



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

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# DEVELOPMENT OF SMART TOURISM IN UZBEKISTAN

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**Abstract:** In the article, it is highlighted that the rapid development of the digital economy in Uzbekistan ensures the increase of the competitiveness of industries and companies, the increasing share of digital transformation leads to serious changes in business processes and affects all areas of the economy. Information is focused on the global application of digital technologies in tourism with the impact of creating an inclusive society and the entire digital space.

**Key words:** information, inclusive society, tourism, Smart-tourism, hospitality, technology, services, quality, information technologies.

**Annotatsiya:** Maqolada O'zbekistonda raqamli iqtisodiyotning jadal rivojlanishi tarmoqlar va kompaniyalarining raqobatbardoshligini oshirishni ta'minlash, raqamli transformatsiya ulushi ortib borayotgani biznes-jarayonlarda jiddiy o'zgarishlarga olib kelishi va iqtisodiyotning barcha sohalariga ta'sir ko'rsatishi yoritilgan. Axborot, inklyuziv jamiyat va butun raqamli makonni yaratish ta'siri bilan turizmda raqamli texnologiyalarni global qo'llashga qaratilgan.

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

**Аннотация:** В статье подчеркивается, что стремительное развитие цифровой экономики в Узбекистане обеспечивает повышение конкурентоспособности отраслей и компаний, увеличение доли цифровой трансформации приводит к серьезным изменениям в бизнес-процессах и затрагивает все сферы экономики. Информация сосредоточена на глобальном применении цифровых технологий в туризме с влиянием на создание инклюзивного общества и всего цифрового пространства.

**Ключевые слова:** информация, инклюзивное общество, туризм, Смарт-туризм, гостеприимство, технологии, услуги, качество, информационные технологии.

The rapid development of the digital economy in Uzbekistan ensures increased competitiveness of industries and companies. The growing share of the country's digital transformation entails significant changes in business processes and affects all areas of the economy. Focused on the global application of digital technologies in tourism, with the effect of creating an information, inclusive society and digital space as a whole.

Tourism is a significant economic sector in Uzbekistan and provides real prospects for sustainable and inclusive economic growth. The sector generates foreign exchange, stimulates regional development, directly supports numerous types of jobs and businesses, and supports many local communities. Recent development indicators indicate continued strong growth in recovery and revitalization in Uzbekistan, and this position highlights the critical role the country's government is playing to optimize potential benefits and reduce process-related costs in the tourism industry.

With the development of digital transformation and the advent of Smart cities, new types of tourism have developed, one of them is "Smart" tourism, which is a model of the combined development of the tourism industry and S&R technology, which is not only the future trend of tourism development, but also a driver for the transformation and modernization of the modern service sector. Smart tourism is defined as tourism in which the constant and systematic use of Smart elements leads to the creation of additional travel value for the tourist. The definition of Smart tourism places emphasis on acquiring additional value of a tourist service for the consumer through the use of Smart



technologies.

The focus of this type of tourism combines the planning and organization of tourism in the territory, the application of principles of sustainability to the value chain, the use of digital technologies to provide a holistic tourist experience when making decisions about the consumption of services, effective management of tourism resources and the ability to respond to changing needs and behavior patterns tourists.

The specificity of Smart tourism is that the key criteria when making digital decisions and developing tourism infrastructure should be a focus on the preferences of potential and actual tourists. When organizing Smart tourism, the latest Smart technologies are used, which actively interact through IT systems, such as the Internet of Things (IoT), augmented, virtual, mixed reality (VR/AR/MR), use and forecasting based on big data (Big Data) and other local interaction technologies (Bluetooth, WiFi, Push, NFC).

To develop Smart tourism in Uzbekistan, we propose to highlight the following most important digital solutions:

- creation of a Central Asian tourism marketplace and centralization of efforts to promote tourism products through digital platforms and applications;
- introduction and development of multi-lingual tourist assistance services, including information services, navigation and self-service services, in order to increase the accessibility, quality and attractiveness of tourism services, and increase the efficiency of use of tourist resources;

As an example, we can cite that in Tashkent this technology has already been provided to tourists by the State Committee for Tourism Development using QR codes.

As part of this program, a tourist, by clicking on a QR code, in a few seconds can very easily download to his Smartphone all the information about the sights of our capital, in 12 languages.

Along with this, users are provided with information not only about tourist sites, but also about nearby hotels, restaurants, art galleries, and other architectural and historical monuments, reports the press service of the Tashkent city khokimiyat:

- implementation of electronic tourist guest cards and similar mobile applications in the cities of Uzbekistan – this represents international maps and applications for mobile devices that allow tourists to travel by public transport, learn about cultural events and events, enjoy discounts when visiting tourist attractions, as well as providing other benefits;
- providing the opportunity to get acquainted with cultural and natural attractions, museum exhibitions, tourist routes online using visualization technologies, virtual excursions, augmented reality technologies, etc.;
- creation and development of augmented reality services for navigation through cities and display sites (museums, exhibition centers, art galleries, etc.) to increase the attractiveness of tourist sites and the efficiency of use of tourist resources, as well as to increase demand for tourism products;
- development of services for online construction of a tourist route with the possibility of purchasing tickets and booking hotels;
- creation of an electronic platform for involving self-employed people in tourism activities (guides, instructors, tour guides);

As part of the project implemented by the Ministry of Tourism and Cultural Heritage together with the company Tehno Dargoh LLC to introduce Verum QR codes, most historical monuments were previously equipped with them. This technology has already been tested in the Poi Kalon complex, Gaukushon, Kukeldash, Nodir Devonbegi madrassas, in the trading centers of Toki Sarofon, Toki Telpakfurushon, Toki Zargaron, on Lyabi Hauz Square, at the Nasriddin Afandi monument, in the Samanid mausoleum, the Ark citadel and the Jewish Synagogue. In February-March of this year, hotels, restaurants and other tourism industry facilities in the region will also be equipped with QR



codes.

Based on the above, we can claim that Smart tourism is a holistic, long-term and sustainable approach to planning, development, operation and positioning of tourism products and businesses at the present stage in Uzbekistan. Information and digital technologies in tourism are already a generally accepted phenomenon, and tourism in Uzbekistan is increasing the introduction of new technologies into an increasing number of its reproductive processes, increasing its efficiency and increasing social and environmental adaptation to tourism in travel regions.

To sum up our article, we can say that technological transformations will contribute, first of all, to increase in the number of tourists visiting Uzbekistan, tourism income and the share of tourism income in the gross domestic product (GDP). In addition, tourism companies must receive sufficient government support to survive the Industry 4.0 process and adapt to innovation.

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