



Article

Analysis of The Development of Postal Services in the Khorezm Region Using The Example of the Khorezm Branch of “Uzbekistan Post” JSC

Palvanbayev Umidbek Uktam ugli

1. Independent researcher at Urgench State University
*Correspondence: palvanbayevumidbek@gmail.com

Abstract: This article presents a comprehensive analysis of the development of postal services in the Khorezm region through the operational performance of the Khorezm branch of “Uzbekiston Pochtasi” JSC. The study evaluates the achievements, statistical indicators, and operational challenges faced by the branch in providing essential postal services to both urban and rural populations. It highlights the transformation in service types and infrastructure, including expanded delivery coverage, digitization efforts, and integration with international postal systems. Using a mixed-method approach involving econometric analysis, expert interviews, and empirical data, the article identifies gaps in customer satisfaction and logistics efficiency. Findings reveal that while service volume has increased significantly over the years, disparities remain in remote delivery timelines and regional infrastructure support. Based on this assessment, several strategic recommendations are proposed for improving service quality, operational transparency, and technological modernization of postal networks. This research underscores the broader socio-economic contributions of postal services in regional development, employment, and digital access.

Keywords: post, postal services, postal departments, region, statistical information, service.

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1. Introduction

Postal communication services are considered one of the important elements of the economic, social and political infrastructure of Uzbekistan, as in many countries around the world, and it is appropriate to recognize them as an integral part of the national economy, in addition to developing and supporting a unified information system, while serving the development of important segments of the national economy. The Resolution of the President of the Republic of Uzbekistan dated December 14, 2020, No. PR-4921 “On measures to radically improve the system of providing postal services”[1], the Order of the Director General of the Agency for Communications and Informatization of Uzbekistan dated April 18, 2011 No. 2219 “On approval of the Rules for providing postal services”[2], indicate that postal operators and providers shall carry out activities related to the provision of postal services (reception, processing, transportation and delivery of postal and courier items) in accordance with the acts of the Universal Postal Union, the legislation of the Republic of Uzbekistan and these rules. Over the past period, a number of resolutions and decrees of the President of the Republic of Uzbekistan and the Cabinet of Ministers of the Republic of Uzbekistan have been adopted for the development of the sector.

2. Materials and Methods

Advanced scientific research on the development of postal services has been conducted by several scholars. In particular, S. Perelman mentioned in his "Technical efficiency in public enterprises: a comparative study of postal services and railroads" [3], Robert J. Shapiro in his study "The basis and extent of monopoly rights and subsidies claimed by the United States Postal Service" [4] noted that the state provides subsidies to monopoly postal enterprises and that private postal enterprises are exempt from this, M. Crewe provided information on "Natural regulation of postal and delivery services" [5], William L. Megginson in his study mentioned "Financial economics of postal services" [6]. In Uzbekistan, several scientists have also conducted a number of studies on postal services. For example, Z.M. Otakuziyeva conducted scientific research on the formation of mail in Uzbekistan and its impact on economic growth in the postal service organization complex. During our research, we studied the activities of the Khorezm branch of "Uzbekiston Post" JSC and developed conclusions and recommendations [7],[8].

Research Methodology

The study focuses on the role of the Khorezm branch of the "Uzbekistan Post" JSC in studying the impact of postal services on economic growth. The study uses analytical methods, statistical analysis, expert surveys and interviews. Based on the reports of the State Statistics Committee and the "Uzbekistan Post" JSC, the relationship between postal services and economic indicators is assessed using econometric models. Local and international studies and state statistical data are used as an empirical basis. The results of this study serve as the basis for developing practical recommendations for improving postal services, introducing digital innovations and developing the postal sector in the country.

3. Result

Currently, in order to create convenience for the population, in addition to traditional services, postal service companies in Uzbekistan have established a number of new services at postal departments and branches, such as paying for utilities, telephone, electricity, property insurance, purchasing lottery tickets, sending and receiving mail, and using e-mail, and new infrastructures have been created in the sector [10],[11]. Of course, such updates require the study of the postal system's rise to a new level and the development processes that have taken their place in the socio-cultural life of the population as a separate topic. Today, Uzbekistan Post is:

- a. 14 regional branches
- b. 21 inter-district postal service links
- c. 143 district postal service links
- d. 1804 postal service departments
- e. 1414 delivery points in cities and urban-type settlements
- f. 2274 delivery points in rural areas
- g. 25 air routes
- h. more than 300 automobile routes
- i. more than 7.9 thousand employees
- j. more than 2150 postmen

Specialized branches and production:

- a. "International Post Office"
- b. "International Express Mail" (EMS)
- c. "Press Distribution"
- d. "Uzbekistan Stamp"

4. Discussion

On February 24, 1994, the Republic of Uzbekistan became a member of the Universal Postal Union and actively cooperates with all countries of the world [12]. This is the largest

postal network in the world. It unites 192 countries, more than 5.3 million employees, and more than 650 thousand post offices. “Uzbekistan Post” JSC is a member of the Telematics Cooperative under the Universal Postal Union.

