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«Smart-turizm: XORIJIY TAJRIBA VA UNI O'ZBEKISTONDA QO'LLASH ISTIQBOLLARI»

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- 08.00.03 Sanoat iqtisodiyoti
- 08.00.04 Qishloq xo'jaligi iqtisodiyoti
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- 08.00.06 Ekonometrika va statistika
- 08.00.07 Moliya, pul muomalasi va kredit
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- 08.00.09 Jahon iqtisodiyoti
- 08.00.10 Demografiya. Mehnat iqtisodiyoti
- 08.00.11 Marketing
- 08.00.12 Mintaqaviy iqtisodiyot
- 08.00.13 Menejment
- 08.00.14 Iqtisodiyotda axborot tizimlari va texnologiyalari
- 08.00.15 Tadbirkorlik va kichik biznes iqtisodiyoti
- 08.00.16 Raqamli iqtisodiyot va xalqaro raqamli integratsiya
- 08.00.17 Turizm va mehmonxona faoliyati



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OPPORTUNITIES FOR DEVELOPING SMART TOURISM AND FOREIGN EXPERIENCE IN UZBEKISTAN

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Annotatsiya: Maqolada, asosan, Smart-turizmni rivojlantirish istiqbollari va xususiyatlari, uni O'zbekistonda qo'llash yo'llari, xorijiy tajriba tahlil qilingan. Bilamizki, hozirgi XXI asr texnologiya asri hisoblanadi, turizm sohasida ham texnologiyalar muhim ahamiyatga ega. Smart texnologiyalar orqali turizmning yangi yo'nalishlari ochiladi, samaradorlik cho'qqisiga chiqadi. Shuningdek, bu aqlli texnologiyalar orqali turizmga xizmatlar sifatining oshishiga olib keladi. Shuning uchun ushbu mavzu dolzarb deb tahlil qilindi.

Kalit so'zlar: turizm, Smart-turizm, mehmondo'stlik, texnologiya, xizmatlar, sifat, axborot texnologiyalari.

Abstract: The article mainly discusses the prospects and features of the development of Smart tourism, the ways of its application in Uzbekistan, analyzing the foreign experience. We know that the current 21st century is considered the age of technology, and technologies are also important in the field of tourism. Through Smart technologies, new directions of tourism will be opened, and the peak of efficiency will be reached. It also leads to an increase in the quality of services in tourism through Smart technologies. Therefore, this topic was analyzed as relevant.

Key words: tourism, Smart-tourism, hospitality, technology, services, quality, information technology.

Аннотация: В статье преимущественно рассматриваются перспективы и особенности развития умного туризма, пути его применения в Узбекистане, анализируется зарубежный опыт. Мы знаем, что нынешний 21 век считается веком технологий, а технологии играют важную роль и в сфере туризма. Благодаря умным технологиям будут открыты новые направления туризма и достигнут пик эффективности. Это также приводит к повышению качества услуг в сфере туризма за счет умных технологий. Поэтому данная тема была проанализирована как актуальная.

Ключевые слова: туризм, Смарт-туризм, гостеприимство, технологии, услуги, качество, информационные технологии.

In today's technologically advanced world, tourism has become the easiest and most convenient activity for many people. Smart tourism technologies are a combination of various methods and tools that contribute to the sustainable development of tourism and increase the quality of tourist products and services. They are mainly based on innovative approaches in the field of information technology. In order for tourism enterprises to maintain their place in the competitive market, they will have to take appropriate measures for Smart tourism, i.e. make the necessary investments, allocate a budget, create financing and organize the necessary personnel training. In all countries of the world, through the digitization of tourism, tourism enterprises are having a significant impact on the country's economy, and through this they are achieving great efficiency. In general, through the digitization of tourism, many tourism and hospitality enterprises are creating a new profile of tourists, having a great impact on the market.

