



# WHITE PAPER ON TOURISM **2018**

State of the Tourism in the Republic of Uzbekistan





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# CONTENT

## 5 MAIN CONCLUSIONS

## 7 DEMOGRAPHIC ANALYSIS

## 9 CITIZENSHIP. TRAVEL STYLE

Country of origin

Age category

Timing and purpose of travel

Previous visits

Trip planning

Duration of stay

Travel style

Tours preferences

## 21 INFORMATION SOURCES

Impact of types of information sources

The influence of the advice of friends and family

## 25 UZBEKISTAN. WHAT? WHERE? HOW?

Preference for transport when entering and leaving the country

Domestic transportation preferences

Accommodation Preferences

Regional distribution

Tourist activity

Relationship to Uzbekistan







This analysis and the conclusions arising from it were prepared by the Information and Analytical Department of the State Committee of the Republic of Uzbekistan for Tourism Development based on a survey of foreign tourists visiting Uzbekistan in June 2018. The survey was conducted by the State Committee of the Republic of Uzbekistan for Tourism Development and the State Statistics Committee of the Republic of Uzbekistan.

*Urungach Lake (jade lake), Tashkent Region*


# ABOUT THE SURVEY



The questionnaire was developed by the State Statistics Committee of the Republic of Uzbekistan and the State Committee of the Republic of Uzbekistan for Tourism Development based on the advice of an expert from the UNWTO.




Students of higher educational institutions (45 people in total) were recruited as interviewers, and responsible officials of the State Statistics Committee of the Republic of Uzbekistan (10 people in total) served as supervisors during the survey. In order to conduct a high-level survey, the organizing team proceeded with explaining the goals and objectives of the survey for interviewers and supervisors from 22 to 26 May 2018.

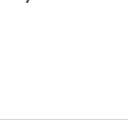


The purpose of the survey is the statistical accounting of tourism and the study of the development of inbound tourism in Uzbekistan, as well as identifying preferences and expectations of foreign tourists.

The survey was conducted among foreign visitors who traveled to Uzbekistan, who stayed in the country for more than one night and less than one year and did not have a goal to work in Uzbekistan.



The questionnaire includes 26 questions of different categories: open questions, questions with options, mixed, as well as the Likert scale (assessment of the degree of agreement or disagreement with a certain judgment), and was conducted among foreign visitors at the Tashkent International Airport, at the railway station and at 10 border control points in 10 regions of the country.



# MAIN CONCLUSIONS

1. The number of arriving foreign visitors to Uzbekistan is growing at a high rate every year. So, in 2017, 2,690 thousand tourists entered the Republic of Uzbekistan. This figure is 32.7% more compared to 2016, when the number of tourist arrivals was 2,027 thousand. In turn, in only nine months (January – September) of 2018, the number of foreign tourists amounted to 3,915 thousand people and exceeded the figures for the same period in 2017 by more than 2 times (by 104.7%).
2. According to the survey, the majority of tourists from Central Asia are citizens of Kazakhstan (24.1% of the total number of respondents). The majority of respondents from the CIS are citizens of the Russian Federation (11.3%). Visitors from China (3.4%) make up the majority of respondents from the Asia-Pacific Region (APR), while visitors from France (2.3%) make up the largest segment of tourists from Europe. In the Middle East it is Turkey (1.9%), in North America - the USA (1.2%).
3. The age group from 35 to 45 years is the largest number of respondents who arrived from Central Asia (29.4%), CIS (33.8%) and the APR (30.0%). The main part of European tourists are persons of 55 years and older (42.5%).
4. The majority of respondents (42.3%) have a completed higher education. The next largest category (37.8%) are respondents with a completed secondary special education.
5. The purpose of the trip to Uzbekistan for the main part of the respondents surveyed is to visit friends and relatives. This part makes up 39.4% of the total number of respondents. The second largest segment of respondents is 33.6%, who answered that the purpose of visiting Uzbekistan was vacation, leisure and recreation.
6. As can be seen from the review, the purpose of the trip to Uzbekistan of the main part of the interviewed respondents is to visit friends and relatives (39.4%). The second largest segment of respondents is 33.6%, who arrived in Uzbekistan for the purpose of vacation, leisure and recreation.
7. The majority of interviewed tourists have previously visited Uzbekistan. Thus, those who visited Uzbekistan earlier account for 76.3%. Tourists, for whom the visit to Uzbekistan was the first, make up 23.7%.
8.  $\frac{3}{4}$  part of the arriving tourists are planning a purposeful trip to Uzbekistan, without including destinations to other countries. The stay of the majority of the interviewed tourists (79.0%) ranged from 1 to 9 nights. Only a small proportion of visitors from Central Asia (12.2%) remained in Uzbekistan for more than 9 nights. While 43.0% of European tourists and tourists from other CIS countries remained in Uzbekistan more than 9 nights. This indicator for visitors from North America is 37.0%, from the APR - 21.9%, from the Middle East - 19.2%.
9. Most of the tourists (57.20%) visiting Uzbekistan prefer to travel in a team. If half of the tourists from Central Asia and the CIS (respectively, 50.5% and 46.0%) prefer to travel alone, 85.0% of visitors from North America, 81.0% from the APR, 78.1% from Europe, 72.0% from the Middle East, arrived to Uzbekistan in a team.
10. Only 12.8% of respondents indicated that they had made a trip to Uzbekistan by tour. The main part of the tour travelers are visitors from Europe (38.6%) and the APR (38.3%). The smallest proportion of travelers traveling to Uzbekistan by touring are citizens of the CIS (3.2%) and Central Asia (3.7%).

## MAIN CONCLUSIONS

**11.** The main part (73.4%) of tours includes a trip only to Uzbekistan. Such kind of tours were popular among European tourists, which constitute 47.8% of the total number of travelers in this category, and of the ATP - 30.2%.

**12.** Only 16.8% of the tourist packages purchased by tourists to Uzbekistan, were realized by Uzbek tour operators and travel agencies. The main buyers of Uzbek tours are tourists from the APR and Europe (34.5% and 26.1%, respectively).

**13.** The most influential sources for tourists were the advice of friends and family, who indicated 54.3% of the polled tourists. The next influential sources were social networks (16.6%), travel notes about Uzbekistan in newspapers and magazines (15.8%), television documentaries and news programs (14.7%).

**14.** The main part of visitors (62.7%) arrived in Uzbekistan by land transport from neighboring countries (Kazakhstan, Kyrgyzstan, Tajikistan, Turkmenistan). Respondents who arrived in the Republic of Uzbekistan by air, in most cases used the services of Uzbekistan Airways (64.1%); Air Astana (11.8%), Aeroflot (5.7%), Turkish Airlines (5.0%), UT Air (4.2%).

**15.** This trend does not change when leaving Uzbekistan, when the main part of

tourists (63.9%) left Uzbekistan by road through neighboring countries (Kazakhstan, Kyrgyzstan, Tajikistan, Turkmenistan). The dominant airlines, whose services are used by tourists when departing from Uzbekistan, also remain Uzbekistan Airways (58.4%), Air Astana (18.0%), UT Air (5.3%), Aeroflot (4.9%), Turkish Airlines (4.0%).

**16.** During trips between cities of Uzbekistan, visitors most of all prefer such types of transport as taxi, train, buses and mini-buses.