Therefore, the main goal of society is:

- a. providing quality and reliable postal needs of organizations and the state needs;
- b. the development and implementation of programs for modernization and technical re-provision of networks, introduction of world achievements in the field of postal services; [13], [14]
- a. management of public divisions of the society to ensure the sustainable operation of the network network.

It should be noted that in recent years, the volume and quality of services provided by Khorezm branch of “Uzbekiston Post” JSC in recent years in providing postal services in our country in recent years in the provision of postal services in our country in recent years have been boosted from year to year. Of course, we can learn this growth and indicators through the following tables [15].

Table 1 illustrates that Urgench city received the highest volume of letters, followed by Khiva and Urgench district, indicating that urban centers remain the most active postal nodes for international correspondence.

Table 1. Information on shipments received from foreign countries for post offices of the Khorezm branch of “Uzbekistan Post” JSC from January to December 31

№	Postal services names	Number of letters	Number of packages
1	Urgench city	52367	695
2	Shavat district	8528	11
3	Khazarasp district	9151	52
4	Urgench district	10877	8
5	Khiva	11164	78
6	Bagat district	7203	31
7	Kushkupyrdistrict	7423	29
8	Khanka district	8214	18
9	Pitnak city	8226	13
10	Gurlen district	9227	21
11	Yangiari district	5173	20
12	Yangibazar district	4703	11
all:		142256	987

As seen in this table, a large part of the letter received in the region is in the branch of Urgench.

Furthermore, data on outbound mail—specifically shipments delivered to foreign countries by the Khorezm branch—are presented in Table 2. This table provides insight into regional output levels in terms of both letters and packages. The analysis in Table 2 reveals that outbound international shipments significantly exceed the inbound figures, with Urgench again leading in total volume, followed by Urgench district and Khazarasp district.

Table 2. Information on the shipments delivered to foreign countries by Khorezm regional branch of “Uzbekistan Post” from January to December, 2014

№	Postal services names	Number of letters	Number of packages
1	Urgench city	172820	789
2	Shavat district	70108	42
3	Khazarasp district	72190	63
4	Urgench district	106522	110
5	Khiva	108108	80

6	Bagat district	57451	53
7	Kushkupyr district	63594	36
8	Khanka district	76850	61
9	Pitnak city	32423	33
10	Gurlen district	59280	55
11	Yangiarik district	47233	25
12	Yangibazar district	36273	24
all:		902852	1371

From the table above, we know that it is almost 6 times more than those who are coming into the region and packages leave the region. We will be able to fully review the number of services provided in the past years through the table below.

The long-term trends in service usage, including letters, money transfers, packages, and printed publications, are comprehensively summarized in Table 3, which presents comparative data from 2021 to 2024. This table helps to evaluate year-on-year growth and the relative changes in each category of service.

Table 3. Information on the number of general services provided by the Khorezm regional branch of "Uzbekiston Post" JSC for 2021-2024 (thousands)

No	Name of indicators	2021-year	2022- year	difference in percentage (%)	2023- year	2024- year	difference in percentage (%)
1	Letters	596,0	451,0	76	889,0	373,0	42
2	Money transfers	43,3	17,3	40	5,2	3,3	63
3	Packages	2,8	2,9	103	3,7	2,38	64
4	Total-periodical publications	968,0	894,4	92	1109,0	1099,5	99

Conclusion

The number of postal services users is growing from year to year as we have been able to bring many products in this area recent years in our country in the sector. This, in turn, leads to the development of postal services in our country. But our research shows that although the system is working hard in this area, in some cases, customers are making the letter or packages to long distances, indicating the industry to further develop in the region.

Based on the above information, we can add that the service sector, in particular postal services by Khorezm regional branch of "Uzbekistan post" JSC, has many beneficial aspects for the regional economy, including the following:

- a. The service sector occupies a large share in the GRP;
- b. Postal services are formed as small business entities producing tangible and intangible goods;
- c. The postal services sector serves to increase the standard of living of the population;
- d. Postal services form a new service market in the region;
- e. Postal services increase the level of employment of the population;
- b. Postal services make a significant contribution to the development of regional infrastructure;
- a. Postal service facilities are reformed;
- b. Increases the volume of internal and external investment in the region, etc.

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