

KORGALZHYN STATE NATURE RESERVE'S SERVICE MANAGEMENT SUBSYSTEM

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As described in Figure 1, Service management gives direction to the managers and other stakeholders in term of provision, facilities, and related programs to adapt the visitors (Stankey, 1972).

The service management subsystem can be divided into various programs:

1. Resource allocation process is an ***area planning*** where natural and physical resources are located to provide specific recreational opportunities. Area planning procedure is vital to service management; however some considerations about other auxiliary programs (e.g., concessions, preservation and risk management) should not be taken for granted.

2. **Concession management** is concentrated on providing particular facilities/services in order for to satisfy the visitors by specific environmental settings. In some cases, it has been essential for the management to support either the facilities for the service or both the services and facilities.

3. **The maintenance subprogram** is meant to protect public input in the facilities and preserving available accommodations for the public. While it is the first stage of management done on modern buildings or trails, it is often being taken for granted in other kinds of services (Hendee, 1990). Even though recreational facility management might like to vary the functions of the site, however maintenance should be prioritized.

4. **Hazard Management** is a subprogram aimed at minimizing any risks, whether natural or manmade, to the visitors. The manager brings out some specific guidance of activities for the visitors in order to minimize any hazardous possibility, even though eventually the decision is up to the visitors whether they would like to implement the guidance or not.

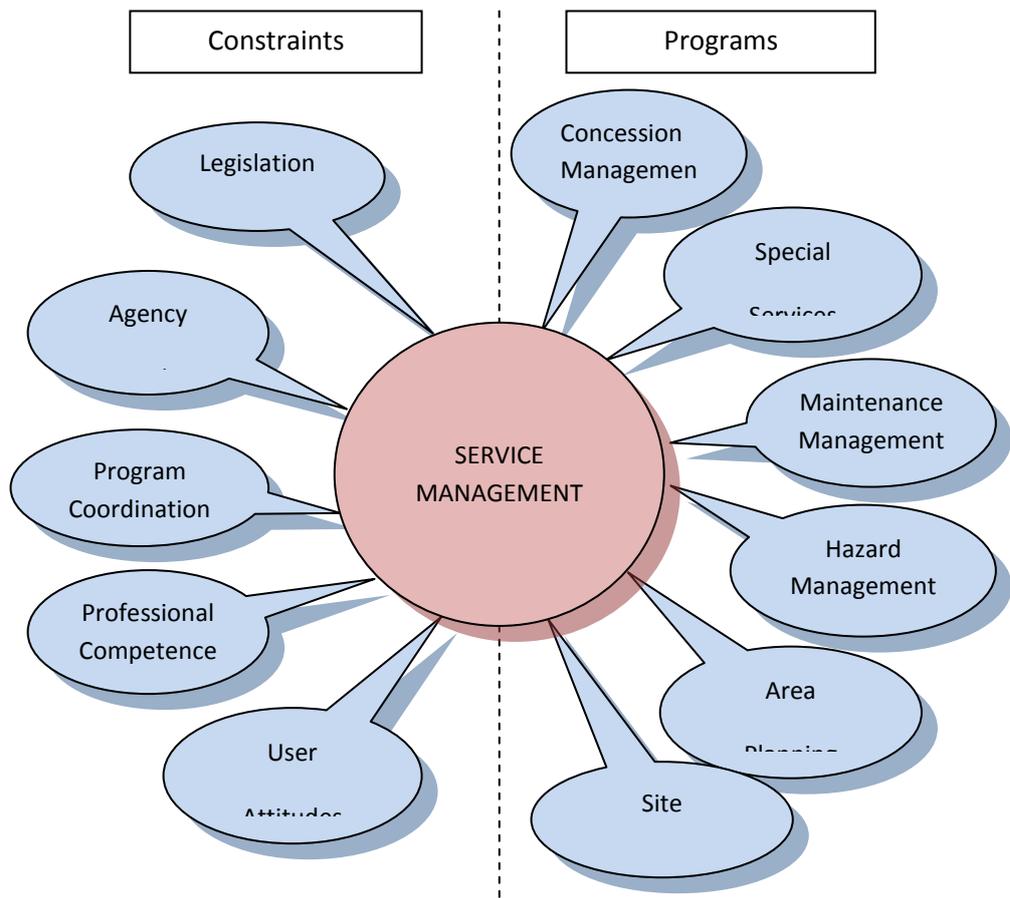


Figure 1. Service management subsystem.
Source: Adopted from Jubenville (1993)

1. Korgalzhyn State Nature Reserve's (KSNR) service management section analysis

Based on the interview and documentary researches, several problems with the service management subsystem were identified.

