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## About the concept of "Listening State" and the role of local governments in its implementation

**Abstract.** Local Self-Government in Kazakhstan is at the initial stage of its development, since the role and significance level requires due attention and further implementation. The process has been continuing for 30 years, and for the time being we cannot observe the intended outcomes.

We constantly inquired about the development of Local Self-Government through the introduction of foreign experience in many scientific and public platforms and statements of high-ranking officials. It is imperative to revise the legislative framework and the approved concepts, considering the opinion and mentality of the population in order to achieve the standards of developed countries. Local Self-Government bodies should be intimately connected to public associations, since they represent interests and true voice of the nation. Moreover, the local community can also provide a precise assessment of the activities of executive bodies, since they can witness all the performance from the inside.

In this regard, the article focuses on researching the problem of interaction of local executive bodies with the population, determining the reasons for the lack of consistency of Local Self-Government in dealing with citizens' appeals and the sluggish activity of state bodies.

The main purpose of the study is to elaborate recommendations for enhancing the role of Local Self-Government in order to implement the "Listening State" concept.

In the process of conducting the research and writing the article, the following methods were used: the ADF unit root test, the Granger causality test, regression analysis, quantitative method of analysis and sociological survey.

Achieving this goal is possible by solving the following tasks: an analysis of the current state of the Local Self-Government system, an examination of the main factors affecting the participation of citizens in solving issues of local importance, an analysis of the state of interaction between citizens and local executive bodies.

**Keywords:** local self-government, listening state, civil society, legislative framework, freedom and interests of citizens, principles of democracy, accountability of the authorities.

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### Introduction

Recent research has revealed that Local Self-Government performs a crucial role in the economic activity and rights-awareness of the citizens of Kazakhstan as the constituent element of a democratic state.

**The findings of this study** suggest that Local Self-Government is as close as possible to the population, responsible for the functioning and provision of the entire range of services necessary for the life of citizens. It presents the most effective activity in cases where broad participation, accountability, transparency and efficiency of all stakeholders are provided. Therefore, Local Self-Government provides citizens the opportunity to be involved into creation of comfortable living standards.

**Statement of the research problem.** In modern conditions, self-government is not implemented sufficiently at the right level. Currently, residents are solely a formal subject of self-government. However, in cases of intensively participating in solving issues of local importance, they can become the essential link in LSG. At the same time, today the level of commitment and activity of citizens is at a low level. People are

reluctant to take on the role of a manager or civic responsibility. Moreover, Kazakhstanis do not perceive Local Self-Government as a system for solving their issues.

It is essential to have a well-organized system of Local Self-Government in order to establish a prosperous democratic and stable state. The President of the country Kassym-Jomart Tokayev in his State of the Nation Address "Constructive public dialogue is the basis of stability and prosperity of Kazakhstan" emphasized that it is necessary to create an open state of a "Listening State" that impetuously and efficiently answers all relevant questions of citizens [1].

**The relevance of the research** is aimed at exploring the interaction of state bodies with the population and investigating the problems of the lack of consistency of Local Self-Government in dealing with citizens' appeals and the weak activity of state bodies as well.

**Purpose of the study.** Elaboration of recommendations for enhancing the role of Local Self-Government in order to establish feedback from the authorities with the population for implement the concept of "Listening State".

**Research methods:** Quantitative method of analysis, particularly a sociological survey conducted in an online format among the population of four cities of Kazakhstan, such as Almaty, Aktobe, Shymkent and Pavlodar. The ADF unit root test, the Granger causality test and regression analysis were also applied to determine the ratio of the quality of public servants' services to the level of quality of life of the population in the period from 2010 to 2021 and to determine the degree of interconnection between them.

**The objectives of the study** are to review the analysis of the current state of the Local Self-Government system, to estimate the participation of citizens in solving local issues by conducting a survey, to dissect the cooperation between citizens and local executive authorities and to identify key problems of LSG.

