

A NEW STAGE IN THE DEVELOPMENT OF TOURISM: ACTUAL PROBLEMS AND PERSPECTIVES IN UZBEKISTAN

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Abstract

This paper investigates major points of tourism sector in Uzbekistan while making emphasize on outlook development perspectives. Moreover, the way of tourism advancement with major outcomes and shortcomings are also underlined with the systematic analyses. In addition, socio-economic development of the study with the positive modernization and diversification possibilities were stated in order to conduct probable future investigations in the future. Finally, outcomes and shortcomings of topic have been demonstrated in order to make better developments in the future investigations as whole.

Keywords: Tourism, Silk Road, Tourism infrastructure, Tourism potential, World heritage destinations, Uzbekistan, Central Asia

INTRODUCTION

In the area of globalization, Tourism's impact on the economic and social development of a country can be enormous while opening it up for business, trade and capital investment, creating jobs and entrepreneurialism for the workforce and protecting heritage and cultural values. To fully understand its impact, however, governments, policy makers and businesses around the world require accurate and reliable data on the impact of the sector. On this way , data is needed to help assess policies that govern future industry development and to provide knowledge to help guide successful and sustainable Travel & Tourism investment decisions. For 25 years of independence Uzbekistan has been quantifying the economic impact of Travel & Tourism. Travel & Tourism generated US\$7.6 trillion (10% of global GDP) and 277 million jobs (1 in 11 jobs) for the global economy in 2014. Recent years have seen Travel & Tourism

growing at a faster rate than both the wider economy and other significant sectors such as automotive, financial services and health care. Last year was no exception. International tourist arrivals also surged, reaching nearly 1.14 billion and visitor spending more than matched that growth. Visitors from emerging economies now represent a 46% share of these international arrivals (up from 38% in 2000), proving the growth and increased opportunities for travel from those in these new markets. The sector faces challenges while facing internal and external political modifications at all (Akhoondnejad, 2016; Alegre & Garau, 2010).

Therefore, only in 2016 of December 2, the President of the Republic of Uzbekistan Shavkat Mirziyoev directed number of changes to push tourism sector as whole. Accordingly, «Measures to ensure the rapid development of tourism in the Republic of Uzbekistan» Decree that was outsourced on national magazine «Xalk so'zi» (People's word) on December 7 in 2016 introduces the status of a strategic sector of the economy, sustainable development, structural change and the diversification of the economy, employment, and directed it into a powerful tool for improving the quality of life of the population. Relatively, they may start a new stage in the development of this industry on the basis of it (Alam & Diamah, 2012; Bakhtishodovich et al., 2015).

The present stage of human development and socio- economic development level of the highest rates of growth of the life and well-being of the population growth could be the major point of development as whole. Urbanization increases the level of increase in the share of leisure time, social values and personal life that may lead to a radical change of the property. These, in turn, adjust to changes in the life of the population, and to increase significantly the supply and demand in the tourism inaugurated the foundation.

Accordingly, time, travel, and nature ceased to be an active part of the life of the people of the rest of modern health and shape of the importance of strengthening the effective use of time and space. At a time before tourism without thinking about it, just enjoy having a superior goal, at present, these goals have radically changed: weak position occupied seek to promote active recreation; most of the rest of the active role of the individual, or at least two people to try out for a rest. Tourism trip for other purposes also changed: in the past, the only individuals now enjoy recreation; accurate planning in the past, and now we want to meet the demand; past civilization (civilization) favors the consumer, now the pleasures of nature in the first place.

Tourism is closely linked to the interests of its various properties: it is to know the world, combines education and rehabilitation, comprehensive rest of the business and the business, providing an income through the service. Tourism is key factor for Uzbekistan to create many new jobs and additional income, entrepreneurship and the growth of the economy is an important source of rich and diverse cultural, historical, natural objects. Also destinations may

use nature and other equal resources to make protection and environmental monitoring while ensuring the security of the areas of efficient use at all (Au, Law, & Buhalis, 2010; Aziz, Anuar, Hamid, & Izhar, 2016).

METHODOLOGICAL BACKGROUND

Industry in the country during the years of independence, market-based creation of a new legal and economic framework. Based on a unified state policy aimed at rapid development of the sector carried out radical economic reforms, a modern tourism infrastructure has been built, international standards have introduced a number of new tourism routes, historical and cultural monuments were repaired, they have been promoting a wide range of training and retraining of personnel in the field of tourism system.

