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Message

Editor in Chief / Managing Editor

Dear Academicians & Research Scholars,

Wishing to all of you a very Happy New Year 2019.

Congratulations once again; As you know, our referred an international research journal listed with many research organizations like, Google scholar, Global Impact Factor, SJIF, IIJIF, MRJ, LinkedIn, RJI factor & Higher Education Supreme Authority Uzbekistan. We are also member of PILA (Crossref) USA. The motive of our research journal is to publish worthy and original research papers after double blind peer review process. There is no doubt that today we have given international platform to our journal where everyone, who belongs to management, knows very well. During the last seven years of our research journey, you can see that there are so many research papers, case studies, book reviews coming from across the world, in the field of management. Many academicians, research scholars & students have approached from different countries like USA, Thailand, Indonesia, Saudi Arabia, Iran, Spain, Nigeria, Kenya, Nepal, Pakistan, Sri Lanka, Uzbekistan to publish their research papers in our esteemed International research Journal. We have considered most of them to publish after peer blind review process. We have also published many research papers from different management institutes of our country. They are sending regularly for publication in the upcoming issues. In addition to, it, there are many academicians, research scholars and institutes subscribing for our journal for reading by students and faculties. There are so many academicians who are approaching for being associated with our editorial & advisory board or as a review expert. We have selected some of them from foreign countries like USA, Nigeria, Uzbekistan and Sri Lanka, Nepal. The standard of our all research papers like empirical, conceptual, book review and case study is increasing the popularity of this Journal day by day. Motivational quotations between the pages also inspiring our readers. Our renowned advisory board & editorial board is a real mile stone of our success. We thanks to our board members and editorial team, who are experts in different fields and contributing their valuable experience with us.

In the today's life, nothing is possible without research. Because, research is bringing revolutionary change in the world. Research based study always support academicians & scholars to upgrade their innovative skill and academic profile as per UGC and AICTE norms. I would also like to request those, who are interested to get their research papers published in the field of Retail, Tourism, Hospitality, Event Management, Import and export, HRM, Finance, Marketing, Advertising, Accounting, Economics, Aviation, and IT etc. to send their research papers through email.

Dr. P. S. Bhadouria

LINKAGES BETWEEN EMPLOYEE WELL BEING AND SOCIAL SUPPORT: A REVIEW

Abhishek Singhal[1], Dr.Praveen Srivastava[2]

ABSTRACT

The purpose of this study is to examine relationships among Wellbeing and Social Support. Well being is a complex construct that concerns optimal experience and functioning. Critics of Hedonic Wellbeing state that happiness is not a end in itself. It is by -product of other more noble pursuits. Realization of one's goals requires effort and discipline which may be at odds with short-term happiness. Social Support is defined as "various forms of aid and assistance supplied by family members, friends and others''.Social support is considered as one of the most effective coping strategies .This was found to predict subjective and emotional well-being.

Introduction

Aristotle in his work - Nichomachean Ethics termed "Eudemonia". He writes that all human goods are achieved by activities of soul in accordance with virtue. It means striving for best that is within us. Eudemonia thus is a combination of two essential concepts: First, know yourself and second, become what you are.

Eudemonias is roughly translated as Happiness. Waterman (1984) argues that such a translation suggest equivalence between Eudemonism and Hedonism. This is in contradiction with the distinction Greeks made between Virtue and Vanity. According to them there is a big difference between gratification of right desires and wrong desires.

From this perspective Eudemonia is more precisely defined as "the feelings accompanying behavior in the direction ones true potential". Had Aristotle view on highest of all goods been translated as realizing ones true potential rather than happiness, the study of well being for last 20 years might have taken different direction. Nevertheless Study of Well Being are being approached from two perspective: Eudaemonist and Hedonic

1. Eudemonic Approach: Here focus is on meaning of life and self-realization. Well being is defined in terms of functioning of a person. This is also known as Psychological Well-Being
2. Hedonic Approach: Here focus is on happiness, pleasure attainment and pain avoidance. This is also known as Subjective Well Being

The eudemonic viewpoint focuses on psychological well being which is defined more broadly in terms of fully functional person and is being operationalized as either six components of Ryff dimensions (Ryff 1989)

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or happiness plus meaningfulness (McGregor and Little 1998) or wellness variables such as self actualization and Vitality (Ryan and Deci 2000).

In contrast the hedonic viewpoint focuses on subjective well being which is frequently equated with happiness and is formally defined as more positive effect , less negative effect and greater life satisfaction (Diener and Lucas 1999). Critics of Hedonic well being state that happiness is not a end in itself. It is by -product of other more noble pursuits (Mill 1889). Realization of ones goals requires effort and discipline which may be at odds with short-term happiness (Waterman 1984).Cowen suggested that wellbeing should be defined as positive functioning attained by strong attachment relationships, acquisition of cognitive, interpersonal and coping skills and exposure to environment that empower the person (Cowen 1991).

Under Hedonic construct the popular ways are :

1. Affect Balance Method

Bradburn (1969) distinguished between positive and negative affect and defined happiness as balance between the two.

2. **Flourishing Scale**

The Flourishing Scale is a measure of the respondent's self-perceived success in important areas such as relationships, self-esteem, purpose, and optimism. The scale provides a single psychological well-being score.

Under Eudemonic approach the popular methods are

1. Ryff Six Components
2. Happiness and Meaningfulness as per Mcgregor
3. Self Actualisation and Vitality as per Ryan and Deci

Ryff Six Components

1. Well being is a complex construct that concerns optimal experience and functioning. Ryff Multidimensional of psychological well being contains six distinct components: Self Acceptance : Positive Evaluation of oneself and ones past life
2. Personal Growth: Sense of continued Growth and Development
3. Purpose in Life: Belief that ones life is purposeful and meaningful
4. Positive Relations: Possession of Quality relations with others
5. Environmental Mastery: Capacity to manage ones life and surrounding world
6. Autonomy : A sense of self determination

In Ryff Evaluation of Well Being, all the six factors showed variation across age. For Purpose in life and Personal Growth there is declining age profiles. For Environmental Mastery and Autonomy there are incremental scores with Age. For Positive Relations and Self Acceptance there is no Age Difference.

Environmental Mastery

One of the hallmarks of the individuals who are in control of their life is that they are norm bearers and the decision makers. These people are highly introspective. They have a keen insight into the ways they have dealt with both their inner and outer world.

Environment mastery is the ability to handle highly complex situations a person lives in. Perception of greater maturity and a better grasp of reality are important aspects of Environment mastery. A predominant trait is heightened sensitivity to self as an instrument to reach his goals. This preoccupation is called Self Utilization.

Some major traits of Environmental Mastery are: Self Awareness, Selectivity, Manipulation and control of environment, mastery, competence and problem solving cognitive strategies.

Manipulation and control of social environment is done on the basis of prestige and expertise. They create many of their rules and norms. There is a increased control over impulse life. A environment master describes himself as no longer driven but as now the "driver"- in short, in command.

There is a habit of constant structuring and restructuring of experiences. This happens by conscious processing of new information in the light of the past learning (Neugarten 1968).

Meaningful Life

According to Buhler a person's life is always directed towards striving for fulfilment. Fulfilment is defined as a closure experience of feeling of satisfaction, accomplishment and success. A meaningful life is where there is fulfilment of certain long term goals (Buhler 1935).

Fulfilment depends upon four basic tendencies: Need Satisfaction, Creative Expansion, Self limiting adaptation and upholding the internal order.

A major area of life goals is interpersonal relationships. This includes finding of love, satisfactory development of marital relationship, and relationship with children. Also important are Relationships with friends, acquaintances, co-workers and others.

Construct of Social Support

Social Support is defined as "various forms of aid and assistance supplied by family members, friends and others'' (Barrera et al. (1981)).Social support is considered as one of the most effective coping strategies .This was found to predict subjective and emotional well-being.Social support is found to predict subjective and emotional well being .This is by far the most effective coping strategies against adversity (Holland & Holahan, 2003, Kahn, Hessling, & Russell, 2003).Existing research has indicated that psychological well-being has been related to various concepts such as personality , resilience, coping, social support, emotions, physical health, and wealthExisting research has indicated that psychological well-being has relation to social support and resilience. (DeNeve & Cooper, 1998), (Christopher, 2000), (Ryan & Deci, 2001). High well being brings happiness in life. Happy individuals tend to be more cooperative, social and charitable and live longer than individuals who are not happy. Happy individuals have larger greater coping abilities and better immune systems. (Lyubomirsky 2005). One of the most consistent predictors of well being is the quality of social relationships (e.g., Diener and Seligman 2002). Individuals who have satisfying relationships can obtain support when they need it. Those who do not have satisfying relationships cannot easily obtain support when they need it. Thought (expectation) of being able to rely on someone is comforting, and this contributes to a sense of well-being.Others have found that those who have a higher tendency to provide social support report lower levels of depression (Piferi and Lawler 2006). During times of stress , Social Support was associated with reduced negative mood and improved positive mood (e.g., Sarason et al. 1997; Wethington and Kessler 1986) (Stroebe, 2000; Wills & Fegan, 2001).

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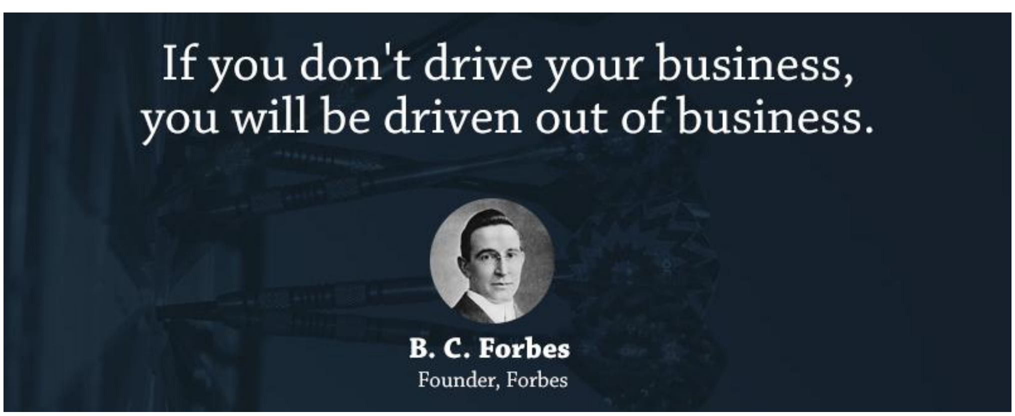

EFFECTIVE USE OF NATURAL AND ECONOMIC POTENTIAL OF THE REGION

Gavhar Khidirova[1]

ABSTRACT

The Bukhara region and its leading network are based on a comprehensive study of tourism potential, identifying its effective directions and the future development of tourism, linking all sectors of the economy.

Keywords : *Tourism, Capacity, Natural, Effectiveness, Economic Potential, Region.*

Introduction

The world experience shows that the role and place of the regions in the growth of economic growth is increasing. In a number of scientific studies, the impact of legal and economic factors has been proven to be one of the points of growth in the region's tourism sector.

As an important regional governance mechanism by the government, its development strategy and targeted program are country and production. In order to address this task, it is necessary to study the potential of regions and their leading sectors, to identify existing requirements and suggestions. At present, the level of study of tourism potential in regions, including Bukhara region and its leading network, does not meet the requirements of students. It is difficult to substantiate the future development of tourism without examining the existing potential, without identifying its effective directions, and without interconnecting with all sectors of the economy.

Analysis of Subjects.

Scientists and experts have no idea of regional and tourist potential. With more emphasis on some types of potential, the overall assessment methods have not yet been developed. In our view, the potential economic and social situation in the region is influenced by its potential. It is therefore desirable that tourism potential be explored and incorporated into the region directly linked to economic growth. It should be noted that there is a shared relationship between the region's economic growth and the local potential of socio-economic development in the region.

Analysis and results: Tourism is a complex and multi-faceted character covering virtually all areas of the region's natural-economic potential. Below is the structure and structure of the economy and tourism potential of the proposed Bukhara region (see Figure 1).

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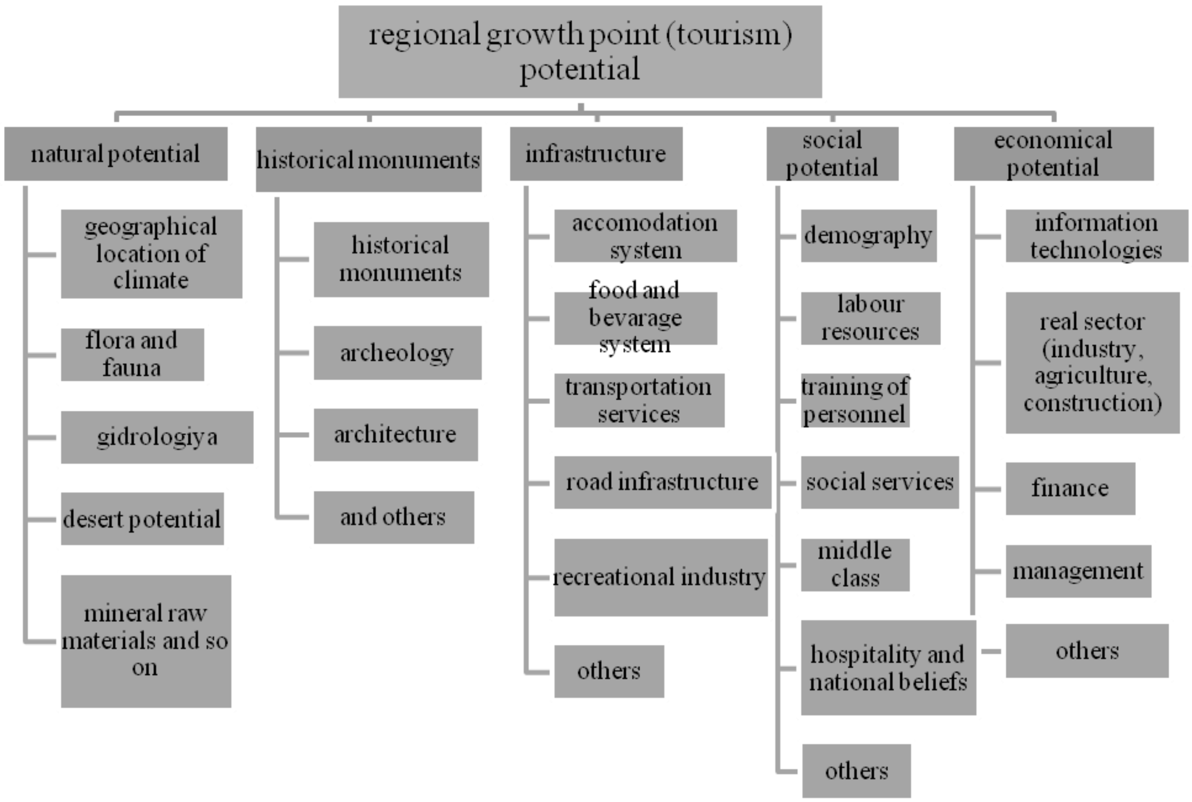

1. The structure and structure of the main growth potential of the Bukhara region's economy**.**

The main potential of the region is ancient historical monuments, which are recognized by the world community. The uniqueness of the natural potential is determined by the geographical location, climate of the region, the existing flora and fauna, hydrological constructions, tourist opportunities of deserts.

During the years of independence the region has achieved significant development of infrastructure potential (road and engineering structures, hotels, widespread national food system, transportation objects and functions, recreation centers, etc.). The demographic situation, the age structure of the population, labor resources, training of personnel, social infrastructure facilities, hospitality of the local population, the role and importance of the middle class in the differentiation of the population are of particular importance.

The priority areas of economic potential are the broad application of information technology and innovation, development of industries, agriculture and construction, financial support and management. A number of methods are devoted to the evaluation of regional tourism potential in scientific literature by scholars. But the only method is yet to be developed. (Table 1)

Table 1. The main indicators of tourism potential in the regions of Uzbekistan

Regions	Integral indicator of tourist potential (points)	Structure of Exclave Resources%		
		Historical and cultural	Social cultural	Natural
Andijan region	2	25.2	67.0	7.8
Bukhara region	4	9.0	20.3	70.7
Djizzakh region	2	9.6	61.6	28.8
Korakalpak Republic	3	29.7	35.2	35.1
Karkadarya region	3	74.0	18.6	7.4
Namangan region	3	17.4	52.6	30.0
Samarkand region	4	72.3	15.9	11.8
Surxandaryo region	3	49.4	27.8	22.8
Sirdarya region	3	26.9	52.2	20.9
Tashkent region	4	61.9	31.8	6.3
Ferghana region	4	37.3	49.0	13.7
Khorazm region	4	89.7	6.6	5.7

The fourth place in the Bukhara region with the integral value of the tourism potential of the tourism potential presented in this table is 4th. But the potential of regional tourism does not correspond to the real situation. The share of historical and cultural tourism resources (9.0%) is very low, but the natural potential is highly appreciated (70.7%). The author has to provide a deeper analysis of all potential types and regional tourism resources should be as follows. The role of historical and cultural monuments is 72.0%, the share of natural resources is 20.0%, the share of social cultural resources is 8.0%, and the architectural monuments created by ancient generations are distinguished by its universal importance. This potential reflects the unique competitiveness of regional tourism.

Ancient historical monuments potential. Bukhara has a 2,500-year history and serves as one of the major trade centers of the Great Silk Road. Architectural constructions built by our great ancestors have been recognized by the world community. There are 777 historical monuments in the region. In 2013, 217 ancient buildings in Bukhara were included in the list of UNESCO's international organizations. The main potential of foreign and domestic tourism is to visit the monuments of Khoja Abdukholiq Gijduvani, Khoja Arif Ar-Revgariy, Khoja Mahmud Anjir Fagnavi, Khoja Aziz, Khoja Muhammad Bobo Simosiy, Said Mir Kulol, Khoja Bakhovuddin Nakshband, who will be visited by the whole Islamic world. There are seven tourist destinations in the region, the most popular and popular destination for foreign and domestic tourists. The first ruins of the mausoleum, named after Abdukhalik Gijduvani. The next tomb is known as Shaikh Hoja Arif Revgari (Mohitobon) and is located in Shafirkan district. The third peasant Hoja Mahmud Anjir lived in Fengnabi Vobkent district. The fourth poghos of Romanija, Khoja Ali Romitani, is the teacher of weavers.

The fifth Pope Khoja Muhammad grandfather Samosi also made a great contribution to the development of Sufism. Khoja Said Mir Kulol was born in Bukhara and is the sixth Bukhara resident. The Seventh Pearl Baxovuddin Nakshband is one of the most famous authors of Sufism in the Muslim world. Thousands of tourists come to visit each of the pier tombs. Among the historical architectural monuments, Ark's Fortress, Sitorai Mohi-Chaosa Palace, Poyi Kalon, Labi-Havuz, Gavkushan and many others open wide opportunities for the growth of the number of foreign tourists.

Historical monuments include the burial place of the Japanese burial ground located on the border of Bukhara and Navoi, as well as a visit. The Vardonze natural monument is located in the Shafirkan district and can be historically ecologically promoted to increase the flow of internal and external tourists. Quljugov ridge, "Kelin qoya" and "Hazori Nur" are located in the desert pasture on the northern border of the Bukhara region and have unique opportunities for the development of ecotourism and travel tourism. A number of state reserves and pastoral facilities (Dengizkul, Jamshtulon, Hadicha, Oyokhitma lakes, Kara-Kyr, Kyzylkum, Republican Jayron-ecomarkazi) can also increase the number of tourist types and attract tourists in the region. There are animals and plants included in the Red Book, which are of great interest to tourists.

It is possible to increase the flow of tourists through the expansion of two international sanatorium-prophylactic centers (Sitorai-Mohi-Hosah and Hot water sanatoriums, Sho'rkul (Olot) salt mud lake) using natural potential (underground water). The region has rich raw material resources. There are more than 49 mineral deposits in the region. Only 60% of them are being used now. Particularly natural potential is the role of gas and gas condensate, graphite, natural stone and marble, limestone, and construction materials for the development of regional economy in the future. A clear example of this is the extensive geological exploration work on discovering gas and gas condensate fields and launching a gas-processing complex based on modern technology based in 2018 with the participation of Lukoil, Russia. But at the same time, it is not without exaggeration to say that industry sectors that are dominant and competitive in terms of regional economic growth are not formed. Existing mineral raw material resources can be used in the development of infrastructure facilities in the region, including tourism-related road and road construction, hotels and building materials for social sphere. There are several hydrological constructions in the region. In particular, there are potential for the organization of tourist routes on the Amu-Bukhara, Amu-Korakul, Karaulbazar reservoirs, the Shurkul reservoir, and the Dengizkul lake.

Infrastructure potential. It is the eighth place in the country in the field of road transport, including the motor road, the second largest in terms of material and technical base.

The main routes of the railroad will be Uzbekistan on the route Tashkent-Bukhara-Beyneu. The launch of the high-speed train on the route Tashkent-Samarkand-Bukhara, Bukhara-Miskin and Fergana-Bukhara will ensure a sharp increase in the number of tourists visiting the region. The Tashkent-Termez national highway and the Guzar-Bukhara-Olot highway pass through the region, allowing the population of Uzbekistan to enjoy the tourist potential of Bukhara almost in all regions of the country.

The relative transport infrastructure in the district level has been developed in the towns of Korovulbozor, Romitan, Kagan and Vobkent. There is a potential for road infrastructure in Karakul, Shafirkan and Gijduvan districts. The main problems in the transport infrastructure are the increase in the number of automobiles, first of all the number of tour operators, as well as repair and reconstruction of roads and communications on world standards.

Demographic potential and tourism demand. Demographic development in the region has a direct impact on all sectors of the economy. Particularly, this factor determines the demand for domestic tourism at the country and region level.

According to the 2017 data, tourism potential of 67,500 people can be used when touring the region to present historical monuments, covering 50.0 percent of children aged 3-6. Similarly, the estimated requirement for tourism (80 percent coverage) for schoolchildren makes up 280.0 thousand people. Young people aged 18 to 24, including students enrolled in domestic tourism (30.0% coverage), are 62.0 thousand people. If 25% of the rest of the population of the region participates in internal tourism, their number will be 175,000. Thus, when traveling to different segments of the population in the region once a year, the demand for tourism is 427,000 people, and the number of tourists is 854,000 when traveling twice.

In general, the potential for internal tourism in Bukhara can be estimated at 5.0 million. The development of the existing major domestic tourism potential will inevitably lead to the preparation and implementation of a special state program until 2030.

Potential of working resources. It should be noted that there are rich labor resources as an important factor in the development of domestic and foreign tourism in the region.

Bukhara Region is one of the growing regions of the labor force. In 2017, the labor force was 1065.4 thous. People with a share of 7% in our country. Currently, 52.4% of the population is employed (58.0% in 2006). The bulk of the population is engaged in agriculture (32.9% in 2006, 29.8% in 2017) and in the social sphere (21.2% and 23.3%, respectively).

In recent years, the self-employment process has intensified in order to quit the situation in the region. As a result, according to sociological surveys, unofficial employment in the region increased from 30.8% in 2006 to 36.5% in 2017. Due to the growing employment problem, the majority of the population of the region is working as an informal migrant in foreign countries.

There are all opportunities for the region to become one of the most important directions in the development of domestic and foreign tourism in solving the employment problem among the population. Given the demand and supply of the labor market, it is important to train personnel with a sense of tourism development.

The potential for the formation of the middle class. International experience shows that the demand for tourism in the region is shaped primarily by middle class. The larger and broader the middle class, the more tourism potential it will be. This tendency is also important for the population of Uzbekistan and it serves as an important factor in sustainable tourism development in Bukhara region.

The middle layer of the population will be the basis for expanding the supply, forming demand for the consumer market, including tourism. A range of criteria and methods are used to quantify the middle class from quantitative gaps. The main criterion is the level of income (consumption) of the population, availability of housing, education level, social and professional occupation, property availability. Among the most commonly used methods for determining the middle class are the selective population survey. According to survey results, currently (2016) more than half of the middle class population in Uzbekistan

Middle-class households are mainly households with a stable income of at least a moderate level. The government's step-by-step increase in incomes, the sharp expansion of housing construction, the elevation of quality of education to the international standards, and the implementation of measures aimed at the full support of entrepreneurs and farmers will lead to further strengthening and development of the middle class. According to experts, by 2030, Uzbekistan may account for up to 70 per cent of the middle class population. This factor opens great opportunities for the sustainable development of tourism in Bukhara region.

Conclusions and recommendations: Bukhara Region's economy and its leading network are characterized by sustainable development of tourism, the basis of which are:

- The role of historical and cultural monuments in the region's potential is very high, and the architectural monuments created by our ancestors are distinguished by their status and importance of the world. This potential is one of the competitiveness aspects of the region's economy;
- High potential for the development of foreign and domestic tourism is widely promoted in the region through the promotion of the tourist potential of the region, based on its seven potential capacities;
- Desert and steppe areas have a special place in the development of tourism, which can create ecotourism, hunting tourism, treatment tourism, desert tourism, museum tourism in the region;
- Despite reconstruction of roads in the region, their adaptation to international standards, some transport zones (Gijduvan, Vobkent, Romitan and others), with a substantial transport corridor, despite some positive results in the field of transport infrastructure, use of new innovative and advanced technologies is one of the most important tasks;
- The demographic potential of the country and region is the main factor that shapes the economy, primarily for domestic tourism. According to calculations made through the formation of different layers of the population, domestic tourism tourists in Bukhara region will receive 5.0 mln. There is a great potential for communication and development of all sectors of the economy;
- The region has its rich labor potential and there are grounds for a significant increase in the number of employed in the leading tourism industry in the future. For this purpose it is necessary to set up training and retraining of labor resources, especially young people, based on the existing high demand for tourism. Training of personnel is not just for the direct tourism infrastructure, but also in all related fields. It is desirable to bring the unique hospitality of Bukhara to a higher level;
- One of the peculiarities of the region's potential is the fact that the region is in the center of the country and where most of the historical and historical monuments are collected. This factor creates favorable conditions for tourists and tourists from the country and foreigners;
- The key factor influencing the development of the economy is the formation of the middle class. Taking into account the fact that the proportion of the population, which corresponds to the medium-income indicators (income level, housing availability, level of knowledge, occupation), will reach seven per cent in the future, wide opportunities will be created for the sustainable development of domestic tourism and related regional economies.
- Taking into account the unique natural and economic potential of the region, tourism is the main focus of the regional economy, which will serve as an important basis for the growth of the population's income and employment, with a growth point for sustainable economic growth.

