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DEVELOPMENT OF TOURISM INFRASTRUCTURE AND SERVICE SYSTEMS IN KASHKADARYA REGION

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Keywords: Kashkadarya Region, tourism infrastructure, tourism services, tourism development, hospitality industry, accommodation facilities, transport infrastructure, cultural tourism, regional development, tourism potential, investment, service quality, sustainable tourism, socio-economic development, tourism management.

Abstract: This article examines the development of tourism infrastructure and service systems in the Kashkadarya Region during the years of Uzbekistan’s independence. The study analyzes the measures implemented to improve tourism facilities, including accommodation services, transportation networks, recreational areas, and cultural tourism sites. Particular attention is paid to the modernization of tourism infrastructure, enhancement of service quality, and the increasing role of tourism in regional socio-economic development. The article also evaluates the contribution of state programs and investment projects to the growth of the tourism sector, as well as the challenges and prospects for further development. The findings demonstrate the significance of tourism infrastructure and service systems in strengthening the tourism potential and competitiveness of the Kashkadarya Region.

The ongoing large-scale economic reforms in our country and the concept of tourism development require fundamental changes in the content and functions of the institutional structure of the sector. Therefore, regulating tourism, managing it, and improving the state's intervention in the sector are considered important.

The modern economy of Uzbekistan must be based not only on efficient production but also on the development of service sectors. Support for specialized business entities in the tourism industry, establishing low-cost aviation routes, training and improving the qualifications of professionals in the sector, and other such matters are among the key areas of focus.

Today, tourism in developed countries has become a strategic part of their economies, with its own unique driving force. The role of tourism in the gross domestic product of these countries continues to grow steadily. Therefore, the development of tourism is one of the priority economic tasks for us[1].

The ongoing large-scale economic reforms in the country and the concept of tourism development necessitate fundamental changes in the content and functions of the institutional structure of the sector. Therefore, regulating tourism, managing it, and improving state intervention institutions are considered crucial.

Resolving existing problems in tourism infrastructure, improving the quality of services offered, actively promoting national tourism products in global markets, and enhancing the human resource potential of the tourism sector are key areas for increasing the effectiveness of ongoing reforms in the tourism sector. This includes improving the number of foreign tourists visiting the country, particularly in regions like Qashqadaryo, by developing modern tourism industry facilities that meet

[1] Мирзиёев Ш.М. Янги Ўзбекистон тараққиёт стратегияси. Б.68

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international standards, responding to tourists' needs and demands. The rapid development of tourism infrastructure, including hotels, accommodation facilities, dining establishments, transport-logistics systems, information centers, and essential transport and engineering-communication infrastructure, is required to meet these goals[2] .

Since the early years of independence, regional divisions dealing with tourism issues have been established in our republic. In 1993, the "Uzbektourism" National Company's regional division was established in the Qashqadaryo region[3].

According to the decision of the "Uzbektourism" National Company's Board on February 25, 2003, the "Uzbektourism" National Company's Qashqadaryo region Tourism and Excursion Bureau was reorganized under this name [4]. The main task of this organization was defined as the development of all tourism and tourism-related sectors in the region.

In 1994, according to the results of the work carried out by the "Uzbektourism" National Company's Qashqadaryo regional division, the "Hamroh" team in the division system, as well as the Koson Sair and Excursions Bureau, and the Shahrisabz restaurants were unable to complete the planned tasks. In contrast, the 105-bed "Shahrisabz" and 117-bed "Tong" hotels under the regional division exceeded the planned service targets for 1994[5].

So, in Kashkadarya region in 1991 there were 28.3 thousand people[6], in 1995 -1.7 thousand[7], in 1999 -41.2 thousand[8].

In 2003, according to the "Uzbektourism" National Company Qashqadaryo region, the planned total volume of operations was 75,000 thousand soums, but it reached 91,479 thousand soums. The profit target was 3,500 thousand soums, and the actual result was 1,109.4 thousand soums. In the Qashqadaryo region, there were 2 hotels with 148 beds in the region's tourist accommodation network. "Qashqadaryo Sayyoh" has 1 hotel with 97 beds, and "Shahrisabz Sayyoh" has 1 hotel with 51 beds, all belonging to their respective tourism organizations.[9]

In 2004, more than 31 thousand tourists visited the region. From January to September 2008, 5,806 tourists stayed in the region. In comparison, in 2007, their number was 2,424. During the first three quarters of 2008, nearly 30 thousand local and foreign tourists were serviced in the region, and the volume of tourist and hotel services increased by 1.5 times compared to 2007[10].

