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Priority Directions and Economic Mechanisms of State Support for Enterprises Operating in The Service Sector

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Abstract: This article analyzes the priority directions and economic mechanisms of state support for enterprises operating in the service sector in the context of 2024–2025. The purpose of the present article is to analyse the dynamics of the service sector in terms of its share in gross domestic product, growth rates and employment indicators along with financial support mechanisms. The study uses economic-statistical analysis, comparative analysis and systematic approach to assessing the development of service sector. The results show that the service sector has stable growth and is becoming one of the main drivers of economic development. Enumerated tax incentives, credit support mechanisms, digitalization processes, infrastructure development and territorially differentiated policy measures being key areas for enhancing the efficiency and competitiveness of service enterprises. Science-based conclusions and practical recommendations on the improvement of state support for service enterprises in ensuring their sustainable development are provided based on the results of the study.

Keywords: service sector development, state support mechanisms, economic growth, small business development, tax incentives, financial support instruments, digital transformation, entrepreneurial infrastructure.

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1. Introduction

Given market economy entities such as the modern service sector is one of the vital constituents of national systems. The growth of services is one of the key drivers for economic growth, employment creation and living standard improvement. Enterprises functioning in the area of service is one of the most flexible and rapidly developing sphere. They contribute to the development of entrepreneurial activity, increase market competition and promote new forms of entrepreneurial activity. The services sector has increasingly played an important role in the global economy since a few decades.

According to international economic studies and World Bank data, services account for approximately 70–80 percent of GDP in developed economies. This trend reflects the structural transformation of contemporary economies, dominated by the creation of intangible services increasingly overtakes agriculture and manufacturing. Service sector growth in Uzbekistan has also been quite visible in recent years. According to the data of Agency of Statistics Republic of In Uzbekistan, this share was even 48.6 of GDP in 2025—%, which affirms the increasing importance of this sector in the framework of national economy. Digital technologies, tourism, logistics services and trade activities expansion has greatly speeded up the development of service enterprises. Islam Karimov and the president of Uzbekistan Shavkat Mirziyoyev, with a presidential decree on August 19, 2019: the

establishment of a public and private monitoring [evaluation] system for education quality that has impressed me as an educator. The expansion of the service sector has been recognised as one of the drivers leading to an increase in GDP, with a forecast of 29[5] as reported by NPC-RD (2023) [6]. priorities of economic policy. The plan seeks to greatly expand the amount of service delivery, enhance services infrastructure across borders, foster entrepreneurial activity and boost the export of services. Specifically, the strategy establishes the less than 50 percent by the of achieving a goal of over 50 percent share of services in GDP by While the service sector is of increasing importance, developing service effective state support mechanisms for enterprises. Policies and governance that supports more businesses, accessibility to infrastructure improvement, and digital transformation. Transformation plays a key role in strengthening the competitiveness of service enterprises. But, despite many studies dedicated for the service development sector and the small business support system, the question of boosting the According to CKK2, the most common concept that would improve functioning on business parameters is related to: a) financial viability (the state assists businesses only in financially viable projects), b) setting up economic mechanisms of government support for enterprises operating in the service; c) defensive policies to prevent insolvency from occurring. Particularly at the level of structural crises in the sector. Processes of economic transformation and digitilization in emerging economies. Many previous research is predominantly concentrated on the different dimensions of service sector evolution, while approaches to assessing the impact of state support mechanisms remain limited. As a result, the definition of priority directions and economic mechanisms of state support of service enterprises is an urgent scientific and applied problem. To this end, the current study seeks to examine the development dynamics of them and infrastructure for the service sector in order to establish adequate financial, institutional, a mechanisms that can help make more efficient and competitive enterprises operating in this sector. The paramount task of this research is to determine the main areas of state subsidies to service industry enterprises and verify the economic levers for their dynamic development. The research also aims to study the structural behaviour of service sector under threat and estimate the viability of financial support tools used in the building of small businesses.

