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CRITERIA AND METHODS FOR ASSESSING EFFICIENCY OF PUBLIC LIFE QUALITY MANAGEMENT (WORLD EXPERIENCE)

Abstract: *Quality of life is a socio-economic systems management category. Management's efficiency is associated with allocation of all required performance evaluation criteria and further measurement procedure. The achieved result directly depends on optimality of criteria selection and further measurement. Accordingly, this paper explores main approaches to measuring quality of life, identifies their advantages and disadvantages. The study also highlights criteria for assessing wellbeing based on an objective, subjective, and integral perception of quality of life in countries with a higher level of wellbeing. Based on systematization of theoretical approaches to determining the structure of quality of life, its aspects (structural blocks) most common in international practice, recognized as the minimum required are identified. In accordance with the proposed structure, conclusion recommends using indicators correctly determining changes in the wellbeing and strengthening of the impact of society on a decision-making process to improve the quality of life. Recommendation takes into account the fact that in today's Kazakhstan the degree of satisfaction with the quality of life remains low as there is a multitude of systemic problems associated with uneven income distribution; housing security and credit burden; state of strategic life support facilities, including heat supply (thermal power plants) and public highways (of republican, regional, and district significance); environmental situation in regions and cities of republican significance, and other aspects of quality of life negatively affecting the level of confidence in socio-economic institutions.*

Keywords: *quality of life, management efficiency, data dashboard, composite wellbeing index, subjective wellbeing index, state institutions, level of public confidence.*

■ Introduction

Today, measurement of quality of life is increasingly attracting the attention of governments represented by high-ranking government officials, policy and public administration researchers, international and non-governmental organizations, statistical agencies, scientists, and other interested parties. The result is publication of an increasing number of research reports and academic studies exploring various aspects of defining and measuring quality of life.

■ Literature review

As things stand, a large number of countries and international organizations collect and publish national dashboards of QoL indicators on a regular basis [1]. We would like to note that provision of data on wellbeing, its dissemination, and change over time can contribute to the change in socio-economic policy by introducing factual data on wellbeing into the process of making managerial decisions. In this regard, most developed countries today run their own wellbeing (quality of life) framework programs, which are gradually changing the approach to the management of public services through national initiatives to measure wellbeing and the use of various mechanisms designed to more systematically integrate quality of life indicators into the political decision-making process. Of particular interest is one notable difference in national initiatives that concerns the leading organizations coordinating main activities in wellbeing framework programs. Some countries have developed their frameworks or initially commissioned either via the central government (e.g., Prime Minister's Office in France or Federal Chancellery in Germany), or via the Treasury and other ministries, such as the Ministry of Finance (e.g., New Zealand, Italy, Canada, Sweden), with the clear intention of applying the resulting quality of life indicators in the policy settings. In other cases, the initiative would be led by the National Statistical Office or a similar agency (e.g., Austria, the Netherlands, Kazakhstan) thereby absolving the ministries that make political decisions from the measurement work. Certainly, national statistical offices deal with well-defined statistical data, often with internationally agreed methodologies that allow for comparison and thorough analysis. However, ministries, parliaments, and accountable institutions may not refer to indicators, but rather to strategic policy documents and conceptual frameworks, while at the same time achieving the goal of expanding the set of considerations to important aspects of quality of life in policy development [2].

It is also important to note that despite the differences in national experience, common features coexist, e.g., all the approaches discussed below consider a multidimensional view of wellbeing. Concurrently, large-scale public consultations were usually used to substantiate concepts and measures, which contribute to wider acceptance of a measurement system, recognition of its potential usefulness, and raising awareness. However, the real challenge for wellbeing initiatives is whether they will be able to move from Just Another Report to a tangible impact on government decision-making and, ultimately, on quality of life [3]. In this regard, determining suitable criteria for the quality of life and further systematic integration of relevant indicators of national framework programs into various

state processes and management procedures requires taking into account the degree of country's development, the state of its institutional environment and existing structural barriers in public administration, which may hinder the transition from measuring and monitoring wellbeing indicators towards their introduction into the policy and the state's management decision-making processes.

