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E-GOVERNMENT: PROBLEMS OF PUBLIC ADMINISTRATION

E-government is a single mechanism of interaction between the state and citizens, as well as government agencies, providing partial coordination using information technology.

This article will focus on the formation and development of e-government in the modern Republic of Kazakhstan. The relevance of the article lies in the fact that a number of problems in the implementation and application of e-government lies in conducting scientific analysis due to the increased demand for e-government services. The purpose of the study is to determine the nature of the implementation of new e-government technology in the public administration of the Republic of Kazakhstan in comparison with foreign countries, as well as to analyze the current state, trends and problems of e-government development based on the analysis of statistics of the e-government development index and national statistics adopted by the United Nations. According to the results of the study, the work performed by the authors will allow us to analyze and study in detail the problems in the implementation and application of e-government, as well as formulate a priority way to solve them.

The topic of e-government development has never lost its relevance: new concepts of the use of ICT in public policy and management have appeared, world and Kazakh empirical data on models and results of e-government functioning in various institutional settings are being updated. The world is rapidly getting better as new technologies penetrate into all areas of our lives. E-government can facilitate citizen participation in public and political life. It provides public access to public information and provides a forum for public discussion that allows citizens to monitor the political decisions of government bodies.

Key words: e-government, information and communication technologies, system of state and municipal government, electronic document management, electronic services, e-government.

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Электронды үкімет: мемлекеттік басқарудың мәселелері

Электронды үкімет – ақпараттық технологиялар көмегімен ішінара келісушілікті қамтамасыз ететін, мемлекет пен азаматтар арасындағы, сондай-ақ мемлекеттік органдардың өзара әрекеттестігінің бірыңғай механизмі.

Бұл мақалада қазіргі Қазақстан Республикасында электрондық үкіметтің қалыптасуы мен дамуы туралы айтылады. Мақаланың өзектілігі мынада: электрондық үкіметті енгізу және қолдану кезіндегі бірқатар проблемалар электрондық мемлекеттік қызметтерге сұраныстың артуына байланысты ғылыми талдау жүргізу болып табылады. Зерттеудің мақсаты шет елдермен салыстырмалы түрде Қазақстан Республикасы мемлекеттік басқару қызметінде электрондық үкіметтің жаңа технологиясын іске асыру сипатын анықтау, сондай-ақ, Біріккен Ұлттар Ұйымы қабылдаған электрондық үкіметтің даму индексінің статистикасын және ұлттық статистиканы талдау негізінде электрондық үкіметтің қазіргі жағдайын, даму тенденциялары мен проблемаларын талдау. Зерттеу нәтижелеріне сәйкес, авторлар орындаған жұмыс электрондық үкіметті енгізу және қолдану кезіндегі проблемаларды егжей-тегжейлі талдауға және зерделеуге, сондай-ақ оларды шешудің басым жолын тұжырымдауға мүмкіндік береді.

Электрондық үкіметтің даму тақырыбы қашан да өзектілігін жойған емес, бірқатар: АКТ-ны қоғамдық саясат пен басқаруда қолданудың жаңа тұжырымдамалары пайда болды, әртүрлі институционалдық жағдайларда электрондық үкіметтің жұмыс істеу модельдері мен нәтижелері туралы әлемдік және қазақстандық эмпирикалық деректер жаңартылуда.

Түйін сөздер: электрондық үкімет, ақпараттық-коммуникациялық технологиялар, мемлекеттік және муниципалды басқару жүйесі, электрондық құжат айналым, электрондық қызметтер, электрондық басқарма.

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Электронное правительство: проблемы государственного управления

Электронное правительство – единый механизм взаимодействия государства и граждан, а также государственных органов, обеспечивающий частичное согласование с помощью информационных технологий.

