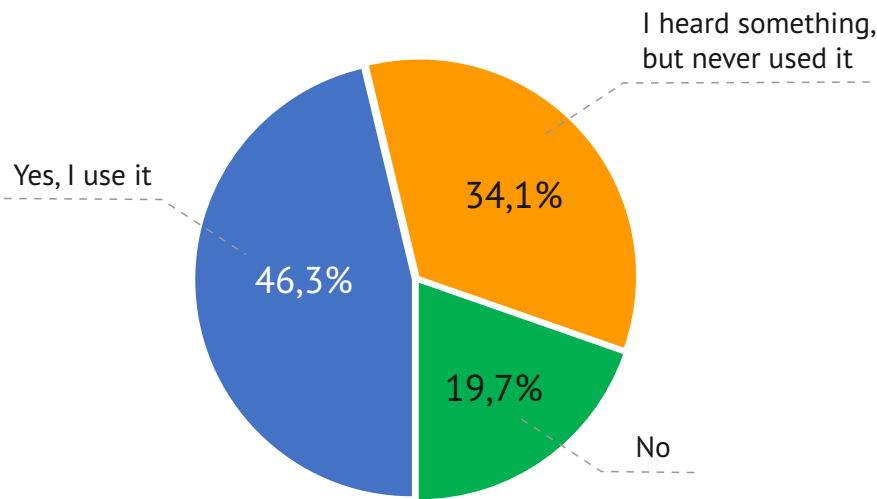


GOVERNMENT FOR PEOPLE

HAS IT BECOME EASIER, UNDERSTANDABLE AND MORE ACCESSIBLE
FOR KAZAKHSTANIS WITH EGOV.KZ?

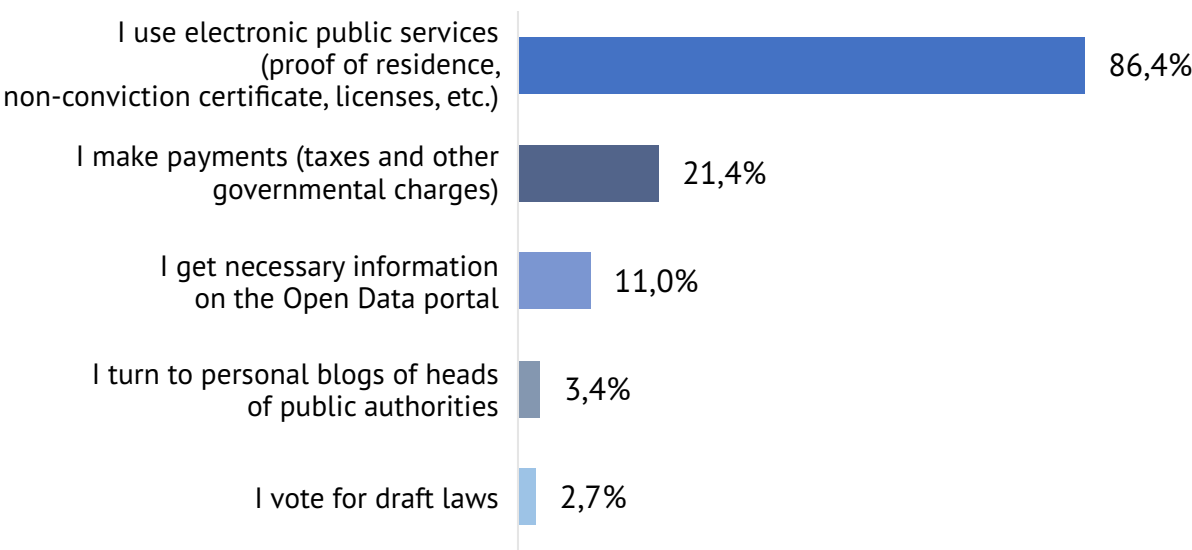
Kazakhstan Institute for Strategic Studies under the President of the RoK presents the results of a survey held among people in Kazakhstan regarding the use of the services of e-government, the organization ensuring digital interaction between public authorities and the population.

Almost half of the respondents know about e-government services and use them (46.3%). In terms of age, the younger respondents are the more they use the e-government portal: 53.9% – respondents aged 18–44; 40.3% – respondents aged 45–60; 19.1% – respondents aged 61 and above. This category of respondents included more urban than rural dwellers (50% and 40.8%), respondents with higher education (59%). In a regional breakdown, the e-government services are mostly used by citizens of Shymkent (96.8%), Almaty (64.7%) as well as Kyzylorda (64.6%), Pavlodar (62.7%) and Kostanay (60.7%) regions.



Pic. 1. Have you heard about the e-government Web portal – egov.kz?

The overwhelming majority of respondents use E-Gov to **obtain proof of residence, etc. (86.4%).** **One in five respondents make various payments through the E-government portal – taxes, etc.** Only one in ten respondents use open data and only 2.7% of respondents vote for draft laws. 3.4% of respondents turn to personal blogs of heads of public authorities.



Pic. 2. What services of egov.kz do you use?

Research methodology:

The survey method is an interview of a respondent at the place of residence using a route quota selection.
Selection – 2000 respondents aged 18 and over in 58 settlements of urban and rural areas in 14 regions and 3 cities of republican significance.
 The statistical error does not exceed 3.5%.
Duration – September 2019.