

ELECTRONIC GOVERNMENT IN THE REPUBLIC OF SERBIA

Jovan Šarac¹ Nedeljko Krajišnik²

¹Union-Nikola Tesla University of Belgrade, Faculty of Business Studies and Law in Belgrade

e-mail: jovan.sarac@fbsp.edu.rs

²International University Travnik in Travnik, Faculty of Law Travnik in Travnik

e-mail: nedeljko.krajsnik@iu-travnik.com

Review article

<https://doi.org/10.58952/nit20241202031>

UDK/UDC 004.42:351(497.11)

Summary

The progress of the Internet and the increasing use of information technologies have led to major changes in the internal organization of the state administration and the public sector as a whole. In addition to the legal framework, the introduction of electronic administration presupposes an organized approach of the state and other segments of society, but also the resolution of many technical issues. This type of organization of public administration affairs ultimately enables significant savings in the state budget, but also increases transparency, efficiency and responsibility in decision-making procedures of public importance. It is estimated that this will ultimately lead to faster economic growth. The Republic of Serbia entered the electronic administration reform process in an organized manner, by adopting appropriate strategic documents and achieved significant results in a relatively short period of time. Administrative bodies in the Republic of Serbia have developed a large number of online services. As a rule, these services are provided through the e-Government portal and portals of administrative bodies and local self-government bodies. Although the Republic of Serbia has done more in this regard than other countries in the region, the reform of electronic administration is an ongoing process. The next challenge the country faces is adapting the electronic government system to the challenges posed by artificial intelligence.

Keywords: *electronic administration; computer technologies; State administration reform strategy; administrative procedure; electronic administration services*

JEL classification: *K290*



This work is licensed under a Creative Commons Attribution 4.0

1 INTRODUCTION

Traditionally, state administration jobs had little to do with modern technologies and were performed in government offices. The progress of the Internet and the increasing use of information technologies have led to major changes in the internal organization of the state administration and the public sector as a whole. This led to the need for new personnel who have new knowledge that was not available in the state administration until then.

Today, many government jobs are performed with the help of these technologies, and sometimes remotely. This system, in addition to the availability of information remotely, also enables the provision of simpler administrative services, such as issuing certificates, issuing permits, submitting applications, etc.

High-quality web presentations are of particular importance for high-quality electronic administration. The web presentation of the authority is the official presentation of the authority, on which publish basic information about its work, which is created for all government bodies according to a unique methodology. In the technical sense, it represents a set of data and information that are available to users via computer networks with the help of special computer programs. Web presentations are connected to databases through which administrative bodies provide certain online services.

Bearing in mind the numerous legal and technical issues that need to be resolved, the introduction of electronic administration requires an organized approach by the state and other segments of society, in terms of

creating normative and technical assumptions for the introduction of these technologies. It also presupposes a reorganization of the government sector as a whole. That is why a large number of countries, in order to enter this process as organized as possible, bring strategic documents, which are most often called the e-Government Reform Strategy.

2 THE CONCEPT OF ELECTRONIC GOVERNMENT

There are different theoretical definitions of e-government. Electronic administration (e-administration, eng. E-Government) represents the systematic use of information technologies in the function of supporting administration bodies in order to provide information and provide services to its users.

According to the definition from the Strategy for the Development of Electronic Administration of the Republic of Serbia, "... electronic administration is the use of information and communication technologies (ICT), which provide opportunities for citizens and the economy to communicate and cooperate in business with the public administration, using electronic media (internet, mobile phone, smart cards, kiosks, etc.)"¹.

Electronic administration is divided into three segments: electronic administration, electronic democracy and electronic justice. Electronic democracy is a system that enables voter registration, voting and other election-related actions via the Internet and mobile phone. Electronic justice presupposes the application of electronic communication in court proceedings through the court portal.

¹ Public administration reform strategy in the Republic of Serbia 2021-2030 ("Official Gazette of RS", No. 42/21 and 09/22)

In a narrower sense, e-government includes only electronic administration. In the following text, we will mainly talk about electronic administration in the narrower sense, although the same rules and principles are applied in electronic justice as well.

