



THE PRACTICE OF PROVIDING SOCIAL ASSISTANCE WITHIN THE FRAMEWORK OF THE "WOMEN'S" AND "YOUTH" NOTEBOOKS (BASED ON THE MATERIALS OF A SOCIOLOGICAL STUDY IN TASHKENT AND FERGHANA)

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Received: 6 th December 2022	The article presents some results of a study conducted within the framework of the project of the Department of Social Work of the Mirzo Ulugbek National University of Uzbekistan, aimed at studying the level of awareness about social services available to vulnerable groups of the population and the nature of their use.
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One of the mechanisms for implementing the sustainable development goals is the system of social protection of the population, which is formed on the basis of the social policy of the state. Social protection of the population acquires a special role to achieve goals related to the eradication of poverty, hunger, ensuring good health and well-being, economic growth, and reducing inequality, including gender.

In Uzbekistan, the management system of social protection and the implementation of social services has several levels - republican (national), regional (territorial), local; state and non-state; legislative and executive. Social protection of the population in the country is a system, the main interrelated components of which are regulatory, organizational and managerial, infrastructural, financial and economic, material and technical, personnel. Thus, at the legislative level, social protection is provided by a number of normative legal acts, including the Law of the Republic of Uzbekistan "On social services for the elderly, disabled and other socially vulnerable categories of the population", the Decree of the President of the Republic of Uzbekistan "On measures to improve the social protection system of the population of the Republic of Uzbekistan for 2021-2030", the Resolution of the Cabinet of Ministers of the Republic of Uzbekistan "On measures to further strengthen targeted social protection and support for the elderly and disabled". The infrastructure of the social protection system of the population in Uzbekistan is represented by state and non-governmental non-profit organizations providing social services to the population, including departments for the support of mahalla and family at the district and city levels, guardianship and guardianship authorities. The staffing of social protection of the population is connected with the efforts undertaken by the state to train professional social workers with higher education and to introduce the principles of social work in the provision of social services.

At the present stage of the development of social protection of the population in Uzbekistan, measures are being implemented to overcome its shortcomings through the achievement of strategic goals of creating its institutional framework, expanding the level of coverage of social protection for members of society and throughout life, ensuring justice.

In order to provide social support to the population, a new system of assistance to those in need has been organized – the "iron", "women's", "youth" notebook, which are formed based on the level of need. In this direction,

certain criteria have been adopted that make it possible to include certain citizens in this register and determine appropriate assistance for them.

Thus, in the light of the measures being implemented in the country to improve the system of providing social services and social support, it is important to study the peculiarities of the attitude of recipients of these services to measures to get out of a difficult life situation. This study was implemented within the framework of the innovative project "Creating a mobile application for providing quality social services to families", implemented by the department of social work of the National University of Uzbekistan in 2021-2022. Within the framework of this project, the research team developed a program of sociological research, a target survey toolkit, on the basis of which a study was conducted in a number of pilot districts of Tashkent and Fergana.

The objectives of the study were determined by:

1. To study the understanding and structure of the basic needs in the implementation of which there is a gap in vulnerable groups of the population.
2. Prioritize the needs of vulnerable groups.
3. To identify the relationship between the social services provided and the needs of vulnerable groups of the population.
4. To study the resources of the community in providing social services to vulnerable groups of the population.

The target group of the survey were vulnerable categories of people included in the "iron", "women's", "youth" notebooks of the city of Fergana and the city of Tashkent.

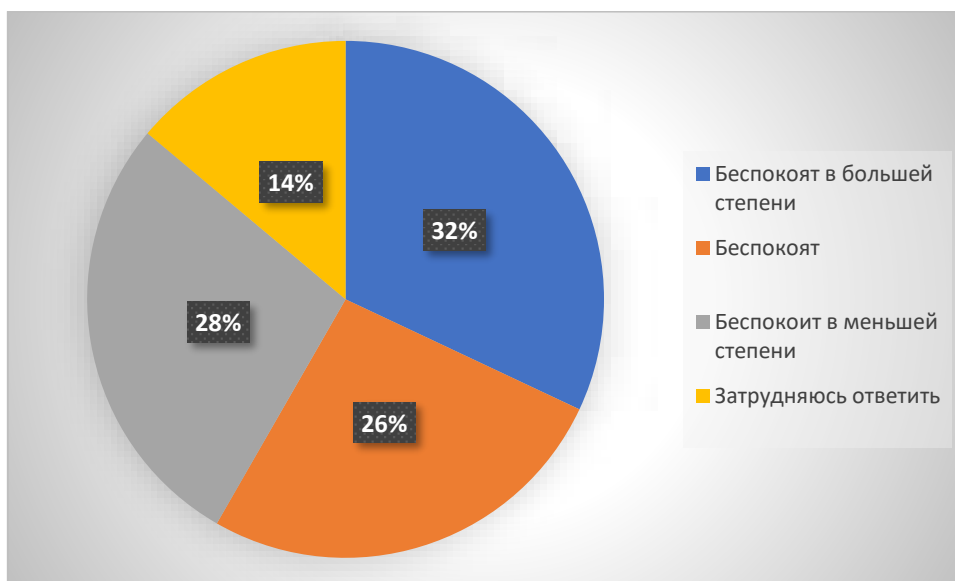
As the survey showed, respondents are more concerned about material problems, 80% of respondents indicated this. In total, 85.9% of respondents surveyed in Fergana are concerned about these problems. A similar situation is observed in the Almazar district of Tashkent - respondents are more concerned about material problems, 89% of respondents indicated this. In total, 97% of respondents are concerned about these problems.

Proceeding from the above-mentioned problem is the search for jobs in other countries and travel abroad for the purpose of employment. The pandemic has brought its serious corretives to this process and the problems of lowering the standard of living due to the lack of the opportunity to travel to another country to earn money are of concern to 59.2% of respondents in Fergana. For respondents of the Almazar district of Tashkent, this indicator was 72.2%.

The coronavirus pandemic is a serious obstacle not only in the health protection system, but also in the general feelings of security of citizens. Nevertheless, as the survey showed, the situation with the coronavirus as a whole does not bother the respondents surveyed. According to the survey, 54% of respondents in the Almazar district of Tashkent are concerned about the situation with coronavirus.

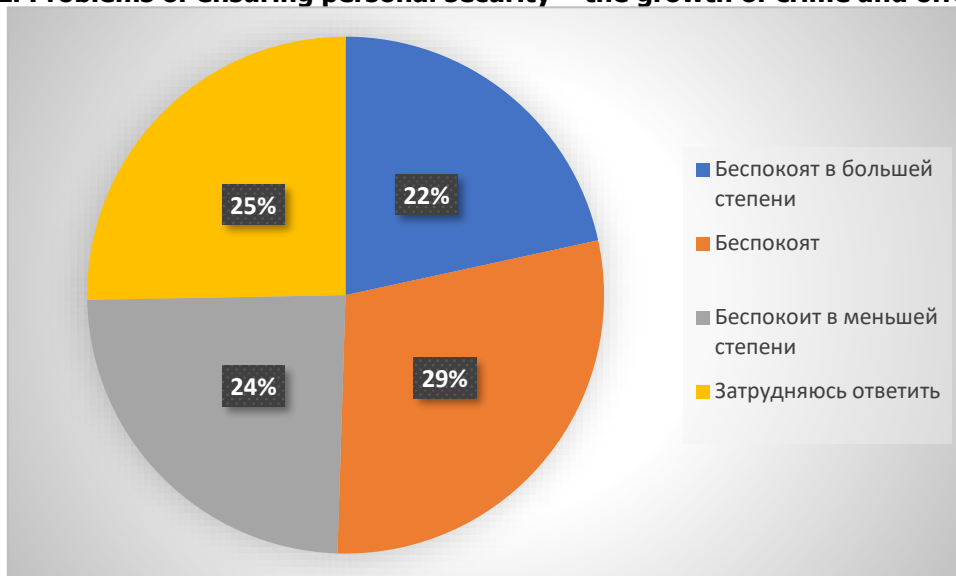
Respondents who belong to vulnerable groups also indicated that they are concerned about the problem of purchasing housing. Despite the measures implemented by the state to provide housing to vulnerable groups of the population, this issue remains relevant for 58% of respondents surveyed.

Fig.1. Housing issue - the high cost of purchasing housing, the residence of several families in one household and the inability to conduct it separately, %



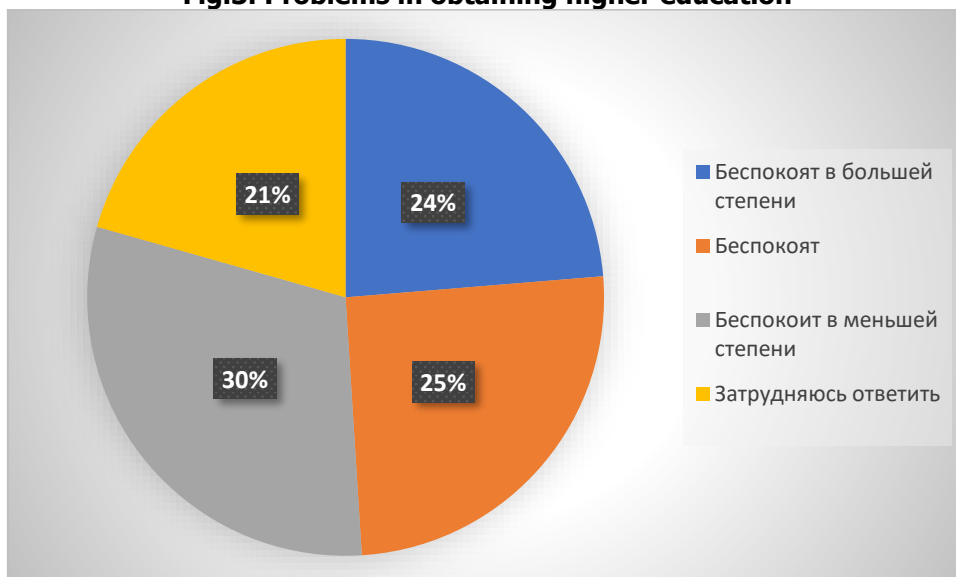
51% of the survey participants are concerned about the issue of personal safety related to the increase in crime and offenses.

Fig.2. Problems of ensuring personal security – the growth of crime and offenses



Satisfaction of basic needs – food, housing, etc. is related to the potential for satisfaction. It is obvious that the potential in the realization of these needs is related to the education of respondents. Problems with obtaining higher education are felt to a greater extent by 24% of the survey participants, almost the same number (25%) are slightly less concerned.

Fig.3. Problems in obtaining higher education



Family problems also seem to be an important factor of well-being, in this regard, this indicator was also touched upon in the study. According to the survey, 60% of respondents are concerned about family problems. Such problems include many varieties of difficulties

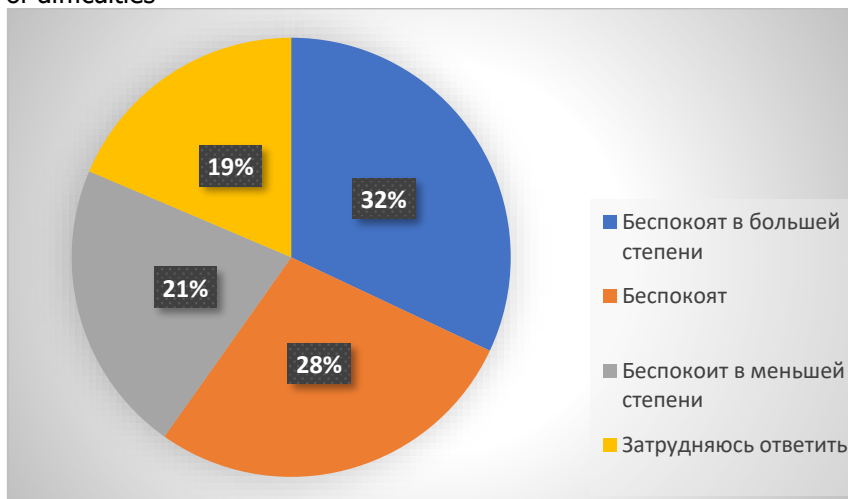
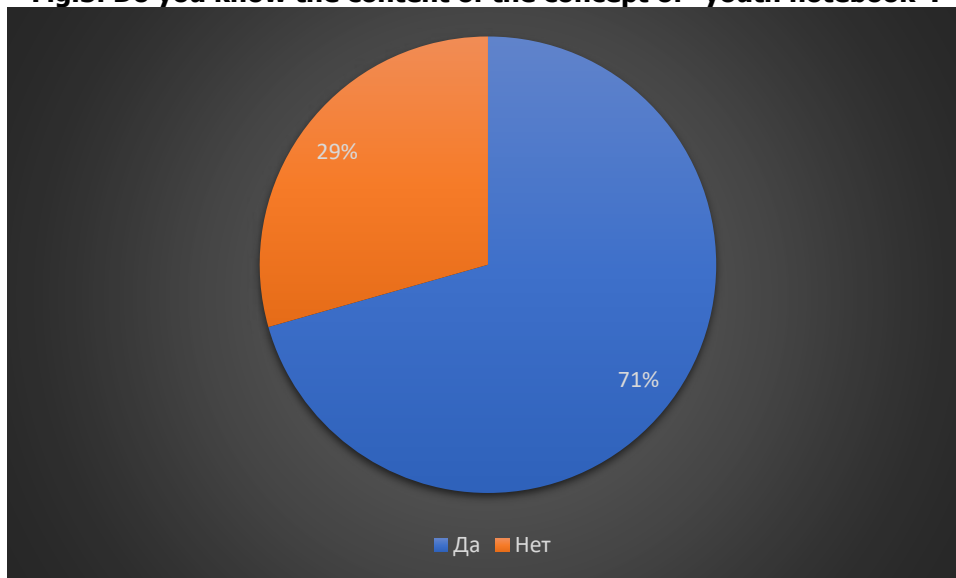


Fig.4. Family problems

On August 20, President of Uzbekistan Shavkat Mirziyoyev held a video conference on increasing economic activity and forming additional reserves. One of the topics of the meeting was ensuring the employment of unemployed youth and women. The government has been tasked with introducing the procedure for teaching them in-demand professions and entrepreneurship with subsequent financial support for establishing a business. For the systematic organization of this work, it was entrusted to form similar "iron notebooks" ("temir daftar") separate lists — a "youth notebook" for unemployed youth and a "women's notebook" for women without work or in families without a breadwinner and to work on them on the basis of a new system and a new order.

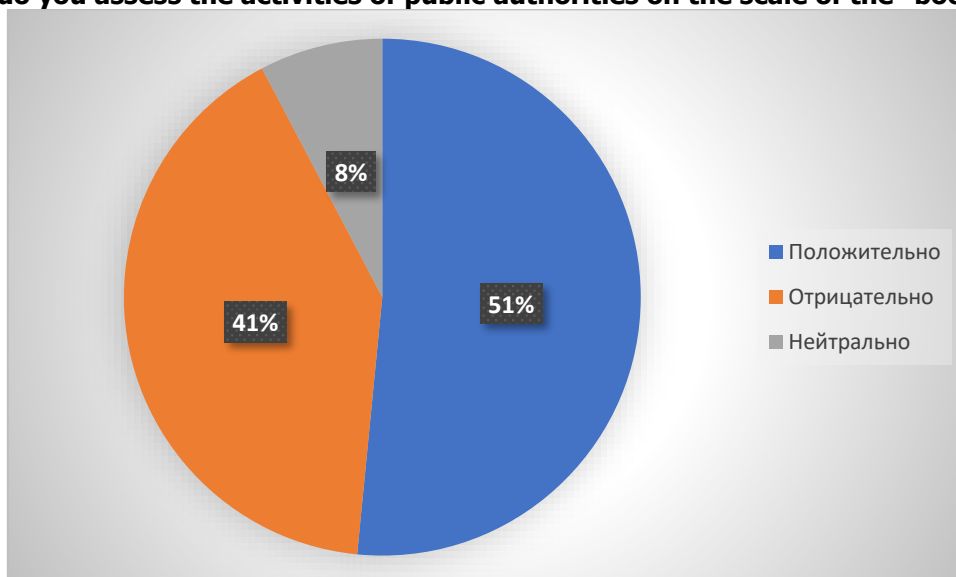
71% of respondents were informed about the content of the concept of "youth notebook".

Fig.5. Do you know the content of the concept of "youth notebook"?



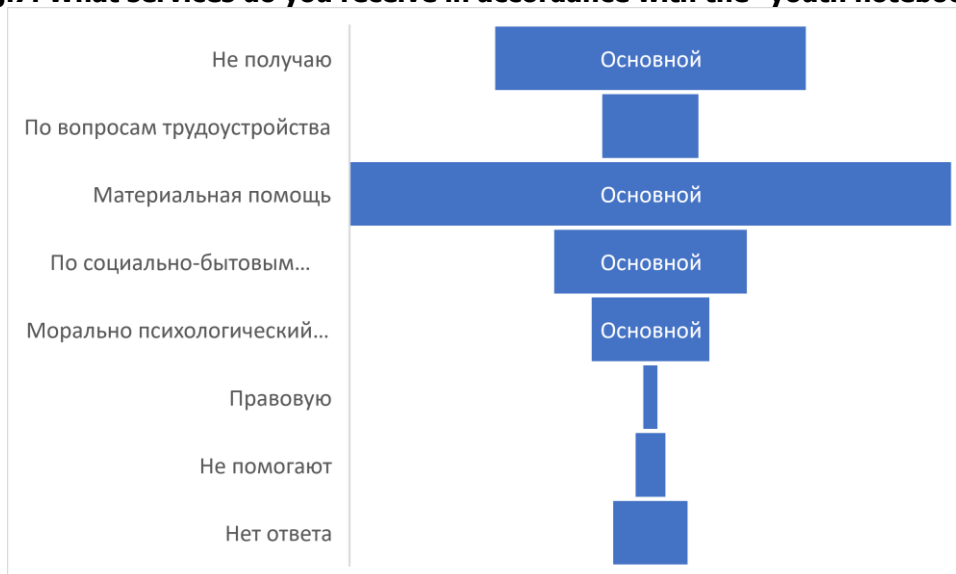
Of those respondents who are aware of the work carried out within the framework of this state program, 51% are fully satisfied with the activities of public authorities under this program. Almost the same number (41%) negatively assess the activities of public authorities within the framework of this program

Fig.6. How do you assess the activities of public authorities on the scale of the "book of youth"?



The main service that young people included in the "youth notebook" receive was designated as non-material assistance (41.8%). One in five respondents indicated that they do not receive any services. A small number of respondents (13.4%) noted that they receive assistance on social and household issues, as well as psychological assistance (8.2%).

Fig.7. What services do you receive in accordance with the "youth notebook"?



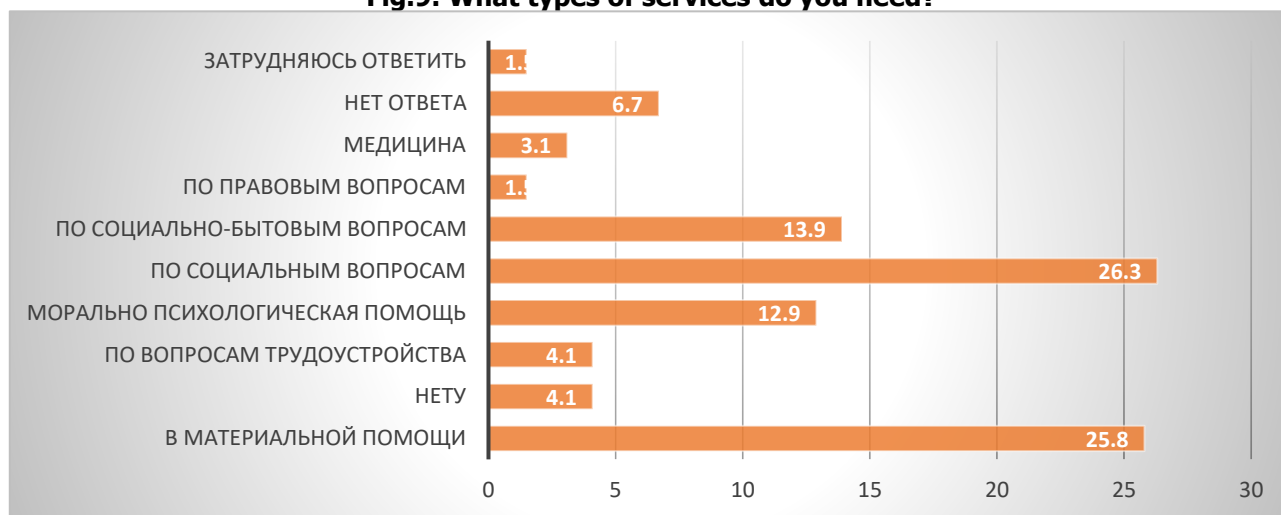
Respondents' assessment of the quality and volume of social services provided is at an average level. According to the survey, 52.6% of the study participants noted that the services are provided in full and satisfy all my needs. 31.4% rated the quality of services as average - services are provided in an incomplete volume and have a formal appearance. Thus, not all recipients of social services have an idea of what the essence of services is and what services they can receive under this program. 16% of those who are among the recipients of the youth notebook services noted that they do not receive any services under this program.

Fig.8. How do you assess the quality of the services provided to you?



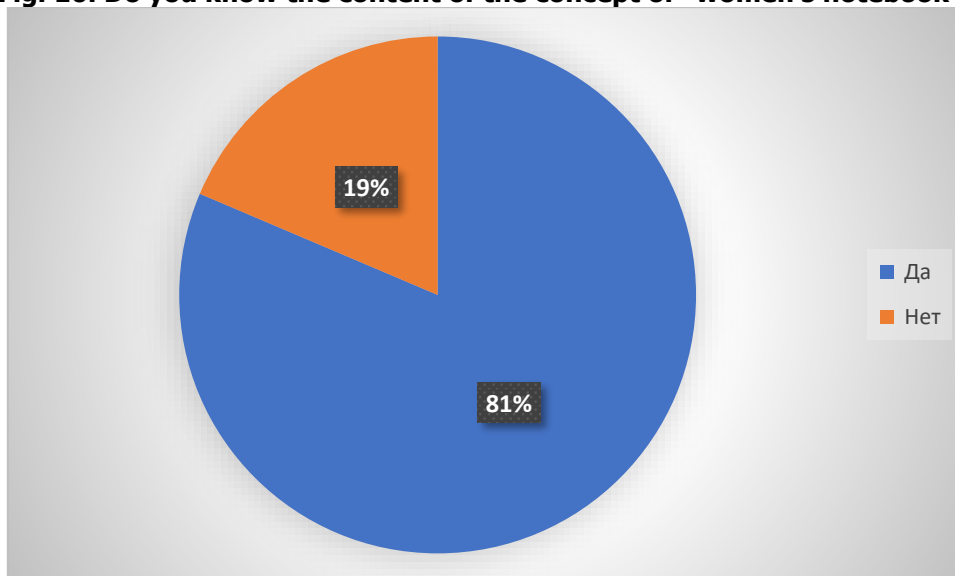
26.3% of the survey participants feel the need for social services, 25.8% would like to receive financial support within the framework of the Youth notebook program. 13.9% have a need for social and household services, for example, patient care, child care, assistance in household matters.

Fig.9. What types of services do you need?



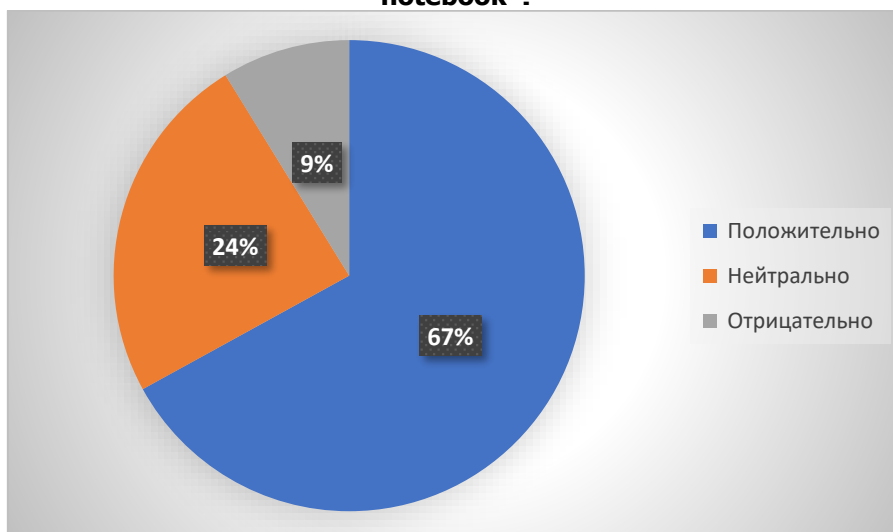
The vast majority of respondents are informed about what a "women's notebook" is - 81.4% of respondents indicated this.

Fig. 10. Do you know the content of the concept of "women's notebook"?



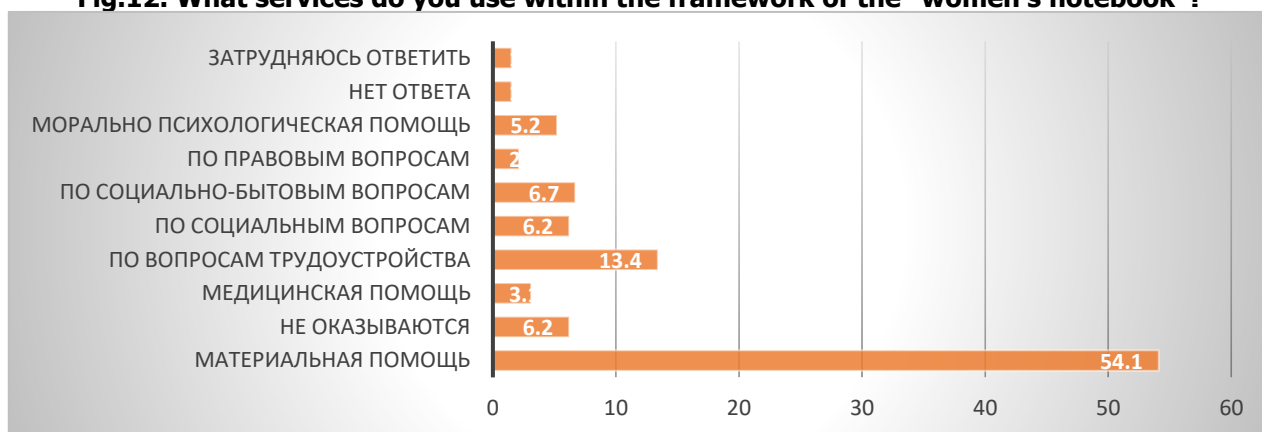
Respondents evaluate the activities of public authorities within the framework of the Women's Notebook program more positively, that is, it can be concluded that the quality and volume of services provided under this state program is an indirect assessment of the level of awareness. At the same time, almost every fifth respondent negatively assessed this activity.

Fig. 11. How do you assess the activities of public authorities within the framework of the "women's notebook"?



Basically, the respondents who are included in the "women's notebook" are provided with financial support services, 54.1% of the survey participants indicated this. In addition, among the most frequently provided services were employment services (13.4%), social services (6.7%), social issues (6.2%).

Fig.12. What services do you use within the framework of the "women's notebook"?



The assessment of the quality, accessibility and volume of social services provided to the beneficiaries of the "women's notebook" is at an average level, as 59.8% of the survey participants believe that "services are provided in full and satisfy all my needs." The formality of the provision of social services was indicated by 33.0% of respondents, that is, the effectiveness of social services for these respondents is at a low level. A possible reason for this shortcoming is the provision of incomplete information about the services available to the beneficiaries of the "women's notebook", the formalism of the provision of services, an incomplete assessment of the needs of this category of vulnerable women.

Fig.13. How do you assess the quality of the services provided to you?



The assessment of the needs for social services, which respondents noted, is mainly in the field of material issues (42.3%), the provision of moral and psychological assistance (17.5%), social issues (11.3%).

Fig.14. What types of services do you need?



Thus, the most important results of the study are the following:

1. The main type of necessary assistance to vulnerable groups of people included in the "iron", "youth", "women's" notebook are basic needs. In this regard, it is necessary to direct the provision of social services to strengthen the financial potential of these people through training, retraining, providing jobs in order to increase material well-being.
2. The second most important social service in which an urgent need has emerged is the provision of socio-psychological assistance.
3. The survey revealed a growing need for a comprehensive assessment of the needs of vulnerable groups of the population, on the basis of which it is necessary to provide social support to achieve greater effectiveness and meet the basic needs of vulnerable groups.

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