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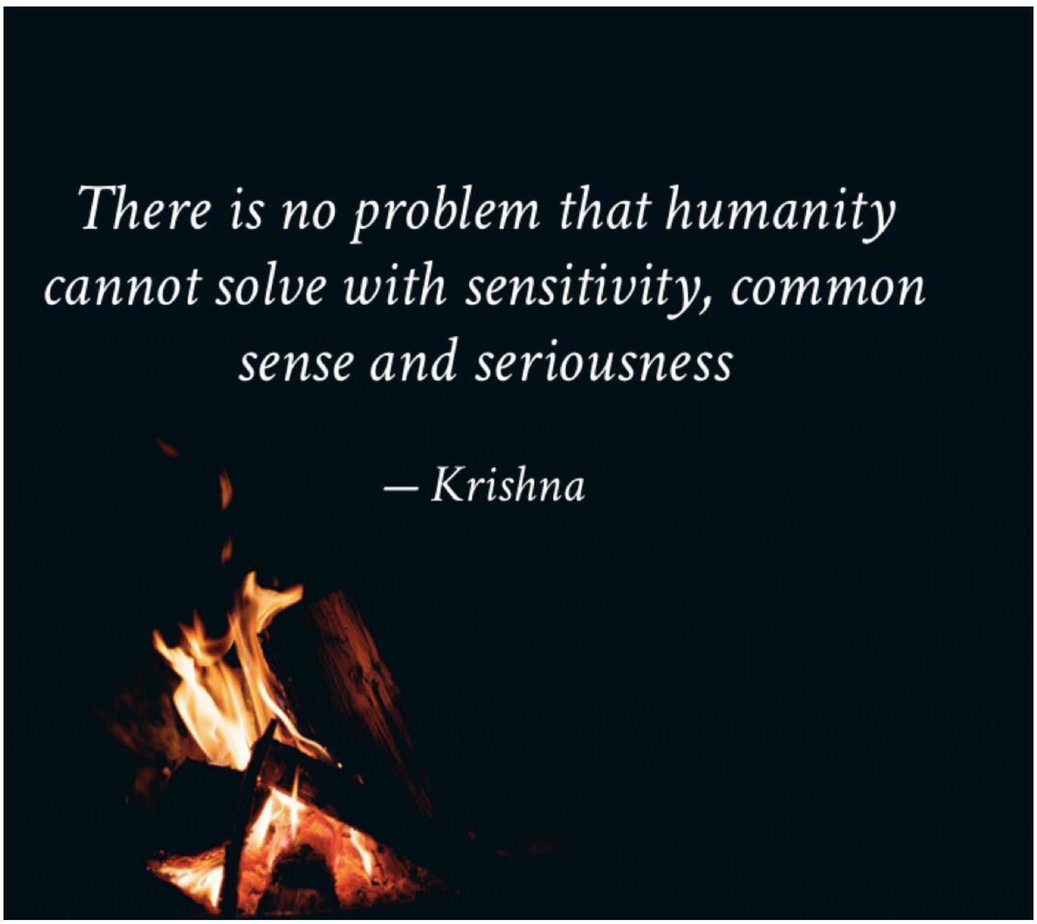

E-LEARNING AND EMERGING TRENDS

Prof. (Dr). S. K. Govil[1], Prof (Dr.) Rashmi Jain[2]

INTRODUCTION

E-learning or Online education helps people get access to a world-class learning experience if traditional higher education is not accessible to them due to financial, personal or any other constraints. In developing countries there is a tremendous requirement of e-learning to take its form completely. India being the second largest populated country in the world badly needs E-learning. The strength of any nation is its people and India has the population of 1.34 billions. One of the best places in the world to use these latest e-learning trends can be any developing country like India. Today India is a home of many latest e-learning trends in education that are being used by the developed world from a very long period. Some of the emerging trends of learning are:

- Distance education - Postal, Radio, TV
- E-Learning
- Open Educational Resources (OER)
- Cloud based E-Learning
- Big Data in E-Learning
- Automated Course Authoring
- Responsive LMS
- Ubiquitous Learning
- Massive Open Online Courses

What is E-Learning?

E-learning is an electronic learning method; it typically means using a computer to deliver a part or the entire course whether in a school, part of mandate business training or a full distance learning course. E-learning can also be widely coined as “online learning” or “virtual learning”. E-learning is a gift to an individual and the society, in general, where all the learning is done at learner’s convenience using the electronic devices like computer, mobile phone, tablet, and smart phone etc., the learner with the use of computer with internet access provides tremendous information which replicates the physical library or physical books. E-Learning provides world class resources of information through which the learners can benefit at their own phase of learning.

What Learners Need?

- Mobile, relevant, personalized, self-paced
- Content coverage at point of need.

[1] President (Academics), Malwa Chamber of Commerce and Industries (Ex-Vice Chancellor), (M.P.)

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- Many prefer learning at convenient timings like weekends or on their daily commute to and from work.
- Today mobile phone sets changed how we come across, view, ideate, propagate and share content.

Among all the learning trends e-learning is very powerful tool to provide the learner with all the desired information one is willing to learn at own or self-pace. In the modern times, learning is very important but at the same time learner's interest also is to be considered. E-learning provides the learner the most of the desired information. Some electronic devices used for e-learning are computer, Television (TV), mobile phone, smart phone, tablet, personal digital assistant (pda) etc. The present generation learners have more opportunities to acquire knowledge than those of previous generation~~s~~.

If we discuss about the education in 21^{st} century, the action~~s~~ of people speaks a lot how the learning is changing in current days. The traditional learning was based upon teacher-student and book-learning but today the learning is completely based on resources availability on WWW (World Wide Web). If we take the note of these e-learning contents that the way they are getting updated every moment it is really a boon to e-learners. People are creating nearly 2000 websites every hour, uploading 30 to 40 hours videos every minute, watching 2 to 2.5 billion .YouTube videos every day, so many social networking scraps. These all creates a huge way for e-learning. Some important advantages of e-learning are:

Does not take as long to start and wrap up a:

1. Learning session.
2. Learn at their own pace and place.
3. No commute time is required.
4. Learners can focus on concepts they want.
5. Reduced cost for learning and development.

DIFFERENT TECHNOLOGICAL TRENDS OF E-LEARNING

There are enormous technological trends of e-learning today and these are growing with very rapid pace. In this competitive world everyday some new trend is emerging to provide good learning techniques to the learner, among the popular technological e-learning trends few of these are listed below:

Mobile Learning: Mobile learning is the ability of an individual to obtain or provide educational content on personal pocket devices such as PDAs, Smartphone's and mobile phones. These devices with access to internet connection or with the availability of the resources on itself will be a great source of e-learning. Today most of the educated people have smart mobile phones having vast memory and faster internet availability enabling the user to get any desired information irrespective of location. These devices are easily portable and never make any hurdle to carry them from place to place. Mobile *learning apps* are also great source of this kind of learning. Mobile learning has a great role to accomplish the success of e-learning even in developing countries. Mobile phones sets are considered to be best platform for e-learning because of:

- Potential to reach masses.
- Carried all the time.

- Easy to use.
- Cheap.
- Just in time learning.

Micro Learning: Micro learning is a way of teaching and delivering content to learners in small, very specific bursts. The learners are in control of what they are learning and when they are learning. Typically designed and delivered in rich media formats, it is a learner-centric approach that provides just-in-time training that is available on multiple devices. All these aspects ensure that it can be easily accessed, quickly completed, and easily applied by the learners. The main benefits of this kind of learning are:

- Accessible.
- Rich media.
- Less time consuming.
- Just-in-time
- Learner-centric
- Less time consuming.

Micro Learning also provides many benefits to business environments like:

- Affordable and agile.
- Shorter development cycle.
- Easy to update.
- Wider application.
- High impact.

Internet of Things (IoT): It refers to the ever growing network of physical things or objects around us which hold IP address for internet connectivity, and the communication that occurs between these connected objects and other internet enabled devices and systems. It includes not only the traditional things like desktop, laptops, smart phones, tablets etc., but also all other things that utilize embedded technology to communicate and interact with the external environment via the internet. Here IoT can be a great tool for the learners instant learning for like daily study exercises, daily news or any information study the learner instantly plan to learn. In this kind of technology the learner will be assumed like an object in the whole system, where the system connected will detect the new updated and specific learner IP and gives them all the desired from the whole network of physical devices or objects in which one is connected. Some major benefits of IoT in case of e-learning can be listed below:

- Learner is part of the learning system as an entity.
- Continuous tracking of learner by the system.
- Continuous updates to learners.

Cloud based E-Learning: This type of e-learning is creating ripples in the field of education and business. These-learning systems are hosted on the internet and can be easily accessed by logging into a service provider’s site. Rather than installing all the software and course on user’s or learner's computer, the instructional designers will simply use their internet browsers to upload course content, create new courses, and communicate with learners and users directly. This is all done by learner management system, which also gives the designer the ability to store information on the cloud, which can be remotely accessed by other, approved users. Here are some notable advantages of this type of e-learning methodology:

- Faster deployment.
- Cost predictability.
- Easier to maintain.
- More storage space.
- Fully customizable and scalable.
- Learner oriented service request.

Gamification: In e-learning, gamification is the hot topic today with lots of good reasons. It has proved its usefulness in helping learners to further comprehend the knowledge and apply new information as they may want so. This type of e-learning is through games and it really depends on the program and the audience desires. Especially, children can benefit more from this kind of e-learning because it creates interest in them and make them do again and again for long time. Gamification not only helps online learners to acquire knowledge and skills more effectively but also it allows them to retain the information and commit it to long term memory for the future use. Some of the important benefits of the Gamification in e-learning are:

- Better learning experience.
- Better learning environment.
- Takes to Mastery level.
- Instant feedback.
- Helps to remember for long time.

Adaptive E-Learning: Adaptive e-learning uses computers as an interactive teaching devices. These methodology arrange the allocation of human and mediated resources according to the unique learning needs of each learner. This is also known as intelligent tutoring and it has its origin from artificial intelligence and started gaining its popularity in recent decades. Adaptive learning system can be implemented on the internet for use in distance learning and group collaboration. The field of distance learning is greatly incorporating the aspects of adaptive learning. Adaptive learning has been implemented in several kinds of educational systems such as adaptive hypermedia, intelligent tutoring systems, computerized adaptive testing, and computer-based pedagogical agents. Some major benefits of this technological trend in case of e-learning can be:

- Very rich study resources.
- Tracking of learner by Tutor or human allocated.
- Saves lots of time of learners.

Augmented Reality: This technology super imposes a computer-generated image on a user's view of real world. It is related to a more general concept called *mediated reality*. It is really a great boon technology for the students or learners in general. Whenever the learner wants to know more of the things he is seeing in the real world, using a device like mobile phone on which the augmented reality software in enabled, the learner can get all the information regarding the object. This technology needs device, internet and software of augmented reality. This technology has good future in e-learning. It has long way to go for making the learners to learn the things just by projecting the device. This technology has been introduced in 1962 ?. Google glass is a very good example for augmented reality. Some benefits of augmented reality in case of e-learning can be as follows:

- Easy instant deep learning of things.
- Huge collection of information.

Video E-Learning: This kind of learning helps the learner to grasp the content by watching the videos. When a learner wants to get an idea on some specific topic in details he visits the youtube.com for sure. This kind of e-learning gives a very quick idea and helps to understand the things with multimedia affects. Youtube.com is a rich source of video e-learning content and in the same way TV, CD's and storage devices with educational videos pave the way to this kind of e-learning. These days this kind of learning is on full swing as it saves lots of time of the learner compared to reading line by line full stuff on computer or any other electronic device and also it might take little concentration of the learner than to reading stuff. This serves as very effective medium of e-learning. Some benefits of video e-learning are:

- Video explanation.
- More information in less time.
- Best learning experience.

Beacon E-Learning: This is one more boon technological trend of the e-learning. This beacon e-learning or beacon technology is a wireless devices that transmit signals to other nearby devices via low-energy Bluetooth connections. This is used as an Indoor Positioning System (IPS). These IPS beacons can wirelessly locate people and objects within a specific range and then trigger an action on a nearby wireless device. Most importantly, this is safe and secure, only accessible through paired applications and easy to download and use. In the~~se~~ modern times, almost 99% college students have smart phone and they can use their phones for effective e-learning. Some great benefits of this technological trend is:

- Easier Campus Navigation.
- Better Accessibility.
- More Powerful Communication.
- Increased Intellectual Discovery.
- Insightful Data.
- Improved In-Class Experiences.

Artificial Intelligence: This technological trend can also be a great shaper to e-learning world. Artificial Intelligence and robots are not same things. It is something like intelligent software which is designed to take some intelligent actions reading entire environment around it. This can produce a very good instructor which helps in making each and every student a good expert in their own field. Some latest outcome in artificial intelligence learning instructors are like SIRI and VIV, these are softwares which will answer simple queries to much complex queries of the learners. The involvement of artificial intelligence in e-learning helps the learner to take very wise decisions and quality resource, which in turn helps the learner to excel and make his achievements at faster phase. Some major benefits of AI in case of e-learning are:

- Provides expert tutors for learners.
- Automated teaching.
- High and rich information.

Top 10 Countries with Growth Rates: Growth rate shows how each country adopts e-Learning and is a significant indicator since it can reveal revenue opportunities. The growth rate of self-paced e-learning by different countries is:

1. India: 55%
2. China: 52%
3. Malaysia: 41%
4. Romania: 38%
5. Poland: 28%
6. Czech Republic: 27%
7. Brazil: 26%
8. Indonesia: 25%
9. Colombia: 20%
10. Ukraine: 20%

By above growth rates one can understand how the different countries are adapting to e-learning culture in entire world.

Conclusions:

The following major conclusions for the emerging trends of e-learning are as follows:

1. E-learning is a boon to the society and it can reach to any part of the world and maximum benefits can be obtained from it by anyone and at any time.
2. In coming future e-learning will save lot of time and money of the learners or users.
3. E-Learning portal and websites should be owned by the governments of the particular countries for easy and free access of these learning resources by the people who are aspiring to learn and equip themselves.
4. E-learning is also a boon to the academic teachers where they can save lot of time and stressful condition of repetitive classes and focus more on student equipment in their respective subject.

5. E-Learning is the best tool for learners to learn according to their own phase and whole future of education will turn its way on it.

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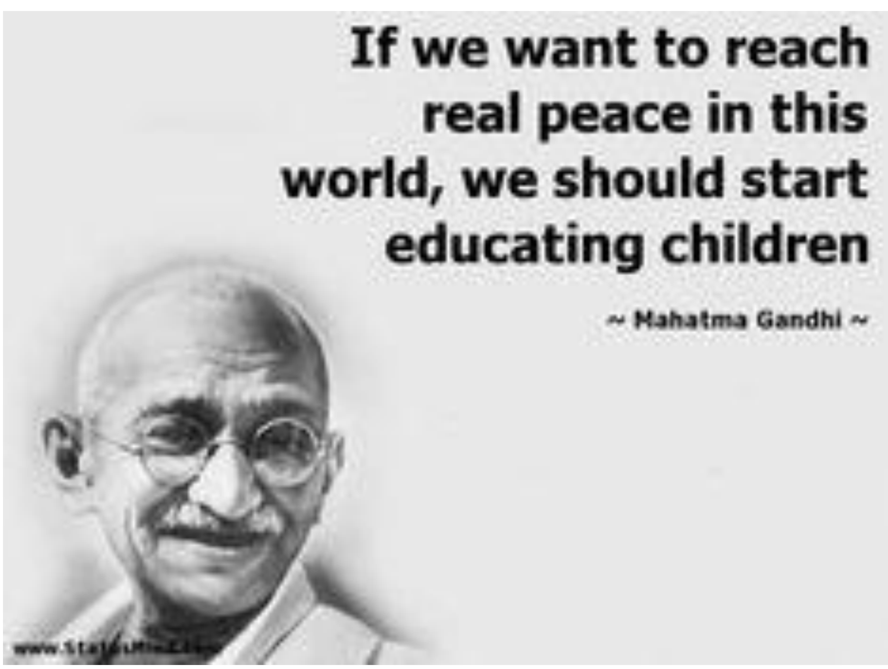

PRIVATE FARMING SERVES TO INCREASE SELF-RELIANCE AND SELF-EMPLOYMENT

Gulnoza Samiyeva[1]

ABSTRACT

The article is about self-reliance in agriculture and self-employment in force with the help of personal farms.The article is devoted to the current stage of development in the village and the existing problems as well as solutions and directions for the development of agriculture.

Keywords. *Self-employment, self-employed, family business, household, private farms, agricultural labor development.*

When it comes to self-employment, scientists often talk about the family business enterprises of farms as well as personal subsidiary farms, including as owners of land plots and farms. Meanwhile, self-employment should be considered as a phenomenon more widespread characteristic of the general population and many households. The phrase self-employment of the population is currently quite popular, however, it has not yet received an established and unequivocal definition in the domestic economy. This creates certain difficulties in separating self-employment from other types of employment and in conducting assessments, the prevalence of its importance in the economy and in the life of the population. Some activities are carried out exclusively for self-sufficiency of families; others can bring cash income or be of mixed natural cash nature [1].

Self-employment can exist in the form of primary work or secondary employment, which of course determines the differences in the nature of life of families. They are self-employed on their own or with one or more business partners operating income-generating and not employing employees on a permanent basis. Partners may or may not be members of the same family or household [2].

The areas of self-employment include primarily agriculture, services, trade, and construction. While our state solves the issues of developing self-employment, there are still a lot of unresolved socio-economic problems, that motivate the high migration activity of the rural population and impede the formation of the demographic and labor resource base for the development of the agro-industrial complex and ensuring food independence and security of countries.

The most important problems of the current stage of rural development in Uzbekistan, is the problem of balancing the rural labor market. The trend of reducing unemployment in rural areas that has developed in recent years continues. The offer of a vacancy in the agrosphere, which is the main meat application of labor in rural areas, is extremely insufficient to meet the demand for jobs. In our opinion, for the practical implementation of these areas of development of the rural labor market, the following:

- Provides for state programs for the development of agricultural products markets, for raw materials and food and targeted programs for sustainable development of rural areas, regional

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levels for the preservation and development of jobs, in the first – case in the industry, in the second – in the agricultural sphere produced in conjunction with regional balances of labor terrain;

- Develop and approve, at the government level, regulations for the opening agroholdings and other integrated business structures leading non-agricultural workplaces for employment of workers released on the basis of techno-technological modernization;
- Create the most favored nation treatment for the development of alternative activities in the countryside, including self-employment and small business in this area.

Organizational, economic and legal mechanisms to support alternative activities in rural areas include:

- Expansion within the framework of the state program for the development of agriculture of the circle of recipients of subsidized loans for the development of agricultural activity. Subsidized credit support for this activity is invited to provide not only personal subsidiary farming by farming, but all individuals and legal entities creating jobs and registering activities in rural areas.
- Reduction of the income tax rate from individual entrepreneurs and the tax rate on profits from legal entities registered and engaged in non-agricultural activities in rural areas, taking into account the preference of labor by the surplus subject;
- Exemption from customs duties on the procurement and processing of wild fruits and berries of medicinal plants exported from the customs territory of the country for sale;
- Exemption from import duties on equipment and equipment purchased by manufacturers abroad for the harvesting and processing of wild fruits of medicinal berries.

This will contribute not only to the creation of new jobs, but also to the saturation of the rural consumer market with services and consumer goods.

Studies to clarify the very concepts of self-employment and personal subsidiary farms of the population, as well as the results of work on the choice of criteria and grounds for distinguishing the spheres of self-employment, informal employment and small business were of great importance for structuring and limiting the space of the unrecognized economy, as well as for more rational organization tax system in the country. Households were considered as the main subject of self-employment. Therefore, self-employment was suggested to mean our own (self-employed) production and economic activities of household members, going beyond traditional household work, carried out without regular use of hired labor and generating income in kind or in cash.

The management of personal subsidiary farms is the use by households of all types of land plots at their disposal for the production of agricultural products, including crop products and livestock, with their consumption inside the household or sold outside it. The personal subsidiary farms include both households on household and other land plots owned by rural households, and households on urban plots [3].

Considering the specifics of the situation in our country, the following types of activities are expedient for self-employment:

1. Work of the population of the city in personal subsidiary farms as part of garden and garden cooperatives and partnerships;

2. Conducting peasant household farms with the production of products for their own consumption and implementation in order to obtain cash income;
3. Farm management;
4. Running a family business (dining rooms, snack bars, laundries, etc.).

As the main form of self-employment of the population, personal subsidiary farms are households operating on household plots and other land plots. And also belonging to rural households, as farms on the land plots of citizens. Personal subsidiary farming is defined as a form of agricultural production carried out by the personal labor of a citizen or members of his family in order to meet the needs for food and other needs, and of course, in order to generate additional income.

A form of land use in which the land is allocated to citizens or a name is acquired for growing crops or for recreation is – garden, garden and country plots provided by citizens. The category of personal subsidiary farms, as one of the own production functions of households, until recently officially included the following types of activity and the corresponding forms of employment related to obtaining crop production (gardening and horticulture) of livestock and poultry farming: personal subsidiary plots at the garden, gardening, summer cottage plots, plots of rural houses acquired by citizens, as well as yard plots in small towns used for gardening, horticulture, cattle breeding and poultry farming; private farms in homestead and other land plots of rural residents; farm or so-called peasant farms.

The management of personal subsidiary farms has become one of the main directions of adaptation of a significant part of the population to new economic and social conditions. Personal subsidiary farms of citizens and residents of rural areas have significant differences. The urban population has the best choice of employment options, it is better informed and more mobile in the labor market. In a study of the motives for conducting personal subsidiary farming, it was shown that all families put forward the provision of food to the family as the primary reason. About 23 % of households also indicated an opportunity to communicate with nature while working in the open air, 7 % considered it useful in this way to inculcate in them a love for work. Among other reasons, about 4 % of households are counting on an increase in cash income.

Average income from personal subsidiary farms concerns peasant farms (farmsteads), the exclusive importance of which in the lives of the rural population the peasants are accustomed to consider these their farms as the only means of ensuring the necessary life support and livelihood even in the most difficult economic, legal and tax conditions.

Personal subsidiary farming, both in terms of the number of employed and value in the life of the population in modern conditions, is the main component of self-employment. With economic growth, the strengthening of the real sector, the development of market relations, the streamlining of the function of state regulation of the economy and the subsequent increase in the level and importance of basic employment of the population, the spread of alternative types of employment will, with some exceptions, be gradually reduced. At the same time, both the economic activity of the population and the degree of responsibility of the working members of families in their main job will have to increase. The need for secondary employment, informal employment, and, in any case, in that part of self-employment, which does not acquire the status of officially registered business, will decrease.

In 2017, on 9 October, the Decree of the President of the Republic of Uzbekistan “On measures to fundamentally improve the system of protection of the rights and legitimate interests of farms, peasant farms and owners of household land, effective use of agricultural areas of agriculture" was adopted, and in accordance with the decree on October 10, "Measures for the further development of the activities of farms, peasant farms and owners of homestead lands" of the President of the Republic of Uzbekistan.

The resolution adopted the main tasks and activities of the Council of Farmers, peasant farmers and owners of household lands of Uzbekistan. The main tasks and directions are determined:

- Protection of the rights and legitimate interests of farms, peasant farms and owners of homestead lands, including in relations with government and economic management bodies;
- Comprehensive support of farms, peasant farms and owners of homestead lands in the production, processing, storage and sale of agricultural products, including the implementation of agro technical measures, as well as drawing up contracts and exporting products to foreign markets;
- Organization and expansion of various forms of cooperation between farms, peasant farms, and owners of household lands with other organizations for the provision of consulting services on legal, economic, financial, agro technical and other issues in agriculture, as well as production, procurement, processing, sale of products, procurement and service, the introduction in this area of advanced foreign experience, etc. [4].

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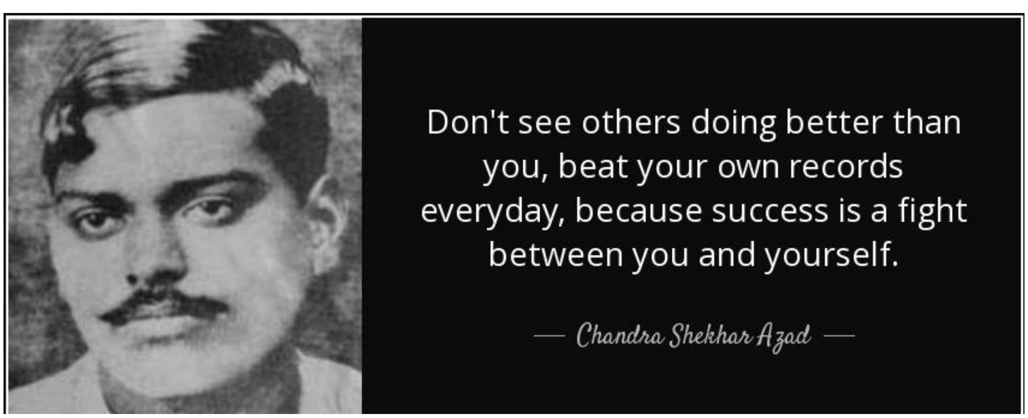

IMPACT OF EXCHANGE RATE ON EXPORT AND IMPORT: A STUDY IN INDIAN CONTEXT

Dr. Navita Nathani[1], Mukesh Deole[2]

ABSTRACT

Today all the developing and developed countries are very serious about the results related to the performance of currency in international market. This research examined the impact of import and export with exchange rate and found the exchange rate and import and export have strong relations. To find this the unit root test was used to check the stationary, Jarque Bera is used for normality results which showed that the data of import export and exchange rate are normally distributed found positive result the OLS model is used for checking the impact of one variable on other lastly the granger causality to check the causality between exchange rate and import export, which showed the bivariate causality between export import and exchange rate.

Keywords : *Unit root , Jarque Bera , OLS model , Granger causality*

Introduction

Industrial revolution had given the new dimension to the present trade. It changed the meaning of trade by introducing the foreign trade in the market. Foreign trade is basically based on the theory of comparative costs which showed that how the different countries tried to produce goods at the cost lower than that of other countries. Basically the international trade take place due to the geographical specialization. the industrial competition force the producers of many country to sell their product to the other countries for maintaining the economic structure of the their own country. The quality, design, packing, price, advertisement play the significant role to find out the winner of the market.

Export trade is one of the kind of foreign trade. As all countries have limited natural resources and all are depend on others for the product which is not cost effective for their economy. Therefore for purchasing any product from the other countries the developing countries like India need considerable foreign exchange to pay for its export.

Import and Export

Presently where the things are changing so fast, this is the responsibility of every business to adopt the changes in similar pace. In Asian based nation importing and exporting creates new trade opportunities, because the countries of this region growing very rapidly in comparison to the other countries of other region, in this context Asian based countries together by mutual cooperation enhancing the economy of each other. The study of Parthapratim (2016) described that how Bangladesh, Bhutan, India and Nepal (BBIN), the countries of Southern Asia, together initiated for the improvement of economic cooperation and connectivity. Paper further cited that in whole group the India was the dominant member. It also mentioned that without Pakistan and Srilanka the dominance of India had been more pronounced. Presently foreign

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trade is playing a vital role in shaping the economy of countries in the whole world. Every country uses the different types of economic instruments for shaping their economic structure according to the present scenario. Indian economy also influenced greatly by this globally business cycle. India started its export journey from primary articles and raised it to manufacturing goods.

EXIM policy which is comprises of import and export policy is also one of the important trade policies that are responsible for economic development. Ghose et al (2015) showed the finance as life and export as blood of world markets. It studied about the role of EXIM bank in enhancing the export finance to analyze the financial performance of the country. The transferable total net profit to the central government was also covered up by the study. Study conducted for the year 2004 to 2014 that covered the last decade. It also showed the need of coordination between the banks and financial institutions for making the role of EIGC.

Exchange Rates

All the countries of the world have their own currency that contains its own purchasing power which only can exercise with in the country boundary outside which it is not acceptable. In case of international payment as every country want payment in our own currency therefore currency of one country has to be converted into the currency of other country. That can be converted into other currency at particular price that is the exchange rate of that particular currency.

During the world war the gold standard was abandoned because of some of inherent difficulties of that system this system was replaced by the Bretton Wood system. This system of fixed exchange rates, however, could not be followed strictly in practice. Many countries of the world faced chronic balance of payments deficits .These countries of the world faced chronic balance of payments deficits. These countries wanted to devalue their currencies i.e., reduce the value of their currencies in terms of dollars. That means they wanted to increase the value of dollar in terms of their domestic currencies.

Export Import and Exchange rate

To understand the relationship between exchange rate and import price it is very important to have the knowledge about the nature of import flow and the behavior of the consumer price. The impact of weaker currency on the mechanism may be seen by increasing the competitiveness in the competitive market for the particular producer country. According to the many economists, after their research they found that prices of importing goods don't impact the exchange rate in many cases. as per an example taken with one incident let in Feb 2002 the Dollar fell down in the market by 35 % and during the same period the value of import rose by 20% that excluding the petroleum product and the index of consumer product also rose by 6%.This incidence shows the lack of relation between the exchange rate and import rate. As Jabara (2009) described the effect of exchange rate and the price of import. Paper examined the extent to which the changes in exchange rate affect the price of import goods. The paper examined several research papers to estimate the exchange rate by considering import prices for all imported commodities that excluded the oil and consumer goods in US dollar. The result of study showed the low estimated exchange rate and highest bilateral exchange rate from Canada. It also estimated the import prices from China for the period of mid 2005 to 2008 where the Yuan fluctuated against the dollar.

