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Analysis of state management of regional information processes in the conditions of transition of the Republic of Kazakhstan to the digital economy

Abstract:

Object: The object of research of this article is the state management of regional information processes in the conditions of transition of the Republic of Kazakhstan to the digital economy. Within the framework of this analysis, the influence of state bodies and institutions on the development of information technologies and digitalization in various regions of Kazakhstan is investigated.

Methods: This article will use methods of data analysis, comparison and synthesis of information, as well as expert assessments and interviews to conduct a study of public administration of regional information processes in the transition of the Republic of Kazakhstan to the digital economy.

Findings: The analysis of state management of regional information processes in the context of the transition of the Republic of Kazakhstan to the digital economy includes the study and systematization of the relationship between government and business in this area. The digital economy is becoming increasingly important for the development of regions in Kazakhstan. Government agencies are trying to create favorable conditions for the development of information technologies and digital innovations. They recognize that digitalization makes it possible to increase the efficiency of public administration, improve the level of public services and create new business opportunities. At the same time, there is a conflict of interests between government agencies and business entities in this area. The state seeks to increase control over information processes and ensure data security, while business wants more freedom in the use of information technologies and data. Several actions are required to establish a productive collaboration between the government and businesses within the realm of the digital economy. It is imperative to construct an advantageous legal and structural framework to facilitate the growth of digital technologies. This may encompass the enactment of fresh laws and directives, along with the establishment of mechanisms for governmental and business interplay.

Conclusions: In summary, an analysis of how regional information processes are managed in the context of the Republic of Kazakhstan's shift toward the digital economy provides insights into the dynamics between the government and the business sector in this domain. To ensure an effective partnership, a series of measures should be implemented. These measures involve creating a favorable legal and organizational environment, devising programs and projects, and ensuring the education and skill development of personnel.

Keywords: public administration, regional information processes, transition to the digital economy.

Introduction

Contemporary society is increasingly emphasizing the utilization of digital technologies and information systems. This trend necessitates the adaptation of public administration to these new circumstances, employing digital tools to enhance operational efficiency. In Kazakhstan, as one of the nations actively pursuing the advancement of a digital economy, the matter of effectively governing regional information processes has gained significant relevance.

The digital economy represents a novel economic development model reliant on the use of information and communication technologies (Casady, 2018). It facilitates process optimization, enhances the quality and efficiency of public administration, and fosters improved interaction between the government and its citizens. Consequently, examining the management of regional information processes by the state during the Republic of Kazakhstan's transition to the digital economy has become a pressing and significant research area (On the Strategic Development Plan of the Republic of Kazakhstan until 2020, 2010).

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The significance of this chosen topic arises from the fact that the existing regulatory framework governing information processes comprises a variety of national laws, self-regulation guidelines, and numerous multilateral agreements, each with varying degrees of relevance. In this dynamic and diverse environment, the evolution of pertinent general principles assumes a foundational role. These principles should be collaboratively developed by governments, the private sector, civil society, and academia, each playing their respective roles (Casady, 2020). The process of formulating norms, rules, and decisions through consensus can contribute to the effective development and utilization of information resources in public administration.

As such, the subject of this article's research is the management of state-controlled regional information processes in the context of Kazakhstan's transition to a digital economy. In this analysis, the impact of governmental entities and institutions on the advancement of information technologies and digitalization across different regions of Kazakhstan is explored.

Literature Review

Numerous researchers and notable figures, such as N. Nazarbayev (New development opportunities in the context of the Fourth Industrial Revolution: message of the President of the Republic of Kazakhstan N. Nazarbayev to the people of Kazakhstan, 2018), O. Sabden (2011), O. Paramonova (2018), and others, have delved into the challenges and potential prospects associated with the government's management of regional information processes as the Republic of Kazakhstan transitions into the digital economy (Comprehensive Plan for socio-economic development of the Turkistan region until 2024: Government of the Republic of Kazakhstan, 2018). The address by the President of the Republic of Kazakhstan, N. Nazarbayev, to the nation in January 2018, has underscored new avenues for development in the context of the Fourth Industrial Revolution. It accentuates the necessity of leveraging digital technologies and information processes to enhance public administration and foster economic growth in the country. The State Program "Digital Kazakhstan" for 2017-2020, as authorized by the President's decree, serves as the cornerstone for nurturing the digital economy in the nation. This program aims to establish and modernize information infrastructure, institute e-government, and introduce digital technologies across all sectors of society, including regional governance.