**The hypothesis and expected results** can be the prompt and effective response of employees of local executive bodies to citizens' requests, and the elimination of the formal role and participation of citizens in solving local issues.

**Practical significance.** Opportunities to ameliorate the mechanisms for implementing the concept of "Listening State" by local governments.

## Literature Review

In order to comprehensively study and write the article, the scientific foundations of local self-government, modern problems of self-government, as well as feedback between the government and the population are considered.

According to the definition of the Polish scientist and practitioner Ezhi Regulski (2016): "There are two forms of organization of society: around the place of work or place of residence – absolutely contradict to each other. The strengthening of one of them inevitably leads to the weakening of the other. Totalitarian regimes prefer the first of them, while democratic ones prefer the second» [2].

However, German scientist G. Jellinek (2014) argued that: "Self-government will be effective when public administration is carried out through people who are not professional government officials, that is, management through the interested persons themselves, that is, through the simple people, not through government officials" [3].

It is worth mentioning that foreign countries particular emphasize on the transparency of the budget and the accountability of the authorities to the population. For instance, England, Australia, Canada apply Anglo-Saxon form of Local Self-Government [4].

Previous studies have documented that the fundamental basis of Local Self-Government for European countries is the European Charter. This organization was founded on October 15, 1985. The organization was created by a special council of European countries, and initiated the Permanent Conference of Local Government Bodies. Now, the organization has been renamed as the Congress of Local and Regional Authorities. There are separate rules in the Deed of Foundation of this organization, excluding the

general principles and rules of participants on Local Self-Government issues in European countries that cannot be violated by all countries that have joined it [5].

According to the independent expert and researcher of the international academic project "GCRF COMPASS" A. Umarov (2020) the decentralization policy ended with unclear results and did not stimulate a tangible improvement in the accountability of local authorities [6].

The experience of numerous foreign countries represents that transparency and accountability of performance, collaboration with citizens and financial independence of local authorities are the primary elements of the effectiveness of local self-government. It is compulsory to review legal norms, scrupulously study the problem and apply the experience of foreign countries in order to remedy the situation in Kazakhstan.

### **Research methods**

In this chapter, we review the main trends in the development of government in order to achieve high reliability and correct interpretation of the analyzed data within the framework of the literature review. The choice of this method is due to the requirement to investigate foreign and domestic experience in the development of local self-government.

Furthermore, the problems and prospects for the development of Local Self-Government are considered and the main issues of the current formation of Local Self-Government in our country and the reasons for the unconvincing feedback between residents and local executive authorities are identified.

We evaluated the effectiveness of joint work by conducting a sociological survey in order to assess the current state of Local Self-Government and determine the level of interaction between citizens and local executive bodies. The survey was conducted online among the population of four cities of Kazakhstan, such as Almaty, Aktobe, Shymkent and Pavlodar. We interviewed more than 400 respondents to acquire a detailed and qualitative analysis. As a result of the survey, problems and reasons for the inconclusive feedback between citizens and local executive bodies were revealed. The ADF unit root test, Granger causality test, and regression analysis using the EViews program were also conducted to determine the ratio of the quality of services provided by local government employees to the level of quality of life of the population during the period from 2010 to 2021 and to determine the degree of connection between them.

At the stage of preparing recommendations, followed by studying foreign and domestic materials and obtaining the outcomes of the analysis, suitable feedback mechanisms between citizens and local executive bodies were studied.

### **Discussion**

The conducted research has demonstrated that there is a different degree of readiness of citizens to communicate with the authorities to solve socially significant issues.

According to the results of a survey on the interaction between citizens and public authorities in cities such as Almaty, Shymkent, Aktobe and Pavlodar, we can observe that 40% of respondents have often applied for a request to local authorities for the last year. The total number of respondents is 400, meanwhile the average age of respondents is 26-45 years (Figure 1).