Materials and methods

The information base for the study was made up of data taken from reports of various national authorities, cross-country comparative studies conducted on the initiative of international organizations and research groups that have developed approaches to measuring wellbeing on a regular basis. It must be admitted that the diversity of fields of knowledge operating with the concept of quality of life and the differences in scientific research goals have originated a whole multitude of approaches and methods for determining criteria and modeling the assessment of quality of life. Accordingly, we would like to highlight two main approaches to measuring the wellbeing: 1) construction of a dashboard of objective, subjective, and integral data; and 2) development and application of indices correcting and replacing GDP (subjective wellbeing index, composite wellbeing index) [4].

Results

The first approach is to present a “dashboard” or a set of indicators of various aspects of wellbeing for monitoring without trying to combine them into one. An example of such an approach based on objective data is the system of indicators for achieving 17 Sustainable Development Goals (SDGs) or Global Goals developed by the United Nations General Assembly (hereinafter referred to as the UN) in 2015 and implementing 169 targets of the 2030 Agenda for Sustainable Development. These contain such criteria for the quality of life as: good health and wellbeing, quality education, decent jobs and economic growth, infrastructure, clean water and sanitation, reduced inequality, justice and effective institutions [5]. Kazakhstan has nationalized the global SDG indicators and today, according to the results of the first National Review, the system of indicators for monitoring includes 280 indicators, of which 205 are global and another 75 are national ones [6].

Norway, Denmark, Sweden, and Kazakhstan are among countries who developed projects to use the dashboard to study national wellbeing based on subjective indicators. Since over the past decade, the Scandinavian countries have occupied leading positions both in the World Happiness Report and in the most of other annual rankings of countries, we believe the reasons for the exclusivity of Nordic countries of Europe need to be determined first. Having analyzed the existing research, theories, and data underlying the World Happiness Report, it is worth noting that the most important explanations include factors related to the quality of institutions, such as reliable, extensive, and relatively generous social benefits, low corruption levels, and well-functioning democratic and State institutions [7]. In addition, Nordics have invested heavily in universal and free education for all citizens, and one of the key goals was to provide educate citizens with a strong national identity and a sense of social cohesion, promoting feelings of autonomy and freedom, social and institutional trust, which play an important role in determining life satisfaction. Next, let us take a closer look at the quality-of-life systems in the Scandinavian countries. Denmark, for instance, pays special attention to measuring quality of life at the local level of municipalities, whose public functions include health, social services, employment, integration, and environmental planning. In 2015, Statistics Denmark assessed the quality of life based on 18 objective indicators, which include income, education, health, labor market, housing conditions, security, social relations, and social participation; as well as 39 subjective indicators covering such aspects as level of satisfaction with various spheres of life, a sense of importance, emotional states, social support, self-assessment of health, perceived economic situation, trust in state institutions, and a sense of security [8]. Quality of life was studied on the basis of data from administrative registers used to compile regular statistics and the results of a head count conducted during a large survey measuring subjective life satisfaction. Statistics Denmark has appointed a national advisory board to this study to involve various stakeholders with extensive knowledge of quality-of-life research and understanding of the interests of various users: sociologists from Danish universities and research centers, non-governmental organization reps, the mayor, the TrygFonden (foundation for improving safety, health, and wellbeing of Denmark citizens) Research Director, and the chief regional analyst from the Southern Denmark [9].

Since 2012, the Bureau of National Statistics of Agency for Strategic Planning and Reforms of the Republic of Kazakhstan, the (hereinafter referred to as the BNS ASPR RK), courtesy of national statistical observation, has been assessing quality of life by means of a sociological survey “Standard of Living of Population.”

The purpose of this survey is to obtain data on subjective assessment of respondents aged 15+ reflecting characteristics of households' living standards. These questionnaires are divided into three parts: Part 1. Questions regarding satisfaction (subjective feelings and sensations) with various aspects of life; Part 2. Questions regarding objective factors affecting quality of life; and Part 3. Questions regarding deprivations households may be experiencing. Results include such quality-of-life aspects as: health, education, income, employment, security, housing conditions, environment, quality of public services, leisure (availability of free time), social support, overall life satisfaction and the level of perception of happiness [10]. The Stiglitz-Sen-Fitoussi report recommends the use of a “dashboard” approach based on integral (both objective and subjective) indicators in measuring quality of life. This approach is characterized as the most intelligent and safe, avoiding subjective decisions concerning relative importance of various wellbeing aspects [11].