В данной статье речь пойдет о становлении и развитии электронного правительства в современной Республике Казахстан. Актуальность статьи заключается в том, что ряд проблем при внедрении и применении электронного правительства заключается в проведении научного анализа в связи с возросшим спросом на электронные государственные услуги. Целью исследования является определение характера реализации новой технологии электронного правительства в деятельности государственного управления Республики Казахстан в сравнении с зарубежными странами, а также анализ современного состояния, тенденций и проблем развития электронного правительства на основе анализа статистики индекса развития электронного правительства и национальной статистики, принятого Организацией Объединенных Наций. Согласно результатам исследования, выполненная авторами работа позволит детально проанализировать и изучить проблемы при внедрении и применении электронного правительства, а также сформулировать приоритетный путь их решения.

Тема развития электронного правительства не утратила своей актуальности ни разу: появились новые концепции применения ИКТ в общественной политике и управлении, обновляются мировые и казахстанские эмпирические данные о моделях и результатах функционирования электронного правительства в различных институциональных условиях.

Ключевые слова: электронное правительство, информационно-коммуникационные технологии, система государственного и муниципального управления, электронный документооборот, электронные услуги, электронное управление.

Introduction

The rationality of e-government lies in the fact that, firstly, the level of bureaucracy has significantly decreased; secondly, the level of openness of the activities of state bodies and, accordingly, the level of trust of citizens in them has significantly increased; thirdly, the reduction of political tension and social conflicts in Kazakh society, etc.

E-government cannot be considered as an analogue or an application to traditional government. This is a progressive form of organizing the activities of public administration bodies, capable of providing a qualitatively new level of efficiency and convenience in providing public services to citizens through the introduction of new information and communication technologies into this process.

Thus, e-government tools are designed to reduce administrative barriers and significantly reduce the number of visits by citizens to public institutions. In the future, any resident of the Republic of Kazakhstan can apply for agreements and permits via the Internet, as well as evaluate the quality of public services provided. The transition to electronic service will greatly simplify the interaction of citizens and the business environment with the administrator. Already, through the Unified Portal of state and Municipal services, you can receive a number of services in electronic form.

The topic of e-government development remains relevant: new concepts of ICT use in public policy and management are emerging, and global and domestic empirical data on e-government models and results in various institutional settings are emerging.

The world is rapidly developing as new technologies penetrate all spheres of our lives. E-government can facilitate citizen participation in public and political life. It provides public access to public information and is recommended for public discussions, allowing citizens to control political decisions of government bodies.

Most of the advanced countries of the world use various technologies of electronic government, which is not a big news for our country either. A significant aspect of e-government is that, firstly, the level of bureaucracy has been significantly reduced; secondly, the level of transparency of the activities of state bodies and, accordingly, the level of trust of citizens in them has increased significantly; thirdly, reduction of political tensions and social conflicts in the society of the Republic of Kazakhstan, etc.

This article is about the establishment and development of electronic government in the modern Republic of Kazakhstan. The relevance of the article lies in the fact that a number of problems in the implementation and application of electronic government are carried out in a scientific analysis due to the increased demand for electronic government services. The purpose of the study is to determine the nature of the implementation of new electronic government technology in the state administration of the Republic of Kazakhstan in comparison with foreign countries, as well as the analysis of the current state, trends and problems of the development of electronic government based on the analysis of the statistical index of the development of electronic government and national statistics adopted by the United Nations. According to the results of the research, the work performed by the authors will allow detailed analysis and study of problems in the implementation and use of electronic government, as well as formulating a priority way of their solution. The idea of e-government was first implemented in the Republic of Kazakhstan in 2004, and the formation and development of e-government in the country went through four stages.

Information period. In the first years, during this period, the electronic government portal was launched, and information about the activities of state bodies, especially the types of public services, was widely disseminated.

Electronic services have started to be offered on the interactive stage portal. At this stage, users of the portal can send a request to any state body without standing in a queue and monitor the order of its implementation.

Transactional period. Citizens had the opportunity to pay all types of taxes, fines and utility bills.

