



IQTISODIYOT&TARAQQIYOT

Ijtimoiy, iqtisodiy, texnologik, ilmiy, ommabop jurnal

№12



ISSN: 2992-8982

<https://yashil-iqtisodiyot-taraqqiyot.uz/>

2025



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Elektron nashr. 2025-yil, dekabr.

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Muassis: "Ma'rifat-print-media" MChJ

Hamkorlarimiz: Toshkent davlat iqtisodiyot universiteti, O'zR Tabiat resurslari vazirligi, O'zR Bosh prokuraturasi huzuridagi IJQK departamenti.

Jurnalning ilmiyligi:

“Yashil” iqtisodiyot va taraqqiyot” jurnali

O'zbekiston Respublikasi
Oliy ta'lim, fan va innovatsiyalar
vazirligi huzuridagi Oliy
attestatsiya komissiyasi
rayosatining
2023-yil 1-apreldagi
336/3-sonli qarori bilan
ro'yxatdan o'tkazilgan.



MUNDARIJA

RAQAMLI TRANSFORMATSIYA DAVRIDA TIJORAT BANKLARI LIKVIDLILIK XAVFINI BOSHQARISHI.....	44
Baxromov Nodirjon Muxammadamin o'g'li	
TURIZM XIZMATLAR BOZORI ISTE'MOLCHILARINI SEGMENTLASH USULI ASOSIDA DIVERSIFIKATSIYA KONSEPSIYASINI ISHLAB CHIQISH.....	48
Maxmudova Aziza Pirmamatovna	
"INNOVATSION AGROTEKNOLOGIYALAR VA "YASHIL IQTISODIYOT" TAMOIYILLARI ASOSIDA G'ALLA YETISHTIRISH BARQARORLIGINI BAHOLASH.....	53
Turayeva Gulizahro	
АНАЛИЗ ЦЕНОБРАЗОВАНИЯ НА ЗЕРНОВЫЕ ПРОДУКТЫ ПО ДАННЫМ МАРКЕТИНГОВЫМ ИСЛЕДОВАНИЯМ (НА ПРИМЕРЕ НАМАНГАНСКОЙ ОБЛАСТИ).....	57
Баҳриддинов Жаҳонгирбек Равшанжон ўғли	
KICHIK BIZNES RIVOJINI TA'MINLASHDA BOZOR INFRATUZILMALARINING AHAMIYATI.....	62
G'aniyev Botir Baxtiyorovich, Zakirova Gulnora Mirzaliyevna	
KICHIK SANOAT ZONALARI FAOLIYATINI SAMARALI BOSHQARISH METODOLOGIYASI VA YO'LLARI.....	67
Shodmonqulov Kamoliddin Murodillaevich	
INNOVATION FAOLIYAT XARAJATLARINING BUXGALTERIYA HISOB VA AUDITINI TAKOMILLASHTIRISH.....	73
Mustafoev Akbar Mustafo o'g'li	
MAHSULOT DIVERSIFIKATSIYASI VA LOGISTIKA XIZMATLARINI RIVOJLANTIRISH ASOSIDA EKSPORT POTENSIALINI OSHIRISH YO'LLARI.....	78
Maxkamov Ibrayim, Jo'raboyeva Shohida Kamoliddin qizi	
REKLAMA SAMARADORLIGINI OSHIRISHDA RAQAMLI MARKETING STRATEGIYALARI ROLI.....	83
Abduxalilova Laylo To'xtasinovna, Raxmonqulova Shahrizoda	
SIRKULAR IQTISODIYOTDA YOPIQ SIKL NAZARIYASINING ROLI.....	87
Sodikov Zokir Rustamovich	
YASHIL TEKNOLOGIYALARNI JORIY ETISHDA MOLIYAVIY RAG'BATLAR VA ULARNING NATIJALARI.....	92
Axmadjonova Gulmira Xabibulla qizi	
MAMLAKAT IQTISODIYOTI RIVOJLANISHIDA KICHIK BIZNES VA XUSUSIY TADBIRKORLIKNING ROLI.....	97
G'aniyev Baydulla Toshmurodovich	
АНАЛИЗ ПОДХОДОВ ЦЕНТРАЛЬНЫХ БАНКОВ К РЕГУЛИРОВАНИЮ ИННОВАЦИОННЫХ БАНКОВСКИХ ПРОДУКТОВ: СРАВНЕНИЕ УЗБЕКИСТАНА И МЕЖДУНАРОДНОЙ ПРАКТИКИ.....	101
Даулетиярова Шахло	
СОВРЕМЕННОЕ СОСТОЯНИЕ И ПЕРСПЕКТИВЫ РАЗВИТИЯ РЫНКА ЦЕННЫХ БУМАГ УЗБЕКИСТАНА.....	109
Кадилова Хадича Тураевна	
XORIY MAMLAKATLARINING IQTISODIYOTNI UGLERODSIZLASHTIRISH STRATEGIYALARI: O'ZBEKISTON UCHUN TAKLIFLAR.....	115
D.X. Pulatov, F.E.Shamsiyev	
O'ZBEKISTONDA ISLOM MOLIYASI: MUAMMOLAR VA RIVOJLANISH ISTIQBOLLARI.....	125
Sattorov Ixtiyor Ochilovich, Karimov Shohruh Yo'ldoshali o'g'li	
HISOB SIYOSATI TARKIBIY TUZILISHI MASALALARI.....	133
Botirova Raximaxon Abdujabbarovna	
QURILISHDA KICHIK BIZNES VA XUSUSIY TADBIRKORLIKNING MOLIYAVIY TAHLILI.....	136
Musayeva Shoirazimovna	



KICHIK SANOAT ZONALARINI RIVOJLANTIRISH ORQALI AHOLI TURMUSH FAROVONLIGINI OSHIRISH.....	144
Axmedov Oybek Turgunpulatovich	
O'ZBEKISTON SUG'URTA BOZORI PORTFELI TAHLILI.....	149
Madraximov Ilxom Kamilovich	
FOYDA SOLIG'INING O'ZIGA XOS MUAMMOLI JIHATLARI.....	154
Zaripov Xusan Baxodirovich	
AGRAR SEKTORNI INNOVATSION MODERNIZATSIYA QILISHDA INVESTITSIYA OQIMLARINI BOSHQARISH MODELLARINI TAKOMILLASHTIRISH.....	159
Xamrayev Quvvat Iskandarovich	
OLIY TA'LIM XIZMATLARI BOZORIDA MARKETING TADQIQODLARINI TAKOMILLASHTIRISH.....	163
Jalilov Jamshid G'anjionovich, Safarov Zavqiddin Zokir o'g'li	
MINTAQA SANOAT TARMOG'I RIVOJLANISHINING IQTISODIY-STATISTIK TAHLILI.....	168
Xayitboev Abror Quvondiqovich	
РОЛЬ СМЕШАННОГО ФИНАНСИРОВАНИЯ (BLENDED FINANCE) В ПОВЫШЕНИИ ИНВЕСТИЦИОННОЙ ПРИВЛЕКАТЕЛЬНОСТИ КОММУНАЛЬНЫХ УСЛУГ: УРОКИ РАЗВИВАЮЩИХСЯ СТРАН.....	174
Гулмаматова Дурдона Шерали кизи	
KORXONALARDA STRATEGIK BOSHQARUV.....	180
Musayeva Dilnoza Dilshatovna	
BANK TIZIMIDA MARKETING AHAMIYATI VA BANK MARKETINGI.....	184
Usubjonov Zaxriddin Vasliddin o'g'li	
RAQAMLI IQTISODIYOT SHAROITIDA TIJORAT BANKLARI TOMONIDAN XORJIY KREDIT MABLAG'LARINI JALB KILISH HUQUQIY JIHATLARI.....	189
Qulliyev Anvar Zayniddinovich	
TIJORAT BANKLARINI TRANSFORMATSIYALASH SHAROITIDA CHAKANA XIZMATLARINI RIVOJLANTIRISH YO'LLARI.....	194
Alimov Umid O'ktambayevich	
MAHSULOTLARNING RAQAMLI PASPORTI TIZIMINI JORIY ETISH OMILLARI VA TO'SIQLARI.....	200
Avloqulova Sadoqat Sobirjon qizi	
KORXONALARDA FOYDA VA ZARARLARNI TAHLIL QILISHDA INNOVATSION METODLAR AHAMIYATI.....	207
Ernazarov Ortiq Eshnazarovich, Farog'at Xo'jabekova	
ВЛИЯНИЕ ИСКУССТВЕННОГО ИНТЕЛЛЕКТА НА ЭКОНОМИЧЕСКОЕ БЛАГОСОСТОЯНИЕ, А ТАКЖЕ НОВЫЕ МЕХАНИЗМЫ ПОВЫШЕНИЯ ДОХОДОВ НАСЕЛЕНИЯ.....	212
Останов Эгамберди	
RAQAMLI TRANSFORMATSIYA VA INNOVASION TEXNOLOGIYALARNI INTEGRATSIYALASH: MOHIYATI VA RIVOJLANISH IMKONIYATLARI.....	218
Xakimova Xulkar Xamidovna	
QORAQALPOG'ISTON VA XORAZM OZIQ-OVQAT SANOATINING IQTISODIY-STATISTIK TAHLILI HAMDA UNI YANADA RIVOJLANTIRISH YO'LLARI.....	224
Tleuov Niyetulla Raxmanovich	
OILAVIY KORXONALARNING IQTISODIY TIZIMDAGI O'RNI.....	230
Shadiyeva Gulnora Mardiyevna, Rustamova Zarina Rustamovna	
SUN'IY INTELLEKT ASOSIDA O'ZBEKISTON OLIY TA'LIM MUASSASALARIDA MARKETING FAOLIYATINI MODELLASHTIRISH VA BOSHQARISH MEXANIZMLARI.....	234
Sadikov Shoxrux Shuxratovich	
XIZMAT KO'RSATISH SOHASI KORXONALARINING RAQOBATBARDOSHLIKNI OSHIRISHDA RAQAMLI XIZMATLARNING AHAMIYATI.....	238
Asenbaeva Aydaygul Edenbaevna	
BARQARORLIK VA YASHIL MENEJMENT: ILMIY-NAZARIY YONDASHUVLAR VA AMALIY AHAMIYATI.....	242
Djalilova Dilbar Abdikarim qizi	



