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«Smart-turizm: XORIJIY TAJRIBA VA UNI O'ZBEKISTONDA QO'LLASH ISTIQBOLLARI»

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UZBEKISTAN: THEORY AND PRACTICE OF PERSONNEL TRAINING FOR TOURISM

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Abstract: This article analyzes the republic's need for tourist personnel. It is convenient to combine these data with the prospects for the development of the tourism industry through state and regional programs. At the same time, these plans should be an integral part of the employment policy of the population within the framework of the state program of socio-economic development of the regions of the republic. Such a systematic approach makes it possible to accurately and rationally implement forecasts of the needs of professional subjects of tourism activity.

Key words: the need for tourist personnel, tourism education, industry, Uzbekistan, quality of education, quantitative indicators, methodology, assessment, modernization, education system, tourism.

Annotatsiya: Ushbu maqolada respublikaning turistik kadrlarga bo'lgan ehtiyoji tahlil qilinadi. Bu ma'lumotlarni davlat va hududiy dasturlar orqali turizm industriyasini rivojlantirish istiqbollari bilan birlashtirish qulay. Shu bilan birga, mazkur rejalar Respublika hududlarini ijtimoiy-iqtisodiy rivojlantirish davlat dasturi doirasida aholini ish bilan ta'minlash siyosatining tarkibiy qismi bo'lishi kerak. Bunday tizimli yondashuv turizm faoliyatining professional sub'ektlarining ehtiyojlari prognozlarini to'g'ri va oqilona amalga oshirish imkonini beradi.

Kalit so'zlar: turistik kadrlarga bo'lgan ehtiyoj, turizm ta'limi, sanoat, O'zbekiston, ta'lim sifati, miqdoriy ko'rsatkichlar, metodologiya, baholash, modernizatsiya, ta'lim tizimi, turizm.

Аннотация: В данной статье анализируется потребность республики в туристических кадрах. Эти данные удобно объединить с перспективами развития туристической отрасли посредством государственных и региональных программ. В то же время эти планы должны стать неотъемлемой частью политики занятости населения в рамках государственной программы социально-экономического развития регионов республики. Такой системный подход позволяет точно и рационально реализовывать прогнозы потребностей профессиональных субъектов туристской деятельности.

Ключевые слова: потребность в туристских кадрах, туристское образование, промышленность, Узбекистан, качество образования, количественные показатели, методология, оценка, модернизация, система образования, туризм.

Currently, there is no unified concept of continuous training of personnel in Uzbekistan, covering all levels of training of specialists in the field of tourism. The relevance of improving the efficiency of the sectoral system of tourism education is due to the important role of this system in the state policy in the field of human resources development, taking into account the real situation on the labor market, the growing needs of the tourism industry. The traditional design of tourist education systems in the process of diversification through the development of social experience related to the tourism sector is currently unproductive. Professional tourism education in Uzbekistan has not yet accumulated enough experience to train the best specialists. Blind copying of foreign experience is impractical, since tourist education systems in developed countries are aimed at solving the problems of developing the world tourism market, in which Uzbekistan plays the role of a consumer.

Modernization of the modern education system, due to the pace of development of the modern economy, science and information technology, has brought to the fore the issue of reorganization and development of personnel training systems, including for the tourism sector [1].

The purpose of modernization of the sectoral system of human resources development is to create a sustainable system of training competitive, highly specialized specialists who meet individual, public and national needs.

To achieve the above goal, it is necessary to solve the following tasks presented in Fig. 1.