Literature Review

Chinn (2004) asserted the chronic and expanding trade deficit that had been focused the attention on the response related to the trade flow in the context of the exchange rate and the income changes .The paper estimated the import and export equation over the period that also described the 1990 new economy boomed and the results indicated the low responsiveness related to the import to the exchange rate, diminution of the income. The expanding US trade deficit had been promoted the recurring predictions that had to be yet validated at the first quarter of 2004.The paper reviewed the fact that external adjustment of the US economy had the interest on both the policy making and the academic communities .This study also surveyed the literature related to the determinates of the trade flows. As results the paper found the statistical relationship between the export of the goods and services. It also showed the US income and the real exchange rate. The conclusion of the paper showed the several revisions related to the general understandings that had the behavior of the trade flow related to the United States and also it arose from the other recent studies. The study concluded in form of the imports that may excluded the computers, Peripheral and the papers that do appeared and related to the exchange rate with the income that stabled the fashion.

Arpita et al (2011) showed the effect of exchange rate on the behavior of the export of firms that dealt with the multi-product During the study it constructed a model which illustrating the firms prices quantities product scope and sales distributions. It showed that the firms increased remarkable declines in the firms' specific product. The sampling for the product taken from the period 1997-2006.This was the period when Brazil was suffering from the drastic Currency fluctuations. In this paper the data that had been used were the primary data that was taken from the manufactured product .the conclusion showed that it built the theoretical model to explain the procedure through which the firm adjusts the price in response to the exchange rate fluctuations. Paper reviewed that if exchange rate depreciated then the firm increases the product range and the prices of the producers. Study also showed the price of the product that have high sale is high rather than of the product have the price lower. The theoretical mechanism of this paper showed the lack of sensitivity of aggregate exports .In response to a real change in the exchange rate depreciation in this paper it is found that the efficient use towards the reallocation of resources is less.

Jabra (2009) cited that how the exchange rate relates with the amount of the import and how the change in the exchange effected the amount of the import, fluctuation in the dollar. Paper also argued that how the increment and decrement in the value of the dollar affected the cost of the material and how this amount showed the increment and decrement in the import .It estimated the exchange rate pass through that had based on the law of one price and that had been combined with the price to market. It also argued about the depreciation of the model .Study showed the impact of the exchange rate on the import price also the percent change in local currency import price .Study analyzed the relationship among prices, exchange rate and costs of the products in the competitive market. The paper also showed the relationship between the US Dollar exchange rates, import prices NIE, EU. it used the OLS coefficient to estimate the exchange rate pass through and checked the coefficient exchange rate with the help of the statistically significance at the level of the 1% and 2% and found the exchange rate pass through of .47 percent .The paper examined the reason to change the value of US dollar that showed the result in form of low pass through import prices.

Mahmood et. al (2011) discussed about the exchange rate volatility, the paper examined the relationship between the exchange rate and macro economics, under which it had been argued that how the exchange rate value effected the macro economics of any country .After the investigation it has been found that if exchange rate evaluated in a proper manner it didn't impact the macroeconomics and that was the sign of good working of the macro economics in the country. Through this it had been found that whether the exchange rate volatility had any impact on the macroeconomic variables or not. The paper included many variables in its study that was, Growth rate, foreign investment, and GDP and trade openness. The data had been collected from the various secondary sources. Study selected only those macro economic variables that had an impact on the exchange rate volatility. The paper used the econometric model that were based on the simple regression equations to find out the effect of exchange rate volatility on the GDP , Growth rate and trade openness and result of which showed that the exchange rate volatility had positive impact on the GDP ,Growth rate and trade openness..

Dunaway et al (2006) showed the assessments of the actual values of the countries and the real exchange rate that had the relation with the equilibrium values and also suggested by the fundamental determining factors. the paper also assessed the robustness of the alternative approaches and the models .The paper showed about the variance estimations that raised the serious questions regarding the robustness of the result it also showed the basic conclusions from the tests that had used the small change made in the model specifications and also it included the explanatory models that had difference in the real exchange rate equilibrium exchange rate estimation and such estimates had treated as the great cautions. The study showed the need which viaduct the gap between the actual of underlying the current balance of the country at its equilibrium level that included the estimation of the current account balance and the estimation related to the trade model for calculating the current account balance .The conclusion of the paper showed the large and relative similar deviations that had the real estimation exchange rate.

Stotsky et al (2012) showed the relationship between the foreign exchange rate and the Macroeconomics performance in Eastern Africa. The paper described the growth and the various determinants that included the exchange regimes and the real exchange rate ,also it included the inflation and the various determinants which includes the lagged inflations .The study also focused on the assessment of the recent growth and the inflation experience related to the eastern African countries .It also showed the empirical relationship between the growth and the characteristics of the economy that had been included the foreign exchange regime also the study found the investment that had the contributor to the growth and measured the degree of the exchange rate to the domestic price.

The result of the study also revealed the aspect that had been related to the investment and the consumption share of the GDP and impact of the changes in the exchange rate on the overall growth that had no significance even though it had been replaced. In the conclusion remark the paper determined the exchange rate change to the domestic prices for finding the lagged inflation, and also showed the broad money growth and the fiscal position that had been showed as the key macro determents of the inflations.

Quamrul et al (2012) showed the agent based computational approach for disrupting the mechanism of the exchange in the decentralized market economy .The paper found that the increasing trend of the inflation that would be above than that of the 3 percent didn't had any microeconomic consequences .It also found the qualitative to change in the parameter to modify the model to contribute the cross country regression that may failed the detection related to the negative effect of the trend inflation that exist in the reality. The paper showed the inflation target to justify the narrow focus to maintain the low and stable the inflation to promote the high level of the GDP and low level of the unemployment .The paper also showed the danger posed by the nominal wage rigidity along with the zero lower bonds .The research also showed the mainstream monetary economics that investigated the issue related to the economic performance that might be enhanced the performance of the economy for reducing the trend rate of the inflation .The paper also showed the idea that had been advanced by the economists that might be impeded the mechanisms for the purpose of coordinating the economic activities .The result of the paper determined the effect of the higher inflation on the performance of the macro and varying the targets rate of the inflation. During the simulation of model economy, the log output gap became the infinite in the finite time. The paper also observed the incidence that crashed the inflation targets .It also showed the deterioration in performance on the of target rises more than of the 3 percent.

Goldstein (2004) described the exchange rate of the China by the United states that would be related with the ongoing recovery of the jobless, when the employment in the US manufacturing sector had not declined so much during the election of the president. The paper also described the criticism that china had not compiled the anemic average growth .The paper showed the reason of the exchange rate appreciations for moving the China forward to balance the trade of the China in which the China played the vital role. The paper described the profitability to the export components to the larger countries particularly to the region related to the China export that was very high to about the 35 to 40 percent.

The paper showed the reason behind the yielding of the lower rise in the foreign currency price related to the export that was because of the higher production cost and it also described the revaluation took place for cope with the situation of the lower import content of the export .The real china exchange rate had been depreciating from the past of two years that was the balance of the payments. The paper showed the arguments related to the manipulation that a country had for permitting the use of the exchange rate market for holding down the real exchange rate that was needed to generate the sufficient employment in the traded goods to ensure the social stability.

In the conclusion of the paper showed the emerging economies related to the global economy that had increased the interest of the international community that was conducted the exchange rate policy .The paper also showed the policy related to the China exchange rate was now the world's third largest importer and the fourth largest exporter .The system related to the exchange rate system that cannot be concerned about the overvalued exchange rate and undervalued exchange rate that had to be subjected the surveillance and corrective actions.

Research Methodology

The study used secondary data for reaching out on its results .The large number of books and literature published by the various experts all over the world are used for collecting the data and other informations. Many seminar papers, conference research papers published by various international and national publishers and associations are used to collect the different information. The data series of import, export and exchange rate data had been collected from many leading business journals, government websites and websites of World Bank and trading economics.

The study is using 17 years monthly data from 1999 to 2016. The sample of data collected is relates with India .the period of study has taken just after the liberalization policy introduced in India to get the information regarding the economic position of country after getting liberalized toward the trade of country. Purposive sampling technique was used to collect data as the purpose was to find out the time series of post liberalization period.

Study used Eviews 9 software for analyzing the data of import, export and other economic variables. The methodology of research done through the study and analysis made by using data collection, tabulation, summarization, analysis and presentation

The data of different variables like import, export, and exchanger rate were collected from the different economic websites like trade economics and various economic magazines or books. The data for research was found in form of US Dollar, Indian currency Rupees etc. This raw data was not in the position to find out the results for the study. Therefore to evaluate this data for research it is very important to convert them into meaningful data. For this purpose the raw data firstly converted into percentage and saved them in tabular form in Excel. Then tabulated data had been used to analyze the result of study with the help of Eviews 9 (the econometric software).

Impact of exchange rate on import and export of India

ADF Unit root test is generally use for checking the data for stationary. As data used in study is secondary it is very necessary the data should be stationary. To check the stationary of data study used the ADF Unit root test at first difference on the data of import, export and exchange rate.

Name of variables	T Statistics	Critical values			Probability
		1%	5%	10%	
Import	-1.2988	-3.46	-2.87	-2.57	0.63
Exchange Rate	-2.09	-3.46	-2.87	-2.57	0.06

Name of variables	T Statistics	Critical values			Probability
		1%	5%	10%	
Export	-1.060541	-3.460	-2.874	-2.57	0.73
Exchange Rate	-2.09	-3.46	-2.87	-2.57	0.06

From the above table it can be said that the probability of import and exchange rate or export and exchange rate is not significant and accept the probability that the data has unit root therefore the data on 1 difference is not found stationary .So again the unit root is applied on both the data at 2 difference.

Name of variables	T Statistics	Critical values			Probability
		1%	5%	10%	
Import	-21.25041	-3.46	-2.87	-2.57	0.0000
Exchange Rate	-16.02316	-3.46	-2.87	-2.57	0.0000

Name of variables	T Statistics	Critical values			Probability
		1%	5%	10%	
Export	-16.15201	-3.46	-2.87	-2.57	0.0000
Exchange Rate	-16.02316	-3.46	-2.87	-2.57	0.0000

Tables show the ADF test results in which the value of t-statistics of all the variables import (21.2>2.87) , exchange rate(16.02>2.87) are greater than that of its critical value and the p value is also significant at 5% of significance level which means that the study can reject the null hypothesis from this the research cited that the variable does not have unit root so variable is considered as stationary at first difference.

Granger Causalty

For the further research it is very important to know the causality of one variable with other variables. The study used variables like import, Export and Exchange rate. For the next part of the study it is also necessary to find out the direction of one variable in respect to the other variables which is shown by the table below where the exchange rate is a independent variable and import Export are the dependent variables.

Null Hypothesis	**Obs**	**F-statistics**	**Probability**
Exchange rate does not granger cause Import	192	9.04507	0.00018
Import does not granger cause Exchange rate		9.87772	8.4E-05

Null Hypothesis	**Obs**	**F-statisics**	**Probability**
Exchange rate does not granger cause Export	195	3.37421	0.03631
Export does not granger cause Exchange rate		9.77064	9.1E-05

As the detail of Granger Causality test clearly showed that the variables Exchange rate (0.0018) and import (8.4E-05) Export (0.03) and vice versa rejects the null hypothesis at 5% significance level therefore the it can said that the import export and Exchange rate had shown the bidirectional relationship.

OLS Model

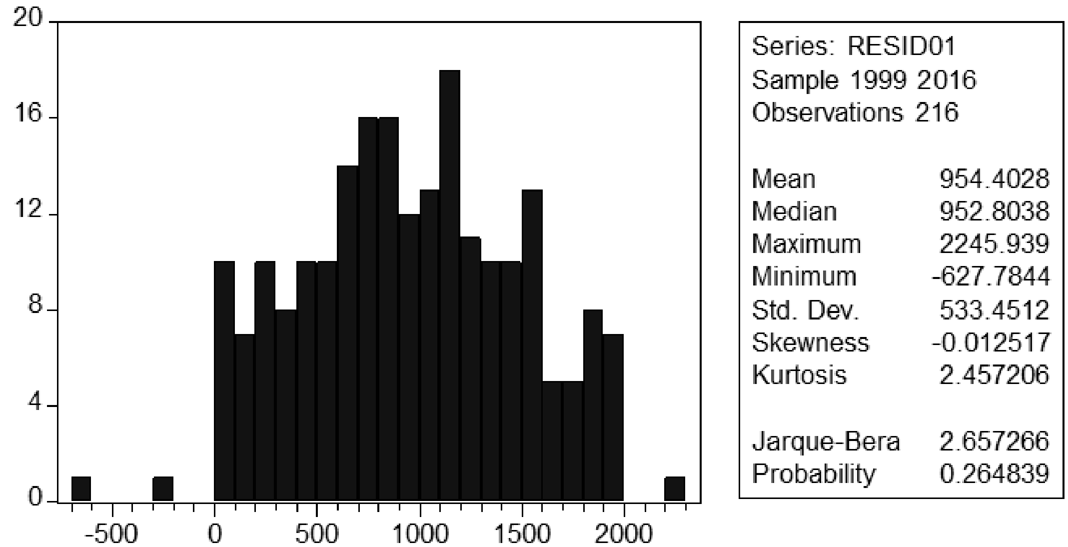
After getting the positive results of granger causality the study need to find out the relation between the two variables import and exchange rate and export and exchange rate to find that both variable's activities relate with each other or not also to analyse that the dependent variable depend on independent variable upto what extant.

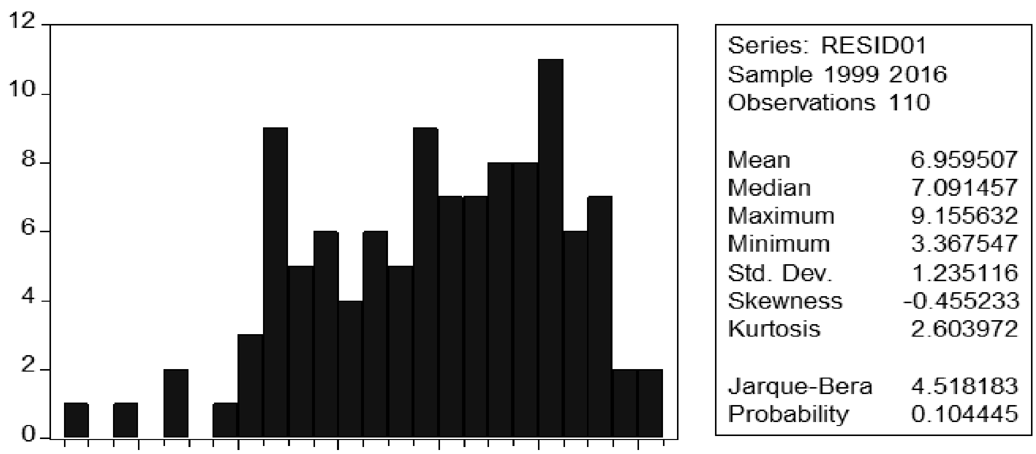
Variable	R Squared	Durbin Watson	Probability
Import –exchange rate	0.96	1.13	0.00
Export- Exchange	0.95	1.09	0.0017

As the table of OLS model showed the value of Rsquare is high.Which means that the ols model showed that variables import – export and exchange rate have strong relationship .

Normality Test

To find Hatroskesity of the data or can say that the data is normally distributed or not jerquebera test is lastly applied on the data used in study that is on exchange rate, import and export.





As in both the cases the results of P value is more than that of 0.05 which means that the study does not reject the null hypothesis this shows that the Residuals are not serially correlated ,that are not heteroscedastic but it is homoscedastic which is very important to show the results also research can make a conclusion that the residuals are normally distributed.

Conclusion

The paper showed that the exchange rate and Import- Export has the bi-directional causality between each other which means that with the change in import and export the exchange rate also changes. Paper used the ADF Unit Root to find out the stationarity of data and the relation between both been tested with the help of Granger causality. Both the test showed that with the increase and decrease in any of the one variable ie import export and exchange rate the other one variable also impacted.

The study cited long and short term relation between exchange rate and import which means that the domestic producers are not fully dominated by the foreign suppliers it may be partially dominated in the international market. As the same Result of the study showed in case of export therefore it could be said that if the producers of the country contributes in effective way the import can be financed easily by the export.

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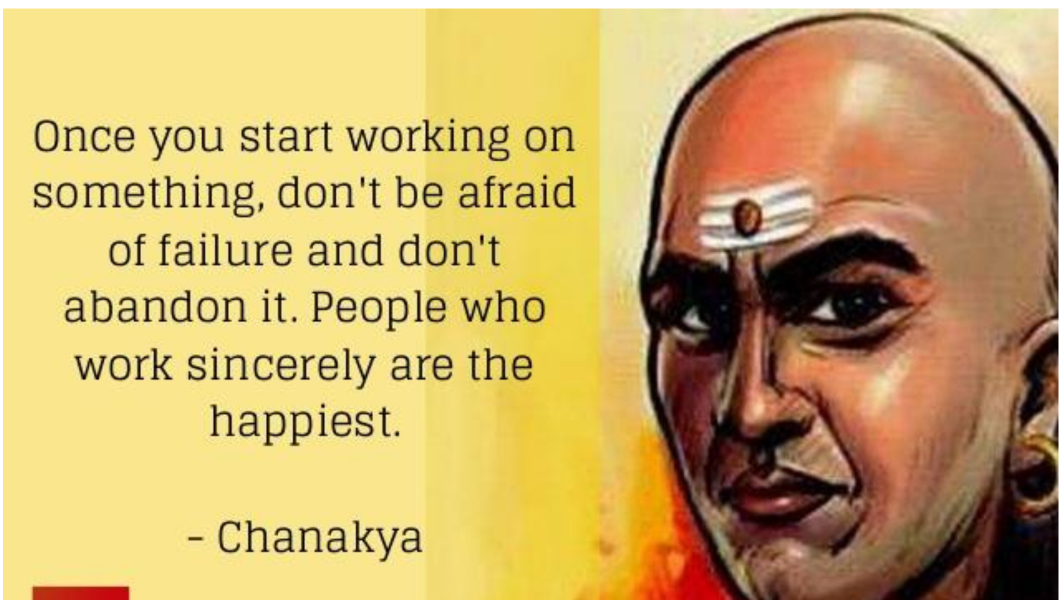

METHODS OF INCREASING EMPLOYMENT EFFICIENCY IN THE SERVICE SECTOR

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ABSTRACT

In this article are researched the formation of service economy and appreciating methods and types developing the efficiency of the activity of service enterprises. Also approaches on directed definition to the resource-expenses and goals of that points were mentioned at all. Finally, major points of the development were seen in the example of the service sector. Shortcomings and outcomes were identified and recommended some points for the further research.

Keywords: *servicing, efficiency, productivity resource-expenditure approach, directed approach to the goal, work efficiency, material compensation, fund compensation, profitability.*

Introduction

In the process of diversification of the economy and modernization of the most important sectors of the economy, it is essential for the domestic service providers to achieve sustained economic development in the conditions of ever-changing market relations, improve their economic efficiency, and improve the employment mechanism. This is due to the fact that maintenance of service intensiveness, which serves as a component of the mechanism of increasing the efficiency of enterprises in the sphere of domestic service sector, achieves efficiency in the use of all resources in the industry, organizes and exploits the work of the workers (employees), improves the quality of services and their efficiency, The issues of satisfaction are the actual problems of this sphere, and their solution is the modern way of life of the population, level and quality (Craumer, 1995; Lv, Guo, & Chen, 2018; on & 2018, n.d.; Song & Lin, 2010).

K. Hackerson, B. Render, R. S. Russell, R. G. Meredith, the system of organization and management of labor in the field of science, its methods and tools, factors and resources to increase productivity and efficiency of service enterprises methods of measurements, factors of increasing the efficiency of labor resources use at enterprises, socio-economic aspects of remuneration, forms and methods of remuneration of labor, its main functions and functions. [3]

Q.H.Abduraxmonov's Labor Economics textbook focuses on factors and resources for increasing productivity and productivity in enterprises and methods of their measurement, factors that increase the efficiency of labor resources use at enterprises, socio-economic aspects of wages, forms and methods of paying wages, its main functions and functions investigated. Also, theoretical aspects of the human well-being of social management of human beings, their role in the organization and organization, methods, legal norms and management personnel of the enterprise have been substantiated.

T.D. Burmenko's book "Economic Sphere Utility" contains information on the factors of formation and use of labor resources in enterprises, factors and reserves of labor productivity and efficiency, methods of their measurement, factors of increasing the efficiency of use of labor resources in enterprises, socio-economic aspects of wages, and its basic functions and functions were studied. [4]

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Dialectical and systematic approach, complex assessment, comparative and comparative analysis, statistical and dynamic approach and grouping methods were used in the study of economic systems and proportions to increase the effectiveness of service enterprises in the research process (Karimov, 1998; Kuralbayev, Sevim, & Abishev, 2017; Mars & Altman, 1992; Muhammad et al., 2012; Oberkircher, 2011).

Economics is based on the theory of productivity of productivity indicators in the productivity concepts concept. Based on this theory, the main task of productivity is to achieve maximum results based on minimal expenditure. According to this, the general formula for productivity is as follows.

Productivity = product manufacturing / expenditure, (1);

In the calculation of the high performance we can distinguish three types of productivity: productivity, overall productivity, multiplicity and gross productivity of production factors.

It is possible to admit that the gross, generic and productivity indicators are acceptable, at all levels of production, ie in the sector, sector, region, or individual enterprise.

The market economy has started to focus on the effective organization of its operations in developed countries since the 20th century. In developed countries, a system of national accounts has been developed, allowing for a more accurate assessment of the effectiveness of doing business, and the criteria for its evaluation have been sought. Today, many prominent companies are keen to increase their effectiveness and use the same approach to determine the organization's inner qualities.

Economic efficiency is defined by the following formula:

Effeciency= effectivity – К . Х $E_н$ – Ж.$Н_с$

here:

- **$С_{жн}$** – capital expendite
- **$E_н$** – the normative coefficient of economic efficiency
- **$С_{жорий}$** – current expenses

In the 20 years of the 20th century, American economists analyzed productivity and efficiency as the same indicator and did not deny the goal-oriented approach, but also offered the organization of production to achieve a predetermined purpose with better use of resources. Based on the goal-oriented approach, productivity is measured as a result of a process that results in the production process and achieves a targeted result. Another method of calculation of efficiency is the ratio of the minimum necessary resources (necessary for the preparation of the intended product) to the amount of resources required to use them [9]. According to the above tariff, the general formula for the calculation of efficiency is as follows:

$$E = \frac{Et}{Ep}, \qquad (2);$$

Here: E_t – the result to be given

E_p – targeted result

The main criterion for adding a particular country to the developed countries is the fact that the share of services in the gross domestic product is more than 65 per cent. For example, the share of services in the structure of GDP of the US economy is 78.0%, which accounts for 40.0% of production funds. In the EU countries, 65.0-70.0% of the GDP, and 62.0% in Japan account for the services sector. At the same time, 40.0 percent of total direct investment worldwide is focused on service sector [4].

According to the International Monetary Fund, at the beginning of the 21st century, the volume of all types of services amounted to 1500.0 trillion soums. US dollars (70 percent of the global GDP). International trade is a sustainable development of the global economy [4].

Scientific-technological revolution of the 50-s of the 20th century has led to a qualitative change in production capabilities, a radical renovation of production and deepening of international division of labor. As a result, from the 70's of the 20th century, the number of jobs in the service sector of the economies based on a developed market economy has grown. Knowledge and information are important factors in the service economy as the key to production.

Diversification of the economy and the modernization of the modern sectors of the economy depend on the development of the material basis of the economic activity of its constituent entities, because the effective use of material resources is the prerequisite and prerequisite for any economic growth.

Development of the service sector is one of the main directions of socio-economic development. Because the development of the service sector is an important factor in solving the problems of welfare and employment. According to the Program for the Development of the Service Sector in the Republic of Uzbekistan for 2012-2016, by 2016, rapidly developing the sphere of services, increasing its share in the GDP by 54-56%, introduction of new, modern types of services, primarily in rural areas, to increase the role of people in solving employment problems(affairs & 2004, n.d.; Mak & Moncur, 1995; Markowitz, 2008; Mukhambetov, Janguttinav, Esaidar, Myrzakulova, & Imanbekova, 2014).

The following data shows that the volume of all types of services in the region is growing. In 2017, the volume of paid services will be 2663 billion soums. soums, which is 27.4% more than in 2010. Also, we can observe that the retail turnover (in 2017 - 6078.2 billion soums) and the volume of personal services (in 2017 - 345.7 billion soums) have been continuously increasing in the analyzed years.

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AN OVERVIEW OF CONSUMER SATISFACTION TOWARDS ONLINE AND OFFLINE SHOPPING THROUGH SUPER MARKET/HYPER MARKET

Vibha Kabra[1] , Dr. Umesh Holani[2]

ABSTRACT

This study is related to meaning of online shopping v/s offline shopping. The research paper indicates to find out customer satisfaction between E- marketing and hypermarket or super market. Online shopping means it is an electronic shopping which is possible through internet with help of Web browser. Offline shopping means direct trading by seller with their customers'. It is the type of face to face shopping. We have taken super market or hyper market for the study as offline shopping model .Through literature review we have to find out different techniques of research with the help of various types of variables which are not considered earlier. According these literature review we can concentrate on variables (like member ship card, cash back offer, special discounts on seasonal sales, additional saving schemes) for further study.

The studies reviewed are arranged in chronological order so that it enables us to trace the historical evolution of the methodology used, the improvement in data coverage and estimation procedure and the contribution of each piece of research to the stock of knowledge

Keywords: *Customer Satisfaction, Online Shopping, Offline Shopping, Consumer Behavior, E-Marketing.*

Introduction

On the topic of online shopping and offline shopping various types of studies related to consumer satisfaction in India as well as outside India have been carried out over the last few years .In this study we will see the major movements in consumer satisfaction related to online and offline shopping models .In this study we have been examined and compared different techniques used by this shopping model to satisfy their consumer.

In this study we will know the different types of concepts which are co related to each other. For doing any type of study we should go to root or origin of that study.When we are starting study related to above topic various questions are arises in our mind .such as:

1) Who is consumer?
2) What is consumer Behavior?
3) What is market/market place?
4) What is marketing?
5) What is marketing concept?
6) What is marketing strategies?

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After the study on above questions we come to our topic i.e. online and offline shopping. For clear explanations regarding this topic it is necessary for us to know the each every concepts which are directly or indirectly related to this topic “consumer satisfaction towards online and offline shopping”.

Consumer

“Customer means the person to whom the goods are to be supplied or service rendered by the supplier”. Consumer is the person who consumes things of daily use; we also consume and buy these products according to our needs, preferences and buying power. These can be different variety of industrial good ,capital goods ,useable goods ,durable goods ,special goods ect.

We all are consumer because directly or indirectly we need things for our regular work. We require things at home, office, school, college, industries, factory, park, market everywhere. Here the things means product for the seller or buyer and a person who require these things for fulfilling his/her purpose that person known as consumer/buyer.

Consumer Behaviour: In 1950s marketing concepts are developed at that time we need study of consumer behaviour. Marketing starts from consumer and complete with his satisfaction. Consumer behaviour starts from buying activities of consumer and complete in search of they have alternatives of product which they want to buy. Consumer behaviour divided into two consuming activities these are personal consumer and organisational consumer. Personal consumers buy goods for personal or house hold purpose whereas organisational consumer includes profit and non-profit making organisation, government (such as national, state and local bodies), colleges, schools, hospitals, banks, industries, etc. they required equipment, services, products to run their organisation. Consumer behaviour focus on how individual can utilise their resources i.e time, money, efforts on which they want to consume.

