

**EVALUATING GOVERNMENT
PERFORMANCE, KAZAKHSTANI
CASE: EXPERIENCE, CHALLENGES,
IMMEDIATE OUTCOMES AND
FUTURE PROSPECTS**

**USE OF EVALUATION IN DECISION MAKING
FOR PUBLIC POLICIES AND PROGRAMME**

Panel Session No. 3 “Establishing evaluation
systems, taking use of evaluation into account”



INTERNATIONAL CONFERENCE ON NATIONAL EVALUATION CAPACITIES

JOHANNESBURG 2011

ADMINISTRATIVE REFORM IN KAZAHSTAN



In 2006 the Government of Kazakhstan marked the beginning of an ***Administrative reform*** which was to improve the state apparatus, transform it from the Soviet presets to the modern corporate-government idea. The reform is still ongoing up until nowadays.

ADMINISTRATIVE REFORM

6 STEPS OF ADMINISTRATIVE REFORM:

1. Public service reform;
2. Improving state planning;
3. The R.O.B,;
4. Improving the quality of public services;
5. Effective management of the economy;
6. **Government institutions' effectiveness evaluation.**

GOVERNMENT INSTITUTIONS' EFFECTIVENESS EVALUATION



How's the Administrative reform doing?



*Evaluate each and every
step of the AR*

**SYSTEM OF ANNUAL
EVALUATION (SAE)**



Successful / Efficient → what's next?

Inefficient / Not worthwhile → what to improve, how?

SYSTEM OF ANNUAL EVALUATION

Defines:

1. the criteria of evaluation
2. “who” evaluates “whom”,
“when” and “how”.



DIRECTIONS OF EVALUATION

1. How the Government institutions achieve goals and objectives;
2. How well do they perform their day-to-day duties;
3. How efficiently do they spend the budget;
4. Do they provide good public services;
5. How well do they perform HRM;
6. How efficiently do they use the IT.

WHO is EVALUATED

- All the Ministries and State Agencies (24);
- Local government institutions on the regional level (192).



GOVERNMENT INSTITUTIONS' EFFECTIVENESS: System of annual evaluation

WHO EVALUATES

DESIGNATED GOVERNMENT INSTITUTIONS

Ministry of Economic Development and Trade
(goals and objectives)

Presidential Administration, Office of the Prime-minister
(performance of the day-to-day duties)

Ministry of Finance (budget spending)

Agency for Civil Service Affairs (public services
and HRM)

