

ANALYSIS OF THE STATE OF INTEROPERABILITY BETWEEN POPULATION INCOME AND BANKING SERVICES IN UZBEKISTAN

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Annotation: This article explores the services of commercial banks to the population and ways to improve their quality and types.

Keywords: Bank, service, plastic card, terminal, Infokiosk, deposit, transaction, credit, forecast, savings, money transfer, ATM.

In the conditions of global political and economic situations that continue today, the growth rate of the economy of Uzbekistan is projected to reach 5.6-5.8 percent in 2023-2024, up to 6.2 – 6.4 percent in 2025–2026, respectively. According to the International Monetary Fund's forecasts, global inflation rates are expected to fall from an average of 8.7% in 2022 to 6.9% in 2023 and 5.8% in 2024, as a result of measures taken by central banks around the world to counter inflation increases. As a result of the above, the inflation rate in Uzbekistan is expected to fall from 12.3% in 2022 to around 9.0% in 2023. Therefore, according to forecasts, the economy of Uzbekistan in 2023-2024 is expected to grow within 5.6-5.8 percent, in 2025-2026 to 6.2 and 6.4 percent, respectively.

GDP growth is expected to be around 5.5 percent in 2023 and 5.5-5.6 percent by 2024.

Table 2

The growth rate of the gross domestic product of Uzbekistan. (in percentage)

International Monetary Fund (October 2023)	5,5	5,5	x	X
World Bank (October 2023)	5,5	5,6	5,8	X
Asian Development Bank (April 2023)	5,5	5,5	x	X
National forecasts	5,6-5,8	5,6-5,8	6,2	6,4

As a result of the implementation of reforms aimed at liberalizing the economy in our country, sustainable economic growth rates (5.6-5.8 percent) were also achieved in 2023.¹ In these processes, an increase in the income of the population and the high level of their living well-being are important for each state. To do this, we consider the share of deposits of the population in the structure of cash receipts.

¹ cbu.uz. Ўзбекистон Республикаси Марказий банкининг расмий сайти маълумотлари



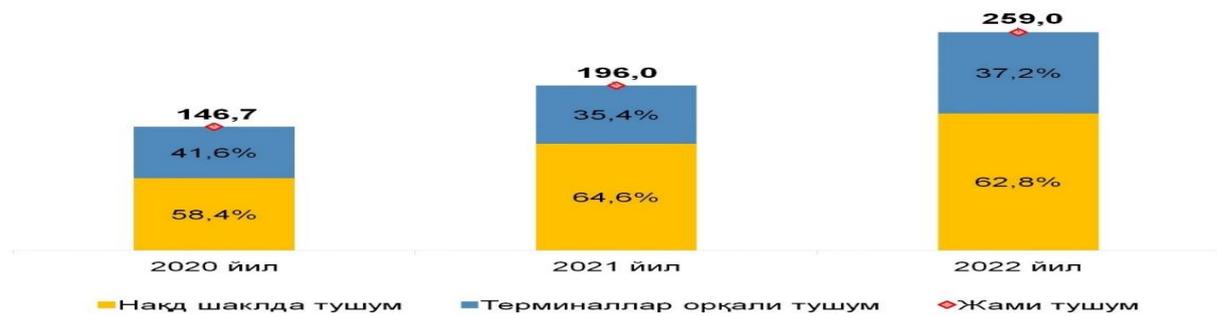
1.image. Share of deposits of the population in the structure of cash receipts

Banking services, some theoretical, methodological and practical aspects of banking services provided to the population of foreign economic scientists g.L.Avagyan, G.N.Beloglazova, D.K.Van Horne, E.P.Kozlova, E.N.Galantna, G.G.Korobova, O.I.Lavrushin, D.M.Noton, Dj.Also prominent in the scientific work of the sinkis, these economists focused more on issues of the types of banking services and their applications. To the sphere of reproduction of their modern types in the provision of services by commercial banks to legal entities and individuals, prof. Sh.Z.Abdullaeva noted that today it is positive processes that commercial banks are able to provide customers with remote services, electronic money accounting using their capabilities, while now at the stage it is necessary to develop a system for remote control of customers ' accounts in commercial banks, Z.T.Mamadiyarov and Z.Z.Further development of remote banking services in the banking system of khudyberganovas, increasing the confidence of the population in banking services by increasing their diverse district, it was noted that it is necessary to ensure the speed of banking services.”²

X.A.Khudoyarova, on the other hand, drew attention to the need to develop "online" and retail services of commercial banks, to strengthen the innovative view of processes related to such services."

It should be noted that in 2022, cash issued from Bank cash desks (including ATMs) amounted to 39.5 percent (100.9 trln.so ' m) increased.

² Мамадияров З.Т. Тижорат банкларида масофавий банк хизматларини ривожлантириш. Иқтисод фанлари бўйича фалсафа доктори (PhD) диссертацияси автореферати.Т.: 2019. 12 б.



3.image. Providing banking services for the movement of funds to the population (trln.so ' m).

