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S.R. Safaeva
Department of Tourism and Service Tashkent State University of economics, sayora.safaeva@gmail.com

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PROBLEMS OF TOURISM DEVELOPMENT IN THE POST-COVID PERIOD

Safaeva Sayora Rikhsibaevna
PhD in Economics
Associate Professor of the Department of Tourism and Service
Tashkent State University of economics
sayora.safaeva@gmail.com

Abstract. The article is devoted to the analysis, study of the main problems of tourism development, designation of the nature of their occurrence, which are related to public and private structures. This makes it possible to separately consider each group of problems, defining the solution and the area of responsibility of the state and the private sector.

Keywords. Tourism industry, tourist infrastructure, visa regime, accommodation facilities, development problems, national air carrier, Covid-19, booking systems, e-tickets, healthcare system, international certificates.

Introduction
In a wide range of activities aimed at finding optimal ways to develop the economy of the Republic of Uzbekistan, the tourism sector plays an important role. the tourist and recreational potential possessed by Uzbekistan is enormous. These are over 7 thousand cultural heritage sites, more than 200 of which are located in four museum cities - Khiva, Bukhara, Shakhrisabz and Samarkand. All of them are included in the UNESCO World Heritage List. In addition, the country has 8 reserves, 2 natural and 1 national park, 6 natural monuments, 11 wildlife reserves, more than 50 water protection zones, which are also attractive tourist sites.

Research methodology
Methods of analysis, synthesis and comparative analysis were used throughout the study.

Literature review
For a large amount of time, the leaders of business tourism were the United States and European countries - Germany, Italy, Czech Republic, Croatia. Now the situation is changing, there is a tendency to expand the geography of countries in which the flows of business tourism are growing. In addition to traditional leaders, China, Thailand, India, Tunisia are becoming attractive for business tourism, Russia is also an active participant in this process.

Tourism, as a sector of the economy, is multifaceted, as it affects almost all spheres of activity, from the transport industry, hotel business to the sphere of...
culture and education. The tourism industry is constantly evolving, offering all new types and forms of recreation and travel. One of the modern and dynamically developing types of tourism is considered business tourism, which has become the subject of discussion and scientific research relatively recently, over the past few decades.

The direction in the market of tourist services began to increase with the development of the economic system in general and business in particular. It is believed that business tourism, in the modern sense, began to develop in the late 40s. XX century, when the first regular flights from Europe to the USA began.

R. Davidson believes that this is one of the oldest forms of tourism, and a person traveled for business purposes, for example, for trade, from the earliest times of the formation of human society [6]. Business meetings, conferences, participation in exhibitions are leading on the international market of tourist services in terms of the number of trips made.

According to Suvaryan Arzik M., Saakyan Maria A. and Antamoshkina Elena N. the organizational and economic conditions for doing business presuppose an active exchange of information, the dissemination of modern, innovative technologies, participation in international congresses, seminars, exhibitions, etc. Business tourism contributes to the rapid dissemination and implementation of new ideas in the economy, entering new markets and, in general, the development of scientific and technological progress [7].

Analysis and results

In the economy of Uzbekistan, tourism is one of the leading sectors of the service sector, which, in turn, is a strategic sector of the market economy. In 2019, the main regulatory document of the tourism sector, the Law of the Republic of Uzbekistan "On Tourism" (July 18, 2019, No. 3PV-549) was developed and adopted. The law, based on the current stage of development of the sphere, introduces new concepts, defines the principles and main directions of state policy in the field of tourism, specifies the categories of subjects of tourist activity, etc.

Also, three fundamental decisions of the head of state in the field of tourism were adopted, aimed at developing the country's tourism potential:

- In order to radically increase the effectiveness of the ongoing reforms to create favorable economic conditions and prerequisites for the development of the national tourism sector, the Concept for the development of the tourism sector in the period up to 2025 and the Plan of specific measures for the implementation of the Concept were approved, which identified the priority areas for the development of the tourism sector in the country until 2025;

- For the development of tourism infrastructure and the widespread attraction of investments in the tourism industry, the President of the Republic of Uzbekistan adopted a
resolution of 05.01.2019 No. PP-4095 "On measures to accelerate the development of the tourism industry", which provides for the introduction of public-private partnership mechanisms in the implementation of projects objects of tourist infrastructure;

August 13 of this year The Decree of the President of the Republic of Uzbekistan No. UP-5781 was adopted, aimed at accelerating the development of the tourism industry, bringing the development of the industry from a quantitative level to a qualitative level.

Visa and registration procedures have been radically changed and simplified. 86 countries have established a visa-free regime for entering Uzbekistan, 57 countries have received the opportunity to obtain an electronic entry visa.

According to the statistical data of the State Committee of the Republic of Uzbekistan for Tourism Development, there can be seen noticeable improvements due to the work done. Thus, the growth in the number of tourists arriving from countries with which a visa-free regime has been established has grown by an average of 58 percent, with an average increase in the total number of tourists arriving by 26.2 percent.

Also, the country pays great attention to the development of tourist infrastructure. Modernization and reconstruction of the material and technical base of tourism has begun, both at its own expense and by actively attracting foreign investment.