The importance of this issue is shown by the fact that it was dealt with by all the most important international organizations, including the United Nations, the World Bank and the European Union, which, among other things, produced a large number of studies on electronic administration, in general and in connection with its application in individual to the states. According to the definition of the World Bank: "Electronic government aims to enable easier, cheaper, more transparent interaction between government and citizens, government and companies, as well as government agencies themselves"². The European Union defines electronic administration as: "The use of information and communication technologies, and especially the use of the Internet as an instrument for achieving better administration."³

The goals of the introduction and development of electronic administration are, first of all, providing faster, simpler and cheaper services to citizens, increasing the transparency of public administration work, and enabling the efficient exchange of information between administrative bodies and other subjects. The use of these technologies in the administration enables direct and indirect benefits, both for the administrative authorities and for citizens and business entities that use these services. The direct benefit consists in reducing the costs of providing these services, including the

reduction of administration, as well as in the faster and more efficient collection of taxes, customs duties and other public revenues.

This form of business organization ultimately enables significant savings in the state budget. The indirect benefit consists in increasing transparency, efficiency and accountability in decision-making procedures of public importance, which ultimately leads to faster economic growth. According to some estimates, the savings from the introduction of this technology in developed countries amount to hundreds of millions of euros.⁴

The Republic of Serbia entered the electronic administration reform process in an organized manner, and achieved significant results in a relatively short period of time. Nevertheless, the reform of electronic administration is a constant process. One of the goals proclaimed by the Public Administration Reform Strategy in the Republic of Serbia is: "Providing quality administration services to citizens and businesses with an emphasis on improving administrative procedures and simplifying their application through the use of information and communication technologies, while gradually eliminating the classic way of providing services for which there is a possibility complete implementation via online service (gradual removal of paper use)"⁵. It should be emphasized that this is a job that never ends, because this area is developing rapidly, so it assumes the constant upgrading of existing solutions as well as the creation and use of new services. The fortunate circumstance is that all innovations in this area are compatible with earlier solutions and, as a

² World Bank, E-government guideline, <https://documents1.worldbank.org>

³ eGovernment in Europe, European Commission. Retrieved 21 October 2009, <https://ec.europa.eu>

⁴ More details: Centeno, C., van Bavel, R., Burgelman, J-C. E-government in the EU in the

next decade: The vision and key challenges, <http://www.jrc.es/home/publications/publications.html>

⁵ Public Administration Reform Strategy in the Republic of Serbia 2021-2030 ("Official Gazette of RS", No. 42/21 and 09/22)

rule, a simple transfer of procedures and data is possible.

E-governance assumes the flow of information, communication and various transactions between different entities. Informing is a one-way acquisition of data. Communication is any exchange of information or data between a limited number of natural and legal persons via an available information and communication network. A transaction is a transfer of things and rights between a limited number of natural and legal persons. Electronic administration includes three types of relations: relations between administration and citizens, relations between administration and companies, and relations between different administrative bodies.

In the relationship between administration and citizens (G2C), the interaction of citizens and administration is established through access to government services and the performance of appropriate administrative services, including automatic decision-making. In the relationship between administration and companies (G2B), mutual online communication is established, which includes various administrative services such as registration, payment of taxes, duties and contributions, issuance of import and export permits, submission of various reports, etc. Electronic administration also assumes the mutual electronic interaction of different government bodies and agencies (G2G) through mutual access and data exchange, including the automatic interaction of databases, which are maintained by different bodies, as well as electronic communication in appropriate administrative procedures in which several administrative bodies participate. Informatics has developed to such an extent that no form of communication and data exchange between different entities in the technical sense is any longer a problem. In most countries, the problem is represented by various legal

restrictions that can only be overcome by amending the law, as well as the large financial resources required for the introduction of various e-government services.

