

## THE INTERNATIONAL EXPERIENCE OF PROVIDING TRANSPORT SERVICES FOR TOURISTS AND ITS APPLICATION IN UZBEKISTAN

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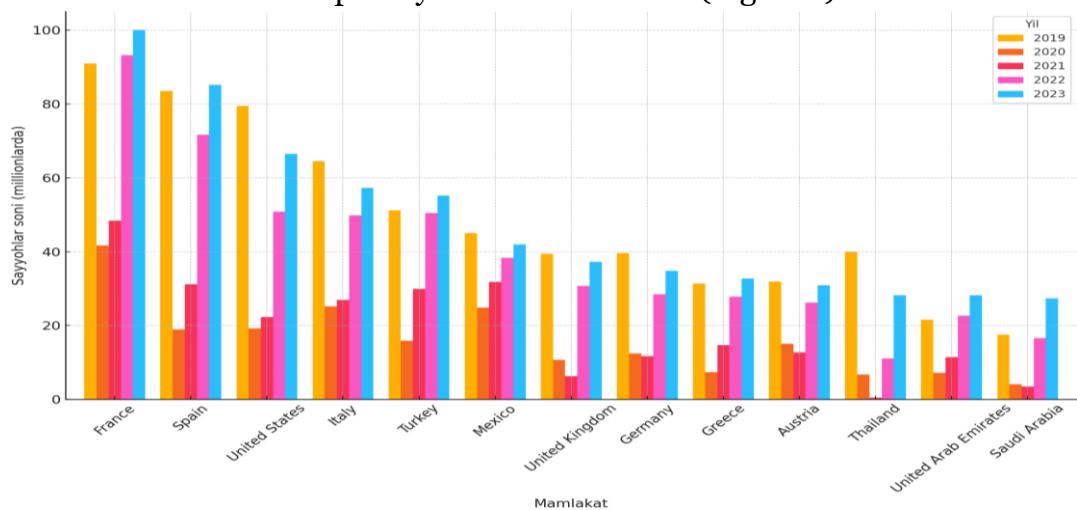
### Abstract

This article examines the global experience in organizing transport services for tourists and explores its practical application in Uzbekistan. It presents a comparative analysis of successful models from countries such as France, Japan, Singapore, the United Arab Emirates, and the United States. Key factors contributing to effective tourist transportation — including legal regulations, licensing, safety, infrastructure quality, and digitalization — are evaluated. The article highlights the importance of improving transport infrastructure, integrating logistics systems, and adopting digital technologies to enhance tourist satisfaction. Based on international best practices, the study provides recommendations for developing an efficient and competitive tourist transport system in Uzbekistan.

**Keywords:** Tourist transport, international experience, logistics, digitalization, infrastructure, transport services, safety standards, public transport, mobility, Uzbekistan tourism.

### Introduction

The provision of transport services for tourists is directly linked to the development of global tourism. Countries with advanced tourism sectors strengthen their economies and enhance their attractiveness to visitors by offering convenient and high-quality transport services. Below is an overview of the experiences of countries with the most successful tourism and transport systems in the world (Figure 1).



**Figure 1. International Tourist Arrivals in 2019–2023 (in millions)**

This figure illustrates the changes in international tourist arrivals by country from 2019 to 2023. The data clearly reflect the impact of the COVID-19 pandemic and the subsequent recovery period. In 2019, all countries experienced high volumes of tourist visits, with France leading at over 90 million arrivals. Spain and the United States followed with 83 and 79 million tourists, respectively. Italy, Turkey, and Mexico also reported strong figures. During this period, countries actively capitalized on their tourism appeal to attract visitors.

In 2020, the COVID-19 pandemic had a significant negative impact on the number of tourist arrivals. In major tourism hubs such as France and the U.S., the number of visits dropped by nearly half. In Spain, the decline reached almost 80%, falling from 83 million to just 18.93 million. Italy, Turkey, and Thailand also experienced sharp declines. Overall, international tourism dropped dramatically due to travel bans and restrictions imposed in response to the pandemic.

According to experts from the World Travel and Tourism Council (WTTC), the Maldives has been identified as the country most dependent on tourism. By the end of 2017, tourism accounted for 39.6% of the country's Gross Domestic Product (GDP). In general, exotic island nations rely heavily on tourism for economic stability. For instance, tourism contributes 26.4% to the GDP of the Seychelles, 19% in the Bahamas, and 15% in Saint Lucia.

Below is a table showing the countries with the highest share of tourism in their GDP:

**Table 1 Countries where tourism accounts for a significant portion of GDP**

Country	Tourism's Share in GDP (%)
Maldives	39.6%
Seychelles	26.4%
Bahamas	19%
Saint Lucia	15%
Malta	14.2%
Montenegro	11%
Croatia	10.9%

Table 1 presents the economic indicators of countries where tourism constitutes the largest share of Gross Domestic Product (GDP). The figures indicate that tourism is one of the main sources of income for these countries.