Paying tourism and historical monuments in the world and ranks among the top ten in the country. The more than 7 great tourism value and unique historical monuments and architectural objects available in the UK, specializing in the field of finance and business world, «Financial Times» newspaper (published in the 24 cities of the world, it allows you to read every day, more than 2.2 million people) in 2017 those wishing to travel around the world, announced a list of the most interesting areas: The nine countries in the world are recorded in second place in the ranking of the most attractive tourist areas (people's December 29, 2016).

However, at present the rich and varied, great access to recreational-tourism potential is low, the current system of tourism infrastructure, tourism services provided in the volume, variety and quality of existing tourism potential of the regional distribution network management system on a global scale, bo'laytgan significant changes in the conditions of severe competition and innovation do not meet modern requirements. Of tourism on the national economy, the share of the service and the role of exports of services and employment indicators in the field of population remain significantly above the world average (Akimov & Dollery, 2009; Berger & Paris, 2013). It should also be noted that the tourism industry of the country in all the key figures in the capital city of Tashkent ruling position: its share of firms and organizations, 73.4 percent (292), visitors to 58.8 percent (329,5 thousand people). These indicators for Samarkand region (respectively 13.1 and 4.1%), Bukhara (4.5 and 9.2%) and Khorezm (from 1 to 21%) in different regions. 4 regions accounted for 92% of the companies and organizations in Uzbekistan, 93.1 percent of the visitors (Bhatia, 2006; Binkhorst & Den Dekker, 2009).

On the other hand, regions like Syrdarya, Namangan, Surkhandarya accounted for 2.3 and 1.5 percent respectively. Another shortcomings which should be mentioned. Protected Areas in foreign countries of all categories of recreational resources in tourism turnover in Travel & Tourism generated US\$7.6 trillion (10% of global GDP) and 277 million jobs (1 in 11

jobs) for the global economy in 2014. Recent years have seen Travel & Tourism growing at a faster rate than both the wider economy and other significant sectors such as automotive, financial services and health care.

POLICY AND STRUCTURE OF TOURISM IN UZBEKISTAN

Tourism policy and structure of the country has investigated while making investigation. It was noted that, or the purpose of creation of a favorable economic and institutional conditions for intensive development of tourism as a strategic sector of the economy of the country, the most complete and effective use of the enormous tourism potential of the regions, radically improvement of the management of the tourist industry, creation and promotion of the national tourist product on the world markets, and the formation of a positive image of Uzbekistan in the tourism sector:

1. Define the targets and priorities of state policy in the sphere of tourism in the medium term as follows:

formation and consistent implementation of an integrated tourism development;

creation of new tourist routes in the region, holding their passports, the formation of a unified national registers on tourist routes and tourist sites;

expansion of international cooperation in the field of tourist activity, primarily with the United Nations World Tourism Organization (UNWTO);

active participants on regional and global markets of tourist services;

the participation of Uzbekistan in the universal international conventions and agreements;

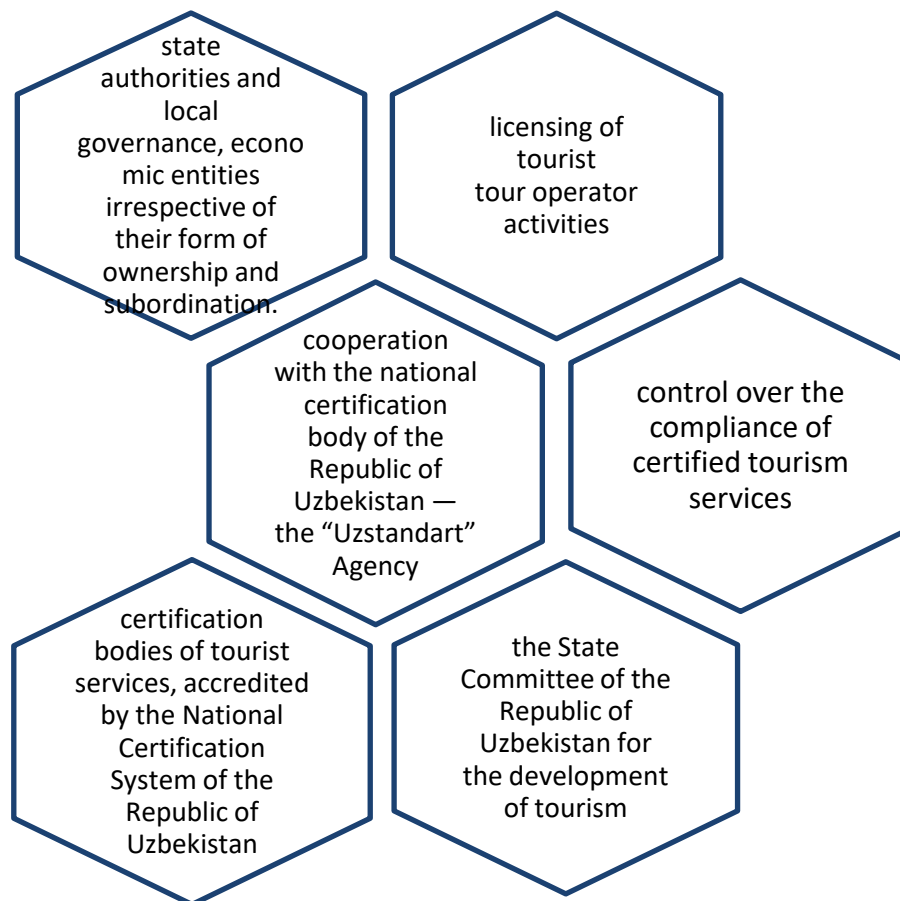
the introduction of the practice of tourist activities of international and interstate standards and norms;