It's worth noting that the State Program "Digital Kazakhstan" was ratified through Government Decree No. 827 on December 12, 2017. It was crafted by the Ministry of Information and Communications of the Republic of Kazakhstan, aligning with the President's message, "The Third Modernization of Kazakhstan: Global Competitiveness", proclaimed on January 31, 2017. This program strives to expedite the nation's economic development and enhance the populace's quality of life through the medium-term implementation of digital technologies, while also ensuring the establishment of a digital economy for the country's future. The program's execution spans from 2018 to 2022.

In contemporary Kazakhstan's economy, the financial sector, renowned for the introduction and application of innovative technologies and digital services in customer interaction, holds a paramount role. Electronic payments and electronic commerce have become integral components of the nation's financial industry (Kubeev, 2011).

President N.A. Nazarbayev, in his annual address to the people of Kazakhstan on January 10, 2018, emphasized the integration of modern technologies into the Kazakh economy, especially in the context of the Fourth Industrial Revolution. He underscored the critical importance of comprehending innovative technologies and fully integrating them into society, particularly the integration of equipment and information systems throughout all stages of production, often transcending the confines of a single enterprise to forecast, self-adjust, and adapt in response to economic and production needs.

The consistent realization of the key directives outlined in the President's address is linked to addressing the digitization of the country and progressively deploying digital resources to revolutionize the technological processes of the economy. Digitalization involves reconfiguring technologies and business processes to enhance the working environment and interaction among stakeholders within modern enterprises.

The Head of State has identified several innovative components for the digitalization of Kazakhstan's economy, including Big Data, Blockchain, and Smart City. The nation has established leading innovation centers dedicated to developing information technologies, such as Nazarbayev University, the Astana International Financial Center, the International Technopark of IT Startups, and the Park of Innovative Technologies "Alatau". Notably, the Sergek road control system has been introduced in the capital, Astana, and Almaty (The concept of business regulation until 2020, 2014). This hardware and software complex is currently in pilot mode, monitoring compliance with speed limits and measuring average speed, in addition to recording various traffic violations, generating Big Data regarding vehicle movement.

Methods

This research primarily focuses on conducting a comprehensive analysis of models and mechanisms governing the interaction between government bodies and business entities during the Republic of Kazakhstan's transition to the digital economy. To accomplish this key objective, the following primary tasks have been identified:

- Investigate the origins of conflicts of interest and their repercussions in the implementation of joint initiatives involving both public and commercial entities in various regions.
- Analyze the evolving dynamics of collaboration between business entities and regional governmental authorities within the digital economy context.
- Categorize and systematize diverse forms and mechanisms of interaction between government bodies and business institutions in the realm of information processes.
- Examine the institutional conditions in regions that impact workforce attractiveness in the digital economy, employing methodologies for assessing government and business interaction, while also gauging the level of interaction between government entities and business organizations in this context.

It's important to acknowledge that the formation and evolution of the digital economy entail the coexistence and growth of various ownership forms and sectors, encompassing large, medium, and small enterprises, individual entrepreneurs, and agricultural organizations. Each of these groups possesses unique characteristics that influence their economic strategies, political stances, and approaches to socio-economic issues in the digital economy.

Results

In the UN ranking of the formation of the electronic government of Kazakhstan, the 39th place and the 8th place among Asian countries are assigned in 2021. In 2020, the country rose to the 29th position among 193 participants. Compared to 2020, the e-government Development Index (EGDI) increased by 10.2%. According to the level of electronic participation, Kazakhstan has the 26th position. The e-participation index demonstrates the involvement of the population in decision-making, the openness of the state, its compliance with the policy of the “hearing state”, the ability to respond promptly to human requests (on Self-Regulation: The Law of the Republic of Kazakhstan, 2015). In the UN E-Government Survey 2022, Kazakhstan entered the top three Asian countries in the online services index and the open government Data index in the world. Kazakhstan ranks 1st among the landlocked countries. According to the government's open data index, Kazakhstan is the leader among Asian countries. According to the online services index, it ranks 3rd among Asian countries and 11th in the global ranking (Maddison Project Database website, 2018).