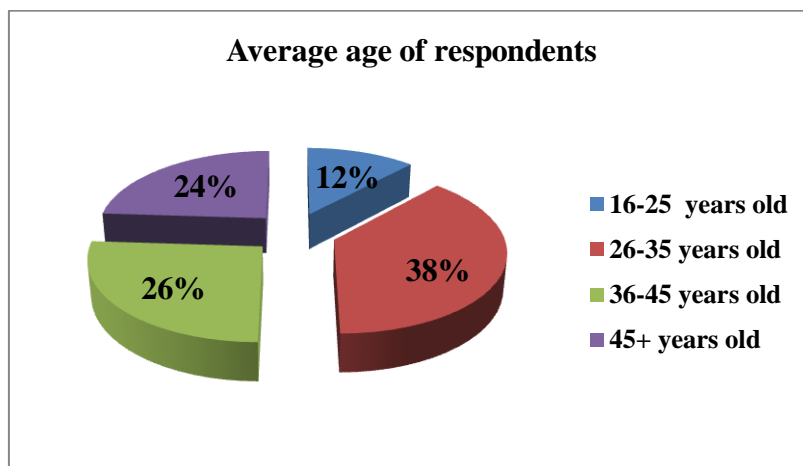


Figure 1. Average age of respondents participated in the survey (% of the total number of respondents)

Note - Compiled by the authors according to the results of the survey.

The demand of citizens for methods of feedback with state authorities has been revealed: expressing their own comments, suggestions and solving local issues - electronic services, which are most often used: Almaty city 61.2%, Aktobe 62%, Shymkent 51, 2% and Pavlodar 40%. In addition, they tend to face-to-face meetings than written appeals and speeches at meetings. Unfortunately, the lowest indicators are shown by personal meetings with deputies of the maslikhat who represent the rights, freedom and legitimate interests of citizens (Table 1).

Table 1. Use of public feedback channels (% of the total number of respondents)

Types of feedback channels	Pavlodar	Shymkent	Aktobe	Almaty
Written announcement	16%	13,10	10,00%	16,30%
Electronic Services	40%	51,2%	62%	61,2%
Personal meetings with deputies	9,2 %	7,1%	12%	12,2%
Personal meetings with government officials	43,2%	35,7%	28,3	22,4%
Speeches at meetings	22,4%	20,20%	35%	22,70%

Note - Compiled by the authors according to the results of the survey.

Before the Post-Covid period, in order to process documents and obtaining some certificates, citizens had to come to the institutions of local executive bodies and receive them there, and in the absence of a response, a meeting with the head or representatives of higher authorities was a forced form of treatment.

Comparatively the frequency of appeals and socially active citizens to express their comments and demands once a year or more than one time per year, the highest indicator showed the city of Almaty 20.40%, followed by the city of Aktobe 15.85% and the least active citizens in Shymkent 12.5% and Pavlodar 11.05% (Table 2).

**Table 2. Frequency of appeals to local authorities on expressing their comments  
(% of the total number of respondents)**

Frequency of appeals	Almaty	Shymkent	Aktobe	Pavlodar
Never	59,20%	75,00%	68,30%	77,9%
Once a year	22,40%	14,30%	18,40%	17,80%
More than 1 time per year	18,40%	10,70%	13,30%	4,30%
Total:	35,8%	20,7%	27,9%	15,06%
Note - Compiled by the authors according to the results of survey				

If we consider the satisfaction level with the results of appeals, we can observe that the results of citizens' appeals for social obstacles, making comments are much lower than solving personal issues (Table 3).

**Table 3. Assessment of citizens' satisfaction with the activities of local executive bodies (% of the total number of respondents)**

Type of appeals	Satisfaction level			
	High	Medium	Low	Hard to answer
Solving personal issues	17,85%	51,15%	15,63%	16,50%
Making comments	8,98%	21,18%	21,90%	47,94%
Providing information	6,53%	17,65%	18,85%	56,97%
Note - Compiled by the authors according to the results of the survey				

As a result, indicator for personal meetings with deputies represents low rates of only 10% (Table 4 and 5).