The internet world is erasing national borders. People now utilize Smartphones and the internet significantly at each phase of their lives due to digitalization. Travelers are actually using digital apps to discover everything they need to know about their destinations, including how to get there, what to do, and where to locate food as well as entertainment. They then use experiences and testimonials of other travelers to inform their decision-making, and they post about their travels on pertinent websites. The digital revolution in tourism has led to the development of technologies that facilitate



traveler experiences both before and after their arrival, providing a plethora of options to ensure their comfort. For instance, travelers can view the hotel location, a tourist destination map, and much more with the use of Smart cards. Blockchain technology makes it possible to track visitor experiences in real time, supply and demand, in a market without middlemen. It can also be used for a wide range of purposes, including creating loyalty programs for the travel industry, monitoring online reviews, safely transferring funds between stakeholders and borders, and tracking goods. To make customers feel more special, artificial intelligence and robotic technologies are being applied to consumer-facing sales, customer relations, and related tasks.

In addition to being the direction that the tourism sector will take going forward, "smart" tourism is also a model for how the sector should grow in tandem with cutting-edge S&R technology, which is essential to the modernization and transformation of the travel industry. The Internet is one of the main drivers behind the current stage of the global technological revolution, which is reshaping human existence, production, and the global economy. These developments are having a fresh impact on how the global tourism sector is developing. One increasingly prevalent trend of our day is the close integration of the Internet with the tourism industry's development process.

The term "smart tourism" refers to travel that creates extra travel value for the traveler through the consistent and methodical application of Smart features. The concept of Smart tourism that has been presented places emphasis on the value that Smart technology bring to the tourist service for the customer.

Planning a trip to a destination, applying sustainability principles to the value chain, integrating technology into the tourist experience and service delivery, managing resources effectively, and being able to adapt to the needs and preferences of visitors are all components of Smart tourism. By technology¹:



Similarly, in recent years, work on Smart-tourism has been carried out step by step in Uzbekistan. In order to implement the Decree of the President of the Republic of Uzbekistan "On measures for the accelerated development of e-commerce" No. 3724 dated May 14, 2018 in the HoReCa services segment, the State Committee of the Republic of Uzbekistan for Tourism Development, together with the Ministry for the Development of Information Technologies and Communications, developed the international information system Silkroad.uz. It allows guests to quickly make reservations, speeds up the check-in process, and makes payment for services quick and comfortable for both guests and hotel staff. The State Committee for Tourism contributes to the development of business activities by launching a unified reservation system in pilot mode.

The main advantage of this system is a reliable display of the number of hotel rooms and information about room reservations in real time. The system allows you to automatically record the payment of state duties, simplifies the submission of reports, and reduces the level of errors due to the human factor. In the near future, it is planned to connect the system to such aggregators as Booking.com, Expedia.com, etc. An innovative mobile application NAZZAR is being developed together with the Smart Chain company. NAZZAR is an application using AR technology (Augmented reality), which allows you to integrate elements of augmented reality onto any material media. When you point your Smartphone at the NAZZAR icon, an image of a real object appears on the Smartphone screen, com-

¹ <https://tourquality.uz/press-center/news/smart-turizm-umnyy-turizm/>



plemented by various effects. The brand name is placed on any material medium: booklet, magazine, menu, packaging, sign, advertising banner. Examples include:

- video, a static image on a medium that “comes to life”, turning into a video fragment;
- audio accompaniment, which is played using the speaker of the user’s Smartphone;
- 3D objects. Photos and pictures on the screen become three-dimensional, which allows you to view them from different sides and angles;
- virtual buttons. The promotional offer is complemented by “buy” and “learn more” buttons that appear on the Smartphone screen while viewing.

Uzbekistan Pass is the first and so far the only national product that provides a wide range of tourism services in Uzbekistan. This application can become a platform for the development of Smart tourism in the country. Uzbekistan Pass is integrated with existing services and applications, which makes the service convenient and efficient for travelers anywhere in the country. This development has its own website and mobile application, which can be downloaded from the Play Market or Appstore. The company has also developed multilingual pocket guides. Uzbekistan Pass users can get them completely free. The guidebooks will tell you in detail about each region of Uzbekistan, its attractions, cuisine and holidays. In addition, through the application you can purchase a tour package or order guide services.

