

# e-HRMS for the Civil Service

in Kazakhstan, Kyrgyzstan, Uzbekistan, and Republic of Korea

Research Results Presentation

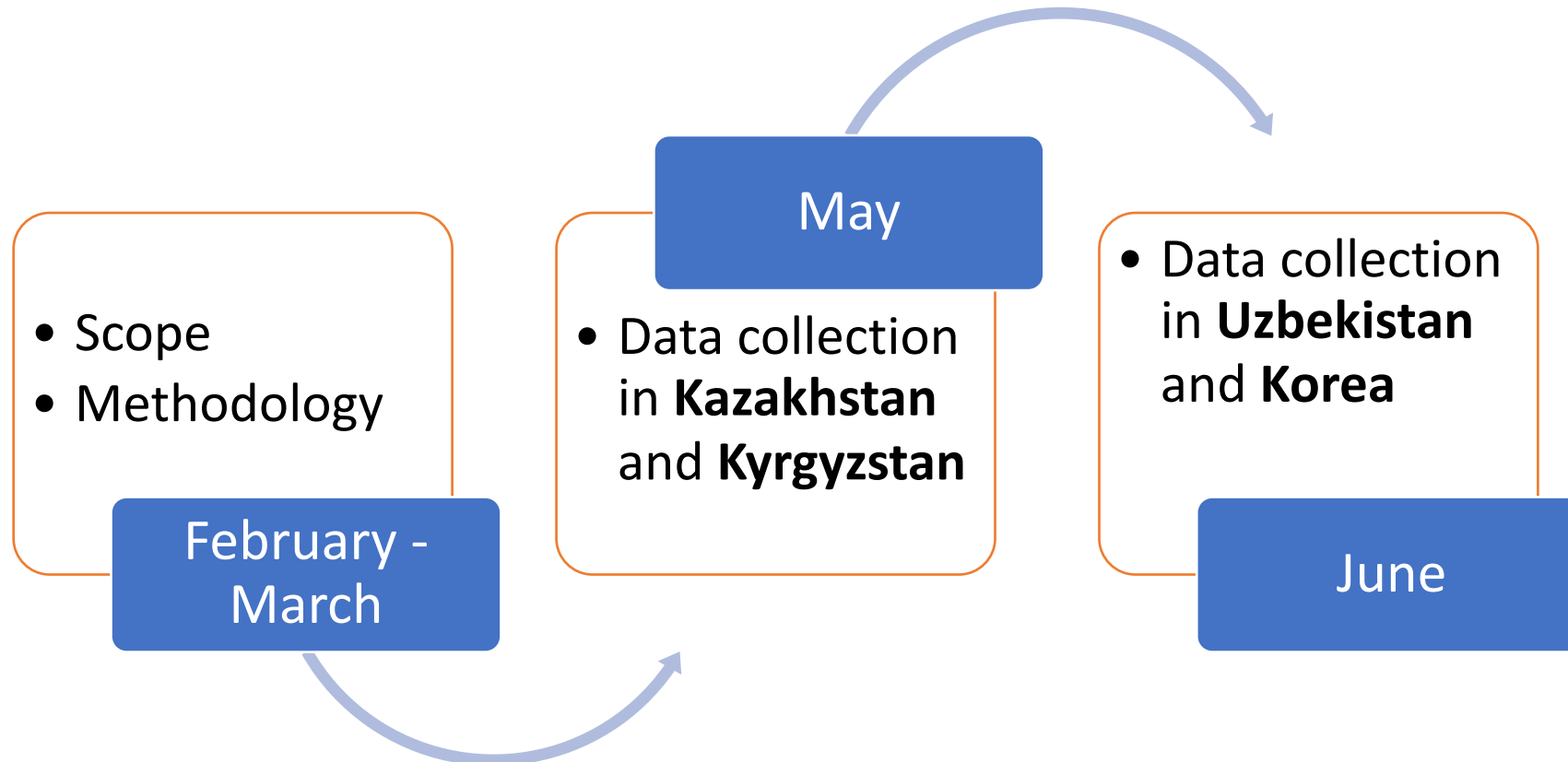
# Research Project Overview

**jointly implemented by the Astana Civil Service Hub and  
the Ministry of Personnel Management of the Republic of Korea**