Marketing concepts

Customer Satisfaction

Oliver (1981) Defines, customer satisfaction as a customer’s emotional response to the use of a product or service, put forward a definition as, “the summary psychological state resulting when the emotion surrounding dis-confirmed expectations is coupled with the consumers’ prior feelings about the consumption experience.

Market Place: Market place /Market is the place where buying and selling of goods and services are done. As per trading point of view market is the place where buyer and seller meet together directly and indirectly fulfil their needs. As per Philip Kotler a place where many buyers and many sellers come together for purchase and sales of goods and services at negotiable value.A market as the demand of the potential buyers for a product or services.

Online Shopping

Online shopping means it is an electronic shopping in which purchase and sales are to be done by internet using web browser.online shopping has increased their importance in few years because people wants convenes and easiness to purchase product comfortably from their home and office. One of the most important features of online shopping is that for shopping any product we no need to wait in long queues or explore from shop to shop for a particular item.

Online shopping has modernized the business world by creating all things available everywhere by clicking of a mouse button or from mobile or phone call.New vendors those who wants to develop their footsteps in existing developed market and they want to introduce their product in market for sale is possible only with the help of online shopping easily.

Offline Shopping

Off line shopping means it is a shopping which is directly related to customer. In offline shopping we can see or touch the product. It means it is direct buying and selling of product.

There are various types of offline shopping or we say that those shopping which are not online shopping are known as offline shopping. Herewe are taking for study only supermarket shopping or hyper market shopping as an example of offline shopping.

Hypermarket or Super Market and Department stores

In big market place various types'goods and services are sold under one roof known as hyper market.

A place where various types of retail shop and self service oriented shops traded together under one roof such as supermarkets, departmental stores, specialty stores eg. Branded clothes stores, electronicstores, decorstores, footwear stores, cutlery and cosmetic items store etc. are known as hypermarket.

In commerce, a hypermarket is a combination of super market and departmental stores. Super market includes various retail shops section wise such as clothes section is also divided into three sub sections ie men's wear, women's wear, kids wear, cosmetic section, luggage section ,linen section, cutlery section, footwear section, kids section, electronic section, grocery sectionalso includes various sub sections, vegetables and fruits section. In India we have various types of super markets such as Big Bazaar, Reliance fresh, Spencer are the few examples of super market.

Departmental stores are those stores which are sales their product at one place. The place which includes variety of retail shops in form of departments is known as shopping malls. It is the place where all things like from pin to aeroplane or pin to shoes are available. It means super market or Departmental stores are the place where all type of things is easily available at a time.

Online buyer and seller are requiring internet facility as well as they needed device eg. Computer or smart phone or Tablet. These devices are require electricity also. It means without internet, electricity and device online shopping is not possible. India is taking steps towards digitalisation under our Prime Minister Mr. Narendra Modi's leadership. In reality we feel that there are various similarities towards online shopping and offline shopping but actually it is not true they are not similar in a physical sense, but when it comes under the contact of customers, there are a lot more similarities.

In offline shopping we can see and touch the product and if we have any query regarding the product it is cleared by seller directly and on the spot. He must be easy to purchase the product from online shopping. Some time there is network problem or some time charging problem of device and sometime get hanged.

As per above discussion or study explains that it is clear that physical or offline shopping is more convenient then internet or online shopping for customers, who shut down the internet and go to the hyper market to purchase the product.

Importance of Online and offline shopping in INDIA

Online shopping is a relatively new type of retail shopping. It has now been adopted all over the world including India. In different cities electronic shopping and in offline super market and Hyper market is still not as wellknown or accepted as in many other countries, and though the knowledge of online shopping and offline shopping specially for super and Hyper market shopping in India is now beginning to increase rapidly, the factors influencing online shopping and offline shopping behaviors of Indian consumers have not been investigated. There are several articles written on Online shopping, which have studied the influencing factors, but these have not been conducted in an Indian setting. The behavior of Indian people is regarded as unique since they are classified as being in a collectivist or dependent culture, while most studies of onlineshopping and offline shopping related to super market and hyper market are in countries where the culture is classified as individualistic, which is more independent. In particular, Indian consumers' purchasing intention is focused on in this research. The study measures the factors that lead the shoppers to purchase goods or services before their final purchasing decision. This research is aimed at contributing to the knowledge on the factors influencing Indian online shoppers' as well as offline shoppers' purchasing intention, particularly by shoppers in different cities. Other parties, such as corporate management, marketing executives, web developers, web designers, and government agencies, can also obtain benefits from the findings of this research.

The Theory of Planned Behavior is adapted as the theoretical foundation for the Conceptual model used in the research. Five constructs from the conceptual model are tested To find out the important influencing factors for online shopping and offline shopping in Delhi NCR and different cities, India.

The development in technology gives us good prospects to the seller reach in therang of the customer in much faster, easier and in economic way. Now a day the internet grips the devotion of consumer market. Most of people purchases online. On the other hand the purchasing of product from super market or hyper market are continuous increases from last few years. Many customers go for purchasing offline so as to observe the product and clutch the ownership of the product just after the payment for the product. In this modern world customer's reliability depends upon the constant ability to deliver quality, charge and satisfaction. Some go for offline shopping, some for online and many go for both kind of shopping. The focus of the study is on the consumer's choice to shop on internet and at the offline stores related to super market and hyper market at the facts achievement age. However online shopping is easier for the people than the offline shopping. While taking any purchase judgment consumer should know the medium to purchase whether online shopping or the offline shopping through super market or hyper market. Consumer should decide the type of system is better for them as per their need and wants. In this modest world how consumer can adopt the exact medium for their purchase of goods is very essential to understand in a managerial point of view. (Laing and Lai, 2000)as per his point of view it is third best important activity rather than using internet for social activity .we can use internet for entertainment ,social massaging purposes and also for shopping but now a day in India after demonetization online shopping as well as shopping through super and hyper market is become more popular. The behavior of online shopping is also known as online buying behavior and internet shopping. Buying behavior means the purchase of good over internet using web browser. Online shopping and offline shopping consist five steps which are related to all type of customer weather they can purchase through online shopping or offline shopping As per (Chiang and Dholskia, 2003; Lynch, Kent, and Srinivasan 2001) point of view when consumer required the particular product or service they search information related to product which are available on internet. But many of them searching full information actively, many a times potential consumers are attracted by the information about the product which they want to purchase. They see many products online and choose the best one which suits him/her. Then they buy the product and transactions are completed and after sales services provided by that site. Online shopping attitude and behavior are related to the consumer. Previous studied have focused on why the products of the online shopping is different from other products. Most of the mentality of people is to see and touch before purchasing of the product they cannot purchase only through picture representation in this case only off line shopping is possible. Even if maximum strength of public are working they don't have much time to purchase product offline because of this online shopping increases and the recognition that online shopping is more likely to impose the pressure on offline shopping. The research is very limited in this area or field. There are some maximum used names of online shopping those are as follow- e-web store, e-shop, e-store, internet shop, web-shop, web-store, online store, online store front and virtual store. Smart phones are very useful for e- commerce or m-commerce is described as purchasing from the online shoppers via optimized online sites.

Factors which affect shopping's

Now hear we are discussing about the factors which can affect the shopping preferences of customer .when any person who want to do shopping various questions arise in his mind i.e .What type of commodity we buy, how can we purchase, where and when we can purchase the commodity, in how much quantity we purchase it all depends upon our opinion , buying strategies and also depends upon these activities which are directly or indirectly related to shopping behavior of customer such as social and cultural background, age and family cycle, our attitudes,principles, enthusiasm, behavior, social class.

Factors affecting Online Shopping

Online shopping becomes popular from few years. This type of online business retailers are providing proof enough that they are giving some benefits to customer which offline shopping does not give to the customer. Following are the factors which affects the online shopping:

Risk: In online shopping there are various types of risk which affect the purchasing thinking of the customers such as customer can not touch or feel about the product ,delivery of the product on time is also doubtful and size and color may be differ in originally seen by consumer online ,sometime product ordered is the type of defective product.

Convenience: when any customer who don't have time to go shop to shop collect the information related to the product and then buy it, for them online shopping is most convenient way of shopping .Those people who are busy in their daily routine life for them also Online shopping is much more convenient than offline shopping weather it is related to super market or hyper market. It is not possible for customer to taking out their vehicle and visit Mall to Mall in Delhi type of city. It is easy to customer can just sit at home and do the shopping. It is convenient to sit at one place rather than move place to place and waste their time, money and energy. Once consumer can decide about the product which they required payment process is seamless and the order is delivered to their mention place. Online shopping creates things moresuitable. We can have variety of product over there.

Anxiety: People's nervousness of discovering the sites and testing over them is also a matter of concern. The people who are not computer literate or unknown to e-commerce activities for them shopping through online is quite difficult. Many people are not very much familiar to any sites like flip kart, myntra or any sites its problematical in there sense as they are not very fond of doing online shopping. These type of people will take a time to even understand the product about its details. These types of activities make the manxiesious over any kind of disastrous online dealing.

Previous online experience: Past experience regarding product is also affect the online shopping .In shopping each and every customer can decide to buy the product as per their past experience. Previous shopping create mood in the mind of customer If experience is good then consumer can purchase the product but if experience is bad then no one can purchase the product or frequency of purchasing product is low.So it is also an important factor which affects the online shopping or e shopping.

Pricing Policy: As per pricing policy higher price creates low demand of the product and lower price creates heavy demand of the product. Online retailers get an intrinsicpluspricing as they don't have to accept expenses like store rent, bills etc. They don't have those expenses which are bear by offline retailers or super market or hyper market retailers such as rent of space, electricity charges, staff salary etc. Super market retailer or hyper market retailer have large amount of expenses which are also included in the price of product and it increase the price of the product compare to online products price. On other side online shopping also include shipping charges in the price of the product. It means conclusion is that the pricing policy also affects the shopping of the product.

Quality: Quality of the product affects the purchasing strategies of the product. In online shopping as well as in super market or hyper market variety of products are available with different brands. In super market or hyper market we can see or touch the product. Product of same brand name has same quality weather it is available in online shopping model or offline shopping model in super market or hyper market. But way of sales also affects the quality of the product such as holding method of the product, packaging style, time duration (it mean how old is product) etc. are also create picture in the mind of customer. As consumer or buyer spent their huge sum of money for that they want to have a good quality of product. In overall, qualities is a key requirement over any type of buying as it is some extent protected or give a good sense of buying or kind of assurance about the product chosen.

Online trust: It is to be influenced by customer observation whether they faith on a specific site and its product or services. It means regular purchasing or continues purchasing of a customer also depends upon whether they trust on a particular site or not. Consumers are diverse in there environment and opinions, some type of consumers are trust on online dealing weather some type of consumers are in fear of online dealing.

Tangibility of the product: At the super market or hyper market the consumers can touch and feel the product which they want to purchase before buying. It helps the consumers to take the judgment to purchase the product or not whether the product is as per the customers need or not. Because of only tangibility feature customer can decides whether go for shopping or not. Touch and feel features are also affects online shopping. Without tangibility feature nobody can get its security about the value or quality or sense of any favorite product.

Delivery time: Delivery time in online shopping is more as compare to offline shopping. In online shopping consumers required at least six to seven days for product delivery. It is quite difficult in online shopping where the requirement of the product is on the spot; at that place offline shopping is good. In offline shopping the goods is delivering on the spot to the buyer. But if the consumer wants to deliver the product another place where he is not living, at this time online shopping is more preferable model of shopping. There for time duration is an important factor which affects the online shopping. Delivery time is the second main factor affecting the demand of product.

Income: Income plays the important role for purchasing through online and offline shopping. In the case of super market and hyper market person whose income is less they can buy the product easily because they don't required internet facility which is used by online customer. Online customers required web browser, internet facility for online dealing which is possible through computer, mobile, smartphones and tablets, iPad, iPhone etc. These items are very costly so it is not affordable by low income group .There for it is not possible for low income group people to purchase these things and do online shopping. Higher income group chooses to buy online more than offline because it gives them trustworthiness and suitability.

Taste and preference: The taste and preference play vital role in online shopping because the taste, fashion and choices are changed person to person. Over age persons can purchase only those product which they have need to buy while youngsters can purchase the product as per taste, fashion and preferences.Taste and preference vary as per different age group in online shopping.

Information: The details given in the site may not be accurate or proper. The complete knowledge regarding to the quality of the product may not give to the customer. In online shopping information given in web site related to mode of payment, after sale service, colure and size of the product are not clear which create bad impressions in the minds of customer. Hence it will affect the online shopping of the customer. Most of the customers get right information and don't have problem in sometimes it occurs that even various customers habit to buy the product after their full information of details as they selects the detail are accurate and good in sense. Information related to product may vary in its real sense when it arrives or delivered to relevant customer.

Variety: The type of range that a customer gets online is tough tosame product purchased offline. The online shoppers purchase the product from different brand manufactures directly for sale.In this way the retailers of online shopping have variety of products at very less price. Large range of major brands are available in online shopping at cheap rate where as in offline large range of brands are quite impossible .Variety of products are attract the customer, larger the variety large number of customers or vice versa. Online and offline both shopping provide variety of range from various brands.

Discreet shopping: While ordering some goods like usagescustomers feel shy to purchase it in offline store. Shopping online is unnoticeable and some online porticoes also provide discreet shopping. Purchase of girly material is actuallysuitable in onlineshop as it is not share out with any type of not comfortable situation. There is no individual to who is to ask for any type of discreet product, customer can easily manage with super or hyper market shopping as they can go and purchase their usable items without any type of hesitation.

Offers: offers play very important role in online shopping. Online shoppers provide product at lower cost as well as they also provide offer time to time. Online retailers can sale the product at market rate along with offer to customer. This reason online retailer can sale their product in large quantityat maximum offer rate. So thatrate of offer in online is higher as compare to offer provide by offline (super market or hyper market) shoppers purchase the product directly from producers, producers give them at nominal margin. Which dictate customer to get extra saving while purchasing the products online? Offline market (super or hyper market) gives discount at the time of stock clearance or when the producer gives discount on the goods. Online shopping provides discount every time when we purchase the products.

Gratification: In offline market weather super market or hyper market customer can buy the product he gets its delivery at that time but in online customer can wait for delivery of the product at least two to seven days. In urgencyoffline shopping is good compare to the online shopping.

Available product and services: In online shopping various goods and services are available at one plate form. Customer can do only one thing that is he should change his site from place to another place for purchasing particular product or using particular service. They can do multiparous type of shopping at a time by opening sites in different Tabs which is not possible in offline shopping.

Factors Affecting Offline Shopping

Offline shopping start when exchange of goods with or without money was started. Offline shopping come into existence when buying and selling was started. Offline shopping provide lot of facilities to customers such as free home delivery, after sales service, credit facility, free gift coupons and vouchers ,special discount.In offline shopping sealer and customer meet regularly, it creates good relationship and bonding among them. Here we will discuss some factors which affect offline shopping .offline shopping includes hyper market or super market.

Less number of choices: In offline market verity of the product is limited. Even though in super market or hypermarket and departmental stores have large verity of products under one roof than also stock of product is limited or may be damaged by manual staff. Sometime products available in department stores are old and outdated because of high price are not sold in starting but after some period products are sold out at discount rate. Maximum customers are purchased only those products which are available at offer rate in supermarket or department stores of offline shopping. There for shoppers in super or hyper market have only those products which have discounts and offer given by manufacturer. So that the variety of the products in offline market is limited or less number of choices.

Time consuming: In super or hyper market all products are available under one roof .Super market or hyper market are situated in mid of city or center of the city which are far away from residence of customers so they take lot of time to go for shopping in super or hyper market. Distance from home or workplace to super market, departmental stores or hyper market are time consuming. It takes lot of time while trying out the outfits in one department to another department or even going through other products. In off-line shopping of super market customer move one place to another and one shop to another in search of their desired product from one department to another.

Information: Generally customers can purchase their product as per their need but sometime shopkeeper sale their product by providing fake information. Utility of the product is not as per the information given by offline retailers.In hyper market or super market customer can purchase the product for showoff or making status because they had information that in malls or super market only branded products are available. Branded product means good quality of product this type of thinking they create in their mind. Now a days people are attracting to branded product only as a symbol of status but branded product is always good this information is not correct. Famous brand automatically create goodwill for particular product in the mind of customer.

Authenticity: Authenticity also create important role in the mind of customers for purchasing of the product through online or offline. In mall, supermarket and hyper market all branded or good quality products are available and their we can touch or trying out the out fits also which create authenticity in the minds of customers so offline shopping is more authentic than online shopping. In online we have same brand of product but it doesn't create authenticity without touch. After looking the texture of product customers have clear idea about the product.When we receive in hand it is not necessary that product is exact what they seen in website.

Taste and preference: The taste and preferences changes person to person or time to time. Some customer doesn't have time to go shop to shop and see, touch or try the product after that purchase it where as some customer doesn't riley on to purchase product without seeing or touching. So that choices of customers are different from person to person and place to place. Taste and preferences play important role in selection of different purchasing models.

Bargaining: In offline store a customer can do physical bargaining to the seller unlike shopping online. In online shopping a customer cannot do bargaining as the price of the product is fixed. Some of the customer purchased products depending upon bargaining so they do not go for online shopping as they feel shopping online is more costly than the market.

Statement of the Problem

Greater Noida, as we all know, is one of the backward city in Delhi NCR where the economic status of the people is not good as compared to the other city. It is important to look into the situation from an academic research point of view so as to question the reasons behind the condition of the shopping in the Greater Noida city in Delhi NCR This research may fill the gap between the choice of online shopping and offline shopping. This study reflect the problems and factors of online and offline shopping. There are certain problems, why people do not do online shopping and go for market to shop things? What are the major reasons behind the online and offline shopping? This study helps the consumer to get an idea about the online shopping. In Greater Noida city in Delhi NCR there is less number of people who do shopping online as compared to the other city. The study makes the consumer clear about which option should be taken by the consumer to get more benefit out of it.

Conclusion of the study:

As per the above study we can compare and conclude online shopping and offline shopping through super market or hyper market with the help of different concepts and factors which are affecting the consumers' satisfaction in India as well as outside India. But this study is more useful for those customers and organization that are doing/dealing in greater Noida type of city in Delhi NCR through online shopping as well as offline shopping (super market/Hyper market). It means above research related to online and offline shopping are useful for all type of customers who are retired, youngsters, e-literate or concentrate on digitalization, advancement of technology.

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TAXATION OF INCOMES OF PHYSICAL PERSONS IN THE REPUBLIC OF UZBEKISTAN: FEATURES AND PROBLEMS OF MODERN DEVELOPMENT

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ABSTRACT

The article reveals the current system of taxation of personal income in the Republic of Uzbekistan, new tax requirements and features in the context of the modernization of the economy, the main directions of the state tax policy in the field of taxation of personal income in the light of the latest legislative acts of the Government of the country. Particular attention was paid to the disclosure of deficiencies in the system of taxation of personal incomes and the main directions of their solution in the complex of urgent tax policy measures.

Keywords: *Personal Income Tax, Budget, Tax Functions, Taxation Problems, Tax Policy, Tax Burden.*

Introduction

All in all, tax policy as the most important tool for regulating peoples' income, plays a vital role in the implementation of the social function of the country.The formation of an effective mechanism for the implementation of tax policy is inextricably linked with the issues of improving the taxation of personal income.

An important role in ensuring the social orientation of the tax system plays according to the choice of model and mechanism for collecting personal income tax. In industrialized countries, undergoing periodic reform, personal income tax is an effective tool for implementing social policy objectives, an effective way of social support and ensuring equity of taxation.

Personal income tax is the main source of state budget revenue in most of the economically developed countries of the world.In the Republic of Uzbekistan, this tax is among the most important major sources of the state budget.If we take into account, the fact that share of direct taxes in the structure of revenues of the State Budget of the Republic of Uzbekistan for 2017 was 24.2% of all revenues which 10.2% [3] personal income tax and decrease trend was observed in comparison then we can say that this type of tax should be in the center of attention of the state. However, according to the experience, at present it does not correspond to the level of development of similar taxes in developed countries either in the degree of achievement economic efficiency or incompliance with social justiceinits application. In addition, in the process of nationwide discussion of the draft Concept for Improving the Tax System of the Republic of Uzbekistan, systemic problems were noted in the current practice of this tax, which led to the rejection of the social component of this tax, such as: covering this tax only to the third part of the working population; low income among the general population and low standard of living; the presence of the shadow economy; population income polarization; pronounced fiscal nature of personal income tax[2].

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Thus, there is a need to revise the form of tax on personal incomes used in the Republic of Uzbekistan, search for a balance of tax-composing elements, ensuring a high level of tax revenues to the state budget and a fair redistribution of household income in accordance with the priority directions of socio-economic development of the country.

Literature review

This process should take into account all available opportunities for this type of tax, international experience, as well as comply with the current socio-economic situation in the country, consistent with the macroeconomic, financial, social policy and socially oriented economic growth strategy implemented in the country.

Tax on personal income is established only taxpayer and its elements are determined: tax object, tax base, tax period, tax rate, tax calculation procedure, tax payment procedure and deadlines [5].

Main part

A great influence on the amount of tax income is received by the taxpayer, which is recognized as the object of tax.

Therefore, the decisive role of the tax on personal income is to solve such problems:

- provision of cash receipts of the State budget;
- settlement of income levels of the population, the structure of personal consumption and savings of citizens;
- control over the expenditure of budgetary funds and securing budgetary obligations[6].

Today, the tax on personal income is the main type of direct taxes, which is taken into account on the basis of the total income of individuals and is withdrawn in cash for the reporting fiscal year [7].

At the same time, like any other tax, the tax on personal income is one of the most important levers of economic regulation in the state.This is confirmed by the fact that with the help of tax on income of individuals are provided in the budgets of the regional and local levels; governed by the income levels of the population, the structure of the own consumption and savings of households; stimulated by the most logical use of proceeds; diminishing income differentials; implemented built-in mechanism "automatic stabilizers" [8].

The system of taxation of physical entities is an essential part of any country, as it involved in forming the State budget revenues, used to solve the problems of the region concerned. Taxation of individuals provide impact on the economy, as one of the most important instruments restricting or encouraging settlement in specific sectors of the economy. In this regard, it is difficult to overestimate the significance system of taxation of physical entities for the effective functioning of the State, the full implementation of all its objectives and create a high quality of life of the population.

Main trends in the taxation of individuals throughout the late twentieth and early twenty-first century desire of Governments to optimize their tax systems and minimize public costs in levying taxes; reduce the tax burden by using tax incentive attract foreign investment in the country and for the development of new technologies in production, as well as support for small business; the establishment of a coherent and holistic tax systems with the mechanisms of protection againstdouble taxation.

Statistic database

In a number of countries with developed market economies, direct taxation with high progressive tax rates and an extended system of benefits and deduction dominates. In these countries, in the budget revenues, the share of direct taxes averages 70%. In Uzbekistan, in the budget revenues, the share of direct taxes is about 30%. The level of rates of the main budget-forming taxes of foreign countries far exceeds the rates of similar taxes in Uzbekistan. Some taxes, such as inheritance and gift taxes, are completely absent from the tax system of Uzbekistan.

Any tax system is based on regulatory documents. In Uzbekistan, the main regulatory act in the field of taxes is the Tax Code, which is simplified and accessible to every taxpayer, including all regulatory documents relating to tax matters.

Effective tax policy of the state in the field of taxation of individuals is one of the main forms of influence on the general financial condition of the population, an important factor in the development of the state, strengthening its position at the international level. In turn, it cannot be implemented without the use of effective tax policy instruments. One of the main such tools is the optimization of the taxation of individuals.

Taxes express the obligation of individuals who receive income to participate in the formation of state financial resources. Therefore, taxes on individuals are the most important element of the state financial policy in modern conditions.

In the direction of 3.2. in paragraphs 13-16 of the State Program for the Implementation of the Action Strategy for the five priority areas of development of the Republic of Uzbekistan in 2017–2021 in the “Year of Dialogue with the People and Human Interests”, the task was to “Reduce the tax burden and continue the policy of simplifying the tax system, improving tax administration and expanding appropriate incentive measures”.

In connection with the adoption of Presidential Decree No. 3454 on December 29, 2017 “On the Forecast of Main Macroeconomic Indicators and Parameters of the State Budget of the Republic of Uzbekistan for 2018” and “Basic Directions of Tax and Budget Policy of the State in 2018”, Law NN№ 454 “On Making changes and additions to some legislative acts of the Republic of Uzbekistan in connection with the adoption of the main directions of tax and budget policy for 2018 ”.

In this regard, it is important to study the changes introduced to the system of taxation of individuals in 2018 as compared to 2017 (table 1).

Table 1

Comparison of main tax rates and obligatory payments to individuals in the Republic of Uzbekistan for 2017-2018

№	Types of taxes and obligatory payments	2017 y.	2018 y.	Changes
1.	**Income tax on individuals (individual accumulative pension account increases from 1 % to 2%)**			
	Up to 1 minimum monthly wage	0 %	0 %	Without changes

№	Types of taxes and obligatory payments		2017 y.	2018 y.	Changes
	From 1 (+1 soum) till 5 minimum monthly wage		7,5 %	7,5 %	Without changes
	From5 (+1сум) till10 minimum monthly wage		17 %	16,5 %	(decrease in 0,5 %)
	From 10 (+1сум) to higher minimum monthly wage		23 %	22,5 %	(decrease in0,5 %)
2.	**Tax on income of residents of the Republic of Uzbekistan received in the form of dividends and interest**		10 %	10 %	Without changes
3.	**Taxes to individual entrepreneurs**		In multiples to the amount of minimum monthly wage		
	Types of activity	Tashkent	Nukus and cities of regional subordination	Other city	Other locations
	Retail:				
	Sale of food productions	7,0 (in 2017 y 9,0)	5,0 (in 2017 y 6,0)	3,0 (in 2017 y 3,0)	2,5 (in 2017 y 3,0)
	Sale of agricultural products in dekhkan markets (except for selected products grown in domestic and agriculture)	3,5 (in 2017 y 5,0)	2,5 (in 2017 y 4,0)	2,0 (in 2017 y2,0)	1,5 (in 2017 y2,0)
	Продажа непродовольственных товаров	7,0 (in 2017 y10,0)	5,0 (in 2017 y 6,5)	3,0 (in 2017 y3,0)	2,5 (in 2017 y3,0)
	Продажа газет, журналов и книжных товаров	3,5 (in 2017 y5,0)	2,0 (in 2017 y 3,0)	1,5 (in 2017 y0,5)	0,5 (in 2017 y0,5)
	Sale prod. and non-food products (mixed trade in post-trade outlets)	7,0 (in 2017 y10,0)	5,0 (in 2017 y 6,5)	3,0 (in 2017 y3,0)	2,5 (in 2017 y3,0)
	Household services	2,5	1,5	1,0	0,5

№	Types of taxes and obligatory payments	2017 y.	2018 y.	Changes
	(in 2017 y3,5)	(in 2017 y 1,5)	(in 2017 y0,5)	(in 2017 y5,0)
4.	**Tax on property of individuals**	For inventory cost	For the cadastral value	
	Houses, apartments (except for urban ones, the total area of which is over 200 square meters), country outbuildings, garages, rooms and other facilities	1,7 %	0,2 %	Decrease in 8,5 times
	Residential houses and apartments located in cities and having a total area:			
	From 200 kv.square to 500 kv.squareand higher	2,1 %	0,25 %	Decrease in 8,4 times
	From 500 kv.square. and higher	2,9 %	0,35 %	Decrease in 8,3 times
	From 200 kv.Squareand higher in the other locations	2,1 %	0,25 %	Decreasein 8,4 times
5.	**Land tax from individuals**	In 2018 year has been increased in 1,15 times (In 2017 year also was increased in 1,15 times)		
6.	**Minimum rental rates for renting property (for 1 month)**	Tashkent city	Nukus and cities of regional subordination	Other city
	residential (per 1 square meter)	4500 soums	3000 soums	1500 soums
	noresidential (per 1 square meter)	9000 soums	6000 soums	3000 soums

Individual accumulative pension account must perform the following functions:

1. The fiscal function, since the personal income tax is one of the budget-forming taxes;
2. Distribution function, Individual accumulative pension account is positioned as a tool for smoothing, in polarization, incomes of various segments of the population;
3. Regulatory function, since personal income tax acts as a regulator of the impact on the increase in consumer demand through an increase in the purchasing power of the population;
4. Reproductive function is to ensure a decent level of reproduction and residence of human and labor potential;

5. Social function, Individual accumulative pension account is a tool of social justice in the way and tool for the implementation of social tasks defined by the state.