In this vein, taking into account the report's recommendations, the European Statistical Office (hereinafter referred to as Eurostat) has applied a multidimensional approach to determine and attempt to measure quality of life and combining objective indicators with subjective assessments of the situation of people in European Union (hereinafter referred to as EU) member states for the first time ever, offers indicators for measuring quality of life based on scientific research and various initiatives. The 8+1 dimensions have been identified as a comprehensive framework for measuring wellbeing. The first eight dimensions covering both objective factors and subjective perception are as follows: material living conditions, productive or other main activity, health, education, leisure and social interactions, economic and physical safety, governance and basic rights, and natural and residential environment. These are supplemented by one dimension measuring the perception of overall experience of life (Figure 1) [12].

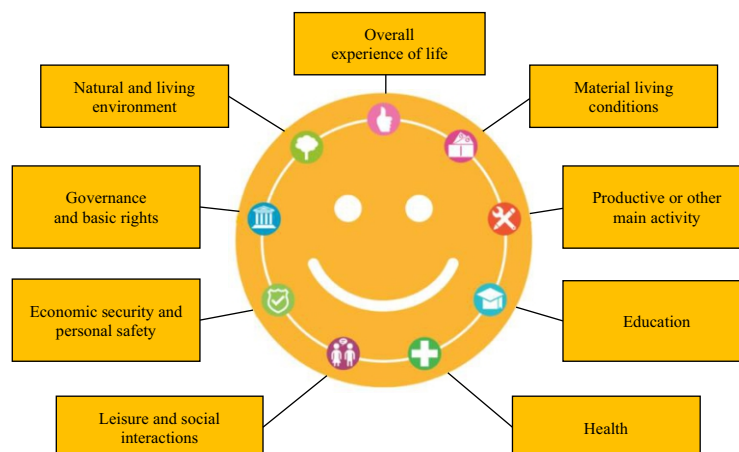


Figure 1. Eurostat Quality of Life Measurements
Source: Compiled by the author based on source data [9]

Along with the aforementioned international organization, there are also national initiatives (New Zealand, Great Britain, Germany, Italy, etc.) with a similar approach to research and measurement of quality of life.

In 2003, in response to growing pressure on urban communities, concern about the urbanization consequences and its impact on the wellbeing of population, New Zealand initiated a joint local government research Quality of Life Project. A quality of life of New Zealanders is being monitored on the basis of a survey every two years on a multitude of indicators combined into eleven aspects: 1) overall quality of life, 2) built and natural environment, 3) housing, 4) transport, 5) health and wellbeing, 6) crime, safety and local issues, 7) community, culture and social networks, 8) climate change, 9) economic wellbeing, 10) Council processes, and 11) impact of COVID-19. It is worth noting that the 2020 report included five issues specifically related to the COVID-19 pandemic in such aspects as public transport, employment and economic wellbeing. Local authorities use survey results to keep people informed of their policies and to plan responses to population growth, to monitor progress in achieving strategic social, cultural, environmental, and economic goals [13].

In 2010, David Cameron, the then Prime Minister of the United Kingdom, in his speech for new ways of measuring social progress, noting that "progress must be measured not just by how our economy is growing, but by how our lives are improving, not just by our standard of living, but by our quality of life," instructed the Office for National Statistics (hereinafter to as ONS) to develop a Program for Measuring National Wellbeing as a basis for a new policy [14]. In 2011, ONS has started to include issues related to subjective wellbeing in integrated household survey. Later, a report was presented according to which measurement of wellbeing in the UK covers ten aspects, including both objective and subjective indicators of quality of life: personal wellbeing, our relationships, health, what we do, where we live, personal finance, economy, education and skills, governance, and environment. Along with this, ONS has developed an interactive web application Wheel of Measures, where users can navigate between various indicators of the subject area and see their development in figures and diagrams [15].

In December 2013, the ruling political parties of Germany (the Christian Democratic Union, the Christian Social Union and the Social Democratic Party of Germany) stated the following in their Coalition Agreement: "We want to align our policy more closely with the values and hopes of German citizens, and therefore we shall conduct a dialogue to understand their views on quality of life issues. [...] We shall use this dialogue as a basis for developing a system of indicators for reporting on the quality of life in Germany. This system will regularly provide clear and understandable data on wellbeing in Germany and the progress made in efforts to improve it." [16] Accordingly, the government's strategy for ensuring wellbeing in Germany began with a six-month consultation process with interested citizens in the period between April and October 2015. The active commitment of all public groups (charities, various trade unions, churches and religious groups, educational centers, etc.), has allowed organization of 203 events on the national dialogue of wellbeing in Germany with about 15,750 people attending through online dialogue or by filling in postcards and coupons. Taking into account major national and international studies on quality of life, based on the results obtained during the consultative national dialogue with citizens, the Federal Government has selected 46 indicators that could be used to represent the state and development of wellbeing in twelve dimensions. These dimensions are arranged according to

