



## HISTORY OF DEVELOPMENT OF CAR SERVICE ENTERPRISES IN OUR COUNTRY

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### Abstract

Socio-economic reforms in the last decade have led to drastic structural changes in car servicing, arising from an economy focused on quality and complete satisfaction of service consumers, as well as modern demands for services. he set new tasks for the car service. Service is an activity aimed at providing services. Its special feature is that while some material resources are consumed in the process of service provision, the service is not in the form of material, but in satisfying the need through activity. Service is inseparable from the production process, it is not stored and has a non-constant quality characteristic. The inseparableness of the service from the production process is that it is consumed in this process. After the service is performed, it is impossible to save, collect or sell it, therefore, in the process of providing the service, the task of accurately predicting the demand for the service is to plan the amount of necessary material, financial and labor resources. The fact that the quality of service is not permanent is that the consumer cannot evaluate its quality until the service is provided. This is possible only after the service is performed. Therefore, information about the types and quality of services, which allows the customer to have a complete picture of the service before the service is provided, is of great importance. Usually, the quality of the service depends on the skill of the service provider, as the share of manual labor is large.

### Key words

Socio-economic car service ensepapableness technical service banking, finance, insurance, information, communication, "Uzavtokhizmat", rapidly, development, world service market.

**INTRODUCTION:** Operation of motor vehicles is a set of activities that ensure their technical condition and the process of using these vehicles. Maintenance refers to the rational use of resources in keeping vehicles in good condition. Car service is aimed at meeting the needs and demands of consumers in terms of buying or renting motor vehicles, maintaining them in technical condition, and creating comfortable working conditions for vehicles with the necessary operational characteristics. Technical service meets the needs of motor vehicle owners, ensures the orderly and safe transportation of passengers and cargo, and ensures that the standards stipulated in design and production are met. Technical service has a special place in the structure of the use of motor transport, among production complexes. Its condition and efficient operation is an important condition for the development of quality transport services. The services market accounts for 20-25% of world trade, so this market is growing faster than the general goods market, especially in developed countries. On average, the growth rate of the world service market in the 80s and 90s of the last century was about twice as high as the growth rate of the general goods market - on average 8.7 and 4 .5 in relation. In 1995, services on the world market amounted to approximately 1 trillion. It made up the US dollar or a quarter of the total world trade turnover. The share of services in the gross domestic product of the developed countries of the world is 60-80%, and 70% of those employed in the economy work in the service sector. In recent years, consistent measures have been taken in the field of service in the republic. The composition of the service market is improving due to new promising types of services - banking, finance, insurance, information and communication, etc. Prospective types of services - telecommunication services, mobile phone services, banking and financial services, insurance, tourism and excursion services are developing rapidly.

In 2006, 137,000 new jobs were created in the service sector. Such networks do not depend on the external conjuncture or weather conditions, that is, they cannot be affected by changes in external factors. At the same time, these services increase domestic demand for many types of products produced in our country, and also play an important role in maintaining balance in the consumer market. Considering all this, it is necessary to increase the share of the service sector in the gross domestic product from 47% in 2009 to 49% in 2010. The current rapid growth of the car park puts the problem of high-quality technical service of motor vehicles among the priorities. The main impetus for the emergence of car service in the country was the growth of the population's private car fleet. Until the 60s of the last century, the car fleet of the country's population was very small (in 1965, there were 3 cars for every 1000 people in Uzbekistan) and consisted only of family cars. The population's car park also began to grow rapidly, especially since the 1970s. According to the statistical data of that time, the dynamics of car ownership of the population, that is, the number of cars per 1,000 people in our country, is presented in the diagram below. At the beginning of 1991, the car fleet of the population of Uzbekistan was close to 1 million and was distributed according to brands as follows (in %): "ZAZ" 15.6 "Moskvich" 26.9 "VAZ" 47.4 "Volga" all models 2.9 All models of "UAZ"-469 0.05 Others (foreign cars) 7.15 Initially established car service enterprises - car service stations, car workshops, car rental (rental) points, car storage areas local authorities - district and cities were under the jurisdiction of executive committees, then (from 1969) Fig. 1. The picture of the increase in the number of cars at the republic level (per 1000 people) was established according to the government decision, and the Ministry of Household Services for the Population of Uzbekistan was established and transferred to the "Uzavtokhizmat" department within it. In 104 cities of the CIS countries. A widespread network of 144 companies and regional networks operate in the republic through the enterprises of the open joint-stock association "Uzavtotexizmat".