3 USE OF COMPUTER TECHNOLOGIES IN ADOPTING ADMINISTRATIVE ACTS

Computers can be used in administration in different ways and to different extents. Some administrative jobs, due to their simplicity, are naturally suitable for automation, while others are not.

With the development of computer technologies, especially programming, it has reached the stage where it is possible to program the computer in such a way that, in simpler cases where identical actions are repeated, it makes certain legal decisions. As a rule, it is about issuing extracts from various records, issuing certificates, certificates, permits, etc.

Decisions made in this type of procedure are usually not administrative acts. At this stage of the development of this technology, automatic decision-making is also possible in the so-called abbreviated administrative procedure, i.e. in the direct decision-making procedure, especially in the area of taxes and fees, pension and disability insurance, etc. According to the law, the authority can directly decide on an administrative matter if the factual situation can be established on the basis of data from official records, and the party does not have to make a statement in order to protect its rights and legal interests.

In the technological sense, these procedures are also extremely complex. In addition to appropriate databases and application software, it is necessary in any case to provide a system for identifying citizens, e.g. chipped ID cards, or electronic signature, as

well as secure electronic communication. It is also necessary to pass appropriate laws to avoid legal obstacles for these activities.

The problem that arises is the situation when the computer performs an action for which it was not programmed. The question arises whether the decision made in this way binds the administrative body. Today, the general opinion is that automatic systems do not have a will of their own, that they only serve as a means of communication for their owners, and that the actions they perform are actually carried out by their owners, i.e. administrative bodies. Bearing in mind the above, the decision made in this way is considered to be the decision of the owner of the program, that is, the automatic system, and only binds them. In computer science, it is considered that a computer rarely performs an action for which it was not programmed, but that this is possible due to the effect of a virus or a bug in the program. In electronic administration, the decision of the authority that was made due to the effect of a virus, or due to an error in the program, cannot in any case be binding on the administrative authority.

In more complex cases, such as e.g. special examination procedure computers, i.e. computer programs, cannot be used to make automatic decisions. In these procedures, computers can be used for searching, collecting and processing data on facts that are legally relevant in that procedure, accessing data of state authorities, finding laws and other general acts and relevant administrative and judicial practice, and for technical processing of legal acts. In this procedure, data related to a regulation or a court decision, and sometimes to a scientific and professional article, are most often searched, collected, and selected. In a similar way, data related to the factual basis of a

specific administrative case can be collected and processed. In these cases, computers do not serve to make automatic decisions, but only to prepare them. The computer, therefore, only provides technical and informational assistance to the official in the administrative body conducting the procedure. The decision-making itself is the responsibility of the person who leads the administrative procedure in that administrative matter. He should pay particular attention to the reliability of the sources to which the computer refers.

For example, if it is a regulation, and it is on the website of the Official Gazette, there is no reason to doubt the reliability of the source in this case. Today, it is possible for this type of procedure to be automated to a significant extent, most often in such a way that certain phases are automated. However, even in that case, regardless of the degree of automation, the decision is made by the official of the authority that conducts the procedure. It is unlikely that this type of procedure will be fully automated in the foreseeable future. It is certain that in administrative proceedings where a free assessment of evidence is required, this will never be possible.

Therefore, one should clearly distinguish the situation in which the computer makes a decision in a specific administrative matter, from the one in which the computer serves only as an auxiliary tool. The difference between these two situations is summarized by Dimitrijević⁶: "An administrative act passed through a computer represents a relatively planned and computer program-determined logical form of reasoning for the appropriate model of a standard typical situation, while administrative-legal decision-making in these cases becomes a

⁶ Dimitrijević, P., *Upravni akt i savremena tehnologija*, Ekonomika, Niš, 1995, page 100

planned and controlled activity (in the social, legal and technical sense)"

