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FEATURES OF ACCOUNTING IN THE SERVICE SECTOR

Abstract: This topic was chosen because a lot of attention is currently being paid to services. In the process of selling services, the company transfers revenue, which should reimburse the costs incurred and ensure the profit necessary for further expansion of activities. Important results of each enterprise are profit and profitability, which depend mainly on the sale of services. Increasing the volume of sales is an important task. Each company is interested in rapid implementation of its services, as it has a direct impact on the company's financial position, strengthen its economy, improve conditions for workers.

Key words: Intangible, heterogeneity, non-standard, complexity, impermanence, income, expenses, revenue, cost.

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Introduction

Modern business is characterized by a constant growth of opportunities that are directly related to improving the quality of life, with innovative development and with an advanced offer of a variety of innovative services to consumers. The Internet and new means of communication can serve as a clear example of this real and endless process.

Despite the fact that the market offers a fairly wide range of services to the consumer, any services are distinguished by their heterogeneity and complexity. Accounting of the service sector, despite the absence of work in progress, is not an easy task, which is subordinated to accounting and analysis of income and expenses, as one of the most important indicators of economic activity of any organization [2].

The main distinctive features of accounting in the service sector are that, first, the result of meeting the customer's needs is usually immaterial, and therefore, there are difficulties in assessing the quality and usefulness of the service performed.

Second, unlike a physical product that goes through various production stages before the consumption stage, the consumption of services rendered occurs simultaneously during the production

of the service itself. When choosing a service, the consumer first chooses the service provider, which is an integral component of the process of satisfying their requests. In this case, the choice of the performer may be based not on the quality of the service provided, but, for example, on the behavior of the staff.

Third, the production of any service is closely related to the personality of the consumer. In other words, a comprehensive change in the human personality determines the variability of the quality of services and does not allow them to be formalized and standardized.

Fourth, in addition to the risks associated with the inability to timely identify and correct errors and inconsistencies at the time of simultaneous provision and consumption of services, there are risks based on the fragility of the services provided. In other words, if a physical product can be postponed and sold tomorrow, then the sale and consumption of many services cannot be postponed to the future. For example, transportation services, an empty seat on the plane means lost profit.

For service organizations, it is vital to ensure the most accurate correspondence of supply and demand,

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to develop the flexibility of the organization's structure and service delivery processes.

The costs associated with the provision of services, as in the case of production, are subject to rationing and planning, which also do not differ in principle from similar operations carried out in the production of products [3]. For this reason, service providers take the problem of developing budgets and then monitoring their implementation seriously.

Accounting methodology for services

Fundamentals of accounting-reflection of business operations on accounts. According to the level of detail of accounting, accounts are divided into synthetic and analytical. Each company, based on the specifics of its activities, selects a particular set of accounts for accounting for production costs.

The method of cost accounting and calculating the cost of work and services is considered to be a set of techniques for documenting and reflecting production costs to determine the actual cost of work (services). The classification of cost accounting methods is based on the procedure for collecting and generalizing production costs for objects of analytical accounting [4, p. 78].

The method of calculating the cost of production is considered to be a set of techniques used to calculate the cost of a unit of production.

There are many methods of accounting for costs and calculating the cost of production. Classification of methods for accounting for production costs and calculating the cost of production continues to be the subject of discussion.

The normative method is the most progressive accounting method that allows you to carry out daily control of the level of production costs, take measures to prevent inefficient use of the organization's resources. The normative method provides for:

- creation of a system of current progressive norms and standards and on its basis – calculation of the standard cost;
- accounting for actual expenses during the reporting period with their division into expenses by norms and deviations from norms;
- accounting for changes in current regulations during the reporting period in order to adjust the standard cost and determine the impact of these changes on the cost, as well as the reasons for the changes;
- identification and analysis of the causes of deviations from the norms by types of costs and places of their occurrence;
- calculation of the actual cost of products (works, services) by summing up the standard cost at the beginning of the reporting period, deviations from the norms (plus overspending, minus savings) and changes in the norms during the reporting period.