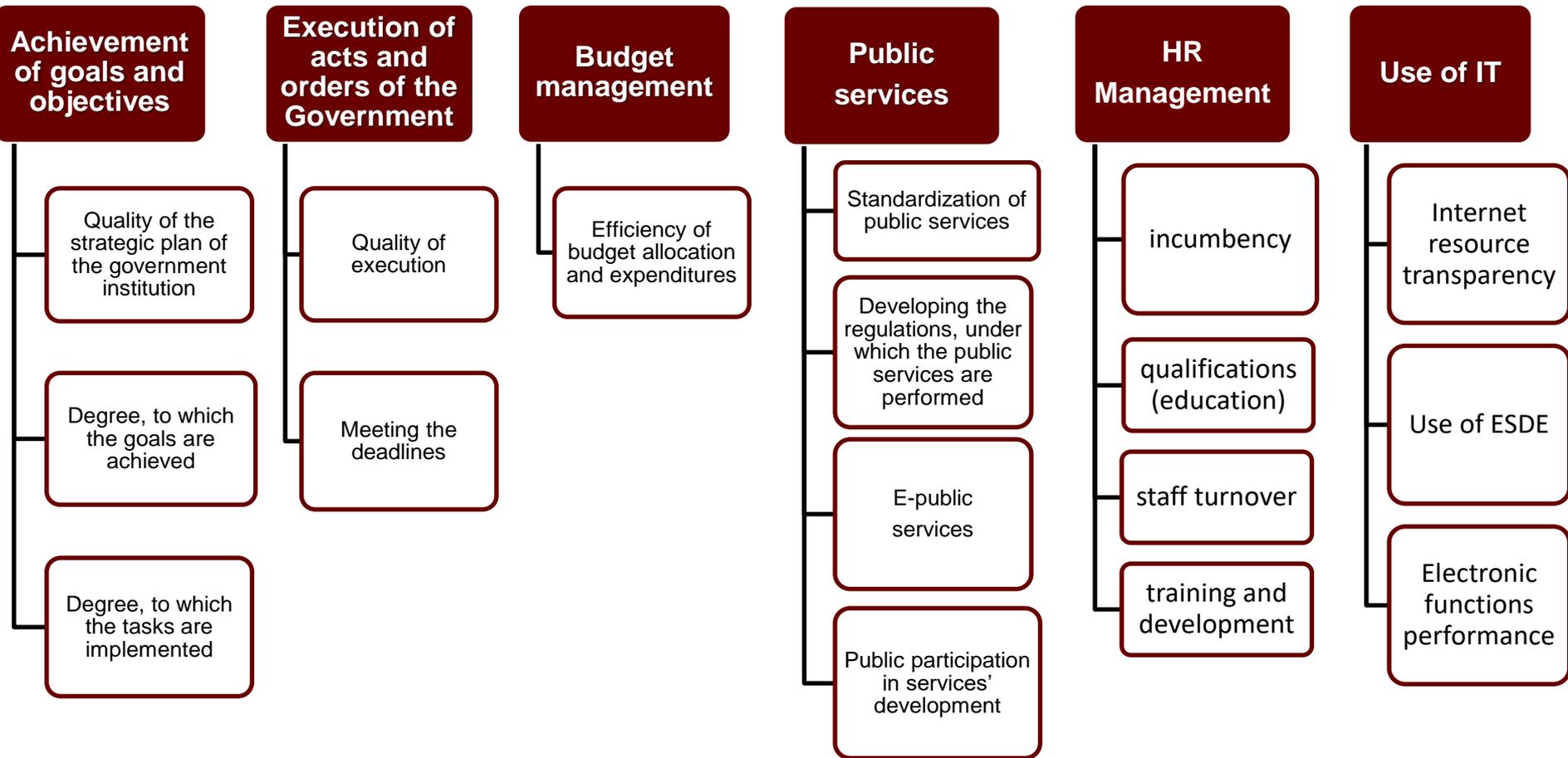
Ministry of Communication and Information
(use of IT)

NGOs

As many as 21 NGOs perform their own evaluation (using their own techniques) on the 6 aforementioned matters