Transition period. Immediate speed of service to the public. In order to achieve this goal, interactive and transactional services have become complex services of special importance for Kazakhstanis (<https://martebe.kz/jelektronnyy-kimet-degenimiz-ne-zh-ne-ol-ne-shin-azhet/>).

Electronic government in the Republic of Kazakhstan is a set of interactive communications between government agencies and the public to provide public services electronically. Application of new tools of electronic government and improvement of old tools is an important task in terms of increasing the efficiency of the state and municipal management system. The use of technologies and tools of “electronic government” makes the process of public administration more transparent, as citizens receive the necessary level of awareness of the results of the activities of public authorities.

In 2004, the Decree of the President of the Republic of Kazakhstan “On the State Program for the Formation of Electronic Government in the Republic of Kazakhstan for 2005-2007”³ was issued. This document laid the foundation for the creation of electronic government in the country and defined the key directions of its development.

The main stage of development

First stage (2006-2009): Creation of basic infrastructure

- At this stage, the main components of electronic government were formed:

- Centralized database
- A single gateway for the integration of departmental systems
- The portal is a single point of access
- Unified transport environment
- Authentication center

The second stage (2010-2014): Expansion of the spectrum of services

Electronic services were actively developed during this period. By 2014, more than 700 services and services were provided through the electronic government infrastructure¹.

The third stage (2015-present time): Mobile government and open data

An important step was the creation of the eGov mobile application in 2014, which greatly simplified citizens’ access to state services¹. In 2017, this application was recognized as the best at the international summit «The World Government Summit».

Increase in the number of services: Today, more than 700 services and services are provided through electronic government¹.

Growth of users: The number of registered users of the portal exceeded 6 million people¹.

Mobile services: Mobile application eGov provides 83 types of services.

Research materials and methods

During the writing of the article, scientific works of domestic and foreign scientists were used. In the course of scientific research, historical, comparative analysis, normative-logical, synthesis, systematic-legal, analysis, etc. are used in legal science and related social sciences as a methodological basis of research. public legal methods were used. The works of domestic and foreign legal scholars who are thoroughly studying the field of electronic state administration were used.

Research results and discussions

The main stage of development

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Key achievements

Increase in the number of services: Today, more than 700 services and services are provided through electronic government¹.

Growth of users: The number of registered users of the portal exceeded 6 million people¹.

Mobile services: The eGov mobile application provides 83 types of services, including payments¹.

Open Government: Citizens have the opportunity to participate in the public discussion of normative legal acts, draft budgets and evaluation of implementation of budget programs¹.

Advantages of electronic government

The introduction of electronic government brought a number of significant advantages for the citizens of Kazakhstan:

Saving time: It is no longer necessary to visit state institutions in person to receive many services².

Availability: Services are available 24/7 via the Internet and mobile devices.

Transparency: The transparency of the work of state bodies has increased.

Reduction of bureaucracy: the amount of necessary documents and references has been reduced thanks to the automation of processes.

Отправить отзывThe term «electronic government» (electronic government, e-government) originally appeared in the West in the early 1990s-2000s, when information and communication technologies began to be massively introduced into the political sphere of society. It includes the Internet technology of relations between the authorities and the public, an interactive form of interaction between the authorities and the public in the process of solving socially important tasks, a tool for inter-departmental and intra-departmental interaction of civil servants and a purely technical means of providing public services to the public (remote users). (<https://adyna.kz/post/42333>).

In turn, the concept of electronic government can be interpreted as a set of ideas, systematically ordered and relatively stable views about the principles, forms, mechanisms of public and municipal management of public and political processes through information and communication technologies (ICT). In turn, electronic government as a tool (e-governance) aims at specific goals that unite all interacting areas.

It should be noted that the Electronic Government cannot be considered as an analogue or an addition to the traditional Government. This is a progressive form of organizing the activities of state administration bodies capable of ensuring a qualitatively new level of speed and convenience of providing public services to citizens due to the introduction of new information and communication technologies into this process.

