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ON THE ACTIVITIES OF THE CONSUMER SERVICE SYSTEM (DURING THE SOVIET PERIOD)

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KEYWORDS

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ABSTRACT

In the article totalitarian Soviet regime, the process of the formation of public service system, the system of government programs in this area plans and the implementation of these plans in the conflict regions the main problems in the system and information in the case of career in the Soviet republics were analyzed on the basis of the scientific literature, periodicals and archival documents.

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Studying the history of Uzbekistan, in particular, to eliminate the problems in the daily life of the population living in the Soviet Union was an important role in the history of the public service system as a whole.

Public service system is a comprehensive system, if the system is put to the right way it will be a special place in people's daily lives. It also is important to note that the level of the daily life of the population has the integral character, we can get adequate information through political, socio-economic and cultural level of a particular state. [Klinova M., 2009]

As we know, a number of programs and development plans were processed concerning to the idea of creating "socialist" life or build a "socialist city" [Shadmanova S., 2015] in the country of the Soviet. One of the main ideas of creating in a way "Socialist" life in the country that is planned to improve the living and working conditions of the population. To this end, attention was paid to raise the living standards of the population. Especially, the public service system influenced to the economic, political and cultural sectors of the life in a socialist society [Xidoyatov M., 1989].

In fact, there were skilled artisans, carpenters, blacksmiths and a variety of service areas schools in the ancient times of Uzbekistan, which were created as a result of the people to overcome many of the problems of daily life.

Materials which were created by craftsmen assessed in the World Exhibition in Paris in 1867, Russia, Moscow in 1873-1876 years of professional and technical exhibition, in 1895 and 1904 America's top international exhibitions in the cities of Atlanta and San Louis. In 1870 the Queen of Russia came to Turkestan, during a visit to an exhibition of handicrafts by Uzbek artisans, recognized for their beauty and elegance, so it has been documented a long day shopping [Zheng VA, Atadjanova X., 1991].

When Central Asia was joined by Russia, such as a variety of products for the production of large enterprises were built in Tashkent, Samarkand, and Kokand city. As a result of this, negative impact on the activities of the local handicraft. General products with the products of factories and plants in general became more indebted private ownership of competitors and led to less demand for their products on the market [Кустарные промыслы в быту народов Узбекистана XIX-XX вв. , 1986].

20 years of the twentieth century, the public service sector was tried to create a socialist direction by the Soviet government. For this purpose, the public service artels were created, and some new ateliers, workshops, service homes, businesses were opened. The large enterprises which estimated to produce a variety of products were built. This, in turn adversely affected the work of craftsmanship. As a result, the service industry was founded in the country.

At the same time, the Soviet government started to carry out not to care the national interests of the country's population, Uzbekistan's specialization in the supply of raw materials [Bobojonova D., 1999].

In 1921, the "Turkistan Handicrafts Union (Turkpromsoyuz)" was founded [Tukhtayev A., 2001]. The craftsmen in the country began the process of cooperation, public

service providers in a number of areas of state-controlled industrial enterprises has already started. For example, in 1921 in Tashkent 50 Barbers' specialized artels began to work [Stasko V., 1969].

In 1924, after the completion of the Turkestan Handicraft fair, the first Handicraft department in "Uzbekselkredpromsoyuz" organization was founded. Later this division was changed into the Bureau of Uzbekistan Handicraft cooperation. However, these agencies weren't operated in the long term [CSA of the Republic of Uzbekistan, R.297 foundation, box 1, 47, 70-sheet].

In October 1925, Uzbekistan Handicrafts Union (Uzpromsoyuz) was founded [CSA of the Republic of Uzbekistan, R.297 foundation, box 1, 46, 70 sheet of paper]. In 1925, there were 251 combined artels with 6,581 members in this union [CSA of the Republic of Uzbekistan, R.297 foundation, box 1, 46, 38-41 pages.]. "Handicrafts Union" in all its activities included areas such as agricultural materials, cultural and community services, leather and felt footwear work, textile-sewing and knitting-related services, waste-raw materials processing, transport, metal and wood processing, and the sale of handicraft products [CSA of the Republic of Uzbekistan, R.297 foundation, box 1, p.p. 1-2].

Uzbek SSR was established, in accordance with the public service carried out by 3 systems - Uzbek Crafts Cooperation Council, the Local industrial Public Commissioner and the Council of People with Disabilities Commissioner [Stasko V., 1969].

The country's city councils organized daily sections at Working under the Presidium of the Central Executive Committee, Soviet Women's Committee of improving the lives of farmers and labor [Stasko V., 1969], they determined in their work to learn the status of the population living in cities, open clubs to improve the living condition of households, in particular, to organize the opening of the common kitchen areas. It should be noted that a special kind of public catering establishments were required to come to open the faces of the women in the local community [Sobchak A, 1971].

