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Articles are published in Uzbek, Russian, and English, ensuring a wide-reaching audience and fostering cross-cultural academic exchange. As a beacon of academic excellence, the "Journal of Transport" continues to serve as a vital conduit for knowledge dissemination, collaboration, and innovation in the transport sector and related fields.

Development of a classification of passenger services within the transport-service complex system

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Abstract: The article analyzes the theoretical and methodological foundations of the transport system and the transport-service complex, and examines the content and structural characteristics of passenger transport services based on a systemic approach. The concept of the transport system is interpreted as an integrated economic system comprising infrastructure, transport vehicles, and management components, while the essence of the “transport-service complex” category is scientifically substantiated. This approach makes it possible to define the functional sequence of organizing and managing transport services. The research findings have both theoretical and practical significance for the development of a competitive environment in the transport services market, improvement of service quality, and enhancement of customer-oriented management models.

Keywords: transport system, transport infrastructure, transport complex, transport-service complex, transport services, passenger transportation, service classification, service activities, pre-transport services, in-transport services, post-transport services, service market, competitiveness

Transport-servis majmuasida yo‘lovchilarga ko‘rsatiladigan xizmatlar tasnifini shakllantirish

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Annotatsiya: Maqolada transport tizimi va transport-servis majmuasining nazariy-uslubiy asoslari tahlil qilinib, transportda yo‘lovchilarga ko‘rsatiladigan xizmatlar mazmuni hamda tarkibiy xususiyatlari tizimli yondashuv asosida o‘rganilgan. Transport tizimi tushunchasi infratuzilma, transport vositalari va boshqaruv elementlari uyg‘unligida kompleks iqtisodiy tizim sifatida yoritilgan hamda transport-servis majmuasi kategoriyasining mazmun-mohiyati ilmiy jihatdan asoslab berilgan. Mazkur yondashuv transport xizmatlarini tashkil etish va boshqarishning funksional ketma-ketligini aniqlash imkonini beradi. Tadqiqot natijalari transport xizmatlari bozorida raqobat muhitini shakllantirish, xizmatlar sifatini oshirish hamda mijozga yo‘naltirilgan boshqaruv modellari-ni takomillashtirish uchun nazariy va amaliy ahamiyat kasb etadi.

Kalit so‘zlar: transport tizimi, transport infratuzilmasi, transport majmuasi, transport-servis majmuasi, transport xizmatlari, yo‘lovchi tashish, xizmatlar tasnifi, servis xizmatlari, tashishdan avvalgi xizmatlar, tashish jarayonidagi xizmatlar, tashishdan keyingi xizmatlar, xizmatlar bozori, raqobatbardoshlik

1. Kirish


Iqtisodiyotning zarur infratuzilmaviy tarmoqlaridan biri bu transport tizimi bo‘lib, uni rivojlantirish davlat iqtisodiy siyosatining ustuvor yo‘nalishlari qatorida bo‘lib, jamiyat taraqqiyotini yuksaltirish, aholi turmush darajasini oshirish, boshqa tarmoqlar faoliyat samaradorligini ta‘minlash hamda mamlakat mudofaa qudratini mustahkamlashda hal qiluvchi omillardan sanaladi [1-11].

Hozirda milliy iqtisodiyotda amalga oshirilayotgan texnik va texnologik yangilanish hamda iqtisodiyot tarmoqlarini, jumladan transport tizimini modernizatsiyalash va transport raqobatdoshligini oshirish kabi keng ko‘lamli iqtisodiy islohotlarning birinchi

navbatda, jahon bozorida raqobatdosh ishlab chiqarishni yaratishga yo‘naltirilganligini ta‘kidlab o‘tish mumkin. Bu borada mamlakatimizda transport tizimini rivojlantirish hamda transport xizmatlarini ko‘rsatish sifatini oshirish muhim ahamiyat kasb etadi.