aspects that either directly affect people's lives, describe the environment in which they live, or form a national or global structure.: Our Life, Our Environment, Our Country. [17] When observed over time, these indicators demonstrate the way relevant economic, social, environmental and political goals, conditions and structures have been developing, which allows to determine whether specific aspects of wellbeing in Germany have improved, whether they have remained the same or worsened. This approach allows us to describe wellbeing as a comprehensive and multifaceted concept that covers everything from individual experience to global conditions.

In 2010, the National Council for Economics and Labor (Il Consiglio Nazionale dell'Economia e del Lavoro, hereinafter referred to as CNEL) and the National Institute of Statistics (Istituto Nazionale di Statistica, hereinafter referred to as Istat) of Italy committed to developing indicators that characterize the wellbeing of Italians. To achieve this, along with experts from various aspects contributing to wellbeing, trade unions, representatives of business circles and civil society were involved. In 2013, the first report, Equitable and Sustainable Wellbeing (Benessere equo e sostenibile, hereinafter referred to as BES), was presented [18], which identified 12 domains of measuring wellbeing based on 153 indicators aimed at making the country more aware of its strengths and determining the goals in both short and long terms of development and becoming a kind of "statistical Constitution" capable of indicating direction of progress shared by Italian society [19]. Also of note is that since 2016, Italy's Budget Law requires that the annual economic and financial document (Documento di Economia e Finanza, the document on a three-year planning horizon that sets the budget framework, hereinafter referred to as DEF) contain an analysis of a dozen indicators from the BES report and that the Minister of Economy and Finance report to Parliament with updated forecasts for the following years on each of the indicators considering new measures contained in the budget for this year [20].

The second approach is to build an index of quality of life (wellbeing). The use of indexes is applicable where cause-and-effect relationships are well traced. There are several variants: the adjusted GDP index, the subjective wellbeing index and the composite wellbeing index. When constructing the adjusted GDP index, relevant factors affecting wellbeing are added to or subtracted from national income. Case in point, the Australian HALE Wellbeing Index (Herald/Age Lateral Economics Index of Wellbeing) created by Lateral Economics, the community of economics and social policy professionals. This index expands national accounts by including and excluding natural and human capital. Because calculating it, along with economic aspects (net national income, education, environment, inequality in income distribution) measured in monetary terms, considers non-economic aspects (health, environmental suitability, job-related satisfaction, political capital, social capital), it was necessary to somehow express them in monetary terms to use as a summand or deductible from national income. The monetary equivalent of non-economic aspects, as a rule, would be obtained on the basis of subjective surveys of wellbeing. For instance, for obesity, which is one of the health indicators, a person's income's reduction limits were investigated to get a decrease in wellbeing similar to what happens when diagnosed with obesity. As a result, poor health (mental illness and obesity), employment problems (excessive employment first, followed by unemployment and underemployment), depletion of natural capital, and inequality were found to reduce national income most of all in monetary terms [21]. The advantage of adjusted GDP indices is that they allow tracking long-term trends and making international comparisons. However, an arbitrary judgment of the relative importance of various factors to be included and affecting wellbeing can lead to biased results [11].

Notable examples of subjective wellbeing indices are the Gallup-Healthways Global Wellbeing Index, the general assessment of perception of quality of life (the World Health Organization Quality of Life-100), the World Happiness Report Ranking of Happiness, etc. The World Happiness Report (hereinafter referred to as the Report) is a landmark survey on the state of global happiness, in which world countries are assessed by how happy people consider themselves.

