

Analysis Of The Current Situation Of The Provision Of Remote Services In Commercial Banks

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Abstract: In the world, attention is paid to the further increase of competition in the provision of high-quality remote banking services to the population, to the assessment of the international ranking of the efficiency of commercial banks. In the fundamental reforms carried out in the banking and financial system in Uzbekistan, attention is paid to the development of commercial banks, increasing the confidence of business entities and the population in the banking system

Keywords: Commercial banks, payment system, remote banking services, Uzsanotkurilishbank.

Introduction. Along with the users of innovative technologies in the republic, the number of users of remote management systems of bank statements is increasing day by day. A solid platform was created for the bold application of information technology achievements to banking activities and the creation of excellent programs and the establishment of banking services based on them. Today, software based on new modern information technologies is being used in practice.

In the world, attention is paid to the further increase of competition in the provision of high-quality remote banking services to the population, to the assessment of the international ranking of the efficiency of commercial banks. According to World Bank reports, "40% of the first users of digital banking services during the pandemic used online banking services, 54% in East Asia and the Pacific, 15% in Latin America and the Caribbean, and 10% in Europe and Central Asia. did." The presence of inconsistencies in the process of providing remote banking services by commercial banks and the varying quality of remote banking services require special attention to be paid to this area.

Also, the country's payment system, using new technologies, creates opportunities for bank customers to carry out bank transactions from their place of residence, with a computer and/or electronic communication system. Through remote banking services based on new technologies, the client of the bank can make payments at his place of work or in other convenient conditions, monitor the stages of payment transfer, and use all banking practices at any time.

"Development strategy of New Uzbekistan for 2022 - 2026" and "from July 1, 2025, it is planned to launch a unified electronic register of all mandatory requirements for entrepreneurship, the highest growth rates in the structure of population incomes are 25.4 percent of incomes in the form of wages (in 2020, the increase was 14, 1 percent), income from property increased by 27.2 percent, income in the form of transfers, including benefits, increased by 47.9 percent, and foreign remittances increased by 35 percent (equivalent to US dollars). This, in turn, increased the population's access to remote banking services. Today, in our country, 32 commercial banks, their 861 branches, 356 mini-banks, and 866 banking service offices provide remote banking services to legal entities and individuals.

Analysis Of Literature On The Subject. Theoretical and methodological foundations of the organization of remote banking services by foreign economists D. Koks, F. Modolyani, D. Palfreman, P. Rose and J. Sinkilar, efficiency issues of remote banking services D. Van Horn, W. Woodworth, G. Woller , P.Chandra, L.Hall, K.Atta, E.Dolan, W.Sharp, G.Alexander, Dj.Bailey scientific works.

Research of some theoretical, methodological and practical aspects of remote banking services in scientific works of CIS scientists O. Lavrushin, M. Usoskin, V. Belousova, V. Demkovich, G. Beloglazova, L. Krolivetsky, E. Kozlova, E. Galantna, G. Korobova done

Research Methodology. Abstract-logical thinking, generalization, grouping, induction and deduction, comparative analysis, analysis and synthesis methods are widely used in the article.

Analysis And Results. People's trust in the bank causes the institution's reputation to rise. After all, they differ from legal entities in the fact that transactions with individuals are performed quickly. Taking this into account, Ipoteka-bank offers new types of services of various categories to meet the needs of the population for banking services. The bank has done a lot of work in the last year to perform these operations at a high quality level.

Table 1
The size and dynamics of the authorized capital of Uzsanotkurilishbank, billion soum

Indicators	01.01.2018	01.01.2019	01.01.2020	01.01.2021	01.01.2022
The size of the authorized capital of Uzsanotkurilishbank	1452	1876,7	4634,5	4634,5	4634,5
Growth rate	208,0	129,2	246,9	100,0	100,0
The volume of authorized capital of the banking sector	16307	19673	41877	44 655,8	54760
Growth rate	180,9	20,6	112,9	106,6	122,6
Uzsanotkurilishbank's share in the authorized capital of the banking sector	8,9	9,5	11,1	10,4	8,5

As can be seen from the table, the authorized capital of Uzsanotkurilishbank is increasing in absolute amount during the analyzed period. However, the growth rate of the authorized capital shows that the growth rate of the banking sector is lagging behind. As a result, the weight of Uzsanotkurilishbank's authorized capital in the banking sector of our country shows a tendency to decrease in the last 3 years. As of 2019, this indicator was 11.1 percent, and in 2022 it decreased to 8.5 percent. This, in turn, has a negative impact on the position of Uzsanotkurilishbank, which is one of the leading banks in the country's banking sector.

In our opinion, it is necessary to prevent the reduction of share capital of Uzsanotkurilishbank in its own funds. Because the authorized capital is the most stable part of the private capital along with the undistributed profit of the bank. In our opinion, the most optimal way for the bank to achieve this is to bring modern corporate management from outside by selling 15 percent of the bank's authorized capital to foreign investors, and to introduce it into the banking system of our country, having studied the experience of foreign investors in providing remote banking services. contributes to the implementation of the tasks set in the reforms.

Table 2
Information on the balance of deposits of Uzsanotkurilishbank, bln. Soum

№	Indicators	01.01.2018	01.01.2019	01.01.2020	01.01.2021	01.01.2022
Uzsanotkurilishbank						
Total deposits		3 296,8	4 832,9	9 003,9	11 437,1	12 607,3
Including:						
1	Until requested	2 544,5	2 831,3	3 660,9	6 374,1	5 893,8
2	From 1 day to 30 days	98,5	182,1	148,9	250,0	205,6
3	From 30 days to 180 days	381,6	725,0	1 714,6	1 475,1	2 249,8
4	From 180 days to 365 days	249,3	751,0	834,8	750,3	1 768,4
5	More than 1 year	22,9	343,5	2 644,7	2 587,7	2 489,7
Mortgage bank						

Total deposits		5 517	6 759	7 787	9 499	15 824
Including:						
1	Until requested	1 379,3	1 689,8	1 946,8	2 374,8	3 956,0
2	From 1 day to 30 days	275,9	338,0	389,4	475,0	791,2
3	From 30 days to 180 days	551,7	675,9	778,7	949,9	1 582,4
4	From 180 days to 365 days	551,7	675,9	778,7	949,9	1 582,4
5	More than 1 year	2 758,5	3 379,5	3 893,5	4 749,5	7 912,0

In the course of conducting research, the need to study individual commercial banks within the scope of the topic arose. From this point of view, we studied the information of Uzsanoatkurilishbank and Ipotekabank. In particular, we can see from the information on the balance of deposits of Uzsanoatkurilishbank that as of January 1, 2022, the total deposits are 12,607.3 billion. amounted to soum. This indicator has increased by 10.2 percent compared to the previous year.

As the main reason for this, we can point out that Uzsanoatqurilishbank has implemented an online term deposit and online savings deposits that are suitable for the season, based on an in-depth analysis of the market of banking services.

Also, the above table contains information on the balance of deposits attracted by Ipotekabank. In particular, as of January 1, 2022, the total deposits attracted by Ipotekabank amounted to 15,824 billion. amounted to soum. This indicator has increased by 66.5% compared to the previous year.

The analysis of remote banking services provided by commercial banks, its effectiveness and quality shows that the range of remote services offered by banks to their customers has expanded considerably. Through a single bank mobile application, the client can use banking services without coming to the bank, freely convert his funds in national currency to foreign currency without paying commission, make online deposits and calculate his received funds, receive overdraft loans and pay off loans.

The financial and economic stability of the country depends to a large extent on the banking system and their effective operation, the quality of the provided banking services and the state of facilities created for the provision of services to the customers, and the bank pays constant attention to their opinions and conducts the practice of providing banking services on the basis of this. Also, in order for the banks to be effective, the quality of the services provided by the banks increases, first of all, it is necessary for the banks to study the customer market and provide banking services based on their demand.

The services provided by banks directly serve to satisfy a number of needs. In the interbank competition market, commercial banks must provide services to customers based on the requirements of the times, using new technologies and creating convenience for customers. Otherwise, the bank may lose the fight for the customer. Banks achieve their goals by constantly analyzing the types and quality of remote services provided to clients. From today's point of view, the future will encourage the activities of banks operating on the basis of digital (online) banking services.

At the moment, the planned reforms in the banking system envisage further strengthening of the public's confidence in the banking system by ensuring the stability of commercial banks, "improving the mechanisms of effective protection of the interests of depositors and creditors. In addition, as a result of the reforms being carried out according to the decision, market mechanisms of providing services have been introduced in the banking system, their types are expanding, and financial openness is increasing for entrepreneurs and citizens. New banking services have been introduced to facilitate the implementation of currency exchange operations for the population, and opportunities have been created for individual entrepreneurs to purchase foreign currency. Based on the above, we can say that today remote banking services and relations related to them are constantly studied and improved.

Mobile-Banking is management of bank cards or account numbers through pocket computers, communicators and smartphones. Works online. Allows you to work with all types of financial documents. It

also enables teamwork by including an encryption engine and electronic digital signature (EDI). Mobile-Banking operates around the clock, implementing the concept of "Bank in the palm of your hand", providing fast and fully functional use of the spectrum of electronic banking services for customers.

We can observe that this type of service is developing all over the world especially in recent years, as all people are directly using mobile phones in their daily life. It was first used in a number of European countries in 1999, then it was launched for the first time among the countries of the Commonwealth of Independent States by the Russian Sberbank bank in 2002. If we take the VTB24 bank from one of the Russian commercial banks, the "Mobilnyy bank VTB24" service adapted to iOS, Android, Windows Phone, Symbian programs has been launched. Initially, 200 thousand customers used this type of service, and now the number of users is increasing by 10-15 thousand people per month.

When using Phone-Banking, the customer calls the given number and switches the phone to voice mode after connecting. Following the instructions of the voice menu and selecting the appropriate item, the client will have the opportunity to receive the necessary information in the form of a voice message or document by fax.

Video-Banking is a video conference, that is, a system of interactive communication between a bank employee and a client. Video banking usually uses a device known as "Kiosk". This device with a touch screen will allow the client to receive various information, and at the same time, live with a bank employee, and perform any operation. This device is installed in supermarkets, universities and other crowded places, not at home. Usually kiosks are installed together with ATMs (ATM-Automatic teller machine).

This type of service requires some cost and good quality internet connection or network conditions. However, the process of direct video viewing between the bank employee and the client ensures the reliability and error-free operation of the service.

Web-Banking is a simplified version of Internet-Banking, which "does not have an electronic digital signature (EDI) mechanism, and is designed to provide access to bank cards and account numbers via the Internet and through any Web browser."

This type of banking service is actively used mainly in the USA, Japan and Western European countries from developed countries. Today, this type of service is used by many people using the standard Internet Explorer program. This allows the client to get information about the bank account, exchange rates, the current remaining balance on the bank account and cards. In addition, the client can request a statement about his hijab for the relevant period, fill and block cards, make WAP-payments.

Conclusions And Suggestions.

Through the bank's mobile application, the client will have the opportunity to constantly monitor his funds. The creation of such mobile applications is creating a basis for saving customers' time and money and attracting more new customers to banks.

In Uzbekistan, a modern infrastructure of banking services is created based on high technologies, and remote services are provided to clients on a large scale.

Uzsanoatqurilishbank's application of the practice of setting interest based on differentiation based on the term of deposits and loans served to increase the attractiveness of online credit services and increase the total volume of loans of the bank.

Problems related to the improvement of remote services of commercial banks were identified, and specific solutions were developed for the customer and banks to eliminate them, and scientifically based author approaches were implemented.

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