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Assessment of integrity of civil servants

Abstract. Corruption has become a worldwide issue, and no country is immune. It has an impact on individuals, society, and the entire country. It also weakens democracy, promotes inequality, and exacerbates poverty. Corruption, bribery, theft, tax evasion, and other unlawful financial activities cost developing nations \$1.26 trillion annually as part of the country's integrity issues. The detrimental impacts of corruption are evident and visible in times like the COVID-19 epidemic, which has touched all countries. COVID-19 has revealed the vulnerability of health systems and public services worldwide, with numerous incidents of misappropriation of public monies, unsustainable business practices, and managerial indifference. Kazakhstan rose from 124th in 2018 to 113th out of 198 nations in the World Health Organization Index 2019. As the COVID-19 epidemic developed, Kazakhstan's government, business, and civil society adopted preventive steps, turning away from work and prioritizing health by avoiding face-to-face encounters. Nevertheless, the key factor in the development of corruption at the state level is dishonesty, incompetence, as well as unprofessionalism of civil servants. In this regard, the topic of evaluation of the integrity of civil servants is of particular scientific interest. In the course of this study, theoretical analysis, analysis of the legislative framework, as well as a sociological survey were used. The results of the study showed that in addition to moral and ethical and professional qualities, education and professional development of personnel are also of great importance.

Keywords: corruption, public service, integrity, professionalism, legislation, civil servants, UNDP, Kazakhstan, opinion poll.

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Introduction

Kazakhstan's public service growth is linked to altering the state's role after independence, establishing a political, economic, and social system, and enhancing public administration. The goal of instituting public service is to limit and encourage commercial behavior and the integrity of various organizations' operations.

Formulation of the problem

Society has significant demands for public services. However, there is currently no relationship between employee performance appraisal and managerial decision performance. Civil service as a professional vocation in Kazakhstan is in its infancy, and owing to a persistent

scarcity of personal resources, knowledgeable, responsible, and innovative professional abilities are required. Substantial difficulties will arise due to the new notion of social development in government institutions, requiring answers that still need to be created. The features of the problem, according to the notion of the problem, are determined at the junction of diverse facts that establish the pattern of defining the degree of growth of the topic. Since the scale of the problem covers many aspects of public service, in this article the author suggests focusing on the issues of professional preparedness, and moral and ethical qualities of public service employees.

Public service is an expression of special trust on the part of society and the state and places high demands on the moral and ethical appearance of civil servants. The civil service imposes various requirements on the personality of a civil servant, depending on the position held, the nature and content of the work performed by him. The service ethics of civil servants is based on the principles of integrity, honesty, fairness, openness, courtesy, and customer orientation.

The current certification is aimed at identifying the competencies of civil servants necessary for the effective performance of the tasks assigned to them. Competence is knowledge, skills and abilities, the presence and application of which leads to high-quality and effective activities. Competence assessment is actively used by advanced countries in the selection and placement of personnel. The definition of competencies is based on three blocks: efficiency, transparency and accountability, as well as service to the people.

It is necessary to identify the key competencies that make up the core of the professional activities of public civil servants, identify the gap between the qualification requirements that are necessary to perform duties in public service positions and the competencies that are formed during the training of personnel for public authorities, as well as identify the social risks arising from this gap.

Research objective

The purpose of the scientific work is to conduct a legal analysis of the state of training and awareness of civil service personnel, as well as to conduct an external assessment of their work.

History

The public sector's work is critical in guaranteeing the competitiveness of public administration and excellent public service, founded on the concepts of good work, efficiency, justice, efficiency, transparency, and social responsibility. As a result, they aid in preventing corruption in government institutions. On July 21, 2011, the President authorized «the concept of a new model of civil service in Kazakhstan» to further expand the civil service and its reforms [1]. The law enforcement officers' work law was revised in December 2012. The new civil service model aims to generate good human performance - effective civil service processes capable of continuously improving official performance and the link between performance and incentives. This enhances the legal system while preventing corruption charges from being reported. Over the last few years, Kazakhstan has created an excellent governance structure. The system provided political stability and hope, making the country's economic reforms effective.

