



Improving the System of Organization and Standardization of Social Services

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ABSTRACT

This article is about the improvement of the system of organization and standardization of the provision of social services, it also focuses on social services and their origin, types, quality and control of services.

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Introduction

In the field of social services, it is important from a scientific, methodological and practical point of view to carry out research on measuring and quantifying quality and standardization of social services. Standardization of social services is the establishment of social control for the level of social guarantees and measures to meet the needs of customers for social services and the quality of services provided at the level of social guarantees, establishing the legal regulations of social work in the network of enterprises and organizations for the purpose of identification, the law of social services for different groups and categories of the population. is the process of legal regulation of social work in the network of social services, development, establishment and application of the established rules.

Currently, the need to standardize the activities of state and public (non-profit) organizations for the provision of social services to the population is explained by the following wide range of reasons:

- lack of quality standards;
- failure to develop the necessary regulatory and legal framework for the standardization of social services provided by state and non-state organizations;
- requirement of multiple documents for the provision of social services, long duration of the decisions made on the provision of social services, etc.

The above-mentioned reasons lead to the presence of administrative barriers, low satisfaction with the quality and openness of public services to the population, dissatisfaction with the activities of state and local organizations providing social services.

Therefore, the issues related to the development and implementation of standards for the provision of social services to the population are the responsibility of almost all subjects involved in the social sphere in

one way or another (experts, employees of state and local organizations, state organizations providing social services, state authorities and local self-government bodies, existing and potential customers).

State standards determine the scope of free social services. Free social services are provided:

-citizens who are unable to provide for themselves due to old age, illness, disability, and who do not have relatives who can provide them with help and care, if the average per capita income of these citizens is below the subsistence minimum;

-unemployment, natural disasters, catastrophes, citizens in difficult life situations;

- minors in difficult living conditions.

Currently, it requires the development of methodological recommendations of state authorities on the development of minimum social standards. In the process of developing standards, state and local authorities in our country should pay attention to the following:

- development and practical implementation of a classifier for the provision of social services; study of the experience of socially developed countries on the development of social services;

- to determine the strategic directions of development of the social sphere;

- development of regulatory documents on demarcation of spending powers between the republic budget and local budgets;

- development of methodological guidelines for optimization of the costs of providing social services;

- determination of the rules of complex use of social infrastructure objects;

- to determine the methodological requirements for the development of the mechanism for attracting extra-budgetary funds;

Literature Analysis

The essence of social services in scientific literature and content, development of the social services sector and many aspects of improving the quality and competitiveness of social services provided to the population, the structure of the social services sector, the organization of social service processes, and many aspects of meeting the various demands of consumers for services, world scientists J.M. Keynes, G.E. Slezinger, K. Haxever, B. Render, R. Russell, R. Merdik, CIS scientists V.G. Ignatov and L.A. Baturin were studied scientifically, theoretically and methodologically.

Some theoretical aspects of issues related to the formation of social services and their delivery in Uzbekistan were presented by Professor A. Vahabov studied the development of social funds in the market economy as a separate object of research.

In addition, she evaluated the specific aspects of the pension system economically, Professor D. Rakhimova formed scientific conclusions about the advantages of state provision of social services and their necessity. explained that it is of priority, Professor M. Khakimova distinguished the transformation of the social sphere into stages during the reform process.

Also, the role and importance of social services in Uzbekistan, especially in neighborhoods, is reflected in the works and regulatory documents of the President of the Republic of Uzbekistan, statesman and politician Sh. expressed.

Research Methods

In the research process, the world's only neighborhood institution and its working mechanisms, distribution of social services in regions, dialectical and systematic approach to the role and importance of social services in neighborhoods, comparative assessment, comparative and factor analysis, and grouping methods were used. Also, the conditions of development of the social sphere were studied from a practical point of view.

Analysis And Results

In our opinion, it is necessary to solve a complex of problems related to the development of minimum regional social standards. First of all, it is necessary to determine the content of the concept of "minimum regional social standards". It consists of a list of public services or a system of standard

indicators, which is a standard for the quality of social services or the maximum volume of services provided at the expense of regional budgets.

The lack of a uniform methodological approach, the inconsistency between the recommendations set out in regulatory documents, the current rules in the field of social services and the new laws defining different levels of authority limit the possibilities of regional authorities in developing minimum regional social standards.

Another problem is the legality of inclusion in the minimum territorial social standard of services financed from the state's extra-budgetary funds. On the one hand, the social standard should include free services for the population, and on the other hand, services that are financed only from the relevant budget.

The complexity is in solving the problem of choosing the object of standardization – that is, service as object or institution? It is urgent to solve the problem of standardization of free social services provided on the basis of a budget institution that provides both free and paid services.

The share of paid services is not the same according to the types of institutions and the geography of their location (rural and urban). Officially free service in rural areas means funding for staff and facility maintenance rather than service delivery.

In our opinion, the main problem is the classification of budget institutions according to the levels of the budget system. According to the legislation in force in our country, education, specialized medicine, and the social protection system are the competence of the state, and they are provided by state institutions at the expense of the republic budget.