accelerated development of tourist sites in all regions of the Republic meeting the modern international standards;

radical improvement of the system of quality training of qualified personnel for the tourist industry,

regular retraining and advanced training of employees of the tourist activity facilities.

2. Create the State Committee of the Republic of Uzbekistan for the development of tourism on the basis of «Uzbektourism» National Company which is under the abrogation now. Determine the State Committee of the Republic of Uzbekistan for the development of tourism as the authorized state body in the sphere of tourism. Entrust the State Committee of the Republic of Uzbekistan for the development of tourism with the functions for:



The Cabinet of Ministers of the Republic of Uzbekistan shall take a Resolution on the arrangement of the activity of the State Committee of the Republic of Uzbekistan for the development of tourism within a week.

3. The State Committee of the Republic of Uzbekistan for the development of tourism in cooperation with the Ministry of Economy, Ministry of Finance, Ministry for Foreign Economic Relations, Investments and Trade, Ministry of Foreign Affairs, Ministry of Culture and Sports, Ministry of Justice, the State Customs Committee, the State Committee of the Republic of Uzbekistan for Architecture and construction, the State Committee of Uzbekistan for nature

protection, the Council of Ministers of the Republic of Karakalpakstan, khokimiyats of the regions and Tashkent city, other ministries, agencies and organizations concerned shall submit the Concept of development of the tourism industry of the Republic of Uzbekistan in the medium term to the Cabinet of Ministers within three weeks on the basis of the objectives in the sphere of tourism of the state policy priorities determined by the Decree, as well as the Program of specific measures to implement the Concept for 2017-2021.

4. Establish that since January 1, 2017:

<ul style="list-style-type: none"> • licensing to carry out tourist activities is subject only to tourist enterprises, providing the arrangement of tourist activity — tourist operators, travel agencies, sightseeing organizations, tourist firms;
<ul style="list-style-type: none"> • on acquisition of a license to be engaged in tourist activities the mandatory licensing requirements and conditions are the presence of security systems for the life, health and property of tourists and sightseers, confirmed by a certificate of tourist services;
<ul style="list-style-type: none"> • tourist services provided by entities connected with tourist activity are subject to obligatory certification — hotels, motels, camping sites and similar accommodation facilities, with the abolition of the requirements in the presence of a license of hotels and similar accommodation facilities to carry out activities related to the provision of tourist services. At the same time, a compulsory certification for catering and transport companies specialized in servicing of foreign tourists is introduced since the January 1, 2018;
<ul style="list-style-type: none"> • services of guides, instructors and conductors can be carried out by individuals or employees of legal persons only after they have received the qualification certificate issued by the State Committee of the Republic of Uzbekistan for the development of tourism;
<ul style="list-style-type: none"> • tourist enterprises have the right to enter into agreements (contracts) with the subjects of tourist activity for the provision of tourist services to foreign tourists by them only if they have a certificate of conformity.

