



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

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# THE ROLE OF SMART TECHNOLOGIES IN THE DEVELOPMENT OF AGROTOURISM

**Yoriyeva Farangiz Murodilloyevna**

PhD student of Tashkent State University of Economics

**Abstract:** This article is devoted to the analysis of Smart technologies, specifically Smartphones, aimed at improving the agrotourism industry. The article explores the concepts of "smart" tourism and Smart technologies. The practical significance of the article is a scientific study of the methods of using Smart technologies supporting activities in the field of agrotourism.

**Key words:** agrotourism, Smart tourism, Smart technologies, Smart phones, booking, navigation, mobile apps.

**Annotatsiya:** Ushbu maqola agroturizm sanoatini yaxshilashga qaratilgan aqli texnologiyalar, xusus-san Smartfonlar tahviliga bag'ishlangan. Maqlada "aqlii" turizm va aqlii texnologiyalar tushunchalari o'r ganiladi. Maqlaning amaliy ahamiyati agroturizm sohasidagi faoliyatni qo'llab-quvvatlovchi aqlii texnologiyalardan foydalanish usullarini ilmiy o'r ganishdir.

**Kalit so'zlar:** agroturizm, Smart-turizm, aqlii texnologiyalar, Smartfonlar, bron qilish, navigatsiya, mobil ilovalar.

**Аннотация:** Данная статья посвящена анализу умных технологий, в частности смартфонов, направленных на улучшение агротуристической отрасли. В статье исследуются понятия «умный» туризм и умные технологии. Практическая значимость статьи заключается в научном исследовании методов использования интеллектуальных технологий поддержки деятельности в сфере агротуризма.

**Ключевые слова:** агротуризм, Смарт-туризм, умные технологии, смартфоны, бронирование, навигация, мобильные приложения.

## INTRODUCTION

Today, the concept of Smart tourism occupies an important place in the rapid development of the world tourism industry. The use of Smart technologies in the field of agrotourism is important to accelerate development in this field. Smart technologies help to transform agriculture into tourism and expand its prospects. "Smart tourism is an advanced stage of tourism informationization. It consists of digital, intelligent, and virtual tourism based on digital, intelligent, and virtual technology. Information relating to tourist activities, the consumption of products, and tourism and social resources can be instantly integrated based on information and communications technology; it provides to tourists, enterprises, and organizations with a variety of end-user devices" (Zhang et al. 2012).<sup>1</sup> Smart tourism refers to the use of Smart technologies in the travel and tourism industry. These technologies can be utilized in various aspects of travel, from trip planning to accommodation and dining experiences. "Smart tourism is defined as the dynamic connection of human experiences with Smart technologies. It is closely linked to the development of Smart Cities and goes hand in hand with improvements in technologies such as Artificial Intelligence." (Elena Canorea 2022).<sup>2</sup>

In particular, Smartphones, which are one of the perfect manifestations of Smart technologies, play an important role in the rapid development of modern tourism. Mobile phones have evolved to be Smart computers (smartphones) supporting a wide range of information services that can be accessed anytime and from (almost) anywhere. With the increasing number of users and greater incursion into people's life, Smartphones have the potential to significantly influence the touristic experience. "Mobile devices (smartphones and tablets) have the potential to change tourist practices in a place. They allow tourists to directly book accommodation, activities or restaurants. They can affect access and circulation within a destination, as well as the tourist's experience".(Marie Delaplace e Leïla Kebir ).<sup>3</sup>

Additionally, through Smart tourism applications, destinations and tourism businesses can be managed more efficiently. "Smartphones, as one kind of new media, now can provide a wide range

1 Zhang, L., N. Li, and M. Liu 2012 On the Basic Concept of Smarter Tourism and its Theoretical System. *Tourism Tribune* 27(5):66-73.

2 Elena Canorea, Innovation and research, november 15, 2022, Smart Tourism: The Future of the Sector is Technological, [https://www.plainconcepts.com/smart-tourism/#Smart\\_Tourism\\_Applications](https://www.plainconcepts.com/smart-tourism/#Smart_Tourism_Applications)

3 Marie Delaplace e Leïla Kebir, Tradução de Université Bretagne Occidentale, 18 | 2020 : Ré-invention des territoires touristiques dans les stations des Alpes, "Are mobile devices playing a part in creating new tourist practices? Les Champs-Elysées: a case study", <https://journals.openedition.org/viatourism/6201>



of information services to support not only main travel activities such as planning, reservation, navigation, but many “micro-moments” within the travel process such as finding gas stations, estimating waiting time of rides etc (Wang, Park, and Fesenmaier 2010).<sup>4</sup> In this way, several needs of tourists will be satisfied and it will make a great contribution to the stability of the tourism industry.

