

Article

Analysis of the Socio-Economic Essence of the Field of Social Services and Trends in the State of Development

Xalikov Yulchi Muhammadyusupovich ¹

1. Independent researcher at the Samarkand Institute of Economics and Service, Uzbekistan

* Correspondence: email@gmail.com.

Abstract: This paper presents an analysis of the socio-economic essence of the social services sector and explores emerging trends in its development. The study highlights the critical role social services play in supporting vulnerable populations, including the elderly, children, individuals with disabilities, and low-income communities, within modern societies. The research delves into the relationship between social services and broader socio-economic factors, such as income distribution, employment rates, public health, and education. It further investigates the evolving challenges faced by the sector, including funding constraints, demographic changes, technological advancements, and shifts in policy priorities. The paper identifies key trends influencing the future of social services, such as digital transformation, the emphasis on preventive care, integration of services, and increasing reliance on non-governmental organizations. The analysis underscores the importance of adapting social service systems to meet the growing needs of an aging population and address the economic disparities exacerbated by global crises

Keywords: service, social service, social sphere, science-education, health, sports, culture, arts, utilities.

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1. Introduction

In the world, research on the reform of the sphere of social services and the improvement of organizational and economic mechanisms is carried out mainly in three directions. In particular, the first direction includes a system for assessing the social sphere in the political environment, in which the problems of ensuring the stability of the political environment in the country and security associated with business, changes in state functions and improving the quality of social services; the second is changes in the regulatory legal legislative framework regulating the activities of social sector; in the third direction, problems such as simplifying the organization of social funds, optimization of targeted programs on investments are being researched.

In recent years, special attention is paid to deepening democratic reforms, ensuring the rule of law, improving the e-government system, liberalizing foreign trade, tax and financial policies, reducing state participation in the economy, supporting small business and private entrepreneurship, and increasing the economic efficiency of services in the social sphere

2. Literature Review

In the development of theories about social services, the role of representatives of classical economics and sociology was great, and they were divided into two groups. The first group of researchers included a.Smith, D.Ricardo, K.R.McConnell, S.L.Brue, P.A.Samuelson, W.D.Nordhaus, K.Lions, D.Hove, G.Spencer, E.Durkheim, R.Merton,

N.Smelzer, Yu.Habermas, N.Luman, T.Parsons, Ya.Tshepansky et al. belonged and conducted scientific research on the basis of structural functional combustion by them. The researchers of the second group were told that M.Weber, Dj.G.Mead, G.Blumer, P.Berger, I.Gofman, T.Lukman, A.Tshyus et al.belong to them and highlight the fact that the development of the system of Social Services is carried out on the basis of law and thus the institutionalization of the non-governmental sector, as well as macroeconomic tasks [1].

"System of social services" T.It was studied by Parsons on the basis of specific methodological approaches. In his opinion, within the framework of individual interaction, a "holistic social system" arises. As a result, the culture of services increases, values, traditions develop, types of services are formed. All this in turn leads to changes in quantity and quality [2]. N.Luman believes that personal relationships between citizens later become social services of a professional nature, and their quality is guaranteed [3]. Yu.Habermas believes that society is organized by human relations, and the general moral rules, norms, as a result of the development of values, the state and society progress and change. The system of Social Services is a product of human interaction [4].

Summarizing the definitions given, it can be said that the understanding of social service – in certain areas, namely, Health, Science-Education, Culture, Art, Sports, Recreation, is said to the types of services provided. Russian researcher L.K.Teretshenko believes that social service is an activity carried out among the general public, relying on the principles of openness, transparency, transparency. Social service is carried out by public administration bodies, entrepreneurs, legal entities, individuals and the non-governmental sector.

In our opinion, social services refers to a set of services that are paid, partially paid or impartially provided by the public, private and non-governmental sectors, aimed at satisfying all the social rights, interests and needs of citizens. Social services serve to ensure a decent lifestyle of all segments of the population, to develop human capital. Social service comes, first of all, from supply and demand. The high demand for social service leads to the emergence of new entities in the services market.

