

## Prospects for the Development of Tourism Infrastructure in Uzbekistan

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**Abstract:** The article mainly discusses the development prospects of tourism infrastructure and their development opportunities. We know that, first, in the development of tourism, it is necessary to improve the infrastructure. That is why the article provides a complete understanding of the basis of tourism infrastructure, the enterprises that serve tourists, accommodation facilities, catering enterprises, transportation services, the state of architectural monuments, etc. In addition, the work done for the development of tourism infrastructure in our country in recent years and the possibilities of further development using foreign experience have discussed. In addition, it can be said that the ideas about the possibilities of infrastructure development with the rational use of tourism resources have been expressed.

**Keywords:** infrastructure, types of tourism, accommodation facilities, catering enterprises, transportation, marketing, foreign experience.

### Introduction

The United Nations Conference on Trade and Development<sup>1</sup> provided the most accurate and dependable definition of the term "tourist industry" out of all those used today. As acknowledged at this conference, the creation of tourist products to satisfy consumer demand is the goal of a variety of operations carried out by all tourist organizations.

Numerous research have been conducted throughout the years to identify the main points of this definition and to outline the various segments of the tourism sector. Nevertheless, those who attempted to do so encountered a number of challenges and barriers. The strong relationship between the tourism industry and other economic sectors is the primary cause of the formation of such challenges. In order to address the diverse needs of tourism, industry, agricultural, construction, and trade sectors work together as a single, independent entity. As a result, it is very challenging to distinguish clearly between the tourism industry and other industries.

An active consumer nowadays develops a unique perspective about the services he needs, and this directly affects the offer. A new, contemporary tourist-recreational facility is built as a result, taking into account the needs of the modern traveler. This facility also offers services to travelers that are required to ensure their comfort in their lifestyle and the high caliber and originality of the services they receive and brings in novel activities. This fosters the introduction of new, previously unconsidered resources (rural

<sup>1</sup> <http://www.unwto.org>

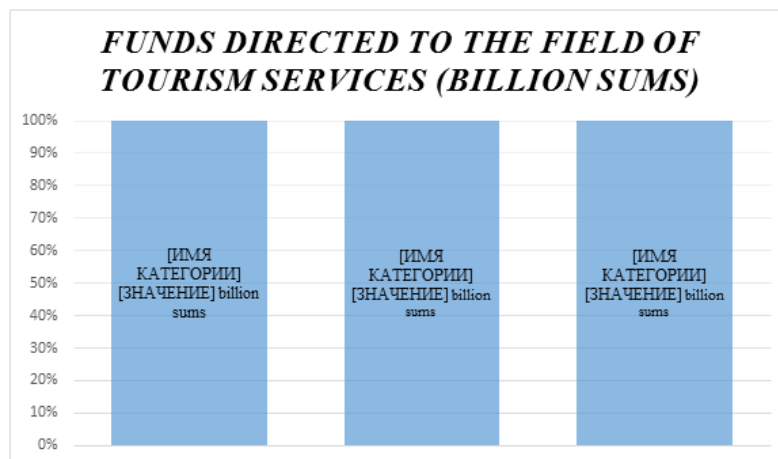
and ecological tourism) as well as the intense use of the environment and resources that make up the tourism infrastructure. The tourism sector creates its own resources in addition to using those already available [2].

The draft of the President's decision "On the development of barrier-free tourism infrastructure in Uzbekistan and measures to encourage it<sup>2</sup>" was announced.

The following are defined as the main directions of development of barrier-free tourism and creation of favorable conditions in Uzbekistan:

- creation of necessary conditions for persons with disabilities in the infrastructure of tourism demonstration objects, primarily cultural heritage objects, pilgrimage objects, museums, theaters and means of accommodation;
- encouraging tourism industry entities, including tour operators and travel agents, business entities providing accommodation facilities and transport services, as well as citizens who accompany persons with disabilities during their travels;
- raising the awareness of disabled people by organizing systematic and active promotion campaigns of the opportunities created for them to implement barrier-free tourism;
- improving the quality of services provided at tourism exhibition facilities using modern information technologies;
- implementation of barrier-free tourism by supporting non-governmental non-profit organizations, including by improving the system of attracting donations from citizens and sponsors, as well as grants from foreign organizations [28].

