

INNOVATION IQTISODIYOT

Ilmiy-amaliy elektron jurnal

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“Innovatsion iqtisodiyot” ilmiy - amaliy elektron jurnali O'zbekiston Respublikasi Oliy ta'lim, fan va innovatsiyalar vazirligi huzuridagi **Oliy attestatsiya komissiyasi rayosatining 2025-yil 5-apreldagi 369-sonli qarori** bilan milliy ilmiy nashrlar ro'yxatiga kiritilgan

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3. Mintaqa va tarmoqlar iqtisodiyoti
4. Kichik biznes va xususiy tadbirkorlik
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Development of the services sector for the elderly working-age population

Khamrayeva Sayyora Nasimovna, Ochilova Nargiza Akramovna

Развитие сектора услуг для пожилого населения трудоспособного возраста

Хамраева Сайёра Насимовна, Очилова Наргиза Акрамовна

Меҳнатга лаёқатли ёшдан катта аҳолига хизмат кўрсатиш соҳасини ривожлантириш бўйича назарий ёндашувлар

Хамраева Сайёра Насимовна, Очилова Наргиза Акрамовна

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- **Abstract:** This article examines theoretical approaches to developing services for the working-age population, increasing their access to social infrastructure, and further improving their well-being. It also analyzes the opinions of economists on this issue and develops necessary proposals and recommendations.
- **Keywords:** working-age population, service delivery, infrastructure, digital technologies, remote service, efficiency, quality and quantity indicators
- **Аннотация:** В статье рассматриваются теоретические подходы к развитию услуг для трудоспособного населения, повышению его доступа к социальной инфраструктуре и дальнейшему повышению его благосостояния, анализируются мнения ученых-экономистов по данному вопросу и разрабатываются необходимые предложения и рекомендации.
- **Ключевые слова:** трудоспособное население, предоставление услуг, инфраструктура, цифровые технологии, удаленное обслуживание, эффективность, качественные и количественные показатели
- **Аннотация:** ушбу мақолада меҳнатга лаёқатли ёшдан катта аҳолига хизмат кўрсатиш соҳасини ривожлантириш, уларнинг ижтимоий инфратузилма объектларидан фойдаланиш даражасини ошириш, турмуш фаровонлигини янада яхшилаш бўйича назарий ёндашувлар ўрганилган. Шунингдек бу борадаги иқтисодичи олимларнинг фикр-мулоҳазалари таҳлил қилиниб, керакли таклиф ва тавсиялар ишлаб чиқилган.
- **Калит сўзлар:** меҳнатга лаёқатли ёшдан катта аҳоли, хизмат кўрсатиш, инфратузилма, рақамли технологиялар, масофавий хизмат, самарадорлик, сифат ва микдор кўрсаткичлари

INTRODUCTION

The Law of the Republic of Uzbekistan "On Amendments and Additions to Certain Legislative Acts of the Republic of

Uzbekistan in Connection with Further Improvement of the System of Providing Social Services to the Population" [1] was discussed the need to effectively use advanced digital technologies to reduce the human factor in the process of

assigning pensions to citizens and further improve the quality of public services. It is important to increase their level of use of social infrastructure facilities and generate their income. It is advisable to expand the areas of improving the service system for the elderly, taking into account their capabilities. In particular, these include services related to health-care, services using digital technologies, such as utility payments, courier services, obtaining information about holiday resorts, and using the services of domestic workers.

In addition, a proposal has been developed to establish a "Unified National Social Protection" information system in 2023. In accordance with it, Decree of the President of the Republic of Uzbekistan No. PF-82 "On comprehensive measures has been developed to provide high-quality social services and assistance to the population and establish an effective control system for them" [2]. The main goal, the main objective of creating the "Single National Social Protection" program: - is to monitor the costs of financing social programs, and a number of tasks have been set.

LITERATURE ANALYSIS

Theoretical and methodological aspects of the development of the service sector as a branch of the national economy, and modern trends in its development, have been studied for quite a long time in economic science. The results obtained in recent years are disclosed in the works Н.А.Птицына [3], Д.Г.Родионов, И.А.Жилыева [4], Е.В.Рожкова, Л.Р.Мингачева [5], Т.В.Сиротина, А.Ю.Нагих, [6]. Research into the forms, mechanisms, accessibility and quality of services for the elderly and people with disabilities is significantly less developed. The main results in this area are presented in the works of K.Kh.Abdurakhmanov [7], N.K.Zokirova [8]. However, the published results for the most part do not allow us to identify the specific needs and services of the elderly or to assess the effectiveness of the mechanisms that ensure their access to services.

RESEARCH METHODOLOGY

Research methods such as observation, comparison, interviews, and questionnaires were used to conduct scientific research on the topic. The opinions were also analyzed of economists on this issue.

ANALYSIS AND RESULTS

Today, it is urgent to create mechanisms for social support and service provision for the population over working age, because improving the well-being of the population and the effective use of infrastructure facilities contribute to

improving the quality of life. The main purpose of creating the "Single National Social Protection" program: - monitoring the costs of financing social programs;

- introducing new types of benefits for persons with disabilities and those caring for children with disabilities, taking into account the 5-fold increase in the coverage of low-income families receiving benefits. Reforming this area based on a unified approach, ensuring that the rights of the elderly, disabled and lonely, as well as other socially vulnerable categories of the population, are protected by the state.

- introduction of a system for effective coordination of measures taken in this area in order to ensure the fulfillment of constitutional obligations to facilitate employment and education of persons with disabilities. - unconditionally ensuring the rights and interests of citizens in terms of social protection. - radically improving the quality of social services to the population and introducing a completely new management system in this area based on advanced international standards.

