

Brief information about the project

Title	AP23489588 "Improvement of the police service model in ensuring the safety of citizens in modern conditions"
Relevance	<p>The internal affairs bodies are the largest and most multifunctional law enforcement agency, which occupies a special place in the segment of law enforcement activities of the state. The existing arsenal of tools for responding to security challenges and threats allows us to talk about them as an entity on whose effectiveness the safety and tranquility of citizens, the state of crime and the level of criminogenic situation in the country depend.</p> <p>Of course, modern challenges go far beyond the capabilities of the law enforcement system alone. Therefore, it is important to involve the whole society in solving these problems and refocus the activities of government agencies on the service model. The formation of a security service model in Kazakhstan, the transition to which started back in 2018, is based on close and direct interaction between the state and society. This model represents a set of elements such as: crime prevention; effective interagency cooperation; professional and accessible police; secure infrastructure. The implementation of projects within each of these elements will make it possible to achieve a solution to such a strategic task as building a "listening state" and public confidence in the state and its institutions. Solving the tasks set requires appropriate resource provision, the effectiveness of which is determined both by the consistency of the legal framework and the level of legal awareness and legal culture of citizens, their involvement in the process of functioning of the rule of law. "We must awaken civic engagement in the country and launch a process of conscious and constructive partnership between the state and society," the Head of State stressed.</p> <p>The key criterion for the effectiveness of the internal affairs bodies is the satisfaction of citizens with the state of security. In this regard, there is a need for further improvement of methods, technologies and tools in the activities of the Department of Internal Affairs to ensure the security of society and the state.</p> <p>Being in the orbit of ongoing reforms in the public administration system, the internal affairs bodies are the object of close public attention. According to sociological research conducted by independent institutions, 38.7% of Kazakhstanis fully trust the police, partially 38.1%. These data correspond to the Global Peace Index, in which Kazakhstan was included in the list of countries with a fairly high level of security in 2021. Out of 163 countries in the world, the republic ranked 67th (Kyrgyzstan - 76th, Uzbekistan — 90th, Belarus — 117th, Russia — 154th).. The transition to community-oriented policing has led to an improvement in its perception both in the eyes of experts and partners interested in the overall quality of life of citizens.</p> <p>It is precisely in focusing on the opinion of citizens that the central idea of the service police model consists. Since 2024, the Concept of Ensuring Public Safety in partnership with the society for 2024-2028 has been in effect.</p>
Goal	The aim of the project is to develop organizational and legal measures, proposals for improving legislation, as well as methodological recommendations for improving the activities of law enforcement agencies in ensuring the safety of citizens

	based on a comprehensive study of the prerequisites and results of the introduction of the police service model.
Tasks	<p>Project objectives</p> <p>Stage 1, 2024 – analysis of the organizational and legal framework for ensuring security within the framework of the police service model:</p> <ol style="list-style-type: none"> 1) through a comprehensive SWOT analysis of the initial data, the formation of the organizational and legal foundations of the police service model; 2) conducting a comparative legal analysis of international standards of police work, experience in the introduction and implementation of the police service model, approaches to assessing the effects of reform adopted in police theory (Police studies) and empirical research; 3) based on the analysis of Kazakhstani and foreign sources in the field of spatial distribution of crime, preparation of a methodological base for assessing the microgeography of offenses in the Republic of Kazakhstan; 4) for further analysis, the preparation of data arrays on the locations of criminal incidents for 2019-2023. to analyze the most problematic places in the cities of the Republic, where it is necessary to concentrate police work in the future; 5) by analyzing the data obtained, preparation for publication of an article on the main geographical patterns of crimes in different cities of the Republic. <p>Stage 2, 2025 – analysis of the activities of the Kazakh police, its compliance with the standards of the police service model, identification of effective tools to ensure the safety of citizens:</p> <ol style="list-style-type: none"> 1) by analyzing the organizational foundations of interdepartmental cooperation within the framework of the security service model, develop proposals for its improvement; 2) through the study and analysis of international standards of police work and scientific literature on police theory, the development of proposals for improving the service model of the police in Kazakhstan; 3) analysis of the existing system for evaluating the activities of internal affairs bodies, identification of problems in law enforcement activities; 4) conducting a detailed analysis of data on crime scenes and identifying trends in which the spatial localization of crimes in the Republic of Kazakhstan is similar or different from global indicators. <p>Stage 3, 2026. development of recommendations for improving the activities of internal affairs bodies in accordance with the concept of the security service model:</p> <ol style="list-style-type: none"> 1) through the analysis of foreign and national legislation, the law enforcement practice of law enforcement agencies, the development of proposals for improving legislation (on internal affairs bodies, on law enforcement service, on the prevention of offenses, etc.) regulating the safety of citizens; 2) development of recommendations for improving the practical activities of the Department of Internal Affairs, taking into account the introduction and implementation of the service model; 3) development of an effective system for evaluating the activities of internal affairs bodies, taking into account the specifics of their work; 4) development of a criminological map of juvenile delinquency, taking into account regional peculiarities, and recommendations for its implementation; 5) development of proposals to improve the national legislation