In addition, based on the results of data on the assessment of the satisfaction levels of citizens with the activities of deputies, it can be concluded that citizens are not yet ready to take the initiative to solve public issues through meetings with deputies.

To resolve this issue it is required to conduct explanatory work through the media, as well as accustom citizens from an early age to take the initiative in solving social and public issues. In addition, the results of this survey represents that the economic level of the city does not affect the number of socially active people and the level of satisfaction in solving social issues of the local executive bodies.

**Table 4. Meetings of citizens with deputies of the Maslikhat  
(% of the total number of respondents)**

Responds	Almaty	Shymkent	Aktobe	Pavlodar
No	87,80%	92,90%	88,30%	91%
Yes	12,20%	7,10%	12%	9,20%
Note - Compiled by the authors according to the results of the survey				

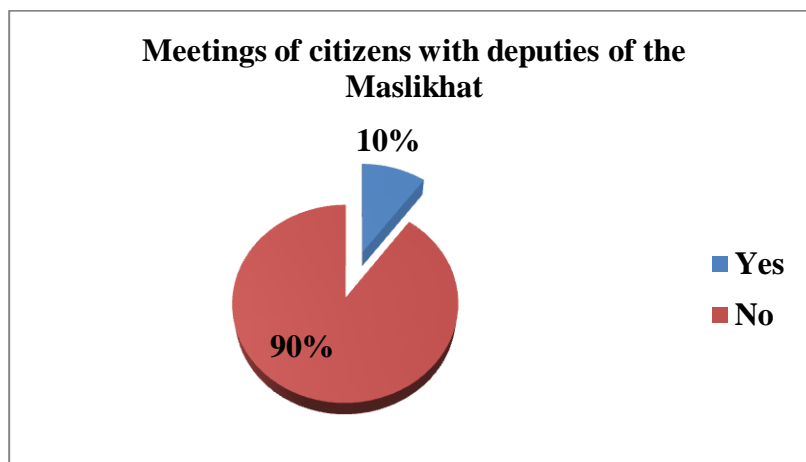


Figure 2. Meetings of citizens (respondents) with maslikhat deputies (% of the total number of respondents)

Note - Compiled by the authors according to the results of the survey

The results of this survey show that the economic level of the city does not affect the number of socially active people and the level of satisfaction in solving social issues of the local self-government.

The findings indicate that the satisfaction level in the four cities is varied. The general satisfaction of citizens with the activities of deputies is lower in all cities. The general level of satisfaction of citizens with the activities of deputies in Almaty is 26.93%, Shymkent is 28.53%, Aktobe is 29.97% and Pavlodar is 27.40% (Table 5).

Table 5. The satisfaction level of citizens with the activities of deputies (% of the total number of respondents)

Level	Almaty	Shymkent	Aktobe	Pavlodar
Low	38,80%	28,60%	45,00%	27,00%
Medium	14,30%	20,20%	18,30%	28%
High	6,10%	1,20%	5%	8,60%
Hard to answer	40,80%	50,00%	31,70%	36,20%

Note - Compiled by the authors according to the results of the survey

Effective community involvement can also lead to decisions that result in a more equitable distribution of factors that contribute to wellness such as public transportation infrastructure or investment in nearby parks, schools or housing.

Moreover, allowing people to control over the decisions that affect their lives and their communities has a positive impact on health. However, we believe that a equitable and inclusive approach to public participation in government decision-making cannot be effective, since the most vulnerable people with low incomes cannot influence the work of local governments.

It is worth noting, that one of the considerable tasks performed by the deputies of the maslikhat related to the budget. Budgeting involves allocating limited financial resources to support the provision of key public services, such as safety of public transport roads, parks and libraries.

The annual operating budget of a local government reflects its vision, strategies and priorities for the future and determines what projects and services will be implemented each year.

