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DEVELOPMENT OF INCLUSIVE TOURISM IN UZBEKISTAN: CURRENT CHALLENGES AND OPPORTUNITIES

Hamidullayeva Mumtozabegim Rustam qizi

Tashkent State University of Oriental Studies

Student in specialty of Tourism (International tourism)

Munisa Mansurovna Bahrombekova

Tashkent State University of Oriental Studies

*Teacher of the Department of Western Languages, the Faculty of
Applied Sciences*

munisa_bahrombekova@tsuos.uz

munisabahrombekova1990@gmail.com

Abstract: inclusive tourism plays a vital role in achieving sustainable and equitable development in the modern world. It aims to ensure that travel experiences are accessible to all individuals, including persons with disabilities, elderly travelers, pregnant women, and those with temporary health conditions. This paper analyzes the current state of inclusive tourism in Uzbekistan through a SWOT analysis framework. The study draws on national legislative measures, international conventions, and global best practices promoted by organizations such as the UNWTO

and WHO. While policy advancements and international cooperation have laid a strong foundation, challenges such as regional disparities, insufficient personnel training, limited data, and low public awareness remain persistent. The findings suggest that inclusive tourism has significant potential to contribute to Uzbekistan's development goals if supported by targeted strategies and intersectoral collaboration.

Keywords: inclusive tourism, persons with disabilities, accessibility, barrier-free travel, sustainable tourism, policy development, Uzbekistan, SWOT analysis, regional development, universal design.

1. Introduction

Tourism is recognized globally as one of the fastest-growing economic sectors, contributing significantly to employment, foreign investment, and infrastructure development. In Uzbekistan, recent years have seen increased government attention toward the tourism industry as a strategic driver of socio-economic growth. As part of this shift, the concept of inclusive — or barrier-free — tourism has emerged as a key priority.

Inclusive tourism refers to the creation of environments and services that accommodate all travelers, regardless of their physical abilities, health conditions, or age. According to the World Health Organization (WHO), over 1.3 billion people worldwide live with disabilities. However, inclusive tourism extends beyond individuals with disabilities to encompass a broader range of travelers, such as the elderly, pregnant women, individuals with temporary health limitations, and those traveling with children or heavy luggage.

The origins of inclusive tourism can be traced to global discourse in the 1970s, gaining institutional backing with documents such as the 1980 Manila Declaration by the UN World Tourism Organization (UNWTO), which recognized tourism as a universal right. Further support came from the 1991 UNWTO resolution, “Creating Tourism Opportunities for Handicapped People in the Nineties,” which reinforced the importance of inclusive practices in the tourism sector.

In Uzbekistan, inclusive tourism has garnered attention as both a human rights imperative and an opportunity for market diversification. Legislative progress includes Presidential Decree No. 20 (January 12, 2024) and Law No. 641 (October 15, 2020), both aimed at improving access to tourism infrastructure and services for people with special needs. However, despite these initiatives, the implementation of inclusive tourism remains uneven across regions and sectors. This paper seeks to assess the current landscape of inclusive tourism in Uzbekistan and identify strategic opportunities and barriers to its development.

2. Methods

This study adopts a **qualitative research approach** to examine the current status and development prospects of inclusive tourism in Uzbekistan. The research methodology is based on document analysis, supported by a SWOT (Strengths, Weaknesses, Opportunities, Threats) framework to assess internal and external factors influencing the inclusivity of the tourism sector.

Primary data sources included:

- Legislative documents issued by the Government of Uzbekistan (e.g., Presidential Decrees and national laws).
- International legal frameworks such as the **UN Convention on the Rights of Persons with Disabilities** (ratified by Uzbekistan in 2021).
- Official reports and resolutions from international organizations including the **UN World Tourism Organization (UNWTO)** and the **World Health Organization (WHO)**.

Secondary sources consisted of academic literature, scholarly articles, policy papers, and statistical reviews related to inclusive tourism and sustainable development.

The **SWOT analysis** method was selected for its effectiveness in identifying and categorizing strategic factors relevant to policymaking. It allows for a systematic evaluation of:

- **Strengths:** Institutional support and legal foundations,
- **Weaknesses:** Gaps in implementation, training, and data collection,
- **Opportunities:** Innovations in digital technology and partnerships,
- **Threats:** Societal attitudes, financial constraints, and regional disparities.