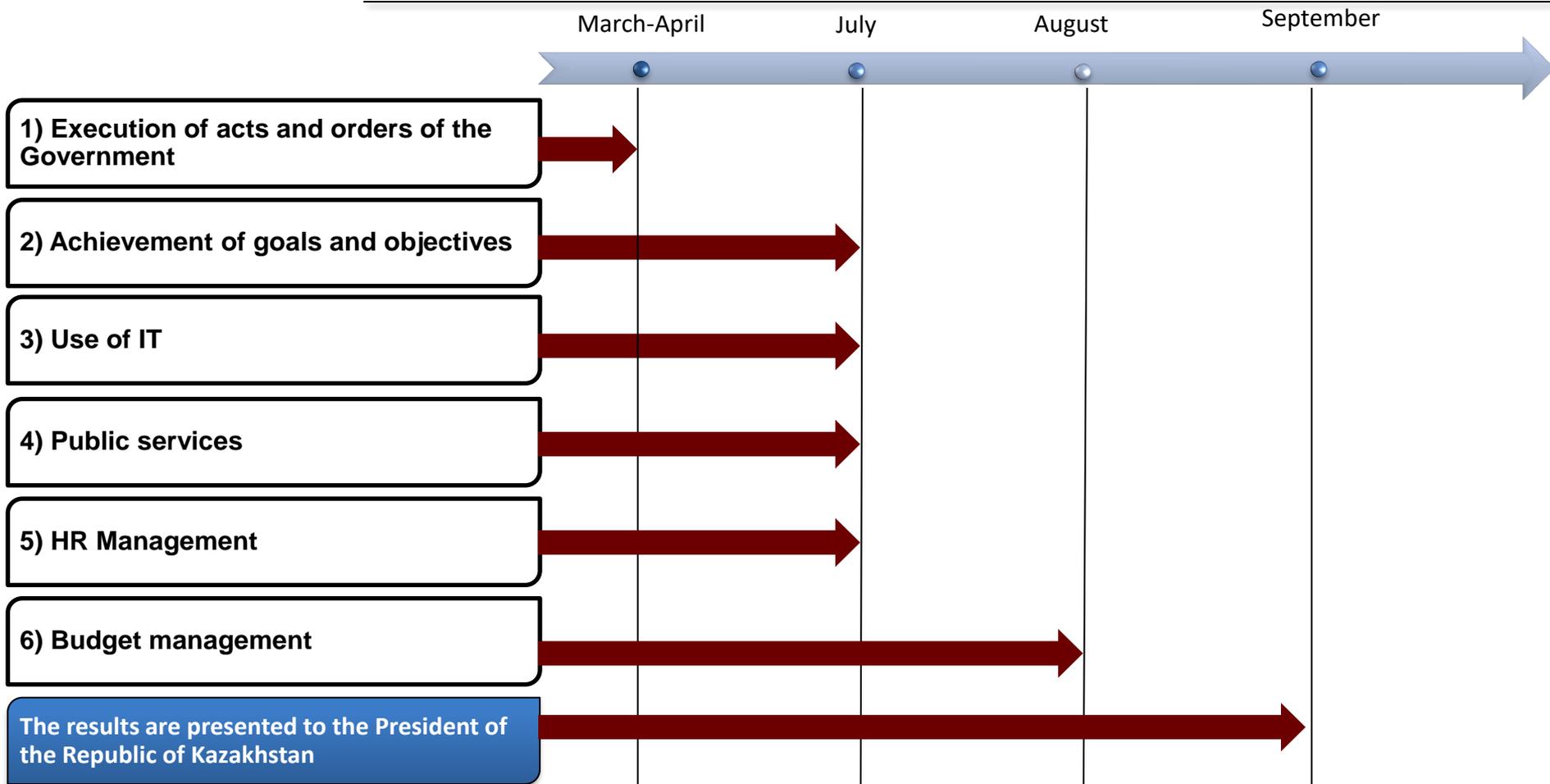
GOVERNMENT INSTITUTIONS' EFFECTIVENESS: System of annual evaluation

CRITERIA OF EVALUATION



GOVERNMENT INSTITUTIONS' EFFECTIVENESS: System of annual evaluation

WHEN are they EVALUATED



GOVERNMENT INSTITUTIONS' EFFECTIVENESS: System of annual evaluation

HOW are they EVALUATED

the process is repeated every year

All the evaluators perform this set of actions on each of the 6 directions of evaluation

Reports on the effectiveness, provided by the NGOs

Request of the reports

Field research and gathering of the confirmation data

Forming the evaluation report

Appellation process

Forming the cumulative report

Presenting the results to the President

Cumulative report is formed out of reports on each of the 6 directions of evaluation

Decision is made on what kind of actions need to be taken in order to improve the effectiveness of the government institutions

