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## **THE APPROACH TO THE ECONOMIC EVALUATION OF THE QUALITY OF TRANSPORT SERVICES**

### **Introduction**

In studying the problems associated with the assessment of the quality of transport services in the world practice, it is necessary to pay attention to how it can be used as a tool for managing transport processes in the transport system. However, the quality of transport services should not be costly and should benefit the transport system, but the main effect should be on customers, shippers and consignees. In accordance with the international standard on quality economics, the main focus is on reducing quality-oriented costs and not increasing production costs. However, a slightly different situation arises in the implementation of the quality of transport services in the transport system.

The complexity of this problem is that today there is no clear economic-mathematical relationship in the assessment of the practical impact of the transport system on the activities of sectors of the economy. Therefore, the choice of a system of quality criteria and indicators of freight is complex, but requires taking into account the internal and external characteristics of transport for each type of transport and the results of activities for mixed transport. Given that the Uzbek railways are currently controlled by the state, it is possible to make a more accurate assessment, taking into account the specific indicators that reflect the turnover and average speed of the movement. This also applies to local trucking companies.

However, it is more problematic to obtain sufficiently reliable information from private enterprises and private entrepreneurs who are considered to be





individuals. The situation is further complicated by the acquisition of non-transport characteristics, if in the pre-reform period the non-transport characteristics reflecting the consumption value of transport and its impact on production were used in practice, today, according to foreign practice, the market economy undoubtedly however, it is not being implemented.

However, now it is important to calculate and evaluate non-transport characteristics, as they allow to study the final results of transport in conjunction with the activities of enterprises of all forms of ownership, increase the attractiveness of finding new forms of transport services, improve the quality of transport services. It should be noted that "the product is suitable for consumption only after the end of the movement", and today it is also required to have a certain level of quality.

### Analysis and results

According to the final results, the criteria for assessing the quality of transportation include improving the efficiency of industrial enterprises in the transport system, which is characterized by the total costs incurred by the consignor and consignee. Therefore, quality indicators should be evaluated in terms of complete, timely and cost-effective delivery of goods to their destination, taking into account the efficient use of the means of transportation of the transport process.

At the same time, the quality indicators of cargo delivery include the use of advanced methods of increasing cargo flows and arranging shipments; It is advisable to take into account the use of routing, containerization and other methods of high-efficiency delivery of goods, the introduction of quality groups of transport, which will allow enterprises to increase the level of transport services. In terms of final results, the quality of shipments should reflect all





elements of the overall freight delivery process: loading and unloading, transportation, arrival and unloading at delivery addresses.

The analysis of the impact of transport services on the economic performance of enterprises and industries should be aimed at ensuring:

- high utilization of fixed assets;
- optimization of working capital, which depends on the amount of total stocks (finished products, production stocks, the volume of cargo on the road);
- labor savings in loading and unloading and auxiliary work of the sender and receiver;
- grouping and forecasting the needs for vehicles, warehouses, machinery and other technical means.

Accordingly, for the established assessment of the quality of transport services, the average statistical value of their implementation by comparable modes of transport was determined, statistical quantities were determined to determine the degree of agreement of expert groups: variance, assessment standard, coefficient of variation. The assessment of the quality of transport services was conducted on the basis of the following quality groups for two types of transport, such as road and rail transport:

- regular delivery of cargo at intervals convenient for the consignee;
- continuous shipment of cargo at intervals convenient for the consignor;
- continuous loading and unloading of cargo at regular intervals convenient for the consignor and the consignee;
- regular delivery of goods;
- guaranteed shipment of goods at a time agreed between the consignor and the transport company;
- guaranteed arrival at the agreed time between the consignee and the





transport company;

– guaranteed shipment, tracking and arrival at the agreed time with all participants in the transportation process.

In assessing the quality of transport services, a comparison of two polygonal areas, such as basic and expert, was considered.

$$R_l^i = \frac{S_j}{S_{max}} \quad (1)$$

here:

$R_l^i$  - rating of the type of transport that provides delivery of goods by quality groups;

$S_j$  - external drawing area with a curve built on the basis of expert assessments on the quality group of transport services:

$S_{max}$  - base polygon area.

$$S_j = \left(\frac{1}{2} a^2 \sin \alpha\right)n \quad (1)$$

$a$  - the distance from the center of the polygon to its boundary;

$\alpha$  - the angle between the edges of a polygon;

$n$  – number of parameters

As a result of the analysis of the assessments made by the expert, the following types of transport ratings were obtained:

For automobile transport:

$$R_{aut} = \frac{78 * 79 + 79 * 70 + 70 * 91 + 91 * 88 + 88 * 93 + 93 * 78}{6 * 100^2} = \frac{6262 + 5530 + 6370 + 8008 + 8184 + 7254}{6 * 100^2} = 0.69$$





For air transport:

$$R_{air} = \frac{60 * 86 + 86 * 81 + 81 * 71 + 71 * 76 + 76 * 66 + 66 * 60}{6 * 100^2}$$
$$= \frac{5160 + 6966 + 5751 + 5376 + 5016 + 3960}{6 * 100^2} = 0.54$$

For railway transport:

$$R_{railway} = \frac{60 * 86 + 86 * 81 + 81 * 71 + 71 * 76 + 76 * 66 + 66 * 60}{6 * 100^2}$$
$$= \frac{5160 + 6966 + 5751 + 5376 + 5016 + 3960}{6 * 100^2} = 0.58$$

Based on the results of the calculations, the quality levels of road, rail and air transport services were assessed as follows:

automobile transport –  $R_{aut} = 0,69$ ;

air transport –  $R_{air} = 0,58$ ;

railway transport –  $R_{railway} = 0,54$ .

## Conclusions and suggestions

All of the above considerations allow us to make a sufficiently objective calculation in the introduction of this or that type of quality for the following purposes:

- feasibility study of the selection of the best use of the appropriate quality group for the provision of transport services to enterprises and organizations of all forms of ownership;
- determination of the calculated, real (real) economic effect on the quality group of the provision of appropriate transport services, taking into account the specifics and characteristics of the production activities of each enterprise;
- determining the share of cost-effectiveness of each participant in the transportation process after the transition to new groups or forms of quality of transport services;





– on the basis of theoretical conclusions the exact calculation of real tariff change in increase on single complex technology is given.

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