Nations with a high share of tourism in their GDP are highly dependent on this sector to maintain economic stability. In these countries, tourism is strongly supported by both private enterprises and government policies, as it is considered one of the most critical sectors of the economy. Countries whose state budgets rely heavily on tourism revenues are particularly sensitive to fluctuations in tourist flows. Factors such as pandemics, natural disasters, or political instability can have a detrimental effect on their economic stability.

Diversifying types of tourism helps these countries avoid reliance on a single form of travel and instead promotes a broad range of tourism activities such as eco-tourism, cultural tourism, beach tourism, and mountain tourism. This diversification contributes to maintaining a steady flow of tourists throughout the year and helps ensure economic sustainability.

This analysis demonstrates that countries where tourism contributes significantly to GDP tend to develop their economies primarily around the tourism industry, and they actively support this sector to maintain economic resilience.

The following table presents the countries with the highest recent scores in the World Bank's Logistics Performance Index (LPI). The LPI evaluates the effectiveness of international logistics and trade based on key factors such as customs efficiency, infrastructure quality, international shipping capacity, logistics service quality, tracking and monitoring systems, and reliability of delivery times.

**Table 2. Top-Performing Countries in the World Bank's Logistics Performance Index (LPI)**

Country	LPI (2018)	Customs	Infrastructure	International Shipments	Logistics Quality	Tracking	Timeliness
Germany	4.20	4.12	4.37	3.86	4.31	4.24	4.39
Switzerland	4.19	4.11	4.28	4.03	4.09	4.19	4.42
Belgium	4.11	4.00	4.12	4.02	4.07	4.07	4.32
Sweden	4.05	3.99	4.20	3.77	4.06	4.08	4.25
Netherlands	4.04	4.02	4.05	3.98	4.04	4.03	4.15
Singapore	4.00	3.89	4.09	3.98	4.00	4.00	4.02
Denmark	3.99	4.03	4.08	3.77	3.94	3.93	4.18
Japan	3.97	3.90	4.02	3.79	3.98	4.02	4.07
Finland	3.97	3.91	4.08	3.73	4.02	4.02	4.08
France	3.95	3.86	4.00	3.80	3.92	4.02	4.07

The countries listed in Table 2 demonstrate the highest scores in international logistics performance based on the World Bank's Logistics Performance Index (LPI). These rankings are the result of analyzing several key indicators, including customs efficiency, infrastructure quality, international shipment capabilities, logistics services, tracking systems, and the reliability of delivery times.

Among the leading countries, Germany, Switzerland, and Belgium stand out with the highest overall LPI scores. These countries have highly developed infrastructure and efficient customs services, allowing them to organize international trade and logistics operations effectively. Germany, in particular, leads in infrastructure quality with a score of 4.37, reflecting its advanced transport networks and top-tier logistics systems. In Asia, Singapore and Japan rank among the top countries in terms of logistics efficiency. They are considered leaders in implementing high-quality infrastructure and digital logistics solutions. Based on the data presented, it can be concluded that countries with well-developed transport services achieve global competitiveness in trade and logistics by having efficient customs systems, robust infrastructure, reliable international shipping capacity, and timely delivery networks. Drawing from the

experience of these countries, it would be advisable to improve the system of transport services in Uzbekistan.

The transport and tourism sectors are closely interrelated and mutually reinforcing, with each contributing significantly to the development of the other. One of the key connections is the development of passenger transport infrastructure to meet the fundamental needs of tourism. This includes the construction and improvement of railways, roads, airports, and seaports, which facilitate convenient access for tourists and ensure seamless movement during their travels.

Through the efficient organization of air, sea, and land transport modes, it is possible to increase the flow of both international and domestic tourists to key destinations. High-quality transport services provide travelers with greater comfort and a wider range of options. This, in turn, ensures that their journeys are more efficient, safe, and enjoyable. A well-developed transport system not only enhances the attractiveness of tourist destinations but also contributes to strengthening their economic potential.

Secondly, in order to ensure the functioning of hotels, restaurants, tourist attractions, and other tourism-related services, there is a need for timely delivery of food, goods, and other supplies. For example, delivering goods to tourist facilities located in mountainous or rural areas requires a highly efficient logistics system.

To maintain high service quality in tourist zones, goods must be delivered promptly. In this context, environmentally friendly transport, refrigerated delivery vehicles, and express logistics services are in high demand.