Nowadays, there are a ton of instances of Smart tourist locations all around the globe. Among the most striking instances of Smart tourism are examined as follows:

The first Smart island in the world to attain energy self-sufficiency is El Hierro, located in Spain. By using volcanic stone in place of brick in construction or producing electricity from trash, it has also lessened pollution.

The Swedish city of Göteborg has implemented policies aimed at safeguarding the welfare of coming generations. It released a Smart card that promotes city dwellers' engagement in sharing, bartering, and renting. However, recycled heat accounts for 60% of the city's district heating supply, making it one of the greenest capitals in Europe.

When it comes to availability, Malaga is the most notable city in Spain. Numerous kilometers of bike routes, LED street lights, and rental facilities are also present. To conserve water, Smart irrigation techniques have also been built in gardens and parks. established a plan to lower noise levels, manage pollen levels, and reduce air pollution.

Slovenia's capital, Ljubljana, prioritizes environmental sustainability, with 20% of its land devoted to preserving natural areas. Concurrently, the conversion of deteriorated areas into public areas receives particular focus. Additionally, it promotes the use of regional goods in dining establishments like hotels. Here, a travel website featuring a range of programs and content dedicated to responsible travel has been developed.

Another country that has embraced digitization is Singapore, which has adopted policies and programs that support creative societies. There are applications available for tourists that tell them of the crime rate in any particular place. Based on their geographical location, they also receive alerts about missing persons, emergency services, and other information.

Therefore, the implementation of Smart tourism activities analyzed below in Uzbekistan will lead to an increase in potential customers in the future.

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MUNDARIJA

1-ШУЪБА

ЎЗБЕКИСТОНДА SMART-ТУРИЗМНИ ЗАМОНАВИЙ ПРИНЦИПЛАРИ АСОСИДА РИВОЖЛАНТИРИШ ВА БУНДА ХОРИЖ ТАЖРИБАСИДАН ФОЙДАЛАНИШ

Ўзбекистонда Smart-туризмни ривожлантириш истиқболлари.....	5
Конгратбай Авезимбетович Шарипов	
Рақамли инновацион технологиялардан туризмда самарали фойдаланиш йўллари	7
Эшов Мансур Пулатович	
Туристтик кластерларнинг технологик платформасини ишлаб чиқиш.....	10
Абдурахмонова Гулнора Каландаровна	
Tourism Development in Uzbekistan: Comprehensive Analysis of Current Trends and Future Prospects	13
Zufarova Nozima Gulamiddinovna	
Қорақалпоғистон Республикасида туризм соҳасининг янги йўналишларини ташкил этиш имкониятлари	17
Эштаев Алишер Абдуғаниевич, Хошимов Баҳром Баҳадирович	
Ўзбекистонда тоғ туризмнинг ривожлантириш йўналишлари	20
Ахмедов Икром Акрамович	
Туристтик-рекреацион ресурслари юқори бўлган минтақаларда кластерларни ташкил қилиш механизмлари	24
Норчаев Асатулло Норбўтаевич	
Развития смарт туризм в Узбекистане	28
Алиева М. Т.	
Smart Tourism Analysis and Future Trends.....	31
Safaeva Sayyora	
Opportunities for Developing Smart Tourism and Foreign Experience in Uzbekistan	34
Kabilova N. Sh.	
O'zbekiston turizmida XXI bozori va bunda Smart-turizmning o'rni.....	37
Mirzayev Temur	
Смарт-туризм: зарубежный опыт и перспективы его применения в Узбекистане.....	42
Хушназарова М. Г.	
Development of Smart Tourism in Uzbekistan	45
Narzullaeva Umidakhon, Abzalova Nozima	
O'zbekistonda turizm xizmatlari sohasining aholi bandligiga multiplikativ ta'siri	48
To'rabekov Sohibjon Sherboy o'g'li	
Smart-turizmni xorijiy tajribalar asosida rivojlantirish istiqbollari.....	53
Isroilov Xusanboy Ibrohimjon o'g'li, Nishonboyev Doniyor Erkinjon o'g'li	
Smart-turizm: xorijiy tajriba va uni O'zbekistonda qo'llash istiqbollari.....	55
Ulugboyeva Ezoza Inomjanovna	
O'zbekistonning Smart-turizm salohiyatini jahon turizm bozorida targ'ib qilishning zamonaviy marketing strategiyalari.....	58
Fayyoza Ahmedova Rashidovna	

