

MAIN FACTORS AFFECTING THE EFFICIENCY OF AUTO SERVICE ENTERPRISES

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Annotation *The purpose of the study is to analyze the factors that affect the effective operation of car service enterprises. In the current context of qualitative changes in various sectors of the economy of the Republic of Uzbekistan and the entire system of economic relations, the problem of modern car service enterprises working for the maintenance and repair of individual vehicles is especially relevant. The diversity of factors affecting the performance of car service enterprises makes it difficult to classify them and requires their grouping into similar groups.*

Keywords. *car service, maintenance, repair, service station, work efficiency, rolling stock.*

INTRODUCTION

The economy of the Republic of Uzbekistan and its leading sectors are achieving stable high growth rates. According to the rating of the World Economic Forum, which has great international prestige, Uzbekistan ranked among the five fastest-growing countries in the world based on the development results of 2014-2015 and economic growth in 2016-2017. Currently, there are 166 passenger cars per 1,000 people, which is 1.5 times higher than the indicator from five years ago. In this regard, modern high-tech services within the service sector, such as repair and maintenance of vehicles and technological equipment, are becoming increasingly popular among the population.

LITERATURE ANALYSIS AND METHODOLOGY

The automotive industry in our republic is undergoing a period of rapid development. A striking example of this is the adoption of the Presidential Decree № PQ-4397 of July 18, 2019, "On Additional Measures for the Accelerated Development of the Automotive Industry of the Republic of Uzbekistan." This resolution provides for the accelerated development of the automotive industry and the enhancement of its investment attractiveness, the creation of a modern market based on best international practices mechanisms and management methods, as well as the creation of competitive production in the domestic and foreign markets, in particular, passenger cars it is envisaged to increase the volume of production to 350,000 units, update the model range of cars, providing for the production of a new modern model of a passenger car that is affordable for a wide range of people, and from October 1, 2019, to introduce the



TRADE-IN program, which allows buyers to purchase new domestic cars by handing over previously used vehicles and paying the difference in their value. The set of services related to the sale and operation of spare parts becomes a decisive factor in the competitiveness of firms in the face of fierce competition in the market. This relationship After-sales service organization in modern automotive industry. It is becoming an integral part of their company's product policy within the framework of enterprises of the corporate car service system. Driving since the performance of the vehicle provided by the manufacturer can be maintained and restored during operation, the after-sales service process includes warranty and after-warranty maintenance and repair.

Furthermore, as a result of regular vehicle model updates in the automotive industry, automotive service requires the ability to quickly adapt to new types of service tasks (such as automatic transmission, ABS braking system, turbocharger supply system, etc.).

In advanced foreign countries, car service is well-established, and along with the sale of cars, their servicing is also well-organized.

In the Russian Federation, today there are 334 cars per 1,000 people, 80% of existing cars, or about 44 million cars, and the annual growth rate of the number of cars is 8%. The average age of cars is 12.3 years. Currently, more than 76 thousand car service enterprises operate. The share of official dealership car service enterprises in the car service market is 17%, private car service enterprises - 32%, and specialized (car washing, body repair, tire repair) car service enterprises - 51%.

The United States is the leader in the level of automation, with 643 cars per 1,000 people, the number of cars produced annually is 8.6 million, and 15.4% of T&C work is performed by dealerships.

The level of automotonalization in Western European countries is somewhat higher, for example: the number of cars per 1,000 people in Iceland is 747, 682 in Italy, 593 in Spain, 588 in Germany, 585 in Austria, 580 in Poland, 578 in France, 548 in Portugal, and 548 in the UK 519 units. The average age of cars is 8 years. 66.3% of car service enterprises are independent, 33.7% are dealerships, and the annual turnover is 520 billion euros, including the sale of cars - 81%, spare parts sales account for 11.5%, and car service for 7.6%.

One of the main factors driving the development of automotive services is the level of automation in the region, which corresponds to every 1,000 people is determined by the number of cars that arrive. Data from the Statistics Department shows that by the end of 2018, every 1,000 people in our republic the total number of cars per person is 83, while the number of cars owned by individuals is 74, the distribution of this indicator by region and the dynamics of its change over the years are presented in table 1.