Transport xizmatlari dunyo miqyosida oshib borayotgan yuk va yo‘lovchi oqimini ta‘minlab turish orqali xalqaro aloqalarning rivojlanishiga hamda global iqtisodiyotning shakllanishiga olib kelmoqda. Ilmiy-texnik taraqqiyot sohasida erishilayotgan muvaffaqiyatlar, ya‘ni iqtisodiyotning turli tarmoqlarida innovatsiyalarning ommaviy ravishda joriy etilayotganligi xizmatlar ko‘rsatish

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sohasiga, jumladan transport xizmatlari ko'rsatish sohasiga ham tegishli jarayon bo'lib ulgurdi. Zamonaviy texnik vositalar va texnologiyalar transport turlarining faoliyati va transport jarayonini boshqarish samaradorligini ta'minlovchi vosita bo'lib bormoqda.

Transport tushunchasi bir nechta jabhalarni o'z ichiga oladi va ularni quyidagilarga ajratish mumkin: infratuzilma, transport vositalari va boshqaruv. Infratuzilma transport tizimlari va aloqa yo'llarini (avtomobil yo'llari, temir yo'llar, havo yo'laklari, kanal, quvur, ko'priklar, tunnel, suv yo'llari va h.k.), hamda yuk yoki yo'lovchilarni bir transport turidan boshqasiga o'tkazishni amalga oshiruvchi transport bog'lamlari yoki terminallarni (aeroport, temir yo'l stansiyalari, avtobus bekatlari va h.k.) o'z ichiga oladi.

Shu bilan birga, transport vositalari transport tizimining asosiy ishchi elementi hisoblanadi. Ular orqali yuk va yo'lovchilarni belgilangan manzillarga yetkazish, iqtisodiy resurslarning aylanmasini ta'minlash hamda hududlar o'rtasidagi ishlab chiqarish va xizmat ko'rsatish jarayonlarini bir-biri bilan bog'lash imkoni yaratiladi. Transport vositalari turlari — avtomobil, temir yo'l, havo, suv va quvur transporti vositalari kabi yo'nalishlarga bo'linadi va har biri alohida infratuzilmaviy hamda texnologik xususiyatlarga ega.

Boshqaruv tizimi transport vositalarining uzluksiz va samarali ishlashini ta'minlaydigan muhim boshqaruv bloki sifatida namoyon bo'ladi. U transport jarayonlarini rejalashtirish, muvofiqlashtirish, nazorat qilish va xavfsizlikni ta'minlash orqali butun transport tizimining barqaror faoliyatini kafolatlaydi. Transportga bu kabi tizimli yondashuv transport xizmatlari bozori faoliyatini tashkil etish va rivojlantirish uchun zamin yaratadi.

Transport xizmatlari bozori – bu tashish va xizmat ko'rsatish sohasidagi iqtisodiy munosabatlar tizimi bo'lib, jismoniy va yuridik shaxslar ehtiyojlarini qondirishga yo'naltirilgan bozor mexanizmlarini qamrab oladi. U transport infratuzilmasi rivojlanishi, xizmatlar sifatini oshirish va raqobat muhitini shakllantirishda hal qiluvchi rol o'ynaydi.

Transport xizmatlari bozori iste'mol bozorining ajralmas qismi hisoblanib, o'zining tarkibiy tuzilmasiga ega. Ushbu xizmat turi hayotiy zarur xizmatlar turiga kirsada, amalda transport xizmati deyarli bepul amalga oshirilmaydi.

2. Tadqiqot metodologiyasi

Adabiyotlar tahlili. Transport tizimini rivojlantirishning nazariy-uslubiy asoslari bir qator mahalliy va xorijlik olimlarning ilmiy tadqiqotlarida o'z aksini topgan. Ingliz iqtisodchisi Entoni Venablsning fikriga ko'ra, transport majmuasi – bu ijtimoiy ishlab chiqarishning yuklar va yo'lovchilarni tashishga bo'lgan ehtiyojini qondirishga ixtisoslashgan iqtisodiyot tarmoqlari yig'indisi tushuniladi [12].

D.Bowersox an'anaviy tushunchalarga yuk tashuvlarini tashkil etishning afzalligi va iqtisodiy samaradorligi masalalarini kiritgan holda multimodal va intermodal yuk tashuvlarini tashkil etish muammolariga alohida e'tibor qaratgan. Shu bilan birga muallif, transport tarmoqlari, transport vositalari va transport kompaniyalari o'z ichiga olgan transport tizimini alohida qayd etadi [13].