**17.** During their travels in the Republic of Uzbekistan, the largest proportion of respondents (43.6%) chose to stay with family and friends. 85.1% of those who chose to stay with family and friends are visitors from Central Asia. The main part of tourists from Europe (34% and 37.0%) and the APR (40.0% and 43.0%) prefer 2-, 3-star and 4-, 5-star hotels as accommodation facilities. A similar situation is observed when tourists from the Middle East and North America choose the type of accommodation in Uzbekistan, when 79.6% and 75.0% of tourists from these regions respectively chose 2-, 3-star and 4-, 5-star hotels. for living.

**18.** Tashkent city became the most visited place in Uzbekistan. So, 58.0% of tourists said that they visited Tashkent and stayed there overnight. However, in terms of length of stay, the city of Termez is ahead of other cities, where, on average, one visitor

stayed 6.2 nights. In the city of Nukus, this figure was 5.7 nights, in the city of Tashkent - 5 nights, Khiva - 3.7 nights, Samarkand - 2.6 nights, Bukhara - 2.4 nights.

**19.** Visitors showed the most interest in shopping in Uzbekistan, as well as visiting museums and galleries, walking / hiking, excursions and walking historical tours. Visitors from Central Asia showed the greatest interest in shopping in Uzbekistan (39.7%). The main part of visitors from Europe (77.5%) and the APR (72.2%) noted visiting museums and galleries as the most popular tourist activity during their stay in Uzbekistan.

**20.** Unanimous opinion (93.4%) regarding attitudes towards Uzbekistan among tourists is that the Uzbek people were very welcoming.

**21.** Positive impressions of Uzbekistan also influence the intentions of visitors regarding their return to Uzbekistan. Thus, the majority of tourists (82.1%) indicated that they intend to visit Uzbekistan again. Most of them (54.3%) intend to visit the country within 1 year. Another 19.4% - in the period from 1 year to 3 years. The rest is in longer periods.





# DEMOGRAPHIC ANALYSIS



*Bibi Khanum Mosque, Samarkand*

## DEMOGRAPHIC ANALYSIS

A total of 5756 respondents took part in the questionnaire, and 3165 men (55%) and 2520 women (44%) were included in the sample group for this survey. Another 71 did not mark their gender.

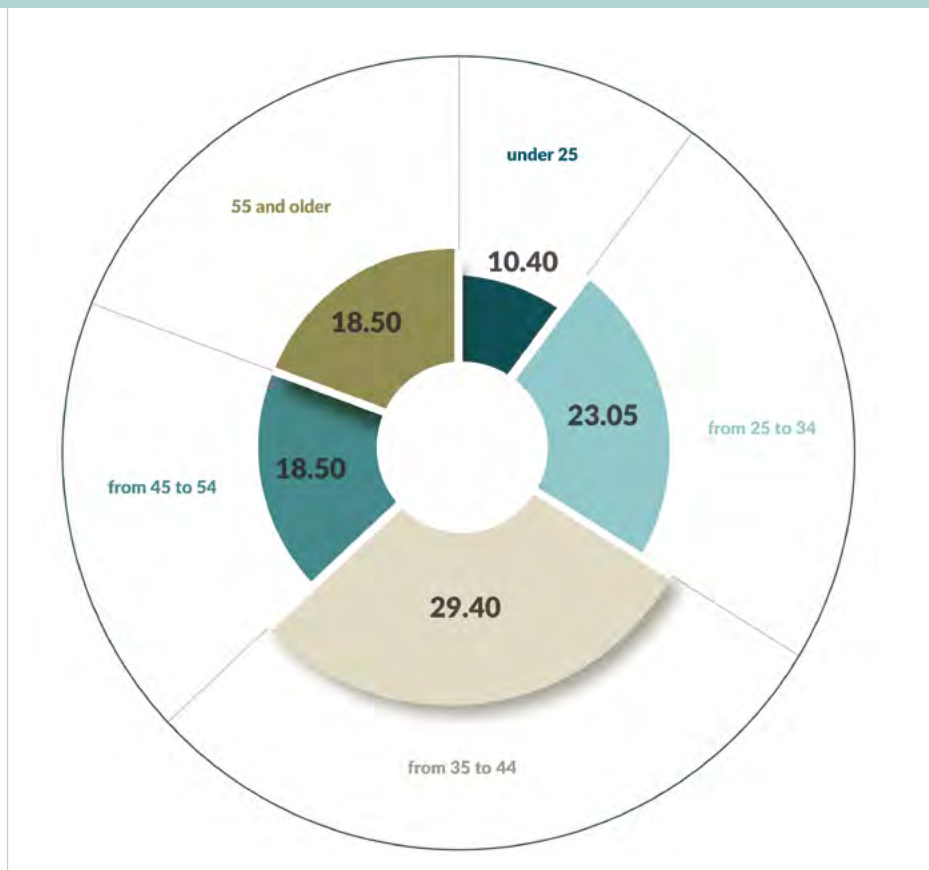
The largest number of respondents is in the age group from 35 to 44 years old - 1,679 people (29.4%). This is followed by the age

group between 25 and 34 years old - 1316 people. (23.1%). The age groups 45-54 years and over 55 years old occupy the following positions. The smallest population is under 25 years old (597 people).

The majority of respondents have completed higher education - 2385 people (42.3%). Also, 2134 people (37.8%) have completed

secondary special education. The next group consists of respondents with incomplete higher education - 482 people. (8.5%). Additionally, 360 people have a master's or doctoral degree. (6.4%).

CHART 1. AGE CATEGORY (%)





