**Political Communications**

The Strategic Plan of the Ministry of Information Society and Administration 2019-2021 includes the mission and the vision of the Ministry of Information Society and Administration (MISA), as well as MISA’s competencies and structure, priorities, goals and results, programme and operational plan.

**Governance**

The responsibility for North Macedonia’s eGovernment strategy/policy lies within the Ministry of Information Society and Administration (MISA). MISA is also the body responsible for interoperability activities.

**Legislation**

Three laws, together with the respective bylaws, have been adopted: Law on Central Population Register; Law on Electronic Management and Electronic Services; Law on Electronic Documents, Electronic Identification and Trust Services.

**Infrastructure**

In December 2019, the Macedonian government launched the National eServices Portal, offering 128 eServices for natural persons. The portal, which offers Single-Sign-On access, allow Macedonians to use ePayment services for service fees and administrative taxes.

**Digital Public Administration indicators**

<table>
<thead>
<tr>
<th>Percentage of individuals using the internet for</th>
<th>North Macedonia</th>
<th>EU28 average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interacting with public authorities</td>
<td>+3%*</td>
<td>50%</td>
</tr>
<tr>
<td>Obtaining information</td>
<td>+1%*</td>
<td>43%</td>
</tr>
<tr>
<td>Downloading official forms</td>
<td>-5%*</td>
<td>38%</td>
</tr>
<tr>
<td>Sending filled forms</td>
<td>-5%*</td>
<td>28%</td>
</tr>
</tbody>
</table>

* This is the trend evolution compared data from Eurostat in 2018.

**eGovernment indicators**

eGovernment performance across policy priorities

- **User-centricity**
  - North Macedonia: 86.5
  - EU27+ average: 65.6

- **Key enablers**
  - 61.4
  - 36

- **Business cross border mobility**
  - 67

- **Citizens cross border mobility**
  - 50.8

Source: eGovernment Benchmark report 2020

**State-of-Play of Interoperability**

Source: European Interoperability Framework Monitoring Mechanism 2019

Source: Eurostat 2019