The first column of the table below displays inputs which are considered in management process. These inputs are inhesion for management of all protected areas categories and outdoor recreational places. Therefore, KSNR belongs to Ia category "Strict Nature Reserve", inputs such as, concession management, area planning, and site planning not considered in KSNR's management. Second column shows what KSNR has. Third column shows the presence or absence of the problems in listed inputs, which are described bellow in detail. The fourth column provides implication.

Table1: KSNR's service management subsystem findings

Service Management

Theory	KSNR	Problems	Implication
<i>Constraints:</i>			
➤ Legislation			Legislation is efficient
Goals ➤ Agency			Clearly stated
Coordination ➤ Program			Clearly stated
➤ Professional Competence			It was identified that the reserve did not meet the requirements of qualified personnel. The situation of working in KSNR, including the physical situation (rural, remote area) and financial situation (low average wages), did not attract young professional experts
➤ User Attitudes			
<i>Programs:</i>			
➤ Concession Management			Due to Kazakhstani Specially Protected Areas regulations concession is prohibited
➤ Special Services			The problems are appeared due to low financial support
➤ Maintenance Management			The problems are appeared due to low financial support
➤ Hazard Management			Natural and non-natural hazards might risk a big loss of wild animals, birds and surface vegetation. Natural hazard creates the dangers for visitors.
➤ Area Planning			Due to Kazakhstani Specially Protected Areas regulations area planning activities is prohibited
➤ Site planning			Due to Kazakhstani Specially Protected Areas regulations site planning is prohibited

Note: ✓ available input
● presence of problem
○ absence of problem

Financial and Funding Problems

Based on the documentation, financing scheme of KSNR is supported by the federal and local budgets. It is necessary to notice, that financing cannot be carried out without professional experts in finance and accounting department. Furthermore, according to the confirmation of the Committee of Forest and Hunting Economy under the Ministry of Agriculture of Kazakhstan Republic, the management of KSNR is planning to integrate the management of KSNR with the adjoining territories, including providing preservation typical and unique ecosystems and a biological variety. Realization of this plan, and maintenance of its achievements, might need some special budgeting plan.

However, the occurrence of some problems in KSNR, would not be solved without any stronger financial support, such as territory arrangement, organization of the protection, necessary buildings or facilities development, personnel payment, and purchasing of necessary special equipment.

Human Resources Problems

It was identified that the reserve did not meet the requirements of qualified personnel. The situation of working in KSNR, including the physical situation (rural, remote area) and financial situation (low average wages), did not attract young professional experts. Lack of thorough professionally obtained information on biodiversity indicated this problem.

Another problem indicated was lack of staff in the department of science. In the interview, the management emphasized that the current basic problem is shortage of young qualified personnel. The reason was the fact that it is not enough vocational training in universities, weak material resources and less comfortable working places.

Inadequate staff number was also indicated in the post of inspector of department of ecological education, whose duties related to escort visitors on some ecological excursion trip. KSNR has one qualified personnel for this position, and it is not enough to serve all groups during peak seasons, especially because KSNR is almost big territory.

2. Conclusions

Service Management direct pointing to the purchasing of facilities, services, and related ancillary programs to accommodate the user. Service management subsystem is facing several problems as follows:

1. Financial and Funding Problems.

Stronger financial supports are required to develop some facilities, territory arrangement, organization of the protection, necessary buildings or facilities development, personnel payment, and purchasing of necessary special equipment. Plan of integrated management would not be realized without stronger financial support and new budgeting system.