	of the Republic of Kazakhstan in the field of public safety.
Expected and Achieved Results	<p>The project is expected to achieve the following results:</p> <p>Development of proposals for improving interagency cooperation within the framework of the security service model;</p> <p>Development of proposals for improving the system of assessment of the activities of internal affairs bodies;</p> <p>Development of proposals to improve the training system for police officers, taking into account modern challenges and threats,</p> <p>Development of proposals for improving national legislation regulating the activities of the Department of Internal Affairs to ensure public safety through the tools of the service model;</p> <p>Development of recommendations for improving the practical activities of the Department of Internal Affairs , taking into account the introduction and implementation of the service model;</p> <p>Development of a methodology for evaluating the activities of internal affairs units involved in the public safety system</p>
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Publications list with links to them	<p>1. Дильбарханова Ж.Р., Насырова Э.М., Кан С.К. Сервисная модель полиции Казахстана: доверие и безопасность в современном обществе // Ученые труды Алматинской академии МВД Республики Казахстан имени Макана Есбулатова. – 3(80). – 2024. – С.78-83. https://alpolac.edu.kz/wp-content/uploads/2025/01/zhurnal-%E2%84%96380-2024.pdf</p> <p>2. Kan A.G., Izbasova A. Public perception of the police // Ученые труды Алматинской академии МВД Республики Казахстан имени Макана Есбулатова. – 3(80). – 2024. – С.96-101. https://alpolac.edu.kz/wp-content/uploads/2025/01/zhurnal-%E2%84%96380-2024.pdf</p> <p>3. Дильбарханова Ж.Р., Кан А.Г., Насырова Э.М. Цифровизация и доверие: реформы казахстанской полиции в эпоху технологий// Правовые основы использования системы видеоаналитики, в том числе с применением искусственного интеллекта в ходе расследования уголовных дел: мат-лы круг.стола. 24 сентября, 2024 года – Алматы, 2024. – С. 21-24.</p> <p>4. Дильбарханова Ж.Р., Кан А.Г., Насырова Э.М. Полиция и дети: основные правила безопасности (для детей младших классов): раскраска на 3 языках: каз., рус., англ. – Алматы, 2024. – 19 с.</p> <p>5. Дильбарханова Ж.Р., Кан А.Г., Насырова Э.М. и др. Полиция и дети: основные правила безопасности (для детей средних классов): комикс. – Алматы, 2024. – 20 с.</p> <p>6. Кан А.Г., Насырова Э.М. Совершенствование межведомственного взаимодействия в рамках сервисной модели обеспечения безопасности // Ученые труды Алматинской академии МВД Республики Казахстан имени Макана Есбулатова. – 1(82). – 2025. – С.307-311. https://alpolac.edu.kz/wp-content/uploads/2025/01/zhurnal-</p>

	<p>%E2%84%96380-2025.pdf</p> <p>7. Кан А.Г., Насырова Э.М. К вопросу о международном опыте реализации сервисной модели полиции // Ученые труды Алматинской академии МВД Республики Казахстан имени Макана Есбулатова. – 1(82). – 2025. – С.331-334. https://alpolac.edu.kz/wp-content/uploads/2025/01/zhurnal-%E2%84%96380-2025.pdf</p>
Patent information	<p>Copyright Certificate No. 49842 dated September 20, 2024: Dilbarkhanova Zh.R ., Kan A.G., Nasyrova E.M. and others. Police and children: basic safety rules.</p>