Modern Trends in the Development of Tourism and the Experience of Foreign Countries in the Application of Smart Innovations in Personnel Training.....	62
Iskandarova Nargiza Mashrabjonovna	
The Main Role of Smart – Tourism in Modern XXI Century Uzbekistan as an Example.....	65
Narzullayeva Fariza Akmalevna, Saydaliyeva Feruza Bakhtiyorovna	
How Does Smart Tourism Support Sustainable Tourism Development: the Case of Uzbekistan	67
Khusniddin Egamnazarov	
Appearances, Classification and Application of Smart Tourism.....	70
Akhmadjanova Mukhtasarkhan Anvar qizi, Sharifboyeva Fazilatxon Odilbek qizi, Dadamirzayev Sarvarbek Ulug‘bek o‘g‘li	
Фарғона водийсининг қишлоқ аҳоли пунктларида агротуризмни ривожлантиришнинг стратегик режасини ва смарт-технология концепциясини ишлаб чиқиш бўйича услубий ёндашувлар.....	74
Жумабаева Дилафруз Тожиidinovna	
Butun jahon Smart-turizmi bozorining rivojlanish xususiyatlari.....	78
Ravshanov To‘yli Gulmurodovich	
Основные тенденции развития смарт туризма в условиях цифровой экономики в Республике Узбекистан.....	81
Салиева Екатерина Сергеевна	
Развитие Смарт-туризма в Узбекистане на основе современных принципов и использования зарубежного опыта.....	84
Ахмеджанова Ирада Усмановна, Халилова Нодира Абдухамид қизи	
Будущая роль Смарт-туризма на мировом туристическом рынке.....	88
Уралова Матлюба Ахоровна	
Проблемы и перспективы развития Smart-туризма в Узбекистане.....	95
Очилова Хилола Фармоновна, Раимова Севара Ойбековна	
Перспективы развития Смарт-туризма в Республике Узбекистан на основе современных технологий и использования зарубежного опыта.....	102
Рустамов Абдор Равшан угли	
Перспективы развития зелёного смарт туризма в Республики Узбекистан.....	106
Расулова Нигора Юсуповна	
Перспективы развития смарт туризма в Узбекистане на основе современных принципов	110
Рахимова Дилфуза Мирзакасимовна	
Перспективные направления развития смарт туризма в Узбекистане	113
Гузал Шеровна Хонкелдиева	
Развитие культурного Смарт-туризма в Узбекистане, с использованием опыта зарубежной компании «POLYMEDIA»	116
Караева Алёна Викторовна	
Turistik xizmatlar bozorini shakllantirishning rekreatsion dinamikasi.....	118
Bahrieva Zarina Nasimovna	

2-ШУЪБА

SMART-ТУРИЗМНИ ТАШКИЛ ЭТИШНИНГ АСОСИЙ ХУСУСИЯТЛАРИ

Main Features of Smart Tourism Organization	121
Narzullaeva Umidakhon	
The Role Smart-City Infrastructure in the Tourism and Architecture	124
Mukhlisa Akromova Saydimukhtor qizi	
The Main Components of the Development of “Smart” Tourism in the Region	130
Agzamova Nargiza Gapurovna	



