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## Factors for Improving the Quality of Social Services Through the Development of the Mahalla System

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**Abstract:** This article analyzes the factors influencing the development of social services in mahallas. It substantiates the importance of social services as a key factor in societal development. The study examines the impact of social, political, economic, ideological, moral-psychological, and technogenic factors on the development of social services. The authors analyze the significance of social services, their role in society, their contribution to improving public welfare, and the mechanisms of their development. Additionally, the article outlines key strategic directions for the advancement of social services.

**Keywords:** Social Services, Social Protection, Mahalla, Economic Factors, Political Factors, Ideological Factors, Technogenic Factors, Social Policy, Societal Development, Social Needs

### 1. Introduction

The concept of social services is closely related to social protection, which was first introduced in the United States. Initially, social protection referred to the establishment of a mandatory insurance system covering old age, death, disability, and unemployment. Over time, under the recommendations of international organizations such as the International Labour Organization (ILO), the World Health Organization (WHO), and the International Social Security Association (ISSA), this concept was expanded to include guarantees of minimum income during periods of incapacity for work, working conditions, and wage payment regulations.

Today, the meaning and scope of these concepts have broadened significantly and play a crucial role in the development of society. In our country, particular attention is given to this sector, and it is considered an integral part of state policy. This, in turn, necessitates the identification of key factors influencing the future development of social services and strategic directions for their advancement. This study highlights the relevance and significance of the research topic.

### Literature Review

Various studies have been conducted on the development of social services and the factors influencing them, with numerous local and international economists expressing their views on this topic. These studies consider social services as a crucial factor in societal development.

In international economic literature, the works of several scholars are particularly significant in the study of social services. In particular, researchers such as J. Fourastié[1], C. Clark[2], N. Luhmann[3], J. Zingelmann[4], T. Parsons[5], and N. Smelser[6] have

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developed theoretical approaches to the development of social services and their impact on society and the economy. Their works extensively discuss the role of social services in the economy, their effect on the labor market, and their influence on the standard of living of the population.

Furthermore, experts such as M.O. Buyanova[7], V. Sharin[8], M.V. Vorontsova[9], V.E. Makarov[10], and I.V. Malofeev [11] have studied the fundamental elements of the social services system, its development mechanisms, and the role of state policy in this sector. Their research examines the interrelation between social protection and social services, as well as various models of financing social services.

Uzbek economists have also conducted several studies on this topic. In particular, researchers such as K.Kh. Abdurakhmonov[12], D.Z. Ernazarov[13], and P.Z. Khashimova [14] have analyzed the development directions of social services in Uzbekistan and their economic and social significance. Their works highlight the structure of the local social services system, its legal foundations, the impact of social services on the living standards of the population, and the role of state policy in this area.

The analysis of the literature indicates that the social services system is formed under the influence of various economic, political, and social factors. Since each society has its own development strategy, the mechanisms for the development of social services also possess unique characteristics in each country. Additionally, state policies aimed at improving and enhancing the efficiency of social services play a crucial role in ensuring their sustainability and effectiveness.

## 2. Methodology

This study analyzes the factors influencing the development of social services using scientific abstraction, induction and deduction, expert evaluation, analysis, and synthesis methods. These methodologies were employed to examine the interrelation and impact scope of social, economic, political, ideological, moral-psychological, and technogenic factors on the development of social services.

## 3. Result and Discussion

One of the fundamental principles of Uzbekistan's independent development and progress is a strong social policy. Through social policy, a broad range of measures is implemented to ensure the realization of individuals' socio-economic interests, improve the well-being of families, and enhance the quality of life of every individual. This is clearly reflected in the statements of the President of Uzbekistan, Sh.M. Mirziyoyev, who emphasized:

“Ensuring employment, providing professional training for youth and unemployed citizens at the state's expense, developing family entrepreneurship, and implementing targeted support for vulnerable populations are projected to reduce poverty by half by 2026. At the same time, the management system in the social protection sector will be reformed, and the quality and scope of social services will be improved” [15].

The stable functioning of human capital is directly linked to the provision of social services, which play a crucial role in its preservation and development. The demand for social services is primarily derived from physiological needs, including:

Restoring the working capacity of individuals;

Maintaining health and ensuring longevity, particularly in old age;

Meeting the social service needs of people with disabilities.

Fulfilling these needs helps restore the working capacity of the first group, extend the lifespan of the second group, and enhance the quality of life for the third group. Conversely, failing to address these needs can lead to negative consequences. Therefore, the development of this sector has become a fundamental necessity for every society.

When considering the development of social services, it is essential to analyze the key factors influencing their progress. The mechanism of social service development is shaped by social, political, economic, ideological, moral-psychological, and technogenic factors.

#### Impact of Various Factors on the Development of Social Services

##### 1. Social Factors

Social factors influence the development of social services in the following ways:

Increased consumption of social services leads to better workforce utilization and improved employment levels due to time efficiency;

Social services enhance labor productivity and overall economic output;

The direct and indirect effects of social services contribute to an increase in national income;

The consumption of economic resources rises as a result of increased demand for social services;

Social services improve the educational and cultural level of the population, strengthen public health, and help bridge the gap between urban and rural living standards.

##### 2. Political Factors

The impact of political factors on social services is reflected in:

Changes in state and societal governance structures;

The emergence of political crises and military conflicts;

The presence of legal regulations and legislative frameworks governing social services.

##### 3. Economic Factors

The impact of economic factors on social service development is directly related to the stability of the national economy and the state budget. Economic stability:

Creates opportunities for the expansion of social services;

Contributes to overall economic growth and development;

Enhances the population's well-being through better access to social services.

The development of social services can be measured through the following indicators:

The extent to which social service needs are met within the population;

The effect of social services on reducing household labor costs and increasing leisure time;

The impact of social services on labor force quality and overall production efficiency.

##### 4. Ideological Factors

Ideological factors also have a unique influence on social services, manifesting through:

Mobilization function – directing society toward specific social goals;

Identification function – shaping social and cultural identities;

Transformational function – influencing worldviews and values;

Integrative function – fostering unity and cohesion within society;

Socialization function – facilitating the integration of individuals into the social environment.

These aspects highlight the significance of ideological factors in shaping and developing social services.

##### 5. Moral-Psychological Factors

Moral and psychological factors play a crucial role in developing social services by influencing:

The ethical and moral state of the population;

The social and psychological capabilities of individuals in accessing and utilizing social services;

The effectiveness of social service policies in achieving their intended objectives.

#### 6. Technogenic Factors

Technogenic factors, which arise from unpredictable natural and man-made disasters (such as earthquakes, floods, storms, epidemics, etc.), significantly affect social services. These factors necessitate rapid response mechanisms within the social service sector to mitigate consequences and provide emergency support to affected populations.

#### 4. Conclusion

The development of social services in mahallas is a crucial factor in societal progress. The findings of this study indicate that social services are not merely a means of meeting the needs of the population but also serve as one of the primary drivers of economic stability and social security in the country.

The effective development of social services is influenced by social, political, economic, ideological, moral-psychological, and technogenic factors. As a sector, social services contribute not only to improving the well-being of the population but also to ensuring social equality, increasing labor productivity, and enhancing national income.

Furthermore, improving the efficiency of state policies, strengthening the legal and economic framework, adopting innovative approaches, and reinforcing the social security system are essential for the development of social services.

In conclusion, the collaboration between the state and society plays a vital role in advancing the social services sector. Enhancing the effectiveness of these services contributes to improving living standards, ensuring social stability, and fostering economic development.

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