The implementation of these functions allows to achieve perfection of the system of taxation personal income, which consists not only in the economic orientation of the state, but also in the social orientation of the state.

In accordance with the Concept of Improving Tax Policy, from 2018 in Uzbekistan, the transition to the use of the Individual accumulative pension account flat scale is envisaged [9]. In our opinion, the flat scale of taxation does not contribute to the implementation of the tax distribution function. The flat rate does not allow to take into account the fact that citizens have high incomes, which means that they do not contribute to increased tax exemption from high incomes and their redistribution.

The main problem of the current mechanism for calculating and collecting personal income tax in the conditions of the modern Republic of Uzbekistan is to achieve an optimal balance between economic efficiency and social justice of the tax being studied. This problem can be solved only in the conditions of the progressive scale of taxation. The main argument for the further use of the progressive scale in Uzbekistan is the provision of the principle of social justice, which is expressed in the following:

- The taxable person has the right to give only a part of the earned income from the part that exceeds the family subsistence level;
- The richest taxpayer will be forced to bear a greater tax burden.

Thus, the flat scale does not contribute to the acceleration of social inequality. If the scale of the progression is sufficiently moderate, then the subjects of tax will not have the desire for insignificant savings to be exposed to the risk of being subject to tax and then criminal liability.

The flat scale of income tax is relevant only at the stage of formation of the tax system in a transitive economy.A stable market economy is already functioning in Uzbekistan, in which there is an element of significant differentiation of incomes of the employed population.These conditions correspond to the progressive system of personal income tax. Calculation and justification of the progressive scale of taxation of personal incomes is a quite difficult task, which is associated with a variety of decisions depending on the current gradation of income levels, income growth of various segments of the population, state goals on tax reform and the duration of the process of reducing social inequality. The establishment of appropriate “thresholds” of the progressive scale should be determined taking into account the real value of the “consumption basket” and the “subsistence minimum”. Moreover, in the process of reviewing the main directions of tax policy in the field of paying taxes by individuals in order to effectively implement this process, it is necessary:

- Ensuring the implementation of legal documents by all subjects of the process of taxation of individuals;
- carrying out measures to ensure compliance with tax laws;
- carrying out measures to increase tax literacy of taxpayers with the active use of information and communication technologies.

To improve the taxation of individuals in the Republic of Uzbekistan, it is advisable:

- to introduce a non-taxable personal income tax minimum equal to the subsistence minimum;
- the ability to increase the tax culture through the disclosure of information on the direction of use of taxes paid by individuals, on the procedure for the provision of social and property deductions;
- to change the procedure for granting social and property tax deductions.

Results

While improving the system of taxation of individuals, it is still necessary to remember that the personal income tax is a powerful lever of influence not only on the replenishment of state budget revenues, but also on the social component of income taxation of individuals - regulation of the population's living standards.

Along with reforming the scale of taxation of personal income to solve existing problems, it is necessary to take the following measures:

- increase of income level of the population;
- building a system of social support for the population;
- improving the quality of goods provided by the state;
- carrying of tax planatory and consulting work with tax payers.

Conlcusion

The implementation of the formulated proposals and recommendations will create the necessary conditions for improving the efficiency and fairness of taxation of personal income at the present stage of development of the Republic of Uzbekistan, without switching to a flat personal income tax school. The ongoing changes in the implementation of tax policy should improve the existing mechanism for calculating and collecting personal income tax, as well as the procedure for its administration. As a result, the role of the state will increase in the development of human potential and ensuring the fairness of taxation, the socioeconomic activity of the population will increase and, as a result, the revenues of the State budget will increase.

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ANTECEDENTS TO BEHAVIORAL OUTCOME AMONG EMPLOYEES: A REVIEW ARTICLE

Priyanka Sikarwar[1]

Introduction

In country like India Job satisfaction is one of the major areas of research, in the Human resource management. There are number of factors which may cause or affect the Job satisfaction positively or negatively among Private sector employees which results consecutively into behavioral outcomes. Indian Job market is extensively divided into Private and Public sector. Thus the factors for both may differ accordingly. Seamless, various, studies are conducted to identify factors in both the sectors respectively. Indian Jobs are available in various sectors unlike other Asian Countries. For Instance Singapore is more or less dominated by Tourism, China dominated more by manufacturing and so on.

Factors like Achievement, Feedback, Control, Small daily hassles, Organizational support, Recognition, Physical work environment, Flexibility are in the list to affect job satisfaction. Other than these variables demographic factor to much extent affects Behavioral outcome. Like education, marital status etc. The paper is an attempt to explore the antecedents to Behavioural outcome in Jobs.

Review of Literature

Ernst Kossek, E., & Ozeki, C. (1998). Summarized that this paper is based on the study relationship between work-family struggle, satisfaction related job and life style, and strategies. The study used meta-analytic process to find out the show irrespective in the category for

Measure it used bidirectional relation among family to work, work to family. It dependable negative association occurs between all methods of work to family struggle and consummation of life and also job. This study show connection was a little less strong struggle for work to family. While sureness intermissions intersection, the connection between satisfaction of life and job and work to family struggle could be stronger for female than male.

Yavas, U., Benkenstein, M., & Stuhldreier, U. (2004) examined the environment of relation among service value, related features, and consummation and designated behavioral outcomes through using trade banking in Germany. The paper based that the value of service is at the source of consumersatisfaction and it relate behavioral outcomes such as mouth publicity, campaign, grievance, endorsing and substituting but it various kinds of quality and different type of consumer featuresappear to be related with dissimilaroutcomes. For example, the study propose that perceptiblebasics of service quality and existence a women are more faithful relate with confident word of mouth and promise. On the another pointer, “appropriateness” features of delivery are more faithfullyconnected to client satisfaction, and grievance and transferring behaviors. Inferences of the study to encouragesuperior satisfaction of clients, to achieve higher levels of positive behavior and/or to lessen negative outcomes are deliberated.

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Wincent, J. (2005) defined that the purpose to this paper to progress and also empirically test used as a basis in what way size of firm can matter for behavior of the organization and also presentation in planned small systems and medium-size originalities. It used to design empirical study founded on arithmetical study of consistent questionnaires and study on the basis face-to-face interviews. This study size of firm may be a significant factor for firm presentation, and use networking as inside and outside network. These paper developments these submissions for displayin what way big firms can grow at the same time as they predicament firms composed in systems thensize of the firm can regulate system behavior outcomes, the appropriateness of a biggervs. a lessersize of firm size for SME network contribution is deliberated.Nkwe, N., & Cohen, J. (2017) elaborated the study of the paper intelligences on a proper way evaluation of the indication in what manner social network site practice on separate workplace outcomes. Social network site are web based network it used to communication, promote business, activates, news etc.in this study 27 studies saw the attendanceprinciples. Social networking site use in the place of work has been originate to be absolutelyrelated with job performance, satisfaction of job, creative behavior, employee appointment, and sharing of skills and knowledge, with the help to sharing of knowledge remain very support place of work outcome. The indication not supports social network site use as existencerelated with negative behavior like absence and revenuepurposes. Sign of influence on behavioral outcomes are broadcasters, administrativeright of abodebehavior, and mental outcomes like as worker participation were incomplete. Opportunities for future work are on condition that.

Duperrex, O., Bunn, F., & Roberts, I. (2002). Expanded the study to measure the efficiency of safety education of walkers. It used to design systematic appraisal of randomized measured hearings of safety education computer operator for walkers of all ages. The impact of safety education on walkers' damages, behavior, arrogance, and information. It recognized 15 randomized controlled trials of safety educations. It used trials besieged children, and one targeted establishedgrown person. The result of ordinary education on behavior wide-ranging significantly transversely studies and outcomes.Kaplan, R. M. (1990). Elaborated that the major reason related psychology health and medicine is that conduct or environmental conditions move a natural development. So various researcher emphasis attentions on the properties of conduct on lockup pathology. It maintains outcomes related behavioral are the significant penalties in trainings of medicine and health are. Those behavioral outcomes containdurability, health-related excellence of lifetime, and indicative grievances. These article is planned to guide future study.

Guest, D. E. (1997). Studied that the effect of the human resource management on presentation has become *the* main research. There has been a impulsive of trainings representative a confident relation among HRM and presentation, as long as inspiration to persons who have continuously encouraged the circumstance for a characteristic way to the human resources management. This research contends that to deliver a substantial clarification of this suggestion it used to improve our hypothetical and investigative outlines. These are the environment of human resource management, HR applies; the environment of administrative performance; and the connection between human resources management and presentation. It planned for future research. Knox, K. L., Litts, D. A., Talcott, G. W., Feig, J. C., & Caine, E. D. (2003). Summarized that appraise the effect of the US Air Force suicide case on danger of suicide and additional outcomesthat part original risk issues. It used Cohort study with quasi experimental design. The interference contained of eliminating the shame of in search of help for emotional health or social and physiological problem, empathetic of physiological health, and alteringrules and social standard. A properinterference focused at altering social standards about in search of help and includingemployed out in suicide anticipation has a substantialinfluence on elevation of emotional health.

Wilson, T. D. (2000). Abridged that the past study related to information technology and computer science groups have associated 'information obligations' of employers with the method employers act in relative to the organizations available. The purpose of this research is to

Appraisal some of this study and to fact to results that allow the scheme expensive to place the design procedure in the extensive situation of the employer in the group. Levitt, M. (2013). Researched that it annoying to distinct out environment and cultivate as descriptions for behavior, as in definitive hereditary studies, is now supposed to be in cooperation incredible and infertile. Societal and ecological models of corruption have been main in criminology and in community rule while organic models seen as outmoded and disgraced. This research discovers thoughts on the part of environment and cultivates in fierce and disruptivebehaviorfinished interviews. It used flexible questionnaires. While academic investigators method the discussion from their correctiveviewpoints which can or can notinvolve with applied and strategy, the main problem for the community was come again kind of descriptions of behavior will principal to the greatest outcomes for all troubled. London, M., & Smither, J. W. (1995). Studied that Multi-source response extends outmoded presentation evaluation by gathering evidence from assistants, aristocracies, managers, and clienteles. This study discovers how multi-source response drives outside traditional presentation evaluation by as long as charges with relative information. Mediators of relation among the main mechanisms in the perfect comprise separate change and situational. This research problem and repetition future to recover sympathetic and efficiency of multi-source response are deliberated.

Rubin, G. J., Amlôt, R., Page, L., & Wessely, S. (2009). Summarized it evaluate insights of the swine flu outburstforeseenvariations in behaviorbetween associates of the community in England, Scotland, and Wales. It used to design Cross sectional telephone survey method using chance digit calling. The conclusion provision labors to notify the community around precise movements that can decrease the dangers from swine flu and to communicate about the government strategies and capitals. Undertaking the insight that the eruption has been "over-hyped" may be difficult but worthwhile. Extra research is obligatory into opposing responses to the eruption amongst cultural groups.

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THE ROLE OF INVESTMENT IN THE SPHERE OF SERVICES IN THE PERIOD OF CHANGES IN THE ECONOMY OF UZBEKISTAN

Safarov Bakhodirkhon[1]

ABSTRACT

In this article, the author analyzes the role and place of investment of the Uzbekistan in the system of legislation. Researcher defines the principle of complementary rulemaking, formulates its main features. In the article are shown statistics adopted Decrees of the President of the Uzbekistan and legislation of Uzbekistan, revealed their relationship.

Keywords: *investment, legislation, complementary rulemaking, decrees and orders of Uzbekistan President, ukase, executive orders.*

It is known that Uzbekistan has a huge number of cultural and natural attractions, as well as other objects of the tourist show. The share of tourism in GDP was 2.4% in 2016, in 2014 this figure was 2.7%, in 2015 - 2.6%. Whereas, the share of tourism in exports was 11.4% in 2017, and in 2014 this figure was 7.8%.

Thanks to the implementation of an active state policy in the field of tourism development, over the period 2016–2017, growth was more than doubled in terms of the volume of tourist services provided, and about 2 times in the number of foreign visitors to the country. The measures taken to support and protect private property and entrepreneurship during the analyzed period contributed to the creation of new tourist enterprises.

However, due to the fast pace of development of the global tourist market, today, many problems remain unresolved to improve the tourism industry and turn it into a locomotive for the accelerated integrated development of regions and related industries.

The growth of production in tourism is transferred to other branches of the economy, where investment activity unfolds, new jobs are created, trade turnover expands and, consequently, profits increase. Part of the income received comes in the form of taxes. The funds collected in this way can be directed towards further financing of the tourism infrastructure, the provision of material assistance to socially unprotected groups of the population, and the development of a system for training personnel for the tourist services sector.

Investment is a key factor in economic growth, especially for countries with a poor demographic structure and negative trends in the dynamics of the working-age population, which includes Uzbekistan. It is investments in fixed capital that ensure productivity growth are in the medium and long term one of the main growth drivers in developing countries.

In recent years, Uzbekistan has shown duality rather than hospitality towards foreign companies in relation to foreign companies.

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Official policy prescribes support for foreign direct investment, but in practice, foreign firms are experiencing incredible difficulties in trying to invest in the tourism industry of Uzbekistan. In Uzbekistan, commercial activity is hampered by many bureaucratic obstacles, and besides, it seems that many politicians are simply afraid of direct foreign investment. Some in Uzbekistan are convinced that foreign investment is nothing more than “cheating”, and foreign companies openly exploit the economy of Uzbekistan.

All these factors outweigh such attractive features of Uzbekistan as its natural resources, powerful, although technically outdated and chronically underused production apparatus, the availability of cheap and sufficiently skilled labor, high scientific and technical potential.

In a market economy, the combination of political, socio-economic, financial, socio-cultural, organizational and legal and geographical factors inherent in a particular country, attracting and repelling investors, is usually called its investment climate.

In this connection, the task of forming a system for monitoring the investment climate in Uzbekistan arises. This will ensure the inflow and optimal use of foreign investment; will serve as a guide for the banks of Uzbekistan in its own credit policy.

In 2018, the Year of Support for Active Entrepreneurship, Innovative Ideas and Technologies, the State Committee on Investments of the Republic of Uzbekistan was given a number of tasks, in terms of the preparation and development of legal acts aimed at ensuring the rule of law and law enforcement in law enforcement, monitoring compliance legislation of draft regulations and other documents, and in general, on the improvement of legislation.

It should be noted that the State Committee on Investments of the Republic of Uzbekistan for 2018 developed 18 acts of legislation, including: 4 draft laws, 2 draft presidential decree of the Republic of Uzbekistan, 2 draft Presidential Decrees of the Republic of Uzbekistan, 8 draft Resolutions of the Cabinet of Ministers of the Republic of Uzbekistan, 2 projects Orders of the Cabinet of Ministers of the Republic of Uzbekistan.

It should be noted that as a result of the liberalization of monetary policy in Uzbekistan from September 2017. there is a significant increase in local and foreign investment in the country’s economy. According to the data, as of October 1, 2018, 7144 enterprises with foreign investments are registered in the territory of the Republic of Uzbekistan.

In addition, cooperation with international financial institutions such as the World Bank, ADB, IsDB, EBRD, AIIB, and foreign government financial organizations like JAIKA, KOIKA, and TIKA on the implementation of projects aimed at accelerated socio-economic development of the country is developing dynamically.

In 2017, 68.4 trillion dollars were used for the development of the economy and social sphere of the Republic of Uzbekistan from all sources of financing. Sum of investments in fixed assets (in dollar equivalent of $ 13.4 billion), or 120.4% of the 2016 level. The volume of investments in fixed assets increased 5.1 times as compared with 1991, 6.6 times in 2000, 5.1 times in 2005, 2.0 times in 2010, and 129.7% in 2015.

Investition in bacis capital

Picture 1. Investments fixed assets in Uzbekistan in 2017

The share of investments in fixed assets in GDP in 2017 was 26.9% and increased by 2.8 percentage points compared to last year (in 1991 - 18.8%, in 2000 - 22.9%, in 2005 - 19 , 9%, 2010 - 24.6%, in 2015 - 24.3%).

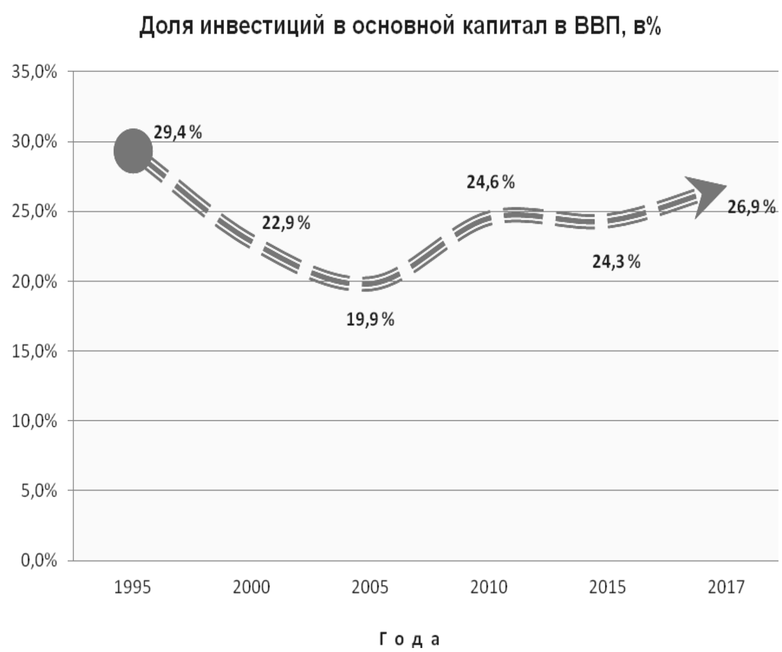

Figure-2. Share of investment in fixed capital GDP in Uzbekistan 2017

In 2017, 60.5% of total investments in fixed assets were mastered by the city of Tashkent, Bukhara, Kashkadarya and Tashkent regions (19.8%, 16.6%, 15.9% and 8 , 2% respectively).

The largest investment activity was recorded in the Bukhara, Surkhandarya, Kashkadarya, Khorezm, Tashkent regions and the city of Tashkent (1.2-1.6 times more than in 2016). In the Republic of Karakalpakstan, the volume of investments in fixed assets decreased by 42.4% compared with the previous year.

Investments in fixed capital per capita in the Republic of Uzbekistan in 2017 amounted to UZS 2112.6 thousand or 118.4% of the corresponding period of the previous year.

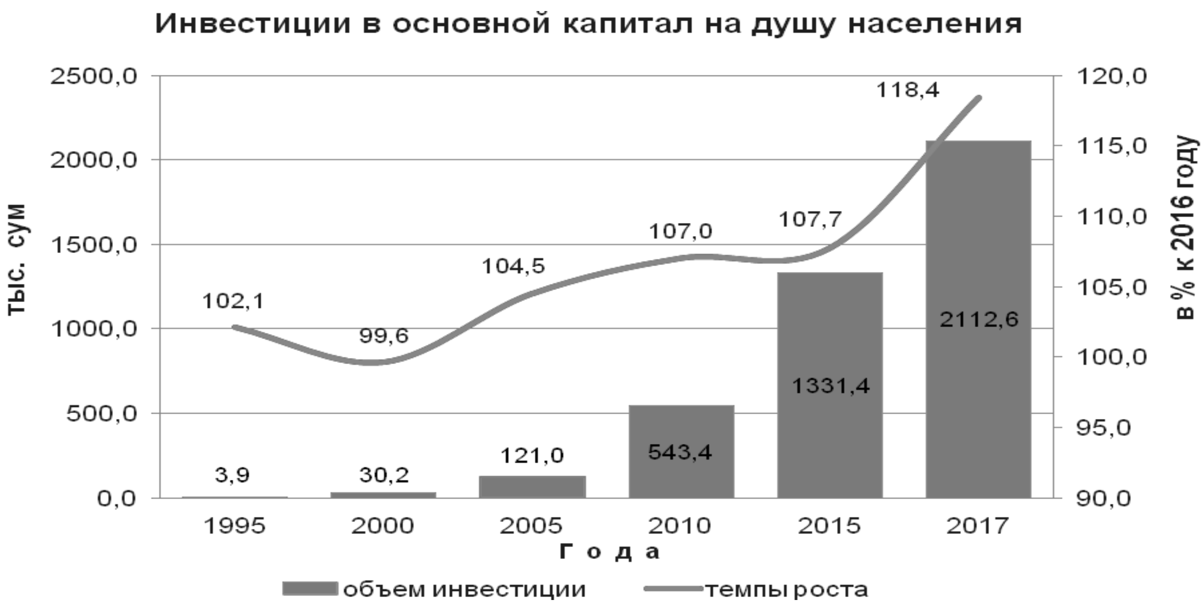

Figure-3. Investments in fixed capital per capita in Uzbekistan in 2017

In 2017, the following regions occupied high positions in the volume of investments in fixed capital per capita: Bukhara region - 6,123.3 thousand soums or 154.3% compared to the corresponding period of the last year, respectively, Tashkent - 5,546.4 thousand. Soum or 119.5%, Navoiyskaya - 4041.4 thousand soums or 106.0%, Kashkadarya - 3479.7 thousand soums or 128.8%, Tashkent - 1962.6 thousand soums or 120.5% of the region.

More than 62% of investments in fixed assets were directed to the development of the following economic activities: mining - 20.8% of total investments in fixed assets, manufacturing - 17.9%, transportation and storage - 9.3%, electricity supply, supply gas, steam and air conditioning - 8.0%, wholesale and retail trade, repair of motor vehicles and motorcycles - 3.7%, information and communications - 2.8%.

Compared to 2016, the share of investments in fixed capital of the mining industry increased by 5.9 percentage points of the total investment. From it: the extraction of crude oil and natural gas by 4.3 percentage points, the extraction of metal ores by 0.6 percentage points. Investments in the following activities also increased: electricity, gas, steam and air conditioning by 2.3 percentage points, information and communications, financial and insurance activities by 0.5 percentage points.

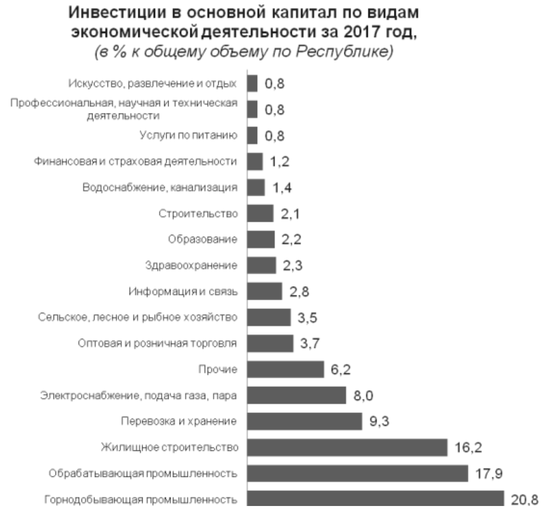

Figure-4. Investments in fixed capital by type of economic activity in Uzbekistan in 2017

At the same time, the following types of economic activity showed a decrease in the share in total investments in fixed assets: chemical production by 3.7 percentage points, electrical equipment production by 0.3 percentage points, wholesale and retail trade, repair of motor vehicles and motorcycles by 1 , 4 percentage points, transportation and storage at 2.7 percentage points, professional, scientific and technical activities at 0.2 percentage points, accommodation and meals services at 0.2 percentage points, water supply, sewage, collection and disposal by 0.1 percentage points, education by 0.6 percentage points.

Table 1. The structure of investment in fixed capital by ownership of organizations % of total

		Reference		
	2017year.	***2005year.***	***2010year.***	***2015year.***
Fixed investment	**100**	**100**	**100**	**100**
Non-state ownership	85,2	69,1	78,2	83,7
State property	14,8	30,9	21,8	16,3

The share of enterprises and organizations with non-state ownership in 2017 accounted for 85.2% of investments in fixed assets. This indicator increased by 1.5 percentage points compared to 2015 (by 16.1 percentage points since 2005; by 7.0 percentage points since 2010).

Most of the investment in fixed assets in 2017 was aimed at the construction of buildings and structures - 52.9% of the total investment.

The share of investments in the development of the active part of fixed assets amounted to 41.0% against 38.3% in 2016, and increased by 2.7 percentage points (respectively, compared to 2005 by 1.0 percentage points, in 2010 by 1.0 percentage points, in 2015 by 1.2 percentage points).

Table 2 The specific structure of investment in fixed capital

	2017y.		***Reference: in% of the total***		
	Mlrd sum	***at % whale***	***2005y.***	***2010y.***	***2015y.***
Fixed investment	**68423,9**	**100**	**100**	**100**	**100**
including: dwellings	11086,3	16,2	11,0	15,1	20,3
buildings (except residential) and facilities	25096,8	36,7	40,0	39,1	31,1
cars, equipment, vehicles	28054,8	41,0	40,0	40,0	39,8
other	4186,0	6,1	9,0	5,8	8,8

For investments in the purchase of machinery, equipment, vehicles, the largest volumes were mastered in the following regions: Kashkadarya - 56.0%, Navoi - 43.2%, Surkhandarya - 39.5%, Tashkent - 58.0%, and in the city of Tashkent - 58.1%.

Figure-5. Reproductive structure of investments in fixed capital inin Uzbekistan in 2017 year

In the reproduction structure of investments in fixed assets increased by 36.8% compared with the corresponding period of 2016, investments in reconstruction and modernization, whose share in total investments amounted to 22.1%.

Significant investments in reconstruction and modernization were directed in the following regions: in the city of Tashkent - 29.3% of the total investment, in Tashkent - 8.8%, in Navoi - 8.1%, in Samarkand - 8.0%, Bukhara - 6.2%, and in Kashkadarya - 6.4% regions.

In 2017, the volume of investments in fixed capital, aimed at new construction amounted to 61.2%, for the reconstruction and modernization of existing facilities 22.1%, for expansion 1.0%, as well as other areas 15.7%.

Figure-6. Investments in fixed capital by sources of financing

in Uzbekistan for 2017

The main source of financing of investments in fixed capital in 2017 was attracted funds 55.5%, the share of own funds of enterprises and the population accounted for 44.5% of investments. Compared to 2016, the volume of funds raised increased by 8.4 percentage points.

The share of the state budget funds amounted to 5.1% of the total investment in fixed assets and increased by 0.5 percentage points compared with 2016.

The share of banking and other borrowed funds in the real sector of the economy in 2017 was 13.3%, which is 1.8 percentage points more than in the previous year.

The share of foreign investments and loans increased compared with the previous year by 3.0 percentage points, reaching 25.1% against 22.1% in 2016.

Investments from the state budget were directed to the implementation of a targeted investment program, the purpose of which is to support the social sphere and life support systems, and develop the infrastructure of the Republic of Uzbekistan.

The largest volumes of funds from the state budget in 2017 were allocated for development: Tashkent city - 28.0% (of all investments financed by the state budget), Syrdarya - 8.7%, Tashkent-7.4%, Surkhandarya - 7.2%, Samarkand and Fergana regions, 7.0% each.