Data collection and review focused on:

- National laws: Law No. 641 (October 15, 2020), Law No. 695 (June 7, 2021),
 - Government programs: Presidential Decree No. 20 (January 12, 2024),
 - Proceedings and statements from the 25th General Assembly of the UNWTO held in Samarkand (October 2023),
 - International conventions and resolutions concerning accessible tourism and human rights.
- This structured approach ensures a multidimensional analysis of inclusive tourism development and supports evidence-based recommendations tailored to Uzbekistan's socio-political context.

3. Results and Discussion

This study conducted a SWOT (Strengths, Weaknesses, Opportunities, Threats) analysis to examine the current status of inclusive tourism in Uzbekistan. The analysis is based on legal documents, international standards, and field observations and highlights the key drivers and challenges of implementing inclusive practices across the tourism sector.

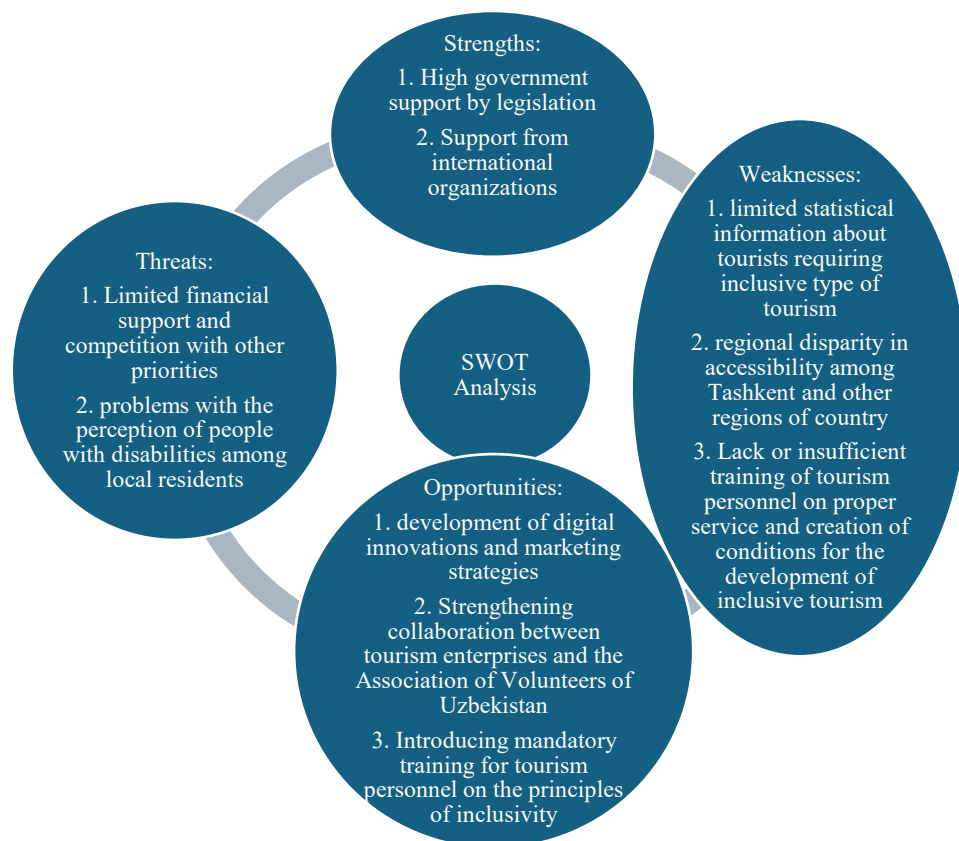
Strengths

High Government Support by Legislation

The Government of Uzbekistan has shown strong and strategic support for the development of inclusive tourism. Legislative backing and official state initiatives reflect an evolving national vision for equitable access to travel services. Key legal measures include:

- **Presidential Decree No. 20**, dated January 12, 2024, which outlines accessibility standards for public tourism facilities
- **Law of the Republic of Uzbekistan No. 641**, dated October 15, 2020, which mandates inclusive infrastructure development in Articles 23, 24, 25, and 27
- **Law No. 695**, dated June 7, 2021
- The Republic of Uzbekistan **ratified the Convention on the Rights of Persons with Disabilities** (New York, December 13, 2006), reinforcing its commitment to international human rights standards in tourism

