

Interview questions (qualitative questions)

Questions about the State structure:

1. What difficulties did you experience when using government AI services, if any?
2. Which public services, in your opinion, have benefited most from the introduction of AI, and which have remained unchanged?
3. What would you recommend to improve in digital public services based on AI?
4. How, in your opinion, does AI affect transparency, accessibility and quality of public services in Kazakhstan?

Questions about the financial part:

1. What changes in customer service do you see after the introduction of generative AI solutions?
2. What difficulties or risks, in your opinion, accompany the introduction and use of AI in the banking sector?
3. In which processes or areas of your organization, in your opinion, has AI had the greatest positive effect?
4. What steps could improve the use of AI in your bank or financial institution in the future?

Questions about education:

1. What are the key difficulties encountered in introducing generative AI technologies into the educational process of your school?
2. How has the attitude of teachers and students towards the educational process changed after the introduction of AI technologies?
3. What, in your opinion, are the main advantages and disadvantages of using generative AI in the educational process?
4. What recommendations do you make Can you give suggestions on how to improve the integration of generative AI into the educational environment?

Health issues:

1. What advantages of implementing AI in healthcare do you see in your professional activities?
2. What are the main difficulties or risks, in your opinion, associated with the use of AI in medical practice?

3. In which areas of healthcare, in your opinion, the introduction of AI can bring the greatest benefit in Kazakhstan?

4. What steps or Could the changes increase the effectiveness and credibility of AI applications in your medical organization?

Questions about disinformation:

1. What, in your opinion, are the main threats associated with the spread of disinformation in Kazakhstan?

2. How, in your opinion, can public confidence in digital government and medical services be increased?

3. What risks do you see in the use of artificial intelligence to identify and filter information?

4. What, in your opinion, should media literacy education be included for different age groups?