

Online Conference

**“HUMAN RESOURCE MANAGEMENT IN CIVIL SERVICE AMID COVID-19:
BEST PRACTICES AND SOLUTIONS”**

jointly organized by the Astana Civil Service Hub, the Ministry of Personnel Management of the Republic of Korea, the Agency of the Republic of Kazakhstan for Civil Service Affairs

Background: COVID-19 pandemic is one of the greatest challenges faced by governments around the world. It is a time the public sector plays a crucial role in responding, mitigating, and helping resolve the crisis. In this vein, the effectiveness of public administration is of primary importance.

Apparently, the pandemic launched a completely new reality, introduced drastic changes in the work of the civil service in many countries. The new reality is characterized by a change in targets and values, swift and effective government decision making, an emergency transition of business processes to a digital platform and agile planning.

Today, the civil service of most countries has switched to telecommuting arrangements. This is the first and unique experience for many civil service systems that remained supporters of the traditional bureaucratic form of organization. In turn, this led to specific changes in the civil service human resources management system including civil service rules for home-based work, wage subsidies, sick leaves, effective business continuity and self-management, teamwork, maintaining social interactions with colleagues, maintaining high levels of motivation and performance etc.

Consistent with its mission and with overall purpose to contribute to a global exchange of experiences, knowledge and best practices in applying innovations and finding best fit solutions aimed at improving the effectiveness of responses in the governance, civil service and public service delivery areas in the context of COVID 19, the Astana Civil Service Hub in partnership with the the Ministry of Personnel Management of the Republic of Korea, Agency of the Republic of Kazakhstan for Civil Service Affairs is organizing an online conference on **“Human Resource Management in Civil Service amid COVID-19: Best Practices and Solutions”**.

Objectives: The conference aims to focus on a discussion of the latest developments, emerging challenges, as well as rapid solutions in Human Resource Management in civil service during COVID-19 induced crisis, including:

- sharing expertise, achievements and lessons learnt;
- look at progressive, effective and innovative tools in HRM;
- contribute to a global exchange of practical experiences and knowledge;
- and enhance further ways of cooperation and partnership, including peer to peer learning schemes.

Audience: Representatives of specialized agencies of ACSH participating countries, professional organizations and associations, academies, universities and institutes, as well as international organizations.

CONFERENCE AGENDA
“HUMAN RESOURCE MANAGEMENT IN CIVIL SERVICE AMID COVID-19:
BEST PRACTICES AND SOLUTIONS”

Date: June 17, 2020

Time: 11:00 AM (Nur-Sultan time)

Join Zoom Meeting LINK:

<https://undp.zoom.us/j/97610130205?pwd=a0ZOL2pzSVk2ZzByeHUzMDdKZmNRUT09>

Meeting ID: 976 1013 0205

Password: 448473

Working languages: English; Russian; Korean.

Simultaneous interpretation will be provided.

10:45-11:00 **Registration, checking devices**

11:00-11:20 Welcoming Remarks

- **Mr. Alikhan BAIMENOV**, Chairman of the Steering Committee of the Astana Civil Service Hub
- **Mr. Seo-chong HWANG**, Minister of Personnel Management of the Republic of Korea
- **Ms. Anar ZHAILGANOVA**, Chairperson of the Agency of the Republic of Kazakhstan for Civil Service Affairs / Member of the Steering Committee of the Astana Civil Service Hub
- **Ms. Tatyana TEPLOVA**, Head of Division, Policy Coherence for SDGs, Senior Counsellor, Head of Gender, Justice and Inclusiveness, OECD Directorate for Public Governance / Member of the Steering Committee of the Astana Civil Service Hub

Moderator: Ms. Tolkyun OMAROVA, Project Expert, Astana Civil Service Hub

Countries – Presentations & Reflections

11:20-11:40 Experience of Korea

Mr. In-chul SHIN, Director, Human Resources Policy Division, Ministry of Personnel Management of the Republic of Korea

“Covid-19 response policy of Korea and Recruitment”

Mr. Seok AHN, Director, Government Discipline Division, Ministry of Personnel Management of the Republic of Korea

“Workstyle change”

11:40-11.50 **Experience of Kazakhstan**

Mr. Duman ABILEV, Deputy Director, Civil Service Department, Agency of the Republic of Kazakhstan for Civil Service Affairs

“Kazakhstan's Experience in Introducing New Forms of Work for Civil Servants to Prevent the Spread of COVID-19”

11:50-12:00 **Experience of Ukraine**

Ms. Nataliia Aliushyna, Civil Service Human Resources Expert, Director, General Department of Human Resources Management in the Civil Service, National Agency of Ukraine for Civil Service in 2017-2019

“Ukraine's Public Service in the time of COVID-19: Best Practices and Innovations”

12:00-12:10 **Experience of Uzbekistan**

Ms. Zulfiya MAMATOVA, Chief Inspector, Agency for Development of Public Service under the President of Uzbekistan

“Public Service Personnel Management of the Republic of Uzbekistan in a Pandemic: Issues and Solutions”

International Organizations -Presentations & Reflections

12:10-12:20 **OECD**

Mr. Daniel GERSON, Project Manager, OECD Directorate for Public Governance

Returning to work after the Covid-19: What next for the Public Service Workforce?

12:20-12.30 **HR Association of Kazakhstan**

Ms. Gulmira RAISSOVA, Chairperson of the Coordinating Council,
«HR during the pandemic: Results of a Kazakhstan study, April-May 2020»

12:30-12.40 **Ernst & Young, Kazakhstan**

Mr. Damir DEMINOV, Senior Manager, Advisory Services
People Management in the “new normal”

12:40-13:00 **Q&A and Closing remarks**