Table 1

Motor vehicles owned by individuals in the Republic of Uzbekistan

Information on the number of tools

(per 1,000 people)

Area Years	2015	2016	2017	2018	2019
Population of the republic million*	30,49	31,02	31,57	32,12	32,6
Republic of Uzbekistan	63,3	67,4	68,8	70,2	74,0
Republic of Karakalpakstan	45,6	47,4	47,2	53,8	54,5
Andijan region	52,2	54,0	53,8	54,0	54,6



Bukhara region	94,6	95,0	94,0	94,5	94,6
Jizzakh region	42,6	42,6	43,1	46,0	48,8
Kashkadarya region	48,5	48,8	52,4	53,2	64,5
Navoi region	76,5	75,7	76,1	77,3	83,7
Namangan region	35,9	45,4	53,3	53,3	59,1
Samarkand region	64,5	77,1	76,1	75,3	78,7
Surkhandarya region	44,1	48,2	49,8	51,4	53,6
Syrdarya region	44,3	45,0	46,1	48,3	56,1
Tashkent region	70,5	71,0	70,2	73,1	83,3
Fergana region	64,8	66,9	65,9	65,8	66,4
Khorezm region	80,2	85,1	87,8	90,0	90,4
Tashkent city	120,0	130,7	137,4	141,8	143,5

According to the State Statistics Committee of the Republic of Uzbekistan, if we forecast 2030 year, then the population of the republic will approach 39 million people, and the number of cars owned by individuals per thousand people will be 106.1 cars.

That is, if today the number of cars owned by individuals in our republic is 2.124 million, then by 2030 this figure will be 4.134. This, in turn, indicates a nearly two-fold increase in demand for automotive services in our republic compared to today.

If we analyze the current state of automotive service in our republic, today there are more than 1,500 automotive service enterprises owned by legal entities for the repair and maintenance of vehicles thus, we can see that a significant portion of these astoservice enterprises, i.e., 94%, are auto service enterprises, TC posts, and workshops designed for small-scale regulated services. The remaining 6% of service work is the share of official dealer service enterprises of JSC "Uzautomotors," with 43% of maintenance and repair work and 57% of spare parts sales constitute.

Analysis of scientific sources shows that there are four main factors influencing the development of the automotive service, each of which consists of a set of subfactors.

To identify the main ones among these factors and subfactors, a group of experts was formed from the following specialists, qualified in the field and aware of the foreign experience of scientific achievements in the field: TC quality control engineer (work experience - 9 years), repair master (work experience - 17 years), field engineer mechanic (work experience - 35 years), 3 candidates of technical sciences (work experience - 26 years, 29 years, 32 years). (Table 2).

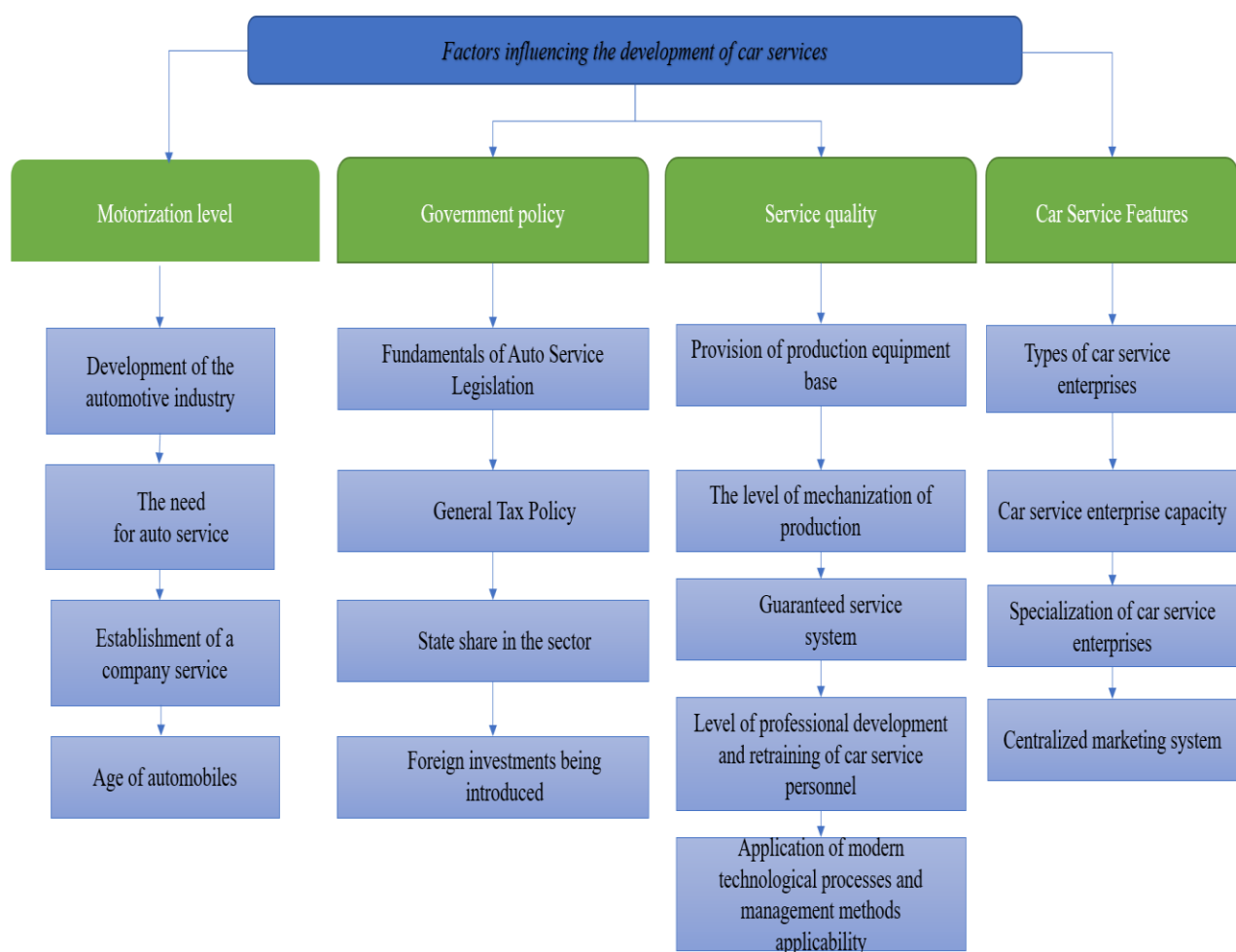
Furthermore, the effectiveness of an automotive service company in market conditions largely depends on certain external factors, which can be classified into direct and indirect influencing factors. Indirect



