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ENHANCING THE ECONOMIC EFFICIENCY OF PUBLIC SERVICES THROUGH THE IMPLEMENTATION OF INCLUSIVE POLICIES

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Abstract. In the context of increasing socio-demographic complexity and rising demand for equitable public services, inclusive policy has become a strategic priority in public administration. This study evaluates the economic efficiency of integrating inclusive approaches into Kazakhstan's public service system, with a particular focus on services for children with special needs. The research is based on international comparative analysis, statistical data, and economic modeling. Theoretical frameworks such as Social Justice Theory, New Public Management, and Participatory Democracy Theory serve as the foundation. Evidence from Canada, Finland, Germany, and Japan demonstrates that inclusive policy reduces healthcare costs, expands labor market participation, and generates long-term returns on investment through GDP multiplier effects. In Kazakhstan, the number of children with special needs increased by 65.8% between 2020 and 2024, highlighting the urgency of reforms in education, healthcare, and social protection. Economic models developed in the study quantify savings in healthcare expenditures, potential growth of tax revenues, and projected demand for public services. The results indicate that inclusive governance is an effective mechanism for reducing social inequality while ensuring fiscal stability and institutional resilience. The proposed framework offers practical, evidence-based instruments for designing, evaluating, and optimizing inclusive public service delivery. This approach strengthens the foundations of sustainable development and supports long-term national competitiveness.

Keywords: demographic changes, children with special needs, inclusive policy, public services, economic efficiency, social equality, public infrastructure.

Main provisions. This study presents a quantitative assessment of the economic efficiency of implementing inclusive policies within Kazakhstan's public service system. The developed economic models demonstrate that inclusive approaches reduce healthcare expenditures, increase tax revenues, and generate a positive contribution to GDP through multiplier effects. A comparative analysis of international practices (Canada, Germany, Finland, Japan) highlights the success of inclusive strategies and their adaptability to the Kazakhstani context. The article proposes evidence-based recommendations for strengthening inclusive governance as a means of promoting social equity, fiscal sustainability, and long-term national development.

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Introduction. Modern socio-economic development trends impose new requirements for increasing the efficiency of public services. In this context, the role of inclusive policy is of particular importance. Inclusive policy involves the full participation of all members of society, including people with special needs, in public and economic life. The introduction of this policy creates an opportunity to ensure fairness and equality in the planning and implementation of public services. This is because the use of an inclusive approach in public services is not only socially beneficial, but also economically beneficial. The participation of people with special needs in the labor market, increased access to education and healthcare have a positive impact on the development of the economy as a whole. This, in turn, reduces the burden on the state budget and stimulates economic activity.

Internationally, this policy is recognized as an effective tool. It is based on the principle that everyone, including citizens with special needs, has equal opportunities. For example, in Canada, inclusive policies have increased labor market participation by 15% and reduced healthcare costs by up to 10%. In addition, they have contributed up to an additional 17% to gross domestic product [1]. These results prove the economic effectiveness of inclusive policies and can serve as an important example for Kazakhstan.

The number of children with special needs in our country has been steadily increasing in recent years. According to statistics from 2024, 203,000 children with special needs were registered in the country, which is 15% more than in 2020 [2]. These changes require urgent adaptation of the country's social service system. As the growing number of children with special needs has increased the demand for health, education and social protection. In rural areas, a number of problems arise, such as insufficient infrastructure to fully respond to these needs and a shortage of qualified specialists. Since the pace of development of inclusive services in urban areas is higher than in rural areas, this leads to a deepening of inequality.

Unfortunately, Kazakhstan is still at a developing stage in the field of supporting children with special needs. Although a number of programs have been launched to adapt state services to inclusion, their scope and effectiveness are insufficient. For example, in rural areas, there is a clear shortage of special educational institutions, underdeveloped inclusive infrastructure, and limited social support services.

