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**To the question of development  
of system of provision of the  
state services**

In this article legal development of system of the state services in the Republic of Kazakhstan and foreign countries taking into account the existing provisions, transformations and the taken measures of regulatory impact on system of availability of the state services that allowed to formulate recommendations about improvement of the legislation in the field is considered.

**Key words:** state services, legal regulation, public administration, public service, legislation.

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**Мемлекеттік көрсетілетін  
қызметтер жүйесін дамыту  
мәселелері туралы**

Осы мақалада Қазақстан Республикасында қызмет ережелерін ескере отырып, қолданыстағы құқықтық және шет елдердің мемлекеттік жүйесін дамытуға мүмкіндік берген мемлекеттік қызмет көрсетудің қолжетімділігін осы саладағы заңнаманы жетілдіру жөнінде ұсынымдар жасайтын регулятивті қабылданған шаралар жүйесі қарастырылады.

**Түйін сөздер:** инновация, инновациялық саясат, құқықтық реттеу, заңнама.

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**К вопросу о развитии системы  
государственных услуг**

В данной статье рассматривается правовое развитие системы государственных услуг в Республике Казахстан и зарубежных странах с учетом существующих положений, преобразований и принятых мер регулятивного воздействия на систему доступности государственных услуг, что позволило сформулировать рекомендации по совершенствованию законодательства в данной области.

**Ключевые слова:** инновация, инновационная политика, правовое регулирование, законодательство.

## **TO THE QUESTION OF DEVELOPMENT OF SYSTEM OF PROVISION OF THE STATE SERVICES**

### **Introduction**

Now for Kazakhstan the policy of open trade with the extending world markets and the accession to the World Trade Organization is especially actual for obtaining advantages of access to modern technologies. In annual Messages of the President to the people of Kazakhstan of January 17, 2014 and on November 30, 2015 it has been indicated the need of entering of serious changes into system of public service for increase of level of public administration and quality of the provided state services. Today the Great Kazakhstan way and idea of М әң гiлiк Ate aims Kazakhstan at the solution of the global and conceptual tasks urged to give the answer to modern calls and to create prerequisites for formation of powerful and competitive economy, reliable social policy, hi-tech industrial sector [1].

### **Methods**

In Kazakhstan certain success in reforming of public service is currently achieved, the legislative base is created, the status, the rights and duties of public servants are defined, powers of government bodies are regulated [2]. At the same time development of society, change of conditions and requirements of this day demand an assessment of opportunities of change in relationship of the state and citizens for more effective and high-quality increase of a standard of living of the population

Introduction of «the electronic Government», standards of providing the state services will allow to accelerate process of the entry of Kazakhstan in the world community, will create favorable conditions for effective development of the economic relations with the leading countries [3]. Use of experience of foreign countries in the sphere of state regulation will create prerequisites for increase of competitiveness of domestic businessmen both on internal, and in foreign markets.

### **Main part**

When carrying out reform in the sphere of the state services for achievement of steady results it is necessary to develop at the

same time the corresponding elements of infrastructure in support of system of providing the state services. The similar infrastructure means creation of a network of the organizations and establishments facilitating process of providing the state services through carrying out researches, formation of information databases, providing consultations and training both government employees, and consumers of services. Abroad the similar organizations carry out the activity on the basis of the following principles: – maximum nearness and orientation to needs of the consumer; – professionalism in management of activity and rendering of services; – stability of results; – practical advantage of their activity. For example, in Canada the provided telephone connection centers «1-800 Canada» which provide necessary information to the population about where and when it is possible to receive a certain service work. Also «The centers of access» which render services in consultation of the beginning businessmen work. These centers are located in buildings of public institutions across all Canada. Their feature consists that besides providing consultations to businessmen they render a significant amount of the state services and work by the principle of «one window» [4].

In Poland in 2002 the Information center of public service has been created. The purpose of his creation is expansion of access for ordinary citizens and government employees to information on types of the state services, fields of activity of separate government bodies and establishments, etc. In Greece within reform of a management system «The program of quality» which provides creation of advice centers on the state services, united in a uniform information network is developed. In Hungary in one of regions the pilot project within which with the assistance of all public institutions the information center has been created has been carried out. This center has opened for citizens access to information on interaction with various public services. Further this experience will be widespread on all country [5].

Summarizing foreign experience in the field, it is possible to tell that efficiency of the considered institutes is defined by professionalism in management of their activity, availability of the offered services and broader coverage of potential consumers of the state services.