The measurement of subjective wellbeing is based on three main indicators: life assessments, positive and negative emotions. To assess happiness or subjective wellbeing, the Report mainly uses data from the Gallup World Survey collected from people of more than 150 world countries where they are asked to rate their current life on the Cantril Life Ladder scale from 0 to 10 with the worst possible life being 0 and the best being 10. To explain the differences in the level of happiness in different countries, six main variables are used: GDP per capita, social support, healthy life expectancy, freedom of choice in life, generosity, and perception of corruption. These life factor variables used in the reports reflect determinants that explain differences at the national level in quality of life assessments. In addition to ranking countries by happiness and wellbeing, each Report focuses on a specific topic. For instance, one of the chapters of the World Happiness 2020 Report explores empirical relationship between Sustainable Development Goals (SDGs) and subjective wellbeing indicators [22]. A conceptual model, which explores the pathways between sustainable development and subjective wellbeing (hereinafter referred to as SW) shows that as countries become developed, higher SDG indicators correlate more strongly with higher SW indicators. This means that economic growth is an important driver of wellbeing in the early stages, but becomes less significant in the later stages of the economic development cycle. In other words, as countries become richer, the subjective wellbeing of their citizens stagnates, unless further economic growth is more sustainable, e.g., by eliminating inequality and improving environment.

The 2021 report focuses on the impact of COVID-19 on structure and quality of life, as well as an assessment of how governments around the world are coping with the pandemic. Research results show that confidence is a key factor linking happiness and control over COVID-19. Societies with higher confidence in public institutions and greater income equality have been more successful in the fight against COVID-19 in terms of mortality rates in 2020. Countries with lower income inequality had significantly lower COVID-19 mortality rates as well. This is partly due to the fact that high social confidence is usually combined with lower income inequality. Accordingly, to show that the index of confidence in government represents more than just the absence of corruption, adding a specific measure of institutional confidence to the main six variables explaining wellbeing, the influence of institutions is now divided between the new variable and the usual perception of corruption in business and government [23].

Composite indexes are one of the tools for aggregating large arrays of both objective and subjective data in certain areas of quality of life. It is worth noting that there is no consensus among researchers on what a composite index should look like in terms of main aspects and indicators measuring them, or methodology of construction, that is, what concerns normalization, weighing, aggregation of aspects and indicators, etc. A common approach is to assign equal weights to all sub-indices or to assign them in accordance with an expert assessment of the importance/significance of individual indicators and components. Various combinations of dedicated meters are used in life quality management. Their analysis allows highlighting limitations and advantages of each quality of life index. In this regard, in 1990, a group of economists led by Pakistani scientist Mahbub ul Haq attempted a comprehensive assessment of socio-economic development of countries and for the first time ever published a study that defines conceptual provisions of the Human Development Index (HDI) as an integral international indicator of the quality of life. Since the same year, HDI has been included in the United Nations Development Programme (UNDP) system of indicators. The HDI was designed to emphasize that people and their abilities should be the main criteria for assessing development of a country, not just economic growth. It is a standard tool for the general comparison of level and quality of life of different countries and regions, and can be used to assess the choice of national policies, asking how two countries with the same level of GNI per capita can ultimately get different human development results. The Human Development Index is a composite indicator of average achievements in three key aspects of human development: a long and healthy life, knowledge, and a decent standard of living (Figure 2).

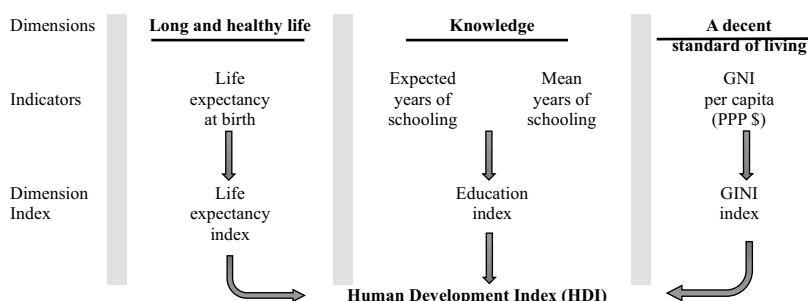


Figure 1. Calculation of Human Development Indices

Source. Compiled by the author based on source data [24]

The Legatum Group, the largest independent British private investment company, of which the Legatum Institute is a part, has been calculating The Legatum Prosperity Index since 2007 that measures national prosperity based on institutional, economic, and social wellbeing and is designed to help governments determine growth and development priorities. The index is calculated for 167 countries according to a dozen main criteria (Table 1) supported by 67 elements and grouped into three areas required for prosperity: inclusive societies, open economies, and empowered people. The Index uses 300 different indicators (both objective and subjective) from more than 70 different data sources [25].