In order to ensure the implementation of the President's decision "On measures for the development of the social and production infrastructure of Uzbekistan in 2022-2024", a list of projects for the development of the infrastructure of tourism and cultural heritage objects in 2022 was approved. 61 projects are aimed at the improvement of engineering and communication networks of tourism objects, restoration, conservation and beautification of cultural heritage objects and development of cultural and entertainment infrastructures. In 2022, 262.8 billion soums will be allocated for these purposes. In particular: to the field of tourism services - 29.4 billion soums for the development and improvement of [29]:



<sup>2</sup> Decree of the President of the Republic of Uzbekistan "On the development of barrier-free tourism infrastructure in the Republic of Uzbekistan and measures to promote it". - No. PF-60 dated 28.01.2022

**Literature review**

Infrastructure is more broadly defined as the physical, legal, environmental, and psychological features that make tourism products enjoyable, dependable, and sustainable (Khadaroo and Seetanah in: Jafari and Xiao, 2016).

Recreational facilities are a part of the physical infrastructure that directly relates to tourism. Hotels and other forms of lodging, spas, and restaurants make up the bulk of this infrastructure. However, these ideas are expansive, transformational, and mostly constrained by the limits of personal comprehension and governmental regulations. It is simpler to say than to do to correctly define tourism infrastructure. Mostly because tourism is not a single industry, there is no infrastructure specifically designated as "tourism" (Dwyer et al. 2010).

Thus, the efficiency of initiatives aimed at sustaining the nation's recreational infrastructure in the interior regions as well as the importance of equal regional growth will be taken into account while reviewing the state program for tourism development. Utilizing so-called "tourist areas" with the greatest concentration of attractions and other points of interest is more practical for inbound tourism than domestic tourism, which, on the other hand, rarely has a strong concentration of these types of facilities. These tourist areas should also have developed infrastructure that is "easy to use" for foreign visitors. Typically, locals prefer to stay away from tourist-oriented recreation sites because they tend to be more expensive. All regions of a country should develop local tourist areas in addition to the most well-known "international" ones, even if they do not have particularly high recreational potential, because the number of individual tourists who prefer to make their own travel itinerary independently and aim more at acquaintance with local traditions than at unified services, even though their quality is higher, is growing today [5].

The contribution of the tourism industry to the growth of the Gross World Product and the level of employment around the world makes it one of the most significant and dynamic sectors of the world economy. Technology advancements have had a significant impact on the sector's growth throughout time, fundamentally altering how people view their vacations. The advancement of technology has continuously opened up new vistas for the tourism industry, beginning with the development of air travel and continuing with the design of hotels and restaurants as well as the cutting-edge electronic devices used to streamline their business operations and enhance the experience of their patrons. The fastest-growing industry in the world today is characterized by a shift from an offline to an online environment, which increases its competitiveness and equips it to provide tourists with amazing and distinctive experiences. Infrastructure developed specifically for tourism has been greatly influenced by technological advancements. Starting with the construction phase (used building materials, construction technologies, design), these have had a significant impact, particularly on lodging and dining establishments. They have also continued to shape the services and experiences provided to tourists [6].

The physical components that are planned and constructed to accommodate visitors might be referred to as tourism infrastructure. Several scholars have theorized about the close connection between infrastructure development and tourism growth (Adebayo, Iweka, 2014).

Some writers emphasize the distinction between tourism infrastructure and superstructure, contending that the latter depends on the former. Every tourism site needs infrastructure to function, which consists of auxiliary and complementary facilities, tools, machinery, systems, procedures, and resources. This mostly refers to infrastructure like roads, railroads, airports, and similar facilities that enable tourists to access a tourist location. In addition, infrastructure comprises public services, healthcare systems, and services. Building on infrastructure, superstructure consists of facilities for buildings that are only present due to tourism-related activity (Popesku, 2011).

