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METHODOLOGY OF ORGANIZATION AND QUALITY ASSESSMENT OF TRANSPORT AND LOGISTICS SERVICES MARKET

[1]Irisbekova Mavluda Narinbaevna

ABSTRACT--*This article extensively covers the issues of establishing the transport and logistics services market and its impact on the development of national economy sectors. Cargo transportation - it is necessary to reduce cost and time costs and economically justify the transportation process. Consequently, this transportation function delivers faster, cheaper and less environmentally friendly, quality and integrity of cargo due to the need to reduce time, money, and environmental resources and the need to reduce logistics.*

Keywords-- *transport, logistics services, transportation process, logistics chain, diversification, freight flow, transformation, quality, efficiency, binomial model, economic development*.

I. INTRODUCTION

The organization and evaluation of the quality of transport and logistics services market is not only the function of transporting cargo and passengers in one place, but also provides logistical tasks that are rapidly becoming a part of modern science. This is one of the main reasons why new terms in the transport industry are used in the fields of transport economics and management. One of these terms is the phrase "market of transport and logistics services".

It is important to assess the development of the transport and logistics services market, and its impact, above all, on the development of national economy sectors.

Concurrent research in the US, Europe and Japan shows that the application of logistical principles can help companies reduce stocks by 30-70%, product costs to 30%, transportation costs by 20%, and increase labor productivity by 25-50% [2; R.10.]. However, it should be noted that there are practically no scientific and methodological developments in the country to assess the volume of transport and logistics services and their impact on the efficiency of the sectors of the economy.

– Logistics is an area that has the potential to optimize transportation processes as a key function of transport, as well as the nature, etymological basis, and history of this science. One aspect that links transport and logistics is the presence of transport logistics in logistics.

– Transportation is an important logistics function that relates to transporting a product through a particular technology. This function of logistics consists of the following logistics operations and functions:

– to track;

[1] *Doctor of Sciences (Economics), Professor,Tashkent institute of design, construction and maintenance of automobile roads*

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- Cargo handling;
- Packing of cargo;
- Berish Assignment of title to cargo;
- Risk insurance;
- customs procedures, etc.

In a market economy, transport companies (like other participants in the flow of goods) seek to achieve a single economic outcome in the logistics chain.

The process of commodity movement through transport is integrated into a single technological chain. Transportation is an integral part of the single transport and production process.

The main functions of transport in the transport and logistics services market are twofold - transportation and storage, which helps to understand the nature of the transport and logistics services market.

Cargo transportation is the movement of cargo in accordance with the principle of economy. The principle of cost savings is the reduction of cost and time. The process of transportation must be economically justified, as the transportation of goods from one location to another takes time, money, and environmental resources. The time factor stems from the need to reduce stocks in logistics. (including stocks on the road). Reserves make capital (material resources) excessively busy.

Consequently, this function of transportation carries its main purpose - delivering the goods to the intended destination faster, cheaper and less environmentally friendly. At the same time, the quality and integrity of cargo should be maintained.

Cargo storage, which is the second function of transport, is observed in cases of unavailability of unloading and unloading operations, in case of deficiency of warehouses and in case of changes in freight traffic. This will increase the time spent on the road.

In general, the use of vehicles for temporary storage of cargo is expensive, but in some cases justified in terms of the total cost of the logistics system. This is justified in cases where the delivery time must be extended.

The main principle of transport logistics is cost optimization. In the transport and logistics market this will be achieved by economizing on the volume and length of routes.

Cargo Scope: Due to the high volume of freight, the unit costs are lower, as there are less regular costs (administrative costs, overhead, paperwork, etc.).

Due to the length of routes, costs are reduced due to cost savings per unit of distance. This is because each unit has a comparatively low cost per cargo volume as it increases the distance of the shipment.