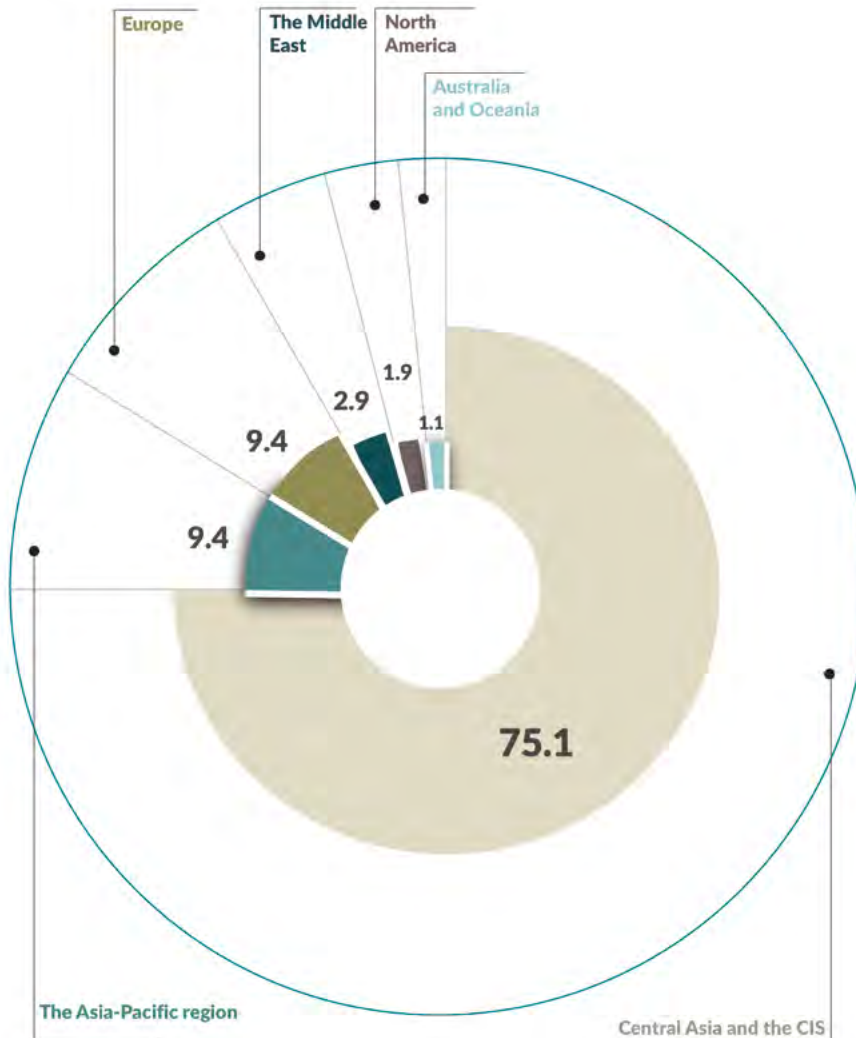
# CITIZENSHIP. TRAVEL STYLE



*Ensemble Poi-Kalon, Bukhara*

# COUNTRY OF ORIGIN

CHART 2. OVERVIEW BY REGION (%)



The study involved citizens from 72 countries. As can be seen from the review, visitors from the countries of Central Asia make up the majority of visitors - 3,591 people (62.4%). In particular, respondents from Kazakhstan - 1,387 people (24.1%), Kyrgyzstan - 864 people. (15%), Tajikistan - 671 people. (11.6%), Turkmenistan - 669 (11.6%).

Next comes the CIS region - 731 people. (12.7%), Europe - 543 people. (9.4%), the Asia-Pacific region (South, East and South-East Asia) - 529 people (9.4%), the Middle East - 182 people. (2.9%), North America - 109 people. (1.9%), Australia and Oceania - 60 people. (1.1%), South America and Africa - 6 people. Как видно, ведущим направляющим туристов в Узбекистан рынком является Казахстан (24,1%).

As for tourists from other regions, the main guide of tourists to Uzbekistan in the CIS market is the Russian Federation (11.3%). Visitors from China (3.4%) represent the the majority of guests from Asia-Pacific to Uzbekistan, and visitors from France (2.3%) represent the largest segment of the tourist market of Europe. In the Middle East it is Turkey (1.9%), in North America - the USA (1.2%).

## AGE CATEGORY

If we consider this segment of the survey from the point of view of the age category, we can observe the following picture. Thus, the main part (29.7%) of arriving tourists from the region of Central Asia are people aged from 35 to 44 years. Citizens aged 25 to 34 years old - 25.1%, from 45 to 54 years old - 18%. The number of visitors from 55 years and older, and also under 25 years old, respectively, is 13.9% and 13.2%.

Similarly, in other CIS countries, persons aged between 35 and 44 years old make up the majority (33.8%) of arriving tourists from the region. Citizens aged 45 to 54 years old 25.1-18%, from 25 to 34 years old - 22.6%. The number of tourists from 55 years old and older, and also under 25 years old, respectively, is 12.5% and 5.9%.

The situation with tourists from Europe looks different. The main age group of tourists from the region of Europe are persons of 55 years and older, who constitute 42.5% of the total number of European tourists. This is followed by age groups from 25 to 34 years old (18.6%) and from 35 to 45 years old (18.4%). The number of tourists from 45 to 54 years old and under 25 years old makes up 16.2% and 4.8% respectively.

In the APR, the main part (30%) of arriving tourists are people aged from 35 to 44 years. Persons 55 years and older make up 28.7%. This is followed by age groups from 35 to 45 years (18.2%) and from 25 years to 34 (15.2%).

# TIMING AND PURPOSE OF TRAVEL

The results of the analysis of the respondents' answers regarding the choice of time for traveling in Uzbekistan show that the majority of tourists (33.6%) took paid holiday at their place of work. The second most common answer is "I am unemployed" (30.4%).

TABLE 1

Reasons	Respondents
I have a paid holiday	33.6 %
I am unemployed	30.4 %
I am retired	8.9 %
I left my work for traveling (got the temporary break)	7.1 %
I have finished a semester / year at university or I am on vacation	4.6 %
I'm on a long unpaid leave (took a break from work)	3.9 %
I have business trip (meeting, business, negotiations)	2.8 %
I have graduated from university	2.0 %
I have a career (work) in Uzbekistan	1.6 %
I have graduated from school	1.1 %
I am on vacations (holiday, free time, etc.)	1.0 %
Other purposes (took a break from work, quit work for traveling, visiting relatives, training, treatment, transit, etc.)	2.8 %

As can be seen from the review, the purpose of the trip to Uzbekistan of the main part of the interviewed respondents is to visit friends and relatives. This part makes up 39.4% of the total number of respondents.

The second largest segment of respondents is 33.6%, who answered that the purpose of visiting Uzbekistan was vacation, leisure and recreation. Next is the group of respondents (9.1%) who arrived to Uzbekistan for business and professional purposes. 5.7% of respondents noted that profits for medical and health procedures, and another 5.4% - for shopping.

TABLE 2

Purpose of visit	Respondents
Visiting friends or relatives	39.4 %
Holiday, leisure and recreation	33.6 %
Business and professional purposes	9.1 %
Medical treatment	5.7 %
Shopping	5.4 %
Transit (further continuation of trip)	2.0 %
Religious sites and pilgrimages	2.0 %
Education and training	1.5 %
Other purposes	1.0 %



Further analysis of the purpose of visiting tourists in Uzbekistan shows that the majority of respondents who noted that the main purpose of their trip to Uzbekistan is visiting friends and relatives are citizens of neighboring countries: Kazakhstan (26.6%), Tajikistan (20.2%), Kyrgyzstan (19.2%), Turkmenistan (16.1%). Citizens of the Russian Federation also constitute a significant part of the respondents (15.1) in this context. In general, citizens of the above countries make up more than 97% of respondents who answered that they arrived in Uzbekistan to visit friends and relatives.

Similarly, among the respondents who arrived for vacation, leisure and recreation, the largest part is made up of citizens of Kazakhstan - 17.2% of the Russian Federation - 10.4%, Kyrgyzstan - 8.5%, China - 7.7%, Turkmenistan - 6.8% , France - 5.9%, Tajikistan - 5.8%, India - 5.7%, Italy - 4.9%.

However, despite the quantitative superiority of the countries of Central Asia and the Russian Federation in this context, in relative terms, the number of arrivals for leisure and recreation to the total number of tourists in each country, the situation looks different. For example, respondents from Kazakhstan who arrived to Uzbekistan for vacation, leisure and recreation, constitute only 17% of the total number of Kazakh respondents. Similarly, this indicator in relation to respondents from the Russian Federation is 30.1%, Kyrgyzstan - 19.1%, Turkmenistan - 19.9%, Tajikistan - 16.8%.

In turn, the analysis shows that the majority of foreign citizens come to Uzbekistan for leisure and recreation. So, the respondents are citizens of Hong Kong, 100% noted that the profits for vacation, leisure and recreation. Similarly, this indicator in relation to respondents from Australia is 89.4%, the

Netherlands - 87.1%, Italy - 86.3%, France - 85.1%, Great Britain - 84.9%, Germany - 80.2%, United States - 78.2%, China - 75%, Korea - 70.3%.

