

SERBIAN CIVIL SERVICE FOR THE FUTURE

Nataša TOMIĆ*

ABSTRACT: *Times are changing and we inside of them. Public service is performed adequately if the conditions of continuity, equality and adaptability are accomplished. These principles are in a way “laws” of public service.*

The citizens rightly expect that public services adjust their actions to the changing demands of the 21st century. So, categorization of countries in the next century will be based on the quality of services provided to citizens, rather than on the quantity of these services. Governments throughout the world are under enormous pressures to work better in order to maximize results and minimize costs. The role of governments is changing from providing mere services to providing high quality service.

We should always hold human resource as the first resource and the basis to development. In public sector in Serbia today there are around half million of employees. Ethics of civil servants is one of the leading criteria in performance of the employee's duties in the public service. Investment in education of employees in public sector is necessary, because institutional supervision does not always work efficiently. It is necessary to provide for good business environment and certainly reduce administrative procedures and raise the level of trust in public administration to the satisfaction of citizens.

KEYWORDS: *public service, employees, environment, Serbia.*

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