

KICHIK VA O'RTA KORXONALARDA TADBIRKORLIK MARKETINGINING STRATEGIK ROLI

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ANNOTATSIYA

Ushbu kontseptual maqolaning maqsadi kichik va o'rtalarda tadbirkorlik marketingining strategik rolini ishlab chiqishdan iborat. Bunga erishish uchun tadbirkorlik marketingining murakkabligi hamda tadbirkorlik marketing jihatlari muhokama qilinadi.

Maqolada ta'kidlanishicha, tadbirkorlik marketingining strategik roli sakkiz o'lcovni o'z ichiga oladi, ular tadbirkorlik marketingi nafaqat biznesning uzoq muddatli yo'nalishini ta'minlash, balki raqobatchilarga nisbatan ustunlikni saqlab qolish uchun resurslar va imkoniyatlarni ham o'z ichiga oladi.

Kalit so'zlar: Strategik rol; tadbirkorlik marketingi; tadbirkorlik marketingini qamrab olish; innovatsiya; faol; tavakkal qilish; resurslardan foydalanish; mijozlar intensivligi; qiymat yaratish; bozorni his qilish va jamoaviy ish.

АННОТАЦИЯ

Целью этого концептуального документа является разработка стратегической роли предпринимательского маркетинга в малых и средних предприятиях. Для этого обсуждаются сложность предпринимательского маркетинга и аспекты предпринимательского маркетинга.

Согласно статье, стратегическая роль предпринимательского маркетинга включает в себя восемь измерений, в которые предпринимательский маркетинг включает не только долгосрочное направление бизнеса, но и ресурсы и возможности для сохранения преимущества перед конкурентами.

Ключевые слова: Стратегическая роль; предпринимательский маркетинг; инновации; инициативный; принятие риска; использование ресурсов; интенсивность клиентов; создание ценности; чувствовать рынок и работать в команде.

ABSTRACT

Without proper adoption of entrepreneurial marketing (EM) as a business strategy, many small and medium enterprises (SMEs) in both developed and developing economy would fail to survive. The aim of this conceptual paper is to elaborate the strategic role of EM in SMEs. To achieve this, the complexity of EM as well as the aspects of entrepreneurial marketing (EM) are discussed. The paper assert that strategic roles of EM embrace eight dimensions which are cardinal for SMEs to adopt not only to ensure the long-term direction of the business, but also leverage resources and capability to sustain advantage over competitors.

Keywords: Strategic role; entrepreneurial marketing; SME; innovation; proactive; risk-taking; leveraging of resources; customer intensity; creating value; sensing the market and teamwork.

Marketing - bu kichik va o‘rta korxonalar global miqyosda o‘z faoliyatida duch keladigan eng katta muammolardan biri, lekin ayni paytda omon qolish va o‘sish uchun muhim biznes faoliyatidan biridir.

Har qanday iqtisodiyotda kichik va o‘rta korxonalarga bo‘lgan ehtiyoj bunday davlatning o‘sishi va rivojlanishi uchun juda muhimdir. Kichik va o‘rta korxonalar jahon iqtisodiyotining tayanchi sifatida muhim ahamiyatga ega, chunki ular nafaqat dunyoning turli burchaklaridagi barcha korxonalarning ko‘proq foizini tashkil qiladi, balki ular barcha firmalarning taxminan 99 foizini va o‘rtacha ish o‘rinlarining qariyb 70 foizini tashkil qiladi. Rivojlanayotgan mamlakatlarda kichik va o‘rta korxonalar umumiy bandlikning 45 foizini va yalpi ichki mahsulotning 33 foizini tashkil qiladi. Biroq, kichik va o‘rta korxonalarning jahon iqtisodiyotiga qo‘sghan hissasini biznesning asosiy rollarini, xususan, ko‘plab kichik va o‘rta korxonalar manfaatdor tomonlari tomonidan qabul qilingan tadbirkorlik marketingiga aylanadigan marketing va tadbirkorlikni hisobga olmasdan turib baholab bo‘lmaydi.

Kichik va o‘rta korxonalarning omon qolishi va iqtisodiyotga hissa qo‘sishi uchun tadbirkorlik nuqtai nazaridan marketing faoliyatiga intilish muhim ahamiyatga ega. Yirik korxonalarda mavjud bo‘lgan marketingning asosiy tamoyillari kichik va o‘rta korxonalar kontekstida hamma joyda qo‘llanilmaydi. Ko‘pgina kichik va o‘rta korxonalarning manfaatdor tomonlari marketing g‘oyalariga ishtiyoqsiz munosabatda bo‘lishlari ajablanarli emas. Kichik va o‘rta korxonalarning manfaatdor tomonlari marketing faoliyatiga boshqa biznes faoliyati bilan solishtirganda past ustuvorlik beradi (Resnick, Cheng, Simpson & Lourenço, 2016). Ushbu aniq yondashuvga qaramay, tadqiqotlar shuni ko‘rsatadiki, marketing va tadbirkorlik qobiliyati kichik va

o‘rta korxonalarning omon qolishi va rivojlanishi uchun hal qiluvchi ahamiyatga ega (Lusch & Vargo, 2014). Marketing va tadbirkorlik olimlari tadbirkorlar uchun marketing (masalan, yangi korxonalar marketingi), tadbirkorlik tashabbuslari uchun marketing (ya’ni, o‘sish va innovatsiyalarga qaratilgan) yoki marketing uchun tadbirkorlik (masalan, innovatsion marketing) bilan shug‘ullanishga qiziqish bildirishdi.