As in all areas of tourism, Smart technology and Smartphones are important in the development of agro-tourism, which involves tourists visiting agricultural areas and farming activities. The use of Smart technologies helps to fulfill important tasks in the further development of the agro-tourism sector and further expands the possibilities of this sector. Research shows that we can divide the use of Smart technologies by tourists in the field of Agrotourism into two ways (figure 1):

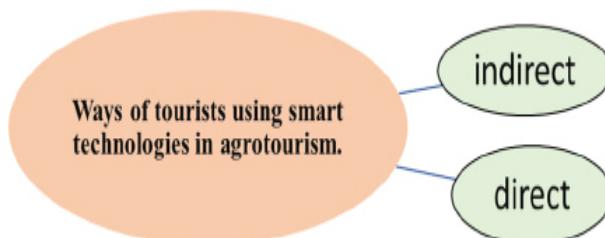


Figure 1: Ways of tourists using Smart technologies in agrotourism

1. Indirect use of Smart technologies by the traveler in the implementation of agrotourism. Efficient farm management:

In this case, managers of agrotourism centers use Smart technologies to automate the processes of planting fruits and vegetables, water supply, growing and distributing products. Smart technologies can assist in managing farms more efficiently, from water and energy usage to crop monitoring and financial management. This can contribute to the sustainability of agrotourism farms and improve the overall experience for visitors. This will improve the quality of agriculture and create more interesting and satisfying tours for tourists.

2. Direct use of Smart technologies by the traveler in the implementation of agrotourism.

It focuses on creating convenience for tourists and increasing the attractiveness of travel through Smartphones/tablets. Smartphones have revolutionized the way we access information and connect with others, and they can play a significant role in the development of agro-tourism. In the figure below, we analyze the methods of using Smartphones in the development of agrotourism (figure 2):

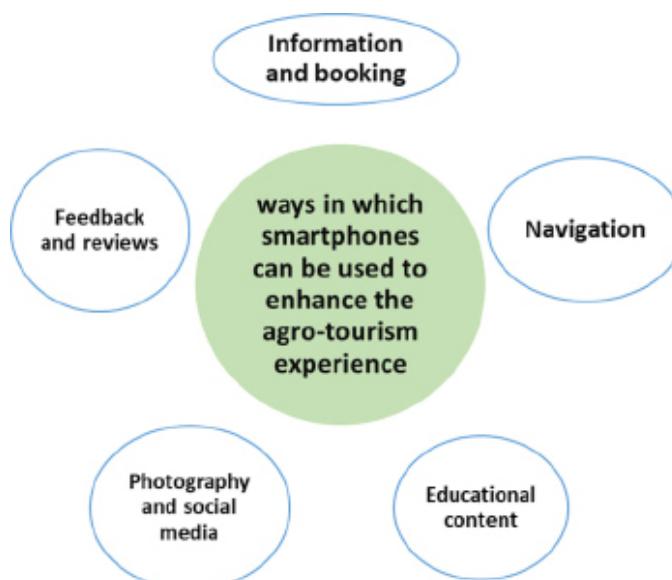


Figure 2: Ways in which Smartphones can be used to enhance the agro-tourism experience

<sup>4</sup> Wang Dan, Sangwon Park, and D.R. Fesenmaier, Article in Journal of Travel Research · July 2012 DOI: 10.1177/0047287511426341, The Role of Smartphones in Mediating the Touristic Experience



- Information and booking:** Tourists can use their Smartphones to research and book agro-tourism experiences, such as farm stays, vineyard tours, and agricultural workshops. They can access websites, social media pages, and online booking platforms to find information about different agro-tourism destinations and make reservations.
- Navigation:** Smartphones can be used for GPS navigation to help tourists find their way to agro-tourism destinations, especially those located in rural areas with limited signage. Apps like Google Maps can provide turn-by-turn directions to help visitors reach their destination.
- Educational content:** Agro-tourism operators can create mobile apps or use existing platforms to provide educational content about farming practices, agricultural history, and the local food system. This can enhance the visitor experience by providing in-depth information about the agricultural processes and products they are experiencing.
- Photography and social media:** Tourists can use their Smartphones to capture and share their agro-tourism experiences on social media platforms like Instagram and Facebook. This can help promote agro-tourism destinations and attract more visitors.
- Feedback and reviews:** Agro-tourism operators can use Smartphones to gather feedback from visitors through surveys or review platforms. This can help them improve their offerings and provide better experiences for future visitors.