They can be based on market conjuncture and organize the social services they provide on a paid or free basis. For example, various waste pickups, chemical cleaning operations, home dysenphacia against various insects and other fists are carried out by representatives of the private sector on a paid service basis. The emergence of competitors to public bodies in the social services market leads to the improvement of quality and quantity. As a result, it is observed that some of the powers of public bodies in the social sphere are transferred to the non-governmental sector. However, the state itself manages such social spheres as science-education, health, sports, culture, art, which are of significant importance. The private and non-governmental sector acts as a state aid in these areas.

In the 1940s of the XX century, economists J.Furaste and K.Clarks, analyzing the rapid development of the intangible sector (non – governmental sector - author's explanation), predicted that in the future society would be led by social services [5]. An analysis of scientific literature shows that the term social services was introduced in the 70s of the XX century by Dj.Introduced into circulation by Zingelmann, the term is still interpreted using various phrases. For example, the concept of social services – social service, social welfare, mass welfare, meritorious welfare, is being used in parallel with the concepts of public, municipal and budgetary services [6] . In the field of social services, many experiments have been accumulated in European Ittfoq countries on the transfer of some social services from public bodies to the non-governmental sector. One of the important aspects of the issue is that all subjects offering social service are directed to the assisted section of the population, which is strictly defined in the legislation [7].

There are many opinions in the literature regarding the provision of social services by the public, private and non-governmental sectors. Indeed, the sphere of Social Services is very wide, and its full coverage by one sector is physically unable even in time to satisfy all the requirements. Therefore, the participation of other entities in the

development and improvement of the sphere of Social Services is also important. It is advisable to make a complete assessment of the subjects providing social services, as well as to scientifically clarify the limits of their activities and responsibilities. To do this, it is necessary to analyze the activities of the subjects providing social services. First of all, the service of the state and its competent authorities in the provision of Social Services is the most basic principle.

Public service is a professional activity in ensuring the fulfillment of the powers of state bodies [8] there is a meaning and specifics of the concept of Public Service. At the same time, it is required to systematize the activity of citizens, their thoughts on the types of socially useful labor activity.

In the social, political, legal literature, state social services are defined as a set of behaviors aimed at the helping layer of the population, social groups, and they are conditionally separated into several groups by one of the legal scholars D.N.Bakhrakh believes: "one of the areas of purposeful activity of people, as well as the state and society, is service. This concept can be used in various meanings: in the sense of a person's type of activity, a socio-legal institution, a special system of state bodies. Service-consists in management, the implementation of public activities, the provision of management, the provision of social services to the population. Thus, the concept of "civil servants" unites all those who serve in the central and local bodies of power. Just as in other countries (and consequently in other languages), public service is officially called "social service" [9]. Social services in the field of economics are carried out between the subjects of economic relations and consumers. Market conjuncture, consumer demand is studied and analyzed by entrepreneurs.

3. Materials and Methods

To conduct a comprehensive analysis of the socio-economic essence of the field of social services and the trends in its development, the research employs a combination of both qualitative and quantitative research methods. These methods provide a holistic view of the subject, capturing statistical trends as well as deeper insights into the socio-economic context of social services. The following methodologies will be used:

Literature Review: A systematic review of existing literature will be conducted to explore theoretical frameworks, historical perspectives, and empirical studies on social services. This will include academic journals, policy reports, governmental publications, and research papers to gain a foundational understanding of the socio-economic implications of social services and their evolving trends. The literature review will also identify gaps in current knowledge and highlight the need for this research.

Quantitative Analysis: To understand the current state and trends of development in the field of social services, statistical data will be gathered from national and international databases. This will include information on government spending, funding trends, demographic changes, employment in the sector, and health indicators. The analysis will employ statistical tools to examine correlations between social service expenditures and socio-economic outcomes, such as poverty rates, health outcomes, and education attainment.

Case Studies: In-depth case studies of specific social service systems in different countries or regions will be conducted. These case studies will focus on the effectiveness, challenges, and innovations within various social service models. Comparative analysis will be used to assess how different socio-economic contexts shape the design and delivery of services. These case studies will also explore trends such as the integration of digital technologies, the growing role of NGOs, and the shift toward preventative care.

Interviews and Surveys: Qualitative data will be gathered through semi-structured interviews with key stakeholders in the social services sector, including policymakers, social service providers, beneficiaries, and non-governmental organizations. Surveys will be distributed to social workers and service users to gain insights into their experiences and perceptions of current trends in service provision. The interviews and surveys will explore the challenges faced by the sector, user satisfaction, and expectations for future developments.