Туризм соҳасида рақамли технологиялар орқали смарт туризмни ташкил этишнинг асосий хусусиятлари	135
Ҳамдамов Амриддин Ҳамдам ўғли	
Минтақа туризмни ривожлантиришда хизмат кўрсатиш корхоналарининг smart-ахборот моделлари асосида ривожланиши	140
Ш.Х.Мухитдинов	
Analysis of Cases of Use of Smart Technologies in Tourism and Hotel Enterprises.....	146
Hamidova Muxtasarxon Iqboljon qizi, Egamberdiyev Sirojiddin Sattor o'g'li	
Tarixiy shaharlarda turizmni rivojlanishida raqamli texnologiyalarning o'rni.....	152
Ro'zibayeva Zulayho Baxrombek qizi	
Turizm sohasi rivojlanishida Smart-turizmning o'rni	159
Dadamuxamedova Mushtariy Maxmudjon qizi	
Mamlakatimizda turizm sohasini raqamlashtirish va boshqarishni takomillashtirish	162
Mardiyev Bunyod Sirojiddin o'g'li	
Development of Smart Tourism in Uzbekistan Based on Modern Principles and Using Foreign Experience.....	165
Gulrukh Yusupova, Nilufarkhon Ashuralieva	
Jizzax viloyatining ijtimoiy-iqtisodiy rivojlanishida turizmning ahamiyati va roli: yangicha Smart yo'nalishlar va mexanizmlar	168
Aynakulov Muxitdin Abduxamidovich	
The Role of Smart Technologies in the Development of Agrotourism	172
Yoriyeva Farangiz Murodilloyevna	
Turizmning rivojlanishini barqarorlashtirishda prognozlashning mohiyati va obyekti.....	175
Axmadjanova Muxtasarxon Anvar qizi, Dadamirzayev Sarvarbek Ulug'bek o'gli, Sharifboyeva Fazilat Odilbek qizi	
The Main Trends in the Development of Digital Tourism in Uzbekistan.....	181
Ismailova Sayyora Ulugbekovna	
Jahon ziyorat turizmi obyektlarining turizm rivojlanishiga ta'siri.....	186
Karimova Maftuna Komiljon qizi	
The Future of Smart Tourism: Transforming Travel Experiences	191
Oppokkhonov Nurmukhammad	
Sayyohlik yo'nalishlariga tashrif buyuruvchilar uchun aqlli texnologiyalarning ahamiyati	193
To'xtayeva Xurshida Farhodovna	
O'zbekistonda Smart-turizmni rivojlantirish choralari.....	200
Raximova Dilfuza Mirzakasimovna	
Exploring Smart Tourism: Lessons From Abroad and Opportunities for Uzbekistan	206
Nasiba Mukhtorova, Zohid Askarov, Angelo Battaglia	
Smart Tourism: Pros, Cons and Potential Future Development	215
Baratov Asadbek	
Turistik destinatsiyalarni boshqarish orqali turistik mintaqalarni rivojlantirish.....	218
Toirova Nozima Miraxmad qizi	
Основные компоненты развития смарт туризма в Ташкентском регионе: перспективы и вызовы	223
Зиёвиддинова Тарона Ойбек кизи	
Инновационные тенденции применения умных технологий в развитии туризма и гостиничного бизнеса.....	226
Мусаева Сайёра Абдивахитовна	
Цифровизация как важнейший двигатель индустрии туризма.....	234
Абидова Д.	



Путешествие будущего: формирование и инновационное развитие направления Смарт-туризм	239
Курашева Валерия Олеговна, Ивонина Наталья Викторовна	
Основные особенности организации смарт-агротуризма в Узбекистане.....	241
Анваров Нодир Аллаёрович	