The normative method is not only a method of accounting and calculating the cost of products

(works, services), but also part of the most important cost management system [6, p. 194].

The basis of regulatory accounting is the regulatory framework, which is a set of progressive, scientifically based labor, material and financial norms and standards.

In the normative method consolidated accounting cost of production and the relevant ledgers (statements) must be carried out by separate types or groups of similar products and calculation items with a unit cost norms, deviations from norms change norms. Standard costs for all sections of the consolidated statement of accounting (work in progress at the beginning and end of the reporting period, costs for the reporting period, the actual cost of production) should be calculated at the same level of standards reached at the beginning of the reporting period. As you know, the balance of work in progress at the end of the month becomes the initial balance in the next month. If there were changes in the current norms during the month, it becomes necessary to recalculate the remaining work in progress by the amount of changes in norms for the month. At the same time, changes in the norms for work in progress are separately highlighted in the consolidated statement of production costs.

A simple method is used mainly in most enterprises, mining and some manufacturing industries, producing one type of product (hydro, mining, oil, ore and nonmetallic raw materials, production of plastic masses, raw silk, etc.), and a number of ancillary industries for the generation of electricity, steam, cold and other types of motional energy.

In some industries, costs may be accounted for at separate stages of the process. A prerequisite for using a simple (process-based) method is the uniformity and at the same time mass production of the extracted or produced products, the ability not to divide costs by the method of attribution to direct and indirect costs (since they are all associated with the production of one type of product). All costs are related to output (due to the absence or stability of work-in-progress balances) [7, p. 22].

The standard-cost system is a system of cost accounting and cost calculation using standard (standard) costs, the main goals of which are cost management and control, setting real prices, preparing budgets and various forecasts.

The standard-cost system for domestic accounting is a new method, although its origin is associated with the beginning of the twentieth century. The first mention of it is found in G. Emerson's book "labor Productivity as the basis of operational work and wages". He believed that traditional accounting "has the disadvantage that it does not establish any relationship between what is and what should be." This, according to Emerson, is a very significant defect in traditional accounting. But there is another

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one related to the fact that accounting ignores the quality side of objects. "We know their price, but not their value."

The meaning of the "standard – cost" system is that what should happen, not what happened, is taken into account, not what exists, but what is due, and the deviations that have occurred are separately reflected. The main task that this system sets for itself is to account for losses and deviations in the company's profit. It is based on a clear, firm establishment of standards for the costs of materials, energy, working time, labor, wages and all other expenses associated with the manufacture of any products or semi-finished products. Moreover, the established standards cannot be exceeded. Performing them even by 80% means successful work. Exceeding the norm means that it was set incorrectly.

Analytical accounting is maintained in the development of all production cost accounting accounts. The level of Analytics is determined by the indicators that the organization needs for monitoring and management. For example, in the development of accounts in the "Main production" section, in order to quickly provide managers with specific reliable information, analytical accounting is organized for each order, type of work, type of product separately, in the context of calculation items and places of work. Analytical accounting should provide grouping of information on work-in-progress balances at the beginning and end of the month, on expenses for the reporting month, on amounts written off as costs for final marriage, on the cost of materials saved in production and on the cost of products produced, works performed, services rendered [8, p. 80].

To the accounts of the "Auxiliary production" section, analytical accounts are opened by types of production, and inside them-by types of work, calculation items. Here it should be taken into account that the services provided by auxiliary productions are mostly used within the enterprise and only a part of them can be sold on the side.

From the point of view of cost management, the main goal of product cost calculation systems is to objectively calculate the production costs of each type of product (service). To correctly estimate costs, you need to know their value in the long term. The well-known principles of dividing costs into constants and variables used in short-term management practice are not applicable for long-term analysis, since in the long term all costs of an enterprise become variable. In addition, direct costs are taking up a smaller share in the cost of production of modern enterprises, while overhead costs, on the contrary, are increasing. Fixed costs, which are known to be weakly dependent on output, are often seen as unavoidable and therefore little controlled. This is the narrowness of the approach to managing such costs. All categories of costs are the result of management decisions. Most of the costs that were considered constant for a long time

can now be considered as variables of certain factors that depend on management decisions. The importance of decisions increases in proportion to the specific weight of such expenses [9, p. 118].