Policy Analysis: A review of recent policies and reforms related to social services will be undertaken to understand the strategic directions and funding allocations set by governments and international organizations. This will include analyzing policy documents, white papers, and reports from governmental and non-governmental bodies to evaluate the alignment between policy intentions and actual developments in the field.

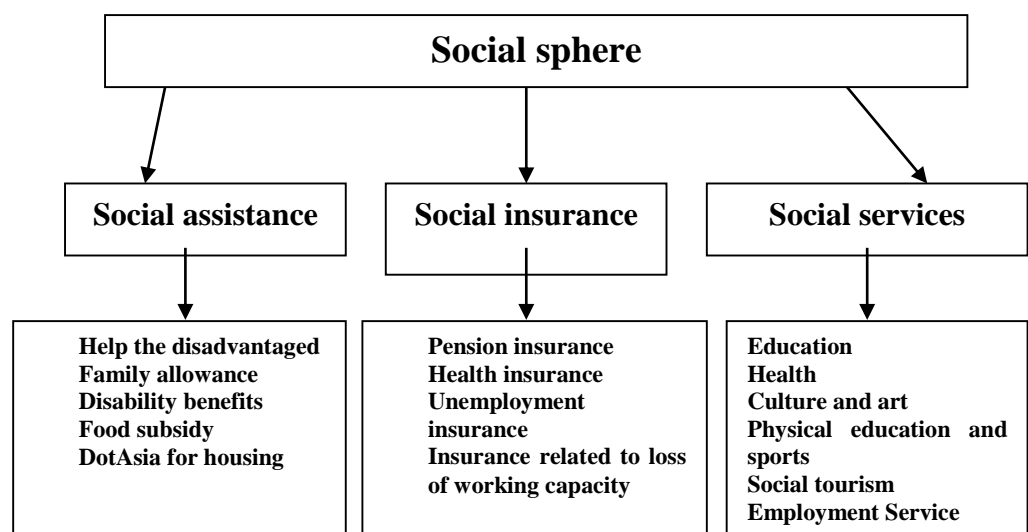
Trend Analysis and Forecasting: The research will use trend analysis methods to assess the trajectory of the social services field. This will involve examining historical trends in funding, service delivery models, and demographic shifts, with a focus on identifying emerging patterns. Predictive models will be developed to forecast future challenges and opportunities for the sector, considering factors such as population aging, technological advances, and economic shifts.

Through the integration of these methods, the study aims to provide a comprehensive understanding of the socio-economic dimensions of social services and to map the key trends shaping their future development. The findings will contribute to a deeper understanding of how social services can evolve to meet the needs of diverse populations in a rapidly changing socio-economic landscape

4. Results

Based on theoretical analysis of our research, we came to the conclusion that the main areas of the social sphere in its functioning can be divided into such important activities as social assistance, social insurance and social services, based on the goals and objectives of the social sphere (Figure 1) . They form a set of economies of the social sphere in combination and perform various functions under the objective of ensuring the well-being of those in whose center stands the human being (Figure 1).

Areas of action of the sphere of social services



Results of our research state budget expenditures in the field of social services in 2019 amounted to 107118.4 billion. sum, 257,734 crore as of 2023. indicated that the sum was established. That is, in five years it increased by almost 2.5 times . In the structure of total budget expenditures, the costs of social sector services fluctuated over the years, accounting for 54% in 2019, 50.4% in 2020, 52.2% in 2021, 49.7% in 2022 and 50.4% in 2023. The share of expenditure on benefits, material assistance and compensation payments in total budget expenditures in 2023 was 7.0% at 4.9% in 2019, the share of expenses for the housing development program fell from 2.8% in 2019 to 0.4% in 2021, while the share of transfers to the pension fund increased from 4.4% in 2019 to 5.8% in 2023.

In turn, over the past 5 years, the costs of social benefits, material assistance and compensation payments, the share of the costs of transfers to the pension fund in the costs of the social sphere increased, and the costs of the housing development program

fell by 1.4%. We expressed in Table 1 the state, composition and trend of this macroeconomic development of social services.

Table 1.