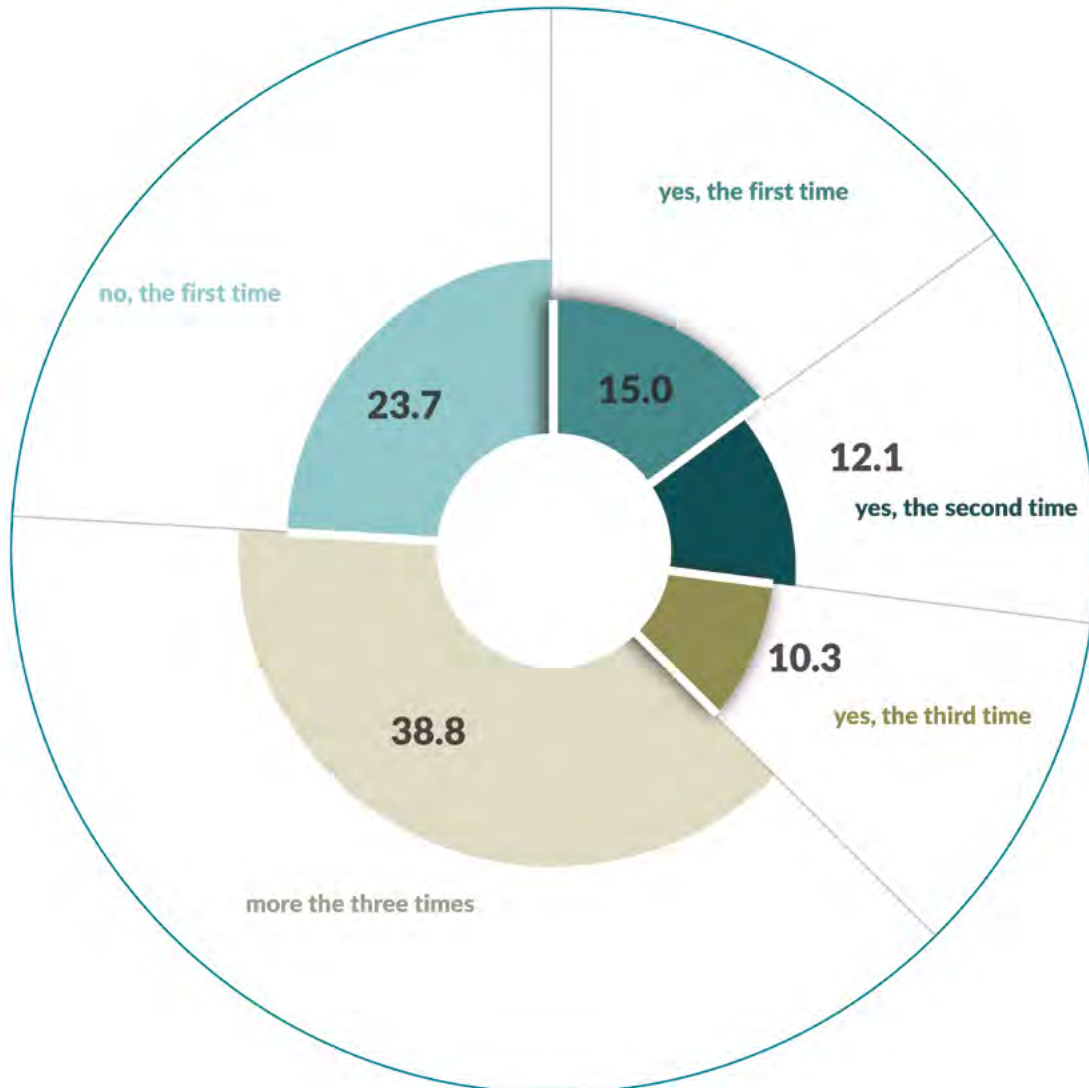
Interest is also the survey data regarding visits to religious sites and pilgrimages. The main part of the respondents who arrived in Uzbekistan in the direction of pilgrimage tourism are citizens of Turkmenistan (33.9%). In general, in this direction, the citizens of Central Asia (Turkmenistan, Kazakhstan, Kyrgyzstan and Tajikistan) and the Russian Federation make up 65.1% of the total number of respondents. Respondents from the Asia-Pacific region account for 15.6%, Europe - 12.8%, and the Middle East region - 6.4%.

## PREVIOUS VISITS

As can be seen from the diagram, the majority of the tourists have previously visited Uzbekistan. So, those who visited Uzbekistan earlier account for 76.3%. Tourists, for whom the visit to Uzbekistan first, make up 23.7%.

With a regional overview of this issue, it is clear that visitors from Central Asia are the most frequently visited in Uzbekistan. So, for 91% of Central Asian citizens visiting Uzbekistan, this trip is not the first. Similarly, 84.6% of tourists from other CIS countries visit Uzbekistan more than once. Also, a significant proportion of visitors from the Middle East region (67.8%) visit Uzbekistan more than once. At the same time, smaller indicators in the Asia-Pacific region - 35.6%, Europe - 21.2%, and North America - 20.5%.

CHART 3. PREVIOUS VISITS OF THE REPUBLIC OF UZBEKISTAN (%)



# TRIP PLANNING

As the data in the table shows, the majority of visitors (76.8%) came to Uzbekistan immediately from their country of residence. In turn, 75.5% of visitors indicated that they would not make a trip to another tour immediately after leaving Uzbekistan and return to their country of residence.

These results indicate that ¼ of the arriving tourists are planning a purposeful journey to Uzbekistan, without including destinations in other countries.

TABLE 3

Place	The last country visited	Respondents	Next destination	Respondents
1	Nowhere (arrived directly from the country of residence)	76.80 %	Nowhere (directly back to the country of residence)	75.50 %
2	Kazakhstan	5.10 %	Turkmenistan	6.80 %
3	Russia	4.40 %	Kazakhstan	5.10 %
4	Turkmenistan	4.20 %	Kyrgyzstan	3.10 %
5	Kyrgyzstan	1.80%	Tajikistan	3.00 %
6	Tajikistan	1.30 %	Russia	3.00 %
7	UAE	0.47 %	China	0.35 %
8	India	0.44 %	UAE	0.30 %
9	China	0.42 %	India	0.30 %
10	Other countries	2.70 %	Other countries	2.50 %