Overall, Smartphones can play a crucial role in the development of agro-tourism by providing access to information, navigation, educational content, and opportunities for promotion and feedback.

## CONCLUSION

In general, the use of Smart technologies in agrotourism can make farm activities more efficient, enhance the tourist experience, and contribute to the sustainable development of rural tourism destinations. The use of Smart technologies in the field of agrotourism can further develop cooperation between tourism companies and agriculture.

By leveraging Smartphone technology, agro-tourism operators can enhance the visitor experience and attract more tourists to their destinations. Smartphones make travel more convenient and attractive by offering travelers options such as booking systems, mobile apps and digital guides.

At the same time, the use of Smart technologies helps to fulfill important tasks in the development of the agrotourism sector and further expands the opportunities in this sector.

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# MUNDARIJA

## 1-ШУЬБА

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

Ўзбекистонда Smart-туризмни ривожлантириш истиқболлари.....	5
Конгратбай Авазимбетович Шарипов	
Рақамли инновацион технологиялардан туризмда самарали фойдаланиш йўллари .....	7
Эшов Мансур Пулатович	
Туристик 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	
Қоқалпогистон Республикасида туризм соҳасининг янги йўналишларини ташкил этиш имкониятлари .....	17
Эштаев Алишер Абдуғаниевич, Хошимов Баҳром Баҳадирович	
Ўзбекистонда тоғ туризмининг ривожлантириш йўналишлари .....	20
Ахмедов Икром Ақрамович	
Туристик-рекреацион ресурслари юқори бўлган минтақаларда кластерларни ташкил қилиш механизmlари.....	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 Ezozahon Inomjanovna	
O'zbekistonning Smart-turizm salohiyatini jahon turizm bozorida targ'ib qilishning zamонавий 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
<b>Iskandarova Nargiza Mashrabjonovna</b>	
The Main Role of Smart – Tourism in Modern XXI Century Uzbekistan as an Example.....	65
<b>Narzullayeva Fariza Akmalevna, Saydaliyeva Feruza Bakhtiyorovna</b>	
How Does Smart Tourism Support Sustainable Tourism Development: the Case of Uzbekistan .....	67
<b>Khusniddin Egamnazarov</b>	
Appearances, Classification and Application of Smart Tourism .....	70
<b>Akhmadjanova Mukhtasarhan Anvar qizi, Sharifboyeva Fazilatxon Odilbek qizi, Dadamirzayev Sarvarbek Ulug'bek o'g'li</b>	
Фарғона водийсининг қишлоқ аҳоли пунктларида агротуризмни ривожлантиришнинг стратегик режасини ва смарт-технология концепциясини ишлаб чиқиш бўйича услугий ёндашувлар.....	74
<b>Жумабаева Дилафруз Тожидиновна</b>	
Butun jahon Smart-turizmi bozorining rivojlanish xususiyatlari.....	78
<b>Ravshanov To'yli Gulmurodovich</b>	
Основные тенденции развития смарт туризма в условиях цифровой экономики в Республике Узбекистан.....	81
<b>Салиева Екатерина Сергеевна</b>	
Развитие Смарт-туризма в Узбекистане на основе современных принципов и использования зарубежного опыта.....	84
<b>Ахмеджанова Ирада Усмановна, Халилова Нодира Абдухамид қизи</b>	
Будущая роль Смарт-туризма на мировом туристическом рынке.....	88
<b>Уралова Матлюба Ахроровна</b>	
Проблемы и перспективы развития Smart-туризма в Узбекистане .....	95
<b>Очилова Хилола Фармоновна, Раимова Севара Ойбековна</b>	
Перспективы развития Смарт-туризма в Республике Узбекистан на основе современных технологий и использования зарубежного опыта .....	102
<b>Рустамов Аброр Равшан угли</b>	
Перспективы развития зелёного смарт туризма в Республики Узбекистан.....	106
<b>Расулова Нигора Юсуповна</b>	
Перспективы развития смарт туризма в Узбекистане на основе современных принципов .....	110
<b>Рахимова Дилфуза Мирзакасимовна</b>	
Перспективные направления развития смарт туризма в Узбекистане .....	113
<b>Гузал Шеровна Хонкелдиева</b>	
Развитие культурного Смарт-туризма в Узбекистане, с использованием опыта зарубежной компании «POLYMEDIA» .....	116
<b>Караваева Алёна Викторовна</b>	
Turistik xizmatlar bozorini shakllantirishning rekreatsion dinamikasi.....	118
<b>Bahrieva Zarina Nasimovna</b>	

