NORTH MACEDONIA
Digital Public Administration Factsheet 2024

Main developments in digital public administrations and interoperability
JULY 2024

HIGHLIGHTS - KEY PROJECTS

- In February 2024, the Government of the Republic of North Macedonia adopted the sixth National Action Plan for Open Government Partnership 2024-2026. The new action plan in the Open Government section contains 15 commitments and 57 achievements distributed in five priority areas, namely:

  ❑ Fight against corruption;

  ❑ Participatory decision-making and citizen participation;

  ❑ Legal strengthening and access to justice;

  ❑ Development and use of digital technologies; and

  ❑ Promotion of climate change activities.

Key figures

2 new initiatives adopted in 2023–2024

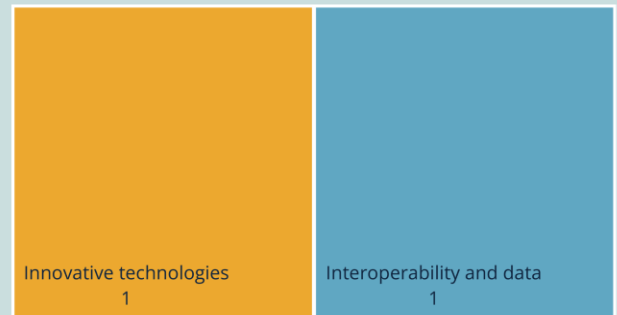| Innovative technologies 1 | Interoperability and data 1 |

Figure 1
Number of initiatives per topic adopted in 2023–2024

Towards the Digital Decade targets set for 2030: DIGITAL PUBLIC SERVICES

This country is not under the scope of the Digital Decade data collection.

Source: Digital Economy and Society Index (DESI)

DIGITAL TRANSFORMATION OF PUBLIC ADMINISTRATIONS

- The Public Administration Reform (PAR) is crucial for the European integration process of North Macedonia, aiming to enhance administrative capacity and democratic values.

  The Public Administration Reform Strategy 2023–2030, adopted in July 2023, focuses on policy creation, human resources management, transparency, accountability, and digital transformation.

  Building on the objectives of the previous PAR Strategy 2018–2022, the new strategy aims for evidence-based policies, depoliticized administration, transparency, and digitalization, ensuring efficient, accountable, and citizen-centric services.

DIGITAL TRANSFORMATION OF PUBLIC SERVICES

- The Strategy on ICT Development of the Customs Administration of the Republic of North Macedonia outlines goals for ICT development from 2023 to 2025. Objectives include enhancing interconnectivity with EU systems, modernizing ICT environments, and implementing new technologies. Upgrades to existing systems like NCTS 5, ITE, and CDEPS are planned, along with the development of new systems such as NSW and EORI. Financing sources include the National Budget, IPA3 programme, and World Bank loans. The alignment with the EU eCustoms strategy is a priority for EU accession. Plans for 2026-2030 include implementing additional systems to align with EU standards.

TRUST AND CYBERSECURITY

- No new initiatives in this field have been reported to date.

INTEROPERABILITY AND DATA

- No new initiatives in this field have been reported.

> Key figures from European Interoperability Framework Monitoring Mechanism results (Score 1 to 4)
>
> *This country is not yet part of the EIF data collection.*
>
> Find out more about the EIF here.

INNOVATIVE TECHNOLOGIES

- On 10 April 2023, North Macedonia's government launched ADA, its first AI-based digital assistant in the public sector. ADA will offer companies information on the conditions for investing in the country and on the available State aid. The project, launched through a call for tender in July 2021, has a budget of MKD 9 million and it has been fully funded by the FITD. Users will have access to a 24-hour service for users that allows for instant communication and prompt personalised recommendations, enhancing the overall customer experience. It will also help reduce costs associated with customer service.