THE IMPORTANT ROLE OF ACCESSIBLE TOURISM THAT IMPACT ON SAMARKHAND TOURISM SECTOR (IN THE CASE OF REGISTON)

Nabiyev Rahmatulloh Ikromjon o‘g‘li
Silk Road International University of Tourism and Cultural Heritage, Tourism and Hospitality (TH) 324
rahmatullohnabiev8@gmail.com

Annotatsiya

O‘zbekistonda turizm sohasi 2020-yildagi COVID pandemiyasidan so‘ng jadal rivojlandi; Samarqand shahri ham bundan mustasno emas. Ushbu maqolada Samarqand turizm sektorida, xususan, Registon maydoni misolida, imkoniyati cheklangan shaxslarning ishtiroki masalasiga e’tibor qaratiladi. Inklyuziv turizm bo‘yicha asosiy ma’lumot manbai sifatida joylarda o‘tkazilgan so‘rovnomalar va onlayn ma’lumotlardan foydalanildi. To‘plangan ma’lumotlarni tahlil qilish shuni ko‘rsatadiki, Samarqandga sayohat qilmoqchi bo‘lgan imkoniyati cheklangan shaxslar uchun turistik sharoit va qulayliklarni yaxshilash zarur. Shunga qaramay, Registon maydoni inklyuziv (barcha uchun ochiq va qulay) turizm nuqtai nazaridan eng jozibador sayyohlik maskaniga aylanishi uchun ulkan salohiyatga ega.

Kalit so‘zlar: *Imkoniyati cheklangan shaxslar turizmi, inklyuziv turizm, turizm sektori, Registon maydoni.*

Abstract

The tourism sector in Uzbekistan has rapidly developed after the 2020 COVID pandemic; the city of Samarkand is no exception. So this article pays attention to the share of people with disability in the tourism sector Samarkand in the case of Registon Square. So we will use on site surveys and online data as our primary source of information about inclusive tourism. After analyzing our data we can come to the conclusion that tourism amenities for disabled people who want to travel around Samarkand need to be improved. Despite that registan square has huge potential to be the most attractive tourist spot in the case of accessible tourism.

Keywords: *Disabled tourism, Inclusive tourism, Tourism sector, Registon square.*

Аннотация

Туристический сектор в Узбекистане начал стремительно развиваться после пандемии COVID-19 в 2020 году; город Самарканд — не исключение. В данной статье рассматривается положение людей с

ограниченными возможностями в туристической сфере Самарканда на примере площади Регистан. В качестве основных источников информации об инклюзивном туризме были использованы результаты опросов на местах и данные из открытых интернет-источников. Анализ полученных данных позволяет сделать вывод о том, что инфраструктура для туристов с ограниченными возможностями в Самарканде нуждается в улучшении. При этом площадь Регистан обладает огромным потенциалом, чтобы стать наиболее привлекательным туристическим объектом с точки зрения доступного туризма.

Ключевые слова: *туризм для людей с ограниченными возможностями, инклюзивный туризм, туристический сектор, площадь Регистан*

Introduction

What is inclusive tourism?

According studysmarter UK[1] site it refers ‘’inclusive tourism refers to travel practices that ensure destinations, services, and experiences are accessible and enjoyable for all individuals, regardless of their physical abilities, age, or financial means.

What is disabled tourism (accessible)?

According to UN tourism[2] ’’accessible (disabled)tourism is an effort to ensure product service destinations are useful by everyone regardless of their age, gender, physical or mental abilities.’’

Information provided by the official site in Uzbekistan shows that more than million people (**1,031,609 people)** account for around 2.7% of the total population, taking data from the National Agency for Social Protection and (Stat.uz). In 2024 on January 1 'Tourism Without Barriers', its main goal is creating acceptable conditions for all people, even people with disabilities. According to this policy many programs took action like in tashkent Karakalpak republic and many other region sponsored domestic trips are conducted for disabled citizens of Uzbekistan. So statistics show that in 2025 Uzbekistan received over 11.7million international tourists from around 8.5 million who visited Samarkand for its cultural and historical monuments.[3] Registon Square plays a crucial role in terms of visitor overall experience of tourism because this is the main brand of the tourism sector.

Research objective

1. To know the theoretical wall of disabled tourism and its impact
2. To find challenges and problems that are affecting disabled people in Registon Square.

