THE IMPACT OF OPEN GOVERNMENT DATA ON THE TRUST AND SATISFACTION OF CITIZENS WITH STATE INSTITUTIONS IN KAZAKHSTAN

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Abstract. *In an era characterized by increasing demands for transparency and accountability, Open Government Data (OGD) initiatives have emerged as a critical tool for fostering public trust in government institutions. This paper examines the direct impact of the results of OGD on the satisfaction of citizens and the activities of state institutions. The main purpose of this paper is to study whether there is a link between the availability of OGD and institutional trust, and, if so, to establish whether this effect can guarantee the satisfaction of citizens. The study involved a large-scale survey conducted among residents of the Turkestan region. The survey encompassed questions related to trust in various government entities, the usage of OGD, satisfaction with government services, and socio-demographic factors. Data collected from 360 respondents were subjected to rigorous statistical analysis. A substantial positive correlation between OGD availability and usage and citizens' trust in government institutions, particularly among frequent internet users, was found. Additionally, the study revealed that OGD positively influences citizens' satisfaction, which, in turn, contributes to increased trust in government. OGD initiatives play a vital role in enhancing trust in government institutions, particularly in digitally connected populations. Recognizing the mediating role of satisfaction presents opportunities*

for policymakers to refine strategies aimed at delivering higher-quality public services and strengthening democratic processes.

Keywords: *Open Government Data; trust and satisfaction of citizens; analytical statistics; linear regression; SEM methodology; E-government.*

Reikšminiai žodžiai: *atviros vyriausybės duomenys; piliečių pasitikėjimas ir pasitenkinimas; analitinė statistika; linijinė regresija; SEM metodika; e. valdžia.*

Introduction

In the rapidly evolving landscape of modern governance, the effective utilization of Open Government Data (OGD) has emerged as a critical determinant of public trust and satisfaction with governmental institutions (Talukder et al. 2019). With societies becoming increasingly reliant on data-driven decision-making, understanding the interplay between OGD, citizens' trust, and satisfaction has taken center stage in the realm of public policy and administration (Almuqrin et al. 2022).

The urgency of this research stems from the evolving landscape of governance, marked by increasing expectations for transparency, accountability, and citizen participation. OGD, with its potential to enhance government-citizen interactions, has become an important tool. Understanding how OGD influences trust and satisfaction is vital for policymakers striving to strengthen the foundations of democratic governance (Pickering et al. 2022).

Academic findings reveal that the government digitalization process is expected to bring a wide range of potential benefits which are usually linked to Public Value Management (Luna et al. 2015) – an approach that balances efficiency and a set of social and democratic values (Tagscherer and Carbon 2023).

In particular, this paper assesses the effect of OGD on citizens' trust, one of the potential effects of openness (Grimmelikhuijsen and Meijer 2014).

The development of Web 2.0, together with previous findings in the areas of information and communication technologies (ICT) and e-government, leads governments and academics to explore the potential benefits of OGD, such as fostering citizens' trust in public institutions (Alexopoulos et al. 2013). The reasons for this are the necessity of the transparency of government administration and the effective interaction of government bodies at all levels with civil society institutions, which increases the quality of state services in order to improve the activity of the state (Junusbekova 2013).

OGD can also contribute to the development of new public services in many different ways. While it is the basis for open government initiatives, which promote transparency and allow citizens to improve democratic accountability, its economic benefits are not limited to the public sector, and there is some evidence which supports the notion that OGD positively affects innovation and the economy.

However, the utilization of OGD by private companies is in its early stages, so its effect on the creation of economic value is still unclear (Maikova and Simonova 2014).

This work sheds light on this relationship by considering the direct effect of OGD on citizens' satisfaction with public institutions and outcomes. Additionally, it also assesses how citizens perceive public services, democracy and economy, which is an antecedent of institutional trust in the context of OGD.