Figure 1. SWOT Analysis of Inclusive Tourism Development in Uzbekistan



Furthermore, during the **25th session of the General Assembly of the UN World Tourism Organization (UNWTO)** held in Samarkand in October 2023, the President of Uzbekistan proposed designating **2025 as the World Year of Inclusive Tourism**. This high-level diplomatic initiative reflects Uzbekistan's ambition to shape the global agenda on barrier-free tourism.

Weaknesses

Limited Statistical Information

Currently, the National Statistics Committee does not systematically collect data on tourists requiring accessible services. The absence of such information hinders evidence-based policy planning, obstructs the development of targeted services, and limits the ability to evaluate the effectiveness of inclusive initiatives. A coordinated approach involving the Committee, border services, and migration centers is essential to track the number, needs, and travel motivations of individuals with disabilities visiting Uzbekistan.

Regional Disparities in Accessibility

Despite national legislation requiring inclusive practices, actual implementation varies across the country. In Tashkent, accessibility improvements such as wheelchair ramps, adapted hotel rooms, and public transport systems have been introduced. However, many regions outside the capital lack even the most basic accessible infrastructure. This disparity threatens to weaken the development of a unified, inclusive tourism brand for Uzbekistan. To bridge this gap, decentralization of funding and administrative power is necessary. Local governments should receive state funds to develop inclusive infrastructure and submit regular implementation reports to central authorities.

Lack of Staff Training

Another major issue is the insufficient level of inclusivity training among tourism personnel. Many staff members remain unfamiliar with the service standards and ethical considerations required when assisting travelers with special needs. This can result in unintentional exclusion, inconsistent service quality, and reputational damage to Uzbekistan as a barrier-free destination.

Opportunities

Digital Innovation and Technology

The digital transformation of the tourism sector offers promising opportunities to advance inclusivity. Mobile applications, AI-based travel assistants, and interactive maps can help tourists with limited mobility access accurate and personalized information about accessible routes, services, and infrastructure. Financial support for such innovations would allow Uzbekistan to position itself as a modern and technologically inclusive destination.

Volunteer-Based Partnerships

Travel companies can collaborate with civil society groups such as the **Association of Volunteers of Uzbekistan** to enhance inclusive service delivery. Volunteers trained in accessibility support can assist tourists with disabilities, improving service quality and ensuring a more welcoming environment. Incentivizing these volunteers through educational scholarships or social benefits can help sustain long-term engagement.

Mandatory Training for Tourism Workers

The institutionalization of mandatory training programs in inclusive tourism would raise the competence of staff across public and private tourism organizations. Such training would improve service consistency, elevate visitor satisfaction, and promote Uzbekistan's global image as an inclusive and ethical tourism hub.

Threats

Limited Financial Support and Budget Competition

Inclusive tourism still receives less attention in national budget allocations than sectors such as defense, education, and healthcare. Without consistent and sufficient funding, inclusive infrastructure projects risk stagnation. Strengthening ties with international organizations like the **UNWTO** and **ECOSOC** could unlock new funding sources. Additionally, introducing tax incentives for private companies investing in accessibility measures would boost public-private cooperation.

Stereotypes and Public Perception

Societal attitudes toward individuals with disabilities continue to pose challenges. Travelers may experience discomfort or exclusion due to lack of awareness or insensitive behavior from local communities. Long-term strategies should include cooperation with educational institutions, national media, and youth organizations to launch public awareness campaigns about the benefits of inclusive tourism and the rights of all travelers.

Case Study: Best Practice from Spain

Spain — especially the city of Barcelona — provides a valuable reference point for inclusive tourism. The city is recognized globally for its accessibility infrastructure and inclusive travel services. A dedicated website, Accessible Tourism, available in six languages, offers detailed information about 19 destinations adapted for elderly and disabled travelers. Features include:

- High-contrast visuals
- Audio descriptions
- Adapted public buses and metro systems
- Wheelchair-friendly city design
- Specially equipped hotel rooms

Barcelona's success demonstrates how a combination of inclusive design, digital support tools, and public education can make a destination truly accessible — offering a practical roadmap for Uzbekistan to follow.

