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SAVING THE SINKING SHIP
THROUGH HUMAN CAPITAL”**

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ADOPTION OF ELECTRONIC PUBLIC SERVICES: THE CASE OF THE REPUBLIC OF MACEDONIA

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Abstract: *This paper identifies the factors that determine users' adoption of e-Government services in the Republic of Macedonia. The research model, which is based on the Technology Acceptance Model, defines several constructs (perceived ease of use, perceived usefulness, compatibility, interpersonal influence, external influence, self-efficacy, facilitating conditions, attitude, subjective norms, perceived behavioral control, demographic factors) that can influence intention to use e-government services. Relationships between constructs proved to be significant after analysis of the survey results. The intention to use electronic public services is influenced by the attitude and subjective norms, while perceived behavioral control was not significant for our sample.*

Keywords: e-Government, Electronic Public Services, e-Government adoption, Technology Acceptance Model, Republic of Macedonia

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Introduction

E-Government can be defined as widespread use of information and communication technologies (ICTs) in public administration. E-Government reflects the use of information and communication technologies (ICTs) in public administration to change structures and processes of government organisations (Löfstedt, 2005). In fact, e-Government is radical process of reformation of the public administration. Electronic government leverages ICTs to strengthen and improve the quality and efficiency of public administration. E-Government defines an area, the public sector, as well as the institutions, people, and processes which operate within this area and e-Government can be defined as special case of ICT-enabled business process change (Scholl, 2003). More radically, e-Government can be seen as an ultimate innovation because it redefines and improves transaction processing via an IT platform (Estevez, Joseph, 2008). E-Government has become a synonym for a modern state. E-Government has an impact on every citizen, business and public authority. Communication is made easier for citizens and businesses, costs are lowered and at the same time internal processes are redesigned. Nowadays, technological standards such as openness, usability, customization and transparency for public portals and interoperability between systems in agencies on different levels are a must for the implementation of E-Government projects. The most important goal of e-Government is the

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