Table 1. Top-5 Countries and Kazakhstan's Position in the Ranking on Prosperity Index and Its Main Criteria for 2021

Страна	Inclusive Societies				Open Economies				Empowered People				2011	2020	2021
	Safety & Security	Personal Freedom	Governance	Social Capital	Investment Environment	Enterprise Conditions	Infrastructure & Market Access	Economic Quality	Living Conditions	Health	Education	Natural Environment	The Prosperity Index		
Denmark	7	2	2	1	4	5	9	8	3	18	3	8	3	1	1
Norway	1	1	3	2	5	9	19	11	7	4	10	10	2	2	2
Sweden	10	3	6	5	8	16	6	7	5	10	14	1	1	5	3
Finland	18	4	1	3	3	11	10	19	9	14	4	2	4	4	4
Switzerland	2	10	7	9	13	2	13	1	6	13	8	7	5	3	5
Kazakhstan	87	135	103	46	59	74	79	44	54	71	35	119	77	64	64

Source. Compiled by the author based on source data [26]

The index rating divides all countries into four groups: (1) high level of prosperity, (2) level of prosperity above average, (3) level of prosperity below average, and (4) low level of prosperity. The most prosperous countries are those with open economies, inclusive societies, strong institutions, and empowered people who are healthy, educated, and safe. As of 2021, 167 countries and territories were ranked and Scandinavian countries occupy the top five positions with Denmark topping the list both in general and in Europe; Singapore in Asia (14th overall), and Canada in the Americas (15th overall). Kazakhstan occupies 64th position in 2021 rising by 13 places compared to a decade ago, and thereby is included in the group of countries with an above-average level of prosperity. Kazakhstan's "weak points" are personal freedom, governance, and natural environment (135th, 103rd and 119th places). Above all, our country has succeeded in education (35th place). Remaining indicators show average level.

It is worth noting that composite indexes are subject to significant researcher criticism. In addition to subjectivity of selection of wellbeing aspects and indicators measuring them (just as in dashboard construction), the problem is selection of weight values for various index components. Despite the criticism, the composite index value lies in the possibility of combining a large array of data differing in quantitative measures (units of measurement) into a single indicator that allows getting a holistic view of quality of life in a certain territory and providing technical convenience for intercountry, interregional, or intercity comparison of obtained integral values. [27].

To sum up, we believe a reasonable solution that could reconcile followers of two approaches to measuring quality of life is to simultaneously build a "dashboard" based on integral indicators on key aspects of wellbeing that society considers important, and a composite wellbeing index. The exact composite index is based on transparent trends characterizing quality of life indicators, which provide an opportunity to determine the reasons for its change and to identify the required actions. Due to this, the value of the index, by drawing attention to main existing society issues and increasing the level of stakeholder awareness, will indicate the efficiency of decision-makers in effective life quality management. Concurrently, the "dashboard" will act as an analytical interactive tool able to analyze data in accordance with the tasks set and integrate the resulting indicators into the program documents of the relevant areas. However, in today's Kazakhstan, the "dashboard" contains only subjective data, and measured quality of life index may still not correspond to the actual state of wellbeing due to the limited set of indicators of the methodology used. In view of this, Table 2 provides an overview of options for structuring quality of life in foreign and domestic studies.

As Table 2 shows, despite the fact that quality of life indicators in above-mentioned countries are being developed and systematized according to the required key aspects, to ensure and show a broad and fair coverage considering current level of wellbeing and in accordance with own socio-economic and environmental development, the overwhelming part of citizens recognizes the following structural blocks as main ones: healthcare, education, material living conditions, employment, environment, safety, leisure, culture and sports, institutions, participation and rights, social support, environment, safety, leisure, culture and sports, institutions, participation and rights, and social support.

Table 2. Criteria for Quality of Life in Foreign and Domestic Studies

N°	Aspects (structural blocks) of quality of life	Countries and international organizations											Source. Compiled by the author based on source data [5,9,12,15,17,19,22,24,25,28,29,30,31,32,33,34,35,36,37,38,39,40,41,42,43,44]
		Sweden	Denmark	Norway	The Economist Intelligence Unit	New Economics Foundation	Social Progress Imperative	Legatum Institute	World Health Organization	Eurostat	OECD	UN	
1	Healthcare	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Source. Compiled by the author based on source data [5,9,12,15,17,19,22,24,25,28,29,30,31,32,33,34,35,36,37,38,39,40,41,42,43,44]
2	Education	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
3	Material living conditions	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
4	Employment	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
5	Environment	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
6	Safety	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
7	Leisure, culture and sports	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
8	Institutions, participation and rights	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
9	Social support	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
10	Infrastructure	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
11	Digitalization	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
12	Inclusiveness	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
13	Personal well-being	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	