HUDUDLARNING IQTISODIY SALOHİYATINI INNAVATSION-INVESTITSION BOSHQARISH STRATEGIYASI VA MEXANIZMI (XORAZM VILOYATI MISOLIDA)	247
Maqsudova Malohatxon Maqsudovna, Yaxshimuratov Maqsadbek Narimon o'g'li	
O'ZBEKISTON RESPUBLIKASI DAVLAT BUDJETINI 2026-YILGI SOLIQ SIYOSATINING TAHLILI VA XALQARO SOLISHTIRMA YONDASHUVI	251
Abdullayev Zafarbek Safibullayevich	
O'ZBEKISTON MINTAQALARIDA AYOLLAR TADBIRKORLIGINI RIVOJLANTIRISH OMILLARI	256
Mamataliyeva Dilnoza Raxmonovna	
TRANSFORMATSIYALASHUV SHAROITIDA INVESTITSİYALAR SHAKLLANISHI VA ULARNI SAMARALI BOSHQARISH YO'NALISHLARI	259
To'rayev Jasurali To'rayevich	
O'ZBEKISTONDA SAVDO TASHKILOTLARINING FAOLIYATI VA RIVOJLANISH HOLATI	264
B. Sulaymonov	
NAMANGAN VILOYATIDA "YASHIL IQTISODIYOT" MODELIGA O'TISH JARAYONIDA KICHIK BIZNES SUBYEKTLARINING IQTISODIY FAOLLIGI	270
Xonto'rayev Obbosxon Kamolxon o'g'li	
O'ZBEKISTONDA "YASHIL" IQTISODIYOTNI RIVOJLANTIRISHNING USTUVOR YO'NALISHLARI	274
Xoshimov Pazliddin Zuxurovich	
KICHIK BIZNES ORQALI ISH O'RINLARINI YARATISH STRATEGIYALARI: NAMANGAN VILOYATI MISOLIDA	278
Ergasheva Nigora Abdigapparovna	
MAMLAKATIMIZDA QO'SHILGAN QIYMAT SOLIG'INING IJTIMOIIY-IQTISODIY AHAMIYATI	283
Quryozov Sardorbek Sharifboevich	
РАЗРАБОТКА И ПРИОРИТИЗАЦИЯ КЛЮЧЕВЫХ ИНДИКАТОРОВ ЭФФЕКТИВНОСТИ ДЛЯ ОБЩЕНАЦИОНАЛЬНОЙ ПАНЕЛИ МОНИТОРИНГА ДЕЯТЕЛЬНОСТИ БОЛЬНИЦ: ЭКСПЕРТНАЯ ОЦЕНКА СО СТОРОНЫ РУКОВОДИТЕЛЕЙ МЕДУЧРЕЖДЕНИЙ	290
Шухратов Мамуржон Шухрат угли	
MAHALLIY DAVLAT HOKIMIYAT ORGANLARINI RAQAMLI TEXNOLOGIYALAR ASOSIDA BOSHQARISHGA TA'SIR ETUVCHI OMILLAR	297
Nurmurodov Zafarjon Nurmurod o'g'li	
BANK TIZIMINING BARQAROR MOLIVAVIY RIVOJLANISHINI TA'MINLASH VOSITALARI	303
Sadikov Iskandar Gayratovich	
ЗЕЛЕНОЕ ФИНАНСИРОВАНИЕ В ЗЕЛЕННОЙ ЭКОНОМИКЕ: ТЕОРИЯ И ПРАКТИКА	308
Халиков С. Х.	
HUDUDIIY IQTISODIY RIVOJLANISHDA KICHIK BIZNESNI ROLI VA SAMARADORLIGINI OSHIRISH CHORALARI	313
Ergashev Jamshid Jamoliddinovich	
ИСТОРИЧЕСКИЙ ПРОЦЕСС СТАНОВЛЕНИЯ ФАРМАЦЕВТИЧЕСКОЙ ПРОМЫШЛЕННОСТИ	317
Мажидова Фарангиз Фуркатзода	
O'ZBEKISTON RESPUBLIKASIDAGI TADBIRKORLIK SUBYEKTLARIDA ISHLAB CHIQRISH SAMARADORLIGINI OSHIRISH	321
Isakov Oybek Jamoliddinovich	
NORASMIY KOOPERATSIYA MUNOSABATLARINING FERMER XO'JALIKLARI YETISHTIRGAN MAHSULOT MIQDORIGA TA'SIRINI BAHOLASH	325
Ismoilov Azamat	
O'ZBEKISTON TIJORAT BANKLARIDA FOIZ RISKINI BOSHQARISH AMALIYOTI	332
Seitnazarov Daniyar Baxadirovich	
RAQAMLI TEXNOLOGIYALAR ASOSIDA SUT VA SUT MAHSULOTLARINI QAYTA ISHLOVCHI KORXONALAR FAOLIYATINI TAKOMILLASHTIRISH	341
Normuradov Nurbek Sunatilloevich	
"AYOL RAHBARLAR: RAHBARLIK SALOHİYATI VA ISH JOYIDA TENGLIK" FRANSIYA DAVLATI TAJRIBASI ASOSIDA	346
Abduraxmonova Feruzabonu	



