

IRN AP22787363 «Improving a citizen-centered approach to the provision of public services in the context of the state apparatus digitization» (2024-2026)

The current status of the civil service of the Republic of Kazakhstan is characterized by the desire to comply with the principles of a listening, open, pragmatic and accountable state. Thus, in the Strategy “Kazakhstan-2050”: A new political course for an established state” and the Concept for the development of the public administration system until 2030, the principle “Citizens First” is noted as one of the fundamentally important aspects of the further development of the republic for the coming decades. Currently, government agencies are pursuing a targeted policy to digitalize the services provided, taking into account the increase of citizen-centricity.

In this regard, the **purpose of the project** is to study the key criteria and identify the main directions for improving the citizen-centered approach in the provision of public services in the context of the digital transformation of the government apparatus.

To achieve the goal, the following **main tasks** will be completed:

- 1) the theoretical and methodological aspects of the citizen-centered approach in the provision of public services using information technology have been studied;
- 2) empirical data was collected to identify problems and “risk areas” in the provision of public services;
- 3) recommendations have been developed to improve the citizen-centered approach in the provision of public services.

In the course of achieving the set goal and implementing the research objectives, answers to the following **research questions** will be obtained:

- What advanced theoretical approaches and promising foreign practices exist today for the full implementation of a citizen-centered approach in the provision of public services to the population?
- What is the current level of development of the provision of public services in Kazakhstan? What unresolved systemic issues exist?
- What initiatives are being taken by governments of developed countries to improve the quality of interaction with the population in the provision of public services?
- What are the “points of growth” in the matter of improving the customer focus of government agencies while providing public services?

The **main approaches** to conduct the research require the complexity and consistency of the analytical tools used. In this regard, before the start of the project, a Research Program will be adopted, which describes in detail the implemented strategy, approaches and methods of analysis in relation to the entire project and to each of the stages. The research will use the method of survey, SWOT and PEST analyses, and focus-group.

Taking into account the stated goal and objectives of the research, the following **direct results** are expected:

- a verified theoretical basis has been prepared to further increase the customer focus of government agencies when providing services to the population;
- validated data from a survey of both service recipients and service providers were obtained;
- the most promising directions for the development of the research topic were identified, taking into account domestic historiography and advanced foreign experience (including during on-site meetings).

As the **final result** of the study, it is expected to receive a package of recommendations, justified from the point of view of the theoretical and methodological foundation and practical cases, for further improvement of the citizen-centered approach in the provision of public services in the light of the ongoing digitalization of the government apparatus, including through:

- 1) obtaining at least one item of intellectual property;
- 2) publishing at least four articles in journals recommended by the CQASHE;
- 3) publishing a monograph on the development of the public service delivery sector in Kazakhstan;
- 4) preparing methodological recommendations for the further improvement of the research questions under study and disseminating them among interested stakeholders;
- 5) holding a roundtable discussion to review and summarize the results of the research;
- 6) publishing at least two articles or reviews in peer-reviewed academic journals indexed in the Social Science Citation Index or the Arts and Humanities Citation Index of the Web of Science database and (or) in journals with a CiteScore percentile of at least 35 in the Scopus database.

The degree of influence of the research results on scientific and technical potential is high, since it allows us to obtain new scientific knowledge about the current status of the citizen-centered approach in the provision of public services, including through the prism of digitalization of the government apparatus and the level of satisfaction with the quality of service delivery. In the future, the knowledge gained will make it possible to develop targeted recommendations aimed at systemic changes as a whole, and will give the opportunity to improve the work of each service provider when implementing methodological recommendations.

The practical significance of the research results lies in the practical applicability of the results and recommendations obtained during the projects for government agencies, which will make it possible to contribute to solving current problems of socio-economic and scientific and technical development of the Republic of Kazakhstan.