## Results

The used research methods: the ADF unit root test, the Granger causality test and regression analysis determined the ratio of the quality of services provided by civil servants to the level of quality of life of the population and the degree of connection between them.

Statistical data were taken for the period from 2010 to 2021, where:

**Y** is the average salary of civil servants in Kazakhstan for the period 2010-2021

**X1** is unemployment rate in Kazakhstan for the period 2010-2021

**X2** is GDP per capita in Kazakhstan for the period 2010-2021

**X3** is percentage of inflation in Kazakhstan for the period 2010-2021

These findings have led to the following results:

### 1. Unit root test analysis

Null Hypothesis: LN\_EMP\_SA has a unit root

Exogenous: Constant Lag Length: 0 (Automatic-based on SIC, max lag =10)

	t-Statistic	Prob*
Augmented Dickey-Fuller test statistic	-2.486006	0.1250
Test critical values: 1% level	-3.571310	
5% level	-2.922449	
10% level	-2.599224	

### 2. Pairwise Granger Causality test analysis

Sample: 2010Q1 - 2021Q2 - Lags: 2

Null Hypothesis:	Obs	F-Statistic	Prob.
D_INCOME does not Granger Cause D_GDP	47	2.14826	0.1293
D_GDP does not Granger Cause D_INCOM		3.86860	0.0287
D_EMP does not Granger Cause D_GDP	47	0.02480	0.9755
D_GDP does not Granger Cause D_EMP		6.75697	0.0029
D_EMP does not Granger Cause D_INCOME	47	1.83124	0.1728
D_INCOME does not Granger Cause D_GDP		6.47100	0.0036

<b>3. Regression Variance Decomposition of D_GDP analysis</b>				
Period	S.E.	D_GDP	D_INCOM	D_EMP
1	0.027090	100.0000	0.000000	0.000000
2	0.028591	92.21490	7.019988	0.765113
3	0.028798	91.10807	8.129164	0.762763
4	0.028867	90.97166	8.165624	0.862715
5	0.028874	90.94847	8.189194	0.862333
6	0.028883	90.94358	8.193318	0.863098
7	0.028885	90.93682	8.198088	0.865088
8	0.028885	90.93653	8.198380	0.865089
9	0.028885	90.93658	8.198333	0.865089
10	0.028885	90.93648	8.198428	0.865092

Variance Decomposition of D_INCOM				
Period	S.E.	D_GDP	D_INCOM	D_EMP
1	0.017036	23.27063	76.72937	0.000000
2	0.019571	20.20862	76.91031	2.881077
3	0.019788	20.67378	75.76736	3.558858
4	0.019897	21.49935	74.95442	3.546237
5	0.19923	21.52284	74.89772	3.579434
6	0.019930	21.51386	74.90402	3.582119
7	0.019932	21.52381	74.89369	3.582503
8	0.019932	21.52377	74.89368	3.582556
9	0.019933	21.52389	74.89359	3.582521
10	0.019933	21.52383	74.89359	3.582579

As was mentioned in the previous chapter, we used ADF unit root test. ADF unit root tests are basic tests of joint integration that contribute to determine if there is a long-term relationship between time series. The power of unit root tests in rejecting the null hypothesis is very essential in terms of integration. Therefore, it is compulsory to investigate the effect of temporal aggregation on the power of unit root tests. The disappearance of characteristics such as seasonality and general trend that were previously in the series after aggregation can lead to various results during root module testing. One of the most preferred unit root tests in practice is the Augmented Dickey-Fuller (ADF) test. If the ADF approach developed to prevent autocorrelation is arranged by considering the time series processes, the lagged values of the dependent variable can be added to the model.

Determining and testing relationships between variables primarily depends on the internal or external separation of variables. However, it is extremely challenging to determine which variable is intrinsic and which is extrinsic, because economic relationships are complex.

The highly cited model selection criterion in the research of causality between variables is Granger's causality test [7].