Thirdly, the development of airport and port services plays a crucial role. Airports are considered key gateways for international tourism. A modern and efficient airport infrastructure increases the capacity to accommodate large numbers of tourists and provide them with high-quality services. Effective logistics within airports also accelerates the movement of goods and enhances service delivery for travelers.

In countries with marine-based tourism, seaports play an important role in developing the sector. Transport services facilitate the fast and safe delivery of cargo to ports, ensure prompt handling, and guarantee convenient mobility for tourists.

Fourthly, the development of logistics centers in tourist zones is essential. Logistics hubs established near tourist areas serve to store, process, and quickly distribute goods. These centers play a critical role in supplying enterprises and organizations that provide services to tourists with necessary products and equipment.

Logistics centers located close to tourist attractions ensure timely delivery of high-quality goods and services, thereby improving the overall level of service in the area.

Fifthly, the growing demand for ecologically safe transport services parallels the development of tourism. Green logistics — including environmentally friendly vehicles and waste-free supply chains — helps minimize the negative impact on the environment in tourist zones.

Through the implementation of sustainable logistics solutions, it is possible to reduce resource consumption and waste during the delivery of goods and services to tourist

facilities. This contributes to preserving the natural environment of tourist areas and ensuring their long-term economic sustainability.

### **Digital Logistics Solutions and Support for Tourism**

Sixth, the transport service sector can support tourism through digitalized systems. For instance, tourists can book their tickets and transport services online, make payments, and plan their schedules with ease.

The development of mobile applications that provide real-time transport information, such as routes, pricing, and availability, helps strengthen the integration between tourism and transport services. For example, automating hotel supply logistics or providing real-time updates on transport options improves service efficiency and convenience.

Seventh, transport services are essential for tourism and major public events such as festivals, international sports competitions, or exhibitions. These events typically attract large numbers of visitors, and reliable transport plays a key role in delivering supplies, accommodating guests, and ensuring access to necessary services.

Well-organized transport systems are crucial for the timely and effective management of mass events. With comfortable and accessible transport, tourists can fully participate in these events and enjoy high-quality services.

The link between logistics and tourism plays a major role in the efficient functioning of both sectors. Advancing logistics services allows tourists access to reliable transport, quality services, and timely product delivery. In Uzbekistan, improving the logistics infrastructure will support the rapid development of tourism, enhance service quality for visitors, and increase the country's overall attractiveness.

The European Union has a highly developed transport infrastructure and places great emphasis on providing convenient transport services for tourists. In most EU countries, tourists benefit from the following transport options:

The railway system in Europe is well-developed and is considered a fast and affordable mode of intercity and regional travel. High-speed trains such as Eurostar and TGV provide convenient and cost-effective transportation across countries like France, Germany, the United Kingdom, and others.

Urban transportation systems — including metro, tram, and bus networks — are also well established in European cities. Cities such as Berlin, Paris, and London offer daily or weekly travel cards that allow tourists to use all public transport modes conveniently. Moreover, the Schengen Area enables travelers to move between European countries without border checks, which significantly facilitates cross-border tourism transport and adds convenience for international tourists.

Japan is recognized as one of the world's leading countries in transport services and technologies. It offers highly developed and efficient transport systems tailored to meet the needs of tourists.

Japan's Shinkansen (bullet train) network is one of the fastest and most reliable railway systems in the world. Tourists can take advantage of the Japan Rail Pass (JR Pass), a

special travel card that allows unlimited travel on designated trains. This service provides tourists with convenient and affordable travel options across the country.

All modes of transportation in Japan are equipped with advanced technologies. Mobile applications provide tourists with up-to-date information on transport maps, routes, and ticket prices, significantly simplifying navigation and trip planning.

Singapore has a highly developed transport infrastructure that offers efficient and high-quality services to tourists. The city-state provides comprehensive access to all areas via metro (MRT), buses, and taxis.

Various types of travel cards are available for tourists, making public transport usage simple and convenient. Special tourist buses are also operated, covering Singapore's main attractions, and helping visitors easily organize sightseeing tours.

The high quality of roads and the well-regulated public transport system ensure safe and comfortable travel for tourists throughout the city. Singapore's seamless integration of services contributes to its reputation as one of the world's most tourist-friendly cities.

## Conclusion

The global tourism industry demonstrates that effective transport systems are essential for attracting and retaining tourists. Countries with developed transport infrastructure and smart mobility solutions ensure convenience, safety, and time savings for travelers. Applying this experience in Uzbekistan requires modernizing its transportation infrastructure, expanding high-speed rail services, digitizing logistics processes, and offering user-friendly booking platforms and mobile applications. The development of eco-friendly transport and customized services for tourist destinations will significantly increase the country's appeal and economic sustainability. Uzbekistan can improve its competitive position in global tourism by aligning with international standards and prioritizing innovation in transport services.

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