



CHARACTERISTICS OF HIGHER EDUCATION SERVICE PROVIDING ORGANIZATIONS

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Annotation: *In this article, based on the requirements of international standards, some problems in the quality management system of modern services in higher education institutions and their solutions are developed, recommendations are prepared and put into practice.*

Key words: *higher education, educational fields, management, government, non-government, competition, new jobs, scientific research, personnel, support personnel.*

The content of higher professional education has a special place in the management of the quality of higher education, and their determination is carried out through state certification, licensing, accreditation of scientific and scientific-pedagogical staff.

Currently, the most important problems of higher education management are:
 determining the permissible limits of the market mechanism in the field of education;
 clarification of the ratio of the role of the state, regulation and the market in the field of education at system levels;
 development of a conceptual model of the development of the educational system;
 developing a strategy for reforming the education system.

A certain decrease in the share of non-state higher education institutions over the years is attributed by many to the fact that most of them have not passed certification and accreditation, but since the students of private higher education institutions are admitted through a simple examination, they cannot compete with students of public higher education institutions in getting jobs in the future. The role of HEIs in providing educational services, training, methodical and scientific-technical product manufacturers, as well as consulting services for business structures of the country's economy should be very high.

It should be noted that the increasingly competitive environment in higher education began to intensify over the next two or three years. A competitive environment is forming between HEIs and their customers, that is, entrants (students), those who want to improve their qualifications, public and private higher education organizations for second education.

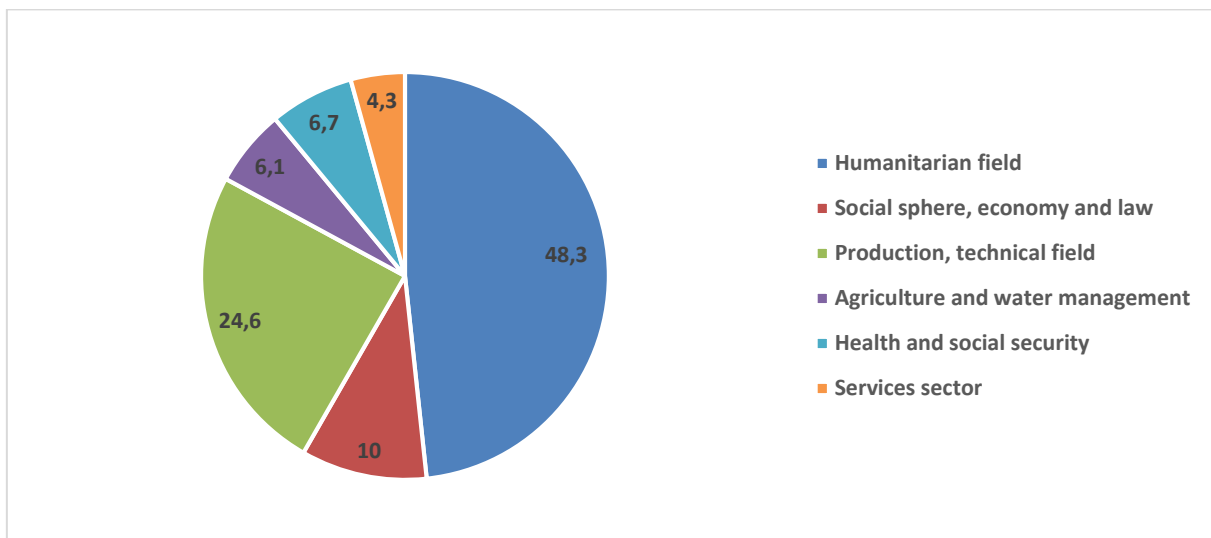


Figure 1. Information on the fields of study of students of HEIs in the 2019-2020 academic year %¹

Figure 1 presents information on the fields of education of students of HEIs, according to which 48.3% of students are in the humanitarian field, 10% are in the social field, economy and law, 24.6% are in production, technical fields, 6.1% are students in rural areas. in the fields of economy and water management, 6.7% are studying in the fields of healthcare and social welfare, and 4.3% are studying in the field of services. The highest rate is observed in humanitarian and production, technical fields, thus we can observe that the interest of students in these fields is increasing, and new jobs are being created in these fields.

In our opinion, in the future, it is necessary to increase the number of students studying in the field of services, for this, we need to accelerate the processes of creating new jobs in these fields, and quickly bring services and service industries to rural areas. Because in developed countries, about 60-70% of the gross domestic product is created in the service sector, and we need to deeply study the experiences in this sector.