Kazakhstan has emerged as a CIS pioneer in terms of clean government reform. Furthermore, Kazakhstan's standing has improved due to the country's ability to work on integrity issues among government workers. According to foreign experts, Kazakhstan currently has the finest civil service statute and can serve as a model for CIS civil service reform [2]. The Republic of Kazakhstan cannot be democratic, legal, and social, which is the foundation of civil service, without competent state institutions. Training civil servants focused on government agencies' performance, competency, and integrity is essential to creating the country and promoting justice in the workplace, and training staff can decide responsibility. The uniqueness of administrative labour and its importance in society heightens the duty of individual professionals to enforce national laws.

Research methods

The primary theoretical and methodological issues in public service research are based on Max Weber's sociology of labour. In this book, he highlights the unique character of the job of government employees to account for changes «today a workers' community [3], professionals in psychological work. Education, and long-term planning, with tremendous respect».

Along with this, the works of Lawrence Kohlberg, who is one of the founders of the theory of cognitivism, including the theory of the development of morality, were also used as a theoretical basis. He is the author of the theory of moral development, presented in *Essays on Moral Development: Vol. 1. and Vol. 2.* [4,5]

As a result, the primary goal of this work is to assess employee loyalty in Kazakhstan.

Results / discussion

Combating corruption is a developing topic of UNDP collaboration in several countries worldwide. That is also Kazakhstan's objective; the government wants all employees to be responsible for conducting good jobs for the people without any hassles. The Global Criminal Justice Program eliminates corruption by revising laws, increasing accountability, and utilizing new technology (Hoekstra et al., 2022). However, in Kazakhstan, UNDP has been a long-term partner of anti-corruption groups, supporting significant initiatives such as teaching ethics in public sector employment, promoting principles of justice, anti-corruption standards, and leadership culture. Analyze external risks. UNDP is also collaborating with Transparency Kazakhstan to strengthen the ability of youth and non-governmental organizations in the fight against corruption.

More than 700 participants at the Anti-Corruption Summer School learned about international health protection standards, national and international anti-corruption laws, best practices for preventing corruption, and implementing anti-corruption measures in the public sector [6]. Furthermore, the United Nations Development Program and the Kazakhstan Transparency Agency conducted two studies on corruption in Kazakhstan. This research is based on a thorough examination of the World Health Barometer and Crime Index (CPI), which included a survey of respondents, an analysis of complaints on the EGov platform, and expert interviews. Kazakhstan's rank in the global CPI rose from 124 to 113 in 2018, according to the 2019 poll of public institutions [7].

UNDP has educated over 1,000 public employees to utilize teleconferencing efficiently, recruited 450 volunteers nationally to assist residents in online public services, and trained community representatives to use public service assessment [8]. The training aims to improve public officials' honesty and efficiency. Including the community in the monitoring process encourages openness, justice, and accountability, all of which are necessary components of a corrupt-free society. The country has trained and put community representatives in public participation procedures (public committees, public hearings, anti-corruption specialists on legislation, and anti-corruption monitoring teams) alongside health institutions [9]. Collaboration in the fight against corruption UNDP and the country's anti-corruption agency, for example, undertook a combined external evaluation of the risks of corruption in government agencies and corporations' operations, including public representatives [10].

This relocation exposed internal concerns and the need to improve corporate operations such as human resource management, buying, and financial transactions. To add value to this effort, UNDP has created a corruption risk report for anti-corruption agency field employees [11]. The UN Secretary-General stated that the UN would continue to promote openness and accountability in the COVID-19 response and beyond. To reduce the danger of mismanagement and corruption during the worldwide pandemic, powerful anti-corruption authorities will need to collaborate, as will enhanced monitoring of emergency services, open and transparent public procurement, and increased compliance protection by the private sector.

Some experts, such as Legionosuko et al. [12], argue that the area of public administration as a profession and its study and practice needs to be developed more. According to academics, some prerequisites for law enforcement officers activity constitute the foundation of politics and culture [13]. Domestic and foreign scholars have researched civil service reform in Kazakhstan through various methods. Huberts & van Montfort [14] and others have written on this. Decentralization, civil service reform, and e-governance were recognized as aspects of public reform in Kazakhstan by Yang et al. [15]. Many researchers have also investigated various school development and construction elements. A growing country like Kazakhstan must analyze the influence of its institutions on the country's overall growth. In politics, there are two principles for the idea of bureaucracy [16]. Max Weber argues that rational bureaucracy can better regulate and control the activities of organizational members than personal loyalty-based organizational management.

