

Experience in regulating public relations during a pandemic

by ***Zarina N. Amanzholova****, ***Sara K. Idrysheva*****

Abstract

The COVID-19 pandemic has had a major impact on every possible domain of life in every country. The legal environment of Kazakhstan is no exception, namely public relations and the mechanism for their regulation, since they have also been modified. To a greater extent, such transformations concerned the subject, method and methods of legal regulation. The purpose is to determine the characteristic changes in the regulation of public relations during the COVID-19 pandemic. As a result, governments, including Kazakhstan's, have had to impose severe restrictions. To a greater extent, they concerned the fundamental rights and freedoms of individuals and legal entities, as well as forms and approaches to the regulation of social relations.

Key words: coronavirus, legal environment, rights and freedoms, state, emergency, COVID-19 pandemic.

First submission: 3 July 2023; ***accepted:*** 30 October 2023

1. Introduction

The norms, as well as the means by which social relations were regulated over the past decade, were well-established and clearly defined. The COVID-19 pandemic that has been spreading around the world since 2019 has been reflected extremely sharply in this context. This is due to the formation of a new set of challenges that state representatives, as well as international

* M. Narikbayev KAZGUU University, Department of Private Law, 010000, 8 Korgalzhyn Highway, Astana, Republic of Kazakhstan, zarina_na@aol.com.

** M. Narikbayev KAZGUU University, Department of Private Law, 010000, 8 Korgalzhyn Highway, Astana, Republic of Kazakhstan, sarakid@proton.me.

Rivista di Studi sulla Sostenibilità, (ISSN 2239-1959, ISSN e 2239-7221), 2023, 1 Thematic Issue

Doi: 10.3280/RISS2023-001-S1006

communities, had to answer. Based on this, it was found that the only way to resolve the emergency on the entire planet was the massive introduction of restrictions, as well as changes in the processes and algorithms for regulating public relations. Of course, the pandemic has affected Kazakhstan, which led to the introduction of a state of emergency on its territory. This led to changes in the system of changes in all spheres of public and political life (Çera, 2022). Moreover, this issue remains relevant, as it requires further study in the context of the relaxation and lifting of a number of quarantine measures and restrictions (Lan, 2021; Mernyk *et al.*, 2021). The research problem was revealed in the established principles, on the basis of which the legal regulation of states took place, in conditions caused by severe restrictions on the rights and freedoms of citizens (Idrysheva, 2021; Abudaqa *et al.*, 2021). It should be noted that this topic was studied in depth by scientists in 2019-2020. However, there are still discussions in the scientific community about the advisability of using certain approaches and forms of regulation of public relations in Kazakhstan during a pandemic. This factor makes it possible to notice that this scientific problem is not fully understood and solved (Reicher and Stott, 2020).

Attention was drawn to the study of M. Kowsar (2022) as she characterized the general forms of the impact of the pandemic on areas of society. She was able to describe how important sectors of public administration were being reformed with the introduction of remote forms of work. In turn, N.M. Onishchenko (2020) established the types and forms of legal regulation. In particular, her study is theoretical, since it concerns a comparison of the above categories in order to establish their common and distinctive features, as well as to determine the most priority ones. It is worth mentioning the work of J. Maskály *et al.* (2021), in which they concluded that changing the mode of legal regulation to mandatory in a large number of countries was a necessary step for the successful management of society. They stated the need to introduce more stringent restrictions in order to establish full control of statesmen over all spheres of life in order to avoid an imbalance between them.

Position of V. Zolka *et al.* (2021) differs from the previous one because it is based on the ideas of protecting the rights and freedoms of citizens during a pandemic. In her study, she emphasizes that most quarantine restrictions violated the interests of the population and basic legal principles. Special attention was paid to the study of K. Zeng *et al.* (2020), in which they reviewed the most effective tools that states have used to manage society and relationships within it, as well as mitigate the effects of the pandemic. They noted that most of them meet all legal norms and principles, in addition, they are characterized by particular efficiency. They analysed legislative changes, as well as the introduction of remote forms of activity, which made it possible to digitalize the population of the planet (Anatoliy, 2021; Yaroshenko and Tomashevski, 2021; Reznikova *et al.*, 2022).

Based on this, it was found that the purpose of the work was revealed in establishing the main forms of regulation of social relations when introducing quarantine restrictions, in response to the spread of the COVID-19 pandemic around the world. To do this, the following tasks were formed: to characterize the concept of “public relations”, as well as “pandemics”; explore the relationship between them; establish the features of regulation of public relations in Kazakhstan; analyse the experience of other countries, namely Germany, England, Italy.