QISHLOQ XO'JALIGIDAGI KLASSTERLARNING MOLIYAVIY BARQARORLIGINI EKONOMETRIK MODELLASHTIRISH.....	352
Dildora Yuldasheva	
TIJORAT BANKLARINING DEPOZIT BAZASINING YETARLILIGINI TA'MINLASH YO'LLARI	359
I.J. Isakov	
OLIY TA'LIM SIFATINI OSHIRISH VA IQTISODIY DIAGNOSTIKA O'TKAZISHNING XORIJ TAJRIBASI.....	363
Xo'jaxonov Ma'rufxon Xamidxonovich, Axmedov Oybek Turg'unpulatovich	
INKLYUZIV TA'LIMNI MOLIYAVIY QO'LLAB-QUVVATLASHDAGI MUAMMOLAR VA ULARNI YECHISH YO'LLARI.....	369
Egamberdiyeva Dilorom Botir qizi, Pulatova Moxira Baxtiyorovna	
"KREATIV IQTISODIYOT" HAMDA "TURIZM" TUSHUNCHALARINING ILMIY-NAZARIY ASOSLARI	374
Abdurasulov Shovqiddin Erkin o'g'li	
THE STRATEGIC ROLE OF THE INDUSTRIAL SECTOR IN THE NATIONAL ECONOMY AND DEVELOPMENT FACTORS.....	380
Rakhimov Bakhromjon Ibroximovich	
INVESTITSIALARNI MOLIYALASHTIRISH METODOLOGIYASINI TAKOMILLASHTIRISHNING ASOSIY YO'NALISHLARI.....	386
Ismailov Dilshod Anvarjonovich	
GLOBAL INCOME INEQUALITY IN 2024: CAUSES, PATTERNS, AND CONSEQUENCES.....	393
Ilhomjonov Jaxongir Alisher o'g'li	
ТОРГОВЫЕ ОТНОШЕНИЯ В СВОБОДНО ЭКОНОМИЧЕСКИХ ЗОНАХ: ПРОБЛЕМЫ И РЕШЕНИЯ	401
Шарифходжаев Шавкат Окилович, Ачилова Ширин Шавкат кизи	
O'ZBEKISTON KON-METALLURGIYA SANOATI: RIVOJLANISH TENDENSIYALARI VA HOZIRGI HOLATI	407
Ergashov Botirjon Ergashovich	
PENSIYA JAMG'ARMASIDA DAVLAT BUDJETI TRANSFERTLARI ULUSHI HAMDA UNING XORIJ TAJRIBASI	415
Sherjonov Doniyor Saparbayevich	
O'ZBEKISTON SANOAT KORXONALARINI QIMMATLI QOG'OZLAR BOZORIDAN FOYDALANIB MOLIYALASHTIRISHNING HOZIRGI HOLATI VA MUAMMOLARI.....	419
Igitov Jurabek Kuzibekovich	
QO'SHILGAN QIYMAT SOLIG'I BO'YICHA FIRIBGARLIKLAR: MEXANIZMLARI, SABABLARI VA ULARNI OLDINI OLISH YO'LLARI.....	425
Eshkarayev Bobir Chariyevich	
TOG' VA TOG'OLDI HUDUDLARIDA QISHLOQ XO'JALIGINI DIVERSIFIKATSIYA QILISHNING USTUVOR YO'NALISHLARI VA IQTISODIY SAMARADORLIGI.....	431
Abdulxayeva Gulshan Maxmudovna	
TURIZM SOHASINING IJTIMOIIY-IQTISODIY MEXANIZMLARINI TAKOMILLASHTIRISH YO'LLARI (SAMARQAND VILOYATI MISOLIDA).....	435
Xalimov Shaxboz Xalimovich	
SANOATDA IQTISODIY MOLIYAVIY HISSOBOTLAR XALQARO STANDARTLARINI RAQOBATBARDOSH KORPORATIV STRATEGIYALARNI SHAKLLANTIRISHDA QO'LLASH.....	442
Turaboev Ibroxim Ismoil o'g'li	
ФОНДИРОВАНИЕ И СТРАХОВАНИЕ В СИСТЕМЕ УПРАВЛЕНИЯ ФИНАНСОВЫМИ РИСКАМИ АПК: СОВРЕМЕННЫЕ ПОДХОДЫ И МЕЖДУНАРОДНЫЙ ОПЫТ	447
Дурманов Акмал Шаймарданович	
PAHTA-TO'QIMACHILIK KLASSTERLARI RIVOJLANISHINING STATISTIK KO'RSATKICHLARI TAHLILI	456
Atajanova Guli Maxsudbekovna	
JAHON MOLIYAVIY BOZORLARI BARQARORLIGIGA GLOBAL IQTISODIY INQIROZLAR VA GEOSIYOSIY OMILLARNING TA'SIRI HAMDA ULARNI BOSHQARISH STRATEGIYALARI	462
Abdurazakova Nargiza Rixsibayevna	



QISHLOQ XO'JALIGIDA RESURLARDAN SAMARALI FOYDALANISH VA OZIQ-OVQAT MAHSULOTLARINI ISHLAB CHIQARISHDA BOSHQARUV QARORLARINING IQTISODIY TAHLILI.....	467
Mamadiyarov Dilshad Uralovich	
PAXTA TOZALASH KORXONALARINING TARKIBIY BO'LINMALARIDA MOLIVAVIY BOSHQARUV TIZIMINI TAKOMILLASHTIRISH YO'LLARI.....	474
Murodov Orif Jumayevich, G'ulomov Xaydarbek Ilyos o'g'li	
BARQAROR KELAJAK SARI: MAMLUKATDA EKOLOGIK XAVFSIZLIKNI MUSTAHKAMLASH	482
Abdullaev Shavkatjon Maxmudillaevich	
ZAMONAVIY IQTISODIY SHAROITLARDa KORXONALARNING MOLIVAVIY BARQARORLIGINI TA'MINLASH	487
Abdulakimova Moxina Farxod qizi	
UMUMIY OVQATLANISH SHAHOBCALARINING FAOLIYATI SAMARADORLIGINI TAHLIL QILISH.....	493
Amiriddinova Muslima Zayniddin qizi	
XIZMAT KO'RSATISH SOHASIDA MIJOZLAR EHTIYOJINI O'RGANISH VA XIZMAT SIFATINI OSHIRISHNING INNOVATSION YONDASHUHLARI	498
Babayeva Lola Ibragimovna	
MINTAQADA TARIXIY VA MADANIY TURIZMNI RIVOJLANTIRISH IMKONIYATLARINI KENGAYTIRISHDA DAVLAT HAMDA XUSUSIY SHERIKCHILIK TIZIMIDAN FOYDALANISH	504
Xusanov Chari Kadirovich	
PROSPECTS FOR IMPROVING INFRASTRUCTURE FOR SMALL BUSINESS AND ENTREPRENEURSHIP IN THE REPUBLIC OF UZBEKISTAN.....	509
Botirova Xulkar Olimjonovna	
THE IMPACT OF AGRICULTURAL CLUSTERS ON FOOD SECURITY AND MACROECONOMIC STABILITY	514
Sherkulov Shohruh Erkin ugli	
OZIQ-OVQAT XAVFSIZLIGINI TA'MINLASHDA ISSIQXONA IQTISODIYOTINI O'RNI VA NAZARIY-METODOLOGIK ASOSLAR	520
Otavullaev Sukhrob Sa'dullo o'g'li	
IJTIMOII AHAMIYATI YUQORI LOYIHALARNI DAVLAT-XUSUSIY SHERIKLIGI ASOSIDA BOSHQARISHNI TAKOMILLASHTIRISH	524
Taspanova Ayzada Kenjebayevna	
KICHIK BIZNES SUBYEKTLARIDA RAQOBAT STRATEGIYALARINI TAKOMILLASHTIRISH	529
Sharopova Nafosat Radjabovna, Jamolova Aziza	
TIKUV-TRIKOTAJ KORXONALARIDA ISTE'MOLCHILARNING XULQ-ATVORINI O'RGANISHNI TAKOMILLASHTIRISH.....	537
Sultonova Zulxumor, Bobojonov Baxrombek Ro'zimovich	
INTERNATIONAL TRADE BETWEEN INTEGRATION AND ISOLATION: INNOVATION AND UNCERTAINTY IN A FRAGMENTING GLOBAL ECONOMY.....	542
Zakhidov Azizbek Rustamovich	
QORAQALPOG'ISTON RESPUBLIKASI QO'NG'IROT TUMANIDA SIGIRLAR BOSH SONINING PROGNOZ KO'RSATKICHLARI	548
Sabit Gabbarov	
TO'QIMACHILIK MAHSULOTLARI EKSPORTINI OSHIRISHDA YASHIL MARKETING STRATEGIYALARIDAN FOYDALANISH	552
Ergashxodjayeva Shaxnoza Djasurovna, Xo'janova Husnora	
O'ZBEKISTONDA IQTISODIY O'SISH SIFAT OMILLARINING TA'SIRINI BAHOLASH METODOLOGIYASINI TAKOMILLASHTIRISH.....	558
Bustonov Mansurjon Mardonakulovich	
ОБЩАЯ КОНЦЕПЦИЯ СТАБИЛЬНОСТИ ФОРМИРОВАНИЯ ФИНАНСОВЫХ РЕСУРСОВ.....	567
Зайналов Джахонгир Расулович	
ОСОБЕННОСТИ РАЗВИТИЯ РЫНКОВ КАПИТАЛОВ	571
Хотамкулова Мадина Санжар кизи, Зайналов Джахонгир Расулович	