Furthermore, several academics contend that bureaucracy stifles progress. In this case, we highlight the most significant developments in the public sector throughout the previous 20 years of reform. The notion of «law enforcement officers' professionalization» is significant and necessitates long-term professional research. Work, according to [17], is «fulfilling the potential of the servant, aiming for the maximum by following the work of the environment and the employer (management)». According to current research, the market status determines Professionalism [18]. Alekseeva et al. [19] investigated measuring Professionalism and job quality under stringent parameters. They also assessed the cops' Professionalism. Concerning the need to professionalize the civil service. His thesis is especially relevant in post-Soviet nations where the civil service organization of the state is more or less formed. The foundation of management necessitates expert managers having certain forms of management, the level of value and importance of which may range from the first management. It is concerned with managing social growth and the government transition from stability to extreme states or administration to a single problem. A research team by Bozhenko [20], comprising around 1,000 civil employees and specialists from 8 government departments and seven administrative districts in Okhotsk, acquired the following information during a health survey performed at the end of 1996.

The Professionalism of public servants and Modernization in Kazakhstan

Our research focuses on assessing employee integrity in Kazakhstan. (Table 1)

The following table contains the answers to the four questions:

1) How essential is integrity for decision-makers and decision-makers employees? A 7-point scale ranging from «not important» to «important» was used. Values 5 through 7 are labelled «Important» here.

2) Do you believe that integrity is connected to corruption and that after cleaning is accomplished, the corruption in the country may be controlled? A seven-point scale (1 «no» to 7 «yes») was used.

The values 5 to 7 are marked as «important» in this table.

3) that Kazakhstan's public administration specialists did not impact the political and economic systems. Whether each of the following statements is true or false: (a) I am aware that public administration is a critical component of modernization and is inextricably linked to it.

(a) Because public administration and its private servers are irrelevant to current economic and political issues, they have little influence on justice.

This question is scored on a six-point scale, with one being «not true» and six being «correct»; values 5 and 6 are presented below.

4) How essential is national employee education and training in fostering Professionalism and integrity? A six-point scale (1 being «not important» to 7 being «important») was used. The values 5 to 7 are marked as «significant» in this table.

Table 1

Survey on the professionalism of civil servants

Question	important	less important	unimportant
How essential is integrity for decision-makers and decision-makers employees?	34	9	3
Do you believe that integrity is connected to corruption and that after cleaning is accomplished, the corruption in the country may be controlled?	39	6	3
Please assure me that Kazakhstan’s public administration specialists did not impact the political and economic systems	40	0	6
	entirely	not true at all	
How essential is national employee education and training in fostering Professionalism and integrity?	30	17	

