

Improving the Mechanisms For Managing Service Processes in Service Enterprises in the Republic of Uzbekistan

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Annotation

This article describes the dependence of knowledgeable, qualified and competency on employees of the Department of compliance, maintenance and repair, formed in the effective organization of business processes of motor transport enterprises, and the methodology for training, retraining and professional development of these workers on the basis of a competency approach, its effective results. In addition, the main requirements for employees of the Department of maintenance and repair at motor transport enterprises, the effectiveness indicators for the formation, preparation and improvement of professional competencies on the basis of a competency approach are presented.

Аннотация: В данной статье рассмотрена зависимость знаний, квалификации и компетентности работников отдела соответствия, технического обслуживания и ремонта, формирующихся при эффективной организации бизнес-процессов автотранспортных предприятий, а также методика подготовки, переподготовки и повышения квалификации этих работников на основы компетентностного подхода, его эффективные результаты. Кроме того, представлены основные требования к работникам отдела технического обслуживания и ремонта автотранспортных предприятий, показатели эффективности формирования, подготовки и совершенствования профессиональных компетенций на основе компетентностного подхода.

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Introduction. Today, the use of road transport services is widely and publicly used in all spheres of our life. The use of cars is characterized by an increase in labor productivity, low time consumption and economy in the transport of goods and passengers by its types, in the performance of special work. In all types of transport, currently, the use in road transport services is increasing, in terms of total indicators when using motor transport services, 80% of passengers, 75% of cargo amounts correspond to their

contribution to this type of transport.

The organization of cargo and passenger transport in cars is carried out by motor transport enterprises (ATCs), and the work processes of passenger transport vehicles, to the economy of the country, it makes a significant contribution to the development of the state, bringing great benefits to the life of society. The strategy of action on the five priority areas of development of Uzbekistan third paragraph of the fourth line of the strategy for the development and modernization of road transport, engineering and communication and social infrastructure, ensuring the improvement of the living conditions of the country, radically improving the provision of transport services to the population, increasing the safety of passenger transport and reducing the, the purchase of new buses convenient in all directions, the construction and reconstruction of bus stations and bus stations are marked [1].

The elimination of shortcomings in the Transport sector is inextricably linked with the ability of personnel operating in this area, in addition to the radical renewal, improvement, modernization of existing structures, in particular, ATK dispatchers, drivers and maintenance and repair (TXK vaT) specialists, to have qualified, knowledgeable and competency.

Literature analysis and methodology. The Republic signed PQ-4703 on May 4, 2020 in order to radically improve the system of training of highly qualified personnel for the transport sector on the basis of advanced foreign experience and international standards, to introduce innovative forms and methods of training and modern pedagogical and information technologies into the educational process, and to strengthen the material and technical base according to him, based on the needs of the transport sector, conducting fundamental, practical and innovative research and research on current issues of the development of the transport sector, training, retraining and professional training of specialists of the mass profession, as well as competitive higher education specialists and scientific and pedagogical personnel in the labor market, their results, including measures to organize such issues as the development of proposals for the widespread introduction of digital and other modern technologies.

The creation of a system of training, training and retraining of personnel with knowledge, competence and high competence in improving the efficiency of work of motor transport enterprises is one of the most basic works. Strongly educated, in the scientific literature on the creation of systems for training qualified specialists, the concepts of "competence" and "competence" are increasingly used, and on the basis of this approach, it is noted that the training of specialists is one of the most effective methods in the educational system to improve their skills.

When is taken, the concept of competence, competence is extremely complex, multi-part concepts that are common to all disciplines. Therefore, its interpretation and annotation content is diverse in terms of content and meaning, content of logic. The essence of the term is being described because of such concepts as "efficiency", "flexibility", "achievement", "success", "comprehensiveness", "productivity", "property", "property", "quality", "quantity", "measure". In general terms, "competence is a characteristic of the acquisition of knowledge, skills and qualifications necessary to carry out a specific professional activity" [3]. Competency of a Transport professional is considered very important, especially for a specialist in this field, professional competence is the most basic indicator of the result of his effective activity.

Scientific research on professional competence is carried out by a number of scientists, in particular, V.M. Of particular importance is Karimova's research and research. In addition Muslimov N.A. Teachers of Professional Education, who conducted many effective studies on the technologies for the formation of professional competence [5] and outlined many considerations about the impact of the formation of professional competence on the effectiveness of production processes in an prospective

specialist. Professional competence is the acquisition by a specialist of the knowledge, skills and qualifications necessary for the implementation of professional activities and the ability to apply them at a high level in practice.