Table -3 Structure of investments in fixed capital by sources of financing

	2017year		***Reference to the 2017 year***		
	Mlrd sum	***% of total***	***2005 year***	***2010 year***	***2015 year***
Fixed investment	**68423,9**	**100**	**100**	**100**	**100**
- Total					
including those financed with funds:	3474,5	5,1	12,3	5,6	4,5
republican budget	30430,8	44,5	57,4	49,0	52,9
enterprises and population	9127,0	13,3	3,8	9,7	11,8
bank loans and other borrowed funds	17146,5	25,1	21,7	28,3	19,9
foreign investment and loans	x	x	4,8	7,4	x
extrabudgetary funds, including the fund for reconstruction and development, ameliorative improvement fund for irrigated lands	8245,1	12,0	x	x	10,9

At the expense of state trust funds, the fund for reconstruction and development, the fund for the development of children's sports in 2017, 8,245.1 billion soums were used. Of these, 13.6% of investments were disbursed through the fund for reconstruction, major repairs and equipment of secondary schools, vocational colleges, academic lyceums and medical institutions (1121.2 billion soums), respectively 10.1% due to the republican road fund (834, 1 billion soums), 2.9% due to the fund for the development of the material and technical base of universities (238.3 billion soums), 2.5% due to the fund for ameliorative improvement of irrigated land (202.3 billion soums), 69 , 0% at the expense of the fund for reconstruction and development (5692.1 billion soums) and 1.9% at the expense of the fund for the development of children's mouth (157.1 billion soums).

In 2017, the volume of foreign investments and loans in fixed assets disbursed amounted to 17,146.5 billion soums or 134.9% compared to the previous year (in dollar equivalent $ 3,348.2 million), their share in the total investment amounted to 25, one%.

The share of foreign investment and loans to fixed assets in GDP in 2017 was 6.7% and increased by 1.4 percentage points compared with the previous year.

Figure-7. Foreign investments and loans to fixed assets in Uzbekistan in 2017

As a result of measures being implemented to further form a favorable investment climate and increase investment attractiveness, the volume of foreign direct investment and loans mastered in 2017 increased by 44.9%, reaching 12768.6 billion soums (in dollar equivalent of $ 2493.3 million. (USA) or 18.7% of the total investment.

Due to foreign investments and loans guaranteed by the Republic of Uzbekistan, such major investment projects were carried out as: electrification of the Karshi-Termez, Pap-Kokand-Andijan railway section, construction of a new thermal power plant with a total capacity of 900 MW consisting of two blocks of combined-cycle plants with a capacity of 450 MW, construction of a polyvinyl chloride (PVC), caustic soda and methanol production complex, reconstruction of 58 km of the A-373 “Tashkent-Osh” road, passing through the “Kamchik” pass, development of a ground-based network The digital broadcast of the Republic of Uzbekistan and other projects.

At the same time, the following major investment projects were financed through direct and other foreign investments and loans: the construction of a gas processing plant and the development of the Kandym group of fields (first stage), the development of hydrocarbon deposits and production in the Gissar investment block and the Ustyurt region, the organization of textile complex in Karshi district (second stage), the expansion of the cellular communication system, the creation of a network of the national mobile operator and other.

Figure-8. The share of foreign investors in the total volume of foreign investments and loans in Uzbekistan in 2017

In the structure of foreign investments and loans by country to investors, the Russian Federation leads. With the participation of the capital of this country, investments in the following activities were mastered: crude oil and natural gas production - 9,016.3 billion soums, information and communications - 467.4 billion soums, production of other non-metallic mineral products - 10.5 billion. amounts, metallurgical industry - 10.4 billion soums and many others.

With the participation of China's capital, investments in the following activities were mastered: rubber and plastic products - 458.8 billion soums, chemical products - 460.5 billion soums, natural gas production - 451.5 billion soums, communications - 544 , 0 billion soums, the production of other non-metallic mineral products - 149.7 billion soums and other dozens of activities.

With the participation of Japanese capital, investments were made in the following activities: land and pipeline transport - 445.3 billion soums, electricity, gas, steam and air conditioning - 387.9 billion soums, chemical products - 209.5 billion. sum, communication - 90.0 billion sums.

A significant amount of foreign investment and loans with the participation of the capital of the Republic of Korea in 2013-2016 was directed to the implementation of the investment project “Construction of the Ustyurt gas-chemical complex on the basis of the Surgil deposit with the field development”.

Figure-9. Foreign investment in fixed assets and loans in Uzbekistan in 2017

In 2017, US $ 2,493.3 million was disbursed through direct and other foreign investments and loans. Their share in total investments in fixed assets amounted to 18.7% and increased by 3.4 percentage points compared with 2016.

If to compare with previous years, in 2000 the volume of foreign direct investment and loans amounted to 105.2 million dollars, or 3.4% of the total investment in fixed assets, in 2005 422.6 million dollars or 14.9%, in 2010, $ 2454.7 million, or 24.6%; in 2015, $ 2,387.6 million, or 14.7%.

The structure of foreign investments and loans in fixed capital by ownership types for 2017 is characterized by the following data:

Table -5

	Mastered all, billion sum	***in% x to total volume***	
		under the guarantee of the government	***direct and others***
In total	**17146,5**	**25,5**	**74,5**
including:			
State property	1943,3	91,6	8,4
Private ownership	15203,2	17,1	82,9

The share of foreign investments and loans of the non-state sector of the economy in the total volume of foreign investments and loans in the Republic of Uzbekistan for 2017 amounted to 88.7% or 15203.2 billion soums. The share of the public sector was 11.3% or 1943.3 billion soums.

High volumes of foreign investments and loans by the non-state sector of the economy were used in the territories: Tashkent region 97.4% (of the total foreign investments and loans), Navoi regions 96.9%, Bukhara regions 94.8%.

The low share of the non-state sector in the total volume of foreign investments and loans was noted in the Khorezm region - 9.7%.

Table 6. The volume of foreign investments and loans to fixed capital for certain types of economic activity

	2016 year.		***2017 year***	
	Mlrd sum	***at % to the total***	***Mlrd sum***	***at % to the total***
Total	**10611,4**	**100**	**17146,5**	**100**
agriculture, forestry and fisheries	171,8	1,6	189,8	1,1

mining industry	3296,6	31,1	9735,5	56,8
manufacturing industry	2905,4	27,4	2533,5	14,8
electricity, gas supply,	1306,3	12,3	391,1	2,3
steam and air conditioning	318,8	3,0	277,5	1,6
water supply, sewerage, collection and disposal	1390,9	13,1	1463,8	8,5
transportation and storage	761,3	7,2	1490,0	8,7
information and communication	182,9	1,7	515,4	3,0
health and social services	277,4	2,6	549,9	3,2

Significant volumes of foreign investments and loans in 2017 were mastered by the following economic activities: crude oil and natural gas production 54.1% of the total foreign investments and loans; chemical production - 4.8%, transportation and storage - 8.5%, electricity, gas, steam and air conditioning - 2.3%, information and communication - 8.7%, production of textiles and clothing - 3.2 %, water supply, sewerage, collection and disposal - 1.6%, health care - 3.0%.

Today, the cities of Tashkent, Samarkand and Bukhara are the most important tourist centers of the country, where the largest number of accommodation sites is concentrated (51.7% of the total), most of which correspond to international standards. In the main placements offered outside the specified cities do not meet international quality standards, and are focused mainly on tourists with an average level of income. It should be noted that the excessively active development of private hotels (B & B) in the republic, in particular in Samarkand, overloads the tourist infrastructure and spoils the urban landscape, does not meet international standards of service.

There is a low level of presence of international hotel brands in the tourist market of Uzbekistan. All international hotel companies are concentrated only in the city of Tashkent, where prices for accommodation are higher than in similar hotels in the leading tourist destinations of the world. The cost of a room in the international brand 4 hotels of the 5-star category in the city of Tashkent is 1.5 times higher than in Europe. Overpriced prices are associated with low occupancy of placements, a low level of competitive environment and a strong dependence on business travelers.

An important factor in the development of tourism in the republic is the state of a sufficiently developed transport infrastructure. Through the territory of Uzbekistan pass 20 international transport routes and directions. The number of passengers carried steadily grows.

Despite the positive changes that have occurred in recent years in passenger rail transport, problems such as the shortage of rail traffic during the high season, the difficulty of buying railway tickets, and the lack of an electronic ticket for international transportation remain unresolved.

Air traffic is widely developed in the republic. At the end of 2018, the National Airline performed more than 25 thousand flights, transported 3 million passengers. Despite updating the fleet of high-class aircraft, the reconstruction of airports in certain regions, the following issues remain unresolved, which do not contribute to the development of the tourism industry and increase the tourist flow, in particular, the low level of service at airports, the monopolistic position of the national air carrier on domestic and international flights, lack of low-cost air transportation (according to the Loukoster system), underdevelopment of domestic flights and weak marketing policy of the national air carrier .

The structure of foreign demand for tourist trips in Uzbekistan testifies to the predominant growth in the arrivals of people of middle and youth age and a fall in the growth of arrivals of elderly people. There has been a tendency to expand the demand for tours with an individual set of services, while ensuring the possibility of choosing a variety of quality and types of services on site. An analysis of the average duration of trips by foreign tourists to the Republic of Uzbekistan suggests that travels of 1–3 nights prevail and this trend is fairly stable.

The development of domestic tourism in the republic is still at a low level. The increase in the number of tourists living in hotels and other means of accommodation in 2018 by 11.5% was mainly due to tourists organizing their own leisure trips (68% of the total number of domestic tourists). Tourism organizations served only 32% of the total internal flow. At the same time, only 5.6% of the population of Uzbekistan travels within the republic, which indicates that there is no system for involving large sections of the population in the sphere of consumption of tourist and excursion services. The main reason for the weak development of domestic tourism is the limited financial resources that the population can use for these purposes, the underdevelopment of social tourism and insufficient measures taken by the state to develop and promote domestic tourism.

In this regard, in accordance with the Decree of the President of the Republic of Uzbekistan dated December 2, 2016 No. UP-4861 "On measures to ensure accelerated development of the tourism industry of the Republic of Uzbekistan" and in order to create the necessary organizational conditions for the development of the domestic tourism industry, increasing its role and importance in ensuring the accelerated growth of the republic’s economy and the creation of new jobs, the adoption of effective measures for the development of domestic tourism as the basis for expanding the tourist potential of the regions and their revenue base, and kzhe to enhance the promotion of the national tourist product on world markets, there is a seminal work for the adoption and implementation by the Decree of the President of Uzbekistan "On measures to implement the concept of tourism development in the Republic of Uzbekistan in the medium term."

Thus, an active state policy, today already shows its positive changes in the socio-economic situation of the regions, as well as in increasing the investment attractiveness of the territory, and, as a result, in raising the living standards of the local population.

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THE RISE OF JUDICIARY SYSTEM IN INDIA AND SUPREME COURT

Priyanka Sikarwar[1]

ABSTRACT

This paper describes the architecture of the Indian Judiciary or we can say that it explain the relation between the judiciary and the hierarchies of Indian constitution. It focus on the on the function and the role of the judiciary review. The Judicial Review plays a virtual role in the constitution of India. The ultimate power of judicial helps to describe the constitution of India.

INTRODUCTION

The ultimate power which is to describe or determines the validation of law by the judiciary of India is described as the power of the “Judiciary System”. Judiciary Review is a strong power in the hand of judiciary which helps to protect the law and the fundamental right of the constitution.

So, According to the statement the judiciary review is seems to be the supervisor whose role is to lookout the work and the functioning of the both legislative and the executive assembly. The both the organ of the constitution have their well defined function and powers. They have to function their within the constitutional boundaries allocated to them.[1]

The Supreme Court has a power to interpret the constitution or in case if he found that the executive or legislative is against the law or crossing its boundaries then Supreme Court will invalidate their decision. This is known to be the power of the judiciary review.

Judiciary Review has two main functions one of them are legislating government action and other is to protect the constitution against any encroachment by the government. So the constitution must have the independent and well-built judiciary as one of the main arm of the democracy system. In the parliament the legislature formed law for the well being of the citizen of the country which is implements by the executive.

There is no word judiciary review is being discussed in the constitution of India then also the Supreme Court has power under various provision which gives evidence of its existence.[2]

"The doctrine of judicial review is thus firmly rooted in India, and has the explicit sanction of the constitution."[3]

HIERARCHY OF COURT

At the top of Indian constitution or of judiciary system there is a single court which is a supreme court. In India each state has its own judiciary system and its functions also the state court has right to pass their own law. And there is no different constitution for the state law. Each state has one or more than one high court in their state. At the same time it is duty of state government to provide a fund for the functioning of judiciary system. Since, In India is a country of social and economical difference and diversion so funding for each state can vary considerably depending upon various factors like culture, population, litigant profit and governmence capacity.

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The constitutional of Indiapermit high court to directly participate in the matter belong to the constitutional and to Supreme Court fundamental right of citizen are affected. Although in recent years it has been seen that the supreme asked litigants to first approach at the level of high court in a case of violation of right expect if it a matter of national importance.

STRUCTURE OF JUDICIARY SYSTEM

SUPREME COURT

There is only a single supreme court which held in Delhi. Although in an emergency case chief justice may also allow judiciary to hold a supreme court in other part of country with the permission of president. There is a continuously raised in demand of court to held outside the capital also especially from the side south as they considered that court maximum heard a case origin from Delhi and nearby state.Although the judges of Supreme Court have rights to sit in other bench also outside the capital.

The Supreme Court considered being the upper court of the India. This court is established in chapter 4^{th} and 5^{th} of the constitution of India. According to the constitution of India the Supreme Court is considered to be the Federal Court of India also it is the guardian of all the court in India. It has its first inaugural sitting on 26 January 1950 which is the day when the Indian Constitution is came into force since from that day it deliver more than 24,000 reported judgments.

The proceeding of the court is conducted in English only. Rule 1966 of the Supreme Court is famed under the article 145 of the constitution. Today also the same is amended and presently governed by the Supreme Court in Supreme Court Rule of 2013.

HIGH COURT

There were 24 high court in India till the year 2014, the hearing were conducted by 160 allocated judge in Allahabad high court to 3 in Sikkim but there are some high court which have their hearing or decision over a multiple state or a union territories. For example Bombay high court has its hearing for the state of Maharashtra and Goa. Although High court is situated only in Bombay but it also had benches which permanently sit in Goa in its two major cities Nagpur and Aurangabad in Maharashtra. There are more 640 districts present in India. Each of the districts has their own court which is known to district court. It may also be functioned in a block or Janpat level.

Total there are 24 High Court in every state level. It is mentioned in the article number 141 that the high is bounded by the supreme court of India. These court works over a group of territory, state or on Union territory of India. High court work over various subordinates court such as consumer court, civil court and family court. High court are also called as constitutional court under the ARTICLE 214, CHAPTER V and PART VI.

In state the principle civil court of the original jurisdiction is considered to be the high court also the district court is considered to be the subordinate court of the high court. If the court which are subordinate of the high court are not competent then high court exercise there civil and criminal jurisdiction. But high enjoy its original jurisdiction if so designated specifically in a state or Federal law.

Most of high court work had their apples from the low court or from subordinate court under the article 226 of the constitutions of India. Writ jurisdiction is considered to be the final jurisdiction of the high court.

The President himself appoints the judges in the high court after the consultation of the Chief Justice of India and the Governor of the state. The number of judge appoint in the high court is decided by calculating the average institution of main cases in previous last five years.

The oldest high court of India is Calcutta high court which is established in the 2 July 1862. But the largest high court is the Allahabad court it have strength of 160 judges.

The high court has permanent benches which has the largest number of cases of the particular region.

DISTICT COURT

There square measure 2 varieties of Subordinate Courts: the District Courts et al. A decide of the District Court is selected by the Governor in discussion with the tribunal, associated he ought to be either an advocate or a counselor-at-law of seven years' rank or an official within the service of the Union or within the State.

Each meeting created is formed is formed on the recommendation of the tribunal meeting of person apart from District Judges is formed by the Governor in agreement with rules made by him in consultation with High Court and State Public Service Commission.Nearly all of the general public Service Commission within the States had instituted their own competitive examination for the selection of candidates for selection to the State Judicial Service, that sure maximum academic and skilled qualifications, as well as a minimum of 3 years' expertise as associate advocate or a counselor-at-law, square measure set down by the Commission.

There is also a stipulation for special coaching being given to the chosen candidates before they're appointed to the service. Apart from minor native variation, the organization and functions of the subordinate courts square measure uniform throughout the country.

For every district the state government established a district court of India. Here one or more districts together taken their cases on the basis of theirs population distribution. The district court are under the administrative control of the high court of India. The decision of the district court can be challenged in the concerned high court.

The judge of the district court is appointed by the state government who presided the district court. Apart from district judge there are many additional district judges and the Assistant district judge who presided the cases depending upon the workload of India. The district judge is also called as the metropolitan judge when he is presiding over an area which is known as metropolitan area. The district court provide jurisdiction in both civil and criminal matters. In additional the family courts are established to deal with the matrimonial disputes alone because of number of increase in number of cases day by day.

SUB ORDINATE COURT

The clear distinction between the civil and criminal judges at district level. But it is possible that a single judge can performs a function of both civil and criminal judge. The judge posted on the top of the administration is known as district judge or a sessional court judge as he is having a power to wear both the cases. And the civil judge of junior or senior division are known as chief judicial magistrates. The power distribution between sessional judge and district judge are almost equal at the level of district.

In most of the state, the matter mainly origin from subordinate court. The administrative service of subordinate court is distributed mainly between regular judicial service and the higher judicial service. The cadre of district and sessional judge is more as compared to that of civil and magistrate judge. This distinguish is due to the pertinent not just because of seniority but due to member of bar which were directly appointed for higher cadre. District court are used formed various court under him such as family court, juvenile court and central bureu of Investigate (CBI) and consumer court e.t.c. judge from the distric and sessional court are appointed for these court. Under the debate Jawaharlal Nehru asked the delegates that new government should secure the independence of the judiciary. Under the article of the constitution it states that the state take a step to secure the judiciary of the administration from the executive in the public source of state.

Village Courts

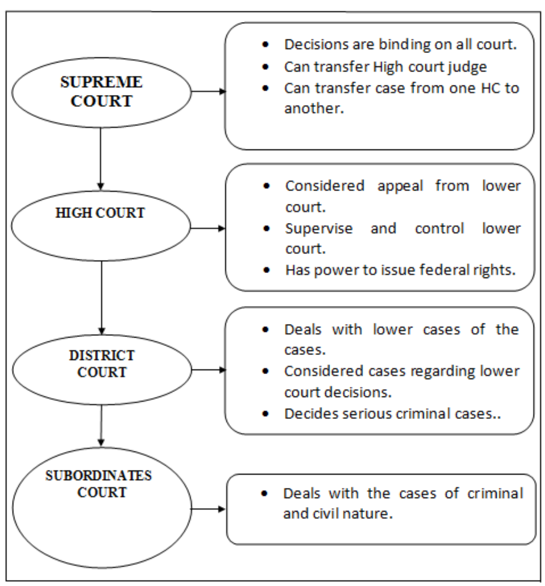
Village courts are formed for the village or small area. These courts are also known as the LokAdalat or the NyayaPanchayat. There were formed through the 1888 Madras Village Court Act then in 1947 it is established in various other state of India. In 1984 the Law Commission 2008 suggested to create the various Village court by the name of NyayaPanchayats in rural area.

Lokadalat:

The LokAdalathave return up as the simplest way of subsidence disputes each quickly and inexpensively. These area unit voluntary agencies at this time and area unit monitored and overseen by State Legal Aid and recommendation Board. The Legal Services Authority Act, 1987 has been un-acted which is able to offer a statutory footing to the legal aid movement. Until currently hundred thousand, of cases area unit being settled by LokAdalat in several elements of the country.

Public Interest litigation:

The Indian Supreme Court has admit exceptions from the stringent rules regarding testimony locus stand and also the like within the case of a category of litigations, confidential as 'public interest litigation' (PIL) i.e., wherever the general public generally have an interest within the vindication of some right or the social control of some public duty.



The High Court even have in progress following this follow in their jurisdiction underneath Article 226, and also the Supreme Court has approved this follow, observant that wherever public interest is damaged by and is perverse government action. It is be the duty of the tribunal to issue a legal document. The Court should please itself that the party transferrable the PIL is litigate factual for public smart. It shouldn't be just a cloak for attaining non-public ends of a 3rd party or of the party transferrable the petition. The court will examine the previous records of public service rendered by the litigator.

An advocate filed a legal document petition against the State or its instrumentalities seeking not solely compensation to a victim of rape committed by its workers (the railway employees), however additionally such a big amount of different reliefs together with obliteration of anti-social and criminal activities at the railway stations. The Supreme Court command that the petition was within the nature of a PIL and also the advocate might herald an equivalent, that no personal injury or loss is an important component.

CONSTITUTIONAL PROVISIONS: GUARANTEE JUDICIAL REVIEW

The India constitution is adopted by judicial review on the guideline of U.S constitution parliament is not considered to be highest in the judicial system of India. The power of parliament is bounded or limited and also divided among the central and the various state government. But the supreme court enjoys a power of reviewing the both of the government of state and central. The ensure a court to be a powerful institution which only has the power of judicial review in constitution. There are various provision which were passed for the review of the constitution of India. These are Article 13, 32, 131-136, 143,226,145,246,251,254 and 372.

ARTICLE 13

This article states that “Any law that contravenes any of the provisions of the part of elementary Rights shall be void.”

The State should not build any law that appose or abridges the freedom given by this part and any law created in resistance of this clause shall, to the extent of the resistance, be void.

In this article, unless the context otherwise needs law includes any Ordinance, order, by law, rule, regulation, notification, custom or usages having within the territory of India the force of law; laws effective includes laws passed or created by general assembly or alternative competent authority within the territory of India before the commencement of this Constitution and not antecedently repealed, still that any such law or any half thence might not be then operational either in the least or especially areas.

ARTICLE 32

In this article Supreme Court provide the right to move to the higher court or to the Supreme Court by the proper proceeding to encourage the Right to Conferred.

The power of issuing the order or direction is in the hand of Supreme Court, together with writs within the nature of habeas corpus, mandamus, prohibition, hearing and writ of certiorari, whichever could also be applicable, for the social control of any of the rights given by this article.Without injustice to the powers given on the Supreme Court by one and a pair of, Parliament might by law authorize the other court to exercise at intervals the native limits of its jurisdiction all or any of the powers implemented by the

Supreme Court beneath a pair. The right bonded by this text not to be suspended except as otherwise provide for by this Constitution.

ARTICLE 131 – 136

Entrusts the court with the ability to give a ruling dispute among people, between people and therefore the state, and therefore the union; however the court could also be needed to take the provisions of the constitution and therefore the understanding given by the Supreme Court become the law pleased by all courts of the land. It should be keep in mind that there's no specific provision in our constitution empower the courts to overthrow laws, however the constitution has obligatory definite limitations upon every of the organs, the lapse of which might create the law void. The court is entrusted with the task of choosing whether or not any of the constitutional limitations has been transgressed or not.

ARTICLE 143

Power of President to discuss with Supreme Court in case if at any time it seems to the President that an issue of law or reality has formed, or is probably going to arise, that is of such a behavior outcomes of the peoples and of such public value that it's device to get the opinion of the Supreme Court upon it, he might refer the query to it. Court for thought and also the Court might, when such hearing because it thinks match, report back to the President its opinion. The President might, however something within the condition to Article 131, refer a dispute of the type mentioned within the aforementioned condition to the Supreme Court for opinion and also the Supreme Court shall, when such hearing because it thinks match, report back to the President its opinion on that topic.

ARTICLE 145

Subject to the provisions of any law created by Parliament the Supreme Court could from time to time, with the approval of the President, build rules for regulation usually the observe and procedure of the Court together with:-

- Rules on the persons practicing before the Court.
- Rules on the procedure for hearing appeals, and different matters touching on appeals together with the time among that appeal to the Court area unit to be entered.
- Rules on the proceedings within the Court for the social control of any of the rights given by half III;(cc) rules on the proceedings within the Court beneath Article 139A.
- Rules on the amusement of appeals beneath sub clause (c) of clause (one) of Article 134.
- Any judgment pronounced or order created by the Court is also received and rules on the conditions the procedure for such review together with the time among those applications to the Court for such review area unit to be entered.
- Rules on the prices of and accompanying any continuings within the Court and on the fees to be charged in respect of proceeding therein.
- Rules on the granting of bail.
- Rules on keep of proceedings.

a) Rules providing for the outline determination of any attractiveness that seems to the Court to be idle.

Pestiferous or brought for the aim of delay.

1. Rules on the procedure for inquiries cited in clause (one) of Article 317.
2. Subject to the provisions of clause (three), rules created beneath this text could fix the minimum range of Judges United Nations agency area unit to sit down for any purpose, and should offer for the powers of single Judges and Division Courts.
3. The minimum range of Judges United Nations agency area unit to sit down for the aim of deciding any case involving a considerable question of law on the interpretation of this Constitution or for the aim of hearing any reference beneath Article 143 shall be five: on condition that, wherever the Court hearing AN attractiveness beneath any of the provisions of this chapter apart from Article 132 consists of but there are fve Judges and within the course of the hearing of the attractiveness the Court is glad that the attractiveness involves a considerable question of law on the interpretation of this Constitution the determination of that is critical for the disposal of the attractiveness, such Court shall refer the question for opinion to a Court implanted as needed by this clause for the aim of deciding any case involving such a matter and shall on receipt of the opinion eliminate the attractiveness in conformity with such opinion.
4. No judgment shall be delivered by the Supreme Court save in open Court, And no report shall be createdbeneath Article 143 save in accordance with an opinion additionally delivered in open Court.
5. No judgment and no such opinion shall be delivered by the Supreme Court save with the concurrence of a majority of the Judges gift at the hearing of the case, however nothing during this clause shall be deemed to forestall a decide United Nations agency doesn't concur from delivering a negative judgment or opinion

ARTICLE 226

Even so something in Article thirty two each judicature shall have powers, throughout the territories in reference to that it exercise jurisdiction, to issue to any individual or authority, together with in applicable cases, any Government, among those territories directions, orders or writs, together with writs within the nature of habeas corpus, mandamus, prohibitions, hearing and writ, or any of them, for the social control of any of the rights given by half III and for the other purpose.

1. The facility given by clause to issue directions, orders or writs to any Government, authority or person might also be exercised by any judicature physical exertion jurisdiction in reference to the territories among that the reason behind action, completely or partly, arises for the exercise of such power, even so that the seat of such Government or authority or the residence of such person isn't among those territories.
2. Wherever associate party against whom an interim order, whether or not by means of injunction or keep or in the other manner, is made on, or in any proceedings about, a petition below clause without:-

(a) Furnishing to such party copies of such petition and every one documents in support of the plea for such interim order; and.

(b) Giving such party a chance of being detected, makes associate application to the judicature for the holiday of such order and furnishes a duplicate of such application to the party in whose favor such order has been created or the counsel of such party, the judicature shall get rid of the applying among a amount of period of time from the date on that it's received or from the date on that the copy of such application is thus volume, whichever is later, or wherever the judicature is closed on the end of the world of that amount, before.

(d) The termination of subsequent day afterward on that the judicature is open; and if the applying isn't thus disposed of, the interim order shall, on the termination of that amount, or, because the case could also be, the termination of the help next day, stand vacated.

1. The facility given on a judicature by this text shall not be in derogation of the facility given on the Supreme Court by clause of Article 32.

FEATURE OF JUDICIARY SYSTEM

Right For Judicial Review

Both Supreme Court and high have right to use the ultimate power of judicial review for the verificationof constitution.

Judicial Review On Both Center And State Law

Judicial review is the supreme power so that it can be conducted an implemented on both center and state law for executive amendement.

Limitation

Only the judicial system cannot be conducted on the 9th schedule of constitution.

Only Judicial Matter

Judicial review has right to cover only judicial question related to law not the question related politics.

It Is Not A Sure Matter

Supreme Court do not use its power for judicial review by an sure matter.

ROLE AND FUNCTION OF JUDICIAR IN INDIA

Judiciaryin Bharat performs numerous necessary roles and to carry out the functions that don't stay confined at intervals the normal jurisdiction of Civil and Criminal:-

Interference of violation of law:

Just in case of violation of law, a suit is filed against the wrongdoer. The decide hears either side and decides whether or not there has been a clear stage of the law. just in case of violation of law, the judiciary establishes justice by providing redress and grueling the wrongdoer.

