

THE STATE FOR THE PEOPLE

Kazakhstan Institute for Strategic Studies under the President of the Republic of Kazakhstan presents the results of a sociological survey on how the people of Kazakhstan want to see the state bodies.

On June 23 in Kazakhstan the Day of civil servant is celebrated.

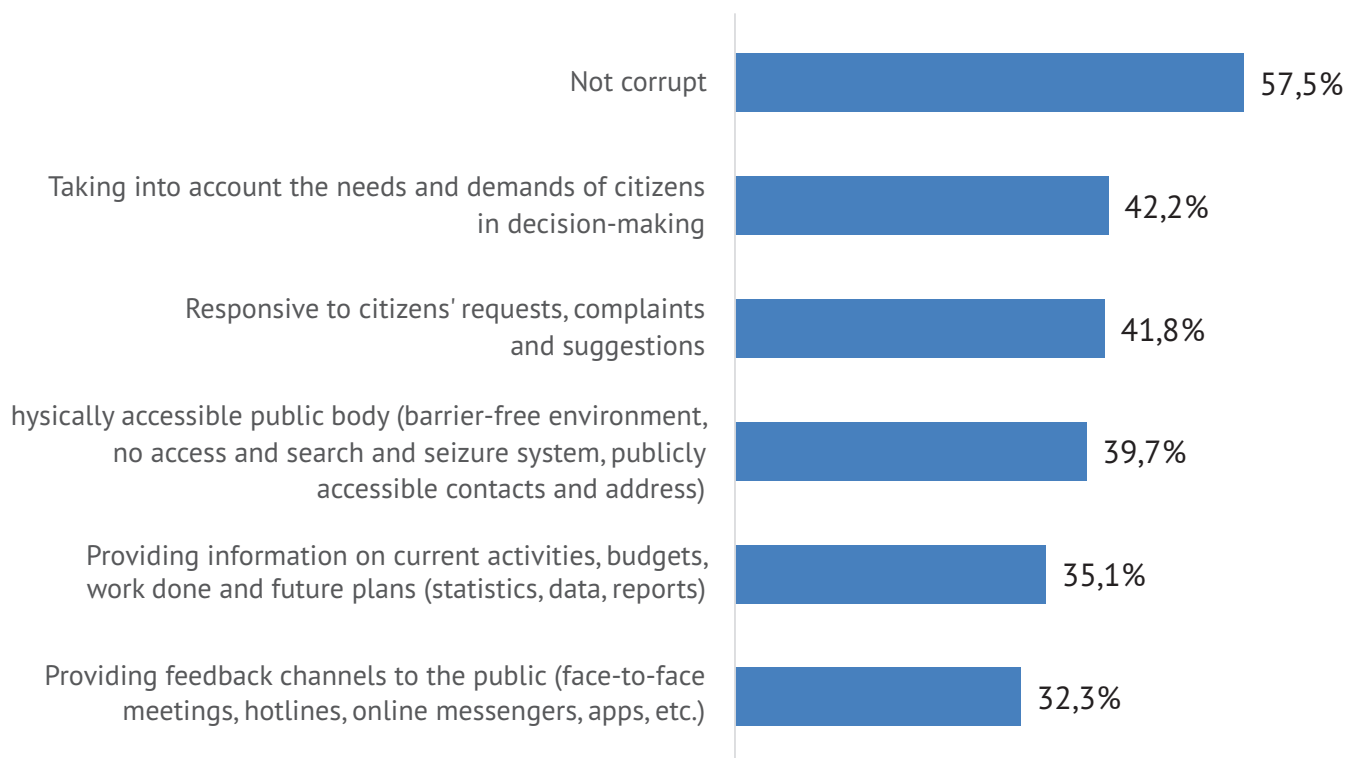
The role of public servants in the country is great, as they are the conductor of the state policy in all spheres of public life.

According to the results of the survey, more than half of all respondents (57.5%) believe that, above all, the state body should not be corrupt. Also, respondents most often noted such characteristic of the state body as "taking into account the needs and demands of citizens when making decisions" (42.2%). Respondents expect from the state bodies to respond promptly to requests, complaints and suggestions of citizens (41.3%).

Also, 39.7% of survey participants indicated that a truly open to the public state body should be physically accessible to the public (having a barrier-free environment, no access and search and seizure system, availability of contacts and address in the public domain). 35.1% of respondents believe that for the openness of the state body it is important to provide information about current activities, budget, work done and future plans (statistics, data, reports). Almost a third of respondents noted that the provision of feedback channels with the population (personal meetings, hotlines, online messengers, applications, etc.) will serve as a basis for openness of the state body.

In general, according to the results of the sociological survey the main characteristics of a state body: accessibility of the state body, starting with the availability of contacts and address in the public domain; openness in providing information about the activities and budget; availability of functioning channels of feedback from the population.

We congratulate civil servants on their professional holiday and wish them successful work!



Pic 1. What do you think a truly open government body should be like for the public?

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 54 settlements of urban and rural areas in 14 regions and 3 cities of republican significance. The statistical error does not exceed 3.5%.

Duration – August 2020.