Timely delivery of material flows is important in the transport and logistics services market. In the market of transport and logistics services, there are three types of companies in terms of the concept of "timeliness of delivery":

1. Enterprises requesting regular supplies within a certain period of time.

2. Enterprises requesting delivery of goods to the agreed time.

3. Enterprises requesting high-speed freight.

- According to some surveys, customers who want to ship at regular intervals, but without breaking the schedule, can request up to 10% of the total number of customers in the general transport and logistics services

market, 89% of customers who wish to ship at a predetermined time, and 1%. a little bit. It should be noted that the share of customers requesting high-speed freight in the transport and logistics services market has been increasing since the last decade of the last century. In our view, this is due to the intense competition in the field of faster delivery of new products to consumers, which has been enhanced by the wider use of product diversification policies in the global economy.

With the development of logistics, the authority of transport and logistics services is growing. Such services may include:

- registration of freight orders;
- preparing for carriage;
- registration of transportation documents;
- Mark Marking of goods;
- loading of luggage on vehicles;
- shipping;
- Cargo tracking and security;
- Cargo transportation;
- handing-over of cargoes;
- Providing information on client transportation, etc.

For successful operation of transport and logistics services market it is necessary to have the following:

- technical means;
- technological tools;
- Logistics specialists;
- forwarders;
- Chilar Drivers;
- warehouse workers;
- Experience of doing similar work, etc.

Manufacturers do not engage in these activities because of the high cost of transport and logistics services, maintenance of vehicles, buildings and structures.

Use of transport and logistics services has the following advantages:

 Each shipment is cheaper as it packs several customers' luggage;

Tanlash the choice of size and type of vehicles;

 Client can send the goods irrespective of their backwardness;

Umuman the idle, low-moving and low-load vehicles are generally eliminated;

 The load flow is optimized;

 Increase the efficiency of vehicles;

 Continuity of cargo delivery improves stock structure.

Studies show that the transport and logistics concept of service providers increases the load capacity and utilization rates by 30-40% [6; R. 43.].

Based on the above considerations, in our view, if theoretical and methodological opportunities to optimize the transport and logistics services market are considered in terms of marketing, the key issue will be to ensure the quality of logistics services and achieve their optimal performance. A.A. According to Timonin, functional factors such as logistics, marketing logistics and transport logistics will have a decisive impact on the quality of logistics services in passenger cars [4; S. 22.]. A. According to Soliev, the quality of logistics services is influenced by consumer preferences, market research, consumer behavior and psychological methods [3; Page 106]. The author investigated the interrelationship between the quality of passenger transport services and its elements by transforming VIS Gissin's scientific monograph on logistics system quality management into transport systems [2; 240 pp.]. Developing the scientific views of the researcher, we create a logistical chain of quality assurance in this system (see Figure 1).

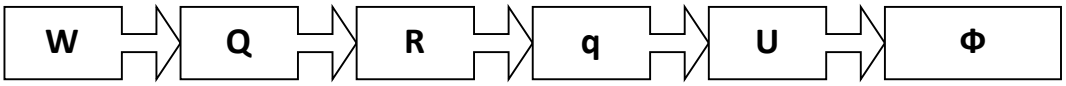

Figure 1: Logistics Chain of Quality of Freight Services

here:

W – gross quality;

Q – quality of freight services, as a general category;

R – Reliability of the transportation process (safety of transportation, uninterrupted transport services, compliance with the timetable, readiness of the vehicle to operate in the prescribed direction, qualification of the transport service personnel, compliance with environmental, technical and fire safety standards, etc.);

q – quality indicators (technical condition of the vehicle, speed of transportation, carrying capacity and level of use, distance, quality assurance, additional services, information support, etc.);

U – economic feasibility, where the cost of transportation services;

Φ – profit of car company.

These logistics chain flow parameters are qualitative indicators. These indicators can be classified as follows:

- by the features classifying the transport service;
- on units of measurement of indicators quality;
- depending on the manifestation of transport-logistics services in stages;
- misrepresentation of Service;
- depending on the scale of the service provided and the scope of the show;
- depending on the degree of misappropriation of consumers needs;
- transportation failure on the status of rendering services;
- according to the level of progressivity of rendering services and others.