Kichik va o‘rta korxonalar kontekstida marketing masalasi tadbirkorlik va marketing olimlari uchun ikkita asosiy masalani birinchi o‘ringa qo‘ydi. Birinchisi, moslashuvchanlik, tezkor fikr-mulohaza, qisqa qarorlar zanjiri, mijozlar ehtiyojlarini yaxshiroq tushunish va javob berishga imkon beradigan oddiy tizimlar va protseduralar bilan tavsiflangan kontekstda qaror qabul qiluvchi tadbirkorlar tomonidan amalga oshiriladigan marketing tushunchasi. Bu tadbirkorlarning marketingda strategik roli yo‘qligini ko‘rsatadi, chunki kichik va o‘rta korxonalarda marketing bo‘yicha mutaxassislar etishmaydi. Kichik va o‘rta korxonalar nafaqat tadbirkorlik faoliyatiga, balki o‘zgaruvchan, noaniq, murakkab va noaniq kontekstda omon qolish uchun hozirda nazorat qilinadigan resurslarsiz amalga oshiriladigan innovatsiyalar, tavakkalchilik va faollik bilan tavsiflangan marketingga muhtoj. Ikkinchidan, olimlar tadbirkorlik marketingining sifat va miqdoriy jihatini hal qildilar, bu esa kichik va o‘rta korxonalarda namoyon bo‘ladigan marketing tabiatini o‘rganishda asosiy hisoblanadi (Effiom & Edet, 2018, 118-bet). Sifat nuqtai nazaridan tadbirkorlik marketingi hajmi, yoshi va resurslaridan qat’i nazar, har qanday korxona uchun muhim bo‘lgan tadbirkorlik nuqtai nazaridan marketingni ta’kidlaydi. Sifatli sohada tadbirkorlik marketingi asosiy marketingdan, tadbirkorlik firmalari uchun o‘sishga yoki marketingga yo‘naltirilgan yuqori muvaffaqiyatli firmalardagi marketing faoliyatigacha bo‘lgan marketing haqidadir. Shu bilan bir qatorda, tadbirkorlik marketingining miqdoriy jihat shuni ta’kidlaydiki, bu turdagи marketing kichik yoki yangi korxonalar uchun. Tadbirkorlik marketingining miqdoriy nuqtai nazari yangilik (masalan, bozor hamkorlari bilan munosabatlarning yo‘qligi va firmada tartiblarning yo‘qligi) va kichiklik (masalan, cheklangan moliyaviy va inson resurslari, cheklangan bozor kuchi va kichik mijozlar bazasi) xavfini birinchi o‘ringa qo‘yadi. innovatsiyalar, risklarni boshqarish va proaktivlik bilan tavsiflangan marketing faoliyati kontekstining asosi sifatida. Oxir oqibat, tadbirkorlik marketingi korxona hajmi bilan bog‘liq hodisa sifatida kichik va o‘rta korxonalar iqtisodiyotning muhim qismini tashkil etadigan iqtisodlar uchun assosiy hisoblanadi (Karter va Tamayo, 2017). Raqobat maydonida omon qolish uchun kichik va o‘rta korxonalar nafaqat daromadli mijozlarni qo‘lga kiritish va saqlab qolish imkoniyatlarini faol ravishda aniqlash va ulardan foydalanish,

balki tadbirkorlik marketingi bilan shug‘ullanishlari kerak (Dimoji & Onwuneme, 2016).