2. Materials and Methods

The method of analysis and synthesis to a greater extent in the work was responsible for the formation of the theoretical component. In particular, on the basis of the first, the general issue under study was divided into several structural elements, with the aim of studying them in depth. Thus, the meaning of the term “public relations” has been described, as well as the COVID-19 pandemic. This approach made it possible to study not only their essence, but also the features that actually formed the basis of the object of work. In turn, the role of the synthesis method was to combine these categories to establish links between them and even dependencies. Thus, the impact of the pandemic on public relations, in particular, their regulation, was characterized. The comparison method was used to compare the experience of different countries regarding legal regulation, as well as changes in society due to the pandemic. Thus, the general and distinctive features that were reflected in social relations in these states were described. In addition, the features of each of them were studied and it was determined which tools and means for the legal regulation of society were the most effective and promising in such a situation.

Since the object of this scientific work belongs to the legal circle, for its qualitative study, the formal legal method was used in the work. On its basis, the provisions of regulatory legal acts were analysed, which have undergone changes, and were also re-created to introduce quarantine restrictions in society. Among of them Decree of the President of the Republic of Kazakhstan No. 285 “On the introduction of a state of emergency in the Republic of Kazakhstan” (2020), Law of the Republic of Kazakhstan No. 387-II “On the state of emergency” (2003), Law of the Republic of Kazakhstan No. 188-V “On Civil Protection” (2014), Constitution of the Republic of Kazakhstan (1995), Code of the Republic of Kazakhstan on Administrative Offenses (2014), Decree of the Chief State Sanitary Doctor of the Republic of Kazakhstan No. 42 “On restrictive quarantine measures and their gradual mitigation” (2021), which lost effective March 14, 2022, Code of the Republic of Kazakhstan No. 360-VI “On the health of the people and the healthcare system” (2020), Order of

the Minister of Healthcare of the Republic of Kazakhstan No. KR DSM-78/2020 “On some issues of organizing and conducting sanitary and anti-epidemic and sanitary and preventive measures” (2020). Also, this method was applied to describe the ways and types of legal regulation of public relations in different equal countries of the world.

The study was divided into three stages. At the first stage, the content of the concepts of “public relations” and “pandemics” is defined. In addition, the influence of these categories on each other was determined, in particular, in the society of Kazakhstan and other developed countries. At the second stage, the main changes in the legislation of Kazakhstan in connection with the introduction of restrictions and quarantine measures were investigated. Also, at this stage, international experience was studied, in particular, established approaches and tools for regulating relations in society in other states during a pandemic. At the third stage, a discussion was organized, which consisted in comparing the positions and ideas of other authors on this issue. As a result, conclusions were drawn, and possible directions for the implementation of future scientific research were considered.

3. Results

A qualitative analysis of approaches to the regulation of public relations in Kazakhstan during the spread of the COVID-19 pandemic involves the establishment of the main theoretical foundations of this issue. Thus, the concept of social relations should be understood as various types of interaction formed during the joint, separate activities of citizens or special social categories of persons. Thus, the characteristic properties of the relations mentioned above are the presence of subjects, as well as the general type of activity in which they are engaged. It is in the course of such mutual work that contact is established between them, which in turn can be both positive and negative. Various legal instruments and forms are used to regulate this process in society. As a result, this ensures the normal functioning of the population in various areas of life (Androniceanu, 2020; Burkovska *et al.*, 2022). As for the concept of a pandemic, it covers the process of the dynamic spread of an infectious disease not only in a certain territory, but also in states or even continents. It is this form of epidemiological spread that includes the acute respiratory disease COVID-19, which was declared a pandemic by the World Health Organization (WHO) (2020).

In Kazakhstan, as well as in other developed countries, in particular Italy, France, Spain, a state of emergency was introduced in the first place. It was implemented Decree of the President of the Republic of Kazakhstan No. 285 “On the introduction of a state of emergency in the Republic of Kazakhstan” (2020), legal basis whom were subparagraph 16 of Article 44 of the Constitu-

tion of the Republic of Kazakhstan (1995) and Articles 4, 5, 6 Law of the Republic of Kazakhstan No. 387-II “On the state of emergency” (2003). The essence of the configurations introduced by this legal act are disclosed in the definition of “state of emergency”, enshrined in subparagraph 5 of Article 1 of the Law of the Republic of Kazakhstan No. 387-II “On the state of emergency” (2003). It is a time-limited event that is implemented in order to satisfy the interests of citizens, in the context of ensuring their security, protecting the constitutional order of the Republic of Kazakhstan, and is also characterized as a special legal regime for the activities of state bodies, organizations, which includes the application of restrictions on rights and freedoms. population, foreigners and stateless persons, as well as legal entities, imposes additional obligations on them.