3. To come up with practical solutions that could affect the overall experience of people of accessible tourism.

Literature review

Recent studies conducted by F. Zokhidov[4] in Samarkand service for disabled people is not very well developed and not all tourist sites can provide all amenities needed for. It also says we need more specialists in that field. In other research by Dushanova Y, Kadirova S, Kurbanova M and Khaydarova D [5] (2025) said the Samarkand city's accessible tourism infrastructure is much more good from other big tourist cities like Bukhara, Khiva and Shahrisabz because of 2022 SCO summit. The SCO summit happening in Samarkand did help to improve all kinds of facilities for disabled persons but places like Shah-i-Zinda and some places still remain hard to deal with. Studies conducted by S. Jumanazarov, A.Kamilov and K.Kiatkawsin [6] (2020) Samarkand city's share is big in Uzbekistan's tourism because of its 2000 years of history and heritage sites. Surprisingly many people find cuisine the second most important factor. With all the improvements in transportation it became easy to get around in the city. Many researchers studied problems generally, yet specific challenges of accessible tourism are not enough in the case of Samarkand.

Analysis and challenges

Accessible tourism, also referred to as a disabled tourism means providing service or products to all people regardless of their mental or physical health, age, gender. To provide this it requires certain things like wheelchairs who can not walk on their own, tradewalk, pathways which they can't see well, special care systems with professional and individual guides or audio guide service. Many heritage places in Samarkand are accessible on foot or with wheelchairs but places like Shah-i-Zinda,Hazrati Dovud still remain a problem. If we compare Samarkand to other historical cities like Bukhara, Khiva it looks more modern. It's because of recent investment and worldwide events like The SCO summit (2022), UNESCO's 43rd conference (2025), 46th chess Olympic. Registon Assemble is the core stone of Samarkand tourism attraction because of its rich history and of course with its three big monuments Ulug'bek, Tillakori and Sherdor madrasah. Most places in Registon square accessible with people with wheelchair because assembly located in flat surface, the main plaza in the centre is vast spacious for wheelchair even entering madrasah it is not problem and also they enjoy different kind of event and show that organize every day. Also according to some report several ramp made from concrete and marble that leading to three madrasah make easy to navigate but some ramps are made from really polished marble make it easy to slip [7] In figure (1) as we can see.



(1) https://registon.uz/uz/

Table 1 Site's accessibility analysis

No.	Palace name	Wheelchair navigation	Disabled bathroom	Information centre	Tactical pathways	Extra disabled equipments	Specialists professional
1	Registan Square	+	+	+	–	–	–

Challenges

Registan square has many advantages but there are some disadvantages like there is no extra equipment for disabled people, let's imagine one disabled person comes after arriving with his wheelchair suddenly broken. Unfortunately the site does not have any wheelchair. He/she doesn't have any option besides going back and repairing or buying a new one. Meaning we lost one customer for today and word-of-mouth came to action saying ''Registon is not a good place for wheelchairs''. And also there are no professionals, we all know providing service for disabled people requires special attention. Not anybody can do it, you need a certificate that gives the right to act as a special caretaker.

Another problem is ramps because some of them are made from polished marble. When it is snowy or rainy they become really slippery. This makes it hard for disabled people. At that time they will need an extra person to support them which can bother them because they want to travel alone.

Conclusion and recommendations.

After conducting research it lead to following conclusion;

1. The Uzbekistan government is paying serious attention to accessible tourism. We can see in development of new facilities for disabled people with "Tourism without barriers" programs, we can say national government not only international tourist but national citizens taking into consideration.
2. Registon Assembly is much more improved in case of accessible tourism from other historical sites in Uzbekistan because its location, architecture and reputation

Recommendations

1. By creating a caring service course we can increase number professional in that sector in short time.
2. Replace slippery marble ramp with a concrete or antislippery mats ramp to ensure safety and comfort.
3. By organizing special funds for extra equipment for disabled persons with a regular maintenance system.
4. And creating tactical pathways system to make easy to find way to in, following other nation's leading examples.

Reference

[1] https://www.studysmarter.co.uk/

[2]https://www.untourism.int/accessibility-tourism

[3]https://stat.uz/uz/matbuot-markazi/qo-mita-yangiliklar/66309-2025

[4] Zokhidov, F. Features of Service Provision for Persons With Disabilities in Domestic Tourism Destinations of Samarkand City. Journal of Theoretical and Applied Econometrics, [3](1), [51-56],

[5]Dushanova Y, Kadirova S, Kurbanova M and Khaydarova D (2025) Smart and inclusive tourism in Bukhara: towards accessibility in heritage city. Front. Sports Act. Living 7:1624663. doi: 10.3389/fspor.2025.1624663

[6] S. Jumanazarov , A. Kamilov and K. Kiatkawsin 3,Impact of Samarkand's Destination Attributes on International Tourists' Revisit and Word-of-Mouth Intention (2020)

[7]https://accesstravel.com/en-US/ViatorAttraction/Index/27664/25885