Use of new information and communication technologies will allow to expand access for consumers to the state services and information on them.

In Australia in 1997 the law «About Rendering of Services Agencies in the Commonwealth» has been adopted. According to this law, the public institution of «Centrelink» has been the same year cre-

ated. It provides state services from a name and in partnership with 25 federal ministries and the state agencies by means of worldwide network the Internet, the provided telephone connection centers for customer service and at usual offices. Information on the website is provided in 56 languages. «Centrelink» provides services of the Ministries of Labour, transport, the ministries of affairs of veterans, health care, science and education, agriculture, foreign affairs and trade, communications, information technologies and arts and many others. At the same time the payment for services can be made by wire transfers, checks etc. In 2002 this body has served 700 000 disabled people, 500 000 young people, including students, 1,1 million unemployed, 2 million pensioners, 1,8 million families. 24 000 employees are involved in this body. Other example in the sphere of rendering of services on the basis of use of information and communication technologies is the Canberra-Connect project by means of which services of all state institutions are provided to the population of the capital. In May, 2003 «Canberra-Connect» provided 132 types of service at usual offices, 77 – on the Internet and 62 – through the provided telephone connection centers. By means of the website of this organization in on-line mode such services as registration of the enterprise, registration of the car, payment for utilities, job search, services of health care, etc. are provided [4].

In Germany the program of the electronic government «by BundOnline – 2005» is developed. Rendering of services by administrative bodies of the state will be improved by use of information technologies. In the federal government already 170 types of service appear with use of the Internet. The special attention at the same time is paid to simplification of procedures of registration of the enterprises of small and medium business [5].

Process of improvement of providing the state services is closely connected with use in practice of the principle of «feedback» with the consumer of services. Monitoring of an assessment of quality of the provided services and studying of expectations of consumers is carried out to the USA within the national program «The First Priority – Clients». Along with it regular surveys among public servants who directly contact to the population in the course of rendering of services, for the purpose of identification of shortcomings and collecting offers for achievement of level of the quality standards of the services provided by the private sector are conducted [5].

In Australia on the Canberra-Connect website forms which persons interested to offer ways of im-

provement of granting each separately taken type of service can fill are also exposed. Use in practice of the principle of «feedback» with the consumer is the checked and effective method of studying of a current state in the field of rendering of services and formation of strategy of further improvement of the state services taking into account requirements and expectations of consumers [4].

Characteristic feature of reforming of system of providing the state services in the considered countries is duration of this process. For example, the Charters of Services system initiated in Great Britain in 1991 has been calculated on 10 years, but improvement of separate components of this system continues and until now. The First Priority – Clients program adopted in the USA in 1993 also proceeds still. Since the beginning of the 1980th Malaysia has begun reforms in the field of the state services. Reforms in this sphere continue also at the present stage of development of the state, and the measures undertaken in this area are included in 5-year development plans and the strategic plan «Prospect – 2020» [6].

In Kazakhstan the main task, in our opinion, is change of mentality of government employees of all levels who have to acquire that their task – not to order and order, and to render services to the main consumer – the population at the expense of which all state machinery contains. Introduction of «the electronic Government» is also accompanied by such problems as mass computer illiteracy. By estimates of experts, 58,8% of Kazakhstan citizens aren't able to use the computer, insufficient knowledge of citizens etc. is everywhere observed [8].

## Conclusion

The main thing that we have, is a political will of the Head of state who pays to administrative reform huge attention. The essence of a new stage of administrative reform in Kazakhstan is reduced to a short formula – from administration to management. The requirement of efficiency and quality of providing the state services has to become the central point of policy of public service.

Now the Ministry of the Republic of Kazakhstan for public service carries out the analysis of the services provided by government bodies at the central and local levels. Results of the analysis and offer on further improvement of process of providing the state services in Kazakhstan will be presented to the appropriate government bodies for definition of further measures in this area [9].

Improvement of quality of providing the state services will demand also improvement of quality of personnel of public sector. To public servants higher will be shown, than earlier, requirements, in the future will become obligatory knowledge of English or other foreign language, ability to use the computer. Introduction of standards of providing the state services, focus of activity of a state machinery on consumers clients of services will demand also ability to work at better level in direct contact with the population. Now these conditions begin to be entered into the qualification requirements imposed to public servants. Evaluation of the work of personnel of public service, training of public servants – all these events are already held, and further these processes will be oriented on better service of citizens.

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