In addition, despite the recognition of the importance of inclusive policies in Kazakhstan, there is a lack of rigorous, empirically based research that quantifies their specific economic impact in a unique national context. In particular, firstly, as noted above, the economic benefits of inclusive education, including reduced healthcare costs and increased labor market participation, have not been sufficiently studied. The research of the Ministry of Education and Science of the Republic of Kazakhstan, the works of the National Scientific and Practical Center, are mostly focused on social aspects. Secondly, It is not taken into account that the development of inclusive education for children with special needs will allow them to unleash their potential and become economically active citizens in the future. By supporting children with special needs, the state can reduce social costs in the long term and create a reserve of qualified personnel. Third, the reduction in social benefits and the increase in tax revenues also require in-depth study.

The article comprehensively examines the economic benefits of inclusive policies and presents foreign models that assess economic efficiency in the fields of education, healthcare, and social protection.

Relevance of the article. In the current period, the requirements for the efficiency and fairness of the public administration system are increasing. In particular, the deepening of social inequality and the increase in the number of citizens with special needs require the organization of public services in new ways. In this case, inclusive policy is becoming



relevant as a modern management tool that ensures equal access to public services for all members of society, including people with special needs.

Purpose and objectives. Empirical assessment of the importance of introducing inclusive policies into public services and their impact on increasing economic efficiency, using available national statistical data. Based on foreign experience, it is shown how inclusive approaches can contribute to long-term economic growth by optimizing public spending, improving the quality of services, and ensuring social justice. In particular, the possibilities for improving inclusive policies in Kazakhstan are considered, based on the experience of Canada.

Scientific novelty and significance. The study comprehensively assesses the cost-effectiveness of implementing inclusive policies in the public service system in Kazakhstan. In the course of the work, the experience of inclusive governance in Canada is analyzed and its successful models are adapted to the socio-economic situation of Kazakhstan. The study suggests ways in which inclusive policies can improve the quality of public services.

Literature Review. Public services are an important tool for improving the quality of life of citizens, maintaining social stability, and ensuring economic development. Improving the accessibility and efficiency of public services through the implementation of inclusive policies is one of the important tasks of modern public administration.

Table 1 - Theories related to inclusive politics

| No. | Theories | Contents |
|-----|--------------------------------|--|
| 1 | Public Goods Theory | According to the theory, public services should be accessible to all citizens and their consumption should not restrict the rights of anyone. Inclusive policies, supporting this theory, aim to provide equal access to special needs and socially vulnerable groups. The availability of services to all strengthens social equality in society [4]. |
| 2 | Social Justice Theory | According to John Rawls' theory of justice, all institutions in society should operate in accordance with the principles of justice. Adhering to the principles of social justice in the provision of public services is a key goal of inclusive policy. According to this theory, prioritizing the most vulnerable groups increases the effectiveness of public policy [5]. |
| 3 | Social Capital Theory | The theory emphasizes the importance of citizens' interactions with each other and with state institutions. Inclusive policies increase social capital and strengthen citizens' trust in state bodies. This, in turn, improves the quality of public services and increases their efficiency [6]. |
| 4 | New Public Management, NPM | The theory proposes to introduce the principles of efficiency, responsibility and innovation of the private sector in public administration. Inclusive policy is consistent with the principles of NPM, since it is aimed at taking into account the needs of different groups of the population. Improving the quality of public services, bringing them closer to citizens are the main tasks of inclusive governance [3]. |
| 5 | Participatory Democracy Theory | The theory advocates for direct citizen participation in government decision-making. Inclusive politics, based on this theory, ensures that all groups of the population, especially marginalized groups, participate in the process of public governance. This approach increases citizen satisfaction with government services [7]. |

Note: compiled by the authors based on the sources [3,4,5,6,7]



There are several theories that explain the impact of inclusive policies on public services (Table 1). For example, Public Goods Theory, Social Justice Theory, Social Capital Theory, New Public Management, Participatory Democracy Theory can serve as a scientific basis for the implementation and development of inclusive policies in Kazakhstan. Improving the efficiency of public services, ensuring social justice, and expanding citizen participation in public administration are carried out based on these theories. In particular, Huud's work provides ways to optimize public services through market mechanisms. By introducing inclusive policies, services can be targeted at specific target groups, reducing unnecessary costs and allocating resources more efficiently. This approach contributes to increasing the economic efficiency of public services. And NPM supports decentralization, which allows service delivery systems to be tailored to specific needs at the local level [3]. Inclusive policies also build on this principle, aiming to make services more flexible and responsive to individual needs.