5. In order to facilitate visa procedures and create favorable conditions for visiting the Republic of Uzbekistan by foreign citizens, the visa system shall be canceled since April 1, 2017:



The Ministry of Foreign Affairs together with the Ministry of Finance, the Ministry for Development of Information Technologies and Communications, the Central Bank of the Republic of Uzbekistan shall submit the procedure of entry fee by foreign citizens for approval to the Cabinet of Ministers up to March 1, 2017.

6. The Ministry of Foreign Affairs together with the State Committee of the Republic of Uzbekistan for the development of tourism, the Ministry of Finance, the Ministry for Development of Information Technologies and Communications, the Ministry of Labor of the Republic of Uzbekistan, and other ministries and departments concerned shall submit the specific proposals for approval to the Cabinet of Ministers of specific proposals up to January 1, 2017, as follows:

- introduction of common tourist visa for all countries, issued for a period up to 30 days; significant simplification of the procedure for acquisition of visas, including transit visas at the international airports and the border checkpoints of the Republic of Uzbekistan;
- simplification of procedure for acquisition of permits for labor activities in the Republic of Uzbekistan in the sphere of tourism by foreign specialists, as well as providing them with benefits to pay tax on personal income;
- expansion of the use of modern information and communication technologies in the process of registration and issuance of visas, including the use of «online» system for

filling in forms and submission of documents to apply for a visa without a visit to the diplomatic missions of the Republic of Uzbekistan abroad and the consular department of the Ministry of Foreign Affairs and the introduction of the system of electronic visas since 2018.

7. The Ministry of Foreign Affairs and the Ministry for Foreign Economic Relations, Investments and Trade of the Republic of Uzbekistan should entrust the advisers on trade issues at the embassy of the Republic of Uzbekistan abroad with an obligation to promote the national tourist product and to assist in increasing of the tourist flow to the Republic of Uzbekistan.

8. «Uzbekistan Airways» NAC, «Uzbekistan Railways» JSC in cooperation with the State Border Protection Committee of the National Security Service and the State Customs Committee of the Republic of Uzbekistan, the State Committee of the Republic of Uzbekistan for the development of tourism shall:

- take the necessary measures to implement «green corridor» of customs control system for foreign tourists arriving (departing) in the Republic at the international airport of Tashkent, Samarkand, Bukhara and Urgench with the simplified checking procedure of passport and customs control, baggage check, and transport services up to April 1, 2017;
- arrange the separate passport control by residents and non-residents in order to create additional facilities for foreign citizens and accelerate the completion of this procedure at airports and railway stations of the Republic;
- provide the employees of tourist activity subjects, who meeting or accompanying the foreign tourists, with the right of access to the building of airports and train stations by special permits granted in established procedure in compliance with the requirements of security and protective measures;
- systematically carry out measures to improve the level and quality of services provided to passengers, including free of charge, through the creation and development of comfortable tourist information environment at the airports and railway stations, including the activities of tourist information points, the system of tourist navigation, installation of orientation signs, etc.

9. The State Committee of the Republic of Uzbekistan for the development of tourism in collaboration with the Ministry for Development of Information Technologies and Communications, the Ministry of Internal Affairs of the Republic of Uzbekistan should create a

specialized automated software for record-keeping of guests at hotels and other accommodation facilities in electronic form via the Internet.

10. Set the procedure since January, 2017, according to which: service payment for accommodation at hotels and other accommodation facilities provided to foreign citizens and stateless persons who do not have permanent residence in the Republic of Uzbekistan, including through the subjects of tourist activity shall be carried out only in freely convertible currency, except in cases when payment for them is made by invited government and government-financed organizations on the territory of the Republic of Uzbekistan. At this time, tourist fee is paid in the currency of service payment;

- it is permitted to pay the fee by citizens of the Republic of Uzbekistan to tourist operators in freely convertible currency by cash, followed by encashment for cashless payments to foreign partners for the provision of tourist services;
- tourist operators are exempted from the mandatory sale of proceeds in foreign currency obtained from the provision of tourist services;
- hotels and other accommodation facilities shall carry out the mandatory sale of 25 percent of proceeds in foreign currency in accordance with established procedure the mandatory sale of 25 percent of proceeds, obtained from the provision of tourist services to foreign citizens;
- tourist operators accepting tourists, as well as their employees are exempted from liability for breach of legislation of the Republic of Uzbekistan by tourists, with the exception of the rules of staying of foreign citizens and stateless persons in the territory of the Republic of Uzbekistan established by the relevant legal acts.