It should be emphasized that the use of computer technologies, even in the case of automatic acts, does not change the legal nature of the legal act, that is, that they still remain acts of the authorities that are the owners or users of the computer programs. The legal basis for the adoption of an administrative act is contained in the general legal norm, that is, in the law and other regulations. As in the procedure of traditional decision-making and in the procedure of automatic adoption of an administrative act, the general legal norm is applied to an individual case. The only difference is that the decision-making process is programmed and instead of a human being, the "decision" based on formalized information is made by a computer, i.e. a computer program. In this case, the so-called reformation of laws and legal norms contained in them. Reformalization of law means that one (legally) formalized system is translated into another, also formalized system, which, however, is not of a legal but of a mathematical kind. Therefore, the reformalization process represents a suitable mathematical activity that is carried out on the basis of suitable mathematical law.⁷ Nevertheless, the reformalization process and the related mathematical activity serve as a means of making an individual decision, in accordance with the general act in a specific administrative matter.

3.1 Electronic management of public records

Administrative bodies, in many cases, based on the law, have an obligation to keep official records on certain facts. These records can be kept in electronic and paper form. Computer technologies had their first significant

application in the administration precisely in the field of keeping various registers, because they enable fast collection and processing of data. The register is a unique, central, electronic database of documents prescribed as the subject of registration, as well as documents on the basis of which the registration was made.

According to the legal definition, a database is an organized and arranged set of interconnected structured data, which can contain one or more records. There are a large number of such databases maintained by administrative bodies, such as databases on citizenship, on real estate, on motor vehicle registration, on misdemeanors, on criminal acts, etc.

In the Republic of Serbia, there are: Register of Citizens, Register of Spatial Data, Address Register, Register of Real Estate Cadastre, Register of Voters, Register of Business Entities and other status registers of the Agency for Business Registers, and many others. From the perspective of Legal Informatics and Information Technology Law, these records are called databases. The content of these registers, i.e. databases, is prescribed by law and by-laws. As a rule, they are kept in electronic form. As a rule, there is an obligation of the authority that manages the respective register to ensure the connection of the register with other registers and databases, which are maintained for the territory of that country. The issue of the connection of registers and databases from the territory of several countries is regulated by an international agreement.

At the request of the parties, the authorities issue certificates and other documents (certificates, confirmations, etc.) about the facts of which they keep official records. Certificates and other documents about these

⁷ Lilić, S., Prlja, D., *Pravna informatika veština*, Belgrade, 2010, page 82

facts are issued in accordance with data from official records, and have the evidentiary value of a public document. This process is, most often, fully automated and these databases can usually be accessed online in a direct relationship between the user and the authority, that is, the database. In this case, the principle of automatic decision-making is applied.

Large systems established in this way are adaptable and can be used for other purposes. In the technical sense, it is only necessary to change the computer program and the database can be used for other purposes. For example, the Register of Citizens can be used for the purposes of the election process, provided that there is a legal basis for it.

3.2 The use of IT technologies in the administrative procedure

The field of administrative law, and especially administrative procedure, has for a long period of time been quite conservative regarding the introduction of information technology into this system. When the first Law on General Administrative Procedure was passed in 1930, as well as the Law on General Administrative Procedure from 1956, this technology was practically unknown. Provisions of administrative procedure that are significant for electronic administration are more recent.

In the Republic of Serbia, the possibility of using computer technologies was introduced for the first time by the Law on General Administrative Procedure of the then FR Yugoslavia from 1997. Bearing in mind that this is a key law, which regulates the decision-making process of administrative bodies, any reform in terms of the introduction of these technologies presupposes appropriate changes to the Law on General Administrative Procedure, as the

basic source of law in this area. In addition, it is necessary to adopt a set of laws, which regulate certain issues of importance for electronic administration. In this sense, it is necessary to pass laws regulating electronic signatures, electronic documents, electronic communication between administrative bodies and citizens, protection and security of personal data and many other issues. Of course, some questions such as electronic signature (which is used both in electronic administration and in electronic trade and banking and many other areas), are arranged uniquely for all areas where they can be used. Some countries, among them the Republic of Serbia, have passed special laws regulating the most important issues in the field of e-government. In any case, the normative part of the reform presupposes the adoption of a set of new and amendment of existing laws.

