

Kazakhstan's 'Digital Employment Service' — AI-Matched Jobs Sent to Citizens in Pavlodar Pilot

AI in the Public Sector · Good practice · Kazakhstan

Quality score: 33/100

Evidence strength: Cautionary / limited

Summary

Kazakhstan piloted an AI system in Pavlodar region that proactively matches jobseekers to vacancies and messages them directly; 39,000 people were contacted and 962 later found work, though officials have not shown the jobs were caused by the AI matches.

Key dimensions

Dimension	Score
Evidence of impact / measured public value	1/3
Transparency, fairness & accountability	0/3
Transferability / demonstrated replication	2/3
Scalability beyond pilot	2/3
Governance, capability & sustainability	0/3

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-08-27

[Ministry of Labour and Social Protection of the Republic of Kazakhstan](#) — accessed 2026-08-27

[Tengrinews: New employment model in Kazakhstan: how it works](#) — accessed 2026-08-27

[The Times of Central Asia: AI E-Government in Kazakhstan Expands Into Jobs and Benefits](#) — accessed 2026-08-27

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