In the course of research, we identified the problem of determining the optimal mechanism for financing services within the framework of the minimum social standard. Social services can be provided by both budget institutions and any non-profit organizations and individuals within the framework of the state or city order.

In connection with this, the question arises about the relationship between the state (territorial) social order and the minimum social standard. It is known that free social services are provided as a means of estimated financing of budget organizations for the performance of state tasks, through state (local) orders, support on the basis of grants, non-profit organizations (institutions) by attracting extra-budgetary funds.

In accordance with the legislation of our republic, state minimum social standards are defined as state services provided to citizens on a non-reciprocal and non-reimbursable basis at the expense of funding from budgets of all levels, and state non-budgetary funds are guaranteed at a specified minimum level.

In our opinion, this definition is insufficient in terms of content, because it is necessary to distinguish the types of minimum social standards according to the levels of the budget system. "Social standard" should not be a simple list of free services to the population, and the inclusion of free services to the population at the expense of extra-budgetary funds is unclear.

Therefore, local minimum social standards represent uniform requirements for the volume and quality of a certain type of free social services at the expense of the local budget at the minimum allowable level in the territory of the city and district.

Therefore, based on the content of these definitions, social standards are not only a list of social services provided free of charge to the population at the expense of budget funds, but also a detailed description of each service, its characteristics (requirements for the quality of service, the content of social services), the contingent of service recipients, the population's relationship with the service coverage, the maximum amount of the service unit, includes natural, property and financial standards to ensure the provision of these services.

Conclusions And Suggestions

In our opinion, the structure of the minimum social standard is as follows:

1. List of free public services;
2. Passport of each service (requirements for the quality of services provided, quota of recipients, requirements for service provision conditions and service providers, maximum workload for service providers);

3. Natural standards of provision of service conditions (natural standards of provision of food, clothing, equipment, medicines, materials, personnel, technical means, standards of keeping pupils);
4. Standards of financial provision of public services;
5. The total marginal volume of natural services is similar to the standards of provision of social infrastructure objects on the basis of which services are provided;
6. Recommendations on the method of financing services: estimated financing of institutions providing social services; state order implemented on the basis of competition among non-commercial organizations; state support (in the form of grants) to non-governmental organizations providing similar services.

The first and most difficult stage of work on the development of social standards is the formation of a list of social services provided free of charge to the population at the expense of budget funds.

First of all, social services should be distinguished according to the level of mandatory provision from the budget. Since certain social services are provided by social institutions, from the complete list of services provided for each sector and specific type of institution, a list of basic services financed 100% from the relevant budget and a list of services partially financed from the relevant budget (several sources of financing: budget, income from paid services, sponsorship support) and a list of services provided on a fully paid basis should be selected.

The classification of types of social services according to the level of obligations to provide them should be based on the principle of separation of services according to their social importance and obligations and the development of the social sphere of the region in the medium-term perspective.

It is necessary to determine the types of expenses (salary, material supply, communal services, repairs, expenses for methodical literature, etc.) that are carried out from the appropriate budget funds for each type of social services provided in full and partially from the budget funds. This is necessary for the subsequent quantitative determination of the minimum amount of mandatory social services in kind and monetary terms (socio-financial norms and standards).

Determining the list of paid services and directions for use of income from paid services is an important area of activity of management bodies to reduce the budget burden.

Based on the above, we define the service standard as follows: The service standard is the mandatory rules that determine the requirements for service provision, including the characteristics, form, content and result of the service provision process, in the interest of the service recipient.

Currently, there are two main approaches to financial management: the cost model of financial management and the resulting model of financial management.

The cost model of financial management: financial resources are allocated to various state bodies in a calculated manner, while the main criterion of efficiency is their timely, targeted and complete use, that is, the main focus is on costs.

Effective financial management model: financial resources are allocated for various purposes, in which the main criterion of efficiency is the achievement of the specified results for the relevant organization or state body, that is, the main focus is on results. Everything related to the regulation and standardization of social services "disrupts" the cost model and creates conditions for the "growth" of the resulting model.

A common regional standard for a specific social service allows the client to purchase it not in a monopoly or limited market, but in the open market - from non-governmental organizations, insurance companies, alternative organizations. Also, the element of artificial growth in the volume of services by state and local organizations will be eliminated.

In our opinion, the public service cannot be unique, specialists agree with the point of view that it "flows" freely to organizations that offer the most favorable conditions in unique, market conditions. At the same time, it is clear that the state (local) customer cannot purchase unique services except for the experiment. This is against the essence of public finance.

Therefore, standardization of social services is a clear problem for the existing estimated system of financing state organizations. Currently, the development and implementation of social service standards, in

our opinion, is in the interests of local organizations and the public due to a number of circumstances inherent in this process:

- goal orientation;
- giving preference to market mechanisms;
- not the compliance of the process and the sequence of real actions with the expectations, but the compliance of the real results with the planned results;
- taking into account the opinion of the end user: monitoring and evaluation system, feedback;
- possibility of control by the client;
- competition: fighting for the customer.

The analysis shows that, in general, the efforts of social service officials are directed after the events that are taking place. There are a number of, first of all, systemic deficiencies in the developed and implemented normative legal documents. As a result, the impact of their implementation is minimal.

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