Table 2. Information on the implementation of scientific research works ²

№	Types of scientific work	2018	2019	Change in 2019 compared to 2018, +/-
1	The number of organizations that have carried out scientific research and experimental-constructive developments	668	304	-364

¹ "Uzbekistan in numbers" based on the information of the State Statistics Committee of the Republic of Uzbekistan

² "Uzbekistan in numbers" based on the information of the State Statistics Committee of the Republic of Uzbekistan

2	Scientific research works	456	195	-261
3	Among them are fundamental projects	188	113	-75
4	Design-construction, technological works	54	28	-26
5	Test copy, samples, items	33	16	-17
6	Scientific and technical services	219	126	-93

It can be seen from the above table that according to it, the number of organizations engaged in scientific research decreased by 364 in 2019 compared to 2018, while scientific research decreased by 261, and fundamental projects decreased by 75 among them. A decrease was also observed in other areas. It is very incomprehensible that we observe such a decline when the attention of scientific work is increasing in the countries of the world, when many countries are spending billions of dollars in the fields of scientific research. Organizations engaged in scientific research, in the next table, which provides data on the amount of scientific research work, in Table 3, we can see the change in funds spent on scientific research work.

3-жадвал.

Information on the implementation of scientific research work, mln. soum³

№	Types of scientific work	2018	2019	Change in 2019 compared to 2018, +/-
1	The number of organizations that have carried out scientific research and experimental-constructive developments	680038,0	853404,4	+173366,4
2	Scientific research works	336482,5	535208,9	+198726,4
3	Among them are fundamental projects	89254,2	162804,0	+73549,8
4	Design-construction, technological works	38714,0	97641,2	+59827,2
5	Test copy, samples, items	7677,9	6318,8	-1359,1
6	Scientific and technical services	221205,1	160512,1	-60693

In this table, in 2019 compared to 2018, 173,366.4 soums were spent on scientific research by organizations engaged in scientific research in our country, and 198,726.4 soums were allocated to scientific research, so 73,549.8 soums were spent on fundamental projects. Compared to the current year, design-construction, technological works have increased by 59,827.2 soums. At the same time, spending on prototypes, samples, materials and scientific technical services has decreased.

In our opinion, it would be appropriate to direct researchers to the development of prototypes, industrial samples, and new products. With this, new production models, new innovative products and services, necessary for the economy, begin to form. This should become one of the main drivers of economic development.

³ "Uzbekistan in numbers" based on the information of the State Statistics Committee of the Republic of Uzbekistan

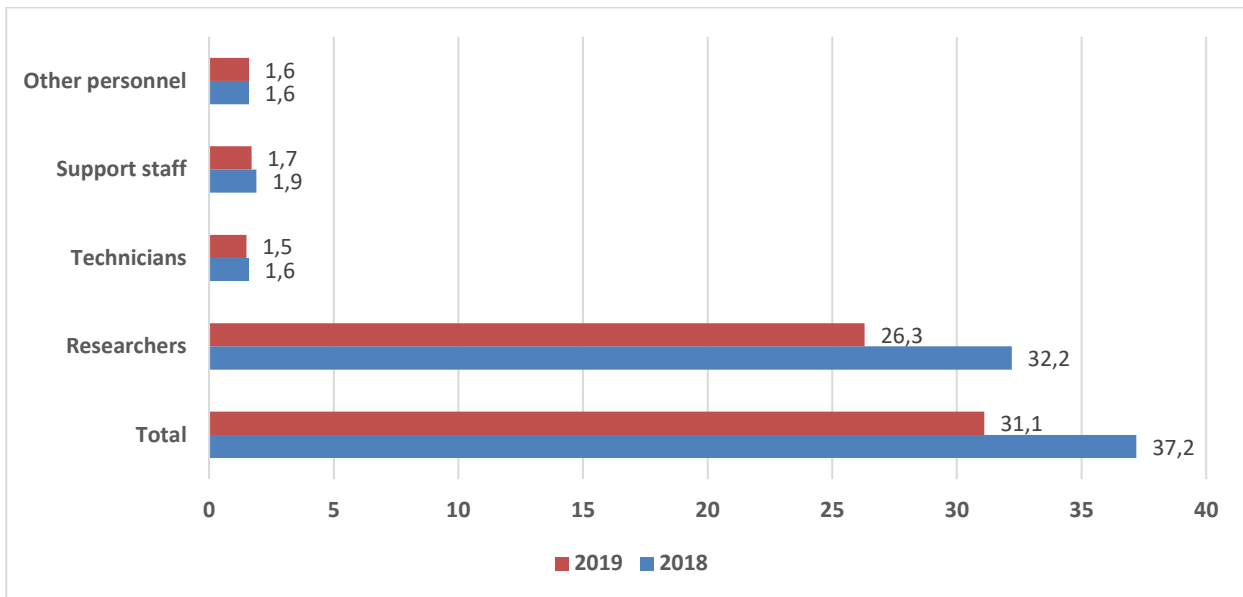


Figure 3. Information on employees involved in scientific research and experimental design development, thousand people ⁴

The next Figure 2.2.3 shows information on employees engaged in scientific research and experimental development. The total number of employees engaged in scientific research decreased by 6.1 thousand people in 2019 compared to 2018, and this indicator also affected the composition of scientific researchers. Researchers have decreased by 5.9 thousand people, and such changes are visible in the composition of technicians, auxiliary personnel and other personnel. A total of 31,100 people were involved in scientific research in 2019 and 37,200 in 2018, of which 26,300 were researchers in 2019, and 32,200 in 2018. The composition of other personnel has not changed in both years. In our opinion, none of these indicators should decrease from year to year, but all indicators should only increase.

