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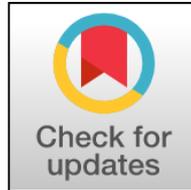
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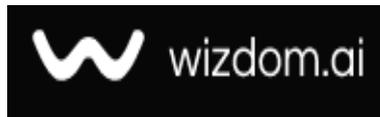
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# Household Service Quality: Insights from Quality Management Systems and Cluster Organization Models

*Kualitas Layanan Rumah Tangga: Wawasan dari Sistem Manajemen Mutu dan Model Organisasi Klaster*

**Yerejepova Bibisara Abibullaevna, erezepovabibisara159@gmail.com, (1)**

*Department Fundamentals of Management and Economics, Karakalpak State University, Uzbekistan*

<sup>(1)</sup> Corresponding author

## Abstract

This study explores the dynamics of quality management systems and cluster organization models within the household service industry. Using keywords such as household service quality, assessment methods, factors, resources, clusters, and models, we investigate the efficacy of the five-star quality management model and algorithms for evaluating quality management processes. Our findings reveal crucial insights into meeting consumer expectations, understanding social factors, and optimizing resource utilization for improved service delivery. The implications suggest the potential for enhanced collaboration, innovation acceleration, and market responsiveness, highlighting avenues for future research and industry development.

### Highlights:

- Improved collaboration: Integrating quality systems and clusters boosts service quality and customer satisfaction.
- Faster innovation: Algorithms speed up quality assessment, fostering industry adaptation.
- Responsive markets: Understanding social factors enhances market competitiveness and sustainability.

**Keywords:** Household Service Industry, Quality Management System, Household Service Quality, Model, Cluster.

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## Introduction

In most cases, in the household service industry, the cost of resources, service process and delivery time may vary [1]. Also, it is not possible to collect the services provided in advance, they cannot be purchased in advance, and the services of the household description are often seasonal in nature and regularly change under the influence of various factors. Therefore, a conflictual relationship between a consumer and a service provider requires that one party tries to reduce or fulfill less of the demand of the other party and that the services are provided at a very high level in an individual and unique way [2].

Household service enterprises first provide services, and then implement them without the participation of intermediaries [3]. At the same time, this network consists of many enterprises that differ from each other in terms of labor costs, technological processes, and the use of service facilities and their management methods.

Effective use of resources in service businesses is vital to the success of all businesses at this stage of strategic development. This applies especially to small enterprises that have a significant share in the country's economy.

Currently, the uniqueness of providing household services to the population is the direct or indirect participation of the client in the service process. Therefore, the research of the organizational and economic mechanism of quality improvement in the field of household services is especially relevant today [4].

## Methods

In the process of research, dialectical and systematic approach, comparative analysis, statistical-dynamic approach and grouping methods were used to study the organizational-economic mechanism of improving the quality of household services [5]. Also, effective methods of assessing the effectiveness of the quality management processes of household services and the comprehensive management of the quality of services were studied.

### A. Brief Analysis of Scientific Works of Other Scientists on the Topic

Development of the service economy, economic growth, sustainable development of the service sector, improvement of service quality and competitiveness, effective use of production factors in the service process, social- special attention is being paid to increasing economic efficiency, developing modern service networks, increasing labor productivity in the field, and innovative development of the service sector [6].

Effective use of resources in the service economy, increasing the efficiency of service activities, developing the service industry and improving the quality of services provided to the population, demonstrating the competitiveness of services provided by economic entities provision, rendering of services. issues of improvement of presentation processes are researched from a scientific-theoretical and methodological point of view [7].

In his work researched the ways of effective use of economic resources in the field of household services, increasing socio-economic efficiency in the field, improving the quality of household services provided to consumers based on their requirements, and achieving labor productivity [8].

Zvorikina T.I., Platonova N.A. in research works. , the scientific approach to the organization of work in the field, the issues of service evaluation and reduction of work, the main conceptual directions of improving the organization of work in household service enterprises are highlighted [9].

Specific features of the development of the household service industry, factors and conditions for the development of the household service industry [10], criteria and indicators for evaluating economic efficiency in the household service enterprises, organization of household service and management, ways of development of the household service industry. the strategy for the development of the field of household services to the population, the conceptual directions for improving the organizational and economic mechanism of the development of the field of household services are defined.

## Results and Discussion

Currently, the level of socio-economic development of the countries of the world is significantly different from the level of development in the previous stages. Currently, ensuring economic stability requires the formation of a new conceptual approach to the development of production (service) from the point of view of innovative development [11]

The quality management system has a special place in household service enterprises. A systematic approach to quality management is required to bring enterprises to the level of being able to analyze consumer demand, identify service production processes and manage these processes. A quality management system can be the basis

for continuous improvement to increase the level of satisfaction of consumers and stakeholders with services. This increases the confidence of the organization in its ability to provide services that fully satisfy the needs of consumers.

1. Areas of activity in the management system in the field of household services and its components include three levels of management problem solving [12].

2. The macro-level includes solving the problems of self-organization of the management system in the field: goal setting policy in the field of household services, management system development strategy, functions of subsystems, personnel policy of the republic administration.

3. Performance of general management functions in relation to real goals, which constitute the technological aspect of management, management of the effectiveness of interaction between the subject and the object of the management system.

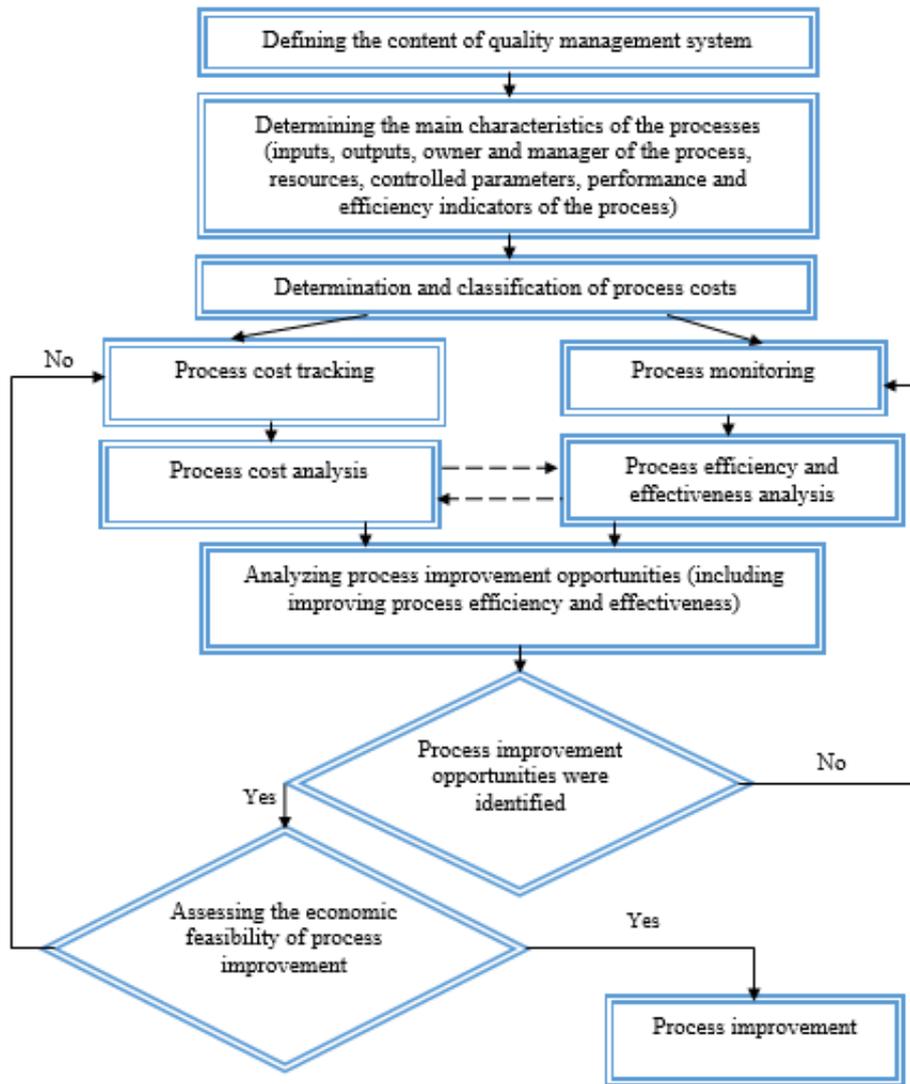
4. Managing the activities of specific management subsystems to achieve goals or perform specific management functions located at the lower level of the goal tree.

Currently, there is a quality management system based on the quality star, which considers the enterprise both as a functional structure and as a set of certain conceptual processes.



**Figure 1.** *Five-star model of quality management*

The following are required for the operation of the quality system, as well as for the management of processes: a) the use of employee incentives; b) train him on both professional issues and quality management issues; c) establishing proper relations with consumers; d) learning how to manage suppliers so that they receive the required services of predetermined quality on time. This process consists of the following five stages in the history of the development of quality systems, which are represented as five quality stars (Figure 1) [13].



**Figure 2.** Algorithm for evaluating the effectiveness of quality management processes in the field of household services

The stages of evaluating the effectiveness of quality management processes in the field of household services are as follows (Figure 2):

Determining the composition of quality management system processes in the field of household services within the framework of economic modeling.

Forming the main descriptions of the process required in the field of household services within the framework of economic modeling (process goals, process inputs and outputs, resources, results, performance indicators and process efficiency).

1. Determining the cost of each process in the network.
2. Classification of costs that make up the costs of the quality management system process.
3. Actual construction of the economic model of the process.
4. Formation of the basic rules of management of the economic model (keeping it in a conditionally stable state).

Organization of a modern model of quality management of household services in our country is an association of specially purchased enterprises. , creating a product and quality control system in accordance with ISO 9000 international standards that supports the interests of material service providers, suppliers, society and the country.

One of the ways to manage and evaluate the quality of services in the field of household services is to study all the processes presented in Figure 3. will bring.



**Figure 3.** Enterprise service process

Figure 3 shows the sequence that leads to satisfying the needs of consumers (customers), and all links of this chain lead to the formation of competitive advantages of the enterprise. It all starts with enterprise management, information about them should be as transparent and open as possible for potential consumers. The consumer service industry is a diversified industry with relatively broad historical roots. Therefore, it is necessary for business entities to provide complete information about the prices of new projects, materials and services on the websites of household service enterprises and to constantly update them.

It is necessary to increase the role and responsibility of local state authorities in the sustainable development of the household service sector. In the implementation of regional policy and the practical implementation of the strategy for the development of this industry, the program of development of the field of household services adopted by regional bodies is important. In the republic, large-scale work is being carried out on the implementation of measures aimed at the implementation of the state policy on the development of small and private entrepreneurship.

One of the problems of creating conditions for meeting the needs of the population for household services is the insufficient methodological support of the process of managing the development of the sector and determining the demand for traditional and modern services, which leads to a mismatch between supply and services. will bring. ratio of demand for household services. to appear. Therefore, setting goals and directions in the future, taking into account the strategy of socio-economic development, by assessing the situation in the market of household services, ensures the matching of supply and demand for these types of services.

After developing plans that set goals for the volume, range, and quality of services, organization, promotion, regulation, and coordination processes are implemented, which allow [14]:

- a. timely and effective implementation of planned measures to ensure compliance of the actual quality of services with state, network and corporate standards;
- b. selection of forms of incentives for employees of budget enterprises financed from the budget in order to prevent the occurrence of consumer objections;
- c. prompt response of departments and specialists to consumer appeals regarding the quality of services rendered.

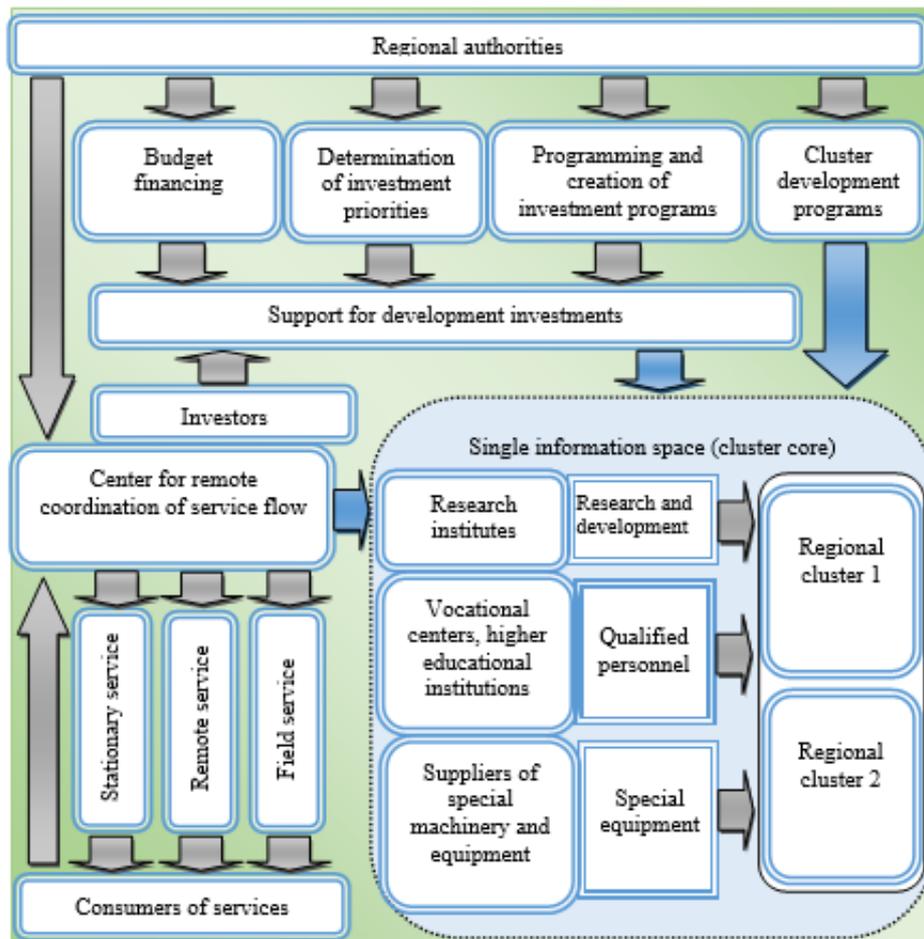
The inconsistency between the real characteristics of household services and consumer expectations can be manifested under the influence of organizational, technical, economic and social factors. To overcome such inconsistency, it is desirable to use the cluster method [15].

The effective operation of the cluster approach structure is based on the development and strengthening of a unified system of information and monitoring, which allows to obtain quick information about the state of the system (cluster) and prevent harmful consequences to the activity of certain elements may occur will give.

A cluster is a group of interconnected, geographically adjacent companies and related organizations operating in a certain area characterized by common activities and complementing each other [16].

As a result of coordinating the activities of the cluster, improving all its existing components can increase the overall quality and efficiency of the work being carried out [17]. The presence of a group of interrelated enterprises and organizations ensures the effectiveness of joint marketing and increases the reputation of the area. Due to the

continuous interaction, the ease of information dissemination, the desire to show one's image and take a worthy place in society, clusters try to ensure long-term cooperation [18]. In addition, clusters create favorable conditions and opportunities for innovative activities. will give. All this reveals the advantages of creating regional clusters.



**Figure 4.** Cluster organization model in the field of household services

As a result of coordinating the activities of the cluster, improving all its existing components can increase the overall quality and efficiency of the work being carried out [19]. The presence of a group of interrelated enterprises and organizations ensures the effectiveness of joint marketing and increases the reputation of the area. Due to the continuous interaction, the ease of information dissemination, the desire to show one's image and take a worthy place in society, clusters try to ensure long-term cooperation [20]. In addition, clusters create favorable conditions and opportunities for innovative activities. will give. All this reveals the advantages of creating regional clusters.

The formation of the organizational structure of the cluster plays an important role in the formation and development of the innovative economy [21]. In a competitive market, cluster members use their economic resources and other resources of financial institutions to produce new products and services, achieve high economic efficiency, and enter the modern markets of new technologies, goods and services.

An important task of the cluster mechanism for the organization of household service enterprises is to ensure the existence of an organizational unit and general attention to improving the activities of cluster economic entities in the field of household services, a necessary condition for changing economic relations. is to create conditions and successfully solve the general problem of social development of the population [22].

The organization of a cluster can increase the level of competitiveness of the services provided and the efficiency of their provision in general. In addition, the cluster creates an opportunity to expand the types of services provided by a small number of specialized entities on a production scale. In this case, all participants of the creation of the cluster indicate the condition of having a number of additional benefits for individual business structures [23].

The model of cluster organization in the field of household services is presented in Figure 4, in which it is important to create mutual cooperation of structures that meet both the requirements of cluster formation and the indicator of geographical compatibility. It is also possible to provide the possibility of remote coordination of the activities of

this union based on the optimal redistribution of the flow of orders.

The main difference of the cluster from other organizational forms of combining subjects of the household service industry is the mandatory requirement to maintain a competitive field [24]. All structural elements of cluster formation are full participants in the field of household services and operate within the defined organizational and legal form. The novelty of joining a cluster is an active connection with the external environment, because only in this condition can the common goal of the cluster, which is achieved through synergy, be achieved. This is especially important for small and medium-sized business entities of the household services market, which have a number of problems related to the formation of a target audience, stabilization of demand for services, etc.

## Conclusion

In conclusion, the study underscores the critical role of quality management systems and models in enhancing the delivery of household services to meet consumer expectations effectively. The five-star model of quality management provides a structured approach for evaluating the effectiveness of quality management processes in this sector. However, a significant challenge lies in the insufficient methodological support for managing development and determining demand for both traditional and modern services, leading to inconsistencies. Moving forward, aligning goals and strategies with socio-economic development plans can bridge this gap and ensure a balance between supply and demand. Moreover, the cluster organization model presents promising opportunities, such as enhancing collaboration among stakeholders, accelerating innovation, creating investment incentives, and fostering competition. Future research should delve deeper into the specific mechanisms through which cluster organizations can optimize resource utilization, innovation, and market responsiveness in the realm of household services, thereby contributing to sustainable economic growth and improved consumer experiences.

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