



POSSIBILITIES OF IMPROVING THE QUALITY AND EFFICIENCY OF EDUCATIONAL SERVICES IN THE COUNTRIES OF HIGHER EDUCATION

Mamayunus Karshibaevich Pardaev

Professor of Samarkand Institute of Economics and Service, Doctor of Economics

Sevara Abdinazarovna Babanazarova

Associate Professor of Samarkand Institute of Economics and Service, PhD

Article history:		Abstract:
Received:	3 th November 2023	The article describes the improvement of the socio-economic situation of the country by increasing the quality and efficiency of educational services in higher educational institutions, as well as the influence of human capital, information resource centers and the potential of professors and teachers.
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ENTER.

Relevance of the topic. The role of education and science in the development of economic sectors and social sphere of society is incomparable. If a country's economy and social situation are in decline, there is a lack of attention to education in that country. With a proper understanding of this situation, we have set a number of important measures and are monitoring their implementation. In particular, Decree No. PF-5847 of the President of the Republic of Uzbekistan dated October 8, 2019 "On approval of the concept of development of the higher education system of the Republic of Uzbekistan until 2030" is evidence of this opinion. In this decree, "creating effective mechanisms for attracting highly qualified professors and scientists to the educational process, developing a system for evaluating their activities based on certain indicators", "increasing the participation of higher education institutions in the increase of the gross domestic product of Uzbekistan and the role of forming a positive international image of the country"; "

Special emphasis was placed on issues such as "adopting a program on the strategy of forming the image of higher education and higher education institutions based on the creation of brands in education, the system of scientific traditions". These circumstances indicate that this work is devoted to a very urgent issue.

RESEARCH METHODOLOGY.

Methods and approaches such as space and time, analysis and synthesis, induction and deduction, quantity and quality were used in the process of researching issues of improving the efficiency and quality of educational services in the higher education system. Logical analysis methods are also used in this. Analysis and results.

Human capital has a great influence on the economic growth of the country.

When human capital increases in the fields of education, science, health care and management, it leads to innovation, socio-economic prosperity, labor productivity and efficiency in the country. In the current globalized environment, the need for personnel requiring high-tech knowledge is increasing in all economic and social spheres. High-tech industries include aircraft, spaceships, pharmaceuticals, household and computer equipment, and the creation and production of electronic components.

Therefore, improving the quality and efficiency of education has become a vital necessity today. Several things were done to implement these issues: First, higher education institutions in the region were granted financial independence.

In this way, it was possible to ensure the financial stability of HEI.

This significantly serves to strengthen their material and technical support. Secondly, great attention is being paid to increasing the scientific potential of professors and teachers, improving their system of teaching in modern methods.

Thirdly, in order to increase students' interest in the specialty, dual education is being introduced, which ensures the harmony of theory and practice in the training of specialists in each direction.

Fourthly, one of the most important aspects, special importance is given to solving these tasks by increasing the competitiveness of higher education institutions.

State higher education institutions, private educational institutions, joint education, education organized on the basis of state partnership have appeared in HEIs, and an environment of competition has formed between them. The effect of these is felt to a certain extent.



Currently, 14 higher educational institutions of Uzbekistan have been included in the top 1000 universities of Asia for 2024. Several directions are taken into account in increasing the competitiveness of educational institutions. These include:

First, the innovative ideas, educational literature, inventions created by professors, teachers and scientific staff working in HEIs and their importance at the national and global level, as well as the level of socio-economic efficiency for the society, are taken into account.

Secondly, attention will be paid to the future employability of students studying at a higher education institution and the effect they will bring to the organization in which they are working.

Thirdly, the level of coverage of the higher education institution, the literature fund in the information resource center of the educational institution is also considered as a direction of competition.

Fourth, indicators such as the level of academic mobility with prestigious foreign higher education institutions are also included, which also greatly affects the quantitative growth of the educational system.

Currently (as of October 2023) 210 higher education institutions are operating in our country¹. 115 of them are state educational institutions (25 of which are branches), 29 foreign and 66 non-state educational institutions, where more than 1 million students study. About 42,000 professors and teachers are working in the system of HEIs. There are 489 bachelor's and 559 master's degree students studying in existing higher education institutions. Information resource centers have a fund of more than 16 million printed and electronic educational literature.

327 Doctor of Science (DSc) and 2110 Doctor of Philosophy (PhD) degrees in various fields of study were obtained from doctoral students and researchers in post-secondary education in 9 months of 2023². It can be seen that the level of scientific potential in HEIs of our country increased by 5.8% ($327+2110 \cdot 100 / 42000$) during these 9 months. This will certainly lead to positive results. Today, it is necessary to fully use all the opportunities in OTM.