Table 2. Criteria for Quality of Life in Foreign and Domestic Studies

Countries and international organizations	Kazakhstan	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Russia	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	USA	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Italy	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Spain	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	France	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Germany	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Great Britain	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Canada	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	New Zealand	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Australia	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Iceland	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Aspects (structural blocks) of quality of life		Healthcare	Education	Material living conditions	Employment	Environment	Safety	Leisure, culture and sports	Institutions, participation and rights	Social support	Infrastructure	Digitalization	Inclusiveness	Personal well-being
№		1	2	3	4	5	6	7	8	9	10	11	12	13

Discussion

Among highlighted aspects of quality of life, we would like to note some indicators, the use of which will more correctly determine changes in wellbeing of citizens and identify potential gaps for addressing both existing and emerging socio-economic and environmental issues in the future. For instance, instead of average salary, we suggest such indicators as median income and real net national disposable income per capita, which demonstrate the actual level of income and determine the trend of increasing stratification of society between industries, positions, regions, urban, and rural areas. It is also important to note volatility of inflation mainly associated with an increase in food prices and a decrease in purchasing power of monetary incomes against the background of exposure to fluctuations in the exchange rate of the national currency, as well as logistical problems in the new conditions of sanctions and restrictions on the movement of capital. Along with this, there is a continuing trend towards an increase in the cost of square meters of real estate, which leads to an excessive burden of housing costs from household disposable income. Today, for the majority of Kazakhstan citizens, the purchase of housing is a difficult task, since housing costs take the great weight of earnings.

Also, it is important to highlight such indicators as quality of public roads in urban agglomerations and rural access to roads, satisfaction with roads and highways, which demonstrate one of significant social issues. Not to mention low quality annual, partial repair of highways in regional centers and cities. Rural areas still lack paved roads, which should receive closer attention of relevant state authorities. Another indicator with similar problems of poor quality and lack of full coverage in rural settlements is broadband Internet, relevance of which has increased dramatically during the pandemic. Problems with the coverage of territories and connection stability causes a situation of "digital inequality," which to a certain extent leads to income inequality. In this regard, affordable mobile connection and availability of high-speed Internet, being strategically important tasks in the digital development of the country, are one of the main criteria and living standards. Of particular note are such environmental indicators as greenhouse gas emissions, level of air pollution by solid particles and the share of renewable energy sources (RES) in total consumption. Along with high dependence on coal in the process of electricity and heat production, Kazakhstan faces high greenhouse gas emissions (top 30 in terms of emissions), increased air pollution, insufficient funds to invest in renewable energy sources, accordingly, not a high share of RES in the total energy balance, and other difficulties on the way to transitioning to carbon neutrality.

Conclusions

To summarize, it is worth noting that the above-mentioned and other problems related to the quality of people's lives and the proper response of those responsible for their timely solutions through feedback show the degree of beneficial influence on efficiency of the state's policy of managing quality of life, which in turn gradually strengthens quality of institutional infrastructure of the state as a whole, including on the basis of the growth of public confidence in political and judicial system, law enforcement agencies, financial institutions, and other government institutions. In this regard, when adapting the best international experience of public management of quality of life, Kazakhstan needs to apply a systematic approach that considers not only the prevailing global trends, but also the opinion of citizens, the country's national interests, the best traditions of a formed model of public administration, as well as the level of current political, socio-economic, and moral development of society as a whole.

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ХАЛЫҚТЫҢ ТҰРМЫС САПАСЫН МЕМЛЕКЕТТІК БАСҚАРУДЫҢ ТИІМДІЛІГІН БАҒАЛАУ КРИТЕРИЙЛЕРІ МЕН ӘДІСТЕРІ (ӘЛЕМДІК ТӘЖІРИБЕ)