## Objectives:

1. To explore the current state of the e-HRM systems in the four participating states
2. To identify areas for improvement across various dimensions to enhance efficiency in electronic personnel management within the government sector

# Research Project Overview



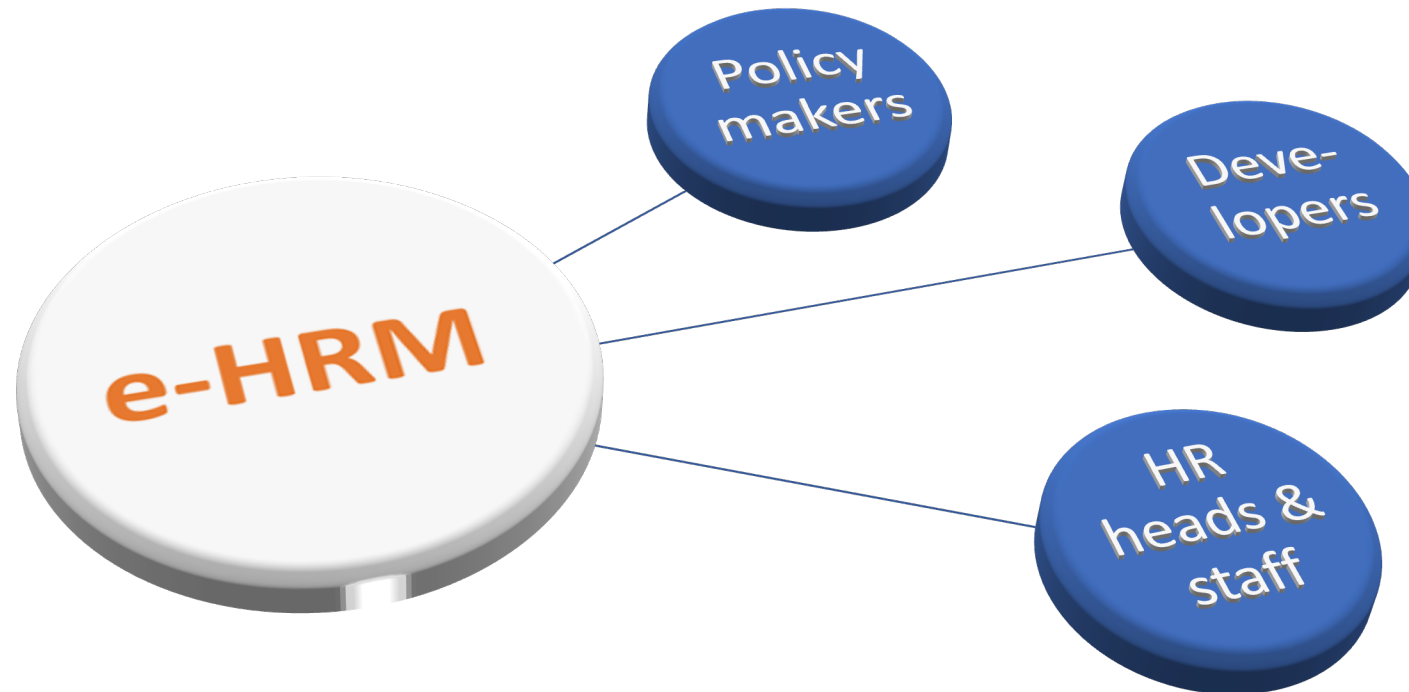
# Research Project Overview

**15 focus groups and 1 individual interview,  
each lasting for 1.5 hours on average**

Number of participants	Republic of Korea	Kazakhstan	Kyrgyzstan	Uzbekistan
Male	4	7	3	8
Female	6	13	9	5
<b>Total:</b>	10	20	12	13
<b>Total in four countries:</b>	<b>55</b>			