IPOTEKA KREDITI MEXANIZMLARINI RIVOJLANTIRISH BO'YICHA AMALIY ISHLAR TAHLILI	576
A'zamxo'jayeva Nihola Sulaymon qizi	
KORXONALARDA YASHIL MARKETING STRATEGIYALARIDAN FOYDALANISHNING XORIJ TAJRIBASI	581
Abdurashidova Nigora Alisherovna, Abduqodirova Donoxon	
KICHIK BIZNES SUBYEKTLARIDA ISHLAB CHIQRISH SALOHİYATINI OSHIRISH OMILLARI VA MEZONLARI	588
Jumanov Ruslanbek Bobojanovich	
O'ZBEKISTONIDA MEHNAT BOZORINING TARKIBIY TRANSFORMATSIYASI VA UNING IQTISODIY O'SISHGA TA'SIRI	592
Rasulev Alisher Fayziyevich, Qodirov Asliddinxo'ja Mahammadjon o'g'li	
STUDY OF THE ECONOMIC EFFICIENCY OF GREEN BONDS, ECOLOGICAL LOANS, AND GREEN INVESTMENT FUNDS, AS WELL AS THEIR IMPORTANCE IN THE FINANCIAL SYSTEM.....	595
Avazov Azizbek Ashurali o'g'li	
KICHIK BIZNES VA TADBIRKORLIK TERMINOLOGIYASINING ILMIY-TAHLILIY TALQINI.....	603
Aripov Oybek Abdullayevich	
O'ZBEKISTONDA MEHNAT BOZORINING TARKIBIY TRANSFORMATSIYASI VA UNING IQTISODIY O'SISHGA TA'SIRI.....	608
Rasulev Alisher Fayziyevich, Qodirov Asliddinxo'ja Mahammadjon o'g'li	
FERMER XO'JALIKLARIDA INVESTITSION JARAYONLARNI TASHKIL ETISH VA OPTIMALLASHTIRISH.....	611
Kdirbaev Amir Marat uli	
ITALIYA VA YAPONIYADA DAVLAT QARZINING UZOQ MUDDATLI BARQARORLIGI: FISKAL QOIDALAR VA QARZ BOSHQARUVI STRATEGIYALARINING QIYOSIY TAHLILI.....	614
Abdurahimov Abror Zafarovich, L.M. Tashpulatova	
ИСКУССТВЕННЫЙ ИНТЕЛЛЕКТ В ВЫСШЕМ ОБРАЗОВАНИИ: ВОЗМОЖНОСТИ ПЕРСОНАЛИЗАЦИИ, ВЫЗОВЫ И ПЕРСПЕКТИВЫ	621
Камалова Малика Низамовна, Очилов Акрам Одилович	
O'ZBEKISTONDA YASHIRIN IQTISODIYOTNING ISHSIZLIK DARAJASIGA TA'SIRINI IFODALOVCHI ASOSIY OMILLAR	626
Raxmonov Bekzod Sharibjon o'g'li	
GLOBAL XAVFLARNING KESKINLASHUVI SHAROITIDA QAYTA SUG'URTANI RIVOJLANTIRISH ISTIQBOLLARI.....	631
Norov Zarif Shamsiddinovich	
INNOVATSION SUG'URTA XIZMATLARINI JORIY ETISH ORQALI IXTIYORIY SUG'URTA XIZMATLARINI TAKOMILLASHTIRISH.....	638
Xayitov Nodirjon Uzokovich	
VOSITACHILIK XIZMATLARINI KO'RSATUVCHI SUBYEKTLAR AUDITI SIFAT NAZORATI.....	652
O.Q. Qo'shmatov	
AUDITORLIK XULOSASINI SHAKLLANTIRISHDA MATEMATIK MODELLARDAN FOYDALANISH MASALALARI	657
I.Qo'ziyev, F.Ochilov	
MAJBURIYATLAR HISOBINING NAZARIY ASOSLARI.....	664
Ochilov Farxodjon Shavkatjon o'g'li	
ВОПРОСЫ РЕОРГАНИЗАЦИИ БУХГАЛТЕРСКОГО УЧЕТА В СЕЛЬКОМ ХОЗЯЙСТВЕ	669
Розиков Жалил Жалолович	
TOVAR-MODDIY ZAXIRALAR AUDITINI O'TKAZISH TARTIBI.....	678
M.Xayitboyev	
USTAV KAPITAL HISOBINI TAKOMILLASHTIRISH	683
Inomjon Sherimbetov	
QISHLOQ XO'JALIGIDA KOOPERATIVLARNI RIVOJLANTIRISH IMKONIYATLARI	688
Mirzayev Musurmon Umidullayevich, Ziyadullayev Ilhom Narkobilovich	



EKSPORT BOZORLARINI DIVERSIFIKATSIYA QILISHDA MOLIVAVIY RAG'BATLARNING ROLI	694
Galiyev Tohir Fazliddinovich	
ZAMONAVIY LOGISTIKA TIZIMIDA MARKETING STARTEGIYALARIDAN FOYDALANISHNI TAKOMILLASHTIRISH	700
Abduqodirova Umida G'ayrat qizi	
QASHQADARYO URBANIZATSIYALASHGAN HUDUDLARIDA AGLOMERATSIYA JARAYONLARIGA TA'SIR KO'RSATUVCHI OMILLAR	706
Nazarova Feruza Usmonovna	
TIJORAT BANKLARI TOMONIDAN ALOQA KORXONALARINI KREDITLASHNING ZARURLIGI HAMDA IQTISODIY AHAMIYATI	713
Shaymatov Mansur Jo'rabaevich	
MOLIVAVIY HISOBOTNING XALQARO STANDARTLARI ASOSIDA MOLIVAVIY AKTIVLARNI TAN OLISH	720
Odiljonova Oybarchin Fayzullo qizi	
QISHLOQ XO'JALIGIDA INNOVATSION TRANSFORMATSIYA BARQARORLIGINI BAHOLASH	724
Sanetullaev Aybek Esbosinovich	
XALQARO AVTOMOBIL ISHLAB CHIQUVCHI KOMPANIYALARNING RIVOJLANISH XUSUSIYATLARI	728
Xidoyatov Mirsaid Mirmuhsunovich	
ENSURING THE FINANCIAL SUSTAINABILITY OF HIGHER EDUCATION INSTITUTIONS: STRATEGIES FOR RESILIENCE IN AN ERA OF DECLINING RESOURCES AND RISING EXPECTATIONS	734
Inomiddin Imomov	
"YASHIL" TEXNOLOGIYALARNI IQTISODIY RIVOJLANISHGA INTEGRATSIYA QILISHNING NAZARIY ASOSLARI	744
Miraxmedova Maftuna Ibragimovna	
ИНТЕГРАЛЬНЫЙ ПОДХОД К ОЦЕНКЕ ИННОВАЦИОННОЙ ДЕЯТЕЛЬНОСТИ	751
Алиева Эльнара Аметовна	
AHOLI DAROMADLARI VA ULARNING SHAKLLANISH MANBALARI	756
So'fiyeva Xusniya Soxibjonovna	
НАУЧНО-МЕТОДОЛОГИЧЕСКИЕ ПОДХОДЫ К ПРОЕКТИРОВАНИЮ И РАЗВИТИЮ ЭЛЕКТРОННОЙ КОММЕРЦИИ В УЗБЕКИСТАНЕ	760
Назарова Гулчебра Нурмуханбетовна	
СОВРЕМЕННЫХ ПОДХОДОВ ПО ОЦЕНКЕ ЭКСПЛУАТАЦИОННОЙ УСТОЙЧИВОСТИ МАЛОМОЩНЫХ СЕТЕВЫХ ФОТОЭЛЕКТРИЧЕСКИХ СТАНЦИЙ	766
А.Р. Кудратов	
IJTIMOIIY XIZMATLAR KO'RSATISH JARAYONIDA TASHKILIIY VA IQTISODIY MUNOSABATLAR	775
Berdiyeva Nafisa Qahramonovna	
QISHLOQ XO'JALIGIDA INNOVATSION BIZNESNI BOSHQARISH VA YANGI TEXNOLOGIYALAR ORQALI SAMARADORLIKNI OSHIRISH	780
Mamadiyarov Dilshad Uralovich, Normurodov Sarvar Norboy o'g'li	
GRUZIYA TAJRIBASIDA BARQAROR TURIZMNI TA'MINLASHNING TASHKILIIY-IQTISODIY MEKANIZMLARI VA ULARNING O'ZBEKISTON SHAROITIDA QO'LLANILISHI	786
Suyunova Dilnoza Mexridin qizi	
INNOVATSION FAOLIYATNING MINTAQADA XIZMAT KO'RSATISHNI TAKOMILLASHTIRISHDAGI XUSUSIYATLARI	790
Fayziyeva Shirin Shodmonovna	
QORAQALPOG'ISTON HUDUDIDA ETNOGRAFIK TURIZM KLASSTERINI SHAKLLANTIRISHNING IQTISODIY OMILLARI	795
Kunnazarova Orazxan	
MAMALAKATIMIZ IMPORTI VA EKSPORTIDA KICHIK BIZNESNING ULUSHI	798
Jo'rayev Ilhomjon Kamolidinovich	
YEVROOBLIGATSIYA VA UNING AKSIYADORLIK JAMIYATLARI TOMONIDAN EMISSIYASI	807
Avezov Ibrohim Ilxomovich	