Another aspect is that the bank uses the amount of the base indicators on this day when calculating the full value of the loan (ctq). Banks calculate ktq using software tools. KTQ is calculated based on the following formula:

$$S = \sum_{i=1}^m \frac{P_i}{(1 + APR)^{t_i/365}} \quad \text{бунда,}$$

S- is the sum of the loan (microcarz) allocated by the creditor to the debtor;

R1-the amount of the next payment that the client directs to extinguish the loan (microcarz); (Pi refers to cash flows in the loan quenching graph

APR — full value of credit (microcarz) (ctq);

M -is the number of payments that a customer directs to extinguish a loan (microcarz) ;

I -is the serial number of the client's next payment, which directs the loan (microcarz) to be extinguished;

(E.g., based on the credit quenching graph, the consumer will be equal to i-5 if they fade every month and their current payment falls on the 5th month)

ti is the period from the date of the separation of the loan (microcarz) until the next payment directed by the client to the extinguisher.

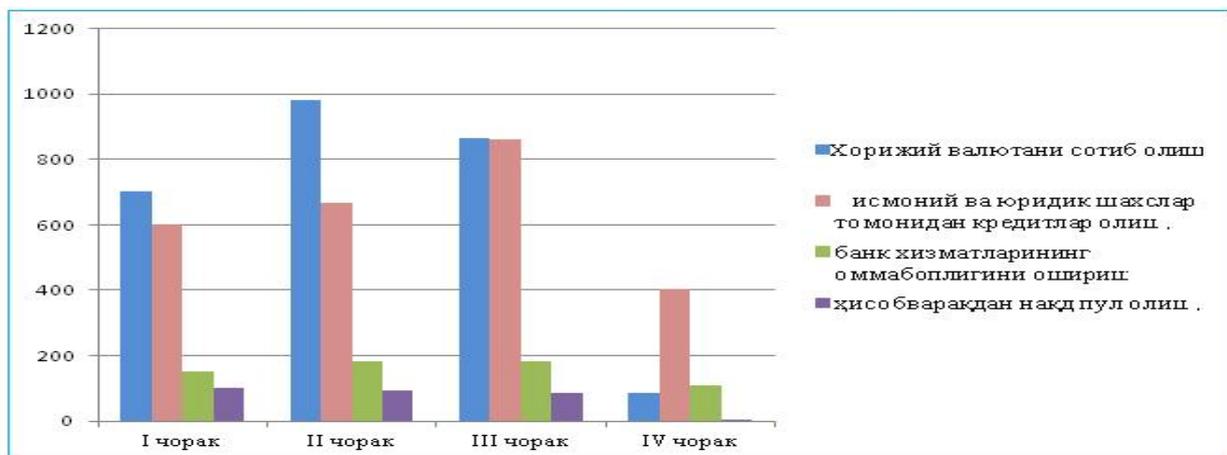
While the number of bank cards issued for circulation in Uzbekistan increased from 27.1 million units in 2022 to 34.2 million units, the above table data showed that the number of bank cards issued for circulation as of September 1, 2023 amounted to 40 million.the grain is forming. In subsequent times, the number of ATMs and infokiosks in the country increased by 57%, and as of January 1, 2023, more than 20.4 thousand. In the volume of transactions carried out through total ATMs, the share of operations transferred from Humo ATMs was observed to increase from 35% to 49% in 2021.



5.image. Transactions through ATMs, number of infokiosks and ATMs installed on the territory of our republic

As a result of improving the system of remote banking services to the population, the number of bank cards is 27.1 million in 2021.dan, in 2022

it has increased several times. Today, the problems in the banking services market are such that competition between banks is very imperceptible, little attention is paid to competitive conditions in the banking marketing plan, complete failure of strict requirements for the quality of banking service to customers, efforts of banks to take measures to preserve and expand customers, and most importantly, the question of trust in the banking system, The content of the appeals of the population can be seen as the tables that are waiting for a solution in terms of banking services.



3.2.

2. image. Dynamics of change of Appeals of the population to the bank

8.6% of applications are made up of appeals to increase the popularity of banking services and the transparency of the rules for providing types of banking services. In conclusion, we would like to cite the following suggestions to increase the popularity of banking services:

improving the system of providing high-tech remote services to the population through the use of modern information technologies in the activities of banks;

improving banking marketing activities and expanding the range of advertising in the internet on the basis of conducting marketing research on the needs of customers and the definition of the necessary services for them;

it is advisable to increase the income of individuals, to attract their funds to banks, to liberalize relations on their maintenance and use;

development of a risk management system in the field of providing banking services to the population;

further improvement of the types of banking services provided to the population "online" and "homebanking";

to expand the scope of banking services for the pensioner layer of the population, it is necessary to establish overdraft credit for pensioners, a system for the introduction of credit cards for the active layer of the population.

The low level of development of the retail banking services market and the lack of modern approaches to establishing cooperation relationships with customers can be cited as the presence of excessive bureaucracy.

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