Thus, the most important task of objective cost calculation is to identify the cost-determining factors of overhead costs. In conditions of the same type or approximately equal complexity of production, costs can be analyzed in the traditional context of constants and variables. If this condition is not met, this approach becomes incorrect.

Investigating the causes of such expenses, we find that their value is determined to a greater extent not by the volume of production, but by other production factors. Among the cost-generating factors: the number and time of equipment commissioning, the number of orders received and placed, the number of product deliveries, the number of items of components and materials, the volume of production stocks, the number of quality control checks and operations to correct defects. It is advisable to analyze the labor costs of auxiliary and service departments and equipment maintenance based on the influence of the above factors on them. If these costs do not ultimately contribute to a reduction in the cost of production, they should be revised to take into account the accompanying circumstances.

In most enterprises, all production operations can be divided into main and auxiliary operations. These operations, in addition, perform specific production functions (functions of supply, production, quality management, logistics, sales, etc.). the Costs of performing these functions are related to the cost-generating factors that cause the costs. These costs are grouped according to their functions and the activities of the departments that bear them. Knowing the reasons for each group of indirect expenses, you can more reasonably attribute them to the cost of a particular type of product or service. Therefore, it is necessary, first of all, to correctly identify the factors that determine them (cost-drivers). The accounting and calculation system that reflects the costs of the function that they bear in the enterprise's activities is called the "method of accounting and calculating costs by functions" [10, p. 76].

The method of accounting and calculating costs by function (Activity-Based Costing, abbreviated ABC) originated in the United States and has spread since the late 1980s thanks to the work of G. Bere, R. Cooper, T. Johnson, R. Kaplan. This method is used by about 10 % of large companies, including in the United States, great Britain, continental Europe, and Australia. They are also starting to use it in Japan. The universality of this method makes it possible to apply it not only at manufacturing enterprises, but also in organizations of wholesale and retail trade, and in the service sector.

The theoretical basis of the ABC method is the observation that an organization has at its disposal a

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certain amount of resources that are used in the production process and allow it to perform production functions. All types of resources are characterized by their costs, which are distributed first to individual functions in proportion to the volume of consumption of these resources. To do this, the costs of each cost center for a specific function are summed up. Then the costs for each function are attributed to the cost carriers. The cost carrier can be a product (product, service), a specific customer, or an order. The cost carrier includes, respectively, the share of each center's costs for all production operations that it accounts for. It follows that this distribution is based on a causal relationship between costs and their underlying factors.

The main advantage of accounting and calculating costs by function is the more accurate calculation of the product cost compared to the traditional method of cost allocation, which leads to more informed pricing decisions. This advantage is provided by focusing on the main production and technological functions, choosing the indicators that most fully characterize them. In a competitive market, it is also increasingly important that transaction costs account for a large part of the value added. When the efficiency of performing basic and service operations increases, the products and services of enterprises become more competitive and attractive to consumers.

Management aimed at finding and eliminating "bottlenecks" of activities, improving the performance of operations in the organization, was called in the United States "management by functions" (activity-Based Management, AVM). The AVM approach to management is now increasingly used in developed countries.

The procedure for allocating indirect costs in accordance with this procedure is as follows: overhead costs are attributed first to the cost centers, and then to the types of products in proportion to wages or machine hours (their number for each center is multiplied by the rate of indirect costs). However, in contrast to the traditional methodology, costs are grouped not by centers, but by functions or activities of the organization. Each homogeneous group of expenditures can be characterized and measured using a single key indicator. This approach leads to the idea that almost all indirect costs of the enterprise can be considered as variables from known factors. This, in turn, is important for correct accounting and cost management [10, p. 63].

Thus, in modern conditions of increasing complexity of production, diversification, and changes in the cost structure, preference should be given to such an accounting and calculation system that will bring the most objective and realistic results. The company's costs become more manageable, and it becomes possible to find the most effective levers to reduce them.