In 1926 at a permanent Commission which was created in order to improve the everyday lives of women of the Uzbek Soviet Central Executive Committee did significant work in determining the amount of women service and working with them, creating weavers' and laundress' team and in establishing the production of cotton quilts [Sobchak A, 1971]. Archive documents indicated at the end of the 20th century, shoemakers and craftsmen compared to the situation in the neighboring republics of Uzbekistan for a decline [CSA of the Republic of Uzbekistan, R.297- stock 1, 282, 74 sheet of paper], to ensure the required qualified personnel was the unsatisfactory situation of the republic, it was said about sending unworthy specialists and specialists who didn't know the Uzbek languages [CSA of the Republic of Uzbekistan, R.297- stock 1, 282, 74 sheet of paper].

During this period, public service institutions were under various organizations. In particular, on the base of the decree of the Soviet government in May, 1931 "About consumer cooperatives" hairdressers' and tailors' workshops which were in consumer cooperatives joined to Handicrafts cooperative, laundry posts joined to the City Council [

Решения партии и правительства по хозяйственным вопросам (1929-1940). In recent years, the name of the management of the system has been changed. For example, It was renamed in 1932 under the "Uzbekistan Handicrafts Council", in 1934 "Uzbekistan Handicrafts Union" and in 1938

"Uzbekistan Arts Council" [Tukhtayev A, 2001], in 1944 the Council of People's Commissars Handicraft Cooperation Department, in 1950 Handicraft fair the Board of Directors Cooperation Department [CSA of the Republic of Uzbekistan, R.2325 foundation, 1, 1723, p.1]. In 1960 Uzbekistan Handicraft Cooperation Department was liquidated [CSA of the Republic of Uzbekistan, R.2325 foundation, 1, 1723, p.1]. In 1962, the General Directorate of Local Industry of Uzbekistan was renamed into the department of public services of Uzbekistan [Zheng VA, Atadjanova Kh., 1991]. Only in the year 1966, the activities of the public service system began to work as a separate ministry of the Republic [Сборник законов Узбекской ССР и Указов Президиума Верховного совета Узбекской ССР (1938-1971).

During the first years of the 1960s, public service work carried out by the various ministries and agencies of the country's department of the local industry, "O'zbekbirlashuv", the Ministry of Commerce, 14 utilities, such as the Ministry of Agriculture and Ministry of Communications [Stasko V., 1971], the same period in 1970, the utility of the Ministry of Agriculture, the Ministry of Health, the Ministry of light industry, the Ministry of Commerce, the Ministry of Agriculture, the Ministry of Oil processing industry, "DOSAAF", the National Committee, in short totally 14 top management of public service [Stasko V., 1971]. In this regard, the results of research by the 1970s, half of the amount of public service ministries and agencies reached 17 [Isxakov G., 1976].

According to the observations the public service work was carried out by various agencies, created a series of negative events. That is, the same direction of service facilities in some districts were located close to each other, in other districts in the direction of this type of service weren't organized [Isxakov G., 1976].

Based on the decisions of the XXIII Congress of the Communist Party, in the Soviet Union to develop significantly public service providers, to change this system into a highly mechanized sector of the economy [Sinitsyn V., 1970], to raise the living standards of the people, especially to make closer social economic and cultural living standards among the population of the city and village were planned [Djumaniyazov R., 1974].

In this regard, a number of plans were identified in the Republic. In particular, in 1966 on the measure "About improvement of public service in Uzbekistan" by the decision of Central Committee of Uzbekistan Communist party and the Council of Ministers, such issues reflected in plans: to increase the volume of consumer services, to use achievements in the sphere of science and technology, to build large-scale specialized-mechanized enterprises and the establishment of institutions and to provide them with mature and skilled personnel, to improve public service and develop the system of socialist competition, to build public service new facilities in rural areas and to improve the quality of work, to

reduce the period of execution, to improve service culture, to introduce new forms and types of consumer services, to execute orders ahead of schedule and quality of service, to improve public service culture, to introduce new types of service system and to end the year 1966 with positive outcomes [CSA of the Republic of Uzbekistan, R. 2697 foundation, box 1, 26, 58 sheet of paper].

In order to know the opinion of the population, on the activities of the system, on November 1966, the Ministry of Uzbekistan Public General service and the administration of the newspaper "Pravda Vostoka" (Trust of the East) printed the survey questionnaires under the heading "What were you being serviced?". This questionnaire was determined how the system was organized and how the representatives work was. For example: the quality of the work performed by the service sector of the population was estimated at 25%, some of the officials for their negligence (unfair) approached 20%, the low level of qualification of agents was 15%, services 10% of the afflicted, the rude behavior of service providers 8% of the work in public service institutions assessed as satisfactory by 22% [Turgunov M., 1976].

