**International Association
of Quality Managers and Auditors
(IAQMA-Kazakhstan)**

Implementation of quality monitoring systems for delivery of public service to population of the Republic of Kazakhstan

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Public administration and competitiveness of national economy

- **The competitiveness of national economy increasingly depends on performance of public administration system;**
- **The system performance impacts on development of public and private economy sectors;**
- **Public regulation of social sector (education, healthcare, social security) determines life quality of the society**

What are the goals for reformation of national public administration system of Kazakhstan?

1) **Improvement of the system with the aim to increase:**

- competitiveness and effectiveness of national economy;
- proficiency and performance of the state machine;

2) **Improvement of public service quality:**

- improvement of life quality of the population;
- reduction of factors that give rise to corruption

Measures on modernization of public administration system

1. **Improvement of the legislation related to administrative procedures with further development of administrative regulation for public authorities and organizations with the aim to ensure:**

a) formalization and distribution of functional responsibilities of public authorities and their employees;

b) definition of a mechanism for coordination and interrelationship between public authorities;

c) development of standards for provision of public services to society, population and business;

Measures on modernization of public administration system (2)

2. Development and implementation of standards for public service delivery to the population;
3. Phased implementation of functional analysis of public authorities and organizations as well as their activity;
4. Improvement of public administration structure based on functional analysis outcomes;
5. Provision of optimal number of public authority employees based on functional analysis outcomes;

Measures on modernization of public administration system (3)

6. Development of a system for annual evaluation and auditing of activity performance demonstrated by central and local public authorities;
7. Development and implementation of rating evaluation system for public authority activities with consideration of the extent to which strategic goals are achieved as well as public service quality, effectiveness of program documents implementation and other indicators;
8. Creation of performance evaluation system for government employees

QMS Implementation (ISO 9001)

Public administration authorities:

- Administration Office of the President of Kazakhstan;
- Government and ministries of Kazakhstan;
- Akimats (regional and municipal);

Organizations – public service providers:

- Local executive authorities;
- Centers for servicing population

Public service quality management

- **Standardization of public services;**
- **Automatization of public services delivered to the population;**
- **Reduction of bureaucratic authorities servicing the population (single window principal);**
- **Increase of public services delivered through Internet;**
- **Reduction of certificates required for submission to public institutions**

Standardization of public services

- **Classification and terminology;**
- **List of public services subject to standardization;**
- **Indicators of public service accessibility and quality;**
- **Procedures of public service delivery;**
- **Procedure and terms of appeal;**
- **Forms and methods of information communication;**
- **Rights and responsibility of government employees;**
- **Terms and conditions for public service delivery**

Basic stages in development of public service standards

- **Selection of public services of higher priority,**
- **Identification of public service indicator structure;**
- **Definition of public service indicator value (current, normative (standard) and targets);**
- **Approval of indicator normative value (standards) by top-management of public authority and publication in Mass media.**

Challenges in public service quality management

Selection of a methodology for public service quality assessment:

- **How we can avoid formalism?**
- **At which point of public service delivery we should manage their quality?**
- **How to ensure individualization, specificity and target focus of public services?**
- **Which public services we should choose?**

Challenges in public service quality management

- **No competition;**
- **Independence from public service customers;**
- **Inefficient customer feed-back;**
- **No practices in terms of customer satisfaction evaluation**

What methodology should be chosen for public service quality management?

- ISO 9001?
- European Excellence Model (EFQM)?
- Common Assessment Framework (CAF)?
- Balanced Scorecard (BSC)?
- Benchmarking?

Techniques/approaches for public service quality improvement

- Transition from application of simple quantitative indicators to integrated assessment models
- Impartial consideration of formal and informal assessment factors;
- Differences in approaches used in various organizations for services quality assessment
- Harmonization of perspectives in reformation of public authorities

Basic quality criteria for public services

- **Timely delivery;**
- **Accessibility for customers;**
- **Proficiency and completeness of compliance with the service requirements;**
- **Service customer satisfaction evaluation;**
- **Customer feedback opportunity**

Public organizations and services delivered to the population

№	Level of Government Organization	Number of Organizations	Number of Services
1.	Central Bodies for Public Administration (Ministries)	8	52
2.	Local (Municipal) Bodies for Public Administration (Astana, Almaty, Karaganda, Taraz)	4	21
3.	Total	12	73

The Goals of Public Service Delivery Automatization

№	Name of Activity	Goal
1.	Reduction of paper documents	Reduction of bureaucracy; Saving time necessary for people to collect their input documents
2.	Creation of an integrated information resource	A faster search of necessary input documents; an elimination of necessity to address their queries to different public organizations
3.	Enabling the population to submit their queries and applications electronically	Decreased time for application submission
4.	Formalization of business processes of public organizations that deliver their services to the population	Optimization of public organizations' activity; Faster service delivery to the population
5.	Analysis of public service quality delivered to the population	Improvement of public service quality delivered to the population.

General Requirements to Questionnaire forms on Public Service Automatization

№	Questions
1.	Name of the Public Service
2.	Professional recommendations on optimization of public service delivery
3.	Legislative Foundation for PS delivery
4.	Availability of standards for the PS
5.	Internal organizational normative base for PS delivery
6.	PS classification (paid or free of charge)
7.	Time-frame for query processing and PS delivery
8.	Name of the document that is issued as a result of PS delivery
9.	Description of a structure and requirements to the content of the document issued
10.	Description of requirements to filling in the application forms by the populations
11.	Information on availability of electronic document archive
12.	Description of identified nonconformities in document preparation
13.	Typical reports to be submitted to superior bodies on PS delivery
14.	The level of PS automatization
15.	Availability of database on a status of PS delivery process
16.	Availability of Information system
17.	Availability of Information system developer
18.	Date of information system implementation
19.	Availability of services delivered through portal and gateway of e-government system

Table 4

Central government organizations involved into public service delivery automatization

№	Name of Organization	Number of services
1.	General Prosecutor Office	2
2.	Ministry of Justice	20
3.	Ministry of Defence	5
4	Ministry of Transportation and Communications	6
5.	Ministry of Telecommunications and Information	2
6.	Ministry of Internal Affairs	1
7.	Ministry of Agriculture	4
8.	Ministry of Science and Education	1
9.	Agency for Land resource management	4
	TOTAL:	45

Thank you for your attention!

Any questions?