Creating of latest law:

The judges, by method of deciphering the prevailing laws, build new laws. The judiciary will follow precedents established in previous decisions; it can even rule such precedents, and thereby, makes new law.

Decides on constitutional questions:

The best judicature, particularly the Supreme Court, decides constitutional queries. If there's any constitutional conflict or dispute between the Union and therefore the States or among completely different States, the dispute is delivered to the judicature UN agency decides and acts because the guardian of the federal constitution. There ar many such constitutional cases determined by the Indian Judiciary, Gopalan vs. the State of Madras, GolakNath vs. State of Punjab are few examples.

Interprets the constitution and Laws:

Additionally to assessment, the responsibility of safeguarding and deciphering the constitution and law rests on the judiciary within the U.S. the facility of the interpretation is absolute as expressed within the words of judge Charles Evan Hughes: we tend to beneath a constitution however the constitution is what the judges say it's however the Indian Court doesn't get pleasure from the huge power during this space.

Body functions:

The judges perform sure government functions to appointments of officers and servants, maintenance of record, administration of employees etc. are performed by the judiciary direction over lower courts is another perform of the judiciary.

Conclusive function:

The best court of the country generally offers advices to the chief and therefore thelegislative assembly on constitutional points, if probe for therefore the Judiciary has convulsively functions too. If it seems that a matter of law or truth has arisen, it should be observed the judiciary for its recommendation.

Protection of elementary rights:

The Judiciary acts as a guardian of rights of the voters secured by the law of the land and therefore the constitution. The court will declare any law that transgresses a elementary right as invalid. In Bharat the judiciary has the facility to issue writs within the name of habeas corpus, prohibition, mandamus, hearing and judicial writ.

Guardian of the constitution:

The Judiciary is thought to be the guardian of the constitution. In federal States this perform is discharged by the appliance of the facility of review. The Supreme Court of Bharat enjoys restricted power of review in unsupportive laws created by Parliament or State Legislatures.

IMPORTANCE OF THE JUDICIARY:

The importance of the judiciary in an exceedingly democratic society will hardly be exaggerated. Judiciary may be a a part of the democratic method. Judiciary not solely administers justice, it protects the rights of the voters and it acts because the interpreter and guardian of the constitution. In many countries the judiciary enjoys the facility of review by virtue of that the judiciary decides the constitutional validity of the laws enacted or of the decree issued. It will invalidate such laws and decrees that don't seem to be its constitutional.

BACKLOGG OF JUDICIARY SYSTEM

The Indian constitution and judicial system have some backlogged due to which case often take some years and sometimes decades to resolve. There are common factor of backlogged including shortage of judge management of cases procedural complexity on offended side the misuse of pre-bargaining. There is a fact that more developed economics country have higher civil to litigation rate. So India due to more economical and social prosperous condition has higher civil litigation rates.

The lower court hears a large number of cases as compare to that upper court. Example in 2012 total 4.3 million civil and 13.9 million criminal case were hears in lower court while the upper court hears only 1.16 million civil and only 625,000 criminal matters. So only 27% of lower court civil cases were hears in high court. Whereas the Supreme Court hared only 51,000 civil matter and 13,600 criminal matter.

CONCLUSION

The final judgment in the constitution of India is no doubt is Supreme Court, so it is the final interpreter of the constitution. It plays a virtual role of protection in the history of India. Now with using the powersof judicial review the Supreme Court doing a lot of work for the welfares of people.

But there are some limitation also of using a judiciary review as the power is in hands of judiciary posing a threat to state constitution. So while exercising a power it requires a sense of causation.+

ASSESSMENT OF THE DEVELOPMENT POTENTIAL OF THE TOURISM INDUSTRY IN UZBEKISTAN

Alieva Maxbuba Toychievna[1]

ABSTRACT

This paper analyzes the development potential of the tourism industry of the Republic of Uzbekistan in the conditions of growing globalization and integration of the world economy and to develop methodological, practical approaches to the effective management of the industry. On this way, paper seeks major outcomes of the sphere while accentuating on infrastructure and industry basis at all. Finally, research concludes major outcomes and shortcomings of the tourism industry while highlighting major points to the future research.

Keywords : *Tourism, Tourism Industry, Uzbekistan, Assessment, Travel and Hospitality, Development.*

Introduction

The world's fastest-growing tourism sector is a 10% -percent of its gross national income. Also, every seventh job creation is worth the work of tourism. According to forecasts of the World Tourism Organization (BBT), by 2020, the number of international tourist visits is 1.6 billion people. This sector of the economy is rapidly developing and has become one of the most important sectors in recent years. Investment in the tourism industry accounts for about 30% of annual growth. International tourism has a great impact on employment. International tourism is an active source of foreign exchange flows and the economy of the country affects the balance of payments. In addition to influencing the economies of many countries, international tourism affects their social, cultural and ecological environment.

The World Tourism Organization suggests that countries should make proposals for increasing tourism potential, providing new services, creating new tourism brands, and increasing the competitiveness of tourism. This suggests further expanding the geography of tourism, increasing the share of GDP in the country and one of the most profitable areas of tourism. It is important to assess the processes and trends of development of entrepreneurship in the world tourism economy, to increase the economic efficiency of the tourism sector, to fully utilize the opportunities for employment and income growth in the industry, to improve financial accounting and reporting.

Literature review.

There are scientific works of foreign, local economists, scientists on theoretical and methodological foundations of financial accountability, as well as the problems of using international standards in studying the order of financial accounting and reporting in the tourism sector, including: F.Greg Burton, H. R. Roger, Mak Noton, A.P. Barchatov, N.V.Generalova, V.F.Paly, A.Sh.Polishchuk, E.S.Sokolova, L.R. Simirnova, N.P. Kondrakov, A.D. Sheremet, LVUsatova, L. A.Sapolgina, E.N.Ilina, N.Morozova, MAMorozov, M.B.Birjakov, I. Avrova, V.Anufriyev, Yu.A. Matyukhina and others.

Some aspects of the problems in this area include the economics scientists of the Republic of Uzbekistan: A.Kh.Ibragimov, B.Isroilov, AAKarimov, D.Holboev, M.G.Parrev, B.Hasanov, R.Holbekov, I. K. Ochilov, Yu.M.Itkin, A.Sotivoldiev, F. Gulyamova, O.U.Bobojonov, K.B.Urazov, E.F.Gadoev, N.Yu.Juraev, T.Malikov, O.Olimjanov, M.M.To'laxodjaeva, M.Yu.Rahimov, H.Tuxsanov, Z.N.Gurbanov, K.R.Hotamov and others.

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The issues highlighted in the above-mentioned studies have not been studied as a separate scientific research object, which further improves the organization of financial accounting and compilation of financial reporting in accordance with the requirements of national and international standards, taking into account the peculiarities of the tourism industry

Main part

During the years of independence, large-scale reforms have been implemented to increase the sphere of services in Uzbekistan, in particular, the tourism services. Over the past two years, tourism potential of Uzbekistan has grown, and the government can earn a decent income. Because tourists are interested in everything in Uzbekistan: open-air museum museums, national food, ethno-folklore, religion, eco-tourism, and tourism. According to the statistics for the first 9 months of the current year, More than 900,000 tourists visited. This indicator has increased twice (1 million 888 thousand) compared to the same period of last year.

In order to improve the quality of tourism services in the country and improve accounting, a number of changes, normative legal documents, standards and new requirements have been developed, management structures have been improved. In turn, the increase in the number of tourists, tourism and other types of tourism, as well as the increase in the number of foreign tourists and tourist services, the creation of new jobs in the industry, is one of the urgent tasks of today. Accordingly, the Movement for further development of the Republic of Uzbekistan in 2017-2021 was defined as one of the important directions in the accelerated development of the tourism industry, diversification and quality of tourist services, as well as the expansion of tourism infrastructure. Efficient implementation of these tasks requires increasing the competitiveness of tourist enterprises, improving the scientific and methodological foundations for the development of integrated national mapping and improving the effectiveness of national tourism management based on international experience and principles.

Tourism is one of the leading and dynamically developing sectors of the world economy. For rapid growth rates, he has been recognized as the last century's economic phenomenon.

In recent years tourism has become one of the most profitable types of business. It uses about 7% of global capital. At the beginning of the 1990s, tourism had a 10% share in world trade of goods and services and was the third after oil and car exports, and by 2015 it is expected to reach the first place. International tourism has a great impact on employment. Experts estimate that in 2010, tourism industry employed more than 100 million passengers, and by 2015, every eight-year-old man in the world is recognized as a worker.

International tourism is an active source of foreign exchange flows and affects the balance of payments of the country's economy. In addition to influencing the economies of many countries, international tourism affects their social, cultural and ecological environment. However, international tourism development may have some negative consequences such as inflation, environmental pollution, and local populations. This is especially true in developing countries. However, tourists from industrialized countries accept their lifestyle and consumption level. Consequently, timely and comprehensive assessment of the effects of international tourism is an important factor in the development of tourism policies, allowing for maximum benefit and prevention of adverse consequences.

Modern tourism is a world economy that does not know how to drop. Experts estimate that around 9 tonnes of coal or 15 tonnes of oil or 2 tonnes of wheat should be exported to the world market to earn an income equivalent to a foreign tourist. The sale of raw materials leads to the use of the country's resources, and the tourism industry uses renewable resources, and according to economists, 100,000 tourists spend an average of two hours in a city and spend at least $ 350,000. Tourism generally has three positive effects on the national economy:

1. Provides foreign flows and positively affects economic performance, such as balance of payments and exports.

2. Increases the employment of the population. According to the WTT and the World Tourism Council, each industry created in the tourism industry ranges from five to nine. Tourism influences the development of 32 sectors directly or indirectly in the economy.

3. Promotes the country's infrastructure. Tourism is active in the economy of all regions of the country. Establishment and operation of business entities in the field of tourism depends on the development of road transport, trade, communal, cultural and medical services. Thus, the tourism industry has a stronger multiplier effect than any other industry.

Tourism is an activity that is directly related to leisure, leisure, sports, culture and nature. Tourism is a source of self-knowledge, a diversity of peoples and cultures, and a factor of tolerance.

In Uzbekistan, much work is being done to develop international and national tourism. A number of laws and decrees have been adopted in this direction, the material and technical base is being created, the infrastructure is being formed and many investments are made in this area. In particular, the Law of the Republic of Uzbekistan "On tourism" (August 20, 1999, No 830), the Decree of the President of the Republic of Uzbekistan "On measures to ensure accelerated development of the tourism sector of the Republic of Uzbekistan" (No-4861 dated 02.12.2016), Resolution of the President of the Republic of Uzbekistan "On measures to further increase the responsibility of local executive bodies in the development of tourism" (July 12, 2017, No-3129), "Priority for tourism development in 2018-2019 On the introduction of amendments and supplements to certain resolutions by the Government of the Republic of Uzbekistan "(extractions) (In edition of the Resolution of the Cabinet of Ministers of the Republic of Uzbekistan, dated December 2, 2017 N-3217)" On the organization of the State Committee for Tourism Development of the Republic of Uzbekistan "(December 2, 2016, PF-2666) Resolution of the Cabinet of Ministers of the Republic of Uzbekistan from March 15, 2017 "About approval of the Situation on the procedure for licensing of tourist activity" (April 6, 2017, № 189) From 2017 to 2019, the city of Samarkand and Samarkand (June 30, 2017, No 450), Resolution "On measures to further strengthen the material and technical basis of the State Committee for Tourism Development of the Republic of Uzbekistan" (June 5, 2017, No. 356) "On measures to accelerate the development of tourism potential of the Republic of Uzbekistan"), Resolution "On the establishment of Charvak" Free Trade Zone "(December 5, 2017, PF-5273).

Taking into account the rapid and steady growth of tourism, the impact on the environment, all sectors of the economy, and the welfare of the people, the Government of Uzbekistan has identified tourism as a priority area in its long-term development program.

In our opinion, this concept implies the state policy in the field of tourism, the creation of legal, organizational and economic foundations of the formation of modern competitive tourism industry in Uzbekistan. It is worth noting that for the past decade, tourism has been one of the most important tourist destinations for public and private tourist agencies and cultural institutions in Europe. Therefore, the European Tourist Commission (ESC) and the World Tourism Organization (WHO) are keenly interested in the study of tourism in Europe for the sightseeing and recreation of cultural monuments in Europe.

Analysis of key industry indicators in Uzbekistan shows that the number of tourists in our country or the number of service visitors in our country in 2016 has increased by 153.6% compared to 2010, or 907986. In particular, in the tourist companies and organizations, 102,103 people, 565778 persons in hotels and other accommodation facilities, 97494 in sanatoria and resort enterprises, 141197 persons in recreational facilities and 1414 in tourist bases. In these years, access tourism has increased by 114.2% or 82417 people. In particular, we see that during these years, tourism companies and organizations decreased by 45270 people, 565778 persons in hotels and other accommodation facilities, 3282 people in sanatoria and resort enterprises, 472 in recreational facilities and 970 in tourist bases.

Table 1. Main indicators of tourism industry in Uzbekistan

Index	2010 y.	2011 y.	2012 y.	2013 y.	2014 y.	2015 y.	2016 y.
The number of visitors to the service is one person	1693621	1980673	2192591	2239370	2342247	2460868	2601607
From:							
Tourist companies and organizations	363300	411736	511596*	505395*	514107*	560406*	465403*
Hotels and other locations	947302	1122078	1189593	1216424	1271951	1325240	1513080
Sanatorium and resort facilities	237297	255096	275682	265516	291602	310241	334791
Vacation	142157	186997	210435	246555	256773	260413	283354
organizations *	3565	4766	5285	5480	7814	4568	4979
Tourist bases	579102	693205	704671	700657	701028	624676	661519
Access tourism							
From:	197886	218270	231120	225790	227475	191143	152616
Tourist companies and organizations	376183	467762	462062	466990	464436	424645	499146
Hotels and other locations	1964	2834	6822	3404	3669	4666	5246
Sanatorium and resort facilities	1600	1660	1296	1553	1572	1844	2072
Vacation organizations	1469	2679	3371	2920	3876	2378	2439
Tourist bases	15181	18252	21516	39853	35917	41313	34088
Outbound tourism							
From:	15181	18252	21516	39853	35917	41313	34088
Tourist companies and organizations	1099338	1269216	1440312	1473465	1571464	1758820	1871709
Internal tourism							
From:	150233	175214	232868	214357	216877	287225	244408
Tourist companies and organizations	571119	654316	727531	749434	807515	900595	1013934
Hotels and other locations	235333	252262	268860	262112	287933	310241	329545
Sanatorium and resort facilities	140557	185337	209139	245002	255201	258569	281282
Vacation organizations	2096	2087	1914	2560	3938	2190	2540
*) *Only citizens with visa, foreign passport, hotel reservation, and similar services*							

Source: The author estimates the author based on the materials of the State Statistics Committee of Uzbekistan.

Outbound tourism has grown by 224.5% or 18907 people. Domestic tourism grew by 170.3% or 772371 people.

At the same time, in the tourist companies and organizations, 94,175 people decreased, 442815 people in hotels and other accommodation facilities, 94212 people in sanatoria and resort facilities, 140,725 persons in recreational facilities and 444 in tourist bases (Table 1).

Analysis of the main indicators of the enterprises and organizations of the tourism industry shows that the number of tourist companies and organizations in our country in 2016 has increased by 141.5% compared to 2010, or by 120. The number of visitors to the total number of these services has increased by 102,103 people, including entrance tourism by 45270 people, outbound tourism increased to 18,907 people and domestic tourism to 94175 people.

The number of hotels and other placements in these years has increased by 316, while the total number of seats has increased by 565778 people. Of these, non-residents increased by 12,2963 people and 44,2815 residents. The number of sanatorium and resort enterprises increased by 39, while their total number was 97494. Of these, non-residents have increased by 3282 people and 94212 people (Table 2).

In May 2007, the President of the Republic of Uzbekistan developed and approved the program of development of services till 2010.

In 2016, we see that the share of services in GDP increased by 49 percent compared to 2006 (39.5 percent). At the same time, the main service networks increased their size by 1.9-2.5 times.

During 2006-2016 communication and information services increased by 4.5 times, hotel services by 3.4 times, and tourist services by 4.3 times.

Table 2

Main indicators of the enterprises and organizations of the tourism industry

Indicator name	2010 y.	2011 y.	2012 y.	2013 y.	2014 y.	2015 y.	2016 y.
Number of tourist companies and institutions, pcs	313	332	358	336	343	398	433
Total service shown, person	363300	411736	511596*	505395*	514107*	560406*	465403*
From:							
Access tourism	197886	218270	231120	225790	227475	191143	152616
Outbound tourism	15181	18252	21516	39853	35917	41313	34088
Internal tourism	150233	175214	232868	214357	216877	287225	244408
Number of hotels and other placement items, pcs	434	500	521	541	613	661	750
Total locals, one person	947302	1122078	1189593	1216424	1271951	1325240	1513080
From:							
non-residents	376183	467762	462062	466990	464436	424645	499146
Residents	571119	654316	727531	749434	807515	900595	1013934
Number of sanatorium and spa facilities, pcs	144	149	146	154	167	170	183
Total locals, one person	237297	255096	275682	265516	291602	310241	334791
From:							
non-residents	1964	2834	6822	3404	3669	4666	5246
Residents	235333	252262	268860	262112	287933	310241	329545
*) *Simply make a visa, issue a foreign passport, take a seat at the hoteland those with similar services*							

Source: The author estimates the author based on the materials of the State Statistics Committee of Uzbekistan.

Widespread introduction of market principles for economic activity in the tourist industry leads to an efficient distribution of resources. While the number of people served by tourism companies and organizations has increased by 130.3% in 2017 compared to the same period of 2014, unwanted tourism decreased by 73.6%, outgoing and domestic tourism was 100.4% and 195% (Table 3).

The Welfare Improvement Strategy of the Republic of Uzbekistan focuses on business, structural reforms, management improvement,

to reduce transaction costs and the role of the state in the economy.

Table-3 Number of people served by tourism firms and organizations

	2014	**2015**	**2016**	**2017**
Total number of people served	514107	560406	465403	669982
Including:				
Incoming tourism	227475	191143	152616	167394
Outbound tourism	35917	41313	34088	36045
Internal tourism	216877	287225	244408	422935

Source: The author calculated on the basis of the materials of the State Statistics Committee of the Republic of Uzbekistan.

With its dynamic and high returns, the tourism industry requires a full and accurate knowledge of the market, from a person engaged in this business to a deeper knowledge, feelings and the market.

Success in tourist activity is multidimensional, and insufficient assessment of access to information and market research is one of the main drawbacks of tourist network management in Uzbekistan. Information about the market situation is collected during market research, which allows forecasting the formation of the tourist product to market.

In order to enter the world markets, active promotion of national food is required. Tour operators in this area should continue to produce brochures, posters, posters, video clips and films.

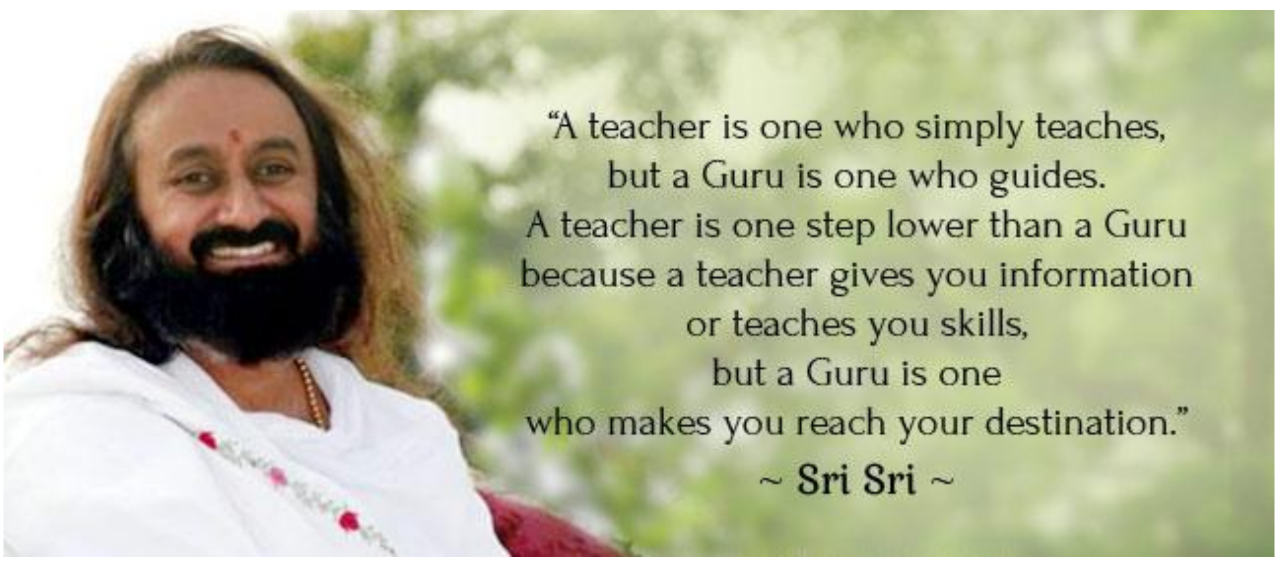
According to the WBI forecast, by 2020, China can become one of the leading tourist centers.

Conclusion

1. According to forecasts of the World Tourism Organization (IWRM), by 2020 the number of international tourist attraction makes 1.6 billion. In the future, tourism will play a major part in the global economy, providing a major part of the global gross national product. This sector of the economy is rapidly developing, and in recent years it has become one of the most important sectors. The annual growth of investment in the tourism industry is about 30%.
2. International tourism is an active source of foreign exchange flows and affects the balance of payments of the country's economy. In addition to influencing the economies of many countries, international tourism affects their social, cultural and ecological environment. However, international tourism development may have some negative consequences such as inflation, environmental pollution, and local populations. This is especially true in developing countries. However, tourists from industrialized countries accept their lifestyle and consumption level.

Consequently, timely and comprehensive assessment of the effects of international tourism is an important factor in the development of tourism policies, allowing for maximum benefit and prevention of adverse consequences.

3. Tourism generally has three positive effects on the economy of the country: ensures a flow of money and has a positive impact on economic indicators such as balance of payments and exports; Helps to increase employment; infrastructure development. Tourism is active in the economy of all regions of the country.
4. According to the analysis of key tourism industry in Uzbekistan, the number of tourists in our country or the number of service visitors in our country in 2016 has increased by 153.6% compared to 2010, or 907986. In particular, in the tourist companies and organizations, 102,103 people, 565778 persons in hotels and other accommodation facilities, 97494 in sanatoria and resort enterprises, 141197 persons in recreational facilities and 1414 in tourist bases. In those years, the access tourism increased by 114.2% or 82417 people.
5. Widespread introduction of market principles for economic activity in industrial enterprises leads to efficient distribution of resources. While the number of people served by tourism companies and organizations has increased by 130.3% in 2017 compared to the same period of 2014, unwanted tourism decreased by 73.6%, outgoing and domestic tourism was 100.4% and 195% increased.
6. Formation of the Uzbek tourism model plays an important role in the development of a tourism industry with a great experience in the global economy. This will help to effectively utilize existing resources in the republic, to identify the direction of tourist economy and to effectively use investments.



INCREASING THE COMPETITIVENESS OF THE NATIONAL ECONOMY AND THE IMPORTANCE OF FOREIGN INVESTMENT IN PRIORITY AREAS

Salaev Dilshod Sofarbaevich[1] Rasulov Tulkin Sattarovich[2]

ABSTRACT

This article examines the concept of competitiveness, the factors of competitiveness of the national economy, the competitiveness indicators of the national economy, the methodology of the competitiveness of the modern national economy, the first and tenth digitization of the index of global competitiveness, importance of foreign investments in increasing economic competitiveness, the competitiveness of industry in Uzbekistan, strategies for further development of the Republic of Uzbekistan Modernization and diversification of the diversity of the leading national economy due to the importance of such issues, such as increasing the competitiveness of its opening.

Keywords: *Competitiveness, effectiveness, global competitiveness index, structural changes, foreign investment, economic growth, GDP.*

Introduction

At present, the world economy is determined by the openness of the economies of the world, ensuring the pace of sustainable development and the creation of international competition. The liberalization of the Uzbek economy deepens, the level of openness increases and the integration into the world economy is intensifying.

Some economists believe that the level of transparency of the economy depends on the structure of national production. The higher the share of the primary sectors in the overall volume of production, the lower the degree of openness of the economy. This is due to the little involvement of primary industries in the internationalization process and, mainly, to the domestic market.

It is noted that the openness of the economy is an essential prerequisite for international economic competition. How is the competitiveness of the countries determined, and what are the consequences? Why have some countries advanced compared to other states regarding their competitiveness?

The concept of competitiveness is defined as the economic and literary potential of firms regarding their real and potential ability to design, manufacture and sell commodities according to their competitors' descriptive and imaginative characteristics.

According to Porter, Professor of Harvard University, USA, the level of competitiveness of the country will be ensured by the competitiveness of its products, firms, and networks, produced by its national companies. Therefore, it is necessary to first analyze the competitiveness of domestic companies, not the competitiveness of the country. He argues that the creation of a favorable environment for the success of the country's companies depends on the following four key indicators[3]:

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[3] Porter M. Competition. / Per. from English - M .: Publishing house "Williams", 2002. P. 176.

- Provision of production factors;
- demand indicators;
- Near and service networks;
- Competitive environment and solid strategy.

The effective functioning of national companies within the framework of this environment determines the country's competitiveness rating.

Worldwide experts use more than 340 indicators and more than 100 methods to determine the competitiveness of the national economy. The following are the main factors that determine the country's competitiveness: economic potential and economic growth rates; Efficiency of industrial production; the level of development and progress of scientific and technical development; participation in international labor division; size and dynamics of the domestic market; the role of the state in the economy; flexibility of the financial system; availability and qualification of labor resources; domestic political and socio-economic situation; level and ability of the economy to meet the demand of the world market.

The International Institute for Management Development in Lausanne, Switzerland annually evaluates 47 of the most competitive countries in the world. The analysis are based on eight factors grouped according to 287 different criterias: national economy characteristics - GDP volume, volume of investments and savings, final consumption level, living standards, level of efficiency of economy; the degree of internationalization of the economy; political stability; financial system; infrastructure; management effectiveness; level of science and technology development; description of labor resources.

One of the international studies that analyze the competitiveness of countries is the methodology of the World Economic Forum. The aggregate index of competitiveness based on chief and macroeconomic indicators characterizing the dynamics of medium and long-term development in the assessment of the country's economic growth during the research. This methodology has been used for over 30 years, and its results are published in the Global Competitiveness Report of the World Economic Forum. One of the international studies that analyze the competitiveness of countries is the methodology of the World Economic Forum. The aggregate index of competitiveness based on macroeconomic indicators characterizing the dynamics of medium and long-term development. Therefore, indicators are considered as an essential feature of the assessment of the country's economic growth during the research. This methodology has been used for over 30 years, and its results are published in the Global Competitiveness Report of the World Economic Forum.

The country's competitiveness estimates include computing, grouping, aggregation, and competing for competitiveness. Then the aggregate index and subindexes reflect the contribution of all factors to the competitiveness indicator. On this case, twelve key elements are identified in the methodology for determining the competitiveness of the modern national economy (see Table 1).

Table 1. Classification of Competitiveness Indicators [1].

Indicators	
Basic requirements	**Resources oriented economy**
Public and community institutions	
Infrastructure	
Macroeconomic stability	
Health and primary education	
Performance Indicators	**Productive economy**
Higher education and vocational training	
The efficiency of the market for goods and services	
Labor market efficiency	
Financial market development	
Mobilization with high technology	
Market volume and capacity	
Innovative potential and development factors	**Innovative economics**
Level of business development	
Innovative potential	

These factors are divided into three groups. The first group includes basic requirements, while the second group involves factors that enhance the business environment, on this case, the third group combines elements that improve business. Specific subdirectories characterize each group. When calculating subindex, the weight of each group is determined as follows: first group - 25 percent, second group - 17 percent, third group - 50 percent (Table 2).