IQTISODIYOTDAGI INNOVATSION O'ZGARISHLAR SHAROITIDA TO'QIMACHILIK KORXONALARIDA RAQOBATBARDOSHLIKNI BOSHQARISHNING ILMIY-NAZARIY ASOSLARI	808
Xonkeldiyeva Komilaxon Ravshanjon qizi	
SPORT ANJOMLARI SANOATIDA INNOVATSION JARAYONLARNI TIZIMLASHTIRISH MODELINING ZARURATI.....	813
Xamraqulov Ixtiyor Baxtiyorovich	
GREEN MARKETING STRATEGIES AND THE APPLICATION OF NEUROMARKETING METHODS IN THEIR DEVELOPMENT.....	819
Samadov Asqar Nishonovich, Latipova Go'zal	
OZIQ-OVQAT SANOATIDA KICHIK KORXONALAR SAMARADORLIGINI OSHIRISH YO'LLARI.....	825
Mavlanova Barchinoy Shonazar qizi	
BARQAROR IQTISODIY RIVOJLANISHDA INVESTITSİYALAR AHAMIYATINING EMPERIK TAHLILI	831
Nazarova Ra'no Rustamovna, Najmiddinov Yahyo Fazliddin o'g'li	
YASHIL TURIZMNI RIVOJLANTIRISHDA MEHMONXONALAR ROLI: MUAMMOLAR VA IMKONIYATLAR.....	840
Raxmonova Nigina Anvarovna	
IJTIMOİY SIYOSAT SAMARADORLIGINI OSHIRISHNING USTUVOR YO'NALISHLARI: O'ZBEKISTONNING AMALIY YONDASHUVI VA RIVOJLANGAN MAMLAKATLAR TAJRIBASI.....	844
Bafojev Farrux Jo'raqulovich	
AHOLI IJTIMOİY HIMOYASINI KUCHAYTIRISH MUAMMOLARI	852
Ulashev Xubbim Askarovich	
YASHIL TA'LIM RIVOJLANISH BOSQICHLARI: YAPONIYA MISOLIDA	856
Raxshona Nabibullayeva	
RAQAMLI IQTISODIYOT SHAROITIDA ELEKTRON SAVDONING MINTAQA IQTISODIYOTINI RIVOJLANTIRISHGA TA'SIRI.....	861
Mo'minov Yahyobek Shokirjon o'g'li	
TUROPATORLIK FAOLIYATINI RIVOJLANTIRISHNING NAZARIY-METODOLOGIK ASOSLARI.....	865
Toshev Akmal Salimovich	
TADBIRKORLIKNI RIVOJLANTIRISH ORQALI MINTAQADA AHOI DAROMADLARINI OSHIRISH YO'NALISHLARI	874
Quldasheva Maftuna Musurmon qizi	
ФАКТОРЫ И МЕХАНИЗМЫ ПОВЫШЕНИЯ КОНКУРЕНТОСПОСОБНОСТИ ПРЕДПРИЯТИЙ.....	878
Алиева Эльнара Аметовна, Рахматхонов Саидодилхон Расулхон угли	
МЕХАНИЗМЫ УСТОЙЧИВОГО ФИНАНСИРОВАНИЯ В СТРАНАХ С РАЗВИВАЮЩЕЙСЯ ЭКОНОМИКОЙ: РОЛЬ ESG-ИНСТРУМЕНТОВ, ДИНАМИКА РАЗВИТИЯ РЫНКА ЗЕЛЁНЫХ ОБЛИГАЦИЙ И ИНСТИТУЦИОНАЛЬНЫЕ ПОДХОДЫ НА ПРИМЕРЕ УЗБЕКИСТАНА И МАЛАЙЗИИ.....	884
Нарзуллаева Мехрангиз Ақобировна	
DORIVOR O'SIMLIKLAR SAVDOSIDA QIYMAT ZANJIRI TAHLILI: IQTISODIY SAMARADORLIKNI OSHIRISH OMILLARI.....	893
Maftuna Ermatova Arslonbek qizi	
O'ZBEKISTON VA TURKMANISTON O'RTASIDAGI SAVDO AYLANMASI TAHLILI	899
Voxidova Mehri Xasanovna	
GLOBAL KOMPANIYALARDA RAQAMLI MENEJMENTNING SAMARADORLIK KO'RSATKICHLARI	905
Axmedov Sardor Shuxrat o'g'li	
IQLIM O'ZGARISHLARI VA GLOBALLASHUV SHAROITIDA EKOLOGIK-HUQUQIY TA'LIMNI RIVOJLANTIRISH.....	912
Jumanazar Xolmuminov	
YASHIL IQTISODIYOTNI RIVOJLANTIRISHNING JAHON TAJRIBASI	916
Kalandarova Elnura Muzaffar qizi	
INNOVATSION IQTISODIYOT SHAROITIDA HUDUDLARNING INVESTITSİYAVIY JOZIBADORLIGINI OSHIRISH YO'LLARI.....	921
Rahmatullayev Bobir Chorshamiyevich	