In 2019-2023, the structure of expenses incurred in the sphere of social services from the state budget, billion. in the surname

№	Expenses incurred in the field of social services	2019 year	2020 year	2021 year	2022 year	2023 year
1	Government budget expenditures	107118,4	131104,5	188257,1	236692,0	257 734
2	Costs of the social sphere	57822,3	66018,1	92013.6	117691,9	129 891
3	In %compared to total budget expenditures	54,0	50,4	48.9	49.7	50.4
4	cost of benefits, material assistance and comrensation payments	5267,2	6 573,70	10 880,3	19 397,1	18 067
4.1	in % compared to total budget expenditures	4,9	5,0	5,8	8,2	7,0
4.2	in relation to the costs of the social sphere, in %	9,1	9,9	11,8	16.5	14
5	housing construction program costs	2978,1	1 905	2409	1 010,8	1 100
5.1	in % compared to total budget expenditures	2,8	1,5	1,5	0,4	0,4
5.2	in relation to the costs of the social sphere, in %	5,2	2,9	2,8	0,9	0,8
5	Transfers to the pension fund	4700	8 000	14 700	11 092,0	15 000
5.1	in %compared to total budget expenditures	4,4	6,1	8,9	4.7	5.8
5.2	in relation to the costs of the social sphere, in %	8,1	12,1	17,0	9.4	11.5

For the subject who wants to offer social services, services can be carried out when the availability of demand in the market and financial opportunities for establishing a new business is proportional. They can be used by all segments of the population who are able to pay for using the social services they offer. Since the main goal is to earn income, a certain layer is not strictly defined as the main service base. In a market economy, it is important that there is only one Mezon, that is, the possibility of paying the applicant for social services. In the economy of many developed countries at the beginning of our century, the types of services, their role and importance in social life have changed radically. Social services have been reflected in theories about post-industrial states. Theorist economist D.Bell divides the development of social services into 3 periods.

1. Postindustrial society;
2. Industrial society;
3. The transition period to Industrial society.

Researcher K.Clark believes that a 3-sector model of the development of material goods in these societies will be based on the basis. The first sector takes all the necessary measures to create material goods. The second sector-creates material goods. The third sector-will be saturated only with the provision of services . The draft law of the Republic

of Uzbekistan "on social services intended for the elderly, disabled and other socially vulnerable categories of the population" describes the concept of social service.

In particular, social services — a complex of measures to provide assistance aimed at improving the quality of life of persons (families) left in difficult living conditions, creating opportunities for equal participation in the life of society with other citizens and (or) increasing the chances of independently meeting their basic vital needs; suppliers of social services-social sphere organizations, social assistance services, non-governmental organizations; consumers of Social Services-persons to whom social services are provided [10].

F. According to Kotler's definition, social services are the selfless assistance provided by one party to the other, as a result of which it generates Ma'anawi satisfaction instead of material interest [11]. In our eyes, F. This definition given by Kotler is the most favorable of the definitions given about social services. Because this definition fully corresponds to the activities of the non-governmental sector in the field of social services and is very close to the essence of the concept. Russian researchers E.G. Tuchkova and M.L. In the opinion of Zakharov, it is inappropriate to limit the concept of "social service" to social service only to pensioners and people with disabilities. There are many segments of the population in the community that need social assistance [12]. Social services can be used by all citizens. Social service is an integral part of Social Security [13]. Researcher Valery sharin, in his article, particularly emphasizes that social service (medical, psychological, pedagogical) is guaranteed by the State [14]. Of course, in a market economy, the issue of social service and security is very important. We believe that the following factors should be taken into account when clarifying the concept of social services .

- the focus of social services on the interests of society;
- formation of the social services market;
- the availability of the opportunity to freely choose the types of social services;
- the fact that the emergence of social services depends on the characteristics of the regions;
- the increase in the types of social services carried out on the basis of consumer requirements;
- promote the development of human capital in the Society of social services;
- strengthening of Social Capital among subjects in improving the system of social services, etc.

It usually identifies a group of potential consumers by representatives of the public, private and non-governmental sector in the formation of the social services market. All investments and activities of subjects are spent on social services aimed at meeting the needs of consumers. As a result, in the implementation of social policy, forms of social service, support, social rehabilitation, social protection, social assistance and self-help develop. Now what is the role and role of non-governmental organizations in the provision of social services? - it will be necessary to answer the question. As mentioned above, in the provision of social services to the population, non-governmental organizations are state-friendly.

