

PRACTICAL STATE OF REMOTE BANKING SERVICES BY COMMERCIAL BANKS

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ABSTRACT	KEY WORDS
<p>The article deals with the problems of improving the remote banking services of republican commercial banks - scientific recommendations for improving the quality of remote banking services in commercial banks and ensuring the timely repayment of online loans, expanding their scope based on the study and analysis of the state of remote banking services and improving remote banking services based on continuous study of customer opinions developed and formed conclusions. The level of use of information and communication technologies is expanding in all areas around the world.</p>	<p>Commercial banking, remote banking services, online credit, customer, quality of banking services.</p>

Introduction

The world pays attention to scientific research aimed at developing remote services for commercial banks and introducing new modern banking services and improving their quality. Scientific research is being conducted on the issues of expanding remote banking services for commercial banks, improving the culture of remote customer service by banks, increasing the confidence of a wide segment of the population in the bank, attracting large clients by banks and offering new types of remote services, taking into account their requirements and proposals, customer service, constantly taking into account the opinion clients.

In Uzbekistan, as part of fundamental reforms of the banking and financial system, attention is paid to developing the activities of commercial banks, increasing the confidence of business entities and the population in the banking system. The following task has been defined in the republic: “by introducing new financial instruments and issuing bonds, further expanding the range of banking services, developing the banking system based on advanced information technologies.”[1] To ensure the implementation of this task, one of the pressing issues is the scientific substantiation of the possibilities for the development of remote banking services in commercial banks, the development of scientific proposals and practical recommendations, based on the fact that the criteria associated with the provision of remote services by banks are not reflected in the bank’s strategy, what is happening serious

changes in the types and quality of banking services, that mutual cooperation relations with foreign banks have been established, that foreign experience is being positively applied in Uzbekistan.

Literature Analysis

The evolution of the theory of banking services has gone through several stages of development. The initial stage of development of the theory of banking services begins with the scientific work of H. Douglas[2] and G. Bryan, which is devoted to the study of the banking services market and its segment of banking services. The second stage is devoted to the study of the characteristics of the credit and financial systems of individual countries and the possible consequences of the influence of globalization and centralization of banking capital on the banking services market, which are reflected in the scientific works of F. Derek[3], O. Donnell, E. Ballarin. At the third stage, the idea of a “Financial Supermarket” and a “Financial Boutique” became relevant, as well as the inclusion of highly specialized banks in the ranks of universal banks. Loan capital market services and electronic services have become widespread, and cases of mergers and acquisitions of banks have become more frequent. In this regard, we can highlight separately the scientific works of D. Gentle, J. Sinki[4], P. Rose[5]. The works of these scientists focus on the fact that banking is a theoretical, technological, financial, intellectual and professional banking activity that optimizes banking operations.

When studying the evolution of the banking services market, O. Lavrushin described in great detail the stages of development of services provided to clients in banking activities while classifying the stages of development of the banking services market by year.[6]

In modern economic literature, the term “banking products” is usually identified with the concept of “banking service”, and is sometimes used instead. Banking service helps to carry out banking operations at an optimal level, and banking services, developed and implemented along with banking operations, create banking products. One of the economists who conducted research in the field of banking services in our republic, Z. Mamadiyarov[7] and

Kh. Khudoyarova[8] paid more attention to remote and retail services of commercial banks.

Economist A. Ivanov in his work classifies banking services according to a number of criteria characterizing the features of their provision to clients.[9]

Summarizing our discussions about banking services, in our opinion, banking services are a set of practical and technical banking operations that are directly related to the effective management of the operational and strategic practical activities of commercial banks and are carried out on the basis of a mutual agreement aimed at meeting the needs of bank clients.

Banking services are truly reflected in the practical activities of banks. These activities represent services related to meeting the banking needs of customers. At the same time, banking services are an important element that ensures the optimization of banking operations, the efficiency of this operation when choosing a particular type of banking service, they must pay attention to the level of convenience and quality and feel that these indicators are the basis for ensuring its competitiveness. In a market economy, the demand for remote servicing of commercial banks is increasing.