As we see from the example of the work of the system, 115 collective and state farms did not exist as permanent public service institutions in the country in 1966. It was analyzed that only 1-2 directions of daily service offices among 10 collective farms and wasn't organized any daily service offices on 2 collective farms in Andijan region. In the Bukhara region, 19 collective farms of agricultural service establishments weren't organized only 1-2 line service workshops on 65 collective farms. There weren't any service workshops on 6 collective farms of the Samarkand region and, only 1-2 line service workshops of public services set up on 53 collective farms [CSA of the Republic of Uzbekistan, R.2697 foundation, box 1, 26, p.p.63-67].

In order to satisfy economic and cultural needs of the daily life of the population by the Soviet government, the party and the government established a number of measures, technical and mechanical industries sector was one of the most important tasks of the state policy [Umarov A., 1969].

In 1966-1970 years, public service institutions of the republic were supplied with more than 40 thousand tools and equipments, as well as more than 22 thousand public service specialists were prepared. 846 objects of public services have been constructed [Агитатор Узбекистана, 1971], 3-4 types service workshops were organized in more than 900 collective farms. Fergana public service technical training school and many educational institutions played an important role in preparing cadres. It was the lack of activities in the field, so 5 new vocational and technical schools, and 3 teaching and living complex were planned to open in the future [Агитатор Узбекистана, 1971].

Thus, in 1961-1976 years the volume of public services grew by 2.5 times in Tashkent, the level of public services in Tashkent were significantly below compared to the city of Riga, Kiev, Vilnius, the capital of the Soviet republics [Xashimov B., 1976].

During this period, as result of not to be done the management and planning system

correctly, public service level of per capita in Uzbekistan was below average compared to other Soviet republics [Abdurashidov B., 1977].

It should be noted, the welfare of the population in 1965-1974 years showed a growth rate higher than the other Soviet republics, the volume of services per capita increased from 5 rubles to 17 rubles or 3.5 times. However, according to this rate Uzbekistan compared to other Soviet republics and it stood at one of the last places [Xashimov B., 1976]. In addition, in 1965 the volume of services per capita (total), in the Ukraine, Belarus, Georgia and Armenia -7 rubles Estonia -15 rubles, Latvia -16 rubles, Lithuania -10 rubles, in the RSFSR amount of 6 -9 rubles, in Kyrgyzstan -5 rubles. In 1971 this rate consisted 12 rubles in the Republic, it stood at the last place in the Soviet republics [Shadiev R., 1974].

It should be noted that the implementation of the orders received by the public in a timely and doing them well, faithfully perform its functions, especially, proper organization in the field of public service is directly related to the work of qualified personnel. Because cadres of this field directly communicate and work with people.

It should be noted, the issue of cadres influenced to the system control badly. In other words, public service institutions and their number in Uzbekistan were 2 times less than the Union. So, it meant that the lack of qualified personnel and public service institutions in the system [The scientific-technical and medical documentation CSA of the Republic of Uzbekistan, 173 foundation, stock list of 1, 99, 84 sheet of paper].

In 70 years of the twentieth century, efforts were made to strengthen the economic-technical base of the system, but the public service system is unable to respond to the requests and needs of the population. For example, there weren't any order accepting offices of collective and the state farms in Syrdarya region in 1974 [Jizzakh regional state archives, R-83 foundation, box 1, 46, 11-13 pages]. In Jizzakh region (1974) there weren't any permanent workshops in 14 out of 50 state collective farms, but there were such as services of hairdressing and repair footwear shops on only 23 state collective farms [Jizzakh regional state archives, R.83- foundation, box 1, 46, p.p. 12-13].

However, there were public service institutions and personnel working conditions and distribution, job creation, housing, low wage issues. At the result there was observed a large turnover of personnel in this field. In particularly, in 1976 there was the adoption of the 1616 employees, in the sphere of management of the public service in the Syrdarya region, the release of 583 units (36%), in Khorezm region employed 907 workers, 917 employees resign (101.1%), Samarkand employed 2060 people, 1550 of them resign (75.2%) and consumer services of the population of Karakalpakstan Ministry to fire 305 people recruited 131 people (42.9%) were identified [CSA of the Republic of Uzbekistan, R.2698-foundation, box 1, 725, p.p.75-91].

It should be noted that the current staff of the public service sector compared to other sectors of turnover "record" level. Such scientific research results were observed in the factory of "December-5", service center "Dry Cleaning", combine "Remtochmex", [The set of all types of clocks and jewelry repair.], service centers "Furniture and household

equipment", "Industrial services" and "Toshservis". [Xashimov B., 1976]. The system is directly related to the concentration of production in specific, which allows maximum use of the power of the workers. The rate of public service institutions is still lagging behind compared to other Soviet republics [Xashimov B., 1976]. In addition, the rational use of labor and increasing labor productivity, public service employees in connection with the improvement of the organization of labor, jobs and service companies limited attention [Xashimov B., 1976].