3.2.1 Notification of authorities and parties by electronic means

The Law on General Administrative Procedure from 2016 created the legal prerequisites for the establishment of an efficient system of electronic administration in connection with the implementation of general administrative procedure.⁸ This law stipulates that all actions of parties and authorities can be carried out electronically. The administrative body has the obligation to publish on its website notices about the possibility and method of electronic communication between the body and the party and the possibility of submitting electronic documents to the body, as well as for the body to send electronic documents to the party. It is foreseen that the party communicates with the authority electronically if they agree to it beforehand or if it is determined by a special regulation. The law provides for the possibility of establishing an electronic registry office. The

⁸ Law on General Administrative Procedure ("Official Gazette of the RS", No. 18/16, 95/18 -

authentic interpretation and 02/23 - decision of the US)

electronic office is organized in accordance with the rules on office business. The electronic office is an information system for the management of electronic documents, with the aim of receiving, opening, viewing and distributing mail, recording items, combining documents, delivering items and documents to internal organizational units, sending mail, separating items, as well as their storage and archiving.⁹

If the electronic document sent to the foreigner is not legible, he can request that the authority deliver the document to him in another suitable form. If the electronic document sent by the party to the authority is not readable, the authority may require the party to submit that document in another suitable form. In a similar way, the issue of notifying the parties is regulated. It is envisaged that the party in the administrative procedure will be notified electronically, by post, by delivery or in another convenient way.

Notification by electronic means can be informal and formal. Formal electronic notification takes place in accordance with the law and must include a confirmation proving the receipt of the document. According to the law, formal notification by electronic means is equivalent to delivery. Delivery, as a form of notification, can be personal, indirect and public. Personal and indirect delivery is carried out by the authority through its official person or through a postal operator, or electronically in accordance with the law. Public submission consists of the publication of the letter on the authority's web presentation and notice board. It can also be published in writing in the official gazette, daily newspapers, as well as on their websites, or in another convenient way.

3.2.2 Acquiring data on official duty electronically

The law introduced revolutionary novelties in relation to the acquisition of data, about which official records are kept. The authority is obliged to inspect, obtain and process data on facts on which official records are kept, and which are necessary for decision-making, by official duty, in accordance with the law. If official records are maintained by another authority, the authority conducting the procedure is obliged to urgently request the data, and the requested authority to provide the data free of charge within 15 days. If the requested data can be obtained electronically, the requested authority shall deliver it as soon as possible. In the procedure initiated at the request of the party, the authority can inspect, obtain and process personal data on facts that are kept in official records when this is necessary for decision-making, unless the party expressly declares that it will obtain such data itself.

The provision regulating the direct decision-making procedure is particularly suitable for making automatic decisions. It is foreseen that the authority can directly decide on an administrative matter if the factual situation can be established based on data from official records, and the party does not have to declare in order to protect its rights and legal interests. An authority that has the technical capabilities can schedule a video conference oral hearing, which is legally equivalent to an oral hearing. In terms of evidence, the provision that stipulates that a microfilm or electronic copy of a public document and a reproduction of a copy of a public document are equal in the proof process to a public document, if they were issued by an authority within the limits of its jurisdiction, is particularly significant. The aforementioned provisions of the Law on General

⁹ Instructions on electronic office operations ("Official Gazette of RS", No. 102/10)

Administrative Procedure, although not so numerous, provide a solid and real basis for the establishment of a quality system of electronic administration. The key quality of these provisions is that every action and every document, which is performed and delivered in electronic form, is legally recognized.

In 2018, the Republic of Serbia adopted the Law on Electronic Administration, which systematically regulates all issues related to electronic administration.¹⁰ The provisions of this law also apply to electronic communication between authorities, as well as to the communication of those authorities with parties in the performance of tasks within the scope and competence of state authorities, which do not refer to administrative proceedings, unless otherwise regulated by a separate law. The law gives the meaning of all the most important terms related to electronic administration, as well as regulated issues of state administration infrastructure, electronic administrative procedures, supervision over the application of laws and penal provisions. In addition to these two laws, the Law on Electronic Document, Electronic Identification and Trust Services in Electronic Business, the Law on Electronic Commerce, the Law on Freedom of Access to Information of Public Importance, the Law on Registration of Business Entities and some other laws are of special importance for electronic administration.