11. Advise the Central Bank of the Republic of Uzbekistan together with commercial banks to equip the facilities of tourist infrastructure recommended by the State Committee of the Republic of Uzbekistan for the development of tourism with terminals for reception of foreign exchange payments.

12. Release from the tax on corporate income tax, land tax and property tax, as well as unified tax payment of legal persons for a period of 5 years, when they put into operation of hotels and motels with level not less than 4 stars, certified in the prescribed manner. Establish that a charge is collected to the Republican Road Fund under the Ministry of Finance of the Republic

of Uzbekistan in the amount of 3 percent of the cost of the acquisition of vehicles for purchase of new vehicles for transportation of more than 9 tourists by the subjects of tourist activity.

13. Recognize the Decree of the President of the Republic of Uzbekistan dated July 27, 1992 No.UP-447 «On the formation of «Uzbekturism» National Company» as null and void. The State Committee of the Republic of Uzbekistan for the development of tourism in cooperation with the Ministry of Justice and other ministries and departments concerned shall submit proposals on changes and amendments to legislation arising from this Decree to the Cabinet of Ministers within two months.

RECOMMENDATIONS

Enhancing the implementation of this decree, rapid development of the tourism sector of the national economy as a strategic network and become one of the important centers of tourism in the country and the world (Buhalis & Foerste, 2013; Getz & Page, 2016; Mallen & Adams, 2017).

We are implementing the measures specified in this article is issued, the great scientific and practical significance of the four problems: the great recreational and tourism resource potential of rational and efficient use of various categories of protected areas based on the rapid development of the resource potential of eco-tourism opportunities in tourism turnover, tourism management system, development of the concept and development of the program was considered appropriate to focus on solving problems.

The territory of Uzbekistan is 448.97 *thousand km²* while its population is 32.5 million people that makes better opportunities for the development of life standard. First and foremost, it is very diverse and rich landscape, natural resources and ecosystems, a great recreational-tourism potential, and the second is for the supply and demand in the tourism and tourism service number of workers with the ability to move to a new level.

The ancient Silk Road through Central Asia in many countries adjacent to the tourist routes vital strategic importance to the international Crossroads. From global point of view, on the one hand Uzbekistan is situated far from the world's oceans and seas, what I mean by this is that our country is away from the inner continental countries, on the other hand, the plains of the world's ecological Optimus, as the 40th parallel (*north latitude*) near to the city of Samarkand.

The mountains and low mountain, medium mountain, a short distance from the high mountain areas a significant change, and change is very much interested. Dry subtropical climate in the country in compliance with the ruling, the tide will change the normal, all the

chapters with their specific conditions, this is the production of environmentally friendly products and tourism services by years of continuous and rapid development.

Plains, desert, mountains, altitude zones, flood-plain forests eco tourism is very interesting and attractive for tourists are characterized by the landscape and biological diversity. More than 4100 species of flora, of which 9% Endemic. Of the fauna includes 97 species of mammals, 424 species of birds, 58 species of reptiles, 83 species of fish, of which 8.8% endemic. The «Red Book», 184 kinds of animals, 305 species of plants (2006).

The basis for the development of tourism in the country, there are many unique items are among the highlights of caves, beautiful and strange-shaped rocks, gorges, and the rest of the layers of the open fields, waterfalls, healing springs, big old trees, nature, healing and Trains landscape. More than 17 natural water streams, 51 water reservoir, more than 500 lakes and many canals and there are 1448 glaciers as whole.