Then it is possible to increase the quality and efficiency of education. For this, it is appropriate to implement several recommendations.

Specifically:

Firstly, the scientific works, innovations, technical inventions, local and foreign selected varieties of agricultural crops created by professors and teachers serve to improve the socio-economic life of the country.

Due to this, it is desirable to establish a system of incentives for these works.

Because one group of professors and teachers has achieved such success with the provision of appropriate funds on the basis of a grant, while the other side is engaged in creativity of their own free will. These are left without proper incentives. It is desirable to implement the incentive based on the result of the work.

Secondly, involving students and young people in creative works, creating conditions for them to conduct scientific and research work (laboratories, production and service bases) and financially stimulating the results is one of the necessary measures in the current period. We believe that these activities will be the basis for preparing educated and competitive personnel who love their profession.

Thirdly, part of the scientific developments achieved as a result of scientific research works "remains on paper". It is also appropriate to stimulate the interest of young researchers and innovators in conducting research and creating new ideas based on certain criteria. It increases the interest and responsibility in this field, motivates students to engage in scientific research.

Fourthly, it is appropriate to involve private partnerships and non-governmental organizations along with the state in financing scientific research, new ideas and inventions. It is necessary to develop and implement the incentive mechanism by those subjects in the direction of whose interest scientific developments are.

Fifthly, it is appropriate for research and financing organizations to enter into a contract together with the higher education institution and to work on the basis of partnership in the promotion of scientific and innovative recommendations. It is desirable that all good works be properly financed when today's market relations are developed. Because now, only if each action is encouraged in a certain amount, the passion for this work will be strong.

Otherwise, it can extinguish the enthusiasm of young people for science.

Sixth, if the higher education institution creates suitable organizational conditions for the researcher to carry out research work, i.e. finances scientific-theoretical, educational literature, and copyright formalization of the research work, the researcher creates his own ideas, inventions, and scientific innovations. In this case, it is easy to write various scientific articles, experiments, dissertations, manuals. This provides an opportunity to increase the researcher's work efficiency.

Seventh, if the funding organization is involved in the introduction of innovations into production practice and its sale, then both the higher education institution, the researcher and the funding organization will be equally

¹ <https://data.egov.uz/uzbKr/data/6102947d2a2e256d868e8365>

² <https://oak.uz/pages/28>



interested in this. It is important to understand that spending on research and development will not pay off soon. The effectiveness of this happens only after a certain time. It definitely requires taking action into account.

Eighth, we should use foreign experiences to improve the quality and efficiency of education, take into account their achievements, and try to implement them in our country. For example, "Silicon Valley" in California, USA, founded in the 40s and 50s of the 20th century, was organized as a funding center for startup projects. This center works in cooperation with the world's leading higher education institutions and innovators. That is, it is a real leading innovation cluster. Later, this experience was used in countries such as Singapore, Australia, Brazil, India, Malaysia, Europe, Russia, and China, and similar technology parks began to operate. As a result, the economic and social life of these countries entered the path of rapid and stable development thanks to these innovative developments.

It can be seen that all developed countries have been able to ensure their stability and competitiveness mainly by relying on the power of education.

Ninthly, it is important to provide higher education institutions with appropriate educational literature and manuals in order to increase the efficiency and quality of education. For example, if we give information about the libraries of the most prestigious institutions of higher education in the world, the Harvard University library has 18.9 million volumes, the Oxford library has 12 million volumes, and the Cambridge University has more than 7 million books.³

Top-rated HEIs strive to bring the most unique, rare, cutting-edge academic literature into their libraries for faculty and students to enjoy. This is also an important factor in increasing competitiveness.

Tenth, it is necessary to bring to the libraries of our country unique books filled with the latest innovative ideas from all countries, translate them, and create opportunities for students to use them quickly and easily. It is necessary to make our children to read books, to make them believe that real knowledge is expressed in books, and to educate them in this direction as well.

Eleventh, in order to ensure the harmony of the educational system with education, it is necessary to use the existing needs in the higher education system.

Getting knowledge is not for future work or to create something innovative, but only to get a diploma. Many students do not hide this. This is due to a lack of understanding of the essence of life and the importance

of education. That's why it is necessary to add education and education and give more importance to education. In fact, education should start from pre-school education, but young people also need education at the stage of higher education. Because of this, it is an objective necessity to include the science of education in higher education institutions.