Literature review

An extensive study of the theoretical and methodological basis of service economy and small business development has been reflected in international economic literature. For instance, a recent body of work highlights digital transformation in combination with the service sector as an important force for sustainable growth and structural change in modern economies [1]. Empirical data on GDP, employment generation and broader socio-economic development at the national level point to the fact that services sector and small business are playing an increasingly important role in developing economies [2]. The significance of accelerating growth in professional and business services, and fostering entrepreneurship also feature prominently in strategic policy documents as part of a wider economic reform agenda [3].

Classical and neoclassical economists laid theoretical foundations for these processes, which were subsequently developed in studies focused on financial and economic mechanisms facilitating small business development, such as international experience of institutional regulation and financing instruments [4]. Current studies are also directed at increasing the performance of small companies in service sector and effectiveness, in combination with management quality and resource utilization as determining factors of competitiveness [5].

These ideas continued to develop in the work of Michael Porter, who studied competitive advantage at a country level and argued for the role of institutional environment, infrastructure and innovation capacity [6]. International analytical reports highlight both the vital importance of SMEs and entrepreneurship for economic diversification, innovation, and resilience (especially in conditions of globalization) [7] as well as unambiguous trends indicating that in many countries do its best to support them. The explosive growth of the digital economy has also received a lot of attention with particular focus on how digital technologies are reshaping service delivery, market access and business models [8].

In terms of management and operational aspects, contributing to the field of service management where efficiency, quality of service delivery, and efficient organizational processes remains a prerequisite for sustainable competitive advantage [9]. Labor market theories provide further insight into the distribution of human resources and highlight the importance of skills and wages in driving (1) growth rates for service sector expansion and (2) economic productivity [10].

This will require policy priorities for sustainable development, such as strengthening SME ecosystems, improving access to finance and enhancing innovation capacity [11]. In addition, international economic perspectives show that services led growth is emerging as a major route for developing economies corresponding to structural change and enhanced value creation [12]. The progressive development of the digital economy bolsters these patterns, showing evidence that as sectors become more digitized, productivity and competitiveness increases [13].

Furthermore, contemporary tactics of marketing stress the incorporation of cutting-edge technologies into corporate workflows to improve customer orientation and value creation in service businesses [14]. This is further validated by macroeconomic perspectives [15] that as a policy option, structural transformation driven largely through innovation and sectoral reallocation contributes significantly towards improved growth and development outcomes over time.

2. Materials and Methods

To find the main directions and economic mechanisms of state support for businesses in the service sector, this research uses a comprehensive methodological approach, relying on modern techniques for economic sciences. The combination of systematic analysis, comparative analysis, economic-statistical analysis and logical generalization is the research methodology. This systematic approach enabled examining the growth of service sector as a holistic economic system consisting of institutional, financial and infrastructural components. This approach also gave the opportunity for analyzing the interrelations between state policy instruments and service enterprises development dynamics. A comparative analysis of development trends of various services allowed to identify the sectors with the highest rates of growth. Using this method, we were also able to identify requests for structural changes of the service sector and assess their impact on the nation's overall economic growth.

The main analytical tool was economic-statistical analysis. Services' volume, growth rates and structural composition in 2024–2025 were analysed on the basis of statistical data presented by national statistical authorities.

The analysis of these indicators made it possible to identify the most rapidly developing service sectors and to assess the role of the service sector in the economic structure. In addition, deductive and inductive methods were used to establish scientific conclusions-generalizations based on the investigated data. The results made it possible to use the information obtained, which identifies the most effective financial and institutional mechanisms supporting the establishment of enterprises functioning in the service sector. The formed results based on the application of these methodological approaches were used to formulate scientific conclusions and practical recommendations for improving the state support mechanism for service enterprises and increasing their effectiveness.