# Research Project Overview

Various perspectives for a comprehensive snapshot



# Research Methodology

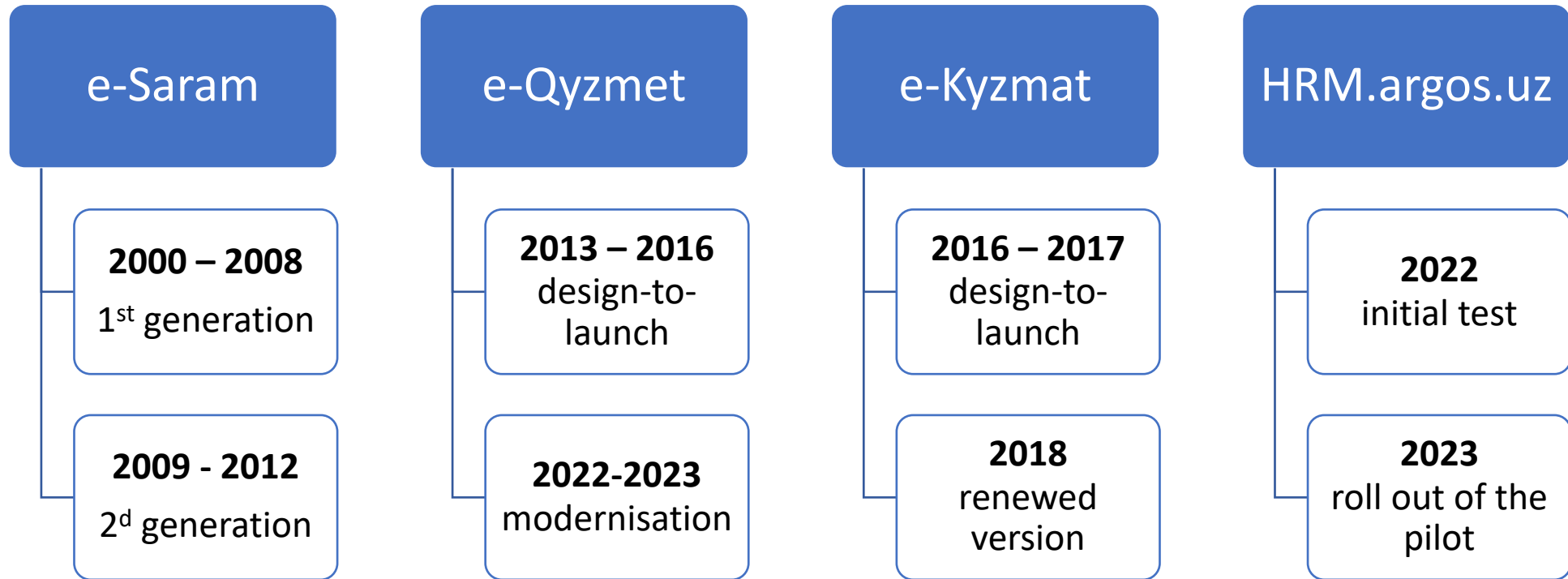
**Interview protocols were developed for each participant category**

Three key areas:

1. **Foundational pillars:** regulatory framework, organisational components, goals, and a type of the e-HRM system
2. **Operational dimensions:** functionality, existing infrastructure, the extent of coverage and integration
3. **User participation and involvement:** system usage among users, immediate support and training, and information provision

