



DEVELOPING THE ORGANIZATIONAL MANAGEMENT SYSTEM OF IMPROVING THE QUALITY OF HOUSEHOLD SERVICES

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Article history:	Abstract:
Received: 22 nd June 2024 Accepted: 20 th July 2024	In this article, the quality management system in household service enterprises, the specific nature of household service to the population, the quality control of household service to the population, the development of corporate standards for the provision of household service, the main goals of the policy of household service service quality, the organizational management of the quality of household service elements of the system were studied.

Keywords: Household service industry, quality management system, quality of household services, control, factor, corporate standards.

INTRODUCTION.

In most cases, in the field of consumer services, at the cost of resources, the service process and delivery time may vary. Also, it is not possible to collect the provided services as a reserve in advance, to purchase them in advance, and the services of a household description in many cases express a seasonal nature and regularly fluctuate under the influence of various factors.

Household service enterprises first provide services, and then realize them without the participation of intermediaries. In this case, this industry consists of many enterprises that differ from each other in terms of labor costs, technological processes and means of service provision, and methods of their management.

Effective use of resources in service enterprises is a vital necessity for the success of all enterprises at the current stage of strategic development. This is especially true of small businesses that have a significant share in the country's economy.

Currently, the uniqueness of household services for the population is the direct or indirect participation of the client in the service process. Therefore, research of the organizational-management mechanism of quality improvement in the field of household services is particularly relevant today.

METHODS USED IN THE STUDY.

In the research process, dialectical and systematic approach, comparative analysis, statistical and dynamic approach, and grouping methods were used to study the mechanism of regulation of the processes of improving the quality of household services. Effective methods of evaluating the effectiveness of household service quality

management processes and comprehensive service quality management were also researched.

Brief analysis of scientific works of other scientists on the topic.

In the researches of Hacksever K, Render B, Russell R, Merdick R [5], the development of the service economy, economic growth, sustainable development of the service sector, increasing the quality and competitiveness of services, effective use of production factors in the service process, increasing social and economic efficiency, developing modern service industries, increasing labor productivity in the field, the innovative development of the display industry were highlighted.

Rubtsova N.V. [7] analyzed the issues of effective use of resources in the service economy, increasing the efficiency of service activities, developing the service sector and improving the quality of services provided to the population, ensuring the competitiveness of services provided by economic entities, and improving service processes were researched scientifically, theoretically and methodologically.

Maksyutov B.C. [6] researched the directions of effective use of economic resources in the field of household services, increasing socio-economic efficiency in the field, improving the quality of household services provided to consumers in accordance with their requirements, and achieving labor efficiency.

Zvorykina T.I., Platonova N.A. [4] studied the role of the household service industry in the service system and the role of the economy in development, the nature of work in the field of household service and theoretical issues of evaluating its efficiency, the scientific approach to the organization of work in the field, the issues of reducing the cost of service and



manual labor, in household service enterprises the main conceptual directions of improvement of labor organization are highlighted.

Artikova Sh.I. [1] developed the specific features of the development of the household service sector, the factors and conditions of the development of the household service sector, the criteria and indicators for evaluating economic efficiency in the household service enterprises, the organization and management of household services, the development strategy of the sector of household services to the population ways of development, conceptual directions for improving the organizational-economic mechanism of the development of the household service sector are highlighted.

ANALYSIS AND RESULTS.

The quality management system has a special place in quality management of household service enterprises. A systematic approach to quality management is required to bring companies to the level of being able to analyze consumer demand, define service production processes, and manage these processes. A quality management system can be the basis for continuous improvement in order to increase the level of satisfaction of consumers and stakeholders with services. It increases the organization's confidence in its ability to provide services that fully meet the needs of consumers.