In 2011, 19 tourist organizations and hotels operated in the region. (In 2004, only 4 tourist organizations and hotels operated in the region). These included the Regional Tourism and Excursion Bureau, "Kitob Sayyoh" firm, "Nasaf-Travel" company, "Tur end Travel Shahrisabz" LLC, "Afsona-

[2] Жумаев Х. Қашқадарё вилоятида туризм-рекреация инфратузилмасининг ривожланиш даражаси // "Ўзбекистоннинг топ ўн туристик ҳудудлар қаторига киритиш истиқболлари: барқарор ривожланиш имкониятлари" мавзусидаги халқаро онлайн илмий-амалий анжуман материаллари. Б. 136.

[3] ЎзМА Фонд М-141, рўйхат-1, йиғма жилд-362, варақ-7
[4] Қашқадарё вилояти давлат архиви 475-фонд, 1-рўйхат, 30-йиғмажилд, 4- варақ
[5] ЎзМА Фонд М-141, рўйхат-1, йиғма жилд-362, варақ-4.
[6] ЎзМА. 2776-фонд, 1-рўйхат, 553- йиғмажилд, 12-варақ.
[7] ЎзМА. 377-фонд, 1-рўйхат, 131- йиғмажилд, 21-варақ.
[8] ЎзМА. 377-фонд, 1-рўйхат, 261- йиғмажилд, 37-варақ.
[9] ЎзМА. М-141-фонд, 1-рўйхат, 38- йиғмажилд, 24-варақ
[10] Т.Низомов. Welcome to Kashkadarya Кашкадарё. 2008 йил 26 сентябрь

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AMB" LLC, "Jaykhun" hotel complex, "Tinchlik Tuyg'usi" SIC, "Sarbon LTD" LLC, "Real Comfort," "Sarbon LTD," "Koson Darvozi" LLC, "Nazira" SIC, the "Grand Lux" hotel, "Gissarneftgaz" KK LLC, "Ark Computer Service" LLC, "Agromashmashvnesherservis" LLC, "Nasaf Oqshomi" LLC, "Yoshlik" KF, "Agroavtohizmat" LLC, and the "Sokin Plaza" hotel, "Nasaf Medio Star" KF [11].

In accordance with the decree of the Cabinet of Ministers of the Republic of Uzbekistan on December 9, 2011 (No. 01-14/1-299), which discusses the role and contribution of the National Company "Uzbekistan Tourism" in the development of the tourism sector and export services, significant work has been carried out. Among them, during the years 2011-2012, the Program for the Development of the Tourism Sector and Increasing Export Potential in the Kashkadarya region was adopted. This included measures to develop tourism infrastructure.

In the third quarter of 2011, the total volume of services rendered to tourists amounted to 322,158.4 million Uzbek soums, while in the third quarter of 2012, this number increased to 2,223,785.8 million soums, showing an increase of 690.2%. Additionally, during the third quarter of 2012, a total of 15.6 thousand people received tourism services, of which 1,271 were foreign tourists and 524 came from CIS countries. 1,428 local residents were taken on tours, and 12,352 Uzbek citizens received hotel and excursion services. During the third quarter of 2012, export services worth 138.8 million USD were provided to foreign and CIS nationals.

In the years following independence, significant efforts were made to provide a warm welcome to visiting tourists, to ensure they had a pleasant experience, and to introduce them to the rich history and current development of our nation. As a result, tourism services in the region grew in both variety and quality.

In accordance with the resolution of the Cabinet of Ministers of Uzbekistan, dated November 1, 2013 (No. 294), regarding the development program for the tourism sector in the Kashkadarya region from 2013-2015, several measures were implemented. As part of this program, the restoration of 36 architectural monuments in the region was planned. Among the monuments planned for restoration were the "Sulton Mir Haydar" complex, the "Kok Gumbaz" mosque (in the city of Qarshi), the Odina mosque, the Qarshi fortress wall, the "Imom Muyin An-Nasafiy" complex, the Khoja Shamsiddin Halvoni mausoleum, and the Og'lonjon OTE mausoleum, which underwent capital repairs. Some of the restoration work continued during this period, with plans for other monuments to be restored in 2018-2019.

Historical monuments, shrines, and natural wonders like "Humdon ota," "Tuya Boynoq Ostona buva," the Konsay pilgrimage site, dinosaur footprints, "Khoja-i-Pok ota," Amir Timur's tomb, and the Suvtushar waterfall were also included in future plans for restoration and infrastructure development.

In the Mirishkor district, around the Aychinkol water reservoir, recreational facilities were built, and infrastructure improvements were made. A 12-person hotel, tourist resting places, parking areas, mobile communication centers, and a fishery were constructed. Near Aychinkol, a large ecological reserve was also established. Recreational services like boat rides along the entire lake were introduced[12].

