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| Title of the abstract | Experience in evaluating the effectiveness of government agencies in Kazakhstan |
| Conference session | □ Stream A. Responsive National Evaluation Systems  □ Stream B. Inclusive National Evaluation Systems  □ Stream C. Future Driven Systems and Approaches |
| Name(s), title(s) and institutional affiliation(s) of all other authors/contributors (if applicable) | Makpal Kalygulova – Deputy Head  Bakytgul Zhabaginova – Head of the Operational Evaluation Department  (Center for Research, Analysis and Evaluation of Effectiveness of the Supreme Audit Chamber of the Republic of Kazakhstan) |
| Preferred format: | □ Formal presentation (maximum 10 minutes)  □ Participation in a panel discussion where the experience can be shared  □ Participation in an interactive session where the example can be shared, without a formal presentation  □ Other (please specify) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| I will need to apply for bursary support, if selected. | □ Yes  □ No |
| Language to be used for presentation | □ English □ French □ Spanish □ Chinese |

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| Our organization is the only body in Kazakhstan conducting a comprehensive assessment of the activities of almost all government agencies since 2010, according to the Decree of the President of Kazakhstan No. 954. The results of our assessment are sent to the Presidential Administration and presented to the President for further strategic decisions. Our organization subordinate to the Supreme Audit Chamber of Kazakhstan.  The Assessment methodology was developed taking into account the best practices of foreign countries. A number of approaches used in international practice have been adapted to the Kazakh realities and included in the assessment methodology. At the same time, important aspects of these methodologies were developed in direct connection with the peculiarities of the Kazakh public administration system, which made our assessment system unique to a certain extent.  The methodology is updated annually based on the results of the assessment, the proposals of all stakeholders and participants in the assessment system.  On an annual basis, the evaluation system monitors the performance of a government agency based on a number of specific indicators. Performance indicators are unified for different government agencies – for line ministries and agencies, and for local authorities. Despite the difference in areas of competence and management level, any effective government agency must fully fulfill its strategic goals, provide high-quality public services, develop its staff and ensure the implementation of reforms.  In addition, as part of one of the areas of assessment, the opinion of the country's population regarding the work of the state apparatus is studied twice a year and in order to measure its well-being (30 thousand respondents), as well as a survey of representatives of small and medium-sized businesses are conducted once a year to assess the business climate in the regions (10 thousand respondents).  It is important to note that annual assessment is an effective tool for systematic improvement of the activities of government agencies. For example, over the years of assessment, violations of the deadlines for the provision of public services have significantly decreased (from 494.6 thousand in 2010 to 5.4 thousand in 2022), as the facts of late consideration of applications (from 6.3 thousand in 2016 to 1.8 thousand in 2022), the share of automated services, public involvement in the discussion of draft laws have increased, while overworking of public servants has decreased. The introduction of the criterion "Using new budget planning practices" led to an increase in local authorities practicing the budget of popular participation from 2 in 2019 to 10 in 2021, the share of the budget distributed in this way from 0.4% to 2.2%.  As part of updating the assessment methodology, we annually monitor examples from other countries in the field of public administration assessment. At the same time, we are interested in studying the real experience of other systems within the framework of planned events in the process of a lively discussion, as well as sharing our accumulated useful experience and recommendations, on the basis of which we managed to achieve certain positive results. |