The effective development of the household service sector is directly dependent on the organizational and management activities of the economic entities operating in it, it requires the improvement of the organizational management system and involves the implementation of the following activities:

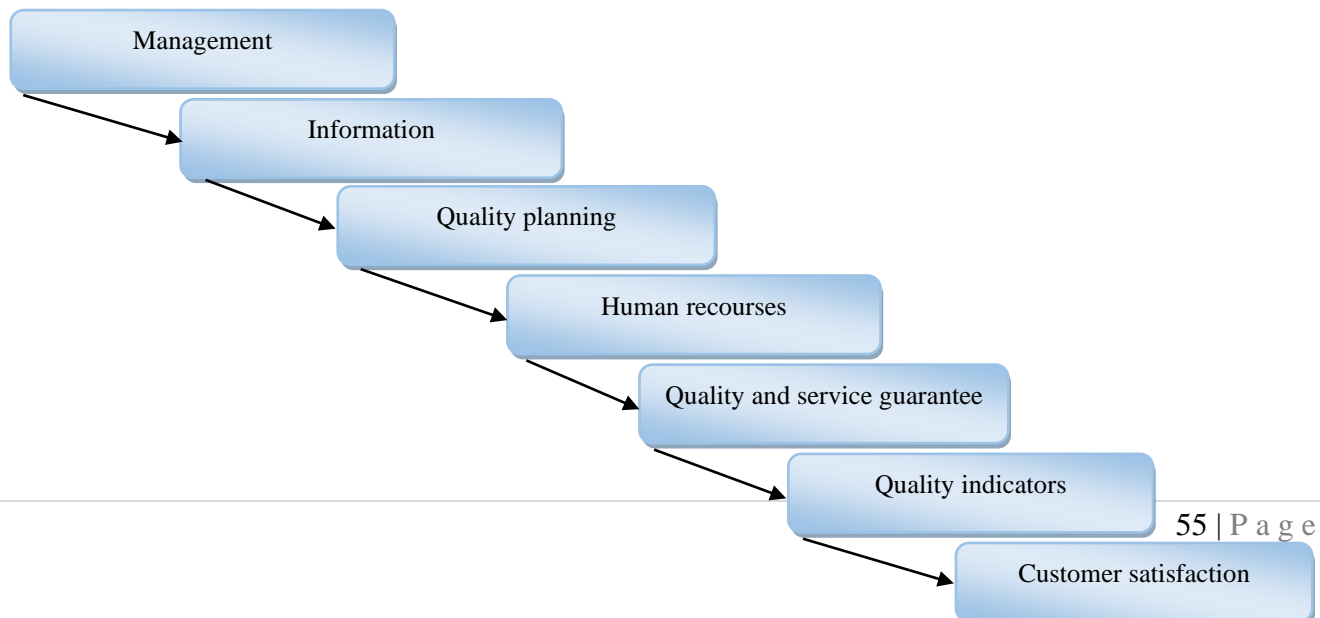
- micro-level planning of household service activities, determining the prospects of

development of industry enterprises as a result of changes in the market situation or the creation of new types of services;

- assessment of costs related to the provision of household services;
- improving the composition of technological equipment, taking into account the range of services and the level of quality;
- by selecting, selecting and hiring specialists with high qualification and professional level and psychological ability, to meet the demands of consumers more fully based on their wishes.

Household service activity is a complex and multifaceted process. This process is ensured by effective management of the company's employees and resources, compliance with service standards, compliance of the provided household services with consumer requirements. Therefore, in the conditions of the innovative development of the economy, improving the mechanism of regulating the processes of improving the quality of household services creates conditions for determining the demand for household services in accordance with the changes in the consumer market in the future and coordinating the activities of enterprises and organizations operating in the field.

In our country, the modern model of managing the quality of household services is implemented within the framework of a separate enterprise without external influences. Also, in the requirements of ISO 9000 international quality standards, it is envisaged to systematically organize the management of the quality of goods and services, to satisfy the interests of not only service providers, but also consumers, suppliers, society and the country.





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Figure 1. Enterprise service process ¹

¹ Developed by the author.