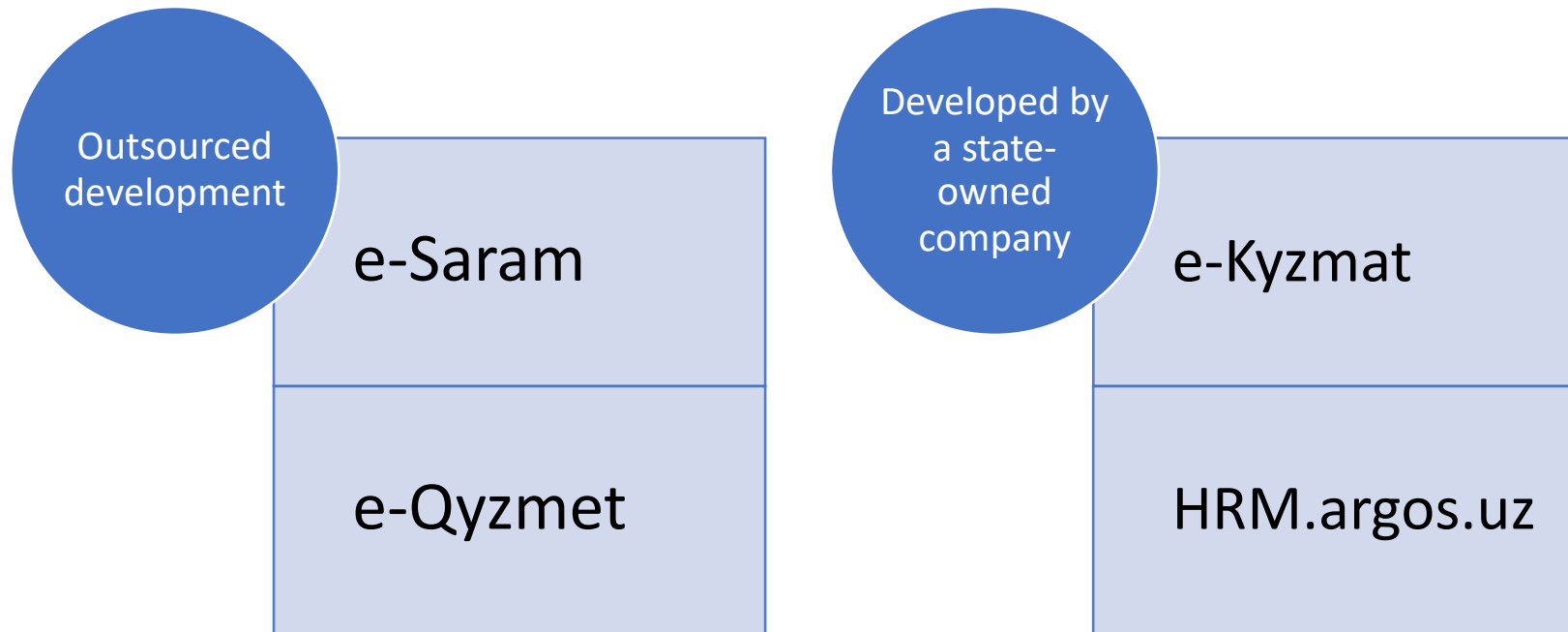
# Findings

## e-HRMS development timeline



# Governance and Management

**e-HRM systems are overseen by an authorized government body responsible for civil service**





# Functionality

**Commonalities in the functionality differ in scope and scale**

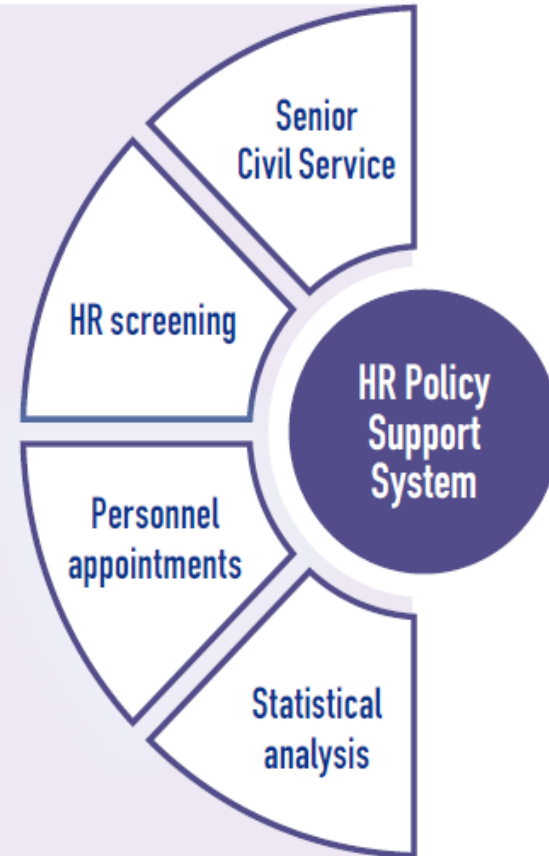
## Common functionality:

- 1. Administrative HR activities:** Personnel records management; Business trip management; Leave management
- 2. HR Policy Support activities:** Data processing and statistical information

# HR Policy Support activities supported by e-Saram

- ✓ Manages a pool of candidates for senior civil service appointments and provides a competency assessment system
- ✓ Provides online HR screening for the recruitment, promotion, and appointment of senior civil servants
- ✓ Supports the approval process for presidential appointments and official appointment functions
- ✓ Processes data and provides statistical information\* on various personnel matters

\* Regular and ad hoc statistics (e.g., number of civil servants by grade and job type) and data for decision-making purposes (e.g., salary payment, balanced HR management)




# Integration

## CA: Intends to ease the work for HR professionals

1. **e-Saram:** integrated with 135 information system, including the digital budget accounting system