The experience of developed countries shows that the basis of the activities of non-governmental organizations is built on the provision of social services. They are among the first to serve the population in the various crisis situations that occur in society (natural disasters, floods, landslides, spread of epidemic). In addition, here's how to survive in such situations, teaching the population about natural disaster prevention trails, secrets and technologies.

For example, in Japan, many NGOs teach residents, students, young children in higher educational institutions, schools how to survive an earthquake. In the remote villages of Singapore and Malaysia, local and foreign NGOs work in cooperation to explain to the population how to comply with cleanliness, maintain health and health, observe medical, personal hygiene, keep atrophyte, home clean. In developed countries, they train different segments of the population with the aim of improving service services in the fields of science, education, health, vocational training, recreation, recreation. It is worth noting that the social services provided by NGOs to a wide segment of the population are characterized by their free and impartiality. Thus, NGOs are gaining popularity among the population. Civil society institutions operating in Uzbekistan, citizens' self-government bodies, non-profit organizations contribute to the formation of a national model for the provision of social services to the population.

Analysis shows that NGOs today provide social services in the formation of socio-political, legal, environmental, knowledge and culture of the population, in the establishment and development of youth entrepreneurship, small and family business, industry. These can be seen on the example of political parties, women's committees, "businesswoman" and many other non-governmental organizations. In a word, the increase in the number of non-governmental organizations in our country will contribute to the formation of the social services market, the emergence of a healthy competitive environment, and most importantly, the effective solution of social problems by the state.

5. Discussion

The results of the study demonstrated a significant increase in state budget expenditures on social services in Uzbekistan over the past five years. Funding rose nearly 2.5 times, from 107,118.4 billion sums in 2019 to 257,734 billion sums in 2023. However, despite this overall growth, the structure of expenditures revealed noticeable changes. For instance, the share of expenses for social benefits, material assistance, and compensation payments in total budget expenditures increased from 4.9% in 2019 to 7.0% in 2023, while the share of housing program expenditures decreased from 2.8% to 0.4% during the same period. These findings indicate a shift in governmental priorities toward greater social support, which is critical in addressing the growing demand for social services and demographic changes.

The analysis of social expenditure structure highlighted the increasing role of pension fund transfers, driven by the growing number of retirees and the need to ensure their welfare. At the same time, reduced spending on housing construction programs reflects a shift toward alternative strategies for improving housing conditions, such as attracting private investments. However, the decline in these expenditures underscores the need for continued efforts to ensure affordable housing, especially for socially vulnerable groups.

The experience of developed countries demonstrates the importance of non-governmental organizations (NGOs) in providing social services. In Uzbekistan, the growing role of NGOs in shaping the social services market allows the government to focus on strategic objectives, such as social protection, health improvement, and the promotion of education. NGO involvement fosters a competitive environment, which, in turn, enhances the quality and accessibility of social services. Examples from Japan,

Singapore, and Malaysia illustrate how NGOs can effectively educate the population on hygiene, disaster preparedness, and resilience in crisis situations.

An essential aspect of this analysis is the need to adapt social services to regional characteristics. In Uzbekistan, this requires that the development of social programs account for demographic and economic differences across regions. Strengthening the role of NGOs in this context is particularly valuable, as their activities often address local needs more efficiently than centralized approaches. By integrating international best practices and focusing on targeted support, Uzbekistan has the potential to create a more sustainable and equitable social services system.

6. Conclusion

The study highlights the growing investment in social services in Uzbekistan and the corresponding shifts in spending priorities. The results underscore the critical role of social benefits and pension fund transfers in addressing population needs, while pointing to the challenges posed by declining housing program expenditures. To build a sustainable and inclusive social services system, it is essential to enhance regional adaptation of programs, encourage private sector and NGO participation, and foster a competitive environment for service provision.

The active involvement of NGOs plays a pivotal role in this transformation, as seen in the examples from developed countries. Their ability to provide free and impartial social services, particularly during crises, positions them as a vital partner in achieving national social policy goals. As Uzbekistan continues to develop its social services sector, fostering collaboration between government bodies, NGOs, and the private sector will be critical in addressing the evolving needs of its population. This collaborative approach will ensure that social services remain accessible, equitable, and responsive to the diverse challenges faced by the country.

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