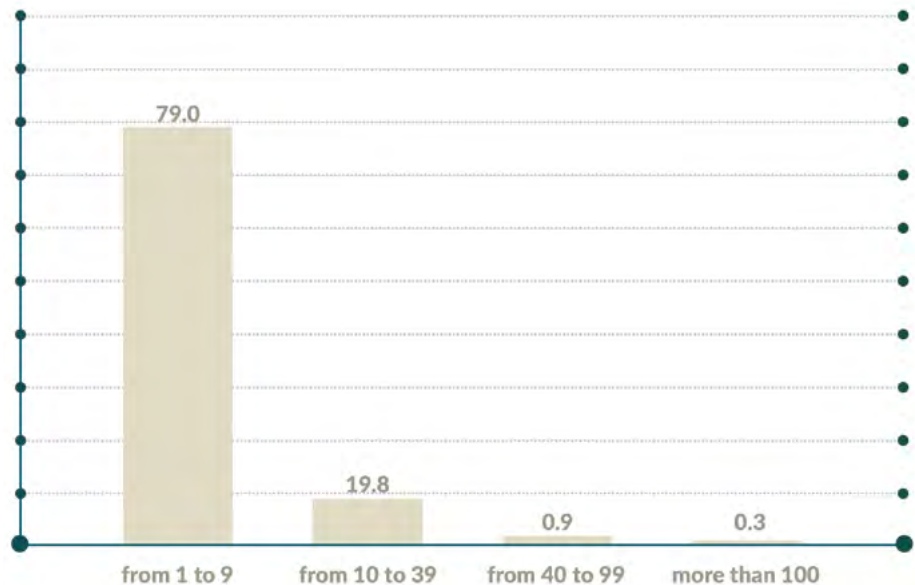
# DURATION OF STAY

In continuation of the analysis of the duration of stay of tourists in Uzbekistan, it can be seen that a total of 5664 tourists spent over 39 thousand nights in Uzbekistan, i.e. the average length of stay per visit was 6.9 nights. The stay of the majority (79%) of the polled tourists ranged from 1 to 9 nights, 19.8% spent in Uzbekistan from 10 to 39 nights. Less than 2% of tourists indicated that they were in the country for more than 40 nights.

Of the total number of tourists who spent from 1 to 9 nights in Uzbekistan, 69.1% were visitors from Central Asia, followed by tourists from the Asia-Pacific region and other CIS countries, who accounted for 9.2% and 9% respectively. The number of tourists from the Middle East who spent from 1 to 9 nights to Uzbekistan is 3.3%.

In turn, only a small proportion of visitors from Central Asia (12.2%) remained in Uzbekistan for more than 9 nights. While 43% of European tourists and tourists from other CIS countries stayed in Uzbekistan over 9 nights. This figure for visitors from North America is 37%, from the APR - 21.9%, from the Middle East - 19.2%.

CHART 4. DURATION OF STAY OF RESPONDENTS IN UZBEKISTAN (%)



## TRAVEL STYLE

As calculations show, most of the tourists visiting Uzbekistan prefer to travel in a team. So, 57.2% of travelers indicated that they were traveling with their family, friends, organized by a tourist group, and business colleagues. In turn, 42.4% of tourists visiting Uzbekistan said that they were traveling alone.

If half the tourists from Central Asia and the CIS (50.5% and 46% respectively) prefer to travel alone, then in other regions preference is given to collective travel. Thus, 85% of visitors from North America, 81% - from the APR, 78.1% - from Europe, 72% - from the Middle East arrived in Uzbekistan in a team.

## PREFERENCES IN TOUR PACKAGES

In turn, only 12.8% of respondents indicated that they made a trip to Uzbekistan by tour. The main part of the tour is made by visitors from Europe (38.6%) and the APR (38.3%). The smallest proportion of travelers traveling to Uzbekistan by touring are citizens of the CIS (3.2%) and Central Asia (3.7%).

The main part (73.4%) of tours includes a trip only to Uzbekistan. Tours from Europe took advantage of such tours, which constitute 47.8% of the total number of travelers in this category and of the ATP - 30.2%. Less often, similar tours were used by tourists from other regions — the Middle East (8.5%), Central Asia (4.6%), the CIS (3.8%), North America (3.6%).

It should be noted that only 16.8% of purchased tours to Uzbekistan were realized by Uzbek tour operators and travel agencies.

The main buyers of Uzbek tours are tourists from the APR and Europe (34.5% and 26.1%, respectively). Next comes tourists from the Middle East (11.8%), Central Asia (11%).



# INFORMATION SOURCES



*Ichan-Kala, Khiva*

# INFLUENCE OF TYPES OF INFORMATION SOURCES

CHART 5. IMPORTANCE OF INFORMATION SOURCES WHEN DECIDING TO VISIT UZBEKISTAN

The most influential source for tourists was the advice of friends and family, which was indicated by 54.3% of the polled tourists. The next influential sources were social networks (16.6%), travel notes about Uzbekistan in newspapers and magazines (15.8%), television documentaries and news programs (14.7%).

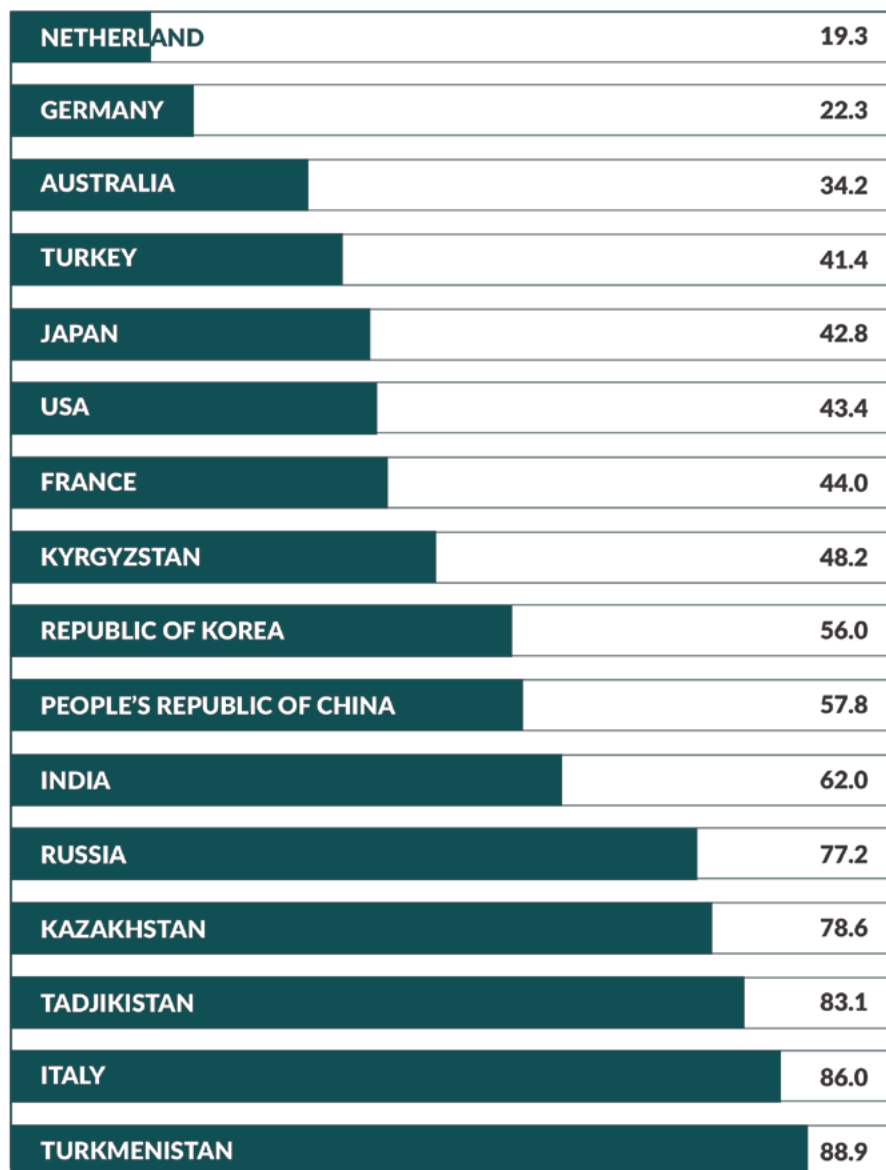






In turn, 57.8% of tourists indicated that the information obtained on tourist websites did not have any influence when making the decision to visit Uzbekistan. Similarly, the information obtained on the governmental website about Uzbekistan, for example, [www.uzbekistan.travel](http://www.uzbekistan.travel) (55.3%), sightseeing guides (53.1%), brochures of travel agencies (51.8%), also did not affect tourists in this context.