4 ELECTRONIC GOVERNMENT SERVICES

Administrative bodies in the Republic of Serbia have developed a large number of online services. As a rule, these services are provided through the e-Government Portal

and portals of administrative bodies and local self-government bodies.

The e-Government portal is a national web portal and is designated as a single access point to the electronic administration of all administrative bodies in the Republic of Serbia.¹¹ Through the portal, it is possible to access the corresponding services using a search engine, in alphabetical order, as well as by clicking on the link of the administrative bodies, that is, the local self-government bodies that provide that service. The e-government strategy emphasizes the importance of using the national e-Government Portal in the development of integrated electronic services and the unification of existing services of other state administration bodies, autonomous province bodies and local self-government units. Through the portal, it is possible to access a large number of services of administrative bodies and local self-government bodies. Many of these services are practically developed to perfection.

When it comes to services intended for citizens, among the most important are: Issuance of extracts from registers, Registration and change of address, Help in finding a job, Issuance of personal documents, Tax registration, Car registration, Health services, Obtaining a building permit, Reports to the police and many others.

The most important services intended for companies are: Registration of a new company, Tax declarations including value added tax, Social contributions for employees, Customs declarations, Submission of data to the Bureau of Statistics, Environmental permits, Public procurement and many others.

Services intended for civil servants are various services, which are necessary for the

¹⁰ Law on Electronic Administration ("Official Gazette of RS", No. 27/18)

¹¹ <https://euprava.gov.rs/>

daily work of civil servants, but also for their professional training (such as distance learning).

As an example of a successful e-government service, we can take the service of the Agency for Business Registers.¹² Registration of business entities in the Republic of Serbia, which was established on the basis of the Law on the Registration Procedure in the Agency for Business Registers.¹³ The law regulates the procedure of registration, recording and publication of data and documents that are the subject of registration, records and publication in registers, and records kept by the Agency for Economic Registers. Bearing in mind that this is a special administrative procedure, the provisions of the Law on General Administrative Procedure are applied to all issues not regulated by this law.

With the establishment of the Agency for Economic Registers, one of the standards of the European Union was complied with, according to which these tasks within each state are performed by an independent regulatory body that is part of the state administration system. The register is defined as a single, central, electronic database of documents prescribed as the subject of registration, as well as documents on the basis of which the registration was made. Bearing in mind that the register should be part of the e-government system, the Agency has the obligation to ensure the connection of the register with other registers and databases maintained in the Republic of Serbia.

According to this procedure, the following are registered with the Agency: entrepreneur, partnership, limited partnership, limited liability company and joint stock company. The entire registration procedure can be carried out electronically. Electronic application to the Agency is submitted

through the user application for receiving electronic application, which ensures the receipt of electronic documents and proof of payment of the registration fee. The signing of the electronic application and documents, as well as the certification of electronic documents, is carried out in accordance with the regulations governing electronic signatures and electronic documents. The confirmation of the received electronic application is delivered to the electronic address, and the information about the received application is published on the Agency's website. Upon receipt of the application, the registrar checks whether the conditions for registration are met.

In this procedure, extremely short deadlines are foreseen. The registrar decides on the application with a decision or conclusion within five days from the date of receipt of the application. If an electronic application is submitted, the registrar's decision in electronic form is sent to the registered address for receiving electronic mail, or to the address for receiving electronic mail indicated in the application. The Agency is obliged to publish the registration data on its website. Publishing is the electronic display, on the Agency's website, of data and documents that are subject to registration and recording, decisions made in the registration and recording process, and data and documents that are not subject to registration and recording are published in accordance with regulations. Against the decisions of the registrar, the applicant can file an appeal with the Minister of Economy through the Agency, within 30 days from the date of publication of the decision. The minister decides on the appeal within 30 days, from the date of receipt of the appeal at the ministry. The procedure for issuing extracts from the

¹² <https://www.apr.gov.rs/>

¹³ Law on the registration procedure in the Agency for Business Registers ('Official Gazette of the RS', No. 99/11, 83/14, 31/19 and 105/21)

register of the Agency for Business Registers is fully automated.