Lease operations have a direct impact on the property status and financial results of an organization, and an indirect impact on the amount of tax payments it pays to the budget and extra – budgetary funds. In this regard, there is a need to obtain reliable information about the size and structure of lease operations, which involves solving the following accounting tasks:

- formation of reliable information about own and leased property;
- verification of the correct documentation of lease transactions;
- full and timely reflection of lease obligations;
- timely settlement of lease obligations;
- correct calculation, reimbursement and taxation of rent;
- correct reimbursement of expenses related to the maintenance of the leased property;
- identification of the financial result of lease operations;
- accurate determination of the cost of repair of leased property;
- formation of reliable information about capital investments in leased property;
- ensuring control over the safety and compliance with the legal regime for the use of leased property;
- full and reliable disclosure of information about leased property and lease obligations in the accounting statements [3, p. 28].

A necessary condition for the correct organization of accounting for lease operations is compliance with General methodological accounting principles. These include: property isolation of the organization, materiality of information, temporary definiteness of facts of economic activities, the priority of content over form, continuity of the organization, the completeness of facts of economic activity, the sequence of applying the accounting policies, the distinction in accounting for current costs and capital investments, the rationality of accounting, consistency of accounting and reporting information.

Conclusion

In the course of this work, the definition of lease, characteristics of the object of research, classification and types of lease relations were considered.

The tasks of accounting for lease operations were also defined. They consist primarily in the correct reflection of operations, the reliability of determining the financial results from the lease of property, the correctness of the formation of costs associated with maintaining the property in working condition, as well as monitoring the safety of leased assets.

A study was conducted on existing accounting practices in the area of recording lease transactions. The accounting records of current lease transactions for both the lessee and the lessor are shown separately.

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The conclusions drawn from this work are as follows.

Leasing, despite the fact that it is developing quite quickly, has not yet found wide application in our country. To a large extent, this is due to the fact that many issues that arise during leasing operations (primarily accounting and tax aspects of leasing activities) are still unresolved. There are significant differences in the accounting treatment of the entire complex of lease operations and, in particular, financial lease operations, given in the domestic accounting system and in Western countries.

These accounting contradictions between Uzbek and international legislation make it difficult for foreign investors to invest in the Uzbek economy, since any investor seeks to invest their capital only in profitable enterprises, the profitability of which they can verify. To do this, the company's financial statements must be clear and reliable. And since has "its own rules of the game", different from international ones, respectively, in order to invest their capital in our economy. Foreign investors have to additionally study Uzbekistan accounting and "redo" the company's reporting in their own way, so that it can show comparable indicators accepted in international practice.

The procedure for reflecting incoming rent depends on whether the main or non-main activity in the organization is the provision of material assets for rent. In organizations whose business is to lease their assets under a lease agreement, revenue is considered to be receipts that are related to this activity, and rent will be recorded as revenue from the sale of works and

services. If the provision of assets for lease is not the subject of the organization's activities, the proceeds are recognized as operating income, and the rent is reflected in operating income.

The procedure for accounting and tax accounting of the tenant's utility expenses depends on how the payment for these services is made. In practice, the tenant can pay for the "communal" in different ways:

- directly by signing a contract with a utility provider;
- through an intermediary (the landlord acts as an intermediary between the producer of utilities and their consumer);
- the cost of compensating the landlord for utility costs;
- as part of the rent.

Most often, utility costs are included in the rent.

At the end of the lease or at an early date, the lessee may Express a desire to buy the rental object. this entails drawing up an additional agreement or reservation in the lease agreement. In the lease agreement, the parties provide for the transfer of ownership of the rental object to the lessee after payment of the purchase price of the property agreed by the parties to the agreement. The parties have the right to set off previously paid rent in the purchase price of the property.

The purchase price can be transferred by the lessee at the end of the lease term in one payment, as well as during the entire term of the lease agreement, for example, simultaneously with the transfer of payments for the rental of property.

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