⁴ "Uzbekistan in numbers" based on the information of the State Statistics Committee of the Republic of Uzbekistan

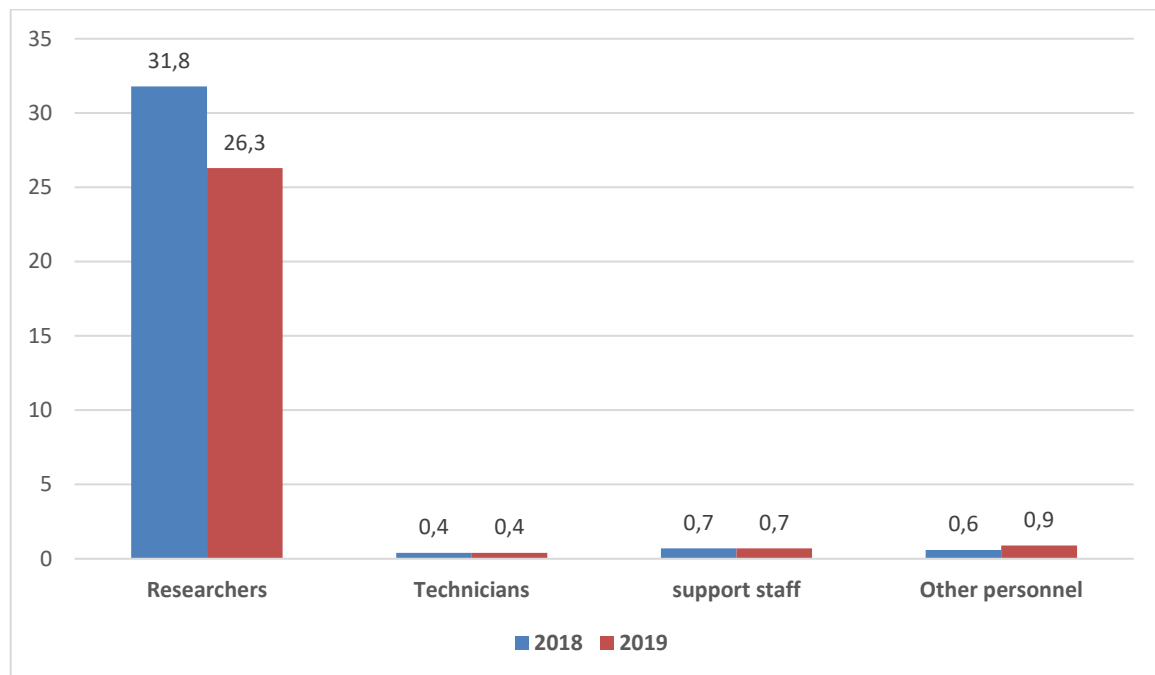


Fig 4. Highly educated people, %⁵

Figure 4 shows the data on people with higher education, among researchers, 26.3% in 2019, 31.8% in 2018, and among technicians, 0.4% in 2019, 0.4% in 2018 consisted of highly educated technicians.

There were no significant changes in the composition of auxiliary personnel, but in the composition of other personnel, 0.6% in 2019, and 0.9% in 2018 were people with higher education. Contribution of higher education among total researchers in 2019

decreased by 5.5%.

Table 2.2.4 provides information on five-year changes in the number of research and experimental design organizations, and the number of organizations engaged in scientific research in the Republic of Uzbekistan in 2019 compared to 2015 decreased by 19. 323 organizations in 2015,

In 2019, 304 organizations were engaged in scientific research, and the highest figure was 668, observed in 2018, and the lowest figure was observed in 2019. In our opinion, the number of organizations engaged in scientific research should increase year by year, and such indicators should increase in the regions.