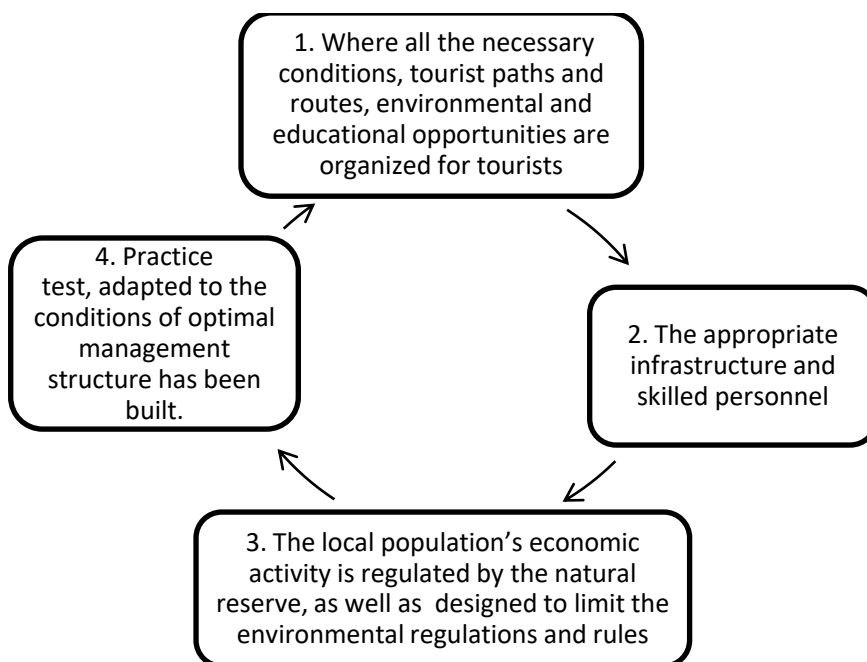
A huge potential in tourism, especially eco-tourism does not meet modern requirements. The main reason tourism is related to the use of inventory and classification of objects related to the implementation and evaluation.

For this reason, the existing potential and prospects for the inventory and classification of objects and medical-biological, tourism and economic assessment is required. As well as the nature, ethnocultural components and Ethnography of the desert (Sahara), rich in resources and a wide range of recreational and tourism potential of the target areas of the complex will be of great practical importance(Bosangit, McCabe, & Hibbert, 2009).

At present, many countries of the world, protected natural areas are an important economic activity in the aesthetic of natural landscapes, cultural and ethnographic heritage and the favorable development of the ecological potential of the resource potential of eco-tourism has become the main direction.

The level of use of meth in the country do not meet the requirements. Except for partial use of the opportunities of national parks and other categories there are use of eco-tourism opportunities.

In this regard, the international experience shows the following advantages: beautiful, attractive, fun, spectacular landscapes, and their environmental and economic coordination and stabilized perform the function of a particular form. They are expressed in the following areas:



The newly created Committee for the development of tourism activities, first of all, to carry out the functions of supervision and administration, but also in the field of tourism business in the strengthening of existing measures to support the development of tourism in the elimination of all barriers and obstacles that impede the development of competition in the market of tourist services. Tourism management and business support to the importance of licensing, certification and licensing committee responsible.

State liberalization of the visa policy radically:

a) from 15 countries and more tourists from 12 countries in the visa regime for visitors under the age of 55 has been completely removed;

b) All other countries simplified the only tourist visas, since 2018, the introduction of the electronic visa system;

c) in Tashkent, Samarkand, Bukhara, Urgench International Airport for foreign tourists "green corridor" system of customs control, passport and customs control, with the introduction of a simplified system;

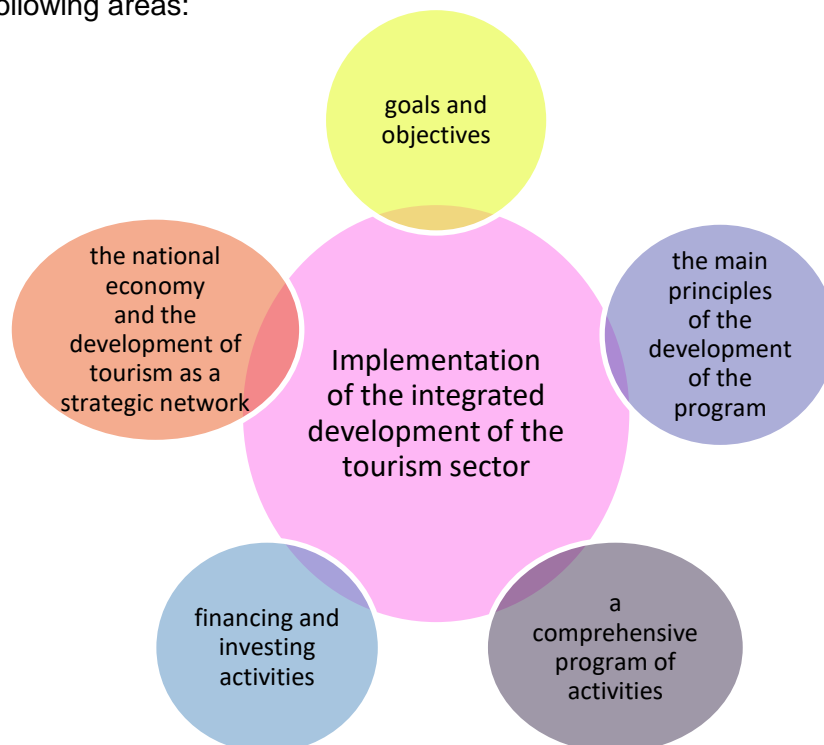
d) the airports and railway stations were favorable tourism destination, including tourist information centers will be created and developed.