As part of the large-scale work to improve the sphere of public services in 2021, about 54 million services were rendered in electronic format. During the state of emergency, 13.8 million electronic public services were provided, and the daily receipt of services in electronic format tripled. In 2022, it was planned to increase their availability via the Internet to 90%, all central government agencies should complete the transition to a Single platform of Internet resources, comprehensive provision of the entire range of available services through the integration of information systems and automation of business processes. Now 83.7% of the public service is provided online, the dialogue between the government and society is expanding with more active mobilization of citizens in discussions about state tasks. All the listed data are shown in Table 1 (The Heritage Foundation, 2018).

Table 1. Number of services rendered by the years 2021 and 2022.

Year	Number of services rendered (million)	Availability of services via the Internet (%)
2021	54	83.7
2022 (planned)	-	90

Note – compiled by the authors based on (The Heritage Foundation, 2018)

As part of the creation of the “electronic government”, a course has been taken to expand the list of public services available through mobile devices.

So, in 2020, out of 723 services included in the Register of Services, 580 services, or 80%, were provided in electronic format through the state corporation “Government for Citizens”, which provides services through 348 front offices, 16 specialized, 17 migration and 18 digital offices, 1656 post offices. Thus, online services account for 56% of the total number of all public services (Fig. 1) (The Heritage Foundation, 2018), which significantly unloads offline offices and speeds up the process of obtaining services.

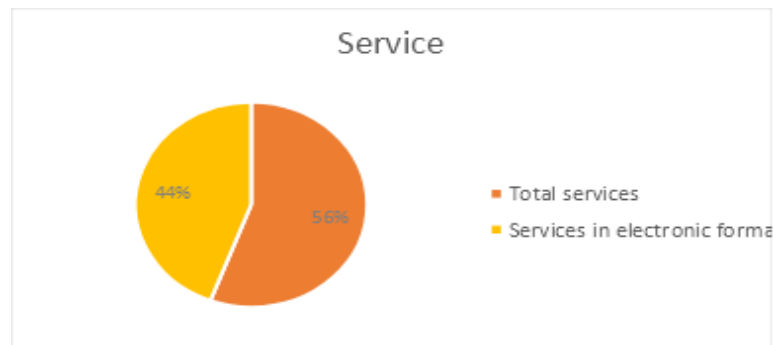


Figure 1. Service usage ratio

Note – compiled by the authors based on (The Heritage Foundation), 2018

Improving the business processes of 182 public services resulted in a 30% reduction in the average number of documents in 2021 compared to 2020 and a 3-fold reduction in the average duration of their provision (from 31 to 10 days). Initially, many citizens were provided services through the e-government portal egov.kz., as indicated in Table 2 (The Heritage Foundation, 2018), where in 2021 10 million citizens registered and 36.5 million services were provided, which is 9 million more than in 2020. Today, more and more services are received through the telegram bot EgovKzBot2.0, social networks VKontakte, Facebook. 31 services are provided through the new eGov mobile mobile application, 32 more services are planned to be mastered. The database of mobile citizens includes 7.6 million citizens.

Table 2. Indicators of the use of online services

Services	Number of services in 2020	Number of services in 2021
Portal egov.kz	27.5 million	36.5 million
Mobile application	31 services	63 services

Note – compiled by the authors based on (The Heritage Foundation, 2018)

Kazakhstan is forming a new model of public administration that meets public requirements and is based on the introduction of relevant technologies (Bremers et al., 2016). Various transformational approaches to public administration, public service and personnel policy are planned. National programs that include a large volume of indicators and indicators are planned to be replaced by smaller-scale projects, timely output of investment projects to a given capacity. Due to the fact that the fundamental reform involves modifying the work of the state apparatus, in order to eliminate excessive legislative regulation of the work of the executive branch, it is supposed to revise previously adopted regulatory decisions. Kazakhstan's public administration system will be transformed by introducing new approaches that take into account the post-pandemic experience: the new working format has demonstrated its relevance in justifying government decisions. Urgent quarantine actions have shown the ability of the state to concentrate the national resource in a key direction.