The Granger causality test is a general approach applied to determine if a causal relationship exists between two (or more) variables, and it widely used due to its ease of implementation. According to the test, if the main hypothesis  $H_0$  is rejected, then variable (X) is the cause of variable (Y). Similarly, if the main hypothesis that the coefficient vector  $(\lambda_{21}) \Delta Y$  is zero for equation (2) is rejected, then variable (Y) is the Granger cause of variable (X).

The test results revealed that employment is in the first place. Consequently, when unemployment rate among the population in the country increased, there was a significant impact on the average salary of



civil servants. As a result, we notice a decrease in the quality of services provided. The data cannot be stationary unless the first degree difference is equal. Based on these evidences, we could identify the degree of integration (1). At exploration phase of the the research, we concluded to use a stationary series.

The Granger causality test shows that INCOME affected the increase in GDP per capita as far as the average salary of civil servants increased. As a result, the communication of state bodies with the population has amplified significantly, which indicates an improvement in the quality of services due to Granger. It was also established, that the degree of EMP (employment) increased, and the economy has become stable.

According to the results of the regression analysis, 23.7% of INCOME increased from GDP in the first period, that is, from the GDP side in the 10th period increased from 21.5% to 3.6 EMP.

Hence, we can suggest that when the average salary of civil servants and the average income of the population and GDP per capita rise, the unemployment rate decreases and the quality of public services increases.

The obtained results indicate that the level of quality of life of the population of Kazakhstan has been moderate over the past 10 years. Hence, state policy on the establishing of "Listening State" will be carried out efficiently unless the average income of the population and the wages of civil servants are high. The experimental data are rather controversial, and there is no general agreement that the state should provide ways to improve the quality of life of the population and the average wage of the people.

The main problem in the implementation of the feedback policy is the low level of participation of the population in solving local issues. This situation has three main problems:

**First problem** is that residents are only a formal subject of self-government. The assessment of the role of Local Self-Government in the feedback system with the population is very low. In the practice of relations between authorities and local self-government, there are a large number of unresolved organizational issues. According to the results of the survey, a single level of dissatisfaction with the activities of the local executive bodies' feedback tools was revealed. Moreover, the citizens who took the survey provide extremely low marks to the authorities and the activities of the local maslikhat.

**To solve this problem**, we suggest to make changes and additions to some legislative acts, which are indicated in section "Maslikhats are the core of local self-government" [8]. Legislatively approving these changes, we will achieve a comprehensive coverage of problems, a qualitative assessment of the work of akims, active participation of citizens in solving local issues and transparent and efficient activities of the maslikhat.

**Second problem** is a financial dependence of the regions on the republican budget and low wages of government employees. The financial dependence of local executive bodies on higher bodies does not allow akims to fulfill their legal duties in full, and does not meet the requirements for the effective implementation of policies for the development of local self-government.

**To solve this problem**, we can offer to increase the amount of funding through a direct transfer to the lower budget from the republican budget. Also, it is necessary to involve citizens and revise the size of the average salary of employees of state bodies in accordance with the duties performed for the effective distribution of the budget.

**Third problem** is information and communication platforms do not meet the requirements of the "Listening State" policy. The procedure for the formation of Local Self-Government implies not only a change in legislative acts, but also a real increase in civic interest. Kazakhstanis do not realize where the money received in the budget through tax payments is spent and distributed. Almost all official websites of local executive bodies contain information about their activities, as well as statistics on budget execution. But the dilemma is that the data that is posted on official websites is difficult to find and understand, since even if the information is found, the citizen can observe a million numbers and formulas [9].

**To solve this problem**, we can suggest to apply the experience of the United States, namely, to create an analogue of the taxpayer platform "Your Federal Taxpayer Receipt", which is posted on the official website of the White House [10]. Hence, we should create "My City" platform in Kazakhstan, so citizens can

supervise where and how their taxes are spent through the platform. Moreover, both state bodies and public associations can be selected as the executor of this program. In any case, we receive feedback between the authorities and population that can increase the interest of citizens. Also, a resident can receive data on budget expenditures not only for the city, but also for his district.