Mamlakatimiz olimlaridan G'. Samatov, A. Zoxidov, A. Gulamov va M.Ravshanovlarning fikricha "transport tizimi – bu yuk va yo'lovchilarni o'z manziliga yetkazish

jarayonida o'zaro aloqasi bo'lgan transport turlari va infratuzilmalari majmuasi, ya'ni o'zaro bog'liq bo'lgan transport sektorlari, mehnat resurslari hamda mamlakat iqtisodiyotini samarali boshqarish maqsadida transportning barcha turlarini boshqaruv tizimi tushuniladi" [14].

Xorij olimlarining tadqiqotlarida "transport majmuasi" atamasiga turlicha ta'riflar keltirilgan bo'lib, ularning yondashuvlarida umumiy o'xshash tomonlari uchraydi. Masalan, amerikalik mutaxassis Stiven Frederik Starr transport majmuasi kategoriyasiga quyidagicha ta'rif bergan: "Transport majmuasi – yo'lovchilar va yuklarni tashishga bo'lgan ehtiyojini qondirish uchun iqtisodiyot tarmoqlari yig'indisi" [15].

Rossiyalik olim N.P. Tereshina o'zining "Transport iqtisodiyoti" asarida "transport majmuasi – bu o'zaro bog'liq transport turlarining hududiy uyg'unligi bo'lib, ular, bir-biri bilan o'zaro hamkorlikda ijtimoiy xo'jalik va aholining yuklar va yo'lovchilarni tashishga bo'lgan ehtiyojini to'liq qondiradigan sektorlar majmui" degan ta'rif keltirilgan. [16].

Mahalliy va xorijlik olimlarning yondashuvlarini umumlantirib, asosanib, mamlakat transport majmuasi – transport turlari va ularning xizmat ko'rsatish tizimlari o'zaro bog'liq holda faoliyat yuritadigan, hamkorlikda harakat qiladigan, bir-birini to'ldirib keladigan ko'p tarmoqli iqtisodiy tizimdir, degan mualliflik ta'rifini keltirish mumkin.

3. Natija va muhokamalar

Transport majmuasi ob'ektlari qatoriga transport, transport sanoati (transport mashinasozligi, transport qurilishi, tashish jarayonining moddiy-texnik ta'minoti), transport uchun kadrlarni tayyorlash muassasalari va tashkilotlari, loyiha hamda ilmiy-tadqiqot ishlarini o'tkazish bo'yicha muassasalar, ta'mirlash korxonalari kiradi.

Transport majmuasi tarkibiga kiruvchi transport tizimi – mulkchilik shaklidan qat'i nazar, bir-biriga samarali ta'sir ko'rsatadigan va yukni ortish-tushirish, qurilish ishlarini bajarish, shuningdek, transport xizmatlariga bo'lgan talabni qondirish maqsadida yuk va yo'lovchilar harakatini ta'minlaydigan transport turlari hamda vositalari to'plami tushuniladi. Transport tizimi minimal xarajatlar evaziga transportga bo'lgan ehtiyojlarni maksimal darajada qondirish maqsadida transportning barcha turlarini muvofiqlashtirib, uning samarali ishlashini ta'minlaydi.

Mazkur tizimlashtirilgan ta'riflardan aytish mumkinki, transport tizimining tarkibiy qismi qatnov yo'llari, texnik inshootlar, yuk stansiyalari va boshqa elementlardan tashkil topadi.

Transport infratuzilmasining asosiy ob'ektlari qatoriga avtomobil yo'llari, temir yo'llar, suv yo'llari, metropoliten, aeroportlar, ko'priklar, tonnellar, estakadalar, kontakt liniyalari, vokzallar va stansiyalar, aloqa, navigatsiya va transport vositalari harakatini boshqarish tizim ob'ektlari, boshqa shu kabi transport majmui faoliyatini ta'minlab turadigan binolar, inshootlar, qurilmalar va uskunalar kiradi.

Transport tizimi – transport qatnov yo'llari tarmog'ining (ya'ni transport infratuzilmasi) o'ziga emas, balki uning texnik va boshqaruv qismi hamdir. Mamlakat yagona

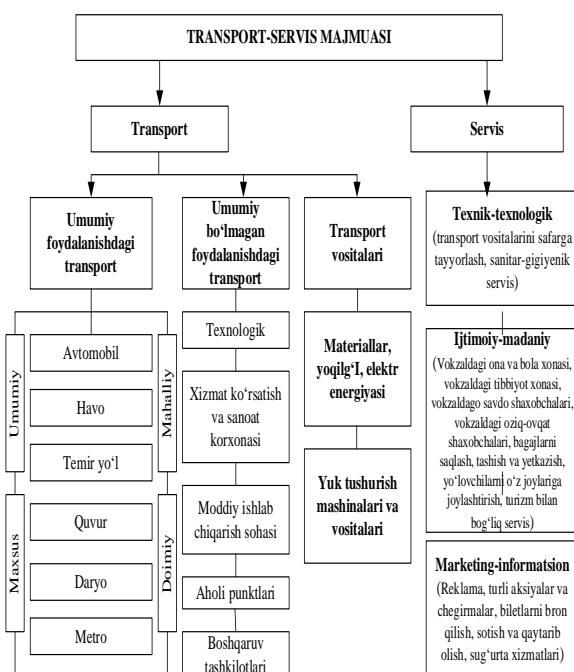


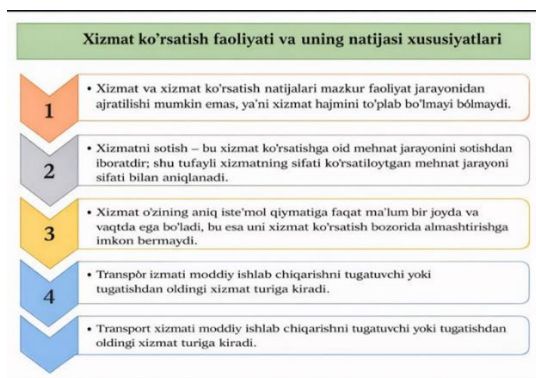
transport majmuasini yaratishda transport infratuzilmasini rivojlantirish asosiy o'rin tutadi. Transport tarmog'ini rivojlantirishda quyida keltirilgan transport tizimi va infratuzilmasini o'z ichiga oluvchi transport majmuasi tuzilmasini asos sifatida olish mumkin (1-rasm).

Yuqoridagi tadqiqotlardan xulosa qilish lozimki, transport tizimi, transport infratuzilmasi, transport majmuasi to'g'risida batafsil ilmiy izlanishlar olib borilgan, biroq transport majmuasi tarkibida transportda servis xizmatlari tushunchasi alohida izlanish ob'ekti sifatida ko'rib chiqilmagan. Transportda servis xizmatlarini ko'rsatish, jumladan, transportda servis haqida ayrim tadqiqot va darsliklar mavjud bo'lsada, "Transport-servis majmuasi" iborasi mazmunini ochib berish bo'yicha ilmiy ishlar dolzarblilik kasb etadi.

Transport tizimi va uning infratuzilmasi uzviy bog'langan holda ishlashi, transport jarayonlarini samarali tashkil etish uchun servis sohasi bilan chuqur integratsiyani talab etadi. Shu munosabat bilan "transport-servis majmuasi" tushunchasi iqtisodiy adabiyotlarda alohida yo'nalish sifatida shakllangan bo'lib, u transport faoliyatini qo'llab-quvvatlovchi, xizmat ko'rsatuvchi va logistik tarkibiy qismlarni qamrab oladi.

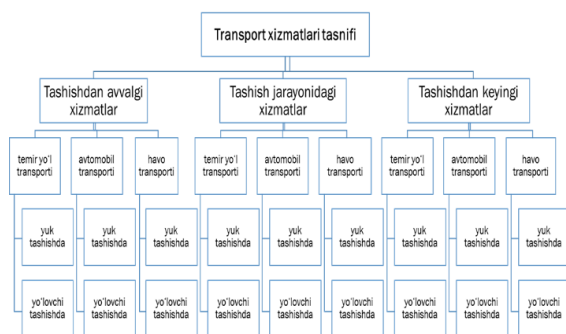
Transport-servis majmuasi — bu transport infratuzilmasi, vositalari va boshqaruv tizimini bir butun ishlashini ta'minlovchi xizmatlar tizimi bo'lib, u tashish jarayonlarini tashkil etish, nazorat qilish va yo'lovchilar hamda yuk tashuvchilarga qulay shart-sharoit yaratishni maqsad qiladi. Mazkur majmuasi tarkibiga vokzal va terminallar, texnik xizmat ko'rsatish stansiyalari, chipta sotish markazlari, logistika markazlari, ekspeditorlik va dispetcherlik xizmatlari, axborot va navigatsiya tizimlari, chegara va bojxona punktlaridagi xizmat ko'rsatish elementlari kiradi.





2-rasm. Xizmat ko'rsatish faoliyati va uning xususiyatlari

Shu nuqtai nazardan tadqiqotda muallif tomonidan ilk marotaba transport xizmatlari ko'rsatishda tashishdan avvalgi, tashish jarayonidagi va tashishdan keyin ko'rsatiladigan xizmatlarni tasniflash taklif etildi (3-rasm).



3-rasm. Transport xizmatlari tasnifi

Tashishdan avvalgi xizmatlar, asosan, tashishga tayyorgarlikni qamrab olib, transport turidan qat'i nazar, tashish uchun zarur sharoitlarni yaratishga qaratilgan. Bunda chipta va yuk hujjatlarini rasmiylashtirish, ma'lumot berish, texnik tayyorgarlik va xizmat infratuzilmasini tekshirish ishlari amalga oshiriladi.

Tashish jarayonidagi xizmatlar esa harakat davrida yo'lovchi va yuk xavfsizligini, qulayligini hamda sifatli logistik boshqaruvni ta'minlaydi. Bu bosqichda texnik-texnologik, axborot va ijtimoiy xizmatlarning uyg'unligi muhim ahamiyat kasb etadi.

Tashishdan keyingi xizmatlar tizimi esa transport operatsiyalari yakunlangandan so'ng mijozlar bilan bog'liq munosabatlarni davom ettiradi. Uning asosiy maqsadi — xizmat natijasini baholash, yuk va yo'lovchi harakatining yakuniy bosqichini yengillashtirish hamda keyingi safar uchun qulay muhit yaratishdir. Bunday yondashuv transport tizimining mijozga yo'naltirilganligini kuchaytiradi va xizmat ko'rsatish bozorida barqaror raqobatbardosh ustunlikni ta'minlaydi [18].

Transport xizmatlarini tasniflash ularning turlari, maqsad va vazifalariga ko'ra aniqlanadi. Ushbu tizimda xizmatlar tashish jarayonining ketma-ket bosqichlari — tashishdan avvalgi, tashish jarayonidagi va tashishdan keyingi xizmatlarga bo'linadi. Har bir bosqich transport

tizimining muayyan funksiyasini ifodalaydi va yo'lovchi hamda yuk tashish jarayonlarining uzluksizligini ta'minlaydi.

4. Xulosa

Yuqoridagi keltirilgan tadqiqot natijalari transport-servis majmuasi doirasida yo'lovchilarga ko'rsatiladigan xizmatlarni ilmiy asosda tasniflash transport tizimini samarali boshqarish va xizmatlar bozorini tizimli rivojlantirishning muhim omili ekanligini tasdiqlaydi. Transport xizmati faqat tashish jarayoni bilan cheklanmay, balki tashishdan avvalgi, tashish jarayonidagi hamda tashishdan keyingi bosqichlarni o'z ichiga oluvchi ko'p bosqichli va integrallashgan iqtisodiy faoliyat sifatida namoyon bo'ladi. Muallif tomonidan taklif etilgan bosqichli tasnif modeli transport xizmatlarining funksional mantiqini aniqlashtirish, ularni strukturaviy jihatdan tizimlashtirish va boshqaruv qarorlarini kompleks yondashuv asosida qabul qilish imkonini beradi.

Mazkur tasnif transport-servis majmuasining tarkibiy elementlari — infratuzilma, servis subyektlari va boshqaruv mexanizmlari o'rtasidagi o'zaro bog'liqlikni kuchaytiradi hamda xizmatlar sifatini baholashning aniq mezonlarini shakllantirishga xizmat qiladi. Amaliy jihatdan ushbu yondashuv yo'lovchilarga yo'naltirilgan boshqaruv modelini rivojlantirish, xizmat ko'rsatish jarayonlarini raqamlashtirish, servis integratsiyasini chuqurlashtirish hamda transport tizimining raqobatbardoshligini oshirish uchun metodik asos vazifasini bajaradi.

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