3-ШУЪБА

ЎЗБЕКИСТОННИНГ SMART-ТУРИЗМ САЛОҲИЯТИНИ ЖАҲОН ТУРИЗМ БОЗОРИДА ТАРҒИБ ҚИЛИШНИНГ ЗАМОНАВИЙ МАРКЕТИНГ СТРАТЕГИЯЛАРИ

Enhancing Marketing Strategy for the Development of Mountain Tourism.....	255
Mavlanov Golibjon Mahammad o'g'li	
Smart Destination Management: Challenges and Practices	258
Nurmukhammad Oppokkxonov	
O'zbekistonda qishloq turizmining shakllanish va rivojlanishi.....	260
Usmonov Sardor	
Фарғона водийсида туризм соҳасини ривожлантиришнинг ҳудудий дифференциал хусусиятлари	263
Максумов Азизхон Нодиржон ўғли	
O'zbekistonda turizmni rivojlantirishning jahon tajribasi muammo va istiqbollar	268
Aynaqulov Xusniddin Abduxamidovich, Teshayeva Farida Shuxrat qizi	
Hududlarda Smart-turizmni rivojlantirishda xorij tajribasini qo'llash istiqbollari.....	271
Islomova Dilrabo Salomovna	
Consideration of Positive and Negative Impacts of Smart Tourism on Destination Branding, Case of Uzbekistan	274
Ms. Yulduz Yakubova	
Analysis of the State of Use of Smart Technology in Hotels.....	276
Uralova Dilbar Anorbayevna, Egamberdiyev Sirojiddin Sattor o'g'li	
Turizm sohasi orqali aholi bandligini ta'minlash yo'llari	281
Matkbulova Dilorom Xalilullayevna	
Smart-turizmni tashkil etishning asosiy xususiyatlari	284
Uralova Matlyuba Axrorovna	
O'zbekistonning iqtisodiy rivojlanishida turizm sohasining o'rni.....	286
Matchanov Azizbek Umirbek o'g'li	
Mehmonxona xo'jaligida yashil texnologiyalarni joriy qilish.....	289
Xakimova Nargiza Axadjon qizi	
Mamlakatimizda Smart-turizmni rivojlantirish masalalari va iqtisodiyotda tutgan o'rni.....	293
Xomidov Mirodiljon Xasanboy o'g'li, Nishonboyev Doniyor Erkinjon o'g'li	
Dam olish turizmida Smart parklarning o'rni	295
Shaymanova Nigora Yusupovna	
Rekreatsiya turizmni rivojlantirishda Smart texnologiyalardan foydalanish	297
Shaymanova Nigora Yusupovna	
Smart Tourism: Foreign Experience and Prospects for Its Application in Uzbekistan.....	299
Avezova Nilufar	
Использование BIG DATA и AI для реинвентаризации маркетинга туризма в Узбекистане: новые перспективы в глобальной конкуренции.....	304
Турабекова Фарангиз Наримонбек кизи	
Проблема в смарт туризме	310
Аскаралиева Муштарий Баходировна	



Смарт туризм в Узбекистане: новые подходы и современные решения	313
Узганбаева Дилноза Тохтасиновна	
Смарт туризм в Узбекистане: новые возможности и вызовы.....	315
Бекмурадова Лайло Турсунмаматовна	
Влияние цифровых технологий на развитие туристского рынка в Узбекистане	323
Мустаева Шохида Саъдуллаевна	

