



Information Letter

International Scientific and Practical Conference “Public Administration and Public Service: Present and Future”

We are pleased to announce that on November 15, 2024, the Academy of Public Administration under the President of the Republic of Kazakhstan will host the International Scientific and Practical Conference “Public Administration and Public Service: Present and Future.”

Conference Program:

The conference will feature a plenary session, thematic sections, a Rectors’ session with leaders of Public Administration academies and schools, and an Alumni Forum.

The key topics to be discussed include:

- **Current Trends in Public Administration:**
 - Discussion of pressing issues in public administration.
 - Best practices in governance.
- **Artificial Intelligence and Automation in HR Processes and Public Services:**
 - Leveraging artificial intelligence and automation to enhance HR processes in the public sector.
 - Strategies to improve the accessibility and quality of digitized public services for citizens and businesses.
- **Building a Service- and Customer-Oriented Public Service:**
 - Implementing service models to increase public trust and satisfaction.

- Customizing public services to meet the specific needs of citizens and businesses.
- **Professionalization of the Public Service:**
- Mechanisms to enhance the professionalization of the civil service, including the development of expert solutions.
- Expanding the competencies of civil servants in the face of global changes.

Information for Participants:

- **Venue:** Astana, Academy of Public Administration under the President of the Republic of Kazakhstan, 33a Abai Ave.
- **Registration:** November 15, 2024, from 08:00 to 09:00 Astana time.

Deadlines:

- **Confirmation of Participation:** Please confirm your participation no later than November 1, 2024.
- **Materials for Publication:** Participants wishing to submit reports for inclusion in the conference proceedings must send their articles by November 5, 2024. Article formatting requirements are available on our website: <https://academyconference30.apa.kz/>.

For any inquiries regarding the program, logistics, or other matters, please contact the Organizing Committee at:

- Phone: 8 (7172) 75-34-97, 75-33-09
- Email: zh.iskindirova@apa.kz

We look forward to your participation and to engaging in fruitful discussions.

Best regards,

The Organizing Committee