

he role of the National Academy for Public Administration (NAPA) in the process of digital transformation in the Republic of Serbia

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Abstract: The world is in a phase of dramatic changes which, together with the pronounced social instability and the devastating pandemic of the COVID 19 virus, represent a framework for seeking answers to all these changes and options that would enable sustainable development of a country. In this rapid contemporary world, more than ever before, the development and implementation of new technologies, and digital transformation are some of the key accelerating processes and challenges we are facing with. Our understanding and education, learning from the past, facing challenges, adopting and implementing new technologies, and be ready to adapt ourselves and our processes, represent the main path for future development of our public administration and our growth.

Serbia has timely recognized the importance of digital transformation and has decided to ensure further development by implementing new technologies and e-Government with a clear goal of strengthening awareness and directing the development of all sectors towards digital transformation. The National Academy for Public Administration (NAPA) of the Republic of Serbia has also played an important role in the process of adapting employees of public administration to digital transformation and new forms of organizing the work and mobility of civil servants, and thus supporting and helping the process of digital transformation of public administration into a modern, efficient, responsible and increasingly digital administration. With highly dedicated and continuous work on improving knowledge, skills and abilities of people, without whom any change would not be possible, the goal to modernise public administration, improve efficiency and effectiveness of service delivery, be in the service of citizens, and thus at the end of a day to make things better to everybody, can be fully accomplished and further developed.

Key words: digital transformation, education, NAPA, public administration, Serbia.