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COMPREHENSIVE ASSESSMENT AND METHODS OF INCREASING THE EFFICIENCY OF HOUSING AND COMMUNAL SERVICES MANAGEMENT IN THE REPUBLIC OF UZBEKISTAN

Abstract: This article presents one of the key problems of housing and communal services - the sphere of management. The system of housing stock management in the Republic of Uzbekistan is considered, and recommendations on some issues related to the management of the housing stock and the housing and communal services sector are proposed.

Key words: housing stock, housing management, housing and communal services, homeowners' association, public-private partnership, management system.

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Introduction

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Meeting the housing needs of the population is one of the priorities of the socio-economic policy of any state. Housing is a key element that affects human behavior in a socio-economic and innovative environment, providing a person's need for security, confidence in the future, shaping a person's attitude to the state, guaranteeing stability and constitutional rights.

Housing and communal services are part of the basic needs of the population, and the level of satisfaction of these needs reflects the effectiveness of social reforms in the country. Housing and communal services, on the one hand, provide the basic needs of the population, on the other hand, it restores the working capacity of the labor force. At the same time, this range of services is a necessary engineering infrastructure for various sectors of the economy.

However, due to the specifics of the industry, it is impossible to fully solve the problems of industry management by completely copying the experience of one or another state. In this regard, one of the important issues today is the improvement of the system of effective management of the housing and communal services sector in the Republic of Uzbekistan.

Main part

The methodological basis of the article is the scientific work of foreign and domestic scientists in the field of housing and communal services, as well as regulatory documents in the country, in particular, PD-2922 of April 24, 2017 "On measures to further improve the system of maintenance and operation of multi-apartment housing for the period 2017-2021" [1], PD-5017 of April 18, 2017" On measures to further improve the management of the system of housing and communal services" [2].

In 2013-2019, the total area of the existing housing stock in our country has grown in proportion to the steady growth of the population. The area of the housing stock in 2019 compared to 2013 increased by 17.2% and amounted to 536.8 million square meters, the dynamics of the growth of the housing stock in the Republic of Uzbekistan is shown in table 1 [3].

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Table 1. Dynamics and structure of changes in the housing stock in the Republic of Uzbekistan

№	Indicators	Unit of measurement	Year						
			2013	2014	2015	2016	2017	2018	2019
1	Total area of the housing stock:	million sq.m	457,9	466,2	477,1	490,8	507,5	521,2	536,8
2	public housing stock	million sq.m	3,3	3,3	3,3	3,3	3,4	3,5	3,5
	private housing stock	million sq.m	454,6	462,9	473,8	487,5	504,1	517,7	533,3
3	in the city:	million sq.m	237,2	240,6	245,0	249,1	259,5	270,4	277,6
	in rural areas:	million sq.m	220,7	225,6	232,1	241,7	248,0	250,8	259,2
4	Housing provision per person	sq.m	15,1	15,2	15,2	15,4	15,7	15,8	15,9

Source: Data of the State Committee of the Republic of Uzbekistan on Statistics

Another positive result of the housing policy pursued in our country is an increase in the average living space per person. In 2011, this figure was 15 square meters, in 2018 it was 15.8 square meters [3], and today the average living space per person is 16 square meters, the dynamics of growth of the average floor space per person is shown in picture 2.

Currently, in our country, more than 4 thousand private housing companies provide services to more than 32.4 thousand apartment buildings [4]. At the same time, an analysis of the work carried out in this area shows that private homeowners have a number of unresolved problems in the maintenance, further use and repair of multi-apartment housing.
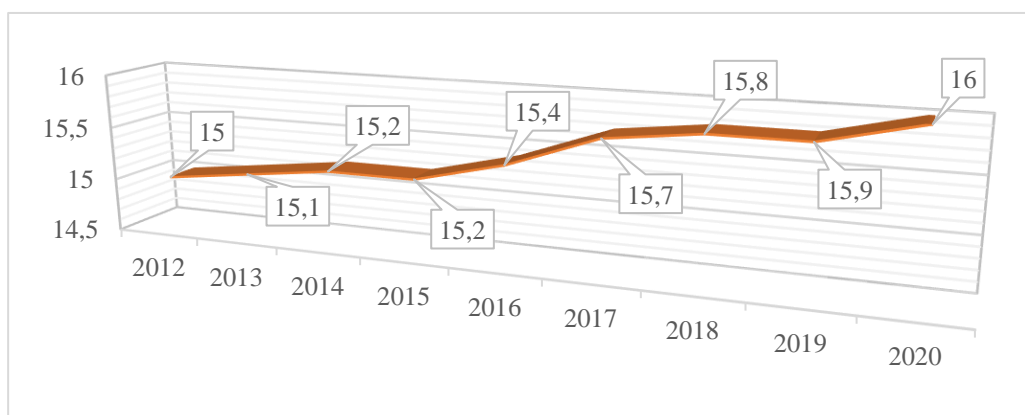
It should be noted that in the system of management and use of the multi-apartment housing stock, an integrated approach and an effective mechanism of interaction between local executive authorities and associations of homeowners has not been formed [5]. Effective control over the maintenance of multi-apartment housing stock has not been established, in many cases violations of the norms and requirements for its technical operation and ensuring the safe living of the population are allowed [6].