The concept of public administration development until 2025 focuses on the role of the government and Parliament (On measures to further improve the public administration system of the Republic of Kazakhstan: decree of the President of the Republic of Kazakhstan, 2020). According to the 2017 constitutional reform, about 35 powers previously defined by the president were transferred to the parliament or the government. Since that time, the President independently appoints ministers, the Prime Minister submits to the head of State the candidacies of the remaining members of the government. In order to take into account, the pluralism of solutions to fundamental state tasks, to achieve continuity of reform and the effectiveness of collective actions with the parliamentary chambers, a five-year term of office is introduced for members of the government. Parliamentary work will be transformed, taking into account its key importance in the creation of the government. Pre-election presidential programs and projects of parliamentary parties are supposed to be presented as one of the most important landmarks of future social progress. Maslikhats as representative local bodies will be strengthened by the introduction of vacant positions of committee chairmen and a mandatory report on budget execution by regional leaders.

In order to modernize and increase the effectiveness of public administration, the Supreme Presidential Council for Reform was formed, the institute of responsible secretaries was eliminated, whose duties were transferred to the heads of the ministries' offices. Two agencies have been created: The Agency for Strategic Planning and Reforms of the Republic of Kazakhstan, to which the functions of the Ministry of National

Economy of Kazakhstan relating to the sphere of strategic planning and national statistical activities have been transferred, and the Agency for the Protection and Development of Competition of Kazakhstan with the transfer to it of the functions of the Ministry of National Economy of Kazakhstan in the field of competition support and localization of monopolistic actions of commodity markets, supervision of activities involved in state monopolies.

For Kazakhstan, the primary task is to create a state apparatus that meets public expectations, to develop public servants' intransigence to corruption. As world practice shows, the transformation of the system of state activity refers to a continuous process.

It is supposed to optimize the public service system with an emphasis on training managers of a new format capable of making non-standard decisions. By 2024, the number of civil servants and personnel of national enterprises will decrease by 25%, the functions of state bodies that are not typical for them will be reduced, and wages for employees employed in the civil service will increase. The released resources will be redirected to financial incentives for employees. In order to increase the responsibility of employees, from the second half of 2021, state bodies will master a new remuneration system based on a factor-point scale.

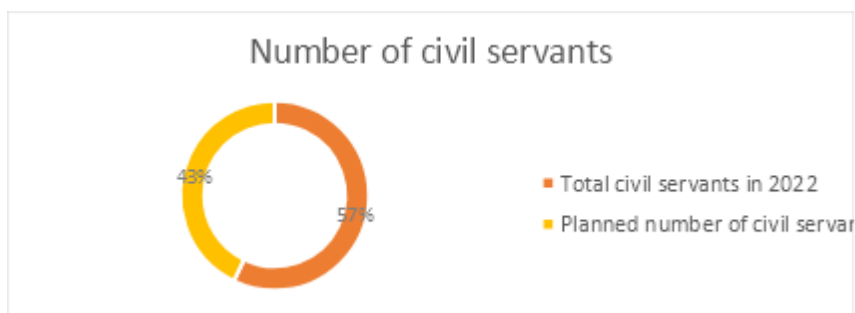


Figure 2. Number of civil servants

Note – compiled by the authors based on (The Heritage Foundation, 2018)

Every year it is planned to optimize the number of civil servants by reducing leadership positions and duplication of various functions, reducing the workload of civil servants by mobilizing the required specialists to perform specific work, reducing the difference in the number of civil servants employed in central and regional government agencies, and bringing it to a percentage ratio of 40/60, but to be more precise, 43% to 57%, according to Figure 2 (The Heritage Foundation, 2018).

Structural reforms play a key role in reducing the disproportionately significant role of the state in the economy. To reduce this indicator in the near future, it will be necessary to eliminate the distortion of private sector market mechanisms and reduce the benefits extended to state-owned entities. In accordance with the Yellow Pages Rule, the activities of enterprises with state participation have been reduced from 652 to 346, state functions have been transferred to a competitive environment, an assessment of market readiness has been introduced, institutional mechanisms have been developed, an export strategy has been developed, including a variety of tools for financial and non-financial assistance to increase the competitiveness of domestic goods in foreign markets (Raymond et al., 2019).

