

# THE ROLE OF INFORMATION COMMUNICATION TECHNOLOGIES (ICT) IN THE REFORM OF PUBLIC ADMINISTRATION IN THE REPUBLIC OF SERBIA

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*Trust in the norms of law.  
The law must not be the right of the stronger one.*

**ABSTRACT:** *In last few decades the Public Administration has changed. It is well known that the public sector is obliged to follow social needs by modernizing its procedures and services. The goal of the Public Administration is to serve society. But, the existed laws and regulations do not always cover the needs of e-citizens. Acceptance of e-Government is a great opportunity for public organizations improvement.*

*Information communication technologies (ICT) have a great potential to support sustainable development. Ample evidence from around the world for the positive impact of ICT on economic growth and development exists. What would be of most interest for sustainable development is how progress can be achieved with the fewest resources given.*

*Hence what should be measured as ICT indicators for sustainable development are the competitiveness of the ICT sector and the effectiveness of the regulatory environment in the current information era. In this paper I shall try to present my observation on the value of e-Government systems for the society and the government.*

**KEYWORDS:** *communication technologies (ICT); Serbia; public administration; sustainable development*

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