In our opinion, such a classification of quality indicators, on the one hand, provides for their sorting in conditions of multiplicity and diversity of these indicatorslasa, on the other hand, determines the strategy of providing services to consumers, determines the sequence of logistics services and the criteria for assessing the level of quality.

Increasing the competitiveness of enterprises in the process of transition to market relations in our country has emerged as one of the sharpest problems. Uzbekistan has cross-linked the issue of ensuring competitiveness of

enterprises not only in the Foreign but also in the domestic market. A full-fledged solution to the issues of increasing the level and quality of life of the population of the country, with the exception of enterprises in the field of Transport and logistics services, is largely dependent on the development of this sphere.

Despite the high pace of growth in the volume of services, the fact that the quality of services provided is not at the required level has a negative impact not only on the competitiveness of enterprises of this sphere, but also on the effectiveness of their activities. In this regard, the need arises to assess the impact of the quality of activities of enterprises of the service sector on the improvement of its effectiveness.

Solving this problem is considered a complex task, which is influenced by external and internal environment conditions, such as random situations with a high degree of variability and uncertainty, the level of pricing, changes in customer characteristics, service process parameters and other factors. Some aspects of assessing the quality and effectiveness of these services g.L. Azoev, A.P. Chelenkov, I.Prokopenko and K.In the scientific work of the norms, the assessment of the quality of transport-Logistics Services S.I. Grisenko, N.No, it's not. In the scientific work of ivatshenko considered in his own interpretation

But the peculiarity of the services, which differ in their material, non-perceptible, individuality, non-preservation, unsustainable lack of quality, is reflected in the fact that they can not be evaluated in such a material form as a product. Therefore, since the process of providing services is carried out in conjunction with the provision of services to the customer, when assessing the quality of transport and logistics services of the enterprise, it is necessary to view and evaluate them as a process that affects the growth of the number and content of customers, ultimately, the growth of revenue of the

The choice of the size of the respondents in conducting such research is an extremely important event. In this, it is desirable to use mathematical and Statistical Probability Models of the implementation of the selection. In these models, the following hypothesis is applied: "the choice is made by the final cumulative coincidence". If the number of respondents intended to participate in the survey is 10 times less than the total number of consumers (this is observed in the research of the transport market), then the geometric distribution becomes binomial distribution, and therefore it is preferable to use the binomial model in carrying out the selection. In the Binomial model, the opinion of the respondent is imagined as a random vector, and all similar vectors are mutually independent. In other words, it is expedient to apply a random sampling model when researching the transportation market.

The larger the scale of the selection, the more accurate will be the assessment of the quality of the object by the binomial model of the selection. The binomial model of the competition is used to evaluate the answers to closed questions in the meaning of "yes" and "No" [5; R. The 63.[...].

It should also be noted that there are different views of the answers given in the meaning of" yes "and" no":" I agree "and" I disagree"," likes relatively more "and" likes relatively less", etc.the G. So, how can binomial model be used in the organization of questionnaires conducted to research the automotive transporti service market? Below is looking for an answer to this question.

The number of respondents involved in the surveys of marketing research conducted in the market of Transport services (scope of the competition)*n*if equal to ga, the answers of the respondents$X_1, X_2, \ldots, X_n$It can be assumed that if the first respondent chooses the first answer X_i=1 and if the first respondent chooses the second answerX_i=0 in this case *i*=1,2, …, *n*is equal to In the probability model$X_1, X_2, \ldots, X_n$Random numbers are given as independent

and evenly distributed. Since these random numbers are of two types, the occurrence is explained by a single parameter p (percentage of respondents who choose the first answer only)