In apartment buildings, the rules and terms for carrying out repair and restoration work are not observed, which, of course, causes justified discontent among the population.

The structure of the housing and communal services market sector and its efficiency are characterized by the presence of demand for the volume of services offered and its features. The formation of real demand for housing and communal services is directly influenced by such consumer characteristics as the quality, cost of the services offered and the ease of use of services [7]. And the state of the consumer properties of these services is directly related to the factors that arise in the process of creating and bringing services to the consumer.

When studying the factors affecting the activities of enterprises operating in the market of housing and communal services, and the processes of managing the quality of services provided, it is important to separate them into separate types in accordance with the process of influence of these factors [8]. At the same time, it is advisable to study the factors, depending on the process of their influence, to be divided into 3 types: factors affecting the efficiency of the enterprises of the industry, factors affecting the development of the management system in the field of housing and communal services, and factors affecting the management of the quality of services provided.

Pic. 1. Average living space per person per sq.m.

In order to assess the influence of factors on the development of the housing and utilities sector, a SWOT analysis [9] was carried out, which will help to identify the strengths and weaknesses of the process, the existing opportunities and risks for the development of the industry (Table 2).

Each group of SWOT analysis factors will have a direct impact on how the situation in the housing and communal services market develops. Of course, the factors located in each segment of the SWOT analysis matrix determine the changes in proportion to the segment name.

An analysis of the structural changes carried out in the field of housing and communal services in our country and the existing conditions for the development of the industry shows that the level of available opportunities significantly exceeds the level of possible risks.

Based on the intersection of factors located in the sections of the analytical matrix with each other, the SWOT analysis formed an intersection matrix, dividing the strengths and weaknesses of the development of the sphere into its higher part, as well as the existing opportunities and risks for the linear segment, based on the estimates of the factors in the intersection matrix.

From a mathematical point of view, the goal of factor analysis is to find a matrix of weights of factors, the number of columns of which corresponding to the factors is significantly less than the number of rows corresponding to the parameters, which should allow restoring the correlation coefficients between the parameters for the selected set with the required accuracy [10].

Table 2. SWOT analysis of the development of the housing and communal services sector in Uzbekistan

Strengths	Weaknesses
− Global economic changes in the economy − State policy on the development of the housing and communal services sector − The growing influence of scientific and technological progress − Availability of a national education system that trains highly qualified specialists − Low level of elasticity of demand for services in the market of housing and communal services and the presence of a stable demand for services − High interest of the state in the formation of the system. − Access to financial resources for housing and communal services enterprises − Opportunity to improve the legal and regulatory framework governing relations arising in the industry	− High level of physical and obsolescence of existing technologies − The quality of the services provided is below the required level − Lack of financial resources for the implementation of innovations − Very low level of application of modern ICT in this area − The fact that most of the enterprises in the industry operate in a non-profit direction and their activities are controlled by the state. − Lack of integrated management systems in the industry and lack of feedback. − Insufficient formation of infrastructure and clusters required for the system. − High level of natural monopoly on the supply of utilities in the industry. − Using outdated business models.
Opportunities	**Threats**
− Implementation of the industry restructuring strategy. − Steady growth in demand for services. − Opportunities for expanding and modernizing the range of services provided. − The possibility of reorganizing the system based on clustering, deepening specialization. − High potential for technological modernization of the industry. − Steady growth in real consumer income. − Ability to use advanced foreign management experience in systems and at enterprises.	− Changes in the economic policy of the state in connection with natural monopolies of communal resources. − Changes in consumer demand and changes in consumer protection. − The emergence of cyclical crises in the economy. − Increase in capital surplus and decrease in efficiency − High level of bureaucracy and corruption. − Increase in receivables and payables. − Rising energy prices

Source: the table was compiled by the author based on the research results

Conclusion/Recommendations

Based on the above, in order to further improve the management system of housing and communal services in the Republic of Uzbekistan, it is important to systematically carry out the following works:

– formation at a high level of relations between repair and construction enterprises and associations of homeowners and apartment owners for the efficient use, repair and maintenance of the housing stock, with an explanation of the laws and by-laws adopted in this area;

– further improvement of relations between social and public-private partnership (broad attraction of foreign investors, mainly in this area), which will be aimed at the effective use of the housing stock of the Republic, in particular, for its repair, maintenance and management, as well as improving the quality of housing and communal services provided to the population and significant cost savings in this regard;

– effective use of energy-saving materials, equipment, techniques and technologies in the construction of new houses, renovation of existing houses and their operation, as well as the study of advanced foreign experience in this area and the widespread use of acceptable aspects in practice;

– local self-government bodies should additionally strengthen the mechanisms for applying administrative penalties in the manner prescribed by law for unauthorized redevelopment, changes in the volumetric planning solutions of the house, as a result of which elements of the building may be damaged, as well as for fencing the adjacent territory.

In conclusion, it should be noted that the systematic implementation of the above tasks in practice plays an important role in increasing the efficiency of management and further use of the housing stock.

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