Despite the universality of these theoretical foundations, their practical application in Kazakhstan is due to the specifics of the country's system of public administration. The Constitution of Kazakhstan provides for a strong presidential system, where the President has significant powers, including the right to propose amendments to the Constitution and to veto decisions of the Constitutional Council. Parliament also cannot reduce taxes without the consent of the President. This is a significant departure from the ideals of «participatory democracy», which presupposes broader and more direct participation of citizens. Similarly, although NPM principles, such as decentralization, are applied (for example, local budgets cover about 70% of all annual expenditures on education), the overall governance structure retains centralized features [8]. Thus, while these theories provide a sound conceptual framework, their implementation in Kazakhstan is tailored to existing institutional realities and the current «emerging stage» of inclusive policies. Understanding how theoretical ideals are shaped by specific institutional contexts is crucial for academic credibility.

It is also important to consider that demographic changes will also increase the demand for public services and significantly affect their structure. Population growth or decline, changes in the age structure, urbanization and migration processes will change the demand for public services and require them to be more efficient. To adapt to these changes, it is important to introduce inclusive policies, digitalization and modernize regional policies. For example, a UNICEF (2021) report indicates that the increasing number of children with special needs will put additional burdens on the health, education and social protection sectors.

Many countries are implementing various programs and legislative initiatives to effectively integrate children with special needs into the labor market. These measures are aimed not only at increasing social justice, but also at increasing economic efficiency.

In developed countries, the average labor force participation rate for people with disabilities is 40–50%. In some countries, this figure is higher: for example, in Finland, almost 50% of citizens with disabilities participate in the labor market.

Under US law, the Americans with Disabilities Act (ADA), passed in 1990, mandates equal employment opportunities for people with disabilities. While there are no specific quotas for people with disabilities in the labor market, the law does require employers to create workplaces that are adapted to their needs. Economic impact: Employing people with disabilities saves the government \$20 billion a year [9].

In Finland, inclusive workplaces are actively created, special vocational training courses are held for citizens with special needs, their salaries are subsidized by the state. Results: labor participation of people with special needs exceeds 50%. Thanks to inclusive



policies in this country, labor productivity has increased and social equality has been strengthened.

Under Germany's quota system, employers are required to employ 1 person with a disability for every 20 employees. If this requirement is not met, the employer pays a fine for each vacancy. If this is met, the state provides subsidies for the employment of people with disabilities. Economic benefits: In Germany, the participation of people with disabilities in the workforce contributes an additional €50 billion to GDP per year.

Japan is developing special technological solutions for citizens with special needs. For example, adapted workplaces for remote work and the government offers tax breaks to companies that employ employees with special needs. Results: In Japan, the labor market participation of citizens with special needs is 45% .

Materials and methods. A study conducted in Canada analyzed the economic benefits of demographic change and inclusive policies. They showed that inclusive policies contribute to reducing government spending by attracting new participants to the labor market, reducing healthcare costs, and optimizing social benefits [2]. The results of this study can serve as an important example for Kazakhstan.

The fact that inclusive policies are not limited to ensuring social equality is discussed in a World Bank report (2022). The document states that inclusion increases economic productivity by increasing labor market participation.

If we look at the Canadian experience, when developing an inclusive education policy, the state paid special attention to children with special needs. It increased the level of children's school participation by 25% and improved their integration into the labor market by 20% [2]. It also managed to reduce healthcare costs by 10% and social benefits by 20%.

These indicators can undoubtedly serve as an important example for Kazakhstan. The number of children with special needs in our country is increasing every year. According to the National Bureau of Statistics of the Republic of Kazakhstan (2023), the number of children with special needs in the country increased by 15% from 2020 to 2024 [10].

If we look more closely at the Canadian experience, the following computational models and methods were used to determine the results.

1. Reduction in healthcare costs

$$E_{health} = S_{base} - S_{inclusive} \quad (1)$$

where:

E_{health} - health care cost savings (billion tenge). This indicator represents the cost savings in the health care sector after the introduction of inclusive policies.