![Figure 1. Growth rates of accommodation facilities [8]](image)

At the end of 2019, the number of accommodation facilities increased by 30 percent and reached 1188 units.

If in 2018 the growth rate of the room stock was 9 percent, then in 2019 the growth was by 30 percent.

There was also an increase in the utilization of accommodation facilities, if in 2017 the utilization was 62 percent, then in 2019 it was 84 percent.

As a result, in 2019, the tourism sector in Uzbekistan gave jobs to 216 thousand people (4.6% of the total number of employees), with a volume of 9.1 million nights spent by tourists in Uzbekistan, with a total income of tourism organizations of 8.76 trillion ... soums, which provided the gross volume of products in the tourism sector

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and related infrastructure in the amount of 21.83 trillion soums (contribution to GDP 4.5%) [9].

For 2020, on the implementation of the Concept for the development of the tourism sector, it was planned (see Appendix No. 1):

- to increase the volume of export of tourism services by 26.1% with an absolute figure of 1530 million US dollars;
- to increase the number of foreign tourists by 26.2% with an absolute indicator of 7.55 million people;
- to bring the total number of hotels and similar accommodation facilities to 1620;
- increase the number of rooms in accommodation facilities by 29.3% bringing their total number to 35,000 beds.

However, the outbreak of SARS-CoV-2 coronavirus infection forced most countries, including Uzbekistan, to introduce a regime of self-isolation and social distancing.

Uzbekistan from March 21, 2020 stopped the movement of all international traffic, which entailed a significant slowdown, up to a temporary suspension of the tourism industry.

According to the UN World Tourism Organization, from January to August 2020, the industry's revenue losses are from 0.85 to 1.1 billion US dollars worldwide. The countries of the world have lost from 0.9 to 1.2 billion US dollars from the export of tourism services and related exports of goods. At the same time, approximately 100-120 million people in employment remain at great risk [10].

According to the results of the first quarter of 2020 alone, 1.2 million tourists visited our country, which is 12% less than in 2019. There is no point in citing other indicators, since the industry is still inactive due to forced measures to stop international flights and the uncertainty of the situation with Covid-19 around the world.

However, the country's economy cannot afford to completely lose this industry, leaving more than 200 thousand people without work. Accordingly, it is high time to realize the main problems of tourism development, which have accumulated over many years and have not been solved by traditional methods. It is important not only to designate a list of problems, to understand their nature of occurrence, but also to identify the priorities for solutions. At the same time, when determining the decision, it is necessary to clearly divide the shares of responsibility between the state and private infrastructure.

**Conclusion**

In this article, we would like to outline the main problems of tourism development that are related to public and private structures in order to separately
look at each group of problems and determine the area of responsibility of the state and the private sector.

The most important problems on a national scale remains transportation problems.

1. The high cost of plane flights. The price level of the national carrier, which is a benchmark for other carriers, is absolutely high and the cost of transportation alone reaches 50% of all costs for organizing tours;

2. Lack of flexibility of the national air carrier in the development and support of charter special flights to different countries and cities, from where a certain flow of tourists of different categories is expected;

3. Lack of flexibility of the national air carrier in establishing special additional flights on the most popular routes during the seasonal months;

4. Lack of initiative of the national carrier in agreements with other carriers on the planning of additional flights to popular destinations and in the seasonal months at affordable prices;

5. Lack of electronic trade in tickets for railway transportation within the country and the impossibility of planning domestic transportation by passenger trains due to the inexplicable actions of Uzbekistan Temir Yullari JSC, which refuses to organize booking and sale of tickets for many months in advance.

All these problems are a direct consequence of the combination of NJSC Uzbekistan Airways (now Uzbekistan Airways JSC) and Uzbekistan Temir Yullari JSC functions of both a regulator and an operator at the same time. This position gives aviation and railway companies,

a) be a monopoly of air and land transportation and impose their own conditions on passengers;

b) impose their conditions on other airlines flying to Uzbekistan on a private initiative in the field of ground transportation;

c) hinder the development of healthy competition.

The second block of problems is associated with the lack of a unified national electronic platform for hotel reservation. There are also several big problems here.

1. Small hotels, hostels and caravanserais are practically not represented in traditional international booking systems (booking.com, hotels.com, tripadvisor.com and others);

2. Most small hotels in the private sector cannot compete in terms of prices and accommodation conditions with those hotels that have accepted all the conditions of the above-mentioned electronic booking system operators and they need a certain system of subsidizing losses, although in the first 3 critical years. This circumstance is the related responsibility of the state and the private sector. A possible solution to this situation could be a system of short-term subsidies for small hotels (operating)
for specific individual programs of integration into the world tourism industry with the subsequent return of subsidized funds to the state over a long-term period.

The third block of problems is associated with the organization of communications, meaning:

1. Integration of existing hotel complexes into the global hotel system using available electronic communication systems and placing "standard offers" for a standard set of services. This work requires the private initiative of people who will create a standard set of information about the hotel complex in several languages and will help their integration into international booking systems (booking.com, hotels.com, tripadvisor.com and others);

2. Development of an Internet access network at reasonable prices and speeds, the availability of stable mobile communications, including in remote regions where there are attractions or just places for adventure (extreme) excursions, as well as communication in case of emergency;

3. Availability of emergency services in case of emergencies.

The fourth block of problems is related to the health care system for tourists. There are several basic problems here as well.