factors include factors that do not directly affect the activities of the car service company, but they must be taken into account. These include the following groups of indirect influencing factors:

- economic factors. These include inflation, labor force employment, interest and tax rates, and so on.
- political factors. In particular, the main directions of the country's state policy, possible amendments to regulatory legal acts, tariffs, international and interstate agreements concluded by the country's government in the field of trade, etc.
- technical and technological factors. These include opportunities related to the development of science and technology, rapid restructuring of modern technologies in the field of car maintenance and repair, forecasting the time of abandonment of existing technologies, and others.

Table 2
Factors influencing the development of car services



Thus, in all sectors of the national economy, the level of variability of the main factors influencing the effective operation of auto service enterprises is significantly increasing in the current conditions. It should be noted that the re-equipment and reconstruction of car service enterprises primarily depends on the influence of so-called intensive factors. At the same time, it is planned to plan and implement measures related to the development and implementation of new innovative technologies, on the basis of which it will be possible to provide consumers with necessary transport services related to maintenance and repair, primarily competitive transport services. To enhance the effectiveness of the positive impact of the aforementioned factors on the activities of auto service enterprises, it is necessary



to define strategic priorities for the development of the enterprise at the state level, and in this regard, it is necessary to define the country's long-term policy. Specifically, these areas of the economy include:

- optimal structural restructuring;
- real investment policy;
- directions of scientific and technological development;
- highly efficient economic mechanisms.

Optimal and efficient structural restructuring of auto service enterprises should be based on regions with high economic potential and adaptability to the impact of various changes. These factors, in our opinion, include the following factors that contribute to the application of management principles:

- increasing the competitiveness of the enterprise in the transport services market;
- Increasing the economic efficiency of the enterprise;
- professional development of employees, including repair workers;
- moral and material stimulation of the social activity of the enterprise's employees;
- development and implementation of effective mechanisms for stimulating labor results;
- development and application of innovative production methods.

Studying the nature and degree of influence of each factor on the level and dynamics of development of auto service enterprises allows for the identification of large production reserves, increasing its efficiency and competitiveness. The effectiveness of factors influencing car service enterprises is ensured by the complexity of factors, the creation and use of a complex of opportunities, primarily through the enhancement of the innovative potential of high-tech car service enterprises.

An analysis of the current state of the automotive service in our republic revealed the following problems:

- lack of development of the legislative framework and a set of regulatory legal acts on automotive service;
- low level of provision with technological equipment or obsolescence of existing ones;
- low share of comprehensive car service enterprises;

CONCLUSION

In conclusion, it should be noted that for the development of the automotive service, it is first necessary to develop a legal framework and regulatory documents regulating the activities of the automotive service.

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