S_{base} - healthcare costs before the introduction of inclusive policies. The indicator describes the initial costs, that is, the costs when special services are not provided to people with special needs.

$S_{inclusive}$ –health care costs after the introduction of inclusive policies.

This model is a simple economic method for estimating changes in health care costs. It was used in a study by Tompa et al. (2022), which analyzed the impact of inclusive policies on health care costs [2].

Objective: to calculate the reduction in healthcare costs due to the introduction of inclusive policies.



Application: to estimate the budget savings resulting from reducing the burden on healthcare infrastructure.

Result: allows to increase the efficiency of public spending and attract investment in other areas (education, social support) due to cost reduction.

2. Formula for calculating tax revenues

$$T_{tax} = W_{avg} \times N_{work} \times R_{tax} \quad (2)$$

where:

T_{tax} - tax revenues (billion tenge). The amount of additional taxes that will be received by the state budget after the introduction of an inclusive policy.

W_{avg} - average monthly income (thousand tenge). Average monthly income of parents who have joined the labor market.

N_{work} - number of parents newly joining the labor market. Number of people employed as a result of inclusive policies.

R_{tax} - tax rate (%). The amount of tax levied on average income.

The model allows us to estimate the additional tax revenues that would accrue to the budget through increased parental labor force participation as a result of the introduction of inclusive policies. Standard economic modeling is used to estimate labor force participation and tax revenues. Such approaches have been used in a World Bank (2022) report that examined the relationship between labor force participation and tax revenues.

Objective: To determine the impact of inclusive policies on tax revenues by increasing labor market participation.

Application: to estimate the additional tax revenues to the budget resulting from increased parental labor participation.

Result: the share of the working-age population increases, strengthening the state budget, additional revenues reduce social support and help optimize state spending.

3. Multiplicative impact assessment model

$$GDP_{impact} = I_{inclusive} \times M \quad (3)$$

where:

GDP_{impact} - contribution to GDP (billion tenge). Economic added value obtained through inclusive policies.

$I_{inclusive}$ - investments in inclusive policies (billion tenge). Funds spent by the public or private sector on implementing inclusive policies.

M - is the multiplier coefficient. A coefficient that reflects the impact of investments on economic turnover.

The model is used to calculate the contribution of investments to GDP using a multiplier factor [7]. It is discussed in a UNICEF (2021) report and an OECD (2020) study.

Objective: to assess the economic efficiency of investments in inclusive policies and determine their impact on GDP.

Application: determining the long-term economic efficiency of public investments. Estimating the multiplier effect of investments.



Result: the state achieves economic growth by making an additional contribution to GDP, and the economic return on the policy is proven.

4. Assessing the demand for public services

$$S_{demand} = P_{children} \times R_{service} \quad (4)$$

where:

S_{demand} - demand for public services (service units). The total volume of public services provided to children with special needs.

$P_{children}$ - number of children with special needs (persons). The total number of children with special needs as a result of demographic changes.

$R_{service}$ - average ratio of services needed per child. The average number of government services needed per child.

This model is used to assess the burden on public services. Government agencies can use this indicator to plan services and allocate resources, and Created in accordance with the methodology of the National Bureau of Statistics of the Republic of Kazakhstan (2023) [11].

Objective: To determine the changing demand for public services for children with special needs due to demographic changes.

Application: calculating the resources needed to increase the accessibility of public services and optimizing the structure of services.

Result: the efficiency of planning public services and resource allocation will increase, and the flexibility of the service delivery system will be ensured.

5. Economic Benefit

Combining the results obtained using the proposed models, it is possible to determine the overall economic efficiency of inclusive policies:

$$Economic\ Benefit = E_{health} + T_{tax} + GDP_{impact} - S_{demand\ cost} \quad (5)$$

Conclusion: the economic and social impact of inclusive policies can be quantified, providing a rationale for improving the efficiency of public spending and managing the consequences of demographic change.

The proposed calculations allowed us to prove the economic efficiency of inclusive policies, show ways to optimize public spending, and quantitatively assess the impact of demographic changes on public services. For example, through comparative analysis, the specifics and opportunities were identified by comparing Kazakhstan's inclusive policies with international experience. Basic models were used to assess economic efficiency based on economic modeling. Statistical analysis helped to study the relationship between the number of children with special needs and the burden on public services.