Implementation of information and communication technologies in the public sector is carried out

in various directions both within the authorities and in the field of interaction of public policy actors. It is necessary to distinguish three such directions: e-administration, e-services and e-participation (Shvets 2013: 27).

Electronic administration involves information in bureaucratic processes, from computerization and installation of electronic document circulation to automated support of other sectors of the EU. The electronic services sector includes mechanisms of state (municipal) provision of services through websites, portals or specialized centers. In most cases, this sector is presented as a «G2» matrix. It results from the interaction of three types of actors: the state (government, G), business (business, B) and citizens (citizen, C). For example, the «G2B» and «B2G» modules consider a business to be a customer or a service provider. «G2C» and «C2G» modules include electronic provision of state (municipal) services to citizens, as well as ordering feedback services or monitoring their implementation.

E-participation includes mechanisms to involve citizens in discussing issues and making decisions: from feedback channels to e-voting. In the framework of this direction, E-government is carried out by means of «electronic administration» (electronic government) and «open government» (Open Government), so it is necessary to distinguish between these terms in order to avoid confusion. The first term, «e-government» is associated with the new paradigm of «governance», which is usually translated as «management» or «management» (Cheremnyh 2017: 67). Further: 1) participation of citizens; 2) rule of law; 3) transparency and accountability of government; 4) equality and inclusiveness; 5) efficiency; 6) responsibility; 7) the concept of «(good) good governance» based on the principles of consensus search appears.

Another feature of electronic technology is the possibility of regular and systematic work with gifted children:

- test system of self-examination (self-control);
- control forms: tests that need to be supplemented;
- tests with alternative answers (the solution is correct or incorrect «yes», «no»);
- selective test (several correct answers are selected);
- a test compiled as a dictation (in the case of reading the text, the required word is inserted);
- consistency test (designed to find interconnected facts) (<https://articlekz.com/kk/article/16046>)

Many researchers consider «e-governance» to be a broader concept than «e-government», as it presupposes a radical change in social relations: the widespread distribution of electronic voting mechanisms in the form of direct democracy, collaborative governance, forms of «network public policy» implementation (Korobov 2016: 55).

As for «Open Government», this concept itself is expressed in the principles of transparency, participation and collaboration. The development of ICT gives new impetus to this concept by technically facilitating information disclosure and civic participation. Currently, «Open Government» has become a paradigm of public administration.

However, the functionality of open government is not limited to the capabilities of information and communication technologies. So, Western researchers A. Meyer, D. Curtin and M. Hillebrandt came to the following conclusion about the nature of Open Government. «On the one hand, it means citizens' free access to government information (openness, transparency) and disclosure of data on government activities, and on the other hand, their participation in decision-making» (Meijer 2016:18).

In this regard, «electronic board», «Open government» and «electronic government» are conceptually linked in the aspects of electronic participation using information and communication technologies. It should be noted that although public sector informatization existed earlier, the emergence of «electronic government» as a concept dates back to the 90s of the 20th century.

In 2002, the international public organization «European Digital Rights» for the protection of human rights on the Internet was established in Brussels.

At the level of the United Nations (UN), a number of international documents have been adopted in a certain way related to the various rights and obligations of subjects of legal relations in the digital space.

In particular, the 2003 Charter for the Preservation of Digital Heritage, whose provisions focus on the preservation of human knowledge and its various forms of representation in the digital environment. It can be said that the charter establishes a new constitutional right within the framework of states – the right of future generations to access the state's digital heritage. This is an important direction in the electronic state, which obliges authorized entities to take all possible measures for timely updating of information devices and programs with elements of digital heritage. This category of international

documents includes the 2005 UN Convention on the Use of Electronic Communications in International Contracts, which «applies to the use of electronic communications in connection with the conclusion or performance of contracts between Parties whose commercial enterprises are located in different states.» This document establishes a special procedure for the implementation of the development of freedom of entrepreneurial activity for legal entities (Dyusenkul 2023: 24).