CHART 6. THE INFLUENCE OF THE ADVICE OF FRIENDS AND FAMILY WHEN DECIDING TO VISIT UZBEKISTAN (%)





# UZBEKISTAN. WHAT? WHERE? HOW?



*Memorial complex, Tashkent*

# PREFERENCE FOR TRANSPORT WHEN ENTERING AND LEAVING THE COUNTRY

Most of the visitors (62.7%) arrived in Uzbekistan by land transport from neighboring countries (Kazakhstan, Kyrgyzstan, Tajikistan, Turkmenistan).

The next most frequently used transport is air transport (28.0%).

The respondents who arrived in the Republic of Uzbekistan by air, in most cases used the services of the following airlines:

- Uzbekistan Airways – 64.1 %;
- Air Astana – 11.8 %;
- Aeroflot – 5.7 %;
- Turkish Airlines – 5.0 %;
- UT Air – 4.2 %.

This trend does not change when leaving Uzbekistan, when the main part of tourists (63.9%) left Uzbekistan by land transport through neighboring countries (Kazakhstan, Kyrgyzstan, Tajikistan, Turkmenistan). Air transport also remains the second most frequently used transport when leaving the country (26.2%), while 97.0% of tourists depart from Uzbekistan via the Tashkent airport.

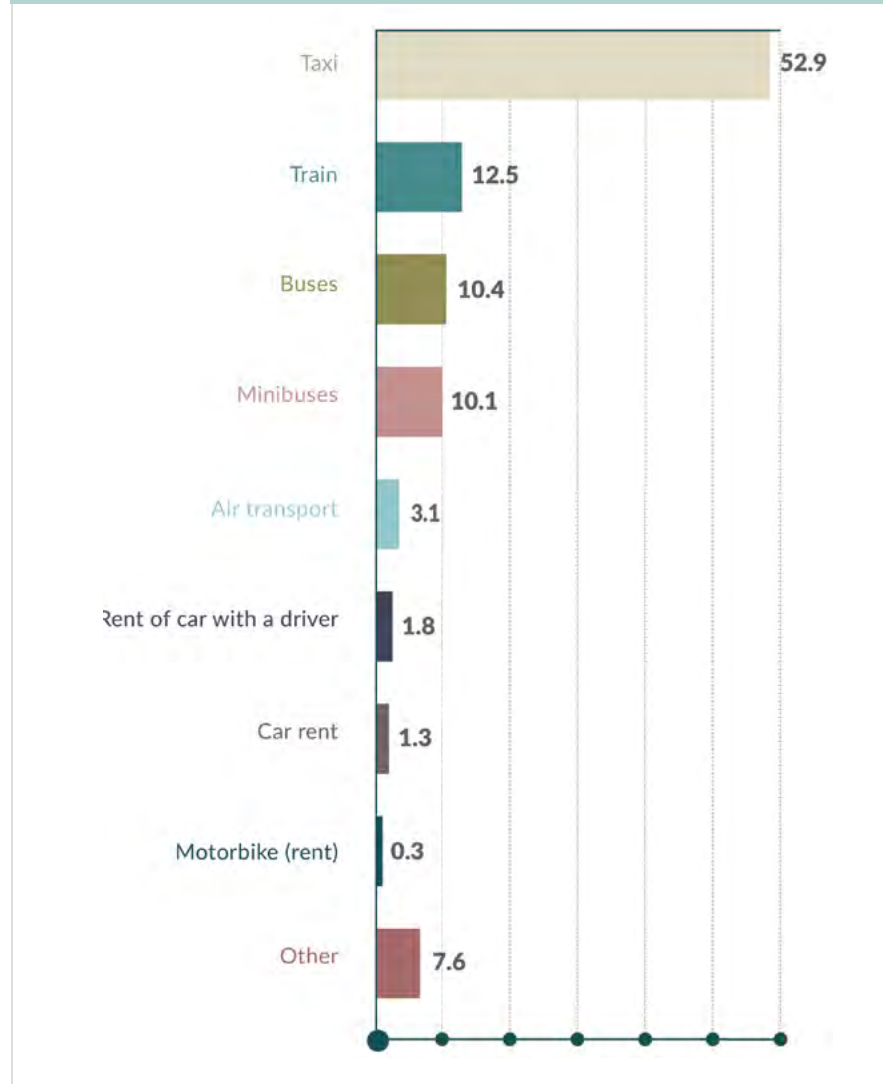
The dominant airlines, whose services are used by tourists when departing from Uzbekistan, also remain:

- Uzbekistan Airways – 58.4 %;
- Air Astana – 18.0 %;
- UT Air – 5.3 %;
- Aeroflot – 4.9 %;
- Turkish Airlines – 4.0 %.

# DOMESTIC TRANSPORTATION PREFERENCES

The survey data on the preferences of the mode of transport for travel between cities of Uzbekistan show that visitors most of all mentioned taxi, train, buses and mini buses.

CHART 7. TYPES OF TRANSPORT USED FOR TRAVELING BETWEEN THE CITIES OF UZBEKISTAN (%)



# ACCOMMODATION PREFERENCES

During the travel in Uzbekistan, the largest part of respondents chose to stay with family and friends (43.6%). Two-three star and four-five star hotels are also in great demand among tourists (18% and 17.3%, respectively). Homestay, hostels, sanatoriums, zones and rest houses, rented apartments have the same demand (only 15.0%).

85.1% of those who chose to stay with family and friends are visitors from Central Asia. These results are correlated with the results of question 3 (the purpose of the visit), when more than 82% of respondents who came to Uzbekistan to visit friends and relatives were citizens of Central Asian countries.

The main part of tourists from Europe and the Asia-Pacific Region prefer 2-, 3-star and 4-, 5-star hotels as accommodation facilities. Thus, 34.0% and 37.0% of Europeans, respectively, chose 2-, 3-star and 4-, 5-star hotels. Similarly, 40.0% and 43.0% of citizens from the Asia-Pacific Region chose 2-, 3-star and 4-, 5-star hotels as a type of accommodation, respectively. A similar situation is observed when tourists from the Middle East and North America choose the type of accommodation in Uzbekistan, when, respectively, 79.6% and 75.0% of tourists from these regions chose 2, 3-star and 4 -, 5 star hotels to stay.