CONCLUSION

The progress of the Internet and the increasing use of information technologies have led to major changes in the internal organization of the state administration and the public sector as a whole. Bearing in mind the numerous legal and technical issues that need to be resolved, the introduction of electronic administration requires an organized approach by the state and other segments of society, in terms of creating normative and technical assumptions for the introduction of these technologies.

The Republic of Serbia entered the electronic administration reform process in an organized manner, by adopting appropriate strategic documents and achieved significant results in a relatively short period of time. The Law on General Administrative Procedure from 2016 created the legal prerequisites for the establishment of an efficient system of electronic administration in connection with the implementation of general administrative procedure. The law introduced revolutionary novelties in relation to the acquisition of data, about which official records are kept. According to the law, the administrative body is obliged to inspect, acquire and process data on facts that are kept in official records and which are necessary for decision-making. In 2018, the Republic of Serbia adopted the Law on Electronic Administration, which systematically regulates all issues related to electronic administration. In the law, the meaning of all important terms related to electronic administration is given, as well as regulated issues of state administration infrastructure, electronic administrative procedures and supervision over the application of the law.

Administrative bodies in the Republic of Serbia have developed a large number of online services. As a rule, these services are provided through the e-Government Portal and portals of administrative bodies and local self-government bodies. The e-Government portal is a national web portal and is designated as a single access point to the electronic administration of all administrative bodies in the Republic of Serbia. Through the portal, it is possible to access a large number of services of administrative bodies and local self-government bodies.

In relation to this issue, the Republic of Serbia has done more than many member states of the European Union and can serve as an example for other states in the region. What is a problem is that a large number of citizens still do not use these services. Nevertheless, electronic government reform is a constant process, and the next challenge the country faces is adapting the electronic government system to the challenges posed by artificial intelligence. In this sense, changes to the current Public Administration Reform Strategy were also announced.

LITERATURE

- [1] Centeno, C., van Bavel, R., Burgelman, J-C., *E-government in the EU in the next decade: The vision and key challenges*, <http://www.jrc.es/home/publications/publications.html>
- [2] Dimitrijević, P., *Upravni akt i savremena tehnologija*, Ekonomika, Niš, 1995
- [3] Lilić, S., Prlja, D., *Pravna informatika veština*, Beograd, 2010
- [4] Šarac J., *Pravo informacionih tehnologija i pravo interneta*, Univerzitet "Union - Nikola Tesla" u Beogradu, Fakultet za informacione tehnologije i inženjerstvo, Beograd, 2021

- [5] Vučinić, D., *Elektronska uprava – koncept i usluge sa osvrtom na elektronsku upravu u Republici Srbiji*, Glasnik prava 2, Kragujevac, 2020
- [6] Law on General Administrative Procedure ("Official Gazette of RS", No. 18/16, 95/18 - authentic interpretation and 02/23 - US decision)
- [7] Instructions on electronic office operations ("Official Gazette of RS", No. 102/10)
- [8] Law on Electronic Administration ("Official Gazette of RS", No. 27/18)
- [9] Law on Electronic Document, Electronic Identification and Trust Services in Electronic Business ("Official Gazette of RS", No. 94/17 and 52/21)
- [10] Law on the registration procedure in the Agency for Business Registers ("Official Gazette of the RS", No. 99/11, 83/14, 31/19 and 105/21)
- [11] Internet sources:
- <https://ec.europa.eu/https://www.consilium.europa.eu/hr/policies/green-deal/>
(accessed: November 22, 2024)
- <https://documents1.worldbank.org>
(accessed: December 5, 2024)