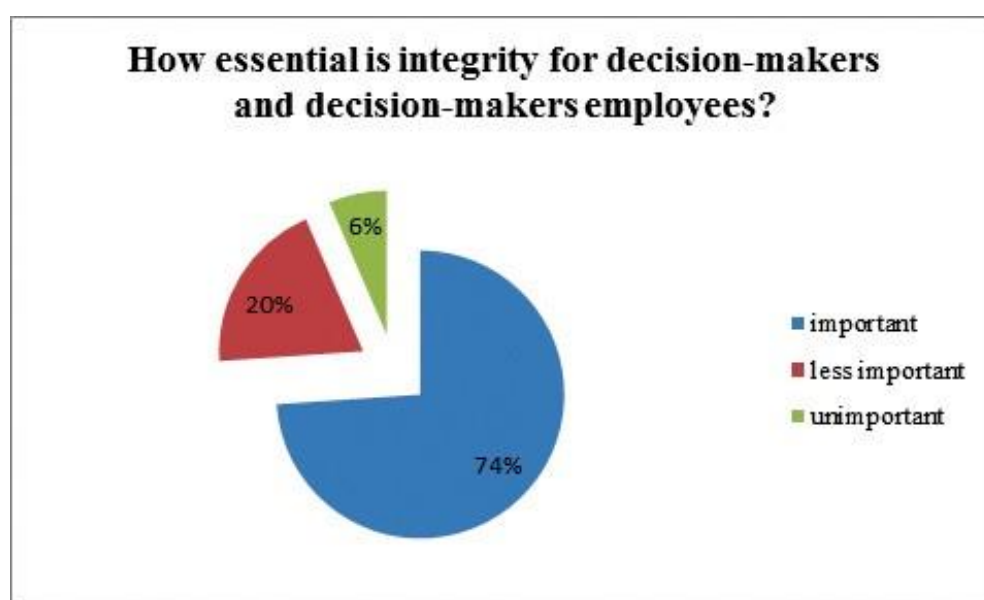


Figure 1. Importance of integrity

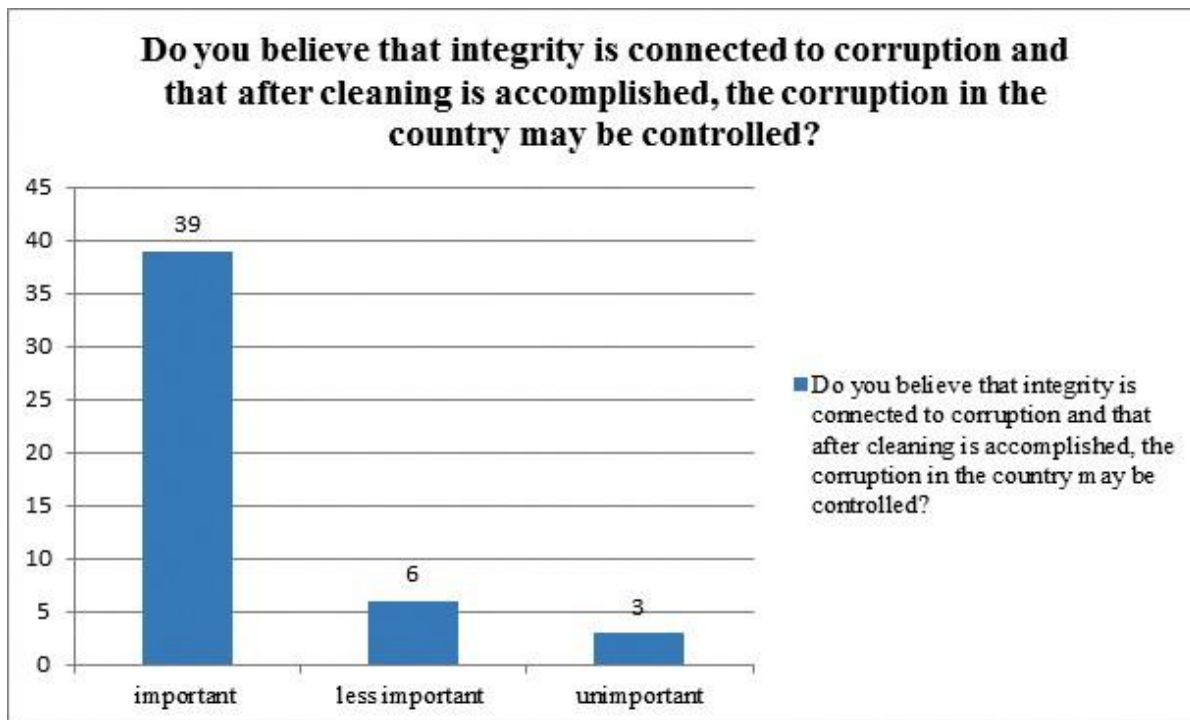


Figure 2. Connections of integrity and corruption results

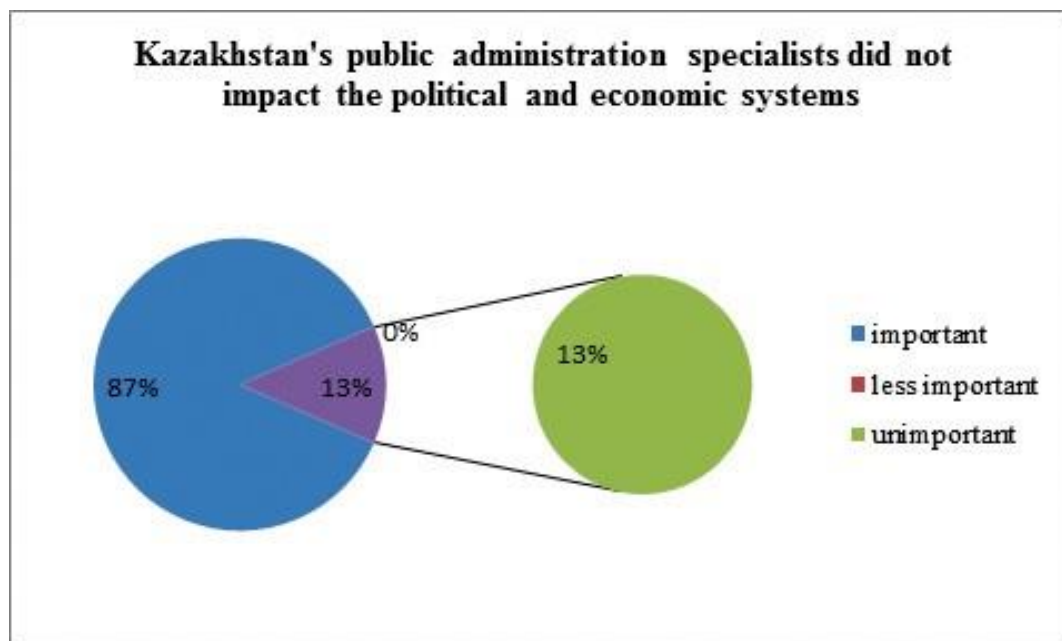


Figure 3. Response of Kazakhstan public administration

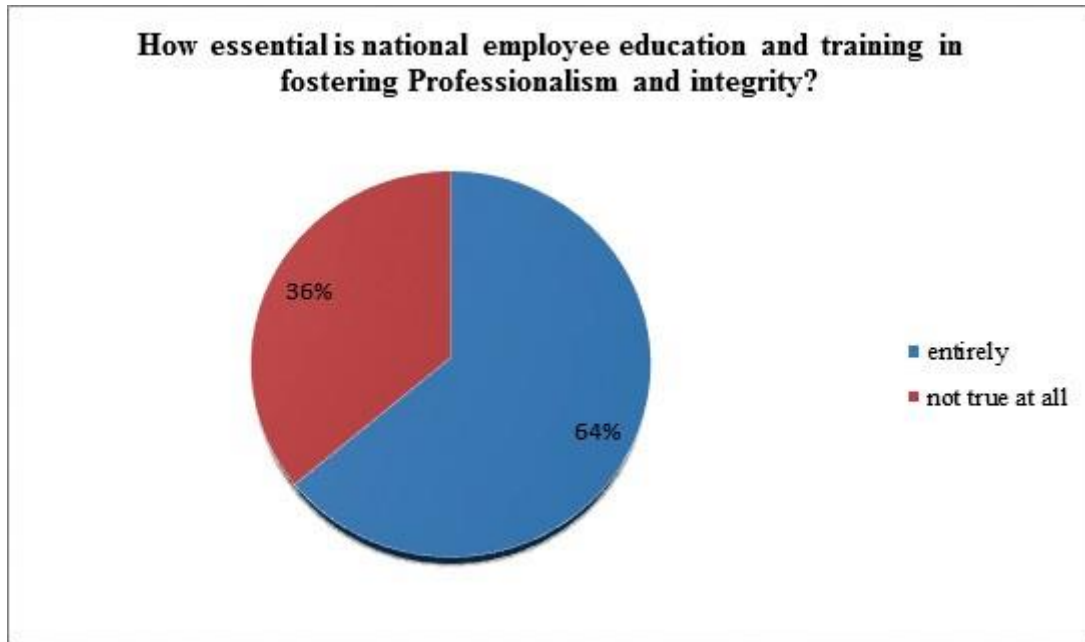


Figure 4. Employees training

Conclusion

Thus, Kazakhstan has created a regulatory framework for the effective and conscientious work of civil servants. At the same time, classes are systematically conducted to improve the knowledge and skills of government officials at the national level, as well as with the participation of international organizations. However, there are still risks in the sphere of corruption of civil servants, which still have to be worked on at all levels of interaction.

For civil servants, it is necessary to expand courses in management psychology, which is designed to integrate knowledge about the psychological content of management decisions. A modern civil servant, taking into account the changes taking place in the socio-economic spheres of the country's life, must possess methods of influencing people to achieve the goals of the organization, skills of conflict-free communication, methods of persuasion, be able to motivate employees to perform state tasks.

It is impossible to manage without taking into account the psychological characteristics of people, without understanding the psychological mechanisms of interaction between members of an organization.

According to the study's findings, most people believe that the Professionalism and integrity of public officials are crucial in political reform and the enhancement of national services. Many people have recognized integrity as significant and crucial in the growth and advancement of the organization's action work in response to our specific inquiry, highlighting Professionalism's significance in modern politics. For example, about 64% of candidates in Kazakhstan believe that education and training are vital for enhancing their professional abilities. It is also worth mentioning that the poll findings show that those who believe law enforcement officers' work influences the existing system are between the ages of 24 and 50.