4-ШУЪБА

ТУРИЗМ ВА ТАЪЛИМ: ШАРТ-ШАРОИТИ ВА ИСТИҚБОЛЛАРИ

Таълим туризми тушунчаси моҳияти ва уни ривожлантиришнинг хориж тажрибалари	327
Саъдуллаева Гулноза Содиқ қизи	
Toshkent viloyatida agroturizm obyektlarini rivojlantirish va kadrlar salohiyatini oshirish istiqbollari.....	330
Jo'rayeva Nargiza Abduvohidovna	
Smart-turizm faoliyatini boshqarish jarayoniga yondashuvlar	337
Mirzayev Abdullajon Topilovich	
Ilmiy faoliyani rivojlantirishda ta'lim tashkilotlaridan maqsadli foydalanish.....	341
Mirzaliyev Sanjar Maxamatjon o'g'li	
Turistik xizmatlarning reklamasini amalga oshirishda ijtimoiy tarmoqlarning ahamiyati	349
O. A. Norbo'tayev	
Ta'lim turizmining mohiyati va uni O'zbekistonda rivojlantirish imkoniyatlari.....	351
Jiyanov Uktam Panjievich	
Smart Tourism and Education: Conditions and Prospects in Uzbekistan	354
Gulrukh Yusupova, Sabina Turakulova	
Uzbekistan: Theory and Practice of Personnel Training for Tourism.....	361
Ochilova Hilola Farmonovna	
Marketing strategiyalarini qo'llash orqali mamlakat turizm bozorini rivojlantirish istiqbollari	365
Nurfayzieva Moxinur Zayniddinovna	
Turistik mahsulotlar shakllanishi bo'yicha nazariy yondashuvlar va narxlar tahlili	372
Imomov Sanjar Muxammadievich	
Mehmonxona sohasida Big Data texnologiyalarini qo'llash	376
Shermakhmadova Zarina Shavkat qizi	
Promoting Environmental Entrepreneurship And Innovation in a Green Economy.....	379
Embergenova Anjim Aydosbaevna	
Turizm xizmatlari eksportini oshirishda innovatsion marketing va raqamli texnologilayar ta'siri	381
Bakhromov Akmal Abduvahid o'g'li	
Samarali marketing strategiyalari orqali O'zbekistonni raqobatbardosh turizm yo'nalishi sifatida jonlantirish	385
Xusniddinova Munavvar Sur'at qizi	
O'zbekistonda Smart-turizmni zamonaviy prinsiplari asosida rivojlantirish va bunda xorij tajribasidan foydalanish.....	388
Tojiboyev Toxirjon Zoxirjon o'g'li	
Mehmonxona va xizmatlar bozorini takomillashtirish, mehmonxonalarda smart mehmonxona xizmatlarning tizimini joriy qilish	391
Mansurov Zokir Xusanovich	



Туризмни қўллаб-қувватлаш жамғармасининг соҳа ривожини молиялаштиришдаги аҳамияти.....	394
Примова Нигора Икром қизи	
Turizm – dunyo madaniyatiga ko‘prik.....	397
Abdullayeva Nilufar Sultanbayevna	
Key Features of Digital Advertising Development in Tourism in Uzbekistan.....	399
Mirziyo Sodikov Odiljon ogli	
Xizmat ko‘rsatish tarmoqlarida turizm va bank xizmatlarini bog‘liqlilari.....	404
Xakimov Zoxid Norbo‘tayeich	
Innovative Management in Smart Tourism: a Digital Economy Imperative for Tourist Enterprises.....	406
Mamanov Mukhammadamin	
The Role of The Capacity of Service Personnel in the Organization of the Quality Service Process in Hotel Enterprises.....	409
Rakhmonova Nigina Anvarovna	
Развитие умного туризма – перспектива кадров в сфере туризма.....	412
Бухарова Нигора Газиёвна	
Состояние гостиничного бизнеса в Самарканде и важность его развития	415
Мардонова Дилрабо Ширинбоевна	
Организационно-экономический механизм развития туристических комплексов.....	418
Хомидов Қаххорали Қурбонали ўғли	