TABLE 4

Visitors from / Type of accommodation	Central Asia	Europe	APR	CIS	Middle East	North America
Cheap accommodation for backpackers (Backpackers Hostel)	1.8 %	10.7 %	5.70 %	4.5 %	1.0 %	7.4 %
Two-three star hotel	8.6 %	35.3 %	40.30 %	22.8 %	21.0 %	28.1 %
Four-five star hotel	4.6 %	38.2 %	43.00 %	16.2 %	58.7 %	46.6 %
Tents (Camping)	2.5 %	3.3 %	0.16 %	2.4 %	1.0 %	0.7 %
Flat rent (I.g. Airbnb)	2.0 %	3.3 %	9.00 %	1.8 %	8.4 %	13.3 %
Traditional / Cultural type of accommodation, for example, Yurts, Rural guest houses	1.3 %	0.7 %	0.30 %	0.3 %	1.0 %	1.5 %
Living in a family	5.2 %	3.7 %	0.16 %	4.2 %	1.5 %	0
With friends and family	64.1 %	2.0 %	1.30 %	44.2 %	5.5 %	2.2 %
Sanatoriums, area and rest houses	5.3 %	1.8 %	0.16 %	1.7 %	2.0 %	0
Others	4.4 %	0.8 %	0	1.7 %	0	0

## REGIONAL DISTRIBUTION

Tashkent city has become the most visited place in Uzbekistan. So, 58.0% of tourists said they visited Tashkent and stayed overnight there. The next most visited places were Samarkand (31.0%) and Bukhara (25.6%). Also among the places visited were Khiva (13.3%), Termez (6.5%), Nukus (4.5%).

However, in terms of length of stay, the city of Termez is ahead of other cities, where, on average, one visitor stayed 6.2 nights.

In the city of Nukus, this figure was 5.7 nights, in the city of Tashkent - 5 nights, Khiva - 3.7 nights, Samarkand - 2.6 nights, Bukhara - 2.4 nights.

Long-term visitors arrive mostly to visit relatives and friends, as well as for educational purposes. For example, 95.0% of visitors who stayed in Nukus for more than 10 days indicated that they had arrived for educational purposes. 80.1% of visitors to the city of Termez, who also stayed in the city for more than 10 days - arrived in order to visit relatives and friends, in the city of Tashkent, this figure is 62.5%

## TOURIST ACTIVITY

As the survey results show, the visitors showed the most interest in shopping in Uzbekistan. High interest is also shown in relation to visiting museums and galleries, walking / hiking, excursions and walking historical tours. Cultural events, entertainment (bars / pubs / clubs), visits to the countryside caused less interest among visitors. The least interest is ecotourism, visiting yurts, caravanserais, nature reserves and nature parks, fishing, horseback riding.

According to the survey, visitors from Central Asia showed the greatest interest in shopping in Uzbekistan. Thus, 39.7% of visitors noted shopping as a tourist activity during their stay, another 31.9% - walks / hikes, 14.5% - historical walks, 13.7% - excursions, 12.9% - visiting the museum and galleries.

The picture of the European region looks different. The main part of visitors from

Europe was noted as a tourist activity during their stay in Uzbekistan, visiting museums and galleries (77.5%). Another 60.6% - excursions, 54.1% - historical walks, 45.2% - shopping, 20.3% - walks / hikes.

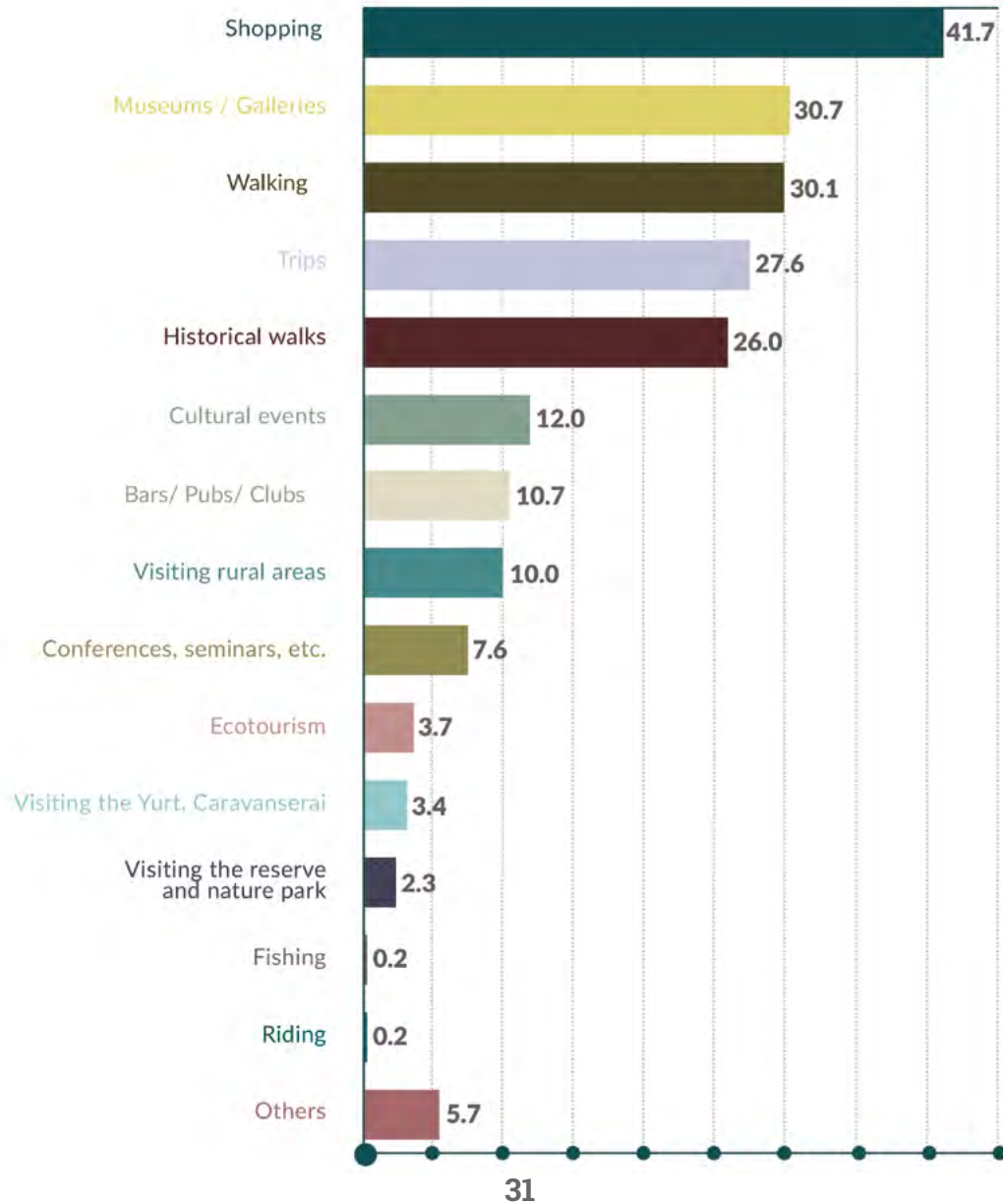
Similarly, the main part of visitors from the Asia-Pacific Region noted visits to museums and galleries as a tourist activity during their stay in Uzbekistan (72.2%). Further there are historical walks - 59.5%, excursions - 56.0%, shopping - 48.0%, walks / hikes - 16.0%.

It should be noted that 3.7% of respondents ecotourism was marked as a tourist activity during their stay in Uzbekistan.

The bulk of the tourists who have shown interest in ecotourism are citizens of the European region (37.7%). Next come the tourists from the Asia-Pacific Region (24.6%), Central Asia (16.3%), the CIS (11.6%).