2. **e-Qyzmet:** connected to over 100 information systems and databases of various state entities
3. **e-Kyzmat:** integrate with the electronic document management system, the information systems and databases of the Ministry of Internal Affairs, Registry Office, Ministry of Education, Social Fund, Ministry of Digital Development
4. **HRM.argos.uz:** 15 information systems have been integrated with varying degrees of data sharing

# Coverage

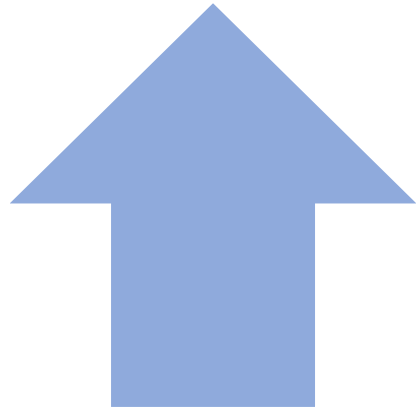
In all four countries the coverage is relatively high



Public organisations	<ul style="list-style-type: none"><li>• E-Kyzmat</li><li>• HRM.argos.uz (planned)</li></ul>
Local administrations	<ul style="list-style-type: none"><li>• e-Qyzmet</li></ul>
Central government	<ul style="list-style-type: none"><li>• e-Saram</li></ul>

# Benefits and Challenges

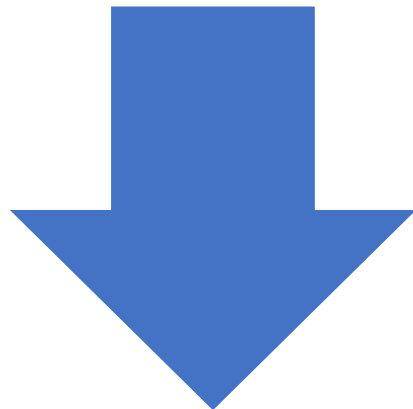
**e-HRM systems have been beneficial in many ways**



Streamlining HR processes

Enabling informed decision making

Positive impact on corporate culture



Eliminating duplication of work

Enhancing the range and quality  
of statistical data

Integration-related issue

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