In addition, a private company "Kitob Sayyoh" built a complex consisting of 6 cultural heritage sites, each designed for 4 people, reflecting national traditions. As part of the tourism service program, routes were developed for visiting cultural and historical sites in Shahrisabz, stargazing at the Kitob railway station through telephoto services, and traveling to mountainous regions like Suqar, Qaynar,

[11] Қашқадарё вилояти Туризм ва маданий мерос бош бошқармаси жорий архив фонди материаллари. 2020 йил декабрь.
[12] Inside Kashkadarya. №7. July 20. 2021. Achunkul is one of glamorous lakes in Kashkadarya. Pg.6.

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and Ayokchi. Special attention was given to introducing foreign tourists to our national traditions and rich history. In the Kashkadarya region, not only ecotourism but also various types of tourism have been developed, and more focus was given to spreading information about the services, opportunities, and achievements in the tourism sector.

The "Visitkashkadarya" official website was used to create a tourism brand for the region. Additionally, the promotion of information-communication technologies and banking services for tourism in the region was considered. Importantly, Wi-Fi zones were established in 10 locations in Qarshi and Shahrisabz, where most tourists visit. Of course, tourism development cannot be imagined without advertising and promotion. Providing detailed and accurate information about leisure spots and services contributed significantly to the increase in the number of tourists visiting the region.

By the third quarter of 2015, the total number of tourists served in the region's tourism sector reached 47,978. Among them, 3,400 were foreign citizens, and the revenue generated from services rendered to them amounted to 249.6 thousand US dollars. Currently, practical work is underway to expand tourism in the region, effectively utilizing existing opportunities and further developing various types of tourism, particularly ecotourism. Measures have been taken, such as creating tourist maps for every district in the region, adopting a program to promote ecotourism, providing preferential credit for young entrepreneurs interested in tourism activities, simplifying the licensing process for tourism companies, developing agritourism and ethnographic tourism, expanding hotel and service opportunities, improving tourist routes, and upgrading the region's reserves to meet international standards[13].

In his address to the Supreme Assembly of the Republic of Uzbekistan on December 28, 2018, President Shavkat Mirziyoyev emphasized the need to take comprehensive measures to develop tourism, attract investments in the sector, and improve human resources. He pointed out that tourism in the country, especially in ancient cities and historical-cultural sites, had been limited and should be expanded. He also highlighted the unique natural beauty of Uzbekistan, the potential for tourism development in national reserves and mountainous regions, and the importance of developing medical tourism, pilgrimage tourism, and ecotourism. These efforts would not only contribute to the economy but also give a significant boost to social sectors. It was noted that by 2025, the number of foreign tourists visiting the country should reach 7 million, and the annual revenue from tourism exports should reach 2 billion dollars[14].

In 2018, a total of 49 projects worth 90 billion soums were implemented to develop the tourism sector. This included the creation of 11 accommodation facilities with 810 beds, 21 restaurants and cafes, and 4 tour operator entities. Additionally, 8 tourism category buses and microbuses were brought in. In 2018, high-speed train service (Afrosiyob) was launched from Tashkent to Shahrisabz city.

In 2019, the scope of work to develop the tourism infrastructure in the region expanded. Specifically, from September 26 to 30, 2019, the "Anor" international festival was held in the village of Varganza in the Kitob district, organized by the State Committee for Tourism Development of Uzbekistan and the Khokimiyat of Kashkadarya region, with 22 foreign guests attending.

In 2019, over 144,200 foreign tourists visited Kashkadarya region, a 1.7-fold increase compared to 2018. The number of domestic tourists reached 1.65 million in 2019, an increase of 150,000 compared to 2018. Currently, the region has 47 hotels (1,850 beds), 67 family guesthouses (532 beds),

[13] Раимова М. Туризм инфратузилмасини ривожлантириш истиқболлари. «Biznes Expert» 2019, Vol. 138 Issue 6, 21-23 б.

[14]Ўзбекистон Республикаси Президенти Шавкат Мирзиёевнинг Олий Мажлисга Мурожаатномаси 28.12.2018й. // Халқ сўзи, №271-272 (7229-7230). –Б.1.

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6 tourist transport companies (5 buses, 10 microbuses, and 13 electric cars), 20 tour operators, and 26 guides providing services to local and foreign tourists[15]

Further development of the tourist potential of the kashkadarya region, creating favorable conditions for wide acquaintance of tourists with unique historical and cultural-architectural heritage, development of tourism infrastructure for the provision of targeted tourism services, increasing the tourist flow to the region by turning the region into a center of cultural and entertainment events and increasing the length of the region, , the increase in the number of local residents engaged in entrepreneurial activity was carried out on the basis of priorities established by the Cabinet of Ministers of the Republic of Uzbekistan[16].