The Samarkand automobile plant with the capacity to produce up to 4,000 small-capacity buses (16-32 seats) and 1,000 1.5-10 ton load-carrying vehicles per year has been put into operation. In 2006, "SamKochAvto" LLC was changed to "SamAvto" LLC, the factory began serial production of buses and small-tonnage trucks on the chassis manufactured by the "ISUZU" company (Japan). "SamAvto" LLC has established a network of service branches for providing bus services and selling spare parts in the cities of Tashkent, Asaka, Bukhara, Jizzakh, Ko'kan, Namangan, Nukus, Samarkand, Termiz, Khiva, Shahrikhan. The government of the Republic pays great attention to the development of the system of Uzavtotexizmat JSC. A number of government decisions were adopted in order to create a complex of modern services and services in the republic. According to the decision of the Cabinet of Ministers of the Republic of Uzbekistan dated February 27, 1995 [8], all structural divisions of the ICHB "Uzavtotekhobslujivnie" were transformed into local joint-stock companies "Avtotexkhizmat". According to the decision of the Cabinet of Ministers of

the Republic of Uzbekistan on March 26, 1996, based on the capacities of the local enterprises of JSC "Uzavtotexizmat" and the joint venture "UzDEUavto", the network of providing service services and selling cars of the Asaka Automobile Plant it was decided to organize. In order to fulfill this decision and the decision of the Cabinet of Ministers of the Republic of Uzbekistan dated September 3, 1996, in a short period of time, the technical service branches of "Avtotexkhizmat" open joint-stock companies were rebuilt and technically re-equipped, modern car showrooms, closed storage areas for new cars were built. For these purposes, the government of the republic allocated 1 billion. allocated long-term targeted loans of more than soums. Also, in order to supply new technical equipment to the technical service centers that are being rebuilt, and to purchase modern equipment and special tools for providing technical services and repairing cars produced by the Asaka automobile plant of the joint-stock company "UzDEUavto". 2.5 million to get.

**CONCLUSION:** A loan in the amount of US dollars was allocated. 473 pieces of equipment have been installed in the reconstructed technical service branches, including 97 double-wheeled hoists, 274 diagnostic and 88 tire fitting equipment, 14 gas analyzers for checking the toxic level of processed gases, 38 special tools for assembly. Technical service branches of "Avtotexkhizmat" joint-stock companies were rebuilt and technical re-equipment works were carried out under the supervision of the administration of "Uzavtosanoat" association, highly qualified technical services for cars manufactured by "UzDEUavto" joint-stock company. special attention was paid to the issues of training specialists. 150 specialists of the enterprises of "Avtotexkhizmat" OJSC were trained at the enterprises of the South Korean "DEU" corporation, and technological documents on the installation of aggressive equipment and the repair of motor vehicles in moving units were purchased. Currently, the enterprises of Uzavtotexkhizmat OJSC have strong technical capabilities and personnel. There are 26 modern technical service branches, 3 car repair shops, 27 car showrooms and 36 spare parts stores, closed storage areas for 3000 cars in all regions of the republic. The number of employees in the system is 2113 people. The amount of car sales depends on its organization and subsequent service. The joint-stock companies that are part of the open joint-stock company "Uzavtotexkhizmat" pay great attention to the service sector. On April 17, 2006, the President of the Republic of Uzbekistan "On measures for rapid development of services and service industry in the Republic of Uzbekistan in 2006-2010" and "Additional measures for rapid development of services and service industry in the Republic of Uzbekistan until 2010" about" significant work was done to implement the decisions of May 21, 2007, as a result, the volume of technical services and repairs to cars increased by 2 times, of which services to the population increased by 1.7 times. In 2006-2008, technical services and repair of motor vehicles cost 14 billion. 479 mln. It reached 158 thousand soums. 10 technical service sub-branches with car showrooms and 4 car workshops were built in rural areas.

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