Research Methodology

In the article, a systematic analysis of the literature was carried out in researching the issues of improving remote banking services in commercial banks. Also, the scientific conclusions of the

scientific research works carried out by foreign and local scientists in this direction were studied and independent approaches were formed.

Analysis and discussion of results

Although the provision of remote banking services in commercial banks of the Republic of Uzbekistan is developing every year, it cannot be said that there are no problems in the further development of these services. You can increase the number of clients by eliminating problems that have arisen in remote banking services and creating convenience in the program. In addition to problems, the development of remote banking services in commercial banks is influenced by several factors. Despite this, a number of regulatory documents regarding the development of remote banking services have been developed in the banking system of our country and intensive work is underway. Today, banks are trying to increase their income as a result of increasing the number of clients, attracting more clients and improving the quality of services provided to them.

At the same time, the scope of application of remote management of bank accounts in our country has expanded, it has become widely popular among bank clients, and as of January 1, 2022, the total number of users of remote management of bank accounts has increased by almost 1.4 times compared to the beginning of 2021. reaching 20,203 thousand people.

Table 1 Volume and dynamics of the authorized capital of "Ozsanoatkurilishbank", billion soums

Indicators	2018	2019	2020	2021	2022
Amount of authorized capital of Uzsanoatkurilishbank	1452	1876,7	4634,5	4634,5	4634,5
Rates of growth	208,0	129,2	246,9	100,0	100,0
The size of the authorized capital of the banking sector	16307	19673	41877	44 655,8	54760
Rates of growth	180,9	20,6	112,9	106,6	122,6
Share in the authorized capital of the banking sector "Uzsanoatkurilishbank"	8,9	9,5	11,1	10,4	8,5

As can be seen from the table data, the authorized capital of Uzsanoatkurilishbank increases in absolute terms during the analyzed period. However, the growth rate of authorized capital lags behind the growth rate of the banking sector. As a result, the authorized capital of Uzsanoatkurilishbank shows a trend of decreasing share in the banking sector of our country over the past 3 years. As of 2019, this figure was 11.1%, compared to 2022 it fell by 8.5%. This, in turn, negatively affects the status of Uzsanoatkurilish bank, which occupies the main positions in the banking sector of our country. In our opinion, the share of authorized capital in the structure of equity capital of Uzsanoatkurilish bank should not be allowed to decrease. Because the authorized capital is the most stable part of private capital, along with the bank's retained earnings. The optimal way for a bank to achieve this, in our opinion, is to introduce modern corporate governance from the outside by selling a 15% stake in the authorized capital to foreign investors, and, thanks to this, introduce it into the banking system of our country, having studied the experience of foreign investors in the remote provision of banking services,

which will contribute to ensuring the fulfillment of the assigned tasks of the economic reforms being carried out today in our republic.

As the main activities of financial literacy centers, commercial banks should pay attention to issues of financial literacy among the population and entrepreneurs who visit the bank for the first time, i.e. establishing systematic consultation of the population and entrepreneurs on issues of financial literacy in economic relations with the bank, developing short-term and long-term plans for financial literacy in this direction, establishing constant monitoring of the implementation of tasks defined in tactics and strategy, service based on an individual approach to each client, discussion results and achievements of the client after financial consultation.

Conclusions and suggestions

As a result of studying the theoretical and practical aspects of remote services of commercial banks, we believe that the implementation of the following will bring a number of positive results in order to choose the optimal options for the client and the bank, as well as to improve the quality of remote services of banks and expand their scope. In particular, by developing the practice of increasing the share of online time and savings deposit services in the remote services of commercial banks, it is possible to expand the size of the bank's time-stable resources and, due to this, to increase the scope of the bank's online credit services. This, in turn, serves to increase the scope of remote banking services. Also, based on the study and analysis of the situation of remote services of commercial banks in our republic, it is necessary to develop the mechanism of "customer opinion" for the development of remote banking services in commercial banks. Implementation of this mechanism by commercial banks will serve to develop remote banking services. In addition, in order to expand the range of remote services of commercial banks, adapting their convenience to all types of customers based on the continuous development of mobile applications of banks creates an opportunity for customers to independently choose the conditions of banking services in the options that are convenient for them through the mobile application of the bank. As a result, the number of users of the bank's mobile applications will increase.

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