Thus, by applying all these proposals, we can embrace all challenges, transparency and control of the budget, effective work of the maslikhat as well as feedback between the authorities and the population.

Based on the results of the study, the following can be established:

- Local Self-Government has wide-ranging rights;
- Local executive bodies are not subordinate to the central state apparatus (decentralization)
- The majority of representatives of the Local Executive Bodies are elected by the people or the public council;
- The main unit of the Local Self-Government is the community, and the responsibility of the communities includes almost all tasks, except for those performed by the head of the Local executive bodies;
- The central state apparatus does not have the right to appoint officials in local self-government;
- To apply the experience of Finland, where a territorial unit having warned the central office, manages its territory independently.

The study showed many managerial problems in the activities of the maslikhat. According to the survey, we can observe that 90% of people have never met with the deputies of the maslikhat. In this connection, it is necessary to work out and consolidate the duties of the maslikhat apparatus and deputies at the legislative level.

The proposed platform "My City" might create a feedback between the population and the authorities that can allow people through instant messengers to write their comments and dissatisfaction with the activities of maslikhats. The model can be expanded from the rural level to the republican level. If we accept these amendments, we determine a comprehensive coverage of problems, a qualitative assessment of the activities of akims, as well as transparent and efficient operation of the maslikhat.

### **Conclusion**

The establishment of Local Self-Government system in our country commenced from the moment of independence, and during this period numerous reforms, amendments and additions to legislative acts were made.

But despite all the measures taken, our country has not fully completed a set of measures for achieve progress and effective results. During this time, a significant shift was the amendments on the independent budget in villages in legislation in 2018, and the Concept of the development of Local Self-Government of the Republic of Kazakhstan until 2025.

Small steps of the perpetual policy for the development of Local Self-Government certainly have a negative impact on the socio-economic well-being of citizens. Undoubtedly, currently there is an acute issue of the need for a separate Law "On Local Self-Government in the Republic of Kazakhstan", for the delineation of responsibility and giving greater importance.

Listening to the demands of residents is crucial not only in deciding on effective projects and improvement initiatives, but also on simple issues every day. Creating opportunities for citizens to hear and be heard, it affects the education, awareness and interest of the citizens'.

As far as we concerned, transparency is one of the most valuable tools for building trust between citizens and their government. Offering public records such as budgets, agendas, meeting minutes, planning materials, and meeting recordings that available to citizens' on-demand directly from their laptops or mobile device, they can feel more trusting of local leadership and will be more open to confidently engage in dialogue and initiatives. Even social media can assist to demonstrate transparency and engage citizens.

As was mentioned in the previous chapter, the enhancement of Local Self-Government precisely affects not only the lives of citizens in a certain territory, but also all the country's macroeconomic processes.

In conclusion, considering all the shortcomings of the legislative framework and the management activities of the authorities, we can presume that Kazakhstan has every opportunity for the implementation of LSG. The sustainable development of the country depends on each of us.

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### «Халық үніне құлақ асатын мемлекет» тұжырымдамасы және оны іске асырудағы жергілікті өзін-өзі басқару органдарының рөлі

**Аннотация.** Қазақстандағы жергілікті өзін-өзі басқару қызметі өзінің дамуының бастапқы кезеңінде тұр, өйткені рөлі мен маңыздылық дәрежесіне тиісті көлемде назар аударуды және одан әрі тиімді іске асыруды талап етеді. Бұл процесс 30 жылдан астам уақытқа созылып келеді және бүгінгі күнге дейін күтіліп отырған нәтижеге қол жеткізге алған жоқ.