Tadbirkorlik marketingi ikki marketing va tadbirkorlik sohalarining birlashuvi yoki kesishmasida paydo bo‘lgan tushuncha bo‘lsa-da, bu aralash iqtisod, sotsiologiya, psixologiya va boshqa fanlar olimlarining e’tiborini tortdi (Ionita, 2012; Nwaizugbo & Anukam, 2014). Tadbirkorlik marketingining strategik rolini tushunishda shuni ta’kidlash joizki, tadbirkorlik marketingi faqat bitta marketing yondashuvi haqida emas, balki an’anaviy marketing amaliyotlaridan ajralib turadigan marketing ruhi haqida emas. U marketingning bir qancha asosiy tamoyillaridan qochadi, chunki ular odatda yirik korxonalar uchun tuzilgan. Tadbirkorlik marketingi rivojlanayotgan firmalarga raqobatbardosh bozorlarda o‘z o‘rnini topishiga yordam berish uchun noan’anaviy va yangi marketing amaliyotlari to‘plamidan foydalanadi. Demak, tadbirkorlik marketingi undan foydalanadigan korxonalar turlariga ko‘ra yaxshiroq aniqlanadi. Bu korxonalarni shakllari va tadbirkorlik ruhidan xabardorlik asosida farqlash orqali mumkin bo‘ladi. Ushbu korxonalar kichik boshlasa-da, ularning maqsadi tez o‘sish va imkon qadar tezroq o‘z sanoatining asosiy o‘yinchilariga aylanishdir. Bu tadbirkorlikka moyil bo‘lmagan va abadiy kichik bo‘lib qolishdan mammun bo‘lgan korxonalardan keskin farq qiladi. O‘sish tadbirkorlikning asosiy maqsadi, marketing esa o‘sishning asosiy vositasidir. Tadbirkorlik marketingini strategiya sifatida qabul qilgan kichik va o‘rta korxonalar buni tashkilotga beradigan uzoq muddatli yo‘nalish manfaati uchun qiladi (Jonson, Whittington, Skoulz, Angwin va Regner, 2017). Shu sababli, kichik va o‘rta korxonalar tadbirkorlik marketingi o‘lchovlari (masalan, innovatsiyalar, faollik, tavakkalchilik, resurslardan foydalanish, mijozlar intensivligi) deb ataladigan Tadbirkorlik marketingi rollari doirasida strategik tarzda ishlab chiqilgan bo‘lsa, astronomik darajada o‘sib boradi va raqobat muhitidan omon qoladi. qiymat yaratish, bozorni his qilish va jamoada ishslash). So‘nggi o‘ttiz yillikda olimlar tomonidan kichik va o‘rta korxonalarda tadbirkorlik marketingining strategik o‘rnini, xususan, muvaffaqiyatli tadbirkorlik amaliyotini hisobga olish uchun marketing tamoyillari, modellari va nazariyalari o‘rtasidagi munosabatlarni o‘rganish bo‘yicha turli xil harakatlar amalga oshirildi (Ismoil, Iso, Alam va Ahmad). , 2016). Shuning uchun ushbu maqolaning maqsadi kichik va o‘rta korxonalarning omon qolishida tadbirkorlik marketingining strategik rolini o‘rganishdir. Maqsadga erishish uchun ushbu kontseptual hujjat tadbirkorlik marketingining murakkabligini, tadbirkorlik marketingining aspektlarini muhokama qilish va tadbirkorlik marketingi va an’anaviy marketing o‘rtasidagi farqlarni o‘rganishdan boshlanadi. Shundan so‘ng,

maqola xulosa qilishdan oldin kichik va o‘rtalarda tadbirkorlik marketingi va uning strategik rollarini muhokama qiladi.

Tadbirkorlik marketingining harakatlantiruvchi omillariga qaratilgan adabiyotlar soni ortib bormoqda. Tadbirkorlik marketingining ko‘rinishlari va samaradorlik bilan bog‘liqligi, shuningdek, uning o‘ziga xos murakkabligi e’tiborni talab qiladigan hal qilinmagan nazariy masala bo‘lib qolmoqda. Kilenthong va boshqalar kabi olimlar. (2015) va Fiore va boshqalar. (2013), tadbirkorlik marketingi fenomeni nafaqat rivojlanmaganligini, balki izchil tadqiqotlarni boshqarish uchun birlashtiruvchi nazariyaga ham ega emasligini aniq ta’kidlaydi. Shunday qilib, tadbirkorlikni marketing strategiyasi va amalga

oshirish bilan bog‘laydigan tadbirkorlik harakatlari va jarayonlarini yoritish uchun nazariy asoslangan tadbirkorlik marketing tadqiqotlariga ehtiyoj mavjud. Ushbu kamchilikni hisobga olgan holda, tadbirkorlik marketingi fenomenining murakkabligini o‘rganish muhimdir.

XULOSA

Rivojlangan va rivojlanayotgan mamlakatlarda kichik va o‘rtalarda korxonalar muammosi ularning turli muammolarni hal qiladigan va o‘zgaruvchan, noaniq, murakkab va noaniq biznes muhitida kichik va o‘rtalarda saqlab qolishga yordam beradigan to‘g‘ri biznes strategiyasini aniqlay olmasliklaridir. Tadbirkorlik marketingi kichik va o‘rtalarda korxonalarini ba’zi bir innovatsiyalar, faollik, tavakkalchilik, resurslardan foydalanish, mijozlar intensivligi, qiymat yaratish, bozorni his qilish va strategik tarzda foydalanilganda jamoaviy ish orqali yuqori cho‘qqilarga olib chiqish uchun strategik kuchga ega ekanligini ko‘rsatdi. Tadbirkorlik marketingining strategik rollari deb ataladigan ushbu strategik vositalar, agar kichik va o‘rtalarda korxonalar ularni nafaqat biznesning uzoq muddatli yo‘nalishini ta’minlash, balki dunyodagi raqobatchilarga nisbatan ustunlikni saqlab qolish uchun resurslar va imkoniyatlardan foydalangan holda qabul qilsalar, asosiy hisoblanadi. Ushbu maqola kichik va o‘rtalarda tadbirkorlik marketingini taktik emas, balki strategik rol sifatida ko‘rib chiqish orqali ilmiy o‘zgarishlarni talab qiladi.

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