Results and discussion. The number of children with special needs in Kazakhstan is increasing every year. That is why, Their number and dynamics are one of the most important aspects of the country's demographic and social policy. According to data from 2024, 232 thousand people with special educational needs were registered in the country, of which the number of children under 18 years of age constitutes a significant proportion [12]. As shown in the figure, the number of children requiring special care is increasing (Figure 1).

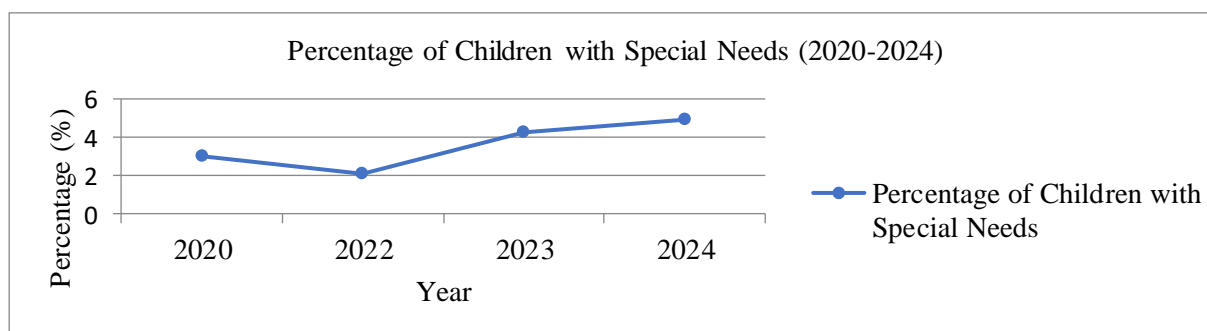


Figure 1 - Dynamics of the number of children with special needs (2020-2024)

Note: compiled by the authors based on the source [12]

The increase in the number of children with special needs not only affects the demographic structure, but also all areas of public services, demonstrates the need to increase their flexibility. And in response to demand, public spending on inclusive needs is increasing significantly.

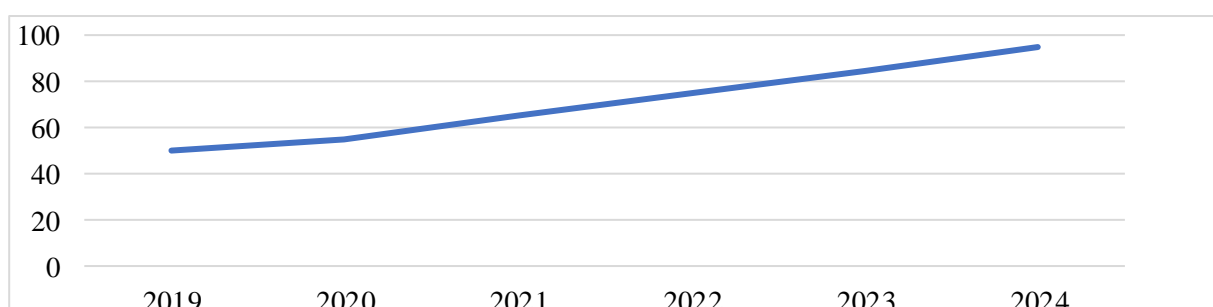


Figure 2 - Dynamics of state spending on children with special needs (2019-2024)

Note: compiled by the authors based on the source

The increase in spending is directly related to the increase in the number of children with special needs. According to the figure, state spending increased from 45 billion tenge in 2019 to 92 billion tenge in 2024, an increase of 104% (Figure 2). This indicates that the range of programs and services for children with special needs is expanding.

Increasing spending on inclusive needs should be seen not as a mere expense, but as a strategic investment in human capital. Given Kazakhstan's aspiration to become a high-income country, such investments have the potential to deliver long-term economic and social benefits. They can lead to reduced future social costs, increased labor productivity, and strengthened social stability. For example, in Kazakhstan, total public spending on health care amounted to 65.3% in 2021 [13], and on education to 10.1% of all public spending in 2022, with about 70% of these funds coming from local budgets. These allocations to inclusive services are crucial for building a healthy and productive population, which ultimately contributes to achieving national development goals.