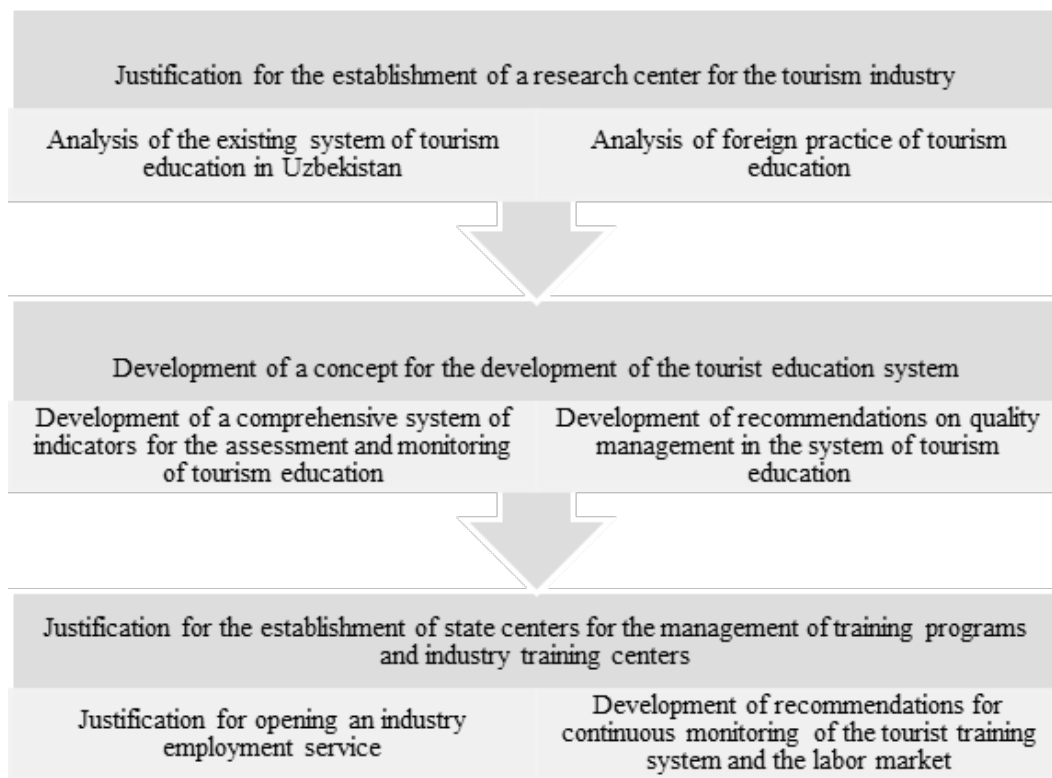


Fig. 1: Aspects to be taken into account when modernizing education in the field of tourism

1. To identify the most significant contradictions in the domestic system of personnel training for the tourism industry, contradictions at the present stage affect all functional areas of professional training:
 - in the economic sphere, this is the relationship between the demand of the labor market for qualified specialists of different skill levels and the number of people those receiving primary, secondary and higher professional education for the tourism industry.
 - in the field of social pedagogy, it is located between the growing demand for tourism professionals in today's complex human life and the quality of training.
 - in the field of education and methodology: between the need to improve the process of professional training of specialists in the tourism industry to ensure their competitiveness in the labor market and the level of educational and methodological support for the implementation of this process.
 - in the scientific and methodological direction: between the need for comprehensive professional education of specialists in the tourism industry and the existing scientific basis of the theory and methodology of vocational education.
2. It is necessary to determine the advantages and disadvantages of the most common foreign training models for use in the process of modernization of the training system in the domestic tourism industry. Europe and the USA are the most recognized models of training in the tourism industry in the world [3]. However, each model has its advantages and disadvantages, which cannot be blindly imitated due to various socio-economic and psychological aspects.
3. To substantiate the structure and organization of the industry training system for the tourism industry. The system of personnel training for the tourism industry should be a dynamic adaptive socio-economic system based on the interrelation of the following subsystems: the tourism industry, the sectoral education system, as well as factors affecting the first two subsystems together and separately.
4. To develop the most important elements of the concept of the development of an industry training system for the tourism industry. The purpose of the concept of development of the



system of industrial training is the formation of a unified system of continuous training, taking into account the conditions of socio-economic development of the Republic of Uzbekistan and based on the directions and trends of modern education.