4. Discussion

The findings of this study underscore both the progress and persistent gaps in the development of inclusive tourism in Uzbekistan. Legislative and institutional frameworks have been established, reflecting a clear political will to ensure accessibility and equity in tourism services. The enactment of national laws and Uzbekistan's commitment to international conventions provide a solid legal basis for advancing inclusive tourism.

However, despite these strengths, practical implementation remains a challenge. The absence of comprehensive data collection mechanisms limits the ability to assess demand and develop evidence-based solutions. In particular, the lack of statistics concerning tourists with disabilities or special needs prevents effective resource allocation and service design.

Moreover, regional disparities hinder national consistency in accessibility standards. While Tashkent has made visible progress in inclusive infrastructure, other regions lag behind due to limited funding, awareness, or enforcement. This imbalance not only affects service equity but also weakens Uzbekistan's potential as a cohesive and universally welcoming travel destination.

The limited training of tourism professionals further exacerbates this issue. Without proper knowledge and sensitivity toward inclusivity, staff members may inadvertently create unwelcoming experiences for tourists with disabilities or health conditions. Introducing standardized, mandatory training on inclusive service principles would help elevate industry competence and customer satisfaction.

On the positive side, the rapid advancement of digital technologies presents transformative opportunities. Mobile apps, interactive portals, and AI tools can empower travelers with accessibility needs by providing real-time information on infrastructure, transport, accommodations, and tourist attractions. Government support for digital innovation could position Uzbekistan as a technologically adaptive and accessible destination.

Partnerships also offer scalable solutions. Collaboration with volunteer organizations, educational institutions, and international bodies can support capacity building and amplify outreach. Programs involving volunteers trained in inclusive service delivery could strengthen the human infrastructure required for sustainable inclusive tourism.

Lastly, the role of public perception must not be underestimated. Persistent stereotypes and social stigmas regarding individuals with disabilities create psychological and social barriers. A multi-tiered public awareness campaign involving media, schools, and civil society organizations is essential to cultivating a supportive and empathetic environment.

Conclusion

Inclusive tourism holds considerable promise as a contributor to Uzbekistan's sustainable development agenda. Legal frameworks, international engagement, and early infrastructure efforts provide a foundational base for progress. However, meaningful implementation requires more than policy — it demands data, decentralized investment, workforce education, and cultural transformation.

Key recommendations include:

- Establishing a national data system to track tourists with accessibility needs;
- Decentralizing funding to empower regional administrations;
- Mandating inclusivity training for all tourism personnel;
- Supporting digital innovations tailored to people with disabilities;
- Partnering with volunteer organizations and NGOs;
- Promoting public education campaigns to reshape societal attitudes.

By addressing these structural and social challenges, Uzbekistan can strengthen its position as a leader in inclusive tourism in Central Asia. With continued commitment and multi-stakeholder collaboration, the country can ensure that travel experiences are not only enjoyable — but accessible — for everyone.

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AGROTURIZM SOHASIGA INVESTITSİYALARNI JALB ETISHNI BOSHQARISH MEXANIZMINI TAKOMILLASHTIRISHNING USTUVOR YO'NALISHLARI

Sayfulloyev Oybek Olimovich
Buxoro davlat universiteti iqtisodiyot
kafedrası o'qituvchisi, i.f.f.d. (PhD)

Annotatsiya: maqolada agroturizm sohasiga investitsiyalarni jalb qilishning xorij tajribasi, uning ijtimoiy-iqtisodiy samarasi qayd etilgan. Agroturizmga investitsiyalarni jalb etish bo'yicha hududiy dasturlar doirasida hal qilinishi lozim bo'lgan vazifalar belgilangan. Belgilangan maqsad va vazifalardan kelib chiqqan holda, agroturizmni rivojlantirishning hududiy dasturini amalga oshirishning 3 darajasi keltirilgan. Xorijiy tajribani o'rganish asosida, O'zbekiston sharoitida hududlarda agroturizm faoliyatini tashkil etishning quyidagi yo'nalishlarini belgilangan.

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