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Аңдатпа: Тұрмыс сапасы әлеуметтік-экономикалық жүйелерді басқару категориясы болып табылады. Басқарудың тиімділігі қызметті бағалаудың қажетті критерийлерін бөлумен және одан әрі өміше тәртібімен байланысты. Қол жеткізілетін нәтиже критерийлерді таңдаудың оңтайлылығына және одан арғы өмішеге тәуелді. Осыған байланысты мақалада тұрмыс сапасын өмішеудің негізгі тәсілдері қарастырылып, олардың артықшылықтары мен кемшіліктері анықталды. Сондай-ақ, зерттеуде ал-ауқат деңгейі бірішама жоғары елдердегі тұрмыс сапасын объективті, субъективті және интегралды қабылдау негізінде құрылған азаматтардың ал-ауқатын бағалау критерийлері көрсетілген. Халықтың тұрмыс сапасы құрылымын анықтауға қатысты өткізілген теориялық тәсілдерді жүйелеудің негізінде халықаралық тәжірибеде ең жиі кездесетін және минималды қажетті деп танылатын тұрмыс сапасының (құрылымдық бөлімдері) аспектілері айқындалды. Ұсынылған құрылымға сәйкес, қорытындылай келе қоғамның өз тұрмыс сапасын жақсартуы бойынша шешімдер қабылдау үдерісіне әсерін күшейтуді және азаматтар ал-ауқатының өзгеруін дұрыс анықтайтын көрсеткіштерді қолдану ұсынылады. Бұл ұсыныс бүгінгі таңдағы Қазақстан халқының өз тұрмыс сапасына деген қанағаттану дәрежесінің жоғары еместігін ескереді, оның себебі халық табысының біркелкі бөлінбеуі; тұрғын үймен қамсыздандыру және несиелік жүктеме; тіршілікті қамтамасыз етудің стратегиялық объектілерінің жай-күйі, оның ішінде жылумен жабдықтау саласында (жылу электр орталықтары) және жалпыға ортақ пайдаланылатын (республикалық, облыстық және аудандық маңызы бар) автомобиль жолдары; республикалық маңызы бар өңірлер мен қалалардағы экологиялық ахуал; сонымен қатар, әлеуметтік-экономикалық институттарға деген сенім деңгейіне теріс әсер ететін тұрмыс сапасының басқа да аспектілерімен байланысты бірқатар жүйелік мәселелерге қатысты болып табылады.

Түйін сөздер: тұрмыс сапа, басқарудың тиімділігі, ақпараттық деректер тақтасы, композиттік ал-ауқат индексі, субъективті ал-ауқат индексі, мемлекеттік институттар, халықтың сенім деңгейі.

КРИТЕРИИ И МЕТОДЫ ОЦЕНКИ ЭФФЕКТИВНОСТИ ГОСУДАРСТВЕННОГО УПРАВЛЕНИЯ КАЧЕСТВОМ ЖИЗНИ НАСЕЛЕНИЯ (МИРОВОЙ ОПЫТ)

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Аннотация: Качество жизни является категорией управления социально-экономическими системами. Эффективность управления связана с выделением необходимых критериев оценки деятельности и дальнейшей процедурой измерения. От оптимальности выбора критериев и дальнейшего измерения зависит достигаемый результат. В связи с этим, в статье рассмотрены основные подходы к измерению качества жизни, определены их достоинства и недостатки. Также, в исследовании выделены критерии оценки благополучия граждан, построенные на основе объективного, субъективного и интегрального восприятия качества жизни в странах с более высоким уровнем благосостояния. На основе проведенной систематизации теоретических подходов к определению структуры качества жизни населения выявлены наиболее часто встречающиеся в международной практике аспекты (структурные блоки) качества жизни, признаваемые как минимально необходимые. В соответствии предложенной структурой, учитывая то, что в Казахстане на сегодняшний день степень удовлетворенности населения качеством своей жизни остается не высокой, поскольку присутствуют ряд системных проблем, связанных с неравномерным распределением доходов населения; обеспеченностью жильем и кредитной нагрузкой; состоянием стратегических объектов жизнеобеспечения, в том числе в сфере теплоснабжения (теплоэлектроцентрали) и автомобильных дорог общего пользования (республиканского, областного и районного значения); экологической обстановкой в регионах и городах республиканского значения и другими аспектами качества жизни, оказывающее негативное влияние на уровень доверия социально-экономическим институтам, в заключении рекомендуется применение показателей, корректно определяющих изменение благополучия граждан и усиление воздействия общества на процесс принятия решений по улучшению качества своей жизни.

Ключевые слова: качество жизни, эффективность управления, информационная панель данных, композитный индекс благополучия, индекс субъективного благополучия, государственные институты, уровень доверия населения.