## 2-ШУЛЬБА SMART-ТУРИЗМНИ ТАШКИЛ ЭТИШНИНГ АСОСИЙ ХУСУСИЯТЛАРИ

Main Features of Smart Tourism Organization .....	121
<b>Narzullaeva Umidakhon</b>	
The Role Smart-City Infrastructure in the Tourism and Architecture .....	124
<b>Mukhlisa Akromova Saydimukhtor qizi</b>	
The Main Components of the Development of "Smart" Tourism in the Region .....	130
<b>Agzamova Nargiza Gapurovna</b>	



Туризм соҳасида рақамили 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-turizmnинг o'rni .....	159
Dadamuxamedova Mushtariy Maxmudjon qizi	
Mamlakatimizda turizm sohasini raqamlashtirish va boshqarishni takomillashtirish .....	162
Mardiiev Bunyod Sirojiddin o'g'li	
Development of Smart Tourism in Uzbekistan Based on Modern Principles and Using Foreign Experience .....	165
Gulrukhan Yusupova, Nilufarkhon Ashuralieva	
Jizzax viloyatining ijtimoiy-iqtisodiy rivojlanishida turizmning ahamiyati va roli: yangicha Smart yo'nalişlar va mexanizmlar .....	168
Aynakulov Muxitdin Abdusalamovich	
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'g'li, 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	
Sayyoqlik yo'nalişlariga tashrif buyuruvchilar uchun aqli 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 ТАРФИБ 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 Oppokkhonov	
O'zbekistonda qishloq turizmning shakllanish va rivojlanishi.....	260
Usmonov Sardor	
Фарғона водийсида туризм соҳасини ривожлантиришнинг худудий 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
Matkabulova Dilorom Xalilullayevna	
Smart-turizmni tashkil etishning asosiy xususiyatlari .....	284
Uralova Matlyuba Axrорovna	
O'zbekistonning iqtisodiy rivojlanishida turizm sohasining o'rni.....	286
Matchanov Azizbek Umirkbek o'g'li	
Mehmonxona xo'jaligida yashil texnologiyalarni joriy qilish.....	289
Xakimova Nargiza Axadjon qizi	
Mamlakatimizda Smart-turizmini 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 turizmini 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
<b>Узганбаева Дилноза Тохтасиновна</b>	
Смарт туризм в Узбекистане: новые возможности и вызовы.....	315
<b>Бекмурадова Лайло Турсунмаматовна</b>	
Влияние цифровых технологий на развитие туристского рынка в Узбекистане .....	323
<b>Мустаева Шохида Саъдуллаевна</b>	

## 4-ШУЛЬБА

## ТУРИЗМ ВА ТАЪЛИМ: ШАРТ-ШАРОИТИ ВА ИСТИҚБОЛЛАРИ

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



Туризмни қўллаб-кувватлаш 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 ogl	
Xizmat ko‘rsatish tarmoqlarida turizm va bank xizmatlarini bog‘liqliklari .....	404
Xakimov Zoxid Norbo‘tayevich	
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 Газиевна	
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-ШУЪБА

#### ҚОРАҚАЛПОҒИСТОН РЕСПУБЛИКАСИДА ТУРИЗМНИ РИВОЖЛАНТИРИШ ТЕНДЕНЦИЯЛАРИ

Қоқалпоғистон Республикасида туризмни ривожлантириш имкониятлари.....	422
Эштаев Алишер Абдуганиевич, Маткаримов Жаҳонгир	
Вопросы развития Smart-туризма в Республике Каракалпакстан .....	425
Абдувахидов Абдумалик Махкамович	
Qoraqalpog‘istonning o‘ziga xos madaniy va tarixiy merosi.....	427
Xoshimov Baxrom Baxadirovich	
O‘zbekistonda ziyorat turizmini rivojlantirish istiqbollari.....	429
Matkabulova Dilorom, Abdug‘aniyev Toxirjon	
Соғломлаштириш туризми фаолиятини бошқаришда туристик кластерларни шакллантириш механизmlарини баҳолаш.....	432
Фофуров 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 Fayyoza Nafasovna	
Qoraqalpoqiston Respublikasida turizmni rivojlanish yo‘llari .....	445
Xushnazarova Maxzuna Gulamjonovna	
Turistik hududlarda turizmnинг barqaror rivojlanish konsepsiyalariga yondashuvlar .....	452
A. Asraqulov	



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



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