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**Results and discussions**

Creation of favorable economic and organizational and legal conditions for the rapid development of tourism as a strategic branch of the country's economy, more complete and effective use of the huge tourism potential of the regions, fundamental improvement of the management of the tourism network, creation of national tourism products and their promotion in the world markets, the promotion of Uzbekistan in the field of tourism in order to form a positive image, the following were defined as the target tasks and priorities of the state policy in the field of tourism in the medium-term perspective:

- formation and consistent implementation of a comprehensive concept of tourism development, giving tourism the status of a strategic sector of the economy, diversifying the economy, which should become a leading force for the rapid development of all regions and interrelated sectors, turning this sector into a powerful tool for structural change and sustainable development, in the generated gross domestic product , implementing systematic measures to increase the share of tourism in local budget revenues, to ensure employment, and to increase the standard and quality of life of the population;
- rapid development of tourism industry facilities meeting the needs and requirements of tourists in all regions of the republic - hotels and similar means of accommodation, catering facilities, transport-logistics structures, information centers, cultural and sports institutions, road transport along the main tourism routes and rapid construction and reconstruction of engineering-communication infrastructure, road infrastructure, attracting foreign investors for these purposes<sup>3</sup>;

The term "*tourism infrastructure*" refers to a system of buildings and structures, engineering and communication networks, including roads, information technologies, various tourism service enterprises, and the like, which ensures that tourists can easily use tourist resources when carrying out tourist activities. These include cars and railroads, which control data, air, water, and road traffic as well as provide heat, water, electricity, and telephone conversations, among other forms of communication. It is well known that building the necessary infrastructure in areas with a wealth of tourist resources, such as natural-climatic, historical-cultural, educational, and social-household tourism objects, is one of the key issues in the field of tourism. Depending on how smoothly the area runs, the flow of tourists may increase or decrease [2].

Facilities for treatment, health, sports, religious ceremonies, business, and other reasons, as well as hotels and other forms of lodging, modes of transportation, catering services, and entertainment venues, comprise up the tourism sector, which also includes travel operators and travel agencies.

There are many different sorts of businesses in the tourism industry that carry out tourist activities at the current level of development, independent of the social structure of the nation or the tourist destination, including tour operators and tourist organizations that plan tourism. They also include travel agencies, hotels, and other lodging-related businesses, as well as catering, attractions, and entertainment businesses, banking institutions, insurance services, etc. Medical facilities, educational facilities, sports facilities, and other institutions that match the objectives of a certain tourist product can all be considered special sorts of tourism. All of these businesses seamlessly complement one another and offer the consumer a wide enough selection of services in addition to all the services they require [2].





<sup>3</sup> Decree of the President of the Republic of Uzbekistan No. PF-4861 of 02.12.2016

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*The following sectors provide services to the tourism infrastructure require [9]:*

<p>infrastructure for the tourism industry is a sector that significantly boosts the economies of emerging nations;</p>	<p>tourist infrastructure is a growing industry that generates jobs for developing nations and is a significant barrier to the rise in unemployment;</p>
<p>tourist infrastructure is a service industry in the hotel sector that mediates inter-regional ecological and cultural communication;</p>	<p>tourism infrastructure may be a reflection of the destructive character of the sector.</p>