$$P(X_i = 1) = p, P(X_i = 0) = 1 - p, i = 1,2,...,n \quad (1)$$

If$m = X_1+X_2+ \ldots + X_n$then, the probability p is of a quality score$p^*=m/n$grid may Ohlin. This ratio xolda mathematician qutila $M(p^*)$and dyspepsia $D(p^*)$takes the following view

$$M(p^*) = p, D(p^*) = \frac{p(1-p)}{n} \quad (2)$$

According to the Probability Theory of Large Numbers (in this case the Bernoulli theorem is appropriate), as the sample size grows, the frequency p * corresponds to the probability p (i.e., infinitely close). This, in turn, is the more accurate the evaluation of the quality of an object, the greater the scope of the selection. The accuracy of the estimation can be illustrated by the Moore-Laplace theorem of probability theory

$$\lim_{n\to\infty} P\left\{\frac{m-np}{\sqrt{np(1-p)}} \le x\right\} = \Phi(x) \quad (3)$$

here $\Phi(x)$ - the standard normal distribution function with the expectation coefficient 0 and the dispersion 1,

$$\Phi(x) = \frac{1}{\sqrt{2\pi}} \int_{-\infty}^{x} e^{-\frac{y^2}{2}} dy, \quad (4)$$

here $\pi=3,1415925..$ -ratios of a circle to its diameter

$e=2,718281828..$ -based on natural logarithms.

It is worth noting that the standard deviation function is not needed at this time, because in practice there are detailed tables for calculating these parameters, as well as computer-specific algorithms for calculating functions. With the help of the Maurer-Laplace theorem, it is possible to identify the Oralic connoisseurs for an abstract probability econometrics. First of all, let's note the following from the theorem

$$\lim_{n\to\infty} P\left\{-x \le \frac{m-np}{\sqrt{np(1-p)}} \le x\right\} = \Phi(x) - \Phi(-x) \quad (5)$$

The standard normal distribution function is 0 asymmetric, i.e

$$\Phi(x)+\Phi(-x)=1 \quad (6)$$

If you take into account that, you will find that:

$$\Phi(x) - \Phi(-x) = 2\Phi(x) - 1 \quad (7)$$

Soγlet's enter the most probable. Hypothesis, U(γ) Add the following condition:

$$\Phi(U(\gamma)) - \Phi(-U(\gamma)) = \gamma, \quad (8)$$

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That means

$$U(\gamma) = \Phi^{-1}(\frac{1+\gamma}{2}) \quad (9)$$

.

Give the tiger tick when the first sponge comes out:

$$\lim_{n\to\infty} P\left\{ p^* - U(\gamma)\frac{\sqrt{p(1-p)}}{\sqrt{n}} \le p \le p^* + U(\gamma)\frac{\sqrt{p(1-p)}}{\sqrt{n}} \right\} = \gamma \quad (10)$$

Unfortunately, the tide does not go away for the sake of the controversy, because the upper boundary and the boundary of the boundary are probable. However, inheritance reconciliation can be proved by a well-supported method:

$$\lim_{n\to\infty} P\left\{ p^* - U(\gamma)\frac{\sqrt{p^*(1-p^*)}}{\sqrt{n}} \le p \le p^* + U(\gamma)\frac{\sqrt{p^*(1-p^*)}}{\sqrt{n}} \right\} = \gamma \quad (11)$$

As a result, the lower confidence threshold equation follows:

$$P_{куйи} = p^* - U(\gamma)\frac{\sqrt{p^*(1-p^*)}}{\sqrt{n}}, \quad (12)$$

The highest reliability limit is determined by the following labels:

$$P_{юкори} = p^* + U(\gamma)\frac{\sqrt{p^*(1-p^*)}}{\sqrt{n}}. \quad (13)$$

The range of reliable probabilities common in applied research γ=0,95. Some studies use the term “95 percent confidence interval”.

In the present study, it is advisable to process the results of surveys to determine the capacity of the transport services market using the binomial model.

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