FINANCING WATER RESILIENCE: A FEASIBILITY ANALYSIS OF SOVEREIGN BLUE BOND ISSUANCE IN UZBEKISTAN.....	926
Yakubov Jakhongir	
УКРЕПЛЕНИЕ ПАРТНЁРСТВО И СОЗДАНИЕ ЕДИНСТВЕННОГО ЭНЕРГОРЫНКА В УЗБЕКИСТАНЕ	929
Каримова Нуржахон Олим кизи	
ИННОВАЦИОННАЯ ЗРЕЛОСТЬ ПРЕДПРИЯТИЯ КАК ФАКТОР РОСТА ПРОИЗВОДСТВЕННОЙ ЭФФЕКТИВНОСТИ: МЕТОДОЛОГИЧЕСКИЕ АСПЕКТЫ ПРИМЕНЕНИЯ КОМПЛЕКСНОЙ МОДЕЛИ	935
Алиева Эльнара Аметовна, Табаков Евгений Сергеевич	
"BUDJET JARAYONLARIDA XAVFLARNI ANIQLASH VA BAHOLASH: ICHKI AUDIT YONDASHUVLARI"	941
Abdujalilova Dilnoz Abdusattorovna, Nishonxo'djaev Bekzod Baxodir o'g'li	
IQTISODIY XAVFSIZLIKNI TA'MINLASHDA DAVLATNING ROLI	947
Raximov Baxromjon Ibroximovich	
O'ZBEKISTONDA SUT SEKTORINING QIYMAT ZANJIRINI SANOATLASHTIRISH MUAMMOLARI.....	951
Urazov Jamshidjon Sa'dullayevich	
STRATEGIK BOSHQARUV HISOBIDA XARAJATLAR HISOB I VA KALKULYATSIYA TIZIMLARINING HOZIRGI HOLATI VA RIVOJLANISH YO'NALISHLARI	955
Hamroyeva Zuhra Amiral qizi	
АНАЛИЗ И ОЦЕНКА ТЕКУЩЕГО СОСТОЯНИЯ ПОКАЗАТЕЛЕЙ ФИНАНСОВОЙ БЕЗОПАСНОСТИ В АЗЕРБАЙДЖАНЕ	961
Ариф Мустафаев	
ФАКТОРЫ ВЛИЯЮЩИЕ НА ИЗМЕНЕНИЯ ДОХОДОВ НАСЕЛЕНИЯ УЗБЕКИСТАНА В УСЛОВИЯХ РЫНОЧНОЙ ЭКОНОМИКИ.....	968
Ишонкулова Феруза Асатовна	
O'ZBEKISTONNING INVESTITSION HUQUQIY SIYOSATIDA GLOBAL REYTINGLARNING NORMATIV-HUQUQIY ASOSLARINI TAKOMILLASHTIRISH.....	974
Gavhar Bekmurodova Adham qizi	
XALQARO MOLIYA BOZORIDA KREDIT RISKINI BAHOLASHNING ZAMONAVIY USULLARI VA RISKLARNI BOSHQARISH TIZIMINING RIVOJLANISH TENDENSIYALARI.....	981
Ochilova Xusniya Olim qizi, Yuldasheva Umida Asanaliyevna	
JAHONDA BRONLASH TIZIMLARINING RIVOJLANISH BOSQICHLARINING EVOLYUTSIYASI.....	987
Ismatillaeva Sitara Sayfidin qizi	
MILLIY IQTISODIYOT INNOVATSION SALOHİYATIDAN SAMARALI FOYDALANISHDA JAHON TAJRIBALARI.....	994
Samadqulov Muhammadjon Islom o'g'li	
HUDUDIY RIVOJLANISHDA SOLIQ IMTIYOZLARINING AHOLI DAROMADLAR DINAMIKASIGA TA'SIRI.....	998
Olimjon Fattoyev G'ayrat o'g'li	
OLIY TA'LIM MUASSASALARINING ZAMONAVIY SHAROITLARDA RAQOBATBARDOSHLIGI: NAZARIY JIHATLARI VA AMALIY BOSHQARUV STRATEGIYALARI	1002
Adizov Bobir Baxtiyorovich	
ZAMONAVIY SHAROITDA TADBIRKORLIK FAOLIYATI RISKLARINING O'ZIGA XOS XUSUSIYATLARI.....	1005
Sirojiddinov Kamoliddin Ikromiddinovich, Nasritdinov Bekzod Xusnutdinovich	
NAMANGAN VILOYATIDA QURILISH KLASHTERINI RIVOJLANTIRISHNING ASOSIY OMILLARI VA ISTIQBOLLI MANBALARI.....	1011
Abduraxmanov Muxtorali Abduvoxidovich	
ПЕРСПЕКТИВЫ ПОВЫШЕНИЯ ИНВЕСТИЦИОННОЙ ПРИВЛЕКАТЕЛЬНОСТИ БУХАРСКОЙ ОБЛАСТИ	1016
Авезова Шахноза Махмуджановна	
MOLIYAVIY SAVODXONLIKNI OSHIRISHGA TA'SIR KO'RSATADIGAN OMILLAR.....	1022
Obilov Mirkomil Rashidovich	



“O‘ZBEKISTONDA TURIZMNING MADANIY IDENTIKLIKKA TA’SIRI: SOTSIOLOGIK TAHLIL”	1028
Alijonova Nargiza Rashidjon qizi	
STATISTICAL ANALYSIS OF CREDIT INTEREST RATES.....	1034
Abdullayev Shakhobiddin Shamsiddinovich	
QISHLOQ XO‘JALIGIDA LOGISTIKA XARAJATLARINI OPTIMALLASHTIRISH METODLARI VA SAMARALI TA‘MINOT ZANJIRI MODEL.....	1037
Olimova Bahora Shuxratovna	
INNOVASION IQTISODIYOTNI RIVOJLANTIRISHNING NAZARIY JIHATLARI.....	1042
Abdulkakimov Zuxrali Tursunaliyevich	
TIJORAT BANKLARIDA DEPOZIT BAZASI BARQARORLIGIGA TA’SIR ETUVCHI OMIL SIFATIDA FOIZ SIYOSATI VA UNING AMALIY JIHATLARI.....	1047
Axmedova Dilafro‘z Elshodovna	
B2BDA RAQAMLI MARKETINGDAN FOYDALANISH BO‘YICHA XORIJIY TAJRIBALAR.....	1053
Abdubotirova Madinaxon	
ОРГАНИЗАЦИОННО-ЭКОНОМИЧЕСКИЙ МЕХАНИЗМ ИННОВАЦИОННО - ИНВЕСТИЦИОННОЙ ДЕЯТЕЛЬНОСТИ ПРЕДПРИЯТИЙ ЭНЕРГЕТИЧЕСКОЙ ОТРАСЛИ.....	1059
Баходирова Хилола Баходировна	
RAQOBATBARDOSH MAHSULOT ISHLAB CHIQRISHDA YASHIL MARKETING STRATEGIYASIDAN FOYDALANISH.....	1063
Ergashxodjayeva Shaxnoza Djasurovna, Abdurazakova Diyora	
ENERGIYA XARAJATLARINI KAMAYTIRISHNING IQTISODIY SAMARASI.....	1070
Urmanbekova Iroda Farxodovna	
PROSPECTS FOR THE DEVELOPMENT OF REMOTE BANKING SERVICES IN THE CONTEXT OF BANKING TRANSFORMATION	1075
Jabborov Bahriddin Rashidovich	
MIKROMOLIYA TASHKILOTLARIDA MOLIVAVIY-XO‘JALIK FAOLIYATINI BUXGALTERIYA HISOBIDA AKS ETTIRISH TARTIBI.....	1079
G‘ofurov Iskandar Abduraxmonovich	
BANKLARNING INVESTITSIYA RISKLARI VA ULARNI KAMAYTIRISH YO‘LLARI	1084
Yuldashev Erkin Xusanovich	
MA’LUMOTLAR BAZASINING RAQAMLI TEXNOLOGIYALARDAGI AHAMIYATI.....	1090
Maxamadiyev M. M.	
УСТОЙЧИВОСТЬ И ЭФФЕКТИВНОСТЬ: АНАЛИЗ СТРАТЕГИЧЕСКОЙ ТРАНСФОРМАЦИИ АКИБ «ИПОТЕКА-БАНК» ПОСЛЕ ВХОЖДЕНИЯ В ОТП GROUP.....	1095
Каримова Нуржахон Олим кизи	
O‘ZBEKISTON OLIY TA’LIM MUASSASALARIGA XORIJLIK TALABALARNI JALB ETISHDA YASHIL MARKETING STRATEGIYALARIDAN FOYDALANISH.....	1101
Sharopova Nafosat, Xolmamatov Diyorbek	
DAVLATNING IJOBIY IMIJINI YARATISHDA TURIZM VA XALQ DIPLOMATIYASINING STRATEGIK O‘RNI	1108
Kasimova Zilola G‘ulomiddin qizi	
JISMONIY TARBIYA VA SPORT MUASSASALARIDA MOLIVAVIY MUNOSABATLARNI TAKOMILLASHTIRISH YO‘LLARI.....	1116
Toshmurodov Abdurauf Ravshanovich	
АКТУАЛЬНЫЕ ПРОБЛЕМЫ И ПУТИ МОДЕРНИЗАЦИИ СИСТЕМЫ НАЛОГООБЛОЖЕНИЯ ТОПЛИВНО-ЭНЕРГЕТИЧЕСКОГО КОМПЛЕКСА УЗБЕКИСТАНА – 2025.....	1122
Ш.К.Жалилов	
“O‘ZBEKISTONDA YASHIL IQTISODIYOTNING O‘RNI VA UNI RIVOJLANTIRISH YO‘LLARI”	1126
Xursandov Komiljon Maxmatkulovich	
MAMLAKATDA INVESTITSIYA JARAYONLARINING O‘ZIGA XOS XUSUSIYATLARI.....	1130
Xusanov Durbek Nishanovich	
TURIZM XIZMATLARI TUSHUNCHASI VA ULARNI INNOVATSION TASHKIL ETISHNING IQTISODIY MOHIYATI.....	1138
Najmidinov Azizbek Bahrom o‘g‘li	