1. Lack of infrastructure of wellness, medical hospitals with international certification, or at least doctors of various basic specialties with international certificates. Only in Tashkent and Samarkand are there such hospitals. But here, too, information about their services and staff qualifications is not publicly available and unknown to a wide range of tour operators.

   It is necessary to privately create a website where you can sell standard insurance packages for medical services, organizations with international certificates, doctors with international certificates.

2. Lack of services for accompanying large groups of tourists with certain age and other risks by local medical personnel who speak basic foreign languages and have international certificates.

3. Lack of a complex of services thought out to the smallest detail when detecting Covid-19.

The above problems are not intended to be exhaustive. However, they cover a fairly wide range of barriers to the development of tourism in Uzbekistan. And, as we can see, they are not all associated with the risk of Covid-19. Many of them accumulated in the pre-dock period, but their solution here and now will give a competitive advantage, when the situation with Covid-19 is certain, the risks are minimized and international tourism will revive. We have one full year at our disposal for all this.

References

[2] Decree of the President of the Republic of Uzbekistan "On measures to ensure the accelerated development of the tourism industry of the Republic of Uzbekistan". https://www.lex.uz/docs/3077023


## Appendix No. 1

### On the main indicators of the tourism sector

<table>
<thead>
<tr>
<th>№</th>
<th>The name of indicators</th>
<th>unit</th>
<th>2019</th>
<th>2020</th>
<th>growth rate %</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Export of tourism services</td>
<td>US $ million</td>
<td>1 313,0</td>
<td>1 530,0</td>
<td>126,1</td>
</tr>
<tr>
<td>2</td>
<td>The number of foreign tourists visiting Uzbekistan</td>
<td>thousand people</td>
<td>6 748,5</td>
<td>7 550,0</td>
<td>126,2</td>
</tr>
<tr>
<td></td>
<td>including: Kazakhstan</td>
<td>thousand people</td>
<td>2 261,1</td>
<td>2 472,6</td>
<td>98,6</td>
</tr>
<tr>
<td></td>
<td>other countries of Central Asia</td>
<td>thousand people</td>
<td>3 503,4</td>
<td>3 871,7</td>
<td>150,9</td>
</tr>
<tr>
<td></td>
<td>Russian Federation and other CIS countries</td>
<td>thousand people</td>
<td>495,6</td>
<td>554,6</td>
<td>122,0</td>
</tr>
<tr>
<td></td>
<td>Non-CIS countries</td>
<td>thousand people</td>
<td>488,4</td>
<td>651,1</td>
<td>149,9</td>
</tr>
<tr>
<td>3</td>
<td>Number of hotels and similar accommodation facilities, of which:</td>
<td>units</td>
<td>1 188</td>
<td>1 620</td>
<td>130,0</td>
</tr>
<tr>
<td></td>
<td>- through a subsidy</td>
<td></td>
<td>50</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- hostels:</td>
<td>units</td>
<td>214</td>
<td>500</td>
<td>403,8</td>
</tr>
<tr>
<td>4</td>
<td>Number of rooms in accommodation facilities</td>
<td>units</td>
<td>26 147</td>
<td>35 000</td>
<td>129,3</td>
</tr>
<tr>
<td>5</td>
<td>Number of places in accommodation facilities, of which:</td>
<td>thous.</td>
<td>54,8</td>
<td>72</td>
<td>133,3</td>
</tr>
<tr>
<td></td>
<td>by subsidy</td>
<td></td>
<td>4 198</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- in hostels:</td>
<td>units</td>
<td>6 931</td>
<td>15 400</td>
<td>547,9</td>
</tr>
<tr>
<td>6</td>
<td>Guest houses</td>
<td>units</td>
<td>886</td>
<td>2 000</td>
<td>835,8</td>
</tr>
<tr>
<td>7</td>
<td>Guest house beds</td>
<td>units</td>
<td>7 503</td>
<td>19 000</td>
<td>803,3</td>
</tr>
<tr>
<td></td>
<td>Description</td>
<td>Units</td>
<td>1482</td>
<td>1650</td>
<td>150.8</td>
</tr>
<tr>
<td>---</td>
<td>--------------------------------------------------</td>
<td>-------</td>
<td>------</td>
<td>------</td>
<td>-------</td>
</tr>
<tr>
<td>8</td>
<td>Number of tour operators</td>
<td>units</td>
<td>1482</td>
<td>1650</td>
<td>150.8</td>
</tr>
<tr>
<td>9</td>
<td>New vehicles of tourist class</td>
<td>units</td>
<td>1129</td>
<td>1578</td>
<td>189.7</td>
</tr>
<tr>
<td>10</td>
<td>Number of certified guides (in 15 languages)</td>
<td>units</td>
<td>1048</td>
<td>1248</td>
<td>158.8</td>
</tr>
</tbody>
</table>