this fund (Table 1).

During 2015-2021, the total heated area of the existing housing stock in our country increased in proportion to the level of stable growth of the population and families. The area of the housing stock in 2015 amounted to 457.9 million m², that is, it increased by 17.2%, and in 2021 it reached 536.8 million m².

Table 1.

Dynamics and structure of changes in the total heated area of the housing stock in Uzbekistan¹

№	Indicators	unit of measurement	Years							Increase (decrease) in 2021 compared to 2015, in %
			2015	2016	2017	2018	2019	2020	2021	
1	Total heated area of the housing stock	mln. m ²	457,9	466,2	477,1	490,8	507,5	521,2	536,8	117,2
2	Of them:	mln. m ²								
	- heated area within the state housing stock		3,3	3,3	3,3	3,3	3,4	3,5	3,5	106,1
	<i>share of heated area in the total housing stock</i>	%	0,7	0,7	0,7	0,7	0,7	0,6	0,7	-
	- heated area in the private housing stock	mln. m ²	454,6	462,9	473,8	487,5	504,1	517,7	533,3	117,3
	<i>share of heated area in the total housing stock</i>	%	99,3	99,3	99,3	99,3	99,3	99,3	99,4	+0,1
3	Including:	mln. m ²								
	- in the area of the city		237,2	240,6	245,0	249,1	259,5	270,4	277,6	117,0
	<i>share of heated area in the total housing stock</i>	%	51,8	51,6	51,4	50,8	51,1	51,9	51,7	-0,1
4	The level of heat supply of the housing stock of the population	m ²	15,1	15,2	15,2	15,4	15,7	15,8	15,9	105,3

In the analyzed period, the heated area of the general housing stock remained unchanged until 2017, and over the next four years it increased by 0.2 million m², but it can be seen that the share of the heated area in the public housing stock has not changed.

The heated area of the housing stock increased by 17.3% compared to 2014, and the share of heated area in the public housing stock increased by 0.1%. It can be seen from the data in the table that the deepening of market relations in the field of housing stock, the belonging of the main part of enterprises working in the sector to the private sector, increased competition lead to a stable development of the housing stock.

Today, in the field of heat supply services in our country, it is possible to divide enterprises that provide heat to the population into two main groups.

Group 1 - these are enterprises engaged in the production of thermal energy and its supply to apartment buildings.

This group includes enterprises that directly produce heat energy in the system of the

¹ Developed by the author on the basis of information from the State Committee of the Republic of Uzbekistan on Statistics.

Ministry of Housing and Communal Services and buy heat energy produced by thermal power plants and supply it to consumers.

The enterprises of this group provide heat and hot water services for the needs of the population and social facilities and other legal organizations, and over the past years these enterprises have been trying to provide high-quality and uninterrupted heat supply services.

An analysis of the volume of heat energy produced by heat supply enterprises in the system of the Ministry of Housing and Communal Services for the needs of the population and social facilities and other legal organizations makes it possible to present the volume of heat supply services to enterprises of the first group (2-table).

On a national scale, during 2015-2017, the volume of heat energy production tended to decrease, and in 2018-2021 it tended to increase. In particular, it was noted that the volume of produced thermal energy will increase by 12.5% in 2018-2021.

Table 2.

Indicators of production and consumption of communal resources in the Republic of Uzbekistan²

№	Indicators	Years							Increase (decrease) in 2021 compared to 2015, in %
		2015	2016	2017	2018	2019	2020	2021	
	The total amount of generated thermal energy, thousand Gcal	8818,6	8765,6	8658,1	9456,2	9748,6	9983,2	10482,4	18,8
1	Of these, the part transferred for consumption by the population, thousand Gcal	6437,5	5986,9	5870,2	6921,9	7174,9	7397,5	7819,8	21,4
	<i>Share of household consumption in total volume, %</i>	73,0	68,3	67,8	73,2	73,6	74,1	74,6	1,6
2	Of these, the part transferred to the social sphere and other legal organizations, thousand Gcal	2381,1	2778,7	2787,9	2534,3	2573,7	2585,7	2662,6	11,2
	<i>Share in the total consumption of the social sphere and other legal organizations, %</i>	27,1	31,7	32,2	26,8	26,4	25,9	25,4	-1,7

In particular, in 2015, 73.0% (6437.5 thousand Gcal) of the total volume of thermal energy produced by the population was transferred to the population, and over the next five years, the amount of thermal energy transferred to the population increased both in volume and as part of the total thermal energy. In particular, by 2021 the amount of thermal energy transferred to the population will amount to 7819.8 thousand Gcal, and its share in the total volume of thermal energy production increased by 1.6% compared to 2015 and amounted to 21.4%.

Enterprises of the 2nd group - the management bodies of an apartment building are engaged in the provision of services for heat supply and hot water supply to residents at the expense of thermal communications and equipment in the common internal and external premises of an apartment building. The activities of the management bodies of apartment buildings are regulated by the Law of the Republic of Uzbekistan "On the management of apartment buildings", adopted on November 7, 2019. The main purpose of the law is to regulate relations in the field of organization and activities of the management of apartment buildings as a voluntary association for the joint

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management of the housing stock in apartment buildings, as well as for its preservation, maintenance and repair³.

Research results and analysis.

Based on the analysis of the above statistical data, the following trends can be identified in the activities of enterprises operating today in the heat supply services market and in the consumer market served by enterprises in this industry:

1. The share of the service sector in the country's gross domestic product has increased to 40% in recent years, while there has been a significant increase in the average amount of spending on services within the steadily growing average real incomes of the population, and this figure has increased from 58.8% in 2015 to 64, 3% in 2021.

2. The number of houses (apartments) connected to the existing district heating has increased by 7.5% over the past seven years, and the share of private apartments in the district is more than 99.6% as a result of the privatization process in past periods of independence.

3. Over the past seven years, the number of houses (apartments) connected to centralized heating has grown rapidly in the city of Tashkent by 137.8%, the Republic of Karakalpakstan by 135.3%, Bukhara by 135.6%, Khorezm by 134.0%. In Namangan, Fergana and Jizzakh regions, a downward trend can be observed, and in other regions, an upward trend is observed.

4. With a reduction in the number of heat supply enterprises operating in the market of heat supply services, and the number of employees working in them, the number of apartment buildings served by them increases.

Conclusion.

In the further development of the market for heat supply services, taking into account the above changes and trends is considered an important factor in the correct determination and management of the directions and mechanisms of structural changes being implemented.

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