MINTAQAVIY IQTISODIYOTDA TURISTIK INFRATUZILMANI BAHOLASH USULLARI VA MEZONLARI.....	1143
Xalmirzayev Axmadjan Axunovich, Ro'zmatov Boburjon Zafarjon o'g'li, Shodiyeva Nafosatxon Hamza qizi	
O'ZBEKISTONDA KICHIK TADBIRKORLIK SUBYEKTLARI FAOLIYATINING HOLATI VA TENDENSIYALARI.....	1149
Ahmedov Shermuhammad Omonjon o'g'li	
MARKETING KOMMUNIKATSIYA STRATEGIYALARINI ISHLAB CHIQUISHNING ZAMONAVIY YONDASHUVLARI	1156
Akramov Toxir Abdiraxmanovich	
SANOAT KORXONALARIDA MAHSULOT RAQOBATBARDOSHLIGINI OSHIRISH YO'LLARI	1161
Adashev Azimjon Urinboyevich	
XALQARO STANDARTLAR ASOSIDA PRUDENSIAL NAZORAT: BAZEL QOIDALARI VA ULARNING AHAMIYATI	1165
Abdunazarova Dilshoda Akromovna	
INNOVATSION FAOLIYATNI BOSHQARISHDA BOSHQARUV HISOBİ AXBOROTINING AHAMIYATI	1170
Xushvaqtova Nozanin Nurbek qizi	
OLIY TA'LIM TIZIMIDA INTEGRATSIYA JARAYONLARINI AMALGA OSHIRISH SHAKLLARI VA ULARNING TA'LIM XIZMATLARI BOZORIDAGI AHAMIYATI.....	1177
Ismoilova Feruza Kubaymurodovna	
EKOMARKETING STRATEGIYALARI ORQALI BARQAROR RIVOJLANISHGA ERISHISH	1182
Qo'ziyev Jaloladdin Alisher o'g'li	
ENSURING INNOVATIVE ECONOMIC SECURITY IN THE KHOREZM REGION: WASTE RECYCLING AND CIRCULAR ECONOMY	1186
Madraximova Shohista Bahrom qizi	
KICHIK BIZNES FAOLIYATINI BAHOLASH ASOSIDA SAMARADORLIGINI OSHIRISH.....	1191
Mavkulov Ravshan Nematjonovich	
O'ZBEKISTON IQTISODIYOTIGA ISLOM MOLIYASINI JORIY QILISHDA XORIJIY MAMLAKATLAR TAJIRIBASIDAN FOYDALANISH.....	1195
Sultonov Baxtiyor Baxodirovich	
MINTAQAVIY IMIJNI SHAKLLANTIRISHNING KONSEPTUAL ASOSLARI.....	1201
Duschanov Alisher Sherzod o'g'li	
QISHLOQ XO'JALIGI KORXONALARI FAOLIYATI SAMARADORLIGINI TA'MINLASHNING IQTISODIY MEXANIZMI	1206
Opaev Bysen Aymanovich	
TIJORAT BANKLARI TOMONIDAN KICHIK BIZNESNI INVESTITSION KREDITLARI ORQALI MOLIYALASHTIRISH.....	1212
Yuldashev Fozil Turapovich	
YASHIL IQTISODIYOT TAMOYILLARI ASOSIDA XIZMAT KO'RSATISH SOHASINI SAMARALI RIVOJLANTIRISHNING XORIJ TAJIRIBASI.....	1218
M.M.Muminova	
ИНТЕГРАЦИОННОЕ ВЗАИМОДЕЙСТВИЕ ГОСУДАРСТВЕННОГО ЖЕЛЕЗНОДОРОЖНОГО ОПЕРАТОРА И ПРЕДПРИЯТИЙ МЕСТНОЙ ПРОМЫШЛЕННОСТИ	1223
Худаярова Мехрангиз Мурадовна	
TURIZMDA INDIVIDUALLASHTIRILGAN XIZMATLAR KONSEPSIYASI VA TAJRIBA TURIZMINING NAZARIY ASOSLARI.....	1230
Raxmatov Aziz Tolipovich	
QORAQALPOG'ISTON RESPUBLIKASIDA QISHLOQ XO'JALIGIDA YASHIL IQTISODIYOT SHAROITIDA EKOLOGIK EKSTERNALIYALARNI TARTIBGA SOLISH MEXANIZMLARINI TAKOMILLASHTIRISH.....	1235
Smaylova Zarafshan	
XALQARO STANDARTLARDA PRUDENSIAL NAZORAT: BAZEL QOIDALARI VA ULARNING AHAMIYATI	1239
Abdunazarov Dilshoda Akromovna	



METALLURGIYA SANOATIDA EKOLOGIK TOZA TEXNOLOGIYALARNI JORIY ETISH: MAQSADGA MUVOFIQLIGI VA NATIJALARI	1244
Karimov Ma'ruf Ixtiyorovich	
HUDUDIIY IQTISODIY O'SISH OMILLARINING EKONOMETRIK TAHLILI: SURXONDARYO VILOYATI MISOLIDA	1248
Zaripova Mukaddas Djumayozovna, Normurodov Asliddin Alijon o'g'li	
INDUSTRIAL RIVOJLANISHNING IQTISODIY VA EKOLOGIK OQIBATLARI	1258
Ataniyazova M.B.	
OLIY TA'LIM RAQOBATBARDOSHLIGINING TA'LIM SIFATINI OSHIRISHDAGI ROLI	1263
Nishonov Dilshod Shamsidinovich	
СИСТЕМА ВЫСШЕГО ОБРАЗОВАНИЯ КАК КЛЮЧЕВОЙ ЭЛЕМЕНТ ФОРМИРОВАНИЯ «ЗЕЛЕННОЙ» ЭКОНОМИКИ В РЕСПУБЛИКЕ УЗБЕКИСТАН	1269
Махмутходжаева Луиза Сайфулловна	
IQTISODIYOTDA "YASHIL" MOLIYALASHTIRISHNI RIVOJLANTIRISHNING XUSUSIYATLARI	1274
Risqibekova Nozimaxon	
THE ROLE OF DIGITAL MARKETING IN BOOSTING TOURISM-RELATED BUSINESSES	1280
Farrukh Mamadiyorov Shukhratovich	



THE ROLE OF DIGITAL MARKETING IN BOOSTING TOURISM-RELATED BUSINESSES

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Abstract. Digital marketing and tourism substantially contextualize our research by discussing digital marketing amidst a perfect understanding of the e-tourism panorama thereof. It goes deep into the whole development of marketing strategies in the industry, enhancing customer engagements, and progressing on business understanding of the digital tools.

Key words: Digital marketing, tourism, business, infrastructure, channels.

Annotatsiya. Raqamli marketing va turizm bizning tadqiqotimizga katta hissa qo'shadi, raqamli marketingni elektron turizm panoramasini to'liq tushunish fonida muhokama qiladi. Ushbu chuqur tadqiqot sohada marketing strategiyalarini ishlab chiqish, mijozlarning faolligini oshirish va biznesning raqamli vositalarni tushunishini yaxshilashga qaratilgan.

Kalit so'zlar: Raqamli marketing, turizm, biznes, infratuzilma, kanallar.

Аннотация. Цифровой маркетинг и туризм в значительной степени дополняют наше исследование, поскольку мы обсуждаем цифровой маркетинг на фоне полного понимания его панорамы в сфере электронного туризма. Это углубляет разработку маркетинговых стратегий в отрасли, повышает вовлеченность клиентов и улучшает понимание бизнесом цифровых инструментов.

Ключевые слова: Цифровой маркетинг, туризм, бизнес, инфраструктура, каналы.

INTRODUCTION

Tourism is the most vibrant industry globally that kick starting itself in the economic development of most countries in a great way. This age of channel transition in this digital world is forcing every business in the tourism sector to change the mode of traditional marketing so they can make a splash across all channels in the digital sphere for attention from the right audience. The heavenly promise of digital marketing for the tourism-friendly businesses is a belt of endless tools and strategies they need to be more visible and engage with the world for the sake of being the place to go for every potential client in sight and, early the least, encrust themselves in customer loyalty (Ellis-Chadwick, 2019). The tourism industry mainly uses harmless marketing strategies to attract customers, which are the premises from which investments in digital marketing are made. Today, some consumers are generally behaving rather differently; thus, any marketing strategy applied to the business strategy must somehow include digital marketing. Digital marketing platforms help to forge digital approaches that are affordable, scalable, and data-generated, therefore offering ever-elastic options directly related to the particular needs of a tourism industry. (Kotler, 2021).