2. Human Resources Problems

It was identified that the reserve did not meet the requirements of qualified personnel. Quality and Quantity problems were indicated. Quantity problems are related to the work conditions in KSNR, while quality problems are related to the existing educational system.

3. Public Relations Related Problems

KNSR was identified to have lack of mutual relationships with stakeholders nearby, including nearby societies. It is notified that involving nearby societies might solve several problems, including tourism facilities, reserve maintenance, and security problems.

4. Natural and Non-Natural Hazard

Fire, flood, and other deteriorating hazard are often occurred in KSNR undetected. Some of the hazards were natural, while some others are unintentionally started by human. According to KSNR management, alterations of the landscape in order to secure or renew some species are prohibited by law; therefore, other prevention activities should be arranged soon.

3. Recommendations

Finance

It is not exaggerating to mention the biggest problem of the world currently is the quest of economic means, while balancing the mechanisms for creation and steady functioning of reserved territories. It is the main barrier and on a way of perfection management of Korgalzhyn State Nature Reserve.

In most of the national parks/nature reserves in other country, basic expenses of nature reserves were from the central government, as a sign of recognition of their national importance. Governmental financing level makes from 50 to 100 % of all expenses. The missing part was covered by the regional and local authorities, donations of local population, the nature protection organizations and funds, own incomes of the reserve

It is wrong to consider that the overwhelming part of the money arriving in the state budget from activity nature reserve, it is earned by reserve. Most of them came from concerning enterprises and organizations realizing. In the case of

Korgalzhyn State Nature Reserve, substantial increase of enterprise activity can be expected to occur in large settlements around reserve: the cities Astana and Karaganda. Enterprises in nearby settlements do not list the taxes directly on reserve activity. Some organizations that are carrying out the activity in territory of reserve might as well contribute to the financial statement, according to the concluded contracts, which have been given out by licensees, permits, etc.

Administrations of the park (reserves, parks, botanical gardens, dendro – and zoo-reserves), might target some ecological funds such as:

- Part of penalties and monetary collected from a damage caused by it results of infringement of the legislation about especially protected areas;
- The means received from realization of property confiscated or withdrawn according to the legislation, served by the tool or a subject of an ecological offence in their territory;
- Part of payments of the enterprises, establishments and the organisations for pollution of territory and objects of reserve which is defined on the basis of an ecology-economic estimation of their influence on surrounding environment;
- Incomes of commercial activity of nature reserve (excursion, ecotourism, visiting of museums, etc.)
- Target and other voluntary payments of the enterprises, establishments, the organisations, including international both foreign, and citizens.

It is necessary to introduce new forms of economic development of territories (free economic zones, zones of priority development, etc.) in order to direct the financial target of nature reserve from the enterprises, the organisations, or concerning individuals.

One of ways to attract of financial assets in reserve is the participation in the international nature protection programs, competitions of grants, etc. Competitions of grants are for both for nature reserve, and for its separate employees, and the organizations (public, research, educational), leads of work in territory of reserve. However, they cannot essentially affect a financial position of nature protection establishment. Inclusion of reserve in the international Nature protection campaigns, programs, the unions is more effective.

The main requirement of World Bank is biodiversity preservation, socially and ecologically a region sustainable development. The World Bank supports only for the development of nature reserves' necessary infrastructure. The Kazakhstan government should provide steady functioning of reserves.

Now the state is in forces to finance in necessary volumes reserved territories and objects, to provide a sustainable development of regions, important from the nature protection, historical, cultural, and recreational points of view.

Human resource

For increase the professional level of the administrative and research personnel of reserve it is necessary to organize following actions:

- It is necessary to solve problems of ecological formation in high schools. It is necessary to organize training on specialities like reserve business and ecological management. To raise stimulus of entrants it is necessary to establish grants on training, students to encourage with special grants.
- It is necessary to organize training of science officers and other personnel of reserve with a view of improvement of professional skill, preparations and continuous training in leading educational institutions of republic and other countries.
- It is necessary to increase the number of the personnel, especially for scientific personals and employees of protection.

References

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