In order to establish a link between the pandemic and the state of emergency, the provision of subparagraph 66 of Article 1 of the Law of the Republic of Kazakhstan No. 188-V “On Civil Protection” (2014), which states that an emergency is a condition in a certain area, which is caused by an accident, fire, the harmful effects of hazardous production factors, natural hazards, catastrophes, natural or other disasters, in as a result of which people, the environment could suffer or suffered, significant material damage and violation of the living conditions of the population were caused. At the same time, a systematic analysis of other norms of this law made it possible to draw attention to the fact that it divides the emergency situation into two types, namely man-made and natural. In this case, the pandemic belongs to the second, which is provided for in subparagraph 62 of Article 1 of the Law of the Republic of Kazakhstan No. 188-V “On Civil Protection” (2014). Based on the study of legal acts, it was possible to outline the legal nature of the changes in the mechanism for regulating public relations caused by the COVID-19 pandemic. The regulation of public relations was carried out on the basis of the implementation of various measures, which were characterized by the introduction of a number of restrictions. Chief among them was the introduction of quarantine, which provoked the suspension of the work of facilities that are characterized by mass gatherings of people (Pētersone *et al.*, 2021).

The above set of restrictions is not exhaustive and does not cover all the changes that have been introduced in Kazakhstan. Of course, in this context, special attention is drawn to the legal nature of such innovations, in particular the rights and freedoms of citizens. It is subject to Article 39 of the Constitution of the Republic of Kazakhstan (1995), which provides that human rights and freedoms may be limited only by laws and only to the extent necessary to protect human rights and freedoms, health and morality of the population. Thus, the introduced norms, which partially encroached on the interests of citizens, are legitimate. To regulate relations during a pandemic in Kazakhstan, the State Commission was formed to ensure the state of emergency, based on paragraph 2 of Decree of the President of the Republic of Kazakh-

stan No. 285 “On the introduction of a state of emergency in the Republic of Kazakhstan” (2020). Powers this body were conditioned provisions of the Law of the Republic of Kazakhstan No. 387-II “On the state of emergency” (2003). However, this approach was also used among representatives of the international community. In particular, Australia has also developed a special body for the effective regulation of relations during a pandemic called National COVID-19 Coordination Commission (2020). Its members were entrusted with the authority to organize consultations in the field of public-private relations and their direction in order to quickly overcome the consequences of the spread of an epidemiological disease.

In the course of analysing the features of regulating public relations in Kazakhstan during the COVID-19 pandemic, special attention was paid to the category of entities that can issue regulatory legal acts, the content of the provision on restricting the rights and freedoms of citizens. In this context, Article 37 Code of the Republic of Kazakhstan No. 360-VI “On the health of the people and the healthcare system” (2020), which contains a list of persons empowered to exercise state control, as well as supervision of the sanitary and epidemiological well-being of citizens. In this context, the Chief State Sanitary Doctor of the Republic of Kazakhstan, his deputies and other chief sanitary doctors of the state were noted, since it was, they who issued the decrees regarding the establishment of restrictive measures to combat the spread of the COVID-19 pandemic. In addition, it was found that such regulatory documents were characterized by mandatory implementation by all entities located on the territory of the Republic of Kazakhstan. It was in this process that legal conflicts arose. This is explained by the provisions of Article 39 Constitution of the Republic of Kazakhstan (1995), studied above in the work. Accordingly, the decision of the chief sanitary doctors could not introduce requirements that provide for the restriction of guaranteed Constitution of the Republic of Kazakhstan (1995), human rights and freedoms, since such legal acts are not laws. To confirm this fact, one can give an example of a ban on engaging in a certain list of types of entrepreneurial activity, which in turn violates the freedom of entrepreneurship, as well as the right to use property (Idrysheva, 2020; Khodakivska et al., 2022).

However, it should be established that it was due to the decisions of the chief state sanitary doctors in Kazakhstan that the regulation of public relations took place. To a greater extent, they concerned the organization and implementation of sanitary-anti-epidemic and sanitary-preventive measures; limited for a certain period of suspension from work of citizens; imposing bans on the creation and sale of products that adversely affect the health of the population; establishment of bans on the development and distribution of new forms of substances when they are recognized as dangerous for the life of citizens. As already noted in the work, a wide range of restrictive measures have been introduced in Kazakhstan in order to control and stop the spread of

the pandemic on the territory of the Republic of Kazakhstan. An example of such a regulatory act can be the Decree of the Chief State Sanitary Doctor of the Republic of Kazakhstan No. 42 “On restrictive quarantine measures and their gradual mitigation” (2021), which expired on March 14, 2022.

Describing quarantine restrictions, it was mentioned the obligations of citizens regarding the wearing of masks in public places. Particular attention was drawn to the responsibility for non-compliance with this provision in accordance with the rules of the current Code of the Republic of Kazakhstan on Administrative Offenses (2014). Judicial practice is characterized by the fact that for the above-mentioned administrative violation, persons are held liable under Article 425 Administrative Code of the Republic of Kazakhstan, which is not appropriate due to the legal nature of such an obligation. This is explained by the fact that the wearing of masks in public places was provided for by 23. Order of the Minister of Healthcare of the Republic of Kazakhstan No. KR DSM-78/2020 “On some issues of organizing and conducting sanitary and anti-epidemic and sanitary and preventive measures” (2020). Given this, when bringing a person to administrative responsibility for not wearing a mask in a public place, it would be more correct to apply the provisions of part 3 of Article 462 of the Code of the Republic of Kazakhstan on Administrative Offenses (2014), as non-fulfilment or improper fulfilment of legal requirements or instructions submitted, issued by state control and supervision bodies (officials), officials of state bodies within their competence.

During the analysis of international experience, attention was paid to Germany’s approaches to solving problems related to the regulation of public relations during the COVID-19 pandemic. There, as well as in Kazakhstan, an obligation was introduced for citizens to wear masks in public places. In addition, the monetary penalty was significantly increased, as fines were raised to several thousand euros (Latest coronavirus updates, 2022). The German policy was successful in supporting the economic sphere of state government, as well as social well-being (Pytel and Wroński, 2023). For example, a special social program was formed, which provided for the provision of 60% of lost wages to workers when they used unpaid leave (Wojtas and Walecka, 2020). Of course, this made it possible for employers to avoid massive layoffs and significant financial losses. Next, the experience of Italy was studied, which in 2020 ranked 2nd among the countries of the world in terms of the number of registered cases of coronavirus, as well as the number of deaths from COVID-19 (COVID-19 coronavirus: Top..., 2020). Approaches in Italy are similar to all European countries, as they are characterized by restrictions on entry and exit from the country, compliance with quarantine, as well as mask regime. However, Italy was noted for the special measures it took to support business. This area of public relations has suffered the most from the impact of quarantine measures. As a result, several financial assistance packages

have been introduced for entrepreneurs of both small and large businesses (Financing SMEs and..., 2022).

Attention was paid to the position of British statesmen, who tried to focus their actions on the speedy fight against the spread of an infectious disease on the territory of the state. This is due to the fact that it ranked 8th in terms of the number of cases of infection by citizens of COVID-19 among the countries of the world (COVID-19 coronavirus: Top..., 2020). Free coronavirus testing has been introduced in the United Kingdom (UK). In addition, stringent restrictions were imposed on the detection of a significant number of cases of infection among the population. They concerned control over the contacts of persons between each other, as well as infected citizens. As in other European countries discussed above, the attention of the UK government was focused not only on social epidemiological relations, but also on economic and political ones. In particular, the approaches used to restrict the rights and freedoms of citizens were compared with current economic factors. For example, in order to avoid mass unemployment, as well as the collapse of enterprises, special social support packages were developed and implemented. In addition, all labour areas that could work remotely continued their activities, which was also sponsored by the state (Managed quarantine: what ..., 2021). The analysis made it possible to confirm that the spread of the COVID-19 pandemic was an acute social, political and financial problem for all countries of the world. In addition, it is tracked that the approaches of European states, in particular Germany, Italy and the UK, are extremely similar, since they consist in the introduction of quarantine restrictions, taking into account possible risks for other areas of state regulation and their support (Karnitis *et al.*, 2022; Lakomý and Alvarez-Galvez 2022).

4. Discussion

This issue was also studied by J. Köppen *et al.* (2021). In his work, he also focused attention on the approaches used by German politicians to improve public relations. Their work is based on an analysis of the joint work of the state with the population during a pandemic in order to maximize the satisfaction of the interests of citizens. He also studied how the educational and information policy took place in Germany, concerning the regulation of social relations. They proved that, to a greater extent, discussions among social groups arose regarding the advisability of introducing quarantine restrictions, in particular self-isolation. In this context, Germany's approaches were as humane as possible, since they aimed not at establishing their own control over relations between citizens, but at the relationship between society and the state. This was manifested in the involvement of scientists in joint remote work with the population in the "question-answer" format. The approach of

the virologist Christian Drosten, who developed the “Das Coronavirus-Update” podcast, was extremely effective, which made it possible to provide answers to all the questions of concern to citizens about COVID-19. As a result, state representatives got the maximum result, since the imposed restrictions became clear to the population, which significantly reduced the number of dissatisfied and protesting citizens (Pētersone *et al.*, 2020). In addition, such an educational policy contributed to further prompt vaccination among the population.

Special attention was paid to the study of Z. Desson *et al.* (2020) because they considered the most effective approaches taken by the governments of European states in order to avoid destabilizing the situation in public relations. To a greater extent, he justified the position of Slovakia as one of the highest priorities. This is due to the fact that it is characterized by particular success and efficiency. Accordingly, the implementation of strict measures there took place before the large-scale spread of an infectious disease in the country. According to the researcher, this made it possible to form in advance high-quality mechanisms for regulating social relations in remote conditions. As a result, it was possible to avoid the emergence of disputes among population groups, as well as business representatives, who had the opportunity to determine in advance the necessary vectors for further work. All this made it possible for the Slovak government to efficiently exercise its powers, as well as to fight the spread of the pandemic. The authors believe that it would be advisable to introduce such a mechanism in Kazakhstani society. In his opinion, the priority in this context was the early build-up of funds and tools for the transition of all types of activities to a remote form, since this would avoid the appearance of an imbalance in various spheres of life of citizens. In addition, this would have a positive impact on the education of the population, in particular, the development of its digital skills.

It is necessary to focus on the conclusions reached by A. Marjański and Ł. Sułkowski (2021) in the study of ways to implement assistance to small and medium-sized businesses abroad during quarantine restrictions caused by the spread of the infectious disease COVID-19. As an example, he will cite the experience of Poland, which is characterized by a number of legislative changes, from the very beginning of the state of emergency on March 10, 2020. It was noted that the introduction of legislative initiatives allowed the government to significantly reduce the degree of negative impact on small and medium-sized businesses. Thus, in Poland, a regulatory framework was formed that is not permanent and is constantly updated, which makes it relevant to society. The essence of such an instrument lies in the possibility of providing citizens and entrepreneurs with high-quality financial protection, as well as supporting employment in society (Gavkalova and Kyrychenko, 2023).

The most effective measure provided for by the above legislative initiatives, according to the researcher, is the implementation of the financial liquidity of business entities by providing them with the opportunity to obtain cheap loans and guarantors. In addition, the innovations provided for the liberalization of legal norms relating to tax legal relations, as well as the implementation of social insurance contributions (Skydan *et al.*, 2023). As for self-employed persons, a financial support mechanism was provided for them, as well as for citizens who carry out their labour activities on the basis of a work contract. Thus, he substantiated the position that the regulation of social relations during a pandemic can be effective only if new responsibilities are imposed on citizens, as well as providing them with assistance from the state. According to the authors, such an approach would be effective in Kazakhstan, especially in the context of regulating public relations between entrepreneurs. It is talking about the areas of small and medium-sized businesses, since the owners of most of them had to either completely liquidate them or suspend them, which in turn had a negative impact on the volume of revenues to the state budget of Kazakhstan (Dmytriiev *et al.*, 2022).

Engaged in the study of this issue also G.W. Harper and L.C. Neubauer (2021). In particular, in their work they analyse such a type of social relations as educational, which also underwent drastic changes during the pandemic. The researcher focuses on the fact that the main form of implementation of the above relations during the pandemic was remote. This is due to the effectiveness of this approach, which fully complied with the restrictions imposed during the quarantine. In addition, they note the activation of digital resources and the development of skills in their use among all sectors of society. In their opinion, this is a priority method, due to which it was possible to improve the sphere of educational relations in the shortest possible time. The researchers do not focus on a particular state, as they emphasize that the approaches were similar and had common features between many countries. At the same time, they noted the formation of a wide range of responsibilities that were set for both teachers and students during distance learning. To a greater extent, they concerned the acquisition of the necessary digital skills, as well as the development of personal qualities, in particular, self-control and self-organization. They came to the conclusion that due to the observance of these conditions, the legal regulation of relations in the field of education will be characterized by particular efficiency and progress. In addition, there is an increase in the quality of educational services in accordance with the challenges of our time (Kaplina and Sharenko, 2020). Thus, they substantiated the position that educational public relations during the pandemic were qualitatively organized and successfully regulated in developed countries that did not previously have extensive experience in using distance learning.

It should be noted the results obtained by M. Kędzior (2021) when describing the approaches of various states to the disclosure of data on the

spread of the COVID-19 pandemic. In her opinion, it was this element that was the key to the successful regulation of social relations during the application of quarantine restrictions. She proves this position by the fact that the awareness of the population forms its attitude to changes in society, which were quite abruptly implemented during the pandemic. Thus, she notes the establishment of facts about the falsification of data regarding the number of cases of COVID-19. In her opinion, this is not acceptable for civilized, developed, rule of law states. Since, of course, such facts violate the rights of citizens to information. In her study, she argues that the disinformation that is widespread in society only aggravates the process of implementing legislative initiatives, which makes it impossible for the process of normal regulation of social relations. The author agrees with the position described above, as he argues that public awareness is the key to its development. It is this factor that reflects the level of development of democracy in a country where the people are an equal member in the process of state regulation (Tastulekov *et al.*, 2019; Zamira Sinaj *et al.*, 2012). The author believes that citizens' access to reliable data regarding the spread of COVID-19 was the key to their normal and understanding perception of the changes and restrictions introduced by the state.

Investigated the experience of regulating public relations during the pandemic in Kazakhstan M. Tulegenova *et al.* (2021). They drew attention to the lack of shaped legislative mechanisms to provide financial assistance not only to entrepreneurs, but also to citizens. Accordingly, they argue that this element is indispensable for the proper regulation of public relations. They took into account international experience, namely Germany and Poland. Based on this, they described which particular tools should be used in Kazakhstan. In particular, they note the need to provide special benefits, as well as a reduction in interest rates for loans used by small and medium-sized enterprises (Shalbolova *et al.*, 2020; 2021). In addition, she proposed to determine a mechanism by which citizens who have lost their jobs and, accordingly, their earnings, could receive a minimum income. She argues that such measures will improve the interaction between society and government agencies, as well as reduce the negative consequences of quarantine restrictions. The recommendations formulated by the researcher are quite a priority, since they will increase the level of provision for citizens, even under quarantine restrictions. The authors believe that their implementation will have a positive impact on the development of public relations in Kazakhstan, and will also allow to quickly overcome the consequences of COVID-19.

5. Conclusions

During the study, it was found that public relations have undergone changes as a result of the spread of the COVID-19 pandemic around the world. In Kazakhstan, as in other countries, a number of measures were introduced, due to which there was a simultaneous fight against an infectious disease and legal regulation by the state. This is explained by the fact that the society found itself in a state of emergency, which necessitated a sharp response to the emerging challenges. To this end, a number of anti-epidemiological measures were introduced in Kazakhstan, the purpose of which was not only to avoid the spread of the COVID-19 virus among citizens, but also to regulate society. A characteristic feature of such innovations was the restriction of the rights and freedoms of citizens provided for by the Constitution of the Republic of Kazakhstan. In the work, it was proved that such a process is lawful if the restrictions mentioned above are established by law. In turn, in Kazakhstan, most of the rules and restrictions were formed and set out in the decisions of the chief state sanitary doctors. This is what called into question the legitimacy of the introduction of such a series of measures. In addition, attention was paid to the mechanism for bringing to justice those who violate the established restrictions, using the example of refusing to wear a mask in a public place. The analysis of the administrative legislation of Kazakhstan made it possible to establish that citizens should be held accountable for the above type of offense under Part 3 of Article 462 Code of the Republic of Kazakhstan on Administrative Offenses.

In addition, a significant part of the work was devoted to the study of international experience, namely Germany, Italy and the UK. It was found that the last two countries were characterized by critically high incidence of COVID-19 among citizens. At the same time, the analysed approaches were similar, since they were more concerned with the implementation of restrictions to avoid crowding of people and the transmission of the virus between them. As for the regulation of public relations, special attention in these countries was paid to the economic sector, in particular, relations between entrepreneurs. It was found that all of them introduced special financial assistance packages, through which business was supported, as well as civilians who lost their jobs. In addition, it should be noted that the regulation of social relations in these states was characterized by an increase in fines for violating the rules regarding quarantine restrictions. Given the study, it was found that the crisis faced by the whole world has led countries to use common tools to combat the pandemic. Future studies need to explore the ways in which legal norms in Kazakhstan were standardized, which were introduced during the pandemic and contributed to the emergence of conflicts in the legislation.

References

- Abudaqa A., Hilmi M.F., Almujaani H., Alzahmi R.A. and Ahmed G. (2021). Students' perception of e-Learning during the Covid Pandemic: a fresh evidence from United Arab Emirates (UAE). *Journal of E-Learning and Knowledge Society*, 17(3): 110-118.
- Anatoliy G. (2021). Access to justice for the protection of environmental rights in ukraine. *Access to Justice in Eastern Europe*, 4(2): 118-127.
- Androniceanu A. (2020). Major structural changes in the EU policies due to the problems and risks caused by COVID-19. *Administratie Si Management Public*, 34: 137-149.
- Burkovska A., Shebanina O., Lunkina T. and Burkovska A. (2022). Socio-psychological determinants of food security in ukraine: causal aspect. *Ikonomicheski Izsledvania*, 31(5): 145-162.
- Çera G. (2022). Europe's Economic Pandemic Shock: How EU Economies Endured the Effects of COVID-19 Restrictions. *European Chronicle*, 7(4): 35-43.
- Code of the Republic of Kazakhstan No. 360-VI "On the health of the people and the healthcare system". (2020). Text available at the website: https://online.zakon.kz/document/?doc_id=34464437#sub_id=0. June 11, 2023.
- Code of the Republic of Kazakhstan on Administrative Offenses. (2014). Text available at the website: https://online.zakon.kz/document/?doc_id=31577399#sub_id=0. June 11, 2023.
- Constitution of the Republic of Kazakhstan. (1995). Text available at the website: https://online.zakon.kz/document/?doc_id=1005029#sub_id=0. June 11, 2023.
- COVID-19 coronavirus: Top ten most-affected countries. (2020). Text available at the website: <https://www.pharmaceutical-technology.com/analysis/covid-19-coronavirus-top-ten-most-affected-countries/>. June 11, 2023.
- Decree of the Chief State Sanitary Doctor of the Republic of Kazakhstan No. 42 "On restrictive quarantine measures and their gradual mitigation". (2021). Text available at the website: https://online.zakon.kz/document/?doc_id=34566834#sub_id=0. June 11, 2023.
- Decree of the President of the Republic of Kazakhstan No. 285 "On the introduction of a state of emergency in the Republic of Kazakhstan". (2020). Text available at the website: https://online.zakon.kz/Document/?doc_id=32648341. June 11, 2023.

- Desson Z., Lambertz L. Peters J.W., Falkenbach M. and Kauer L. (2020). Europe's Covid-19 outliers: German, Austrian and Swiss policy responses during the early stages of the 2020 pandemic. *Health Policy and Technology*, 9(4): 405-418.
- Dmytriiev I., Levchenko I., Prokopenko M., Beketov Y. and Malikov V. (2022). Development of a Marketing Strategy to Improve the Market Activities of Agricultural and Processing Enterprises on the Example of Company Policy. *Scientific Horizons*, 25(8): 125-133.
- Financing SMEs and Entrepreneurs 2022: An OECD Scoreboard. (2022). Text available at the website: <https://www.oecd-ilibrary.org/sites/82245334-en/index.html?itemId=/content/component/82245334-en>. June 11, 2023.
- Gavkalova N. and Kyrychenko Yu. (2023). Scientific-theoretical basis of the territorial development strategy. *Economics of Development*, 22(1): 31-37. <https://doi.org/10.57111/econ/1.2023.31>
- Harper G.W., Neubauer L.C. (2021). Teaching during a pandemic: A model for trauma-informed education and administration. *Pedagogy in Health Promotion*, 7(1): 1-11.
- Idrysheva S.K. (2020). Entrepreneurial activity in the context of the COVID-19 pandemic (on the example of tourism activities). In: *Collection of materials of the III All-Russian Morozov readings* (pp. 82-87). Orekhovo-Zuyevo: State Humanitarian and Technological University.
- Idrysheva S.K. (2021). *The contract for the provision of tourist services and COVID-19*. Text available at the website: https://online.zakon.kz/Document/?doc_id=34054439. June 11, 2023.
- Kaplina O. and Sharenko S. (2020). Access to justice in Ukrainian criminal proceedings during the covid-19 outbreak. *Access to Justice in Eastern Europe*, 3(2-3): 115-133.
- Karnitis E., Pētersone M., Karnitis G. and Ketners K. (2022). Determination of the amount of healthcare public funding: the latvian case. *Intellectual Economics*, 15(2): 113-130.
- Kędzior M. (2021). The right to data protection and the COVID-19 pandemic: the European approach. *ERA Forum*, 21(4): 533-543.
- Khodakivska O., Kolesnyk T., Samborska O., Shevchuk H. and Germaniuk N. (2022). Restrictions on Grain Exports During COVID-19: Features and Solutions. *Scientific Horizons*, 25(9): 117-125.

- Köppen J., Hartl K. and Maier C.B. (2021). Health workforce response to Covid-19: What pandemic preparedness planning and action at the federal and state levels in Germany? Germany's health workforce responses to Covid-19. *The International Journal of Health Planning And Management*, 36(1): 71-91.
- Kowsar M. (2022). Pandemic and Global Civil Society: Shifting the Power Balance Towards the State? *Global Local Interactions: Journal of International Relations*, 2(1): 1-11.
- Lakomý M. and Alvarez-Galvez J. (2022). Formation of the quality of life index in Western and Eastern Europe within the sociological context. *European Chronicle*, 7(3): 30-43.
- Lan X. (2021). Navigating Public Relations in a Pandemic. In: Zhao S.X.B., Wong J.H.C., Lowe Ch., Monaco E. and Corbett J., editors, *COVID-19 Pandemic, Crisis Responses and the Changing World* (pp. 329-338). Singapore: Springer Singapore.
- Latest coronavirus updates. (2022). Text available at the website: <https://www.deutschland.de/en/news/coronavirus-in-germany-information>. June 11, 2023.
- Law of the Republic of Kazakhstan No. 188-V "On Civil Protection". (2014). Text available at the website: https://online.zakon.kz/Document/?doc_id=31534450. June 11, 2023.
- Law of the Republic of Kazakhstan No. 387-II "On the state of emergency". (2003). Text available at the website: https://online.zakon.kz/Document/?doc_id=1036912. June 11, 2023.
- Managed quarantine: what to expect. (2021). Text available at the website: <https://cutt.ly/TNXq84H>. June 11, 2023.
- Marjański A., Sułkowski Ł. (2021). Consolidation strategies of small family firms in Poland during Covid-19 crisis. *Entrepreneurial Business and Economics Review*, 9(2): 167-182.
- Maskály J., Ivković S.K. and Neyroud P. (2021). Policing the COVID-19 pandemic: exploratory study of the types of organizational changes and police activities across the globe. *International Criminal Justice Review*, 31(3): 266-285.
- Mernyk A., Yaroshenko O., Inshyn M., Lukianov D. and Hyliaka O. (2021). Vaccination: Human right or duty. *Georgian Medical News*, (315): 135-140.
- National COVID-19 Coordination Commission. (2020). Text available at the website: <https://www.businessnews.com.au/Company/National-COVID-19-Coordination-Commission>. June, 2023.

- Onishchenko N.M. (2020). Legal regulation, legal influence and legal support: an index of mutual determination. *Rule of Law*, 31: 46-53.
- Order of the Minister of Healthcare of the Republic of Kazakhstan No. KR DSM-78/2020 “On some issues of organizing and conducting sanitary and anti-epidemic and sanitary and preventive measures”. (2020). Text available at the website: https://online.zakon.kz/Document/?doc_id=35705669&show_di=1. June 11, 2023.
- Pētersone M., Ketners K., Krieviņš D. and Erins I. (2020). Strategic purchasing and health system efficiency: Prospects for health sector reform in Latvia. *WSEAS Transactions on Business and Economics*, 17: 41-50.
- Pētersone M., Ketners K., Krieviņš D., Erins I., Rakauskienė O.G. and Eriņa I. (2021). Network for Disease-Specific Networking Strategy to Increasing of Public Value: Latvia’s Approach. *Lecture Notes in Networks and Systems*, 267: 363-370.
- Pytel S. and Wroński M. (2023). In which European countries do pensioners feel happy? Sociological assessment of the level of satisfaction with the living conditions of “third age” Europeans. *European Chronicle*, 8(1): 28-36. <https://doi.org/10.59430/euch/1.2023.28>
- Reicher S., Stott C. (2020). On order and disorder during the COVID-19 pandemic. *British Journal of Social Psychology*, 59: 694-702.
- Reznikova N., Bulatova O., Yatsenko O. and Ivashchenko O. (2022). Fiscal instruments of regulatory competition in the face of challenges to macroeconomic stability during a pandemic COVID-19. *Economics of Development*, 21(2): 35-41. [https://doi.org/10.57111/econ.21\(2\).2022.35-41](https://doi.org/10.57111/econ.21(2).2022.35-41)
- Shalbolova U., Chikibayeva Z. and Kenzhegaliyeva Z. (2021). Efficiency of investment projects to modernize facilities housing and communal services (case of Kazakhstan). *IOP Conference Series: Earth and Environmental Science*, 650(1): 012075.
- Shalbolova U., Chikibayeva Z., Yegemberdiyeva S. and Kim Y. (2020). Housing and communal services as a factor of the urban sustainability. *E3S Web of Conferences*, 208: 04013.
- Skydan O., Nykolyuk O., Pyvovar P. and Topolnytskyi P. (2023). Methodological foundations of information support for decision-making in the field of food, environmental, and socio-economic components of national security. *Scientific Horizons*, 26(1): 87-101.

- Tastulekov S.B., Shalbolova U.Zh. and Satova R.K. (2019). Public-private partnership formation in Kazakhstan. *Academy of Strategic Management Journal*, 18(5): 1-8.
- Tulegenova M., Temerbulatova Z., Baimukhametova A. and Rakhmatullayeva D. (2021). Contradictions of institutional and economic environment: Experience of Kazakhstan. *International Entrepreneurship Review*, 7(4): 75-88.
- WHO Director-General's opening remarks at the media briefing on COVID-19. (2020). Text available at the website: <https://cutt.ly/YNZ7wuL>. June 11, 2023.
- Wojtas K. and Walecka K. (2020). The pandemic of COVID-19 – a catalyst for changes in the countries of east central europe. *Online Journal Modelling the New Europe*, 34: 184-205.
- Yaroshenko O.M. and Tomashevski K.L. (2021). The impact of COVID-19 on labour and social security relations: Rule-making experience of belarus and Ukraine. *Journal of the National Academy of Legal Sciences of Ukraine*, 28(2): 211-221.
- Zamira Sinaj M., Dumi A. and Eliza Bodo M. (2012). Accessible package of services in health insurance reform in Albania. *Mediterranean Journal of Social Sciences*, 3(2): 147-152.
- Zeng K., Bernardo S.N. and Havins W.E. (2020). The use of digital tools to mitigate the COVID-19 pandemic: comparative retrospective study of six countries. *JMIR Public Health and Surveillance*, 6(4): e24598.
- Zolka V., Tsarenko O., Kushnir I., Tsarenko S. and Havrik R. (2021). The impact of the pandemic COVID-19 on the human right to freedom of movement. *European Journal of Sustainable Development*, 10(1): 376.