5. Develop a comprehensive system of indicators for analyzing the current state of the industry training system and forecasting future changes. A system of indicators is needed to monitor the sectoral system of human resource development and determine the direction of modernization. The criteria for including indicators in this system are at the level of belonging to two interrelated sets: indicators of the labor market and indicators of the state of the learning environment in the tourism industry.
Quantitative and qualitative indicators should be used, which can be volumetric, structural or dynamic.
 - the ratio of the volume of graduates of industry specialties to the total number of industry labor force [4].
 - the ratio of the number of students at different levels of training (secondary, higher and post-graduate) to the total number of students.
 - dynamics of satisfaction of demand in the labor market.
 - change in the number of graduates of secondary and higher professional education who got a job in the specialty during the first year after the end of training, etc.
6. Analyze existing and develop new mathematical models for assessing and forecasting the resource provision of the personnel training system, the needs of the tourism industry in human resources and the impact of various socio-economic factors on the activities of the industry training system, etc.
7. To develop recommendations for improving socio-economic mechanisms aimed at achieving quality education in industry training systems. These mechanisms may include: scientific, legal, educational and methodological, informational and analytical, organizational support of personnel training for tourism.
8. Develop recommendations on the quality management of education in the tourism industry based on an expanded and adapted system of indicators for assessing professional readiness in the tourism industry. In particular, in our opinion, the most important areas for the development of recommendations are:
 - development of an effective system of quality education management, and mechanisms for managing the quality of education in the tourism industry;
 - development of a set of indicators (functional and personal competencies) to assess the readiness of personnel in a single monitoring system;
 - formation of a unified system for monitoring the quality of specialists' work;
 - creation of a professional passport of a specialist and the documents included in it.
9. Formulate recommendations on monitoring the sectoral system of education and the labor market in order to form an information base for determining the future demand for human resources based on the socio-economic potential of each region, as well as studying the patterns of processes occurring in the system of tourist education, the degree of risk and typology of problems.
10. To increase the level of coordination in additional vocational education by creating an extensive network of state and independent training centers for the coordination of training programs. One of the functions of these centers is to issue certificates and diplomas on retraining and advanced training, uniform for the whole republic. It is proposed to create a unified system of continuing professional education on the basis of the centers, on the one hand, to standardize all retraining and advanced training programs for the tourism industry, and on the other – to implement them in various educational institutions based on the use of innovative technologies and distance learning opportunities. Some key elements of the program are listed below. Each center should ensure the development and functioning of a unified system of training of teaching staff for higher educational institutions in the field of tourism.
11. Develop recommendations on the concentration of scientific and practical potential of the tourism industry in key innovation centers. It is advisable to create research centers of the



tourism industry. The creation of the centers is conditioned by the need to conduct fundamental and applied scientific research in the field of forecasting the future and current activities of tourism enterprises. The Center's activities will allow forecasting trends in the international and national tourism market, conducting a more effective investment policy in the field of tourism, forming and updating professional industry orders, developing the material and technical base and infrastructure, and forming a professional labor market.

12. Create sectoral employment services as an element of the labor market infrastructure [2]. The purpose of creating an industry employment service is to organize multi-level monitoring of the labor market and the vocational education system, as well as to ensure modern requirements for qualified specialists, on the one hand, and specialists of the tourism industry, on the other. On the basis of monitoring the movement of specialists, industry banks of vacancies should be formed.

The object of improvement is the system of tourist education. The subject of modernization is the content of education, processes and forms of the personnel training system for the tourism industry.

The subjects of modernization of the tourist education system are educational institutions of various levels, tourist enterprises, government agencies, research centers, public professional associations and local communities.

The process of modernization of the education system in the field of tourism corresponds to the general concept of the education system of the Republic of Uzbekistan at the present stage, the main purpose of which is to achieve modern quality of education, its adaptation to the present and future needs of the individual, society and the state.

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MUNDARIJA

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ЎЗБЕКИСТОНДА SMART-ТУРИЗМНИ ЗАМОНАВИЙ ПРИНЦИПЛАРИ АСОСИДА РИВОЖЛАНТИРИШ ВА БУНДА ХОРИЖ ТАЖРИБАСИДАН ФОЙДАЛАНИШ

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2-ШУЪБА

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