3. Results and Discussion

Result

A study of the share of services in gross domestic product per types of economic activities and determining service sectors with the most dynamic growth makes it possible to get a broader scientific assessment of development level of service economy. Such analysis provides not only the possibility of evaluating quantitative growth of services, but also to identify structural transformations taking place within a sector. This is vital as an investigation of sectors contribution on the GDP would offer researchers a specific

insight into which service industries constitute the primary contributors to economic growth and which markets show the greatest potential for further development.

At the same time, a micro-level analysis of service sector structure and dynamics allows the evaluation of how much different branches within the service sectors contribute to overall economic growth and structural diversification. The past few decades have been characterized by rising service activity growth rates in many countries, and where we see two or more sectors growing faster than others, it suggests the opening of new avenues for growth through learning due to synergetic relations between them; possibly indicating trends like the proliferation of digital services (cloud computing), logistics and transportation services (e-commerce) etc.

These trends also reflect wider processes of economic modernization and the transformation of the national economy in a more service direction. Moreover, the study of sectoral indicators helps to represent areas for economic policy priorities and mechanisms for support by the state. Knowledge of the service industries with the greatest growth rates and those responsible for a large share of employment or value creation will assist policymakers in devising targeted measures to foster development of high value-added service activities. In this sense, the analysis of the state of the service sector in 2024–2025 is important information about its development dynamics and structural changes occurring dynamic. And growing role as a guarantee of sustainable economic growth.

Table 1. Dynamics of service sector development in Uzbekistan (2024–2025)

	Volume (billion UZS)		Growth rate (%)
	January–December 2024	January–December 2025	
Service sector – total	711 294.3	859 891.4	108.5
including:			
Trade services	89 288.2	107 595.5	113.6
Accommodation and food services	87 520.1	107 898.9	110.4
Transportation and storage	78 555.1	97 301.4	110.1
Information and communication	36 978.8	52 207.4	123.9
Other services	418 952.1	494 888.2	105.4

Statistical data for **2024–2025** indicate that the service sector in Uzbekistan has demonstrated stable growth. The total volume of services increased from **711 294.3 billion UZS in 2024 to 859 891.4 billion UZS in 2025**, which represents a growth rate of **108.5 percent**. The increase in the total volume of services can be calculated as follows:

$$\text{Service growth} = 859\,891.4 - 711\,294.3 = 148\,597.1 \text{ billion UZS}$$

The increase is appreciable and in fact, demonstrates that the service sector continues to be one of the key engines for economic growth. Sectoral structure of the services indicates that its growth dynamics varies significantly depending on the types of service. Among various segments of service economy, trade services are one of the most advanced. During the period from 2024 to 2025, the trade services volume increased from 89 288.2 billion UZS to 107 595.5 billion UZS, which is an increase of about 113.6 percent. That increase was largely due to the expansion of domestic consumer demand, development in retail infrastructure and growing importance of digital commerce platforms. The same positive tendency is noticeable within the accommodation and food service field, which rose from 87 520.1 billion UZS to reach 107 898.9 billion UZS over the period under

examination This sector's growth rate, as reported per January 2024 year, came at the score of 110.4 percent that mirroring tourism activity recovery gradually and increasing hotel facilities' construction. Transport and storage services, meanwhile, showed consistent growth. In 2025, the volume of services in this sector increased from 78 555.1 billion UZS to an impressive figure of 97 301.4 billion UZS and held a growth rate of 110.1 percent [lines sd8-sd9]. This is due to the intensification of trade logistics, and freight movement as well as improved transport infrastructure.

The information and communication industry showed the fastest growth rate in all service industries. The volume of services in this field was 36 978.8 billion UZS in 2024, increasing to 52 207.4 billion UZS in 2025, which is an increase of the service growth rate by (123.9%). This growth is fueled by several factors, including the rapid advancement of digital technologies, extension of telecommunications infrastructure, and the growing importance of digital platforms in economic activity. While the ownership and access sharing in service volume indicates strong partisanship, at the same time it is important to note that most overall output belongs to other category of services like education, healthcare, financials, household services etc. The volume of these services in 2024 amounted to 418 952.1 billion UZS and increased in 2025 up to 494 888.2 billion UZS, reflecting a growth rate of 105.4 percent. Several significant conclusions can be drawn concerning the structural transformation of the service sector based on an analysis of these indicators.