Business activities in the field of tourism promotion and development of tourism infrastructure, tourism organizations, additional benefits and privileges to the important activities (tourism operators will be exempt from the mandatory sale of foreign currency, foreign currency receipts in the hotels, only 25% of the mandatory sale of foreign service hotels tourists.

Also, the decree of the Republic of Uzbekistan has recently introduced that the concept of the development of the tourism sector has mentioned in the medium term. As well as specific measures to implement the concept of the years 2017-2021 the development and implementation of the program. We believe that the application of this concept and the development and implementation of complex measures to develop tourism as a strategic sector of the economy to take into account the following areas:

1. To create a conceptual framework for the development of tourism
2. Status quo and condition analysis of tourism development and major problems while considering country's economy, resource potential , effectiveness of the management processes and environment.
3. It is demanding that at the top of the action, strategies and approaches to the formation of the concept and its implementation mechanism to ensure the stability of the industry, investing and financing activities and so on.
4. The development and implementation of the program (in the program goals and objectives based on the principles of development

The main tool for the implementation of the integrated development of the tourism sector in the national (state) and the regional target programs, their development, approval, implementation consists of the following areas:



According to the program goals and objectives and the level of development of the tourism industry in the regions of the country to the present situation, recreational and resource potential evaluation of the factors and conditions are determined based on the results of the analysis of the prospects for development and the rule of it as whole. The development of the tourism sector to develop a comprehensive program based on the following principles:

- the duration of the implementation of the aims of actors on a set of interrelated resources to be able to target and address;
- application development complexity;
- tourism structure and to adjust the directions of the high level of internal factors and options available in the regions of the country to create the conditions for effective implementation of the use of resources and reserves.

And, consists of a comprehensive program for the development of tourism in the following:

- aimed to solve the problem, the strategic objectives and potential, funding, management and organizational measures and deadlines to set the parameters of the development and prospects of the implementation of measures;
- domestic and foreign tourist flow volume, tourist areas and their capacity to receive the highest age- and tourism infrastructure facilities as possible;
- investment activities and events;
- tourism development strategic outlook: concept, strategy, medium-term forecast, a comprehensive program.

In the future, the tourism infrastructure in all regions of the modern facilities, such as hotels, transport and logistics structures, engineering and communication infrastructure development, attracting foreign investments for the purposes of this also is one of the major tasks and priorities. The standards of the modern world, meet the needs and requirements of tourists.

The above comments and the recommendations and prospects for the implementation of measures to accelerate the development of tourism in the detection, to determine the level of priority, to resolve the main issues and we hope it will contribute significant added.

CONCLUSION

To conclude with, on measures on ensuring rapid development of tourism industry in Uzbekistan and for the purpose of providing the effective organization of activities of the State committee of the Republic of Uzbekistan on tourism development need to determine the main objectives and activities of the State committee of the Republic of Uzbekistan on tourism development.

On this way, government ensures forming and implementation of the complete concept of tourism development directed to radical increase in tourist capacity of the country, giving to tourism of the status of the strategic sector of economy, carrying out single state policy in the sphere of tourism.

Moreover, tourism infrastructure may implement marketing researches on external and internal markets of tourist services, sale of active promotional and informational policy in the sphere of tourism directed to broad promotion of historical and cultural heritage, preserving and development of tourist image of the Republic of Uzbekistan, promotion of national tourist products and brands for the international tourist markets.

Last but not the least, coordination of development and monitoring of sale national and regional programs of complex development of internal, entrance and outbound tourism, the accelerated development of the wide range of types of tourism, attraction of foreign investments, and also credits and grants of the international financial institutions and other organizations in development of the tourist infrastructure conforming to international standards.

Finally, coordination of development of tourist activities, ensuring creation of new tourist routes in regions, carrying out their certification, forming of unified national registers along tourist routes and tourist objects are believed as a major feature of development.

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