5-ШУЎБА

ҚОРАҚАЛПОҒИСТОН РЕСПУБЛИКАСИДА ТУРИЗМНИ РИВОЖЛАНТИРИШ ТЕНДЕНЦИЯЛАРИ

Қорақалпоғистон Республикасида туризмни ривожлантириш имкониятлари.....	422
Эштаев Алишер Абдуганиевич, Маткаримов Жаҳонгир	
Вопросы развития Smart-туризма в Республике Каракалпакистан	425
Абдувахидов Абдумалик Махкамович	
Qoraqalpog‘istonning o‘ziga xos madaniy va tarixiy merosi.....	427
Xoshimov Baxrom Baxadirovich	
O‘zbekistonda ziyorat turizmini rivojlantirish istiqbollari.....	429
Matkbulova Dilorom, Abdug‘aniyev Toxirjon	
Соғломлаштириш туризми фаолиятини бошқаришда туристик кластерларни шакллантириш механизмларини баҳолаш.....	432
Ғофуров Азизбек Умаржонович	
Qoraqalpog‘iston Respublikasining o‘ziga xos ekologik merosi.....	435
Xoshimov Baxrom Baxadirovich	
Qoraqalpoq o‘lkasi turizm istiqbollari.....	437
Dehqonov Burxon Rustamovich	
Implementing Smart Tourism Strategies in Karakalpakstan.....	439
Mukhanov Murod Mukhan ugli	
Qoraqalpog‘iston Respublikasi turizm sektoridagi integratsiyaning nazariy asoslari.....	442
Xalimova Fayyoz Nafasovna	
Qoraqalpoqiston Respublikasida turizmni rivojlanish yo‘llari	445
Xushnazarova Maxzuna Gulamjonovna	
Turistik hududlarda turizmning barqaror rivojlanish konsepsiyalariga yondashuvlar	452
A. Asraqulov	



Минтақада туризм соҳасини бошқаришнинг ўзига хос хусусияти	455
Ембергенова Анжим Айдосбаевна	
Perspectives for the Further Development of Smart Tourism in Uzbekistan	460
Akhunova Shokhistakhon Nomanjanovna, Askarov Farhod Rakhmatovich	
Қорақалпоғистон Республикаси ички туризм йўналишлари.....	465
Норчаев Н. А.	
Qoraqalpog'iston Respublikasida turizmni rivojlantirish tendensiyalari	467
Islamova Qunduzxon Ikromboy qizi	
Тенденции развития Смарт-туризма в Республике Каракалпакстан	469
Очилова Х. Ф., Нагметуллаев А. А.	
Тенденции развития зеленого туризма в Республике Каракалпакстан.....	472
Расулова Нигора Юсуповна	
Перспективы развития смарт туризма в Республике Каракалпакстан.....	475
Косбергенова Нурзия Кудайбергеновна	
Role of social media in promoting Sustainable Tourism in Uzbekistan	477
Ms. Nigina Kurbonova, Dr. Shalki	
Jahonda ta'lim turizmining rivojlanish tendensiyalari	487
Uktam Jiyanov, Maksudova Shahlo	
Hududiy turizm rivojlanishining iqtisodiy samaradorligini oshrishda "Smart-turizm" xizmatlaridan maqsadli foydalanish.....	490
Dustmurodov Orifjon Ismatilloevich	
The role of tourism industry in the country's economy	497
Gofurova Vasila Odiljon qizi	
Tourism Impacts GDP Growth (and Decline).....	500
Gofurova Vasila Odiljon qizi	
Smart turizm texnologiyalarining sayyohlarning xatti-harakatlari, sayohatdan qoniqishlari va baxtli his qilishlariga ta'siri	503
Munajat Isakdjanova Inog'omovna	
Sayohat va turizm rivojlanish indeksi	507
Raxmonova Nilufar Yorqinovna	
O'zbekistonda smart turizmni rivojlantirish imkoniyatlari	512
Kamoliddin Jahongirov	
Xalqaro turizm bozorida ta'lim turizmining o'rni va rivojlanish xususiyatlari	514
Ominaxon Ababaxriyeva, Kamoliddin Jahongirov	
Functional composition of irrealis	517
Ochilova Noila Farmonovna	
Turizmga innovatsiyon texnologiyalarni joriy qilish mohiyati	519
Po'latov Ma'murjon Murodjon o'g'li	
Xizmat ko'rsatish tarmoqlari iqtisodiyotida zamonaviy logistika tizimlari mohiyati	521
Xasanov Sarvar Ulug'bek o'g'li	
Using Innovative Technologies in Hotels as a Factor of Sustainable Development of Tourism Industry	524
Sayfutdinov Shuxratjon Sultonovich, Egamberdiyev Sirojiddin Sattor o'g'li	

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