**Table 4.
The number of organizations that performed scientific research and experimental design work ⁶**

⁵ "Uzbekistan in numbers" based on the information of the State Statistics Committee of the Republic of Uzbekistan

⁶ "Science and innovative activity in Uzbekistan" data of the State Statistics Committee of the Republic of Uzbekistan

№	regions	2015	2016	2017	2018	2019	The ratio of 2019 to 2015
1	Republic of Uzbekistan	323	437	389	668	304	-19
2	Republic of Karakalpakstan	19	23	24	30	9	-10
3	Andijan	9	10	10	22	5	-4
4	Bukhara	12	12	12	24	10	-2
5	Jizzakh	12	10	10	10	7	-5
6	Kashkadarya	10	11	15	23	4	-6
7	Navoi	10	11	9	11	6	-4
8	Namangan	10	9	10	10	9	-1
9	Samarkand	18	19	18	34	14	-4
10	Surkhandarya	5	13	13	19	8	+3
11	Syr Darya	12	8	6	10	4	-8
12	Tashkent	31	39	32	59	25	-6
13	Ferghana	17	21	21	36	15	-2
14	Khorezm	6	9	9	15	7	+1
15	Tashkent sh	152	242	200	365	181	+29

The highest rate was observed in the city of Tashkent, Khorezm and Surkhandarya, in 2019 compared to 2015, it increased by 29 in the city of Tashkent, by 1 in Khorezm, and by 3 in Surkhandarya. The regions that decreased the most were 8 in Syrdarya, 6 in Tashkent region, 6 in Kashkadarya region, and 10 in the Republic of Karakalpakstan.

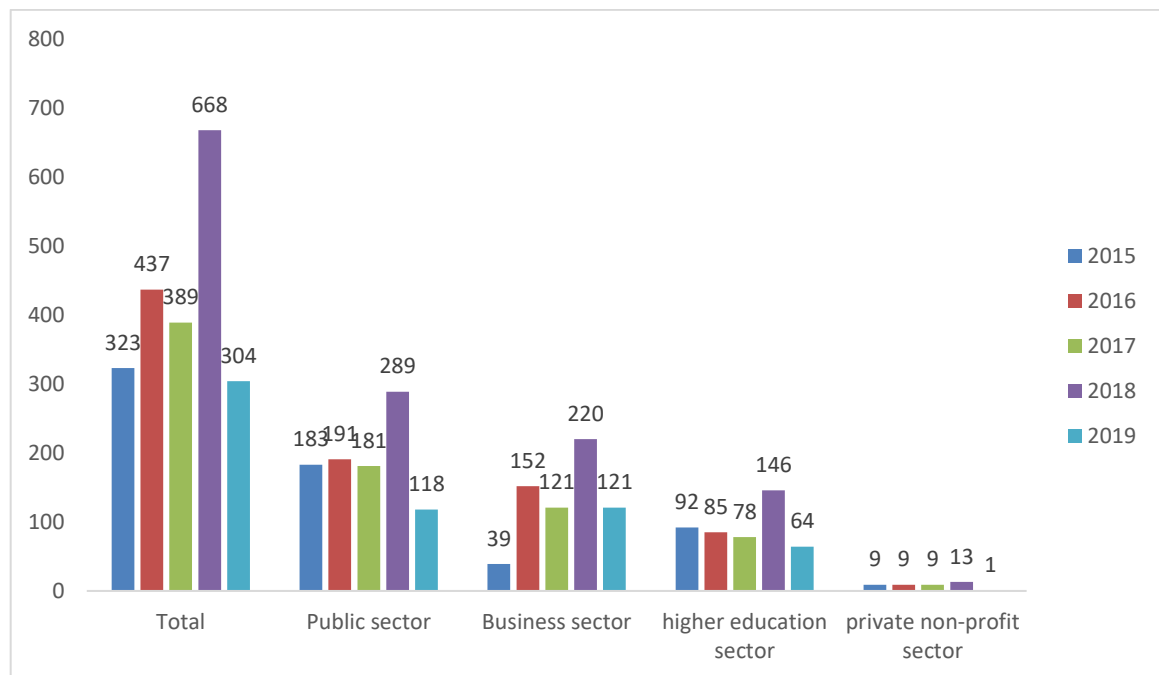


Fig-5. The number of organizations that carried out scientific research and experimental design works in the sector of activity⁷

Figure 5 presents information on the number of organizations engaged in scientific research by activity sector. This is the most common time

It was observed in 2018 and reached 668. The lowest time was observed in 2019, which was 304. A number of such organizations operated in the public sector, business sector, higher education sector and private sector. The highest figure was 289 observed in 2018, and they were observed mainly in the public sector. In the next case, the high indicator is in the business sector

It was observed in 2018 and reached 220, and in the field of higher education it reached 146 in 2018.

In our opinion, there should be more such organizations in the higher education sector, and the higher rate of scientific research should be concentrated in the higher education sector. At the same time, there should be a high rate in the private sector.

Therefore, there are diversified activities of universities in the market of educational services. The scope of activities of various non-traditional institutions, centers and courses for retraining and professional development is expanding. This is related to the desire of universities to find, maintain and improve their image, in other words, to be as competitive as possible.

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⁷ Information of the State Statistics Committee of the Republic of Uzbekistan "Science and innovative activity in Uzbekistan"



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