In the current situation, the position of the largest representatives of the quasi-public sector — JSC “National Welfare Fund Samruk-Kazyna”, JSC “NUH “Baiterek” and JSC “NUH “KazAgro”, which play an important role in the economy of Kazakhstan, has been corrected: their financial resources will be distributed to the real sector with the assignment of the status of institutions with national and market targets installations and the appropriate level of corporate management.

In order to increase the effectiveness of the quasi-public sector, monitoring of the implementation of the obligations of the largest quasi-public sector holdings involved in national projects is being tightened by including them in the “Interactive Open Budget Map” planned for 2023. The mentioned map contains objects planned for privatization, and their actual market price will be determined by organizing its full audit. In addition, the indicators of their work will be taken into account according to the monitoring and control of the entire quasi-public sector of Kazakhstan.

Discussions

The existing legislation still fully regulates the mechanism of activity of the “Open Government”, does not define the specific responsibilities of the central and regional state bodies that control the openness of activities. Therefore, in the near future, actions will be intensified to legislatively establish the principles of

the formation of “electronic government” and the activities of “open government”. It is expected that in the medium term, the promotion of the “electronic government” system and the “open government” concept will accelerate the creation of a long-term priority “Professional State”.

An in-depth streamlining of the principles of the formation of “electronic government”, the functioning of a unified automated information and analytical system of judicial organizations, the responsibility of state bodies for the openness of functioning; regulation of the provisions on the openness of the government (for example, open government meetings in online conferences) is planned. Thanks to the progress in the provision of electronic service through the e-government web portal and the use of open information, a reference point has been taken to another stage of the formation of e-government, when a composite service will be promoted using a proactive technique that improves quality, as well as the interest of citizens and businesses in e-government.

Conclusions

Over the past thirty years, the structure of Kazakhstan's public administration has been repeatedly adjusted. The transformations implemented earlier remain partly relevant, they are also assigned the role of one of the factors of the planned transformation program. The study of modern schemes of public administration in Kazakhstan made it possible to formulate the most important directions of transformation of public administration in the medium term. Building a state worthy of the needs of society is realistic in a situation where the government is under regular public supervision carried out at open and competitive elections of government bodies. In the medium term, the emphasis will be placed on achieving compliance of the size of the powers of the state apparatus with the qualitative characteristics of the authorities; cardinal reduction of the functions of state bodies; creation of a well-functioning system for regulating disagreements between citizens and the state by improving, first of all, executive processes, fundamental improvement of the work of administrative authorities.

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Л.Т. Акильжанова, А.Т. Жансейтов, А.Б. Әлібекова, Е. Қылбаев

Қазақстан Республикасының цифрлық экономикаға көшуі жағдайында өңірлік ақпараттық процестерді мемлекеттік басқаруды талдау

Аңдатпа:

Мақсаты: Зерттеу объектісіне Қазақстан Республикасының цифрлық экономикаға көшуі жағдайында өңірлік ақпараттық процестерді мемлекеттік басқаруды талдау алынған. Талдау шеңберінде мемлекеттік органдар мен мекемелердің Қазақстанның түрлі өңірлеріндегі ақпараттық технологияларды дамытуға және цифрландыруға әсері зерттелген.

Әдісі: Деректерді талдау, ақпаратты салыстыру және қорыту әдістері Қазақстан Республикасының цифрлық экономикаға көшуі жағдайында өңірлік ақпараттық процестерді мемлекеттік басқаруға зерттеу жүргізу үшін сараптамалық бағалау мен сұхбат пайдаланылды.