Table 2 :The percentage of indicators of the three main groups at each stage of development, in percentage [2].

Subdirectories	Resources	Effectiveness	Innovative stage
Basic requirements	60	40	20
Efficiency indicators	35	50	50
Innovative potential and development factors	5	10	30

[1] The Global Competitiveness Report 2009-2010 World Economic Forum. Geneva, Switzerland 2009. p. 8.
[2]The Global Competitiveness Report 2009-2010World Economic Forum. Geneva, Switzerland 2009. p. 8.

Depending on the contribution of each subdirectory to the final Global Competitiveness Index for a specific country that is possible to determine at what stage of economic development is the country

This approach makes it possible to compare the competitiveness of different countries regarding economic growth.

Table 3 : The top ten countries in the Global Competitiveness Index for 2009-2017 [1].

Countries	2009-2010 years		2013-2014 years		2016-2017 years	
	role	ball	role	ball	role	ball
Switzerland	1	5,60	1	5,67	1	5,9
Singapore	3	5,55	2	5,61	3	5,7
Finland	6	5,43	3	5,54	10	5,5
Germany	7	5,37	4	5,51	5	5,7
United States	2	5,59	5	5,48	2	5,9
Sweden	4	5,51	6	5,48	7	5,5
Netherlands	10	5,32	8	5,42	4	5,7
Japan	8	5,37	9	5,40	9	5,5
Canada	9	5,33	14	5,20	14	5,3
Denmark	5	5,46	15	5,18	12	5,4

The analysis shows that the impact of the global financial and economic crisis has had a significant effect on the competitiveness of the countries. Thus, in the period from 2013 to 2014, the top ten countries in the Global Competitiveness Index decline from the list of 2008-2009, the USA, Denmark, Canada, and the Netherlands. In the years 2016-2017, the United States, the Netherlands, and Germany rose to the top.

A high level of competitiveness increases the economic potential of the country, improves the quality of life standard.

The structure, infrastructure, governance, geoeconomic status, national values and history of the economy affect the degree of competitiveness of the country and its business.

In the process of globalization, there will be significant changes in the volume and structure of external factors, which ensure the competitiveness of national goods and services. The external elements of competition include the macroeconomic environment, the choice of innovative development paths, the status

[1] The Global Competitiveness Report 2009-2010World Economic Forum. Geneva, Switzerland 2009. P. 13. http://gtmarket.ru/ratings/global-competitiveness-index/info

of national institutions and infrastructure, the human capital, the level of regional and sectoral balancing of the national economy, which have a light effect on internal factors.

At all stages of the internal and external competitiveness stage market reforms in Uzbekistan could be considered as one of the priorities of structural changes. In the context of the global financial and economic crisis, the urgency of this issue has increased and is seen as a continually strategic direction of economic liberalization and modernization.

One of the key indicators of the country's competitiveness is ensuring sustainable economic growth and macroeconomic balance among the key factors of macroeconomic equilibrium of our country directly effects of the global crisis. We can include the budget surplus since 2005, the high level of gold and currency reserves and the low external debt of the country. Also, a stable banking system and the careful attitude to international financial markets could be considered as a vital aspect at all.

Within the framework of the Anti-Crisis Program, the systemic measures to improve the competitiveness of the national economy have been initiated, primarily to support enterprises exporting commodities and products in the real sector, to ensure their competitiveness in foreign markets, the use of savings, encouraging product cost and cost reduction, Implementation of an active energy saving system and measures to reduce energy intensity, encourage the overall demand in the domestic market, and other features were identified.

The structural changes in the economy, which are aimed at increasing the share of raw materials in the deepest processing sectors for the production of finished products with high added value in the real industry, and the development of competitive industries, provide a stable state of the Uzbek market for foreign markets.

The focus is on macroeconomic environment (such as the inflation rate, tax burden, access to credit resources, dynamics of the national currency rate and its compliance with the interests of producers of export products), the quality of public capital and quality of education system, business environment, development of commodity, financial and labor markets.

The existence of a sustainable relationship between favorable macroeconomic environment and product competitiveness corresponds to the basic principles of modern economic theory and has been proven by numerous practical studies. For example, a high level of inflation will slow down the existing sources of financial investment, restrict the production modernization rates with adverse effects on the quality of products, increase producers' costs, and reduce competition competitiveness. The high level of budget deficit and tax burden on commodity competitiveness, the volatility of the exchange rate, the high productivity of production and the level of capital adequacy of economic growth are mentioned as a chief factors of the sector.

The advantage of Uzbekistan's competitiveness is the development of the infrastructure where the development of the railroad system is one of the top priorities, and the level of coverage of the population with primary and secondary education is one of the highest indicators in the world.

All sub-sectors of the economy's competitiveness (macro-level) are interconnected. The failure of one of them has a negative impact on others. Without a well-developed higher education system that combines innovative capacities to utilize high-tech, and can not be implemented without an efficient, functioning financial system for financing development and research. The absence of fair competition conditions and the unfavorable commodity market do not provide a stable demand for innovative products and incentives to improve the quality of manufactured products, and the lack of national innovation systems and infrastructure, and the lack of scorecard of scientific and technological developments, do not allow them to reach the end user.

The characteristic feature of the industry of Uzbekistan trend is in the recovery of the fund and the fact that productivity growth is in the sectors of processing

Industrial sectors with competitive advantages of Uzbekistan

Groups	Sectors of the economy	Economic sectors	Competitive advantages
Networks with strong competitive positions	Raw materials and extraction	Non-ferrous metallurgy, cotton processing, oil and gas, heavy industry	High competitive advantages
Relative positions of relative competitiveness	Consumer goods production	Machine building, automobile, light, chemical, food	Relative low competitiveness
Networks with potential competitive	Manufacturer of finished products with high added value	Microelectronics-information complex, pharmacy, microbiology	Have potential alliances With the strong competitiveness

According to article 3.2 of the Decree "On the Strategy for the Further Development of the Republic of Uzbekistan", adopted by Sh. Mirziyoev, the President of the Republic of Uzbekistan. On this way, "Increasing its competitiveness through deepening of structural changes, modernization and diversification of leading sectors of the national economy". It states that gradually reducing monopoly in the markets of products and services, in principle, increase of new products, as well as ensuring the competitiveness of national commodities in domestic and foreign markets could be seen as a main feature as the whole. Based on the development and liberalization of the economy, it is an issue of increasing its competitiveness through deepening structural transformations, modernization, and diversification of leading national economies.

As proof of the increasing competitiveness of the national economy, the country's GDP grew by 5.3% in 2017, industrial production - by 7%, construction works - by 5.6%, retail trade turnover - by 2.4%, services - 8.9%, state budget surplus of 0.1% of gross domestic product, foreign trade turnover increased by 11.3% and its positive balance was ensured.

Modernization of the economy, deepening of reforms, the creation of new production capacities and fixed assets, modernization of existing techniques and technologies, and their support depend on the correct and effective implementation of investment processes. Therefore, the head of the Republic of Uzbekistan pays particular attention to the implementation of an active investment policy aimed at modernization, technical and technological renewal of production, application of production, transport and communications and social infrastructure projects. The focus is on centralized, decentralized funds, foreign investments and loans, and their effective utilization.

The precise definition of investment priorities, the adoption of scientifically-based investment decisions, the involvement of domestic and foreign sources of funding and all the conditions, based on the reasonable regulation of investment activity, determine the future of the national economy. Finding the necessary financial resources for investments has become a condition of economic growth. Uzbekistan, pursuing its model of transition to a socially oriented market economy, continues to look for effective methods, mechanisms, and instruments for investing in Uzbekistan. Strengthening investment activity within the public and private sectors of the economy requires the need to improve the evaluation and selection of investment projects, search for reliable financial resources needed for investment, develop the equity market by relevant tax policies and identify the ways to attract foreign investment making it transparent. foreign investment growth is the importance of these issues in the investment activities of the country,. This, in turn, requires first of all the enabling environment for attracting foreign investment into the national economy of the country, the favorable climate, guarantees and stimulating economic factors.

The main goal of attracting foreign investment and establishing joint ventures is to overcome the following economic crises and:

- stabilization of existing economic and financial situation in our country;

- The widespread of scientific knowledge, technology that meets the modern requirements of science and technology development, which in turn creates a basis for increasing the level of professionalism and skill of workers;

- Assistance in solving the problem of unemployment, creating jobs at newly opened joint ventures;

- To increase tax revenues to the state budget and to prevent the budget deficit;

- formation of competitive market relations;

- Prevention and liquidation of monopoly;

As it was declared, in the five priority areas of the Republic of Uzbekistan for 2017-2021, it is planned to increase the competitiveness of the national economy by strengthening the structural reforms. Also, in the State Program on the implementation of the Strategy of Action "The Year of Friendship and Human Interesting. Furthermore, the total amount of US $ 40 billion in 2017-2021, due to banks' loans, foreign investment and loans network programs that envisage 649 investment projects.

As a result, in the last five years, the production of industrial products will increase 1.5 times, its share in the gross domestic product will increase from 33.6% to 36%, the percentage of the processing industry will increase from 80% to 85%.

The state program on implementation of the strategy of action will increase production of coal for the sum of 7.8 million tonnes a year due to the introduction of modern technologies in the field of coal mining for 2017-2021 — tons of fiber cotton

The efforts undertaken in Uzbekistan to modernize and diversify the sectors of the economy are being thoroughly discussed.

"In Uzbekistan Increasing its competitiveness through deepening structural reforms, modernization and diversification of the leading sectors of the national economy", according to statistical data of 3.2 of the Decree.

Notably, "shaping an active competitive environment for sectors of the economy and gradual reduction of monopoly in the markets of products and services, development of the types of technologies.

By which the competitiveness of national commodities in domestic and foreign markets minimal "functions. Based on the development and liberalization of the economy, it is an issue of increasing its competitiveness through deepening structural transformations, modernization, and diversification of leading national economies.

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The Strategy for Competitiveness of Leading Sectors of the National Economy is aimed at increasing the number of employees based on increasing the profitability of the more than 4,400 enterprises in critical sectors of the economy and increasing the level of financial rehabilitation and utilization of production capacities. As a result of these measures, the profitability of the enterprises will improve, the increase in the usage of production capacities and the increase in the number of employees.

Implementation of elaborate measures on modernization, technical and technological renovation of production and increase of competitiveness of industrial sectors ensured the growth of industrial output by 2017 to 7% in 2017. Dynamic development has been provided in the industrial areas aimed at the production of high added value products. In 2016, high growth rates of the industrial output were achieved in the context of gradual recycling of domestic raw materials and expanding the range of finished consumer goods.

As a result of the modernization, technical and technological modernization of the industry, as well as the reduction of energy consumption in the sectors of economy and social sphere in 2015-2019, and the effective implementation of the program on the introduction of energy-efficient technologies, the country's energy consumption by 7.4% while the cost of production of large enterprises decreased by an average of 10.6% compared to the prev The State Program on the implementation of the strategy of action sets out a set of measures to be taken by 2017 to reduce the cost of output of major industrial enterprises by 8 percent and increase their competitiveness. Particular attention will be paid to modernization and upgrading of the spiritually and physically obsolete equipment, improving energy efficiency in production, optimizing technological processes. In this direction, 602,000.0 million souls were received from enterprises 'funds and commercial banks' loans. The investments w products, primarily in the foreign markets and the export potential of the sectors. Along with the above, the Strategy identifies tasks for the formation of an environmentally sound competitive environment for sectors of the economy and a gradual reduction of monopoly in the market of products and services One of the most important tasks of the Action Program is to continue the policy of stimulating localization of production by increasing the competitiveness of the economy through deepening of structural changes and, first of all, replacing imports of consumer goods and parts and intersectoral industrial cooperation.

One of the priorities of economic reforms is to increase the export potential of businesses by increasing the competitiveness of products. At present, the quantitative and qualitative growth of foreign industrial relations puts higher demands on a thorough study of these processes. As a result of measures taken in recent years to diversify and increase the competitiveness of the economy, the crisis in the world economy has been reducing, and the impact on the main export points of the country on the world market has been low. It will be directed at increasing the competitiveness of domestic.

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CUSTOMER RELATIONSHIP TOWARDS E-MARKET AND SUPERMARKET/HYPER MARKET

Vibha Kabra[1] , Dr. Umesh Holani[2]

ABSTRACT

This study is related to customer relationship towards online market and super market/Hyper market. The research paper indicates to find out customer relation between E- marketing and hypermarket or super market. Online market means it is the place where electronic shopping has done through internet with help of Web browser. Supermarket or hypermarket means direct purchasing by customers. It is place of shopping at which all type of goods available at one place. We have taken super market or hyper market for the study as offline shopping model. Through literature review we have to find out different techniques of research with the help of various types of variables which are not considered earlier. According these literature review we can concentrate on variables (like convenience, cash back offer, discount, e-literacy) for further study.

The studies reviewed are arranged in chronological order so that it enables us to trace the historical evolution of the methodology used, the improvement in data coverage and estimation procedure and the contribution of each piece of research to the stock of knowledge.

Keywords: customer relation, online market, super market, hyper market, e-marketing.

Introduction :

Many studies on consumer satisfaction in India as well as outside India have been carried out over the last few years .In this study we major movements in consumer relations to Super/Hyper market have been examined and compared it all these studies.

Consumer "Customer means the person to whom the goods are to be supplied or service rendered by the supplier".

Customer Satisfaction

Oliver (1981) Defines, customer satisfaction as a customer's emotional response to the use of a product or service, put forward a definition as, "the summary psychological state resulting when the emotion surrounding dis-confirmed expectations is coupled with the consumers' prior feelings about the consumption experience.

E- Market

E-market means it is place of an electronic shopping in which purchase and sales are to be done by internet using web browser .This Market has increased their importance in few years because people wants convenes and easiness to purchase product comfortably from their home and office.

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Offline Market

Offline market means it is a market which is directly related to customer .In offline market we can see or touch the product.

Hypermarket or Super Market and Department stores

In big market place various types' goods and services are sold under one roof known as hyper market.

A place where various types of retail shop and self service oriented shops traded together under one roof such as supermarkets, departmental stores, specialty stores eg. Branded clothes stores, electronic stores, decor stores, footwear stores, cutlery and cosmetic items store etc. are known as hypermarket.

Literature Review:

MISTRY K. (2016):T*he* aim of study is effective utilization of E-Banking services; banks are expected to consistently review the customer satisfaction. This is required because for any service industry, customer satisfaction plays a very important role.in this proposal efforts are made to see the satisfaction level that are using E-banking in the state of Gujrat. Safety in transaction is one of the causes for less usage of E-Banking services. The obstacles which banks need to overcome for increasing usage of E-Banking services are 'Security' and 'Hidden cost'.

DAIKH J. (2015) : The aim of this research is to see the relationship between customer satisfaction and consumer loyalty, customer satisfaction and consumer loyalty are correlated to all type of business unit including products and services, mainly in financial institutions and banking sector. There are some variables that can help in achieving the consumer loyalty and consumer satisfaction such as the high level of competition among today's companies and the fast track of technological advancement.

AROKIASAMY, (2013): As per the researcher customer satisfaction is important subject regarding business association of all types, which is defensible by the customer concerned with philosophy and the principles of enduresupgrading in modern enterprise. As per the research satisfied customer purchase goods and services frequently which is advantageous for the organization.

ESSAYS, UK. (NOVEMBER 2013): This study conducted by the students of marketing regarding to the hypermarket research. This study related to retail internationalization of almost four decade. The consumers pay attention to low-priced shopping there for hypermarket industry is one of the fast growing markets. Hear this study in Iran shows the cultural background affect the preferences of customers for hypermarket store quality features, consumer satisfaction and behavioral aims

NUSAIR(2010)*:* Hear this study explained and inspected by the effects of price discount frames and price discount levels on consumer understandings about the quality of the service andmanufactured goods, the value of the discount, their purchase targets etc. This research shows restaurants, hotels, mailing service, and retail services. The study focuses on newspaper and healthcare manufacturing units. The research paper discusses various customer satisfaction discounts and the quality of the service.

SACHIN GUPTA (2007): Explain a procedure to measure the relations between customer satisfaction, repeat-purchase purposes, and restaurant presentation. The authors made two different models for this study. The study attempts to fill a gap in the observed literature that focuses on the restaurant sector by linking customer satisfaction to restaurant performance The study focus on that how many times customer come back, it explain the performance of restaurant. The authors claim that higher customer satisfaction should point out to increased possibility of repeat purchase, which in turn should result in greater restaurant sales.

Objectives of the study:

This research paper focus on various aspects related to consumers relation through e-market and super/hyper market. This study concentrate on those factors which was considered earlier in other research paper as comparative study but here we focused on factors which have comparative as well as similar aspects.

1) To find out consumer relation towards e-market and Supermarket/hypermarket

2) To find out the consumer choice towards e-market and Supermarket/hypermarket at different level of demographic profile.

Hypothesis

1) H0: There is no significant difference of consumer relations towards e-market and super/hyper market in relation to male and female

2) H0: There is no significant difference of consumer relations towards e-market and super/hyper market in relation with different age group

3) H0: There is no significant difference of consumer relations towards e-market and super/hyper market in relation with different income group.

4) H0: There is no significant difference of consumer relations towards e-market and super/hyper market in relation with different occupation group.

5) H0: There is no significant difference of consumer relations towards e-market and super/hyper market in relation with different education group.

Research Methodology

Collection of Data: The study established on both primary and secondary data. Primary data was collected by researcher with the use of questionnaire. Questionnaire divided into three parts first part is based on demographic questions, second part question based on Likertscale and third part related to rank questions. Questions asked from 100 respondents in the form of interview. An attempt has been made to make the study as board based as possible by taking a sample of malls, super market as well as people who are regular customer of online market.

Tools of Analysis: All the data which were collected are recorded analyzed and interpreted in the significant manner with the help of SPSS 21 and excel. The statistical tools used for analysis were chi-square test.

Sample Size: For the study 100 respondents were selected out of which only 80 respondent tried all the questions .Hence the analysis was based on such respondents only. Due attention has been taken to include fluctuating demographic profile to make the sample a rightlydemonstrativeone. Thesurvey form contains seven questions about demographics evidence of the respondents in table -1.

Data Analysis and Interpretation:

Choice of predilection for the e-market and Supermarket/hypermarket channels with changed background and appearances of respondents depicted in the following table and using percentage frequency distribution and chi-square statistics.

Table 1 Demographic Description

Factors	Classification	Frequency	Percent
Age	15 OR LESS	1	1.30%
	16-25 Y	16	20.00%
	26-36 Y	40	50.00%
	37-45 Y	21	26.30%
	46 AND MORE	2	2.50%
	Total	80	100.00%
Gender	FEMALE	51	63.80%
	MALE	29	36.30%
	Total	80	100.00%
Education	GRADUATE	16	20.00%
	POSTGRADUATE	33	41.30%
	DOCTORATE OR PROFESSIONAL	28	35.00%
	OTHERS	3	3.80%
	Total	80	100.00%
Occupation	SERVICE	38	47.50%
	STUDENT	16	20.00%
	HOMEMAKER	10	12.50%
	SELF EMPLOYED	12	15.00%
	RETIRED	4	5.00%
	Total	80	100.00%
Income	UPTO 6 LAKH	52	65.00%
	6-9 LAKH	8	10.00%
	9-12 LAKH	2	2.50%
	12 AND ABOVE	18	22.50%
	Total	80	100.00%
Family Status	NUCLEAR	38	47.50%
	JOINT	29	36.30%
	SINGLE	13	16.30%
	Total	80	100.00%
Shopping Preference	E-Market	50	62.50%
	Super Market/Hyper Market	30	37.50%
	Total	80	100.00%

Table 1 shows 80 samples chosen for the study, 51 respondents were males and 29 respondents were females. 16 respondents belong to age group 16-25, 40 respondents belong to 25-36 age group and 21 respondents belong to age group 37-45, only 2 respondent and 1 respondent belong to age group 46 or more and 15 or less respectively. On the basis occupational background 38 respondents are belong to service sector and 16respondent are student, 10 respondents are homemaker, 12 respondents are self-employed and remaining 4 persons are retired person. According to Education background respondents are belong to graduate, postgraduate, doctorate or professionals and other that is 16,33,28 and 3 respectively. Respondents are belong to different income group such as up to 6 lakhs, 6 to 9 lakh, 9 to 12 lakh and 12 lakh and above which includes 52,8,2, and 18. 38 respondents belong to nuclear family, 29 from joint family and 13 are single. 50 respondents are doing or willing to prefer E-Market shopping and 30 respondents are doing or willing to preferto shop from Super /Hyper Market

Table 2 Age –wise preference of Respondents

	Preference		
	E-Market	**Super Market/ Hyper Market**	**Total**
15 OR LESS	1	0	1
16-25 Y	13	3	16
26-36 Y	19	21	40
37-45 Y	16	5	21
46 AND MORE	1	1	2
Total	50	30	80

Chi-Square Tests

	Value	**Degree of freedom**	**Asymptotic Significance (2-sided)**
Pearson Chi-Square	8.653[a]	4	.070
Likelihood Ratio	9.231	4	.056
Linear-by-Linear Association	.165	1	.685
N of Valid Cases	80		

Significant level at 5% (P<.05)

This study indicates that age group between 26-36 maximum respondent 19 prefer E-market shopping and maximum 21 respondent prefer Super/Hyper Market shopping and there is no significant difference between the above markets and age wise preferences of the respondents because P- value is more than the .05

Table 3 Gender –wise preference of Respondents

		Preference		Total	Chi-square	Degree of freedom	P-value
		E-Market	Super Market/ Hyper Market				
gender	FEMALE	35	16	51	2.254[a]	1	.133
	MALE	15	14	29			
Total		50	30	80			

Significant level at 5% (P<.05)

0 cells (0.0%) have expected count less than 5. The minimum expected count is 10.88.

As per above table 2,35 female and 15 male prefer e-market shopping and 16 female and 14 male prefer super market/Hyper Market shopping .It shows that maximum customer prefer e-market shopping.

Table 4 Education –wise preference of Respondents

Count

		Preference		Total
		E-Market	Super Market/ Hyper Market	
education	GRADUATE	14	2	16
	POSTGRADUATE	19	14	33
	DOCTORATE OR PROFESSION	15	13	28
	OTHERS	2	1	3
Total		50	30	80

Table 5 Income –wise preference of Respondents

Chi-Square Tests

	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	5.583[a]	3	.134
Likelihood Ratio	6.314	3	.097
Linear-by-Linear Association	3.168	1	.075
N of Valid Cases	80		

2 cells (25.0%) have expected count less than 5. The minimum expected count is 1.13.

Significant level at 5% (P<.05)

As per above table it was found that all graduate,post graduate and doctorate or professional group prefer E-market shopping such as 14,19 and 15 but 2,14,and13 prefer /Hyper Market shopping. Here the p value is .134 which is more it means there is a no significant different between education and above market.

Count

		Preference		Total
		E-Market	Super Market/ Hyper Market	
income	UPTO 6 LAKH	37	15	52
	6-9 LAKH	3	5	8
	9-12 LAKH	1	1	2
	12 AND ABOVE	9	9	18
Total		50	30	80

Chi-Square Tests

	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	5.128[a]	3	.003
Likelihood Ratio	5.059	3	.008
Linear-by-Linear Association	2.918	1	.005
N of Valid Cases	80		

. 3 cells (37.5%) have expected count less than 5. The minimum expected count is .75.

Significant level at 5% (P<.05)

As per above table maximum 37 persons of income group prefer E-market as well as same groups 15 persons prefer super market /hyper market shopping .Here p value is .003 it means there is a significant different between income and both market so the hypothesis is accepted.

Table 6 Occupation –wise preference of Respondents

Count

		Preference		Total
		E-Market	Super Market/ Hyper Market	
occupation	SERVICE	19	19	38
	STUDENT	12	4	16
	HOMEMAKER	6	4	10
	SELF EMPLOYED	9	3	12
	RETIRED	4	0	4
Total		50	30	80

Chi-Square Tests

	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	6.827[a]	4	.005
Likelihood Ratio	8.220	4	.034
Linear-by-Linear Association	4.624	1	.032
N of Valid Cases	80		

4 cells (40.0%) have expected count less than 5. The minimum expected count is 1.50.

Significant level at 5% (P<.05)

As per above table equal number of respondent of service group prefer both type of market shopping . Student, home maker self-employed and retired persons prefer e- market as compare to super/Hyper Market. Here the p- value is 0.005 which is less than significant level; it means there is significant relationship between both type of market and occupation. It explains that hypothesis is accepted.

Conclusion:

Now a days E- market and Super Market both market play an important role in FMCG products. Retail market is progressively growing through digitalization. This study has been focus on that industry of retail sector whose growth has based on customer's satisfaction. These industries requires heavy investments and create huge amount of jobs for developing E-market or Super Market.Lot of foreign investments was also possible through these market in India .In this study most of the respondent are attracted towards E-market because of less time requirement, convenient, product are easily available at home or at place where customer want to deliver along with discount, branded product ,at best offer price. On the other hand most of the respondent prefer super/hyper market because of wider product range under one roof, one stop shopping, choice of more brands, choice of more variant's and better parking facility, better offers. Most of the respondents were satisfied because of the various factors such as price, convenience and after sale service. In current scenario the Super market/Hyper Market and E-Market are working together towards maximizing customer satisfaction.

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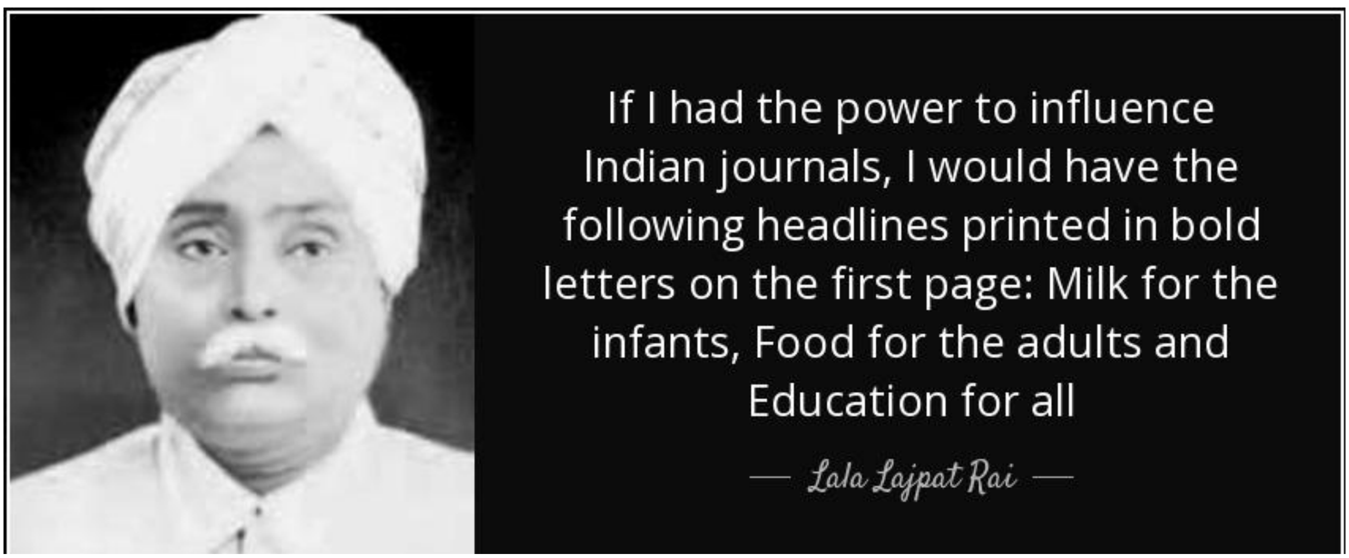

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