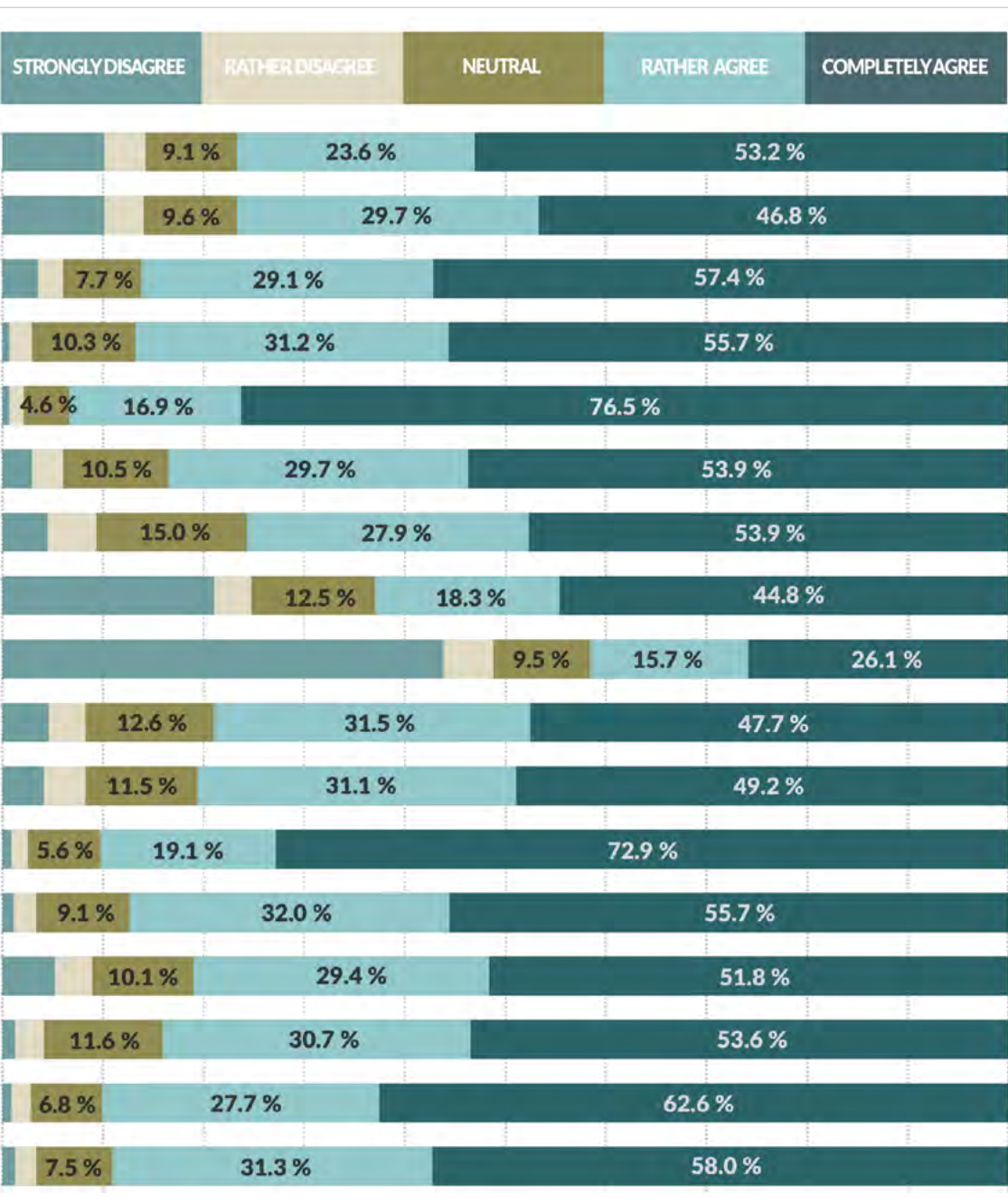
CHART 8. TOURIST ACTIVITY DURING THEIR STAY  
IN UZBEKISTAN (%)



# ATTITUDE TOWARDS UZBEKISTAN

CHART 9. ATTITUDE TOWARDS UZBEKISTAN

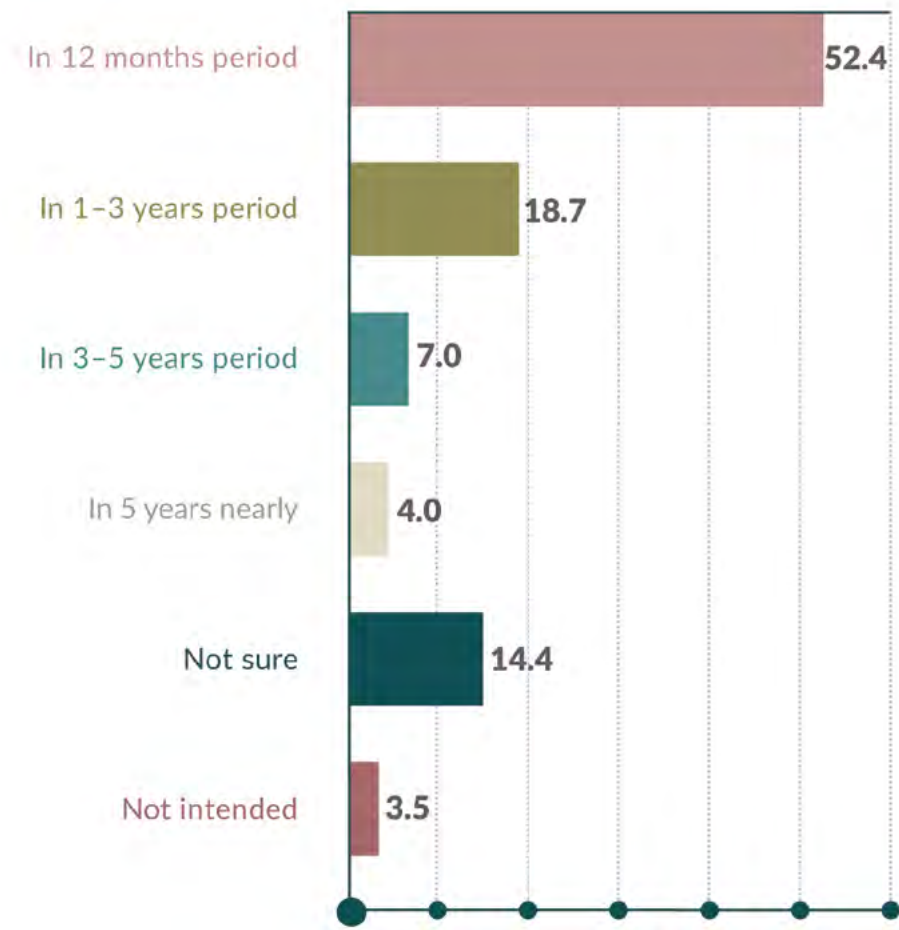




As can be seen from the diagram, the most unanimous opinion regarding the opinions and attitudes towards Uzbekistan led to the claim that the Uzbek people were very welcoming. 93.4% of respondents agreed with this statement.

CHART 10. THE INTENTIONS OF THE RESPONDENTS REGARDING RETURN UZBEKISTAN (%)

Positive impressions of Uzbekistan also influence the intentions of visitors regarding their return to Uzbekistan. Thus, the majority of tourists (82.1%) indicated that they intend to return to Uzbekistan. Most of them (63.8%) intend to return within 1 year. Another 22.8% intend to return in the period from 1 to 3 years. The rest is in longer periods.





*View of the mausoleum of Pahlavon Mahmud, Ichan-Kala, Khiva*





Registan Square, Samarkand



# UZBEKISTAN

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