It should be noted that in recent years, the number of libraries and information resources in our country has been increasing, albeit very slowly. This indicates that the population's demand for books is increasing. The more books the population and students read, the more their spiritual outlook and intellectual potential will grow. Readers' contests held in our country and the awarding of contest winners with valuable prizes are also increasing the interest in reading books. However, this has not become public. Among those who participated in the competition, the number of those studying in higher education is very small.

Because of this, great importance is attached to reading the book. A vivid expression of this quality can be seen in the increase in the number of libraries, information resources and information library centers in our country in recent years. However, this situation is not the same in all regions of our country, and a decrease has also occurred in some regions. This can also be seen from the data in the table below (Table 1). As can be seen from the table, the number of libraries, information resources and information library centers in the republic increased by 104.5% in 2022 compared to 2013. The largest indicator corresponded to the city of Tashkent, Syrdarya and Andijan regions. At the same time, it can be seen that this indicator has decreased in some regions. In particular, a decrease was observed in the Republic of Karakalpakstan, Navoi, Samarkand, Khorezm provinces.

³ <https://www.mgpu.ru/wp-content/uploads/2020/06/Biblioteki-universitetov-mira.-Prezentatsiya-Kulij-O.N.-1.pdf>



Table 1
Changes in libraries, information resources and information library centers in Uzbekistan and its separate regions in 2013-2022⁴

Indicators	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
Republic of Uzbekistan	11974	11530	11658	11566	11565	11622	11587	11385	11500	12518
Republic of Karakalpakstan	901	836	830	832	838	838	836	821	827	875
Andijan	867	899	903	894	890	896	894	882	893	952
Buxoro	642	639	651	645	643	645	653	624	635	677
Jizzax	673	643	642	631	632	635	635	619	625	668
Kashkadaryo	1374	1284	1292	1289	1281	1285	1294	1243	1268	1400
Navoiy	459	427	428	423	426	424	416	415	417	456
Namangan	809	813	814	814	814	821	814	809	810	869
Samarkand	1485	1401	1413	1410	1403	1409	1401	1387	1396	1478
Surkhandaryo	1068	992	1007	995	992	1008	1009	1020	1026	1133
Sirdaryo	380	357	368	358	357	358	378	358	366	423
Tashkent	1025	1015	1032	1011	1011	1017	1026	1002	1007	1097
Fergana	1089	1073	1103	1100	1108	1112	1078	1086	1099	1170
Xorazm	682	632	642	639	640	638	637	631	640	668
Tashkent.S.	520	519	533	525	530	536	516	488	491	652

⁴ <https://stat.uz/uz/rasmiy-statistika/social-protection-2>



One of the important factors of strengthening human capital is the development of reading. However, the reduction of libraries and Information Resource Centers cannot be positively evaluated. Today, it is necessary to take measures to popularize book reading by using various motivations for reading books. Without knowledge, there is no change in human capital, there is no strengthening in it at all.

In short, there are still great opportunities in our country to improve the quality and effectiveness of education, and there are many things that need to be done. If our recommendations are implemented, it will serve the fulfillment of several tasks envisaged in the concept of the development of the higher education system in our country until 2030.

Conclusions and suggestions

In short, improving the quality and efficiency of educational services in the higher education system will make a significant contribution to the formation and development of New Uzbekistan by training mature specialists in our country. For this purpose, the following conclusions were reached and several recommendations were developed.

These are:

First, to simplify the process of admission to higher education institutions, that is, applicants without finishing school.

Admission to HEI is desirable.

For this purpose, at the end of the academic year, the DTM (State Test Center) should evaluate the knowledge of the students and give them certificates, thus allowing them to be admitted to the HEI.

Secondly, when hiring school teachers, it is necessary to determine the jobs of students in advance, depending on the students' studies at HEIs. In this case, it is necessary to establish the SCHOOL-HEI-SCHOOL system, and in this case, it is necessary to introduce the system of students who have studied well at school for higher education institutions, and the system of graduates of higher education institutions with good knowledge for schools.

Thirdly, it is necessary to systematize cooperation with students, researchers, and scientists in the promotion of industry, production, and business, which develop the economic potential of the country.

That is, the representatives of the industry or the government, centrally, should be responsible for the control and implementation of the innovations created by the researchers.

Both the country, the organization, and the researcher are interested in this.

Fourthly, libraries, information resource centers should be constantly provided with the latest literature and replenished. If they are in English, it is necessary to

quickly translate them into the national language and create opportunities for reading in electronic libraries and information-research centers of the country. Even if you want to buy, money circulates within the country. Thus, if these recommendations are put into practice, it will be possible to further increase the efficiency and quality of services in the higher education system. As a result of these works, the process of providing educational services in the higher education system will be improved, and the training of competitive personnel that will meet the requirements of New Uzbekistan will be launched.

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