Comparison with foreign experience

To evaluate the success of Kazakhstan in the development of electronic government, it is advisable to compare it with the experience of other countries.

Estonia: Considered one of the world leaders in the field of electronic government. In Estonia, 99% of public services are available online, and citizens can vote in elections via the Internet.

Singapore: Known for its «smart city» system, which integrates various aspects of urban life, including transportation, healthcare, and education.

South Korea: It has a high level of high-speed Internet penetration and active use of mobile technologies in government.

In comparison with these countries, Kazakhstan demonstrates significant progress, especially considering the later start of electronic government development. However, there is still potential for growth, especially in the field of integration of various systems and expansion of the spectrum of online services.

Analysis of the current state

To assess the current state of e-government in Kazakhstan, we will consider several key indicators:

UN e-Government Development Index (EGDI): This index assesses the level of e-government development in UN member states. In the last ranking, Kazakhstan took the 29th place out of 193 countries, which indicates significant progress.

Number of rendered services: More than 168 million services have been rendered to the population during the entire period of operation of the eGov portal. This indicates a high level of demand for electronic government services.

Internet penetration level: According to 2024, the Internet penetration level in Kazakhstan is about 85%, which creates a good basis for further development of electronic government.

Mobile government: Mobile application eGov, which provides 83 types of services, is an important step in the development of «mobile government»

(<https://www.nitec.kz/ru/news/elektronnoe-pravitelstvo-rk-11-let-vo-bлаго-naselenia>).

Development trends

Artificial intelligence: Implementation of artificial intelligence technologies to automate processes and improve service quality.

Blockchain: The use of blockchain technologies to increase the security and transparency of government transactions.

Internet of Things: Integration of IoT devices into the electronic government system for real-time data collection and analysis.

Personalization of services: Development of systems capable of providing personalized services based on the analysis of specific needs

Conclusion

In general, e-government tools are designed to reduce administrative barriers and significantly reduce the number of visits by citizens to government offices. In the coming years, every citizen of the Republic of Kazakhstan will be able to apply for agreements and permits through the Internet, as well as evaluate the quality of the offered public services. The transition to electronic services will greatly facilitate the interaction of citizens and business environment with administrative structures at all levels. It is already possible to receive a number of services completely electronically through the unified portal of state services. These technologies allow citizens to directly interact with government bodies, institutions and organizations by removing administrative barriers.

It should be noted again that «Electronic Government» is based on ensuring the implementation and protection of the right to seek and receive information about the activities of the executive bodies of the Republic of Kazakhstan at all levels in order to achieve the objectively necessary level of transparency of the state for citizens, to exercise public control over the activities of state bodies.

Electronic government in Kazakhstan has undergone significant development since its creation in 2006. During this time, many successes were achieved: the range of electronic services was expanded, the number of users increased, and innovative solutions were implemented, such as the eGov mobile application.

However, Kazakhstan's electronic government still faces serious challenges. Digital inequality, data security problems, the need to integrate vari-

ous systems and overcome cultural barriers – all this requires constant attention and work.

For the further successful development of electronic government, it is necessary to continue investing in education and improving the digital literacy of the population, improve security systems, work on the integration of various state information systems, and adapt legislation to the requirements of the digital age.

The future of electronic government in Kazakhstan is seen in full digitalization of public services, development of proactive services, integration with

the concept of «smart cities» and expansion of use of open data. All this should contribute to increasing the efficiency of state administration and improving the quality of life of citizens.

Thus, despite the existing problems, the electronic government of Kazakhstan demonstrates sustainable development and has good prospects for further growth. Continuing work in this direction will allow Kazakhstan to strengthen its position as one of the leaders in the field of electronic government in the region and the world.

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