Previous studies have shown that ICT applications in government have different impacts on expected outcomes, such as trust, when social and demographical variables are considered (Yuan et al. 2023). Nevertheless, little is known about these moderating effects in the field of OGD and trust. In this article, the attempt is made to bridge this gap by studying the moderating role of gender, age, level of education, use of the Internet and political ideology in the proposed relational model.

The relevance of this paper is based on its capacity to contribute empirically grounded knowledge, offering an understanding of the role of OGD in shaping citizens' perceptions and expectations. This understanding, in turn, can inform strategies to strengthen public policy and administration in the contemporary, data-driven context.

This paper sets out to establish whether there is a link between the availability of OGD and institutional trust and, if there is, whether its impact is mediated by citizens' satisfaction. In a context in which trust in institutions has been declining in many countries, anything that could reverse this trend is likely to be of interest.

The remainder of this paper is organized as follows. First, it outlines the background of this study in terms of OGD, citizens' trust and satisfaction. Consequently, the research hypothesis is developed, and then the data and methodology are explained. Next, the results are reported, before conclusions, limitations, and proposals for further research are explained.

Literature review

E-government has evolved toward open government, an innovative governance method based on the availability of OGD to promote transparency and interaction between government and citizens (Susha et al. 2015). The reason for this is the necessity of the transparency of government administration and the effective interaction of government bodies at all levels with civil society institutions, which increases the quality of state services in order to improve the activity of the state (Tavares and da Cruz 2020).

In addition, the OECD considers that OGD promotes transparency, accountability and value creation by making government data available to all (OECD 2017).

Public value is considered as a valid theory to assess the impact of OGD on trust because, according to this management method, governments should not only provide public services stressing value for money and financial performance, but should also promote a range of social public values through participation and collaboration (Bannister and Connolly 2011). For instance, Benington (2011) proposed four dimensions for public value: economic, social and cultural, political, and ecological. Other authors identified three key categories of public value: services, outcomes, and trust (Kelly et al. 2002).

One of the first attempts to clarify how trust is connected to OGD was carried out by Grimmelikhuijsen and Meijer (2014), who studied the effects of open data in terms of transparency, privacy, security, and trust, considered as intangible public values, as

well as the relationships and trade-offs between them. Through the analysis of two case studies, they stressed that when OGD can be reused and results can be replicated, trust is enhanced. Lee et al. (2019) also found that OGD has a positive effect on social capital that comprises institutional trust, but only when mediated by the rule of law or control over corruption. Accordingly, for the purposes of this paper, citizens' trust in the following national institutions is assessed: the national parliament, the legal system, politicians, and the political parties of the Republic Kazakhstan.

Since 2010, Kazakhstan has officially introduced a system of annual assessment of the effectiveness of the activities of state bodies (Decree of the President of the Republic of Kazakhstan No. 136, August 26, 2019). Within the framework of this system, an assessment is carried out regarding the activities of state bodies, including in the direction of the "interaction of the state body with individuals and legal entities," according to the following criteria: the quality of the provision of public services, the openness of the state body (open government), as well as the consideration of complaints and applications from individuals and legal entities. In the authors' opinion, it is necessary to analyze and evaluate the effectiveness of each body considering the peculiarities of its functioning in modern conditions (Junusbekova 2015).

Trust and satisfaction are closely connected, but it is necessary to clarify the causal relationship between both. Following the definition of citizens' trust in institutions, it reflects citizens' beliefs and expectations about how individuals from different institutions will behave in the future. On the other hand, satisfaction is an expression of how citizens' current needs and expectations are met by governmental institutions. In other words, as stated by Weber et al. (2017), "trust is a future-based belief that politicians will be able to generate expected outcomes, whereas satisfaction is a retrospective view of outcomes generated by government." These authors considered satisfaction with the government, democracy and economy, as well as trust in politicians, political parties and policies.

The quality of public services can be improved by new regulations, standards and innovative solutions to solve social problems that rely on OGD (Yung 2015).

The improvement of education and health care, among other services, adds social value for citizens thanks to OGD (Pereira et al. 2017).

To summarize, there is evidence to support the idea that citizens' satisfaction with public service and public performance have a significant positive effect on institutional trust, but this relationship still needs to be empirically tested in the context of OGD. This paper contributes to this debate by testing the following hypotheses.

Hypothesis 1: OGD has a positive impact on citizens' trust and satisfaction in institutions.

Hypothesis 2: The relationship between OGD and citizens' trust in institutions is mediated by citizens' satisfaction.

Materials and methods

This study employs a structural equation modeling (SEM) methodology (Ringle et al. 2023). This method collects several statistical and analytical techniques that allow a

hypothesized set of relationships of a conceptual model established by the researcher to be translated into equations. It tests both direct and indirect effects on pre-assumed causal relationships and is applied in the following methods: descriptive analytics (the Kolmogorov–Smirnov, Shapiro–Wilk tests of normality and the normal Q–Q plot of standardized residuals); diagnostic analytics (partial correlations, linear regression); and predictive analytics (chi-squared test statistics).

These instruments collectively facilitated our in-depth analysis of the relationships between OGD, trust, satisfaction, and demographic factors, providing valuable insights into citizens' perceptions in the Turkestan region of Kazakhstan.

The social survey data was collected between September 2022 and March 2023. For the purposes of this paper, the analysis was conducted in the Turkestan region, considering a sample of 360 observations. To select our participants, we employed a stratified random sampling technique. This method involved dividing the Turkestan region into distinct strata or groups based on relevant demographic characteristics such as age, gender, and education level. We then randomly selected participants from each stratum to ensure a representative and balanced sample.

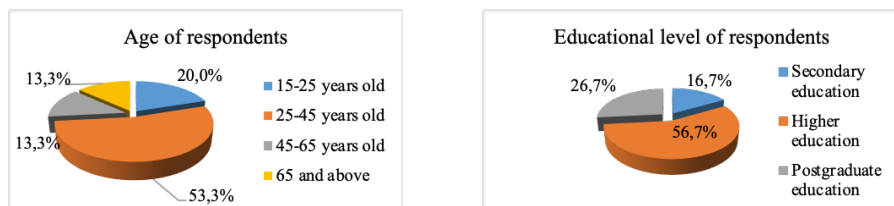Figure 1 shows information about the demographic profile the age and the level of education of the respondents.

Figure 1. *Age and educational level of respondents*
Source: Authors' elaboration

Among the 360 respondents, 42% were male and 58% female. The questionnaire was distributed using a diversified approach to ensure a diverse and representative sample. Firstly, we employed traditional e-mail distribution. Secondly, we utilized group posts within community organizations and local forums. This approach helped us tap into community networks and gather responses from individuals who are actively engaged in regional affairs and governance discussions. Additionally, direct interaction was employed through interviews. This method ensured that respondents who may have limited literacy or internet access could still participate and share their perspectives. The choice of the Turkestan region as the distribution area was deliberate: it was selected because it represents a microcosm of broader governance challenges and opportunities in Kazakhstan. The region's demographic diversity, including urban and rural areas, provided a well-rounded view of citizens' attitudes towards OGD, trust, and satisfaction.

To conduct the SEM methodology, SPSS 23 and R statistical software were used.

The proposed SEM model is composed of fourteen variables that were obtained directly from the survey sources cited in Table 1.

Table 1. *Descriptive analysis of variables and percentages*

No.	Variable	Assessment		
1	Trust in Kazakhstan Parliament (TRST-PT)	High – 3.3 %	Average – 63.3 %	Low – 33.3 %
2	Trust in legal system (TRST-LS)	High – 6.7 %	Average – 63.3 %	Low – 30.0 %
3	Trust in politicians (TRST-PLT)	High – 6.7 %	Average – 66.7 %	Low – 26.7 %
4	Trust in political parties (TRST-PP)	High – 3.3 %	Average – 56.7 %	Low – 40.0 %
5	Trust in President of Kazakhstan (TRSTP-PRS)	High – 33.3 %	Average – 56.7 %	Low – 10.0 %
6	Trust in to be democratic country in the future (TRST-DC)	High – 20.0 %	Average – 56.7 %	Low – 23.3 %
7	Satisfaction with the country's economy (STFE-ECO)	High – 10.0 %	Average – 66.7 %	Low – 23.3 %
8	Satisfaction with the government (STFE-GOV)	High – 10.0 %	Average – 56.7 %	Low – 33.3 %
9	Satisfaction with the life (STFE-LIFE)	High – 40.0 %	Average – 56.7 %	Low – 3.3 %
10	Satisfaction with the state of education (STFE-EDU)	High – 10.0 %	Average – 76.7 %	Low – 13.3 %
11	Satisfaction with the state of health care services (STFE-HLTH)	High – 16.7 %	Average – 70.0 %	Low – 13.3 %
12	Internet access method	Computer 12.7%	Smartphone 73.3 %	Laptop 14.7%
13	Internet usage rates	Sometimes 23.3 %	Daily 73.3 %	Never 3.3 %
14	Ideology	50–70 53.3 %	0–50 46.7 %	70–100 0.0 %

Source: Authors' elaboration

Results and discussion

The principal objectives of this study were the investigation and analysis of how OGD affects citizens' trust in institutions and citizens' satisfaction, as well as the mediating role of satisfaction between OGD and citizens' trust. The results shed light on the relationship between OGD, trust, and satisfaction among citizens. Figure 2 demonstrates information about the index of respondents' assessments of the quality and availability of information in the OGD portal.
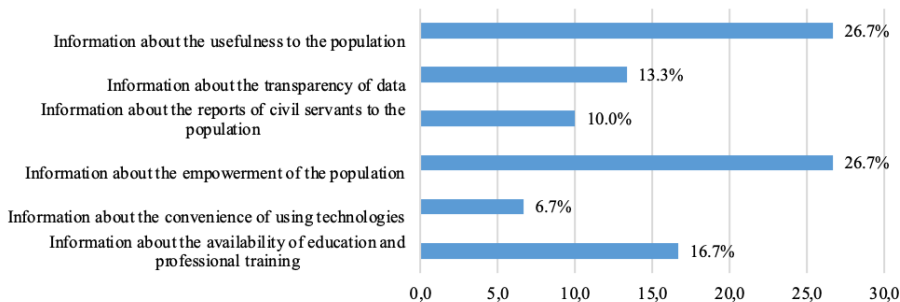
Figure 2. *The index of respondents' assessments of the quality and availability of information in the OGD portal*
Source: Authors' elaboration

Initially, we conducted a descriptive statistical analysis of the variables (Table 2) to assess their normality, aiding in the selection of subsequent analytical methods. Subsequently, diagnostic analytics and predictive analytics were applied.

Table 2. *The Kolmogorov–Smirnov and Shapiro–Wilk tests of normality*

Tests of Normality							
		Kolmogorov–Smirnov[a]			Shapiro–Wilk		
Variables		Statistic	df.	Sig.	Statistic	df.	Sig.
1	Age	0.320	360	*0.000*	0.821	360	*0.000*
2	Gender	0.506	360	*0.000*	0.449	360	*0.000*
3	Education degree	0.294	360	*0.000*	0.790	360	*0.000*
4	Use of internet	0.460	360	*0.000*	0.552	360	*0.000*
5	Internet usage rates	0.449	360	*0.000*	0.586	360	*0.000*
6	Ideology	0.358	360	*0.000*	0.635	360	*0.000*
7	Trust in Kazakhstan Parliament	0.406	360	*0.000*	0.625	360	*0.000*
8	Trust in legal system in Kazakhstan	0.402	360	*0.000*	0.638	360	*0.000*
9	Trust in politicians in Kazakhstan	0.419	360	*0.000*	0.619	360	*0.000*
10	Trust in political parties in Kazakhstan	0.371	360	*0.000*	0.647	360	*0.000*
11	Trust in to be democratic country in the future	0.355	360	*0.000*	0.710	360	*0.000*
12	Trust in President of Kazakhstan	0.353	360	*0.000*	0.721	360	*0.000*
13	Satisfaction with the life	0.363	360	*0.000*	0.693	360	*0.000*

Tests of Normality							
		Kolmogorov–Smirnov[a]			Shapiro–Wilk		
Variables		Statistic	df.	Sig.	Statistic	df.	Sig.
14	Satisfaction with the country's economy in Kazakhstan	0.415	360	*0.000*	0.630	360	*0.000*
15	Satisfaction with the state of education in Kazakhstan	0.465	360	*0.000*	0.545	360	*0.000*
16	Satisfaction with the state of health care in Kazakhstan	0.427	360	*0.000*	0.619	360	*0.000*
17	Satisfaction with the government's job	0.364	360	*0.000*	0.678	360	*0.000*
Significance: *p > 0.05*							

Source: Authors' elaboration

According to the results the Kolmogorov–Smirnov and Shapiro–Wilk tests of normality, the variables have a normal distribution and a direct linear relationship, which means that we should use parametric tests. It is clear that the statistical significance of the p value is less than 0.05 ($p < 0.05$), which means that we can use further parametric tests for more in-depth analysis. The parametric tests that we used were diagnostic analytics and predictive analytics.

Several scholars, such as Metilelu et al. (2023), have emphasized the significance of normality tests such as the Kolmogorov–Smirnov and Shapiro–Wilk tests in determining whether a dataset follows a normal distribution.

Moreover, the utilization of Q–Q plot graphs, as demonstrated in Figure 3, is in line with the broader statistical literature. These graphs are widely recognized for their effectiveness in assessing the normality of data distribution visually. They allow researchers to observe deviations from normality, if any, through the pattern of data points on the graph.
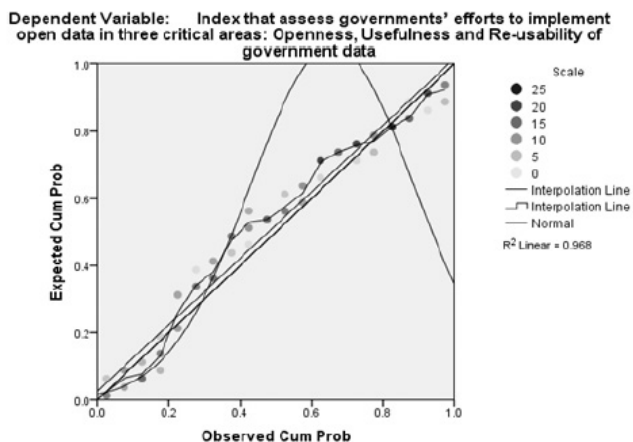

Figure 3. *Normal Q–Q plot of standardized residuals*
Source: Authors' elaboration

On the graph, the values of the quintiles of the standard normal distribution are plotted on the X-axis of the normal Q–Q plot graph, and the corresponding values of the quintiles of the dataset are plotted on the Y-axis. From the perspective of this research, it may be concluded that the observed data is normally distributed.

Table 3. *Partial correlation estimation*

Control Variables		(STFE-ECO)	(STFE-HLTH)	(STFE-LIFE)	(STFE-EDU)	(STFE-GOV)
(TRST-PT)	Strength Correlation	-	0.589	0.666	0.575	−0.129
	Significance (2-tailed)	-	*0.000*	*0.000*	*0.000*	*0.014*
	df.	0	360	360	360	360
(TRST-LS)	Strength Correlation	0.589	-	0.586	0.322	−0.060
	Significance (2-tailed)	*0.000*	-	*0.000*	*0.000*	*0.258*
	df.	360	0	360	360	360
(TRST-PLT)	Strength Correlation	0.666	0.586	-	0.726	0.090
	Significance (2-tailed)	*0.000*	*0.000*	-	*0.000*	*0.090*
	df.	360	360	0	360	360
(TRST-PRS)	Strength Correlation	−0.129	−0.060	0.090	-	0.016
	Significance (2-tailed)	*0.014*	*0.258*	*0.090*	-	*0.765*
	df.	360	360	360	0	360
(TRSTP-DC)	Strength Correlation	0.098	0.076	0.148	0.389	0.082
	Significance (2-tailed)	*0.000*	*0.000*	*0.000*	*0.000*	*0.122*
	df.	360	360	360	360	360
Dependent variable: Index that assesses the government's efforts to implement OGD in three critical areas: openness, usefulness, and re-usability of government data. *Significance: $p > 0.05$*						

Source: Authors' elaboration

As we can see, there is a relationship between the variables and OGD in terms of the strength of the correlation. The significance of the correlation coefficients show the strong correlation between variables. The variable *satisfaction with the work of the government* had a strong correlation with the following variables: trust in the Kazakh parliament (0.014); trust in the legal system of Kazakhstan (0.258); trust in the politicians of Kazakhstan (0.090); trust in the President of Kazakhstan (0.765); and trust that the country will be democratic in the future (0.122). Then, the variable *trust in the President of Kazakhstan* also had a strong correlation with the following variables: satisfaction with the country's economy in Kazakhstan (0.014); satisfaction with the state of health care

in Kazakhstan (0.258); and satisfaction with life (0.090). Between OGD and people's satisfaction with the government and the president of the country, significant aspects are shown. This means that these two types of spheres should be improved. That is, these two areas are becoming more crucial for people in this region in terms of trust and the satisfaction of people with state institutions.

Satisfaction with the government's performance emerged as a key mediator between OGD and citizens' trust. The strong correlation between satisfaction with the government's work and trust in political institutions indicates that a satisfied citizenry is more likely to trust its leaders. This finding aligns with previous research, highlighting the importance of public satisfaction in building trust (Maragno et al. 2023).

Table 4. *Linear regression*

Model Summary[b]					
Model	*R*	*R* **Square**	**Adjusted** *R* **Square**	**Std. Error of the Estimate**	**Durbin–Watson**
1	0.688[a]	0.474	0.447	1.533	*1.886*
Durbin–Watson (D = complete absence of multicollinearity) $D < 2.0$					
Linear Regression Coefficients[a]					

Model		**Unstandardized Coefficients**		**Standardized Coefficients**			
		B	**Std. Error**	**Beta**		*t*	*p*
2	(Constant)	−1.154	1.605			−0.719	*0.474*
	Age	1.084	0.217	0.479		5.001	*0.000*
	Gender	−1.278	0.396	−0.231		−3.228	*0.001*
	Education degree	−0.299	0.238	−0.094		−1.257	*0.209*
	Use of internet	0.954	0.470	0.205		2.030	*0.043*
	Internet usage rates	−1.661	0.351	−0.424		−4.731	*0.000*
	Ideology	1.483	0.234	0.359		6.339	*0.000*
	(TRST-PT)	0.856	0.196	0.389		4.368	*0.000*
	(TRST-LS)	0.334	0.240	0.147		1.394	*0.164*
	(TRST-PLT)	−0.476	0.292	−.203		−1.628	*0.105*
	(TRST-PP)	0.887	0.290	0.417		3.057	*0.002*
	(TRST-DC)	0.180	0.172	0.073		1.047	*0.296*
	(TRSTP-PRS)	0.442	0.198	0.144		2.228	*0.027*
	(STFE-LIFE)	2.099	0.322	0.573		6.528	*0.000*
	(STFE-ECO)	−1.543	0.381	−0.632		−4.055	*0.000*
	(STFE-GOV)	0.698	0.209	0.312		3.335	*0.001*
	(STFE-EDU)	−0.512	0.328	−0.176		−1.562	*0.119*
	(STFE-HLTH)	−0.619	0.239	−0.215		−2.583	*0.010*
Dependent variable: Index that assesses the government's efforts to implement OGD in three critical areas: openness, usefulness and re-usability of government data. *Significance: p > 0.05*							

Source: Authors' elaboration

A weak regression relationship was observed between OGD and both degree of education (0.209) and type of internet use device (0.043). In other words, people with higher education and more free and frequent internet users are more interested in the activities of state institutions. In addition, we saw a moderate connection between OGD and trust in the Legal System (0.164), trust in Parliament (0.105), trust in the president (0.027), and the belief in being a democratic country in the future (0.296). The population expects improvement in these spheres. Moreover, the results of the analysis show the presence of public dissatisfaction with the low quality of the health care system (0.119) and education (0.010) in Kazakhstan. As a result of this, we applied the following research method to find out whether the hypotheses which we put forward were accepted or rejected.

Our regression analysis results align with previous studies in the field of OGD and citizens' engagement. Studies conducted in similar contexts have also identified a positive correlation between OGD accessibility and educational attainment. For instance, Chen et al. (in press) found that individuals with higher levels of education were more likely to engage with OGD platforms, echoing our own findings. This suggests that educational background consistently emerges as a crucial determinant of OGD utilization.

Moreover, the positive relationship between OGD and institutional trust has been a recurring theme in OGD research. Tejedo-Romero et al. (2022) conducted a comprehensive analysis in a different national context and reported that as citizens gain access to government data, their trust in public institutions tends to increase. Our results corroborate this pattern, further underlining the role of OGD in fostering trust in government.

Table 5. *Chi-squared test statistics*

Chi-Square Estimation			
Valid	**Chi-Square**	**df.**	**Assumption of Significance**
(TRST-PT)	194.400[a]	2	*0.000*
(TRST-LS)	175.200[a]	2	*0.000*
(TRST-PLT)	201.600[a]	1	*0.000*
(TRST-PP)	160.800[a]	2	*0.000*
(TRST-DC)	88.800[a]	2	*0.000*
(TRSTP-PRS)	117.600[a]	2	*0.000*
(STFE-LIFE)	160.800[a]	2	*0.000*
(STFE-ECO)	189.600[a]	1	*0.000*
(STFE-GOV)	117.600[a]	2	*0.000*
(STFE-EDU)	304.800[a]	2	*0.000*
(STFE-HLTH)	218.400[a]	1	0.000
*a. 0 cells (0.0%) have expected frequencies less than 0.05. The minimum expected cell frequency is 120.0.			
Dependent variable: Index that assess the government's efforts to implement OGD in three critical areas: openness, usefulness and re-usability of government data.			

Source: Authors' elaboration

The chi-squared criterion provides a way to assess how well the sample matches the characteristics of the general population (Ottenbacher 1995).

For these tests, degrees of freedom are used to determine whether a certain null hypothesis is rejected based on the total number of variables and samples in the experiment. In this case, the assumption of significance should be less than 0.05.

In our application of the chi-squared criterion, we followed the standard protocol of assessing the assumption of significance, with a threshold set at $p < 0.05$. This practice is consistent with the conventions outlined by Doğan et al. (2021) in their methodological framework. Our results, presented in Table 5, confirm that all assumption of significance values fell below this threshold, leading to the rejection of the null hypothesis and the acceptance of both alternative hypotheses. This adherence to established statistical procedures enhances the validity of our study's outcomes.

Conclusion

1. The first aim of this study was to confirm the direct effect of OGD on trust. This impact is significant and positive. As commonly suggested, OGD does not generate benefits immediately, but in the long term. According to our results, this relationship could soon be noticeable. In addition, because of the analysis of the moderating effect of different variables, it is possible to conclude that this relationship is stronger for those who use the Internet on a daily basis. These results could reveal that the development of OGD strategies is in its early stages in Kazakhstan, and citizens, in general, are still unfamiliar with OGD. While OGD policies are starting to increase citizens' trust, there is significant room for improvement. Specifically, national governments should make a greater effort in order to spread knowledge and promote the use of OGD tools by developing specific actions for people over 65 years of age who do not use the Internet as frequently.

2. The second aim was to study whether citizens' satisfaction plays a mediating role in the relationship between OGD and trust. To achieve this, we studied two different paths. First, we assessed whether OGD increases citizens' satisfaction, which was confirmed for the whole sample. When governments make OGD available to citizens, they are more satisfied with the quality of public services. At the same time, satisfaction with democracy increases, which is aligned with a theoretical OGD framework that poses policies which promote the quality of democracy. Second, the link between citizens' satisfaction and trust was explored. The results of our analysis show that this relationship is significant and positive. At the same time, the implementation of OGD positively affects citizens' satisfaction.

3. We can conclude that the relationship between OGD and trust is mediated by satisfaction. According to these findings, when citizens are able to access OGD related to the past, they feel more satisfied. Then, this satisfaction is projected to the future by increasing trust in institutions. OGD allows citizens to monitor governmental performance and management, which increases their satisfaction with the quality of democracy and

public services. When this happens, citizens' expectations that the government will meet their interests in the future increase, which is the definition of trust.

4. The statistical tests employed not only validated our research assumptions, but also revealed specific relationships and correlations. These findings underscore the importance of OGD in shaping citizens' trust in institutions and highlight the critical role of transparency and effective governance in fostering trust and satisfaction among citizens.

5. Further OGD developments together with future research on this topic will determine whether the more widespread use of OGD will lead to an increase of this mediator effect or whether it is irrelevant compared with the direct impact of OGD on trust. This study considered the Turkestan region, so carrying out similar studies in other countries or regions would help to perceive differences in these relationships, as well as enabling researchers to assess global patterns of public value generation by OGD strategies in the field of institutional trust.

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ATVIRŲ VYRIAUSYBĖS DUOMENŲ POVEIKIS PILIEČIŲ PASITIKĖJIMUI IR PASITENKINIMUI KAZACHSTANO VALSTYBINĖMIS INSTITUCIJOMIS

Anotacija. *Šiuolaikiniame viešajame sektoriuje, kuriam būdingi didėjantys skaidrumo ir atskaitomybės reikalavimai, atviros vyriausybės duomenų (OGD) iniciatyvos tapo svarbia priemone skatinant visuomenės pasitikėjimą valdžios institucijomis. Šiame darbe nagrinėjamas tiesioginis atvirų duomenų poveikis piliečių pasitenkinimui ir valstybės institucijų veiklos rezultatams. Pagrindinis šio darbo tikslas – ištirti, ar yra ryšys tarp atvirų vyriausybės duomenų prieinamumo ir institucijų pasitikėjimo, o jei taip, išsiaiškinti, ar šis poveikis gali garantuoti piliečių pasitenkinimą. Tyrime buvo vykdyta plataus masto Kazachstano Turkestano regiono gyventojų apklausa. Apklausa apėmė klausimus, susijusius su pasitikėjimu įvairiais valdžios subjektais, OGD naudojimu, pasitenkinimu valstybinėmis paslaugomis ir socialiniais-demografiniais veiksniais. Surinkus duomenis iš 360 respondentų atlikta statistinė analizė. Nustatyta esminė teigiama koreliacija tarp OGD prieinamumo ir naudojimo bei piliečių pasitikėjimo valdžios institucijomis, ypač tarp daž-*

nų interneto vartotojų. Be to, tyrimas atskleidė, kad OGD teigiamai veikia piliečių pasitenkinimą, o tai atitinkamai prisideda prie didesnio pasitikėjimo valdžia. OGD iniciatyvos yra itin svarbi didinant pasitikėjimą vyriausybinėmis institucijomis. Pasitenkinimo tarpininkavimo vaidmens pripažinimas suteikia politikos formuotojams galimybių tobulinti strategijas, skirtas teikti aukštesnės kokybės viešąsias paslaugas ir stiprinti demokratinius procesus.

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