The research demonstrated the applicability of the proposed economic models to empirically assess the economic impact of inclusive policies in Kazakhstan, using available national statistical data.



The above models allow us to estimate the following:

1. Saving on healthcare costs.
2. Increased tax revenues due to increased labor force participation.
3. Contribution to GDP.
4. Demand for government services.

Data-driven analysis:

1. Saving on healthcare costs:

$$E_{health} = S_{base} - S_{inclusive} = 30 - 27.5 = 2.5 \text{ billion tenge}$$

Explanation: Initial hypothetical savings were 2.5 billion tenge. Per capita healthcare spending in Kazakhstan increased to 1,114 USD in 2021, with the share of government spending in total healthcare spending being 65.3% [14]. The Ministry of Health is actively working to expand coverage of compulsory health insurance, planning to include more than a million unemployed and vulnerable citizens at the expense of local and regional budgets by 2026 [15].

Rather than simply «savings», it is important to think of this as a cost-effectiveness or cost-effectiveness of healthcare spending. This is not simply a matter of cost-cutting, but of more efficient allocation of resources. The increasing number of children with special needs means an increasing demand for specialized, long-term care. Inclusive policies, by promoting early intervention and integration, can alleviate this long-term burden, shifting the focus from crisis management to preventive and supportive care. This is consistent with the concept of cost-effectiveness.

2. Increase in tax revenues:

$$T_{tax} = W_{avg} \times N_{work} \times N_{tax} = 150 \times 15 \times 0.1 = 225.0 \text{ million tenge}$$

Explanation: As a result of the inclusion of children with special needs in an inclusive environment, parents returned to work, and the state budget received an additional tax of 225 million tenge. Where: – average salary (150 thousand tenge), – number of parents who returned to work (15 people), – tax rate (10%).

The overall unemployment rate in Kazakhstan is 4.7% [16]. However, while 62% of the 690,000 disabled people in Kazakhstan are of working age, only 39% are employed. This means that a significant proportion of able-bodied disabled people do not participate in the formal economy. In addition, parents of children with autism spectrum disorders (ASD) face significant difficulties in maintaining employment: 55-60% of mothers and 10-20% of fathers face unemployment or reduced working hours due to care needs [17]. The average wage in Kazakhstan is approximately US\$9,593 per year, 15 and the income tax rate is 10%.

Inclusive employment measures (quotas, subsidies) exist, but their effectiveness is limited. Increasing the participation of these groups in the labor force not only increases tax revenues, but also increases GDP and reduces reliance on social benefits. Increasing the employment of people with disabilities and their caregivers has a multiplier effect beyond direct tax revenues. It increases household incomes, which leads to increased consumption and broader economic activity. It also reduces reliance on social assistance programs, freeing up public funds for other investments. This contributes to social stability and reduces the participation of people with disabilities in the «shadow economy».



3. Contribution to GDP:

$$GDP_{impact} = I_{inclusive} \times M = 10 \times 1.5 = 15.0 \text{ billion tenge}$$

Explanation: The 10 billion tenge investment in inclusive policies contributed an additional 15 billion tenge to GDP through the multiplier effect of the economy. This indicates a high economic return on investment.

Inclusive policies, seen as investments in human capital, directly contribute to GDP growth by expanding the productive workforce and stimulating innovation. This is consistent with the goal of shifting Kazakhstan's economic growth model toward human capital development [18].

4. Demand for public services:

$$S_{demand} = P_{children} \times R_{service} = 203000 \times 1.2 = 243600 \text{ service units}$$

Explanation: The demand for public services for 203,000 children with special needs amounted to 243,600 service units. This indicates an average of 1,2 services per child (e.g., education, medical support, social services).

The growing number of children with special needs requires proactive, rather than reactive, planning of public services. This means anticipating future demand and effectively allocating resources in education, health and social protection to avoid system overload and ensure the quality of services.

