

The electronic administration

الإدارة الإلكترونية

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Abstract:

The authorities try to developed the public sector by integrating various administrative transactions with the system's modern means , by using the new technology and internet in the administration transaction, which greatly facilitates the administrative process and contributes to improving the performance of administrative organs and the quality of services that help to develop the administrative relationship with citizens, for that Algeria has adopt the electronic management system which revitalize public administration and eliminate negative problems preventing them from proceeding.

Keywords: electronic management, technology ,internet ,development system , public administration ,individuals

الملخص:

تحاول السلطات تطوير القطاع العام من خلال دمج مختلف المعاملات الإدارية مع الوسائل الحديثة والمتطورة باستخدام التكنولوجيا الحديثة والإنترنت في المعاملات الإدارية، حيث تسهل إلى حد كبير العملية الإدارية وتساهم في تحسين أداء الأجهزة الإدارية و النهوض بنوعية الخدمات العمومية التي تساعد على تطوير علاقة الإدارة بالمواطن تكريسا للمبادئ التشريعية ، من أجل ذلك تعتمد الجزائر نظام الإدارة الإلكترونية كآلية لتنشيط الإدارة العامة إزالة العراقيل و السلبات التي تمنعها من المضي قدما.

الكلمات المفتاحية: الإدارة الإلكترونية، التكنولوجيا، الإنترنت، نظام التطوير، المعاملات الإدارية، المواطن.

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Introduction:

The transformation to a new system in managing the public administrations in time of emergence of the internet and the massive expansion in the use of electronic networks in all fields because of his positive impact and role in developing the public administration transaction due to its spends and the flexible way in doing the administration works with a high quality than before have become necessary to the government in the view of deferent negative phenomena which hinder the dynamic of administrative work.

Algeria as many state has use the internet and technology tools to pursuit of sustainable development and make an general modernisation in the societies and government agencies which become in digital form it's called the electronic management system, that mean as a new public administration that have a relationship with technology and internet using to improve public service works.

This research highlights the concept of technology networks and internet in developing public administration, so what does mean by electronic management? and What are the characteristic of this system? And what are the causes and stages of the transition towards e-management?

However we expect that the adaptation of the new system of managing public administrations have a positive impact on the transformation of the government and public transaction especially.

We spouse that studying the electronic management it well be show the importance of this system in sustainable development and public service and providing various service to citizens, by activate transparency and eliminate corruption and bureaucracy that impede administration which damage the relationship between public administration and citizens.

In this research we aim to clarify the definition of the electronic management and his characteristic and his impact to the public administration and give the most obstacle how stand in the way of apply this new system.

We use in the deductive and descriptive methodology to give the clarification of this system and the characteristic of it to understand the way of application of electronic management, for that we divide this research to an introduction contain (background, research problem, hypothesis, objective, research plan)and the body contain five topics are:

(definition of electronic management, characteristic of electronic management, the adoption and causes of transformation to the new system in Algeria and downside of the this system, the obstacles of application of e_ management).

1_digital transformation Causes¹ :

There is many factors causes that have contributed to the shift towards electronic management transformation using in the public administration:

²- The bureaucracy of the administrative organs that Complex procedures and processes in the traditional way of managing.

2- absence of the instant of administration decision that make a kind of imbalance of application of the general policy of the Government.

3- the Corruption of all kinds, administrative and financial, as a phenomena that destroys the public administration and make a difficulty in measuring performance of it.

4- a Poor system of administrative institutions resulting in lack of information for both employees and citizens in the administration transaction

5--facilitate in reliance of the information with the using the internet as a means of communication and coordination in the administrative apparatus

6- Promotion of competition among public institutions

7- Promotion of public service to the highest levels in accordance with individuals' aspirations

8- Promoting sustainable development

9- Elimination of the rigid central system that affects the flexibility of administrative work

2_Defention of the electronic management:

Electronic management defined also as “the management of information resources that depend on the internet and communication networks tends more than ever to confiscate and conceal things and what is

¹ -Mohammad ali Alqudah, leyla Muradlkhanli, electronic management and its role in the performance of e-government , Electronic Research Journal of Engineering, Computer and Applied Sciences ISSN: 2709-3700 www.erjsciencs.info Volume 3 (2021) p68.

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related to them to the extent that knowledge capital is the most effective factor in achieving its goals and the most efficient use its resources”.¹

So it is considered one of the new concepts in the management science as the way of transition to the stage of electronic works away from paperwork in the traditional way of managing administration.²

We can say that it is a new system as the process of digitization of all the tasks and administrations activities by relying on all necessary information technologies in the way of eliminate the traditional works who depends to paper use and suffering from bureaucracy and corruption.

Some technical experts know it as “a non-paper exchange of operational information by using EDI electronic data exchange, or it is the use of all electronic means in the completion of all enterprise transactions, such as the use of e-mail, electronic transfers of funds, electronic exchange of documents, faxes, electronic bulletins, and any other electronic means.”³

The European union defines the electronic management as : “The use of information and communication technology in public administrations, accompanied by changes at the level of organization and management, and the acquisition of new skills by employees, with the aim of improving public services.”⁴

The World Bank has defined e- management as “government-owned or operated systems of information and communications technologies (ICTs) that transform relations with citizens, the private sector and/or other government agencies so as to promote citizen empowerment, improve service delivery, strengthen accountability, increase transparency, or improve government efficiency”⁵

And about the legal definitions the Algerian legislator don't give us a real definitions to the electronic management he just refer to the methods and tools of this new system as such as hi stipulated in the civil law No 05\10 Modified and supplemented, where electronic writing is known only as an indication of the transition from the paperless system of proof to the

¹ --Bataineh, K. A. (2017). The impact of electronic management on the employees' performance field study on the public organizations and governance in Jerash governorate. *Journal of Management and Strategy*, 8(5), 86–100.

² - Abu-Naser, S. