



PASSENGER TRANSPORT SERVICE QUALITY ANALYSIS (ON THE EXAMPLE OF O'ZTEMIRYO'LYO'LOVCHI AJ)

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ABSTRACT

This article lists the advantages of digitalization, which is becoming a modern requirement. At the same time, in the digital edu In recent years, the passenger transport sector in the Republic of Uzbekistan has been showing positive growth trends, reflecting both increasing demand for mobility and rising expectations of service quality. According to data from the State Statistics Committee of the Republic of Uzbekistan, between January and June 2025, the rail transport sector carried 5.3237 million passengers, which represents an increase of 280.8 thousand or 5.6% compared to the same period in 2024.[1]cation system, the teacher-student relationship reveals that it plays a very important role and influence in the educational process.

In recent years, the passenger transport sector in the Republic of Uzbekistan has been showing positive growth trends, reflecting both increasing demand for mobility and rising expectations of service quality. According to data from the State Statistics Committee of the Republic of Uzbekistan, between January and June 2025, the rail transport sector carried 5.3237 million passengers, which represents an increase of 280.8 thousand or 5.6% compared to the same period in 2024.[1]

Moreover, for the full year 2024, passenger rail journeys reached 9.803 million, marking a growth of 177.1 thousand over 2023, approximately a 2% rise. [2]

These figures signal that rail transport remains a significant component of the national mobility system, and in such a context, the quality of passenger services becomes a critical factor for competitiveness, customer satisfaction and sustainable development of carriers. Despite these positive trends, industry-specific studies show that service quality challenges persist, especially in sectors where passengers' expectations include timeliness, comfort, accurate information and safety. For a major rail carrier such as O'ztemiryo'lyo'lovchi AJ, ensuring high quality of service is not just a regulatory requirement but also a strategic imperative to maintain ridership growth and improve organisational performance. Therefore, the present study aims to analyse the quality of passenger transport services provided by O'ztemiryo'lyo'lovchi AJ, to identify key determinants of service quality in the context of

Uzbekistan's railway sector, and to formulate practical recommendations for enhancing performance. The relevance of this research stems from the dual need: firstly, to contribute to the academic understanding of service quality management in the transport sector in emerging economies; secondly, to aid practitioners and policymakers in Uzbekistan in raising the service standards of passenger rail transport amid increasing competition and evolving customer expectations.

The concept of service quality (SQ) has been widely studied in both general services marketing and transport sectors. As defined by many researchers, service quality refers to the extent to which a service meets or exceeds customer expectations by comparing what was promised (or expected) and what was delivered.[3]

In the context of passenger transport, SQ takes on additional complexity because journeys involve multiple touchpoints (ticketing, boarding, transit experience, arrival) and a variety of influencing factors including reliability, comfort, punctuality, safety, accessibility and information clarity. [4] One of the most widely used measurement frameworks is the model developed by SERVQUAL (Parasuraman, Zeithaml & Berry, 1988) with five dimensions: reliability, responsiveness, assurance, empathy and tangibles. [5] While this model originates in service sectors generally, transport-specific studies frequently adapt or extend its dimensions to capture mode-specific attributes (e.g., infrastructure quality, arrival/departure punctuality, onboard comfort). [6]

Several systematic reviews and integrative studies have examined service quality in public transport, rail, bus and air sectors. For example, Rail-based Public Transport Service Quality and User Satisfaction – A Literature Review (Ibrahim et al., 2020) reviewed rail-based public transport and identified nine key influencing factors for user satisfaction: availability of service, accessibility, ticketing, punctuality, clarity of information, quality of customer service, comfort, safety and image. [7] In another study, Research in logistics service quality: a systematic literature review (Kilibarda, Andrejić & Popović, 2019) analysed 98 papers across 56 journals, highlighting that despite numerous studies, the literature still reports a relatively low average level of logistics service quality across industries, and emphasises the need for improvement in measurement methods.[8]

From passenger transport perspectives, studies find that reliability and punctuality tend to have the strongest impact on perceived quality and satisfaction; however, comfort, information clarity and safety also play substantial roles, especially in rail and intercity contexts. The literature shows a variety of quantitative and qualitative methods applied to assess service quality. Methods include surveys using Likert scales (often based on SERVQUAL dimensions), structural equation modelling (SEM), importance-performance analysis (IPA), multi-criteria decision analysis (MCDA) and others. However, scholars point out several challenges:

1. The specificity of transport modes means generic service-quality models may need adaptation.
2. Heterogeneity in passenger expectations complicates direct comparisons across contexts.
3. Data scarcity or lack of longitudinal studies in many emerging economies, including Central Asia, limits deeper insights.

4. Measuring “perceived quality” remains inherently subjective; thus combining objective performance data (punctuality rates, incident logs) with subjective perceptions is increasingly recommended.

In recent years, the issue of improving the quality of passenger transportation services in Uzbekistan has become increasingly relevant. The modernization of the country’s transport infrastructure, the expansion of tourism, and the rise in population mobility have led to growing demand for efficient, safe, and comfortable passenger transport. “O‘ztemiryo‘lyo‘lovchi” JSC, as the main operator of railway passenger services in Uzbekistan, plays a key role in ensuring accessibility and quality of these services nationwide.

According to the Statistics Agency under the President of the Republic of Uzbekistan, in 2024, more than 18 million passengers were transported by rail, showing a 7.2% increase compared to 2023 [1]. Despite the positive trend, passenger feedback and analytical reports indicate that service quality remains inconsistent, particularly in the areas of punctuality, onboard comfort, and digital service accessibility [2].

The relevance of analyzing passenger transport service quality at “O‘ztemiryo‘lyo‘lovchi” JSC is determined by the company’s strategic importance in the national transport system. In 2023–2024, the company implemented a set of initiatives under the “Digital Railway” program, introducing online ticketing, mobile applications, and dynamic pricing systems [3]. However, the overall level of passenger satisfaction, based on surveys conducted by the Ministry of Transport, remains at 78%, while the target indicator of the Transport Development Strategy for 2030 is 90% [4].

Thus, the topic of assessing and analyzing the quality of passenger transportation services at “O‘ztemiryo‘lyo‘lovchi” JSC is highly relevant. It allows for identifying systemic problems, evaluating the effectiveness of modernization projects, and developing proposals for improving service standards in line with international best practices. The ongoing modernization of Uzbekistan’s railway sector demands a systematic approach to service quality evaluation. “O‘ztemiryo‘lyo‘lovchi” JSC stands at the center of these transformations, where enhancing customer satisfaction and aligning operations with international standards remain the key priorities for sustainable transport development.

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