In the first place, the emergence of information and communication services is a sign that economic digital transformation is speeding up. Third, the paradigm of digital technologies is gaining prevalence as a key factor in fostering service sector growth.

Second, consumer-oriented services such as trade, accommodation, and food services continue to expand due to increasing household incomes and growing domestic demand.

Third, the growth of transport and logistics services reflects the increasing importance of infrastructure development and international trade integration.

These findings are consistent with the general trends observed in global economic development, where the service sector plays an increasingly important role in economic growth and structural transformation. From a broader perspective, the obtained results indicate that the service sector in Uzbekistan is gradually transitioning from traditional low value-added activities to more **knowledge-intensive and technology-driven services**. This transformation is particularly evident in the rapid expansion of the information and communication sector. Such structural changes confirm that the further development of the service sector requires the implementation of **effective state support mechanisms**, including financial incentives, infrastructure development, and policies aimed at stimulating digital transformation.

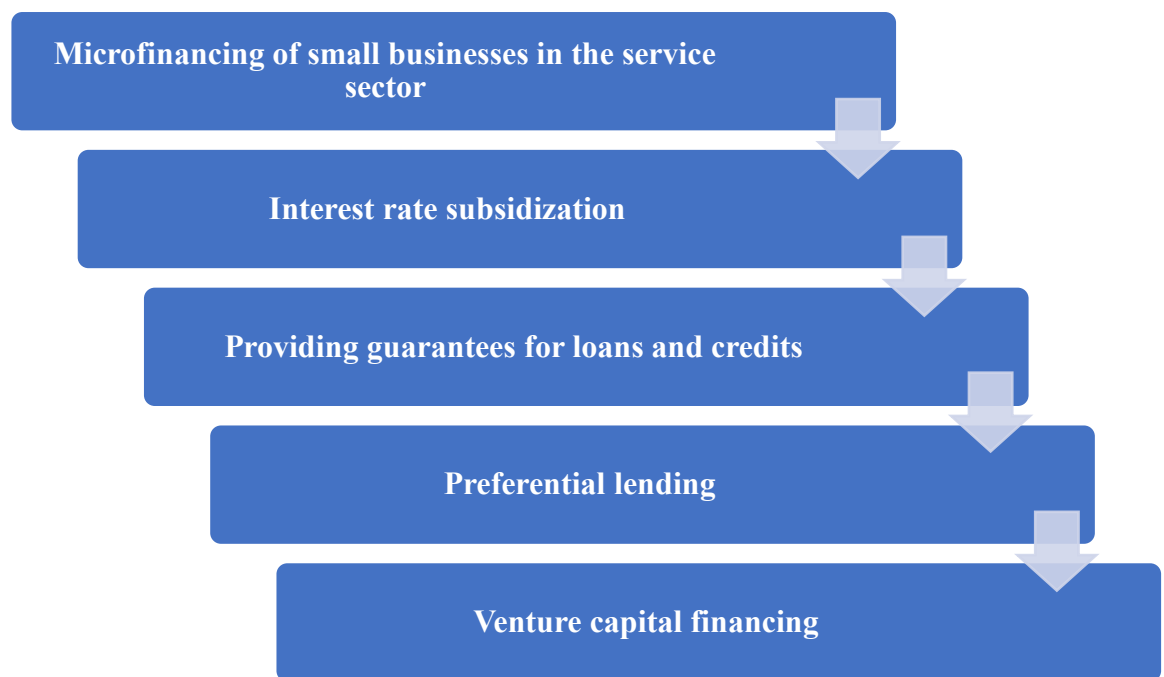


Figure 1. Measures and financial gradient support instruments for the introduction of methodology for the management of small business development in service sector.

The main financial mechanisms for the development of small businesses in the service sector are shown in Fig. This is also illustrated with instruments, including microfinancing, interest rate subsidies and loan guarantee agreements that diversify the opportunities of small business entities to borrow funds or provide preferential lending services, as well as venture financing. The full use of these mechanisms helps to ensure the sustainable development of service enterprises and strengthen their competitiveness, as well as increase the share of the service sector in progress. It is possible to note that among the most effective mechanisms of indirect forms of state support to small businesses in the real economy, including by way of additional measures of State support for small businesses are microfinancing, subsidization interest rates on loans and guarantees.

In this process, an important role can be played by a third independent intermediary between the state and entrepreneurs, namely the infrastructure for supporting small businesses. Taking these factors into account, it is necessary to consider the development and management of the infrastructure supporting small businesses, which represents the second component of the methodology for managing small business development at the **meso level** in the service sector. The main objective in this context is to create and develop an effective infrastructure that supports small businesses as well as organizations representing the interests of small enterprises.

The infrastructure supporting small businesses includes **state, non-governmental, public, educational, and commercial organizations**. Their primary objective is to provide financial, consulting, property-related, educational, and technological support, as well as a wide range of entrepreneurial services such as legal, informational, consulting, accounting, marketing, and recruitment services. Organizations forming part of the small business support infrastructure provide services both to newly established and existing small enterprises.

The creation and development of small business support infrastructure are financed fully or partially by the state, while also attracting financial resources from private sources and the funds and capabilities of entrepreneurial associations on a non-commercial basis.

The infrastructure is primarily designed to provide services essential for the functioning and development of small business entities. These services include

entrepreneurial training and education, services provided by small business support agencies (legal, marketing, accounting, consulting, personnel selection and evaluation), support from entrepreneurship development funds (credit provision, collateral and guarantee support for loans to entrepreneurs, leasing services, etc.), business incubator services (a set of measures aimed at providing property and organizational support for establishing small businesses), and technopark services, which facilitate cooperation between small businesses, scientific institutions, and large enterprises.

In our view, the management of the development of small business support infrastructure should be based on the following principles:

1. The infrastructure should correspond to the level of development of small enterprises and the existing needs of local entrepreneurs, focusing on solving the most pressing problems faced by small businesses.
2. A minimum set of services provided to small business entities should be established for each infrastructure facility, along with clearly defined quality standards.
3. Infrastructure facilities should be conveniently located for entrepreneurs. In cases where necessary infrastructure facilities are absent in certain regions, entrepreneurs residing in such areas should be able to access services remotely from infrastructure facilities located in other regions.
4. Measures should be implemented to inform local entrepreneurs about the activities and services of infrastructure facilities operating in their regions.
5. Support should be provided for the creation and sustainable operation of infrastructure facilities through funding from the state, private investors, donor organizations, and business associations.

It is also necessary to assess the effectiveness of measures aimed at developing infrastructure facilities that support small service enterprises. The effectiveness of infrastructure development management should be confirmed by evaluating the current condition of the infrastructure and achieving the recommended indicators for the development of infrastructure facilities supporting small businesses in the service sector. The growth of small service enterprises is greatly influenced by a country's socio-economic and political processes and conditions. The experience of developed countries indicates that the general status and levels of a national economy have a great impact on the development of small business. The preparation for the concept of future enterprises is directly determined by the availability of newer technologies, advanced equipment, and scientific inventions, which leads to a fundamentally new stage driven by the rapid development of human society; in particular this process includes the role of service sphere-system. This process is furthered by a rising individualization of consumption)"

Conformity to the principles of competitiveness and sustainable development is necessary for achieving high socio-economic efficiency in the entrepreneurial activities of small service enterprises. A model has been developed to organize cooperation between the state, small businesses, and society in order to ensure a harmonious combination of interests of regional authorities, entrepreneurial structures, public organizations, and the population. A unique aspect of the proposed model is the disclosure of interaction mechanisms between state and business entities under public-private partnerships in order to carry out state regulation functions for small and medium-sized enterprises. The unique practical model demonstrated here will enhance the existing system of support for small business entities engaged in the service sector.

In particular, it will enable the development of infrastructure facilities, the creation of a favorable institutional environment for entrepreneurial activity, the expansion of access to financial and information resources, and the introduction of modern technologies, thereby increasing the operational efficiency of service enterprises. At the same time, the effective use of public-private partnership mechanisms will promote the emergence of new types of services in the regions, strengthen the competitiveness of

existing enterprises, and increase employment levels among the population. As a result, the necessary economic and organizational conditions for the sustainable development of small businesses in the service sector will be formed (Figure 1).

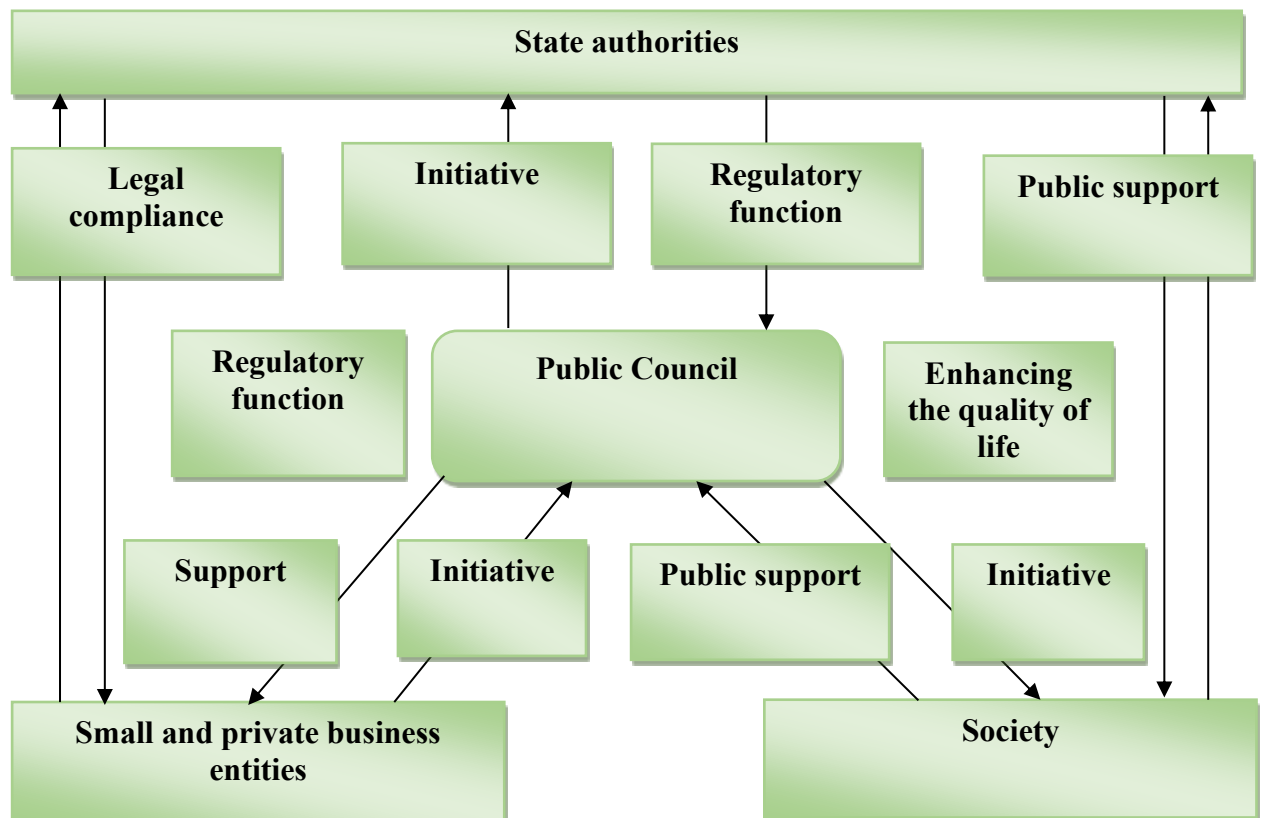


Figure 2. Model of cooperation between the state, small businesses, and society.

Discussion

These results corroborate that Uzbekistan's service sector growth is currently characterized by structural stability reflecting convergence with the global transition from manufacturing toward service-oriented economies. The growth rate on these indicators, that is the increase in services volume and the share of this sector in GDP highlight that over time this sector has been an indispensable component of national economies. For example, IT-enabled changing structures and emerging information communications services as both the supporting factor and driving force in rapidly advancing service economy stages substantive transformation indicate that digitalization will not underpin only an infrastructure stage. This is consistent with international evidence demonstrating the vital importance of digital technologies in contributing to productivity improvements, better service delivery, and economic inclusion.

Twenty-five years of data build economic models that reveal significant structural changes at play: differentiated growth rates across service subsectors. Services for households like trade, accommodation, and food services continued to grow because of income growth and burgeoning domestic demand. At the same time, the high growth rates in these sectors also mirror deeper regional and global value chain integration. It has been underpinned by investment in infrastructure as well as trade facilitation policies over the last couple of decades. But there's a fundamental shift happening here relating to the knowledge-intensive and technology-producing service-bottoming, with services being more dominant. This is a sign that it is slowly but surely moving away from traditional, low-value strength towards more nuanced models of service, resulting in an increased economic competitiveness overall.

The findings also underscore the importance of state support mechanisms for maintaining and speeding up growth in the service sector. Microfinancing, subsidized lending and credit guarantees are some of the financial instruments that have been highly successful in facilitating access to capital for small service enterprises. These mechanisms alleviate financial constraints and allow firms to expand, adopt new technologies, and increase productivity. However, the analysis highlights that the effectiveness of these instruments is determined by their accessibility, transparency and consistency with entrepreneurs' own needs rather than just their provision to said entrepreneurs. Further streamlining of existing procedures and broadening financial inclusion continue to be critical policy goals in this regard.

The institutional and infrastructural aspects also determine decisively how the service enterprise will develop besides financial aids. In particular, this study shows, small businesses are able to innovate and compete based on the welldeveloped entrepreneurial infrastructure consisting of business incubators, consulting centers, technology parks. Additionally, the effectiveness of such infrastructure will depend on how well state institutions coordinate with private sector stakeholders and educational institutions. The balance between the interests of the state, business and society is essential to developing a new model of public-private partnerships that prevents unfair competition.

Also, the gulf in service sector development between regions is an important finding of the study. Though some areas enjoy advanced infrastructures and enhanced economic activities, others are limited by improper financial access, technological advances, and qualified human capital. This calls for territorially differentiated policies for the development of regions, considering their unique characteristics and opportunities. Targeted regional programs would need to be adopted – tourism, logistics, and digital services (which were majorly increased during this pandemic) form the critical sectors for such focused coverage that would help reduce these imbalances while fuelling inclusive growth.

Notwithstanding the positive dynamics, however, a number of issues still hinder the full unveiling of the service sector's potential. Venture financing is still not sufficiently developed, and high interest on loans, as well as the low level of digital competences among entrepreneurs continue to be barriers. This shows that whilst the existing state support system has worked well, there needs to be further improvement and modernisation to meet these constraints. Much greater focus needs to go on innovation ecosystems, start-ups, and the enabling of cutting-edge digital integration into business processes.

In addition, it has emphasised the role of digital transformation not just as a standalone issue but as one that cuts across all development of the service sector. Digital technologies have disrupted service delivery, management practices, and customer interaction by enhancing efficiency while creating new avenues for value creation. In such, long-term competitiveness is largely dependent on policies that promote, for example, digital literacy and access to digital infrastructure as well as the level of support for the creation of digital platforms.

It is evident that the dynamic development of the service sector in Uzbekistan corresponds to global trends due to development and popularization of digital technologies, as well as increasing complexity of performed industries. The success of this process hinges on how well the state can create and manage holistic assistance frameworks that evolve across financial, institutional and technological layers. These mechanisms would need to be reinforced and existing limitations addressed for the service enterprises to ensure sustainable development and contribute optimally towards economic growth, employment generation and structural modernization.

4. Conclusion

Analysis conducted in this study shows that within the years 2024–2025 service sector becomes one of the most robust growing elements of native economy. As the share of services in gross domestic product gradually increases, this sector is emerging as one of the core drivers of economic growth and structural transformation.

The research findings demonstrate that the service sector positively impacts national economy through various mechanisms. Firstly, the sector development of service enterprises is a significant contributor to employment generation especially for youth and women. Secondly, within small business and private entrepreneurship, the service sector is one of the most dynamic areas of economic activity in terms of volume and competitive pressure. Third, the expansion of service activities has a significant multiplied pull on regional economic development and drives local economies to diversify.

The analysis carried out also shows that the fast evolvement of service sector correlates with many structural transformations happening in national economy. Among all groups, the intensification of digital technologies use, development of trade and tourism services logistics infrastructure drastically changed the system dynamics on service sector growth. The fastest growth rates were recorded in the information and communication sector, indicative of an accelerating digital transformation process.

Simultaneously, the study demonstrates that the sustainable development of service enterprises significantly relies on how efficient state support mechanisms are. Microfinancing, interest rate subsidies, credit guarantees and preferential lending are financial instruments important for providing access to financial resources for small service enterprises. Additionally, measures of institutional support aimed at improving the conditions for business realize there are positive impact on increasing the competitiveness of petty service enterprises. While growth in the service sector has been positive development trends, its potential is hindered by a range of restrictions. These include comparatively high loan interest rates, the underdevelopment of venture financing mechanisms in regions, regional disparities in infrastructure development, and limited digital competencies possessed by some entrepreneurs. Thus, it is necessary to develop policies at the state level that helps in establishing a better system of support in the segment of service enterprises.

In accordance with the findings of the study, a number of practical recommendations can be offered to enhance the efficiency of public support mechanisms for enterprises engaged in rendering services. It is essential to further improve the financial support for service enterprises.

This may include the introduction of specialized credit lines for service sector development, the simplification of interest rate subsidy mechanisms, and the expansion of guarantee funds that facilitate access to credit resources for small businesses. Second, incentives should be revised to stimulate entrepreneurial activity in the services sector. Developing new service enterprises, temporary tax incentives, and broad areas of tax preferences for digital and export-oriented services are exactly what this sector needs in order to amplify future growth. Third, the acceleration of digital transformation of service enterprises must be among the main priorities of economic policy. A potential solution needs to be implemented in multiple areas at the same time: e.g., development of digital solutions (bridges) for micro-enterprises, optimization of electronic tax returns, and educational program improving digital knowledge among entrepreneurs can increase quality and competitiveness of service providers. Fourth, it is necessary to continue the development of entrepreneur infrastructure in all areas. These include business incubators, consulting centers and technological parks that offer advisory, financial and technical support to small businesses in the service sector. Fifth, the regional support mechanism should be further refined to the special economic attributes of various regions. The implementation of regional specialization programs, especially in tourism, logistics, information technologies and household services may have a notable impact on the better development of service industries throughout all the regions. Generally, implementing the system and integrated approach of state support for service delivery will allow to strengthen competitiveness of service enterprises as well as expand employment

directions in this field and enhance sustainable economic development. Thus, strengthening support mechanisms for service enterprises financial, institutional, and digital must remain one of the priority areas of long-term economic development policy.

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