

THE USE OF LABOR RESOURCES IN SERVICE ENTERPRISES IS THE IMPORTANCE AND NECESSARY FOR IMPROVING EFFICIENCY

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Abstract:The article extensively covers the importance and necessity of enhancing the efficiency of labor resource utilization in service enterprises. It discusses methods for effectively utilizing labor resources and outlines criteria and indicators for evaluating efficiency within the service sector.

Keywords:labor resources, labor force, labor potential, unemployment, types of unemployment, frictional unemployment, periodic unemployment, technological unemployment, labor organization functions, motivation, efficiency, profitability.

Introduction:In the context of the innovative development of the economy, it is important to research the sources and factors of increasing the efficiency of service provision as a means of determining ways of rational use of resources in service enterprises. According to the socio-economic essence of the service sector, it covers a variety of areas and areas of human activity aimed at improving the well-being and quality of life of the population, creating favorable conditions for the development of human capital associated with the formation and development of modern networks and spheres, ensuring a high level of social division of Labor. Under the growing conditions of the digital economy, the services sector is economically efficient in industrial production, since the implementation of initial activities in the services sector does not require too much funds, and the turnover rate of capital in this area is much higher. [1]

In the context of the transformation of the economy, ensuring the sustainable economic development of service enterprises requires improving the mechanisms of increasing the efficiency of the use of labor resources, which is an important factor in it. Accordingly, in improving the efficiency of the activities of service enterprises and improving the socio-economic mechanism of their activities, issues related to ensuring the intensity of Service and increasing labor productivity, effective use of resources, ensuring the efficiency of Labor potential, improving the quality and productivity of services provided, more fully meeting the needs of consumers are specific and important problems of. At the same time, improving the quality of services and increasing exports of service enterprises in international markets is the main task of the socio-economic development of our country. [2]

Analysis of the most comprehensive literature

Scientific and methodological aspects of the development of the service and service sector include foreign scientists: V.V.Kulibanova, K.X.Huxever, B.R.Render, R.S.Russell, R.G.Merdick, W.K.Romanovich, S.N.Korobkova, V.I.Kravchenko, S.V.Orlov. Pavlova et al. M. have researched Uzbek scientists to study these problems. E.Steelov, M.Q.Pardaev, M.M.Mukhammedov, I.S.Tukhliev, D.R.Zainalov, C.J.Mirzaev, B. S. Safarov, B.A.Adukarimov, D.X.Aslanova, E.S.Fayziev, J.I.The scientific work of Israilov and others is dedicated. [3]

Also, such problems as the organization of Labor, the formation of labor resources, and labor efficiency Q.X.Abdurahmanov, B.X.Umurzakov, Z.Ya.Khudoyberdiev, N.Z.Zokirova, N.U.Arabov, A.R.Akhmedzhanov, G.Q. It was studied by Abdurakhmonova and other scientists. Currently, there are many scientific approaches in which the socio-economic essence and content of the category of labor resources require lighting and systematization.

The term "labor resources" was first coined in 1922 by S.G. It was developed by Strumilin as a category referring to the labor force aged 16-59 to carry out centralized management. According to

him, labor resources are provided for Labor, characterizing the Labor potential of the country. In foreign literature, the concept of "human resources" is used as a term corresponding to this concept. Y.G.Odegov and G.G Rudenko. As an economical category, according to Rudenko, "labor resources are part of the population of a country with the physical development, health, education, culture, abilities, qualifications, and professional knowledge necessary to engage in socially useful labor" According to Abdulkarimov, Labor potential is a complex of all workers and servants with different qualifications capable of carrying out any intended work (activity) at a certain time. [4]

Russian economist scientist N.A.Gorelov equates it with the categories "labor resources" and "labor force", advancing the idea that Labor consists of the number of working-age populations. [5]

Research methodology and analysis results

Labor resources are an integral part of socio-economic and, in particular, Labor Relations, which are among the main factors of production, without labor resources, the satisfaction of the needs of the population and the resolution of the desired economic issues do not occur. Labor resources are the main productive force of society and are understood as the part of the population of the country capable of producing material and spiritual goods and providing services with psychophysiological and intellectual qualities. They include not only economically active populations but at the same time able-bodied individuals who are not currently employed and are not looking for work, including those who are training separated from production. Labor resources are real and potential employees.

Labor resources differ depending on their characteristics:

First, labor resources are made up of people of a certain age. They differ in qualifications, intellectual potential, experience, and level of knowledge. This difference affects their production and service potential;

Secondly, labor resources not only create material goods but also consume them. The level of consumption depends on the effect of its labor. The more efficiently a person works, the more he will charge and, accordingly, will also be able to consume a lot.

Thirdly, it also differs in terms of the material and spiritual needs of people. The level of consumption also varies due to the different sex, age, health, marital status, level of education, and other social, mental, and physiological qualities of labor resources.

Fourth, the possibility of creativity and the need for labor resources are endless. Therefore, it requires the need to operate using various incentives for their effective use. This, in turn, is extremely complex.

From the fifth, due to the mutual differentiation of labor resources, each individual should be approached individually. In this, it is important that taking into account the non-fulfillment of important needs of humans, they try to satisfy the demands of each one as a person to effectively use their labor. In other words, it is necessary to ensure that the successful development of the economy achieves the harmony of human and economic interests in all processes carried out to ensure the effective functioning of complex economic mechanisms.

Conclusions and suggestions:

Conclusions and suggestions: In the service sector, labor potential is the sum of real and potential opportunities arising through relationships that represent the quantitative and qualitative characteristics of the employees involved in the service process and characterize the possibilities of their effective use, ensuring high productivity of Labor. Here are the following recommendations:

1. The principles of goal orientation, Organization of service activities, ensuring the compliance of the labor norm with the standard of remuneration for it, providing the increase in labor

productivity at a higher pace with the rise in wages, introducing an incentive system for increasing labor efficiency were developed to improve the efficiency of labor in the service sector.

2. The process of improving the efficiency of the activities of Service Enterprises was improved based on analyzing the current state of the personnel management system, modeling all its business processes, and developing a classification of optimization stages. Recommendations were developed to take into account the requirements of the labor market in the service sector, determine the average wage level based on the realization of human capital, and stratify wages in the labor community on potential beliefs in the organization of effective labor.

3. Based on a competent approach, a mathematical model that allows you to assess the effectiveness of measures for the modernization of Personnel Management in service enterprises has been improved through the method of chain switching of general changes in personnel costs.

4. The criteria and indicators that represent the quality of services in service enterprises are determined by their consumer nature. Accordingly, in the service sector, the criteria for improving the methods of service productivity, improving employee competence, satisfaction of consumer demand, reducing the duration of services provided, quality control, as well as the classification of indicators for a sign description, service failure, reliability of Service Performance, personnel competence orientation were developed. [6]

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