GOVERNMENT INSTITUTIONS' EFFECTIVENESS: System of annual evaluation

HOW are they EVALUATED



The final stage!
The results are
announced in the mass
media

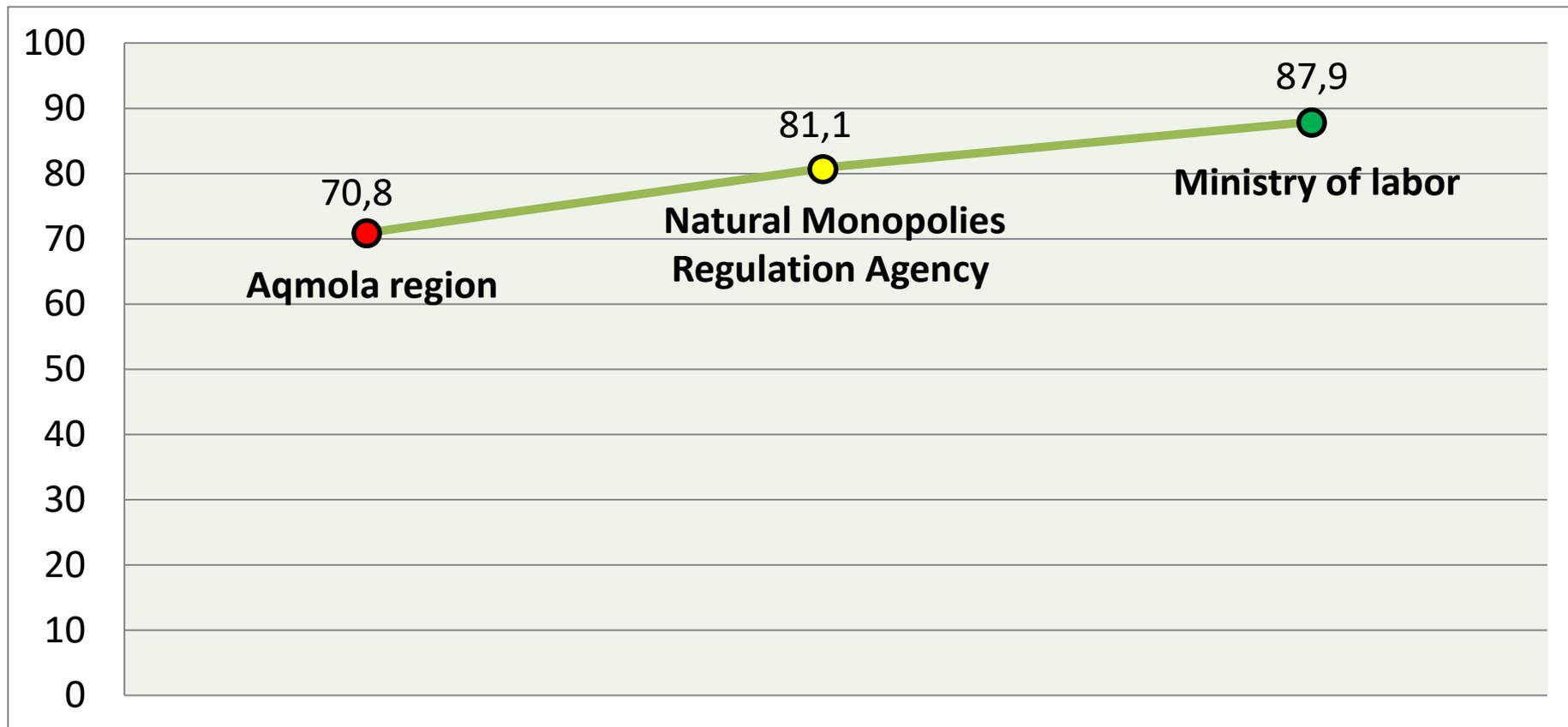


RESULTS of the 2010 PILOT EVALUATION

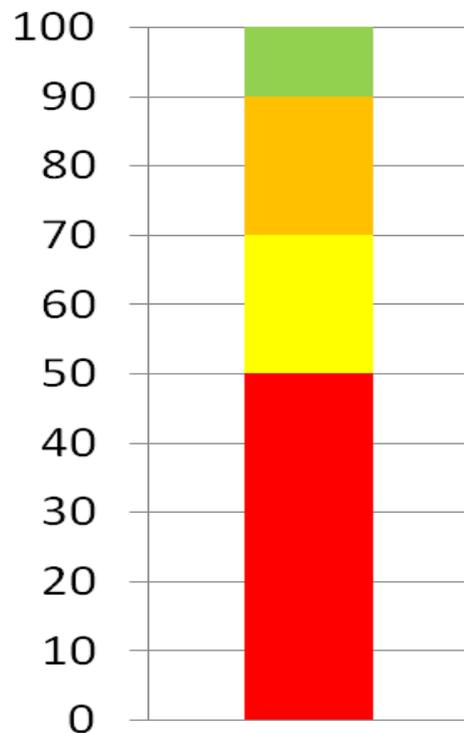
IN 2010 ONLY 3 GOVERNMENT INSTITUTIONS WERE EVALUATED:

1. Ministry of labor;
2. Natural Monopolies Agency;
3. Aqmola region (local government)

RESULTS of the 2010 PILOT EVALUATION



RESULTS of the 2010 PILOT EVALUATION

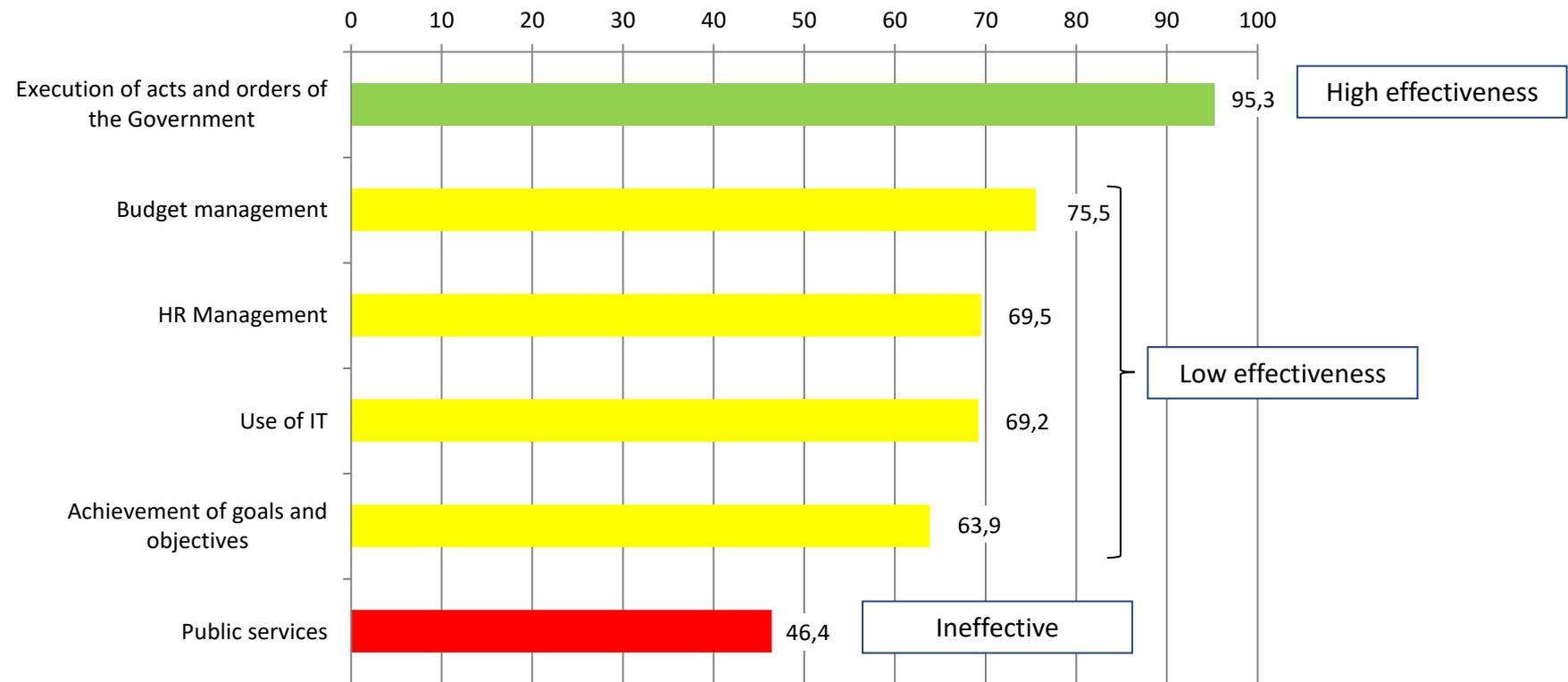


The overall effectiveness of the Government institution's performance is found through arithmetic mean out of the evaluation in all 6 directions:

- from 90 to 100 points – highly effective performance
- from 70 to 89 points – medium effectiveness
- from 50 to 69 points – low effectiveness
- below 50 points – ineffective performance

GOVERNMENT INSTITUTIONS' EFFECTIVENESS: System of annual evaluation

RESULTS of the 2010 PILOT EVALUATION



DECISIONS MADE UPON THE RESULTS

1. All the public services must be reviewed and put together in one register;
2. All the public services must be standardized;
3. All the public services must be properly regulated;
4. The new concept of strategic planning must be established;
5. The introduction of IT into the governmental work must be intensified;
6. The new model of Kazakhstani public service has to be developed;
7. The implementation of the R.O.B. is now assigned to the Ministry of economic development instead of the Ministry of finance.



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THANK YOU !



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