Қорытынды: Қазақстан Республикасының цифрлық экономикаға көшуі контексіндегі өңірлік ақпараттық процестерді мемлекеттік басқаруды талдау осы саладағы мемлекет пен бизнес арасындағы өзара қарым-қатынастарды зерделеуді және жүйелеуді қамтиды. Цифрлық экономика Қазақстан өңірлерін дамыту үшін барған сайын маңызды бола түсуде. Мемлекеттік құрылымдар ақпараттық технологиялар мен цифрлық инновацияларды дамыту үшін қолайлы жағдайлар жасауға тырысады. Олар цифрландыру мемлекеттік басқарудың тиімділігін арттыруға, мемлекеттік қызметтер деңгейін арттыруға және бизнес үшін жаңа мүмкіндіктер жасауға мүмкіндік беретінін мойындайды. Сонымен бірге, бұл салада мемлекеттік органдар мен шаруашылық жүргізуші субъектілер арасында мүдделер қақтығысы бар. Мемлекет ақпараттық процестерді бақылауды күшейтуге және деректердің қауіпсіздігін қамтамасыз етуге тырысады, ал бизнес ақпараттық технологиялар мен деректерді пайдалануда көбірек еркіндік алғысы келеді. Цифрлық экономикадағы Үкімет пен бизнес арасындағы тиімді әріптестікті қамтамасыз ету үшін бірқатар шаралар қабылдау қажет. Цифрлық технологияларды дамыту үшін қолайлы құқықтық және ұйымдастырушылық орта құру керек. Бұл жаңа заңдар мен заңға тәуелді актілерді қабылдауды, сондай-ақ мемлекеттік органдар мен бизнес арасындағы өзара іс-қимыл тетіктерін құруды қамтуы мүмкін.

Тұжырымдама: Қазақстан Республикасының цифрлық экономикаға көшуі жағдайында өңірлік ақпараттық процестерді мемлекеттік басқаруды талдау осы саладағы мемлекет пен бизнес арасындағы өзара қарым-қатынасты айқындауға мүмкіндік береді. Тиімді серіктестікті қамтамасыз ету үшін қолайлы құқықтық және ұйымдастырушылық орта құру, бағдарламалар мен жобаларды әзірлеу, сондай-ақ персоналды оқыту мен біліктілігін арттыруды қамтамасыз ету сияқты бірқатар шаралар қабылдау қажет.

Кілт сөздер: мемлекеттік басқару, аймақтық ақпараттық процестер, цифрлық экономикаға көшу.

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Анализ государственного управления региональными информационными процессами в условиях перехода Республики Казахстан к цифровой экономике

Цель: Объектом исследования настоящей статьи является государственное управление региональными информационными процессами в условиях перехода Республики Казахстан к цифровой экономике. В рамках данного анализа изучено влияние государственных органов и учреждений на развитие информационных технологий и цифровизацию в различных регионах Казахстана.

Методы: Авторами использованы методы анализа данных, сравнения и обобщения информации, а также даны экспертные оценки и интервью для проведения исследования государственного управления региональными информационными процессами в условиях перехода Республики Казахстан к цифровой экономике.

Результаты: Анализ государственного управления региональными информационными процессами в контексте перехода Республики Казахстан к цифровой экономике включает в себя изучение и систематизацию взаимоотношений между государством и бизнесом в этой сфере. Цифровая экономика становится все более важной для развития регионов Казахстана. Государственные структуры пытаются создать благоприятные условия для развития информационных технологий и цифровых инноваций. Они признают, что цифровизация по-

зволяет повысить эффективность государственного управления и уровень государственных услуг, а также создать новые возможности для бизнеса. В то же время в этой сфере существует конфликт интересов между государственными органами и хозяйствующими субъектами. Государство стремится усилить контроль над информационными процессами и обеспечить безопасность данных, в то время как бизнес хочет большей свободы в использовании информационных технологий и данных. Необходимо принять ряд мер для обеспечения эффективного партнерства между правительством и бизнесом в цифровой экономике. Необходимо создать благоприятную правовую и организационную среду для развития цифровых технологий. Это может включать принятие новых законов и подзаконных актов, а также создание механизмов взаимодействия между государственными органами и бизнесом.

Выводы: Анализ государственного управления региональными информационными процессами в условиях перехода Республики Казахстан к цифровой экономике позволяет определить взаимоотношения между государством и бизнесом в этой сфере. Для обеспечения эффективного партнерства необходимо принять ряд мер, включая создание благоприятной правовой и организационной среды, разработку программ и проектов, а также обеспечение обучения и повышения квалификации персонала.

Ключевые слова: государственное управление, региональные информационные процессы, переход к цифровой экономике.

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