Overall conclusion:

- In the healthcare sector, 2,5 billion tenge were saved.
- Tax revenues increased by 225 million tenge.
- The contribution to GDP was 15 billion tenge.
- The demand for public services is 243,600 service units.

An analysis of inclusive policy in our country, taking into account both theoretical foundations and comparative international experience, as well as empirical data, allows us to formulate a number of key recommendations and identify areas for further research.

We propose the following solutions to effectively implement this policy:

1. Improve data collection and integration: To conduct more robust empirical analysis and inform evidence-based policy, it is essential to establish a comprehensive, cross-sectoral system for collecting data on inclusive needs and policy outcomes. This includes detailed data on expenditures, inclusive education outcomes, health services, and labor force participation, which will allow progress to be monitored and strategies to be adjusted [19].

2. Targeted investments in human capital: Strategic investments in inclusive education and health care are needed, with a focus on early diagnosis and intervention, training of professionals (teachers, health workers), and the development of accessible infrastructure, especially in rural areas where shortages are most evident. These investments should be seen as long-term contributions to the productivity and well-being of the nation.

3. Strengthening labor market integration: It is necessary to strengthen the implementation of employment quotas for people with disabilities and subsidies for employers [20]. In addition, it is necessary to develop programs that support the return of caregivers of people with disabilities to the labor market. It is important to actively combat public prejudices regarding the employment of people with disabilities and highlight their potential contribution to the economy.



4. Policy adaptation: Due to the significant institutional, socio-economic and cultural differences between Kazakhstan and developed countries, direct copying of foreign models is ineffective. It is recommended to use a specific approach, focusing on adapting the principles and mechanisms of inclusion (e.g., the German quota system, Japan's technological solutions) to the unique context of Kazakhstan. In doing so, aspects such as the level of corruption, the effectiveness of the judicial system and issues of income inequality should be taken into account.

Analysis of the social and economic aspects of inclusive policy shows its multifaceted effectiveness for the state. The expansion and development of inclusive policy at the state level not only improves the quality of life of citizens with special needs, but also contributes to the stability and growth of the national economy. This policy is an important tool for ensuring equality, justice and inclusive development in society in the long term.

Conclusion. Inclusive policies are not only a social necessity but also a powerful tool for achieving sustainable economic growth and social stability in Kazakhstan. The analysis shows that despite significant achievements in economic development, the country faces unique challenges, such as resource dependence and income inequality, which inclusive policies aim to alleviate.

The growing number of children with special needs requires proactive and integrated approaches to public service delivery. Increased public spending on these goals should be seen as an investment in human capital, which can yield long-term benefits, including improved health care spending and increased tax revenues from increased labor force participation. The low employment rates of people with disabilities and their caregivers represent significant untapped economic potential that can be unlocked through targeted policy measures.

A critical comparative analysis of international models shows that it is inappropriate to directly copy foreign practices. Instead, Kazakhstan should adapt the basic principles of inclusion, taking into account its own institutional, socio-economic and cultural characteristics. This includes strengthening the governance system, combating corruption, improving the efficiency of the judiciary and creating a more inclusive public consciousness.

Overall, inclusive policies in Kazakhstan have the potential to not only improve the quality of life of vulnerable groups, but also to stimulate economic growth, strengthen social justice, and enhance the long-term sustainability of the national economy. Further evidence-based empirical research and targeted policy interventions will be crucial to realize this potential.

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ИНКЛЮЗИВТІ САЯСАТТЫ ЕНГІЗУ АРҚЫЛЫ МЕМЛЕКЕТТІК ҚЫЗМЕТТЕРДІҢ ЭКОНОМИКАЛЫҚ ТИІМДІЛІГІН АРТТЫРУ

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Түйін. Әлеуметтік-демографиялық күрделіліктің артуы және мемлекеттік қызметтердің әділ ұсынылуына сұраныстың өсуі жағдайында инклюзивті саясат мемлекеттік басқарудағы стратегиялық басымдыққа айналды. Бұл зерттеу Қазақстанның мемлекеттік қызмет көрсету жүйесіне инклюзивті тәсілдерді енгізудің экономикалық тиімділігін, әсіресе ерекше білім беру қажеттіліктері бар балаларға көрсетілетін қызметтер тұрғысынан бағалайды. Зерттеу халықаралық салыстырмалы талдау, статистикалық деректер және экономикалық модельдеуге негізделген. Әлеуметтік әділеттілік теориясы, Жаңа мемлекеттік менеджмент және Қатысушы демократия