At the end of the 70-ies of the XX century there were given some answers to the questions knowing the level of public services. For example, there were the number of offers and demands in each questionnaire such as: " Organization of self-service in the washing plants", "Mobile workshops from time to time for families"; "Large amounts of public transport in order to repair the cars"; "The establishment of the repair of sewing machines at home", "Use the experience of the Baltic Republics and the fraternal socialist countries". And there enlightened the lack of specialists who know their work, in some cases, allowing alleged pursuit of money, and strive to meet the demands of the population pointed to the existence of such problems in this system. [Mamajonov K., 1980].

In addition, the government of the Soviet period, the household was noted by researchers in state institutions, most lacking is confirmed by data from the archive. In particular, the results of analysis of the service sector in 1979 also confirms this idea, where were in the large cities of the Soviet Union. The results show the price of service sector for per person was 40 rubles, 51 kopecks in Moscow, 40 rubles 56 kopeks in Leningrad, in Kiev 48 rubles 35 kopecks, 56 rubles 52 kopecks in Riga, 50 rubles 75 kopeks in Vilnius, 53 rubles 94 kopecks in Tallinn, 56 rubles 52 kopecks in Frunze, 38 rubles 46 kopecks in Alma-Ata, 44 rubles 32 kopecks in Dushanbe, 34 rubles in Ashgabat, the last index - 28 rubles 70 kopecks in Tashkent [CSA of the Republic of Uzbekistan, R.2698-foundation, box 1, 1266, p.144].

However, the analysis of archival documents and party conference materials show that, the production of consumer service issues were not discussed in enough level by leading authorities. They have a short period of time a large amount of information in this area. However, these documents are not many weaknesses. Explained in the main part of their style, luxury, in which the negative and positive information to justify the overcrowded. In addition, they have the character of propaganda materials, the most common, especially in the socialist competition, consumer services, such as the spread of best practices falsely about the important tasks in the field of fantasy.[Bobojonova D., 1999]. As a result, it happened that, in all economic and social indicators were significantly behind the average of the Soviet Union, which was one of the last places in the country. In addition, the negative impact of demographic situation in strength [Bobojonova D. , 1999]. During this period, the rate of national income grow to 41% in 70 years, and at the beginning of 80 years fell to 17 percent [Bobojonova D., 1999].

In addition, the leadership of the Central Committee of the communist party in 1987

during a meeting with activists of the Republican Party and economic development services in agriculture backwardness said that, "Now 20% of the farms in their areas of public service, and the accumulation of points of order are not provided, in 49 collective and state farms of the population are not provided with the portable (mobile, portable) types of service. [Xidoyatov M., 1989].

Summing up, the conditions of dependence and tyranny have become an integral part of people's lifestyles institutions to significantly slow the development of public services, as well. In the process, two different trends in the consumer services sector of the population lives going into the barrier. First, of course, our dependence conditions, the national mentality and way of life, and did not accept the ideology of forcible imposition of other cultures. Because the purpose of the introduction of public service facilities during the Soviet "socialist lifestyle" to complete the introduction. Second, the changes made to the system of the public service needs of the population and the local uniqueness of origin, and most importantly, the formation of the infrastructure of the industry and training a blind eye to the problems associated with them. As a result, the welfare of the country among the Soviet republics fell to its lowest level in many indicators of development institutions. Thus, the envisaged public service institutions remained very sad and controversial case.

Above based information there observed the following conclusions:

- The authorities in the Soviet rule was established, not only in politically dependent on the country, but also in economic, cultural and began to affect the way of living;
- It is difficult to imagine the daily life of the population absence of public service systems. That is why the leadership of the communist party people will be affected by such a system, which "socialist" to spread among the population in a way that drew attention to the level of state policy;
- The creation of decent conditions, to improve the social system, this time on the development of the system of public service shortcomings identified by the researchers are not given sufficient attention by the government;
- To serve the people, to promote traditional practices contrary to the national traditions;
- Soviet republics improved the public service delivery system and the amount of the birth of the features of the development of the demographic features of the national traditions of the rural population, climatic conditions, as well as higher incomes and serious attention for other reasons.

These conditions give the totalitarian Soviet regime, the system of public service in the conflict and of the representatives of the industry to the development of the demand will be high. The reason for the shortcomings of their own plans for the future in this area thoroughly explored and considered a number of plans and measures. Most importantly, the activities of the public service system of the Soviet Union were one of the last places.

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