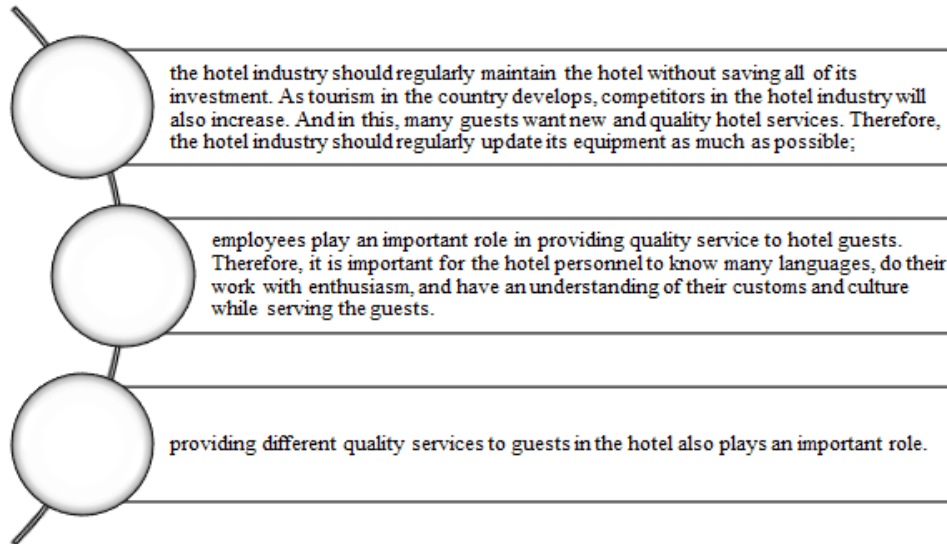
The tourism sector of the economy is distinct. In the infrastructure for the tourism industry, only services are offered; no physical labor is used to manufacture products. Four key tools make up the tourism infrastructure. Which are [9]:

	<p>Transport service</p>		<p>Objects of cultural heritage</p>
	<p>Accommodation service</p>		<p>Tourist organizations</p>

**Transportation.** Transport service, which is one of the main services of tourism, forms the basis of tourism infrastructure. Transfer of tourists from one place to two places is done by vehicles. In addition, of course, this is an important impetus for the development of tourism. The main task of transporters is to provide fast and safe transportation to the touristic place, because if it is not possible to see it comfortably in the touristic place, the tourist may refuse to go to these places. Therefore, the development of tourism infrastructure is primarily important for transportation. In addition, as the transport infrastructure is developed, it can bring a large currency flow to the country's economy. For example, this country can be used as a transit for other tourist countries. In addition, through the development of land transport, not only foreign tourists, but also domestic tourism play a major role. Through the development of local tourism, it is possible to work well during the off-season.

**Accommodation service.** Hotel services are one of the basic tools of tourism infrastructure. The main task of hotels is to temporarily stay overnight for visiting guests, feed them, organize various entertainment programs according to their requests, and in short, fulfill all their wishes through quality services. Depending on the segmentation of visitors and the purpose of tourism types, the means of accommodation will also differ and serve them.

Every hotel should have the following features in order to increase potential customers in the future:



**Objects of cultural heritage.** Among the tourist objects, cultural heritage monuments are also part of the tourist infrastructure. Because 85% of the visitors try to see the tourist attractions of that place. Therefore, the location of the facilities should always be ready to serve tourists. It is important that the surroundings of the cultural object are always clean, that the roads leading to it are smooth, and that the original condition is preserved as much as possible.

**Tourist organizations.** Tourist organizations are businesses that inform, consult, and assist visitors with questions concerning travel, sightseeing, and related pursuits. Four categories of tourism-related businesses are used:



1. Financial tourism companies are businesses that give tourist businesses the capital they require. Tourist banks are one instance of this.
2. Travel agencies are for-profit businesses that act as a middleman between consumers and the providers of goods and services for tourists in exchange for a cut of the sales. When it comes to the supply and demand of travel, travel agencies act as traders.
3. Companies that operate tours have the same legal standing as travel agencies. is a selling organization using "package tours" that include everything from departure to return for one low fee, including transportation, lodging, meals, entertainment, and guiding services. These tours can be booked directly or through travel agencies. The growth of public tourism, preventing conflicts from arising from tourism, preventing accidents, and addressing the issue of spending money while traveling are all key contributions made by tour operators.
4. Government tourist agencies. State organizations in the tourism industry are businesses that are administered, or under the authority of, the state or other governmental entities.

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