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Мемлекеттік қызметшілердің парасаттылығын бағалау

Аңдатпа. Сыбайлас жемқорлық Бүкіләлемдік проблемаға айналды және бірде-бір ел одан сақтандырылмаған. Бұл жеке адамдарға, қоғамға және бүкіл елге әсер етеді. Ол сондай-ақ демократияны әлсіретеді, теңсіздікке ықпал етеді және кедейлікті күшейтеді. Сыбайлас жемқорлық, паракорлық, ұрлық, салық төлеуден жалтару және басқа да заңсыз қаржылық қызмет дамушы елдерге елдің тұтастығы мәселелеріне байланысты жыл сайын 1,26 трлн доллар шығын әкеледі. Сыбайлас жемқорлықтың зиянды әсері барлық елдерге әсер еткен COVID-19 эпидетіне ұқсас уақытта айқын көрінеді. COVID-19 бүкіл әлем бойынша денсаулық сақтау жүйелері мен мемлекеттік қызметтердің осалдығын анықтады, мемлекеттік қаражатты заңсыз иемденудің, тұрақсыз іскерлік тәжірибенің және басшылықтың немқұрайлылығының көптеген жағдайлары бар. Қазақстан 2018 жылы 124-орыннан 2019 жылы Дүниежүзілік денсаулық сақтау ұйымының индексында 198 елдің 113-места дейін көтерілді. COVID-19 эпидеті дамыған сайын Қазақстан Үкіметі, бизнес және азаматтық қоғам жұмыстан бас тартып, жеке кездесулерден аулақ бола отырып, денсаулыққа басымдық бере отырып, алдын алу шараларын қабылдады. Осыған қарамастан, мемлекеттік деңгейде сыбайлас жемқорлықты дамытудың негізгі факторы адалдық, қабілетсіздік, сондай-ақ мемлекеттік қызметшілердің кәсібилігі болып табылады. Осыған байланысты мемлекеттік қызметшілердің парасаттылығын бағалау тақырыбы ерекше ғылыми қызығушылық тудырады. Осы зерттеу барысында теориялық талдау, заңнамалық базаны талдау, сондай-ақ әлеуметтанулық сауалнама қолданылды. Зерттеу нәтижелері моральдық-этикалық және кәсіби қасиеттерден басқа, қызметкерлердің білімі мен біліктілігін арттырудың да маңызы зор екенін көрсетті.

Түйін сөздер: сыбайлас жемқорлық, мемлекеттік қызмет, Сатылмаушылық, кәсібилік, заңнама, мемлекеттік қызметшілер, БҰҰДБ, Қазақстан, қоғамдық пікірді сұрау.

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Оценка неподкупности государственных служащих

Аннотация. Коррупция стала общемировой проблемой, и ни одна страна не застрахована от нее. Это оказывает влияние на отдельных людей, общество и всю страну в целом. Это также ослабляет демократию, способствует неравенству и усугубляет бедность. Коррупция, взяточничество, воровство, уклонение от уплаты налогов и другая незаконная финансовая деятельность обходятся развивающимся странам в 1,26 трлн долларов ежегодно в связи с проблемами целостности страны. Пагубные последствия коррупции очевидны во времена, подобные эпидемии COVID-19, которая затронула все страны. COVID-19 выявил уязвимость систем здравоохранения и государственных служб во всем мире с многочисленными случаями незаконного присвоения государственных средств, неустойчивой деловой практики и безразличия руководства. Казахстан поднялся со 124-го места в 2018 году до 113-го из 198 стран в индексе Всемирной организации здравоохранения за 2019 год. По мере развития эпидемии COVID-19 правительство Казахстана, бизнес и гражданское общество принимали превентивные меры, отказываясь от работы и уделяя приоритетное внимание здоровью, избегая личных встреч. Тем не менее, ключевым фактором развития коррупции на государственном уровне является нечестность, некомпетентность, а также непрофессионализм государственных служащих. В связи с этим тема оценки добропорядочности государственных служащих представляет особый научный интерес. В ходе данного исследования были использованы теоретический анализ, анализ законодательной базы, а также социологический опрос. Результаты исследования показали, что помимо морально-этических и профессиональных качеств большое значение также имеют образование и повышение квалификации персонала.

Ключевые слова: коррупция, государственная служба, неподкупность, профессионализм, законодательство, государственные служащие, ПРООН, Казахстан, опрос общественного мнения.

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