To introduce a professional social protection system based on a comprehensive approach; to ensure the socialization of the population in need of support by increasing the efficiency and targeting of the social protection system; to organize social protection down to the mahalla level, to provide social services and assistance to the population in difficult life situations in accordance with an individual approach; to expand the coverage of the population with social insurance mechanisms; to prevent families in risk groups from falling into difficult social situations by identifying them and providing them with comprehensive social services; to create a comfortable environment for people with disabilities to live. It is also advisable to provide social services to the population through the National Agency for Social Protection under the President of the Republic of Uzbekistan, as well as its departments in the Republic of Karakalpakstan, regions and Tashkent city, as well as through the establishment of "Inson" social service centers in districts (cities); to study the situation of each household and determine the real situation in families and their need for social services and assistance; to form social passports of families as a result of studying their economic and social situation and needs; to organize effective work with the population in need, including using the case management method, to receive applications from them for social services and assistance, and to send applications to the responsible ministries and departments as necessary.

In particular, Figure 1 shows a sequence of directions in this regard. So, In the direction of developing and implementing state policy and measures in the field of social protection of the population:

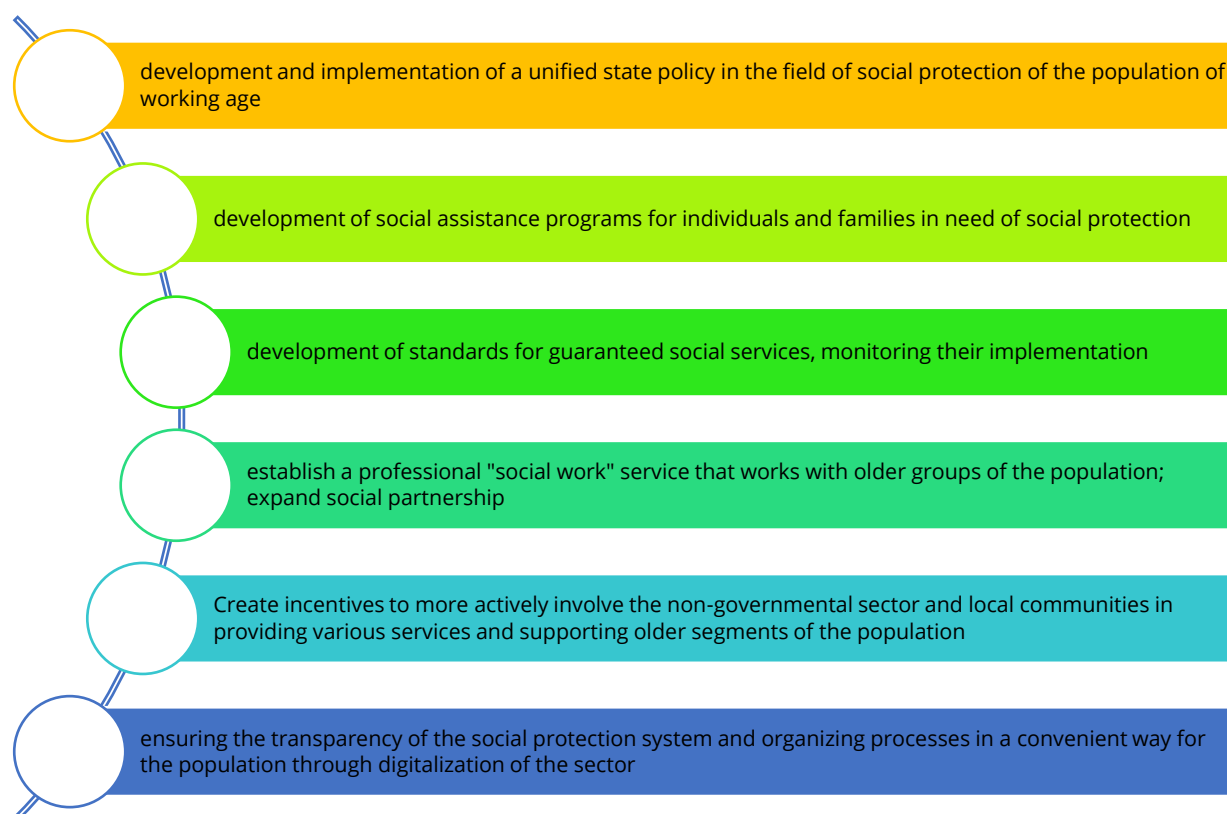


Figure 1. Directions for the development and implementation of state policy and measures in the field of social protection of the population of working age [9]

The tasks include accepting applications for all types of social services and assistance provided to the working-age population, including benefits and material assistance for the low-income elderly, electronically through the "Unified National Social Protection" information system, providing social services and assistance to this segment of the population, accepting applications from them, sending them electronically to the relevant ministries and departments for consideration, and implementing the process on a monitoring basis, digitizing social assistance and assistance provided through the "Book of Kindness", "Generosity and Support", and "Women's Book"; - through the complete digitization of the social sphere, it is important to introduce social passports that reflect the economic and social status, needs, and available opportunities of each citizen based on data from the electronic databases of ministries and departments.

The following conclusions were drawn regarding the development of the sector of services for the working-age population:

formation of a contingent of lonely elderly people in need of care and introduction of special services;
create the ability to enter personal data as categories in the

system and divide them into groups, setting priorities within categories;
the ability to notify customers via SMS notifications, and create the ability to electronically apply to change a waiting sanatorium to another sanatorium queue;
ensuring the continuity of admission / discharge of clients to the sanatorium;
digitization of services provided to the working-age population, creation of the opportunity for individuals to directly obtain information on their status, and the ability to receive applications directly from other systems in the ecosystem.

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