теориясы негізгі әдіснамалық негізді құрайды. Канада, Финляндия, Германия және Жапония тәжірибесі инклюзивті саясат денсаулық сақтау шығындарын азайтып, еңбек нарығына қатысуды кеңейтіп, ЖІӨ-нің мультипликативтік әсері арқылы ұзақ мерзімді инвестициялық қайтарым беретініне дәлел болады. Қазақстанда 2020–2024 жылдар аралығында ерекше қажеттіліктері бар балалар саны 65,8%-ға артты. Бұл білім беру, денсаулық сақтау және әлеуметтік қорғау салаларында жедел реформалар қажеттігін айқындайды. Зерттеуде жасалған экономикалық модельдер денсаулық сақтау шығындарын үнемдеу, салық түсімдерінің өсу әлеуеті және мемлекеттік қызметтерге сұраныстың артуын сандық тұрғыдан бағалайды. Зерттеу нәтижелері инклюзивті басқару әлеуметтік теңсіздікті азайтып қана қоймай, сонымен бірге фискалдық тұрақтылық пен институционалдық орнықтылықты қамтамасыз ететін тиімді тетік екенін дәлелдейді. Ұсынылған әдіснама инклюзивті мемлекеттік қызметтерді жобалау, бағалау және оңтайландыруға арналған практикалық әрі деректерге негізделген құралдарды ұсынады. Бұл тәсіл тұрақты дамудың негізін нығайтып, елдің ұзақ мерзімді бәсекеге қабілеттілігін арттырады.

Түйінді сөздер: демографиялық өзгерістер, ерекше қажеттілігі бар балалар, инклюзивті саясат, мемлекеттік қызметтер, экономикалық тиімділік, әлеуметтік теңдік, қоғамдық инфрақұрылым.

ПОВЫШЕНИЕ ЭКОНОМИЧЕСКОЙ ЭФФЕКТИВНОСТИ ГОСУДАРСТВЕННЫХ УСЛУГ ЧЕРЕЗ ВНЕДРЕНИЕ ИНКЛЮЗИВНОЙ ПОЛИТИКИ

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Резюме. В условиях усложнения социально-демографических проблем и увеличения спроса на справедливые государственные услуги инклюзивная политика становится стратегическим приоритетом государственного управления. Настоящее исследование оценивает экономическую эффективность интеграции инклюзивных подходов в систему государственных услуг Казахстана, с особым акцентом на услуги для детей с особыми образовательными потребностями. Работа опирается на международный сравнительный анализ, статистические данные и экономическое моделирование. Теоретическую основу составляют теория социальной справедливости, концепция нового государственного менеджмента и теория партисипативной демократии. Опыт Канады, Финляндии, Германии и Японии подтверждает, что инклюзивная политика снижает расходы на здравоохранение, расширяет участие в рынке труда и обеспечивает долгосрочную отдачу от инвестиций за счет мультипликативного эффекта в ВВП. В Казахстане число детей с особыми потребностями увеличилось на 65,8% в период 2020–2024 гг., что подчеркивает необходимость срочных реформ в образовании, здравоохранении и социальной защите. Разработанные в исследовании экономические модели позволяют количественно оценить экономию бюджетных расходов, потенциальный рост налоговых поступлений и прогнозируемый спрос на государственные услуги. Результаты исследования показывают, что инклюзивное управление является действенным инструментом снижения социального неравенства, одновременно обеспечивая фискальную стабильность и институциональную устойчивость. Предложенная методика предоставляет практические и научно обоснованные инструменты для проектирования, оценки и оптимизации инклюзивных государственных услуг. Такой подход укрепляет основы устойчивого развития и повышает долгосрочную конкурентоспособность страны.

Ключевые слова: демографические изменения, дети с особыми потребностями, инклюзивная политика, государственные услуги, экономическая эффективность, социальное равенство, общественная инфраструктура.



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