One of the ways to manage and evaluate the quality of services in the field of household services is to study all the processes presented in Figure 1. The features shown in the blocks of Figure 1 are interrelated and lead to a more complete satisfaction of consumer demand.

Figure 1 shows the sequence that leads to satisfying the needs of consumers (customers), and all links of this chain lead to the formation of competitive advantages of the enterprise. It all starts with enterprise management, information about them should be as transparent and open as possible for potential consumers. The consumer services industry is a multi-sector industry with relatively broad historical roots. Therefore, it is necessary for business entities to provide complete information about new projects, prices of materials and services on the websites of household service enterprises and to constantly update them.

It is necessary to increase the role and responsibility of local state authorities in the sustainable development of the household service sector. An important point in the implementation of the regional policy and the practical implementation of the strategy for the development of this sector is the program for the development of the household service sector adopted by the regional bodies.

The responsibility for the implementation of the quality policy rests with the head of the household service enterprise, who defines in detail the main tasks for individual services, departments, workers and managers.

The main objectives of the service quality policy are as follows:

- provision of household services in accordance with consumer expectations and in accordance with state, industry and corporate quality standards;
- provision of household services in accordance with social, economic and environmental requirements;
- implementation of measures to improve the efficiency of the provided services.

If the quality management system clearly defines the rights, obligations, forms and areas of interaction between services, departments, production workers and managers of the household service enterprise for all functions of service quality management, the manager fulfills his duties to convey specific tasks to the executives. In this case, it is necessary to single out specially responsible employees:

- organization of work on receiving complaints and claims of consumers of household services;
- maintaining account registers where complaints and claims are recorded;
- implementation of measures aimed at preventing claims and complaints of consumers;
- development and implementation of measures aimed at eliminating the consequences of consumer complaints;
- monitoring the implementation of the developed measures.

A household service enterprise must provide documents and organizational conditions for conducting an internal quality audit, which requires the presence of control tools and qualified personnel to conduct the audit. The personnel performing the inspection cannot be the executor of the stage of work under inspection. During the audit, activity is evaluated, service production and customer service processes are regulated.

The head of the household service enterprise is personally responsible for the state of the quality management system. It carries out the control function based on the analysis of the results of inspections, the compliance of the periodicity of their implementation with the planned periods, the study of the dynamics of the number of appeals and consumer claims. Also, the leader should organize periodic evaluation of the quality of household services.

The quality management system of household services includes the following elements:

- regulatory documents, national and industry standards on the provision of household services;
- corporate quality standard for household services, taking into account the results of consumer surveys;
- policy implemented by household service enterprises in the region;
- qualification requirements for company employees;
- job descriptions of employees;
- regulation of the technological process, as well as requirements for equipment, equipment, raw materials, materials;
- introduction of quality control methods;
- development and approval of the regulation on the activity of quality control commissions;
- conducting questionnaire surveys to study the opinions of consumers of household services;
- forms of quality reports;



- information on household services provided to consumers;
- the procedure for updating elements of the quality management system.

CONCLUSION

1. The quality of household services covers the processes of meeting consumer requirements, from the design of high-quality services to its implementation. The quality of service is determined by the complex features that determine and condition the ability to satisfy the needs and demands of consumers.

2. One of the problems of creating conditions for meeting the needs of the population for household services is the insufficient methodological provision of the process of managing development in this area and determining the demand for traditional and modern services, which creates a mismatch between the ratio of demand and supply for household services. Therefore, determining future goals and directions, taking into account the strategy of socio-economic development, by assessing the situation in the market of household services, ensures the achievement of demand and supply compatibility for this type of services.

3. In order to avoid disputes that may arise after receiving the service until the moment of placing the order, the consumer must have the following options:

- to have an understanding of the name of the service, the scope of its use, availability and duration, quality category, price depending on the quality category and conditions of provision, the ability of the consumer to perform intermediate quality control, and the methods of service provision for establishing communication between the consumer and the service provider;
- timely removal of outdated documents;
- to update documents related to quality in the prescribed manner.

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