In 2020, a total of 299.3 billion soums were allocated for the development of tourism potential and infrastructure in the Kashkadarya region. This amount includes 206.6 billion soums from local funds and the remaining from bank loans. Additionally, 944 new jobs were created by utilizing the experience of developed countries. As of the current period in 2020, two tourism information centers and 41 sanitary-hygiene facilities have been established for foreign and local tourists[17].

In order to increase the employment and income of the population, based on the potential of the districts, the villages of “Miraki”, “Suvtushar”, “Lake”, “Gilon” of the Shahrisabz district, the villages of “Bashir”, “Qaynar” and “Varganza” of the book District, “Tatar” of Yakkabog district and “Jeynov” of Mirishkor district, “tourist villages” will be established, and new jobs will be created through this. It is also important for the development of the industry to conduct a correspondence of unused resorts in these regions, as well as to take measures to restore their activities in response to quarantine requirements. Thanks to the restoration of the resort, opportunities for employment of the population and services of local tourists will be created.

In order to develop the tourist potential and infrastructure of kashkadarya region, a total project of 299.3 billion soums (including 206.6 billion self-financing, remaining bank loans) will be implemented in 2020 and 944 new vacancies have been created using the experience of developed countries. By January 2020, 2 Tourism Information Centers for foreign and domestic tourists, 41 model sanitary and hygienic points have been built and 117 have been renovated, 5 guide signs leading to tourist facilities, WI-FI areas have been established at 14 tourism facilities[18].

In 2022, a "Roadmap" was developed between the Republic of Uzbekistan and the United Arab Emirates, focusing on religious-educational cooperation, combating radicalism, education, and interethnic relations. Section V of this "Roadmap" is dedicated to organizing pilgrimage tourism to the mausoleums of prominent Islamic scholars such as Imam Bukhari, Imam Maturidi, and Imam Nasafi, located in the Samarkand and Kashkadarya regions. Additionally, it outlines the development of a pilgrimage tourism concept, identification of funding sources, and the organization of visits for tourists from the United Arab Emirates.

In the Mirishkor district of the Kashkadarya region, plans are in place to establish an Ethno-Tourism Center in the Jeynov settlement. This initiative aims to develop and identify funding sources for the Jeynov Ethno-Tourism Center concept, organize visits for investors from the United Arab

[15] “Қашқадарёга 2020 йилда қанча сайёҳ ташриф буюрди?” https://nasafnews.uz/?p=17830, 04.01.2021 йил
[16] Ўзбекистон Республикаси Вазирлар Маҳкамасининг 2019 йил 8 мартдаги 198-сонли “Қашқадарё вилоятининг туризм салоҳиятидан самарали фойдаланиш чора-тадбирлари тўғрисида”ги Қарори. // Қонун ҳужжатлари маълумотлари миллий базаси, 08.03.2019 й., 09/19/198/2728-сон.
[17] Қашқадарё вилояти Маданий мерос бошқармаси жорий архив фонди материаллари. 2022 йил январь.
[18] Қашқадарё вилояти Маданий мерос бошқармаси жорий архив фонди материаллари. 2022 йил январь

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Emirates, and prepare a government resolution to facilitate the establishment of the center. These efforts are part of a broader strategy to enhance religious-educational ties and promote tourism between Uzbekistan and the United Arab Emirates [19].

In 2022, a concept for the development of the tourism sector was developed in the Qamashi District of Kashkadarya region. In this concept, in order to organize a modern scientific and tourist settlement on the territory of the "Maydanak" Observatory and the" Langar ota" shrine, develop astroturism, ecotourism, agrotourism, pilgrimage tourism and other types of tourism in the area, eliminate existing problems and shortcomings in the field, and effectively use and further develop the tourism potential of the Qamashi district, in particular, mountain and extreme tourism types, based on the fact that there are enough opportunities for the development of ecological and agro-tourism, as well as the obsolescence of facilities located on the territory of the Maidan Observatory, including scientific technical facilities, the repair of the 38-kilometer 4R 86 " Langar-Maidan" road leading to the Observatory and the unsecured safety of car traffic on the road-side, as well [20].

The expected result from this concept is to increase the number of foreign tourists visiting Qamashi district by 200,000 by 2025 to $ 10 million in the volume of exports of tourism services, business entities will be increased 3 times and, in addition, achieve the creation of more than 300 jobs, the duration of stay in Qamashi District of tourists visiting the Kashkadarya region is on average.

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