LITERATURE REVIEW

Social media platforms within modern tourism marketing strategy leverage Instagram, Facebook, and YouTube, among other such platforms on social media. They provide an opportunity for the industries to reach a global audience through creating visually appealing and interactive content. Social media acts as a digital word-of-mouth platform through which such platforms have had a major influencing effect on tourists during their decision-making stages (Xiang & Gretzel, 2010). User-generated content (UGC), including reviews, photographs, and videos contributed by tourists, increases the trust of the destination and its reality (Munar & Jacobsen, 2014). Targeted advertising based on location, preferences, and behavior is put in place fortified by platforms like Facebook and Instagram. During the COVID-19 pandemic, vital in soothing some customer engagement was social media to the business agencies when it decided to tell about the virtual reality experiences and also the safety measures (Sigala 2020). Social media has been a very good opportunity for tourism companies to build the trust of consumers following travel and new activities.

Big data enables companies to customize marketing activities to consumers behavior, preferences, and flight patterns. Expedia and others are seeking to train their algorithms to produce interactive interfaces out of a repeat experience. Big data scrutinizes each entity's experience while looking at each other and evaluating the larger picture (Buhalis & Amaranggana, 2015). On the other hand, predictive analysis helps businesses forecast consumer needs so as to make sure they are provided with personalized offers to enhance competitive edge. Big data security and privacy concerns must be addressed before such data can be applied by businesses fairly and transparently; nevertheless, it improves operational efficiency drastically, mainly due to resource optimization and crowd management within the destination.

RESEARCH METHODOLOGY

The present study is a mixed-methods design for qualitative analysis and research on digital marketing in the tourism industry for various variables, solutions, and designations. The rationale for mixed-methods is that it seeks to perceive in both ways with the quantitative giving the numbers of and on. It is only rare that results from the two methods are convergent and, thus, reliable.

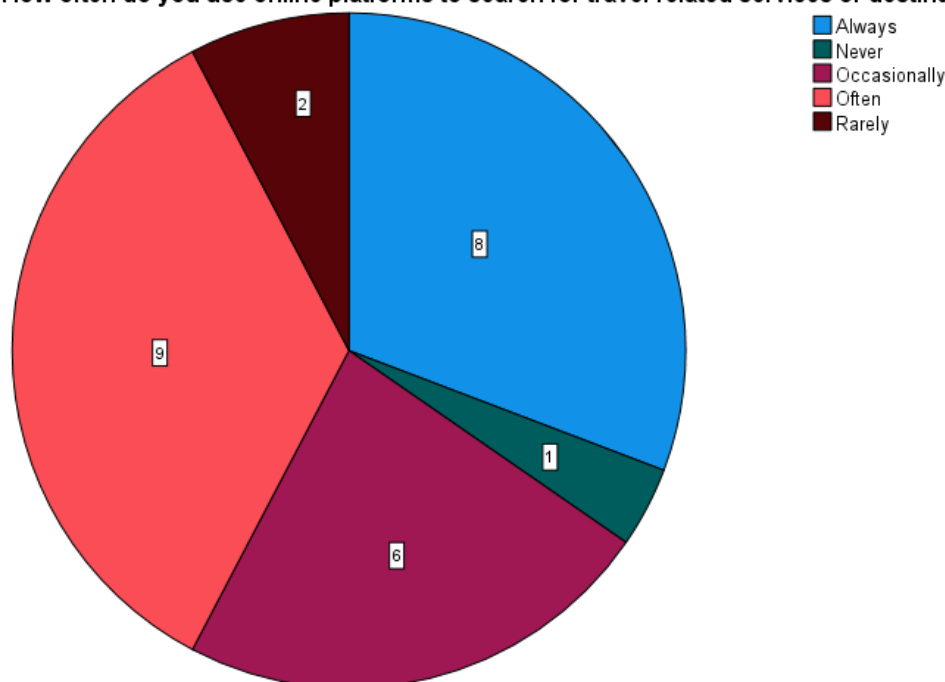
ANALYSIS AND RESULTS

The use of online portals- 35% of the surveyed responded that they frequently use online platforms to search for travel services while 30% said they used it occasionally. This very well establishes the growing reliance on digital channels amid tourism-oriented decision-making. With more people inclined toward planning their trip on the internet, it is important to know why enough presence on the internet is crucial for any business in the tourism field. The conclusion, when combined with the fact that most of the 35% used online platforms fairly regularly to look for travel services, suggests that for businesses in tourism, the first most important thing is to go digital.

How often do you use online platforms to search for travel-related services or destinations?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Always	8	30,8	30,8	30,8
	Never	1	3,8	3,8	34,6
	Occasionally	6	23,1	23,1	57,7
	Often	9	34,6	34,6	92,3
	Rarely	2	7,7	7,7	100,0
	Total	26	100,0	100,0	

This chart displays how frequently respondents used online platforms to search for travel-related services. Categories like 'Always,' 'Often,' 'Seldom,' and 'Never' represent the disparity in usage with anything related to digital tourism planning. Fascinating insight: A vast proportion of 35 percent frequently visited shopping and apparel platforms, whereas 30 percent were occasional users on these platforms, stressing the significance of the digital interface in making tourism-related decisions.

7. How often do you use online platforms to search for travel-related services or destinations?



This diagram attempts to represent the role of influencers and social media in shaping travel choices. They are rated across the spectrum of influence levels from “Not at all” to “Significantly.”

Careful Judgement: Half of participants acknowledged a lot of power rests with influencers, with the platforms Instagram and YouTube as key engagement tools. However, businesses wishing to link with consumers will have with time to be more innovative in digital marketing for them to add trust to their efforts. In fact, although 96% of the participants considered personalized content on travel websites as the deciding factor before making any bookings. Indeed this stresses the flexibility of personalization in engaging consumers. It may be said that more tailored marketing campaigns that connect with individual choices and needs should convert into better turnover rates and customer loyalty. Essentially, this establishes that data-driven marketing is paramount for building trustworthy connections with customers. The Role of the Influencer: Influencer marketing stands as one of the strongest arms in the tourism industry. Fifty percent of respondents agreed that influencers actually contribute to their travel choices. Among the various taps of social media, Instagram and YouTube were largely cited as influencing their inspiration. Thus, tourism-oriented businesses can best benefit from influencer collaborations in view of increasing brand awareness and exposure. With hands tied when it comes to influencer recommendations many potential travelers can relate to, this would mean more bookings and more user engagement.

CONCLUSION AND SUGGESTION

The study sums up the main findings of the research and reflects on the role and significant impact that can be played by digital marketing strategies on tourism-related businesses. This chapter is very helpful as far as giving a synopsis of what the study has. It also discusses the wider implications of the findings and offers actionable recommendations on how businesses can conquer the rapidly evolving digital landscape. This chapter uses the findings to emphasize how digital marketing could be leveraged to effect sustained growth and success in the tourism sector. Digital marketing has become almost indispensable for today's tourism enterprises to permit a better grasp of wider audiences, a heightened engagement with their consumers, and business growth. Also, these study findings confirm that a strategically well-planned digital marketing strategy can hold all the qualities of promoting one's business further while giving one additional visibility (visibility growth), customer experience (production of the best customer experience), and creation of profitability (earning resources). Still, at the same time, the study highlights the opportunity to anticipate and adopt the ongoing shifts in the digital landscape. Trying to visualise (in response) and (then) adjust to the emergence of new tools-as well as user credence-curations will call upon the business to become fitter. Allocation of resources, data security, and being able to bring on board upcoming technology would be the lover's points to ensure further success over time in this digital era. A number of strategic recommendations for tourism businesses in enhancing the refinement of their digital marketing strategies have been determined based on implications the authors of



the study investigated. The strategies proactively signal key areas of focus. Regarding challenges identified in the context of the ongoing opportunities and the critical need to develop businesses that can compete in an increasingly digital world.

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IQTISODIYOT & TARAQQIYOT

Ijtimoiy, iqtisodiy, texnologik, ilmiy, ommabop jurnal

Ingliz tili muharriri: Feruz Hakimov

Musahhih: Zokir ALIBEKOV

Sahifalovchi va dizayner: Oloviddin Sobir o'g'li

2025. № 12

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"Yashil" iqtisodiyot va taraqqiyot" jurnali 03.11.2022-yildan O'zbekiston Respublikasi Prezidenti Adminstratsiyasi huzuridagi Axborot va ommaviy kommunikatsiyalar agentligi tomonidan №566955 reyestr raqami tartibi bo'yicha ro'yxatdan o'tkazilgan.

Litsenziya raqami: №046523. PNFL: 30407832680027

Manzilimiz: Toshkent shahar, Mirzo Ulug'bek tumani
Kumushkon ko'chasi, 26-uy.



Jurnal sayti: <https://yashil-iqtisodiyot-taraqqiyot.uz>