Professional competence implies not the acquisition of special knowledge, qualifications by a specialist, but the assimilation of integrative knowledge and actions in each independent direction. Competence also assumes the constant enrichment of specialist knowledge, the study of new information, the ability to understand important social requirements, the search for new information, their processing and application in their activities. Motor transport enterprises train maintenance and repair workers, train them on the basis of constant professional development and competency approach, to increase the quality of transport services, it is possible to achieve an improvement in the characteristics of car operation and a constant improvement in the coefficient of technical training of cars in ATK.

On the basis of a competency approach, it is necessary to train and constantly improve the skills of not only TXK and T specialists, but also all employees of the ATK, management management management personnel, the purpose of which is to provide specialists with the skills and skills necessary for the effective performance of Labor functions in the workplace and the formation of Education focused on the formation of competencies-the knowledge, skills and competencies acquired in learners in their own personal, practical application in their professional and social activities is education aimed at the formation of competencies.

The structure, components, performance prinspi, application of complex systems, application of polymer and composite materials to the body part [6] TXK and T place constant search for specialists in their field, requirements for work on themselves, and require the formation of competency in a specialist. Today, teaching, training on the basis of a competency approach to specialist personnel is the most effective in the educational system and the approach that meets the production requirements.

Results. Training, retraining and training of technical engineers, management, specialists, TXK and t working specialists of ATK on the basis of a competency approach, improving the efficiency of the production process, positively affects the development of ATK, its prospects in keljak. In ATKs, an existing moving takib is considered to depend on competency skills such as the extent to which TXK and T employees know their job in preventing cars from slipping and failing over time, being able to overcome existing problems and effectively organize the workflow. The training of working specialists of the Department of management, compliance, TXK and T of the ATK on the basis of a competency approach gives below results:

- the composition and content of the training and preparation process consistency, context, harmonious development of knowledge, skills and competencies in the learner, with its organization on the basis of the principles of andragogic and modularity, along with the formation of special competency in the specialist;

- in the development of training-preparatory goals, content and training technology, the development of a taxonomic model of the educational levels of the future specialist by, the fact that the use of qualification design is effective;

- on the basis of international requirements of qualified TXK and T specialists to car maintenance stations and road transport enterprises in the professional education system, the formation of basic professional competencies in a specialist as training and consequential characteristics of mature personnel in their specialty.

Professional competencies of a specialist in the control and management of car maintenance work at motor transport enterprises include those below (employees of the ATK Management, Compliance

department):

- management of a motor transport enterprise, the use of software and targeted methods of motor transport;
- the implementation of the necessary calculations for determining the cost of car maintenance, equipment depreciation using modern electronic computing technology;
- the compilation of schedules, orders, applications, instructions, diagrams and other technical documentation of work used in the vehicle enterprise and in the maintenance of cars;
- the ability to organize labor, readiness to use the skills of improving the skills and training of employees, organizing collective, professional and social events, working with motor transport enterprises, Motor Service Employees;-will have the ability to conduct marketing research on the identification of demand and potential needs in the field of motor transport, improving the quality of services provided by motor transport enterprises, motor vehicles.

The main professional competencies of specialists in the TXK and repair of vehicles include:

- the physical essence of the processes occurring during the operation of cars and vehicles, operational characteristics, modification of automotive components and basic aggregates, readiness to use knowledge about the principles of operation, structure, technical characteristics in their professional activities;
- the ability to analyze the work processes, the ability to detect malfunctions of mechanisms and systems in different states;
- the ability of the components of vehicles to monitor their working condition, identify environmental indicators of vehicles, use modern devices and diagnostic systems for the application of methods and means of preventing a malfunction during Operation;
- Maintenance and repair by all types, current and overhaul, the ability to use knowledge on the installation and disassembly of the main components and mechanisms of the car;
- the ability to make optimal multi-criterion decisions on the replacement or repair of faulty parts and details of the vehicle.

Discussion. To be resistant to strong competition, which is a priority in the labor market in today's conditions, that is, to have professional competence from each professional, it is assumed to increase it consistently. As a result of the constant increase in vehicles and their greater use, the costs of operation are increasing. Only 12-15% of these costs are spent on maintenance and repair.

At the same time, the cost of freight transportation is reduced to other products (fuel and oil products, tires, driver's wages, etc.k.) are inextricably linked to the value of the costs incurred, the quality of TXK and repair, and the efficient operation of the engineering and technical service (MTX). In summary, the effectiveness of work activities in passenger carrier ATKs is primarily due to the operational characteristics of the rolling stock, the coefficient of technical training and compliance depends on the effective organization of the service, and the competence of those who carry out these processes, the implementation of which determines the quality of work.

In particular, qualified, highly competence TXK and T Masters, management and compliance (dispatch) department employees are effective organizers of ATK performance. Constant maintenance and increase in efficiency in the process of work at motor transport enterprises, it is necessary to carefully develop and implement a system for constant training, retraining and professional development of employees of management, compliance, TXK and T department on the basis of a competency approach.

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