Көптеген ғылыми және қоғамдық платформаларда және жоғары лауазымды шенеуніктердің

мәлімдемелерінде, шетелдік тәжірибені енгізу арқылы жергілікті өзін-өзі басқаруды дамыту туралы жиі естиміз. Дамыған мемлекеттер деңгейіне жету үшін заңнамалық базаны, сондай-ақ халықтың пікірі мен менталитетін ескере отырып, бекітілген тұжырымдамаларды қайта қарау қажет. Жергілікті өзін-өзі басқару органдары қоғамдық бірлестіктермен тығыз байланыста болуы тиіс, өйткені олар халықтың мүддесі мен дауысы болып табылады, олар атқарушы органдардың қызметін бағалайды және барлық орындалған жұмыстарды іштен көре алады.

Осыған байланысты мақалада жергілікті атқарушы органдардың халықпен өзара іс-қимыл жасау проблемасын зерделеуге, азаматтардың өтініштеріне қатысты істерді, жергілікті өзін-өзі басқару қызметінде жүйеліліктің болмау себептері мен мемлекеттік органдардың әлсіз белсенділігін анықтауға ерекше назар аударылған.

Зерттеудің негізгі мақсаты "Халық үніне құлақ асатын мемлекет" тұжырымдамасын іске асыруда жергілікті өзін-өзі басқару органдарының рөлін арттыру үшін ұсыныстар әзірлеу болып табылады.

Зерттеу барысында қолданылған әдістер: ADF түбірлік бірлік тесті, Грейнжердің себептілік тесті, регрессиялық талдау және әлеуметтік сауалнама.

Негізгі мақсатқа қол жеткізуге үшін келесідей міндеттерді шешу алға қойылған: Еліміздегі жергілікті атқарушы орган қызметтері жүйесінің ағымдағы жай-күйін талдау, жергілікті маңызы бар мәселелерді шешуге азаматтардың қатысуына әсер ететін негізгі факторларды зерделеу, азаматтар мен жергілікті атқарушы органдардың өзара іс-қимылының жай-күйін талдау.

**Түйін сөздер:** жергілікті өзін-өзі басқару, халық үніне құлақ асатын мемлекет, азаматтық қоғам, заңнамалық база, азаматтардың бостандығы мен мүдделері, демократия принциптері, биліктің есеп беруі.

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### **О концепции «Слышащего государства» и роли органов местного самоуправления в ее реализации**

**Аннотация.** Местное самоуправление в Казахстане стоит на начальном этапе своего развития, так как ее роль и степень значимости требуют должного внимания и дальнейшей реализации. Данный процесс длится более 30 лет и на сегодняшний день все еще не получил ожидаемого результата. Во многих научных и общественных платформах и высказываниях высокопоставленных чиновников мы часто слышим о развитии местного самоуправления путем внедрения зарубежного опыта. Для достижения уровня развитых государств необходимо пересмотреть законодательную базу, а также утвержденные концепции с учетом мнения, менталитета населения. Органы местного самоуправления должны быть тесно связаны с общественными объединениями, поскольку они представляют интересы и являются голосом народа, они оценивают деятельность исполнительных органов и видят всю выполняемую работу изнутри. В этой связи в статье особое внимание уделено изучению проблемы взаимодействия местных исполнительных органов с населением, выявлению причины отсутствия системности местного самоуправления в работе с обращениями граждан и слабой активности государственных органов. Основной целью исследования является разработка рекомендаций для повышения роли местного самоуправления в реализации концепции «Слышащего государства». В процессе проведения исследования и написания статьи были использованы методы: тест единичного корня ADF, тест причинности Грейджера, регрессионный анализ и социологический опрос. Достижение поставленной цели возможно с помощью решения

следующих задач: анализ текущего состояния системы местного самоуправления, изучение основных факторов, влияющих на участие граждан в решении вопросов местного значения, анализ состояния взаимодействия граждан и местных исполнительных органов.

**Ключевые слова:** местное самоуправление, слышащее государство, гражданское общество, законодательная база, свобода и интересы граждан, принципы демократии, подотчетность властей.

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