

SYSTEM OF EVALUATION AND QUALITY ASSESSMENT INDICATORS OF HOUSING AND UTILITARY SERVICES

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Annotation:

This article describes the market of housing and communal services, indicators and systems for assessing the efficiency and quality of housing and communal services

Key words:

Housing utilities, services market, market relations, basic principles and their characteristics.

With the expansion of demand for these services by the population (consumers) in the activities of enterprises operating in the market of housing and communal services, the market attitude deepens, which, in turn, leads to a certain degree of economic legislation in the industry.

The economic significance of the concepts of housing and communal services and market relations is related to the development of market relations in the field of increasing the level of consumer satisfaction in these services, the rational stratification of quantitative and qualitative levels of services to different socio-demographic groups, the formation of necessary social and engineering infrastructure. conditioned a multifaceted approach. Based on this condition, it is necessary to clearly define the principles and features of the development of market relations in housing and communal services.

The formation and development of market relations in housing and communal services is based on the following basic principles (**Table 1**):

1. Freedom of choice.
2. Competition.
3. Free formation of prices.
4. Contractual relations.
5. Government.
6. Market segmentation.
7. Interrelation of services (works).
8. Obligation of payments.
9. Targeting of benefits and subsidies.
10. Mandatory existence of different norms.
11. Consumer preference.

Table 1
Basic principles of formation and development of market relations in housing and communal services and their characteristics [1].

Principles	Features
Freedom of choice	The right of the subjects of the housing and communal services market to independently purchase products, services, use and sell resources, independently organize the production (service) process and provide services to the consumer within the current legislation;
Competition	Availability of a large number of sellers and buyers of housing and communal services (products and works)
Free formation of prices	It is the result of a direct relationship between supply and demand in the housing and utilities market
Contractual relations	Agreement-based relations between equal economic entities providing for measures to ensure the rights of consumers of housing and communal services
Government management	Ensuring compliance with the existing legislation by the participants of the housing and communal services market and ensuring the constitutional rights and freedoms of consumers
Market segmentation	Dividing the housing and communal services market into groups of buyers, dividing market segments
Interrelation of services (works)	Possibility of provision of housing and communal services by other network or branch enterprises of the system
Obligation of payments	Timely and complete payment for services provided by consumers (population and businesses). Payment of certain categories of consumers by the state in the prescribed manner and amount in the form of compensation.
Addressing benefits and subsidies	Application of targeted social protection by the state in the payment of housing and communal services to low-income groups
The necessity of the existence of different norms	Consumers choose housing in the best condition (home area, design, quality of utilities, interior design, location, etc.) at the lowest prices for them
Consumer preference	Responsibility of service providers to consumers

Each principle has its own characteristics based on the characteristics of the relationship in the field, and in the implementation of the principles should pay special attention to these characteristics.

With the introduction of market relations, there will be significant changes in the relationship between enterprises operating in the field and the organization and management of their activities. We propose to organize the technology of implementation of the business system in enterprises in the field

of housing and communal services in the conditions of market relations in the form shown in Figure 1.

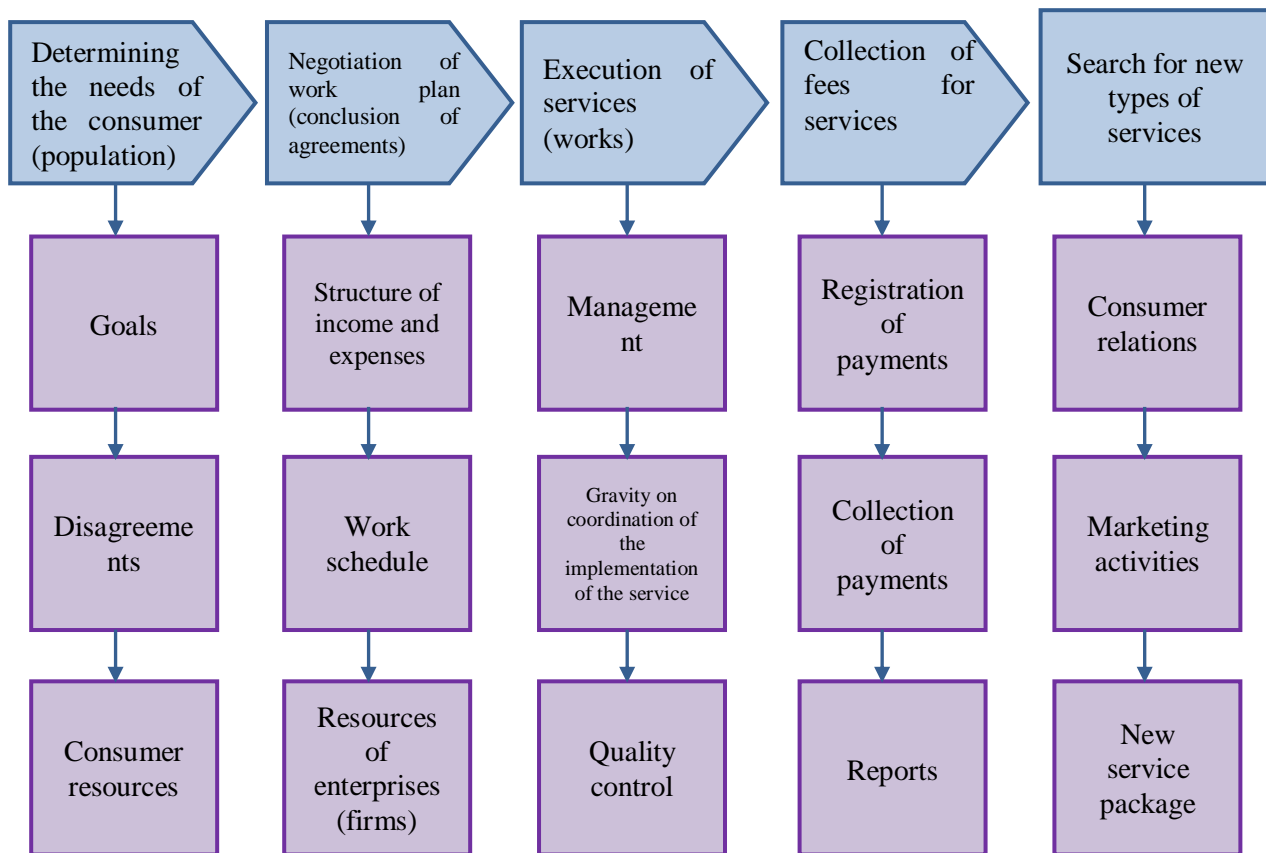


Figure 1. Housing and communal services business system algorithm [2].

This technology involves the process of goal setting, cost planning, work organization, resource allocation, quality control and management, and expansion of activities by enterprises based on the study of the specific needs of consumers (population) [3].

The proposed business system consists of five stages, which must be performed by all enterprises in the industry, and each enterprise must monitor the extent to which it performs its functions within the system and how much it costs.

With the deepening of market relations, the criteria for determining the effectiveness of enterprises in the sector and the institutional systems that coordinate their activities will also change.

Given the ongoing reforms that directly affect the welfare of citizens, consumption, life expectancy, welfare and quality of life, as well as the level of labor and social activity, the urgency of the effective functioning of housing and communal services and the development of research in this area. the need for provision becomes clearer. At the same time, special attention should be paid to the economic aspects of the development of the services sector, as the effective use of its potential during the transition to a market economy is a socio-economic condition for the stability of society.

There are different methodological approaches to the issue of determining the efficiency of housing and communal services. Some

approaches see the increase in the efficiency of the sector in the relatively low cost and rational use of available resources with a relatively high quality of service to fully meet the needs of consumers [4].

For example, V. Chernyak defines the efficiency of housing and communal services not only by strengthening the volume of funding and material and technical base through the introduction of additional funds, but also by saving costs while maintaining or increasing the quality of services [5].

Yu.Simionov's research shows that one of the main tasks of economic analysis of housing and communal services is to determine the economic efficiency of labor, material and financial resources, and the second is to identify internal resources to increase efficiency [6].

By many, the efficiency of housing and communal services is understood as the relationship between the economic results achieved (the volume of services provided) and the cost of various resources available in society.

In our view, the effectiveness of the provision of housing and communal services is determined by the achievement of maximum results with a minimum amount of production and labor for the benefit of society. At the same time, the effectiveness of housing and communal services can not only be associated with an increase in the services provided and a decrease in prices, but social consequences must be taken into account in determining efficiency.

First, if the major impact of resource use still occurs simultaneously with the deterioration of workers' working conditions, this does not mean an increase in production efficiency.

Second, the increase in the volume of housing and communal services provided, the work done as a result of increasing the efficiency of resource use should meet the existing needs. If it does not meet the existing needs, then the efficiency of housing and communal services for the society will hardly increase and only useless costs will occur.

According to researcher R.F. Gataullin, the efficiency of services is achieved when the results (revenues and volumes - for individuals and public goods) are equal to or exceed the minimum costs [7]. In addition, he points out that in areas where paid and free services are combined (education, health, utilities, etc.), their profitability does not describe efficiency.

In short, the socially significant results of housing and communal services should consist in meeting all the needs of society - material, spiritual and environmental.

When studying the problem of the methodological basis of the analysis of the efficiency of housing and communal services, it can be said that most economists focus on the following aspects of the analysis of efficiency (efficiency criteria): [8].

1. Dynamics of changes in the cost of housing and communal services;
2. The amount of financing of housing and communal services;
3. Changes in the amount of accounts payable and receivable, as well as losses of housing and communal services for the current year (absolute and relative values);
4. Analysis of tariffs and prices for housing and communal services;
5. The share of payments of the population in the volume of payments for housing and communal services;

6. The number of families receiving subsidies and the amount of budget funds allocated for their provision;
7. The number of citizens receiving benefits and the amount of budget funds allocated to provide them with energy savings;
8. The ratio of the number of accidents for the current year to the previous one;
9. Rotation level of engineering supply systems;
10. The volume of capital repairs and reconstruction of housing compared to the previous year, etc.

These indicators can be reasonably considered as criteria for the efficiency of the housing and communal services system. It is these indicators that allow us to assess the state of housing and communal services and draw conclusions about its changes. However, we believe that these criteria should be supplemented by the following indicators:

1. The level of satisfaction of the population with housing and communal services (number of complaints and applications of the population for housing and communal services, access to housing rights and freedoms, etc.);
2. Indicators of business activity in the industry;
3. The level of investment activity in housing and communal services;
4. Ensuring compliance of public services in the field of housing and communal services with state social standards;
5. Reducing the cost of providing housing and communal services to the population in comparable conditions;
6. Reducing the consumption of fuel and energy resources in industry (resource saving), etc.

A number of scholars have demonstrated their approaches to the term economic and social efficiency of the service sector. Economic efficiency is characterized by the ratio between the results achieved and the cost of the various resources available to society. Social efficiency is the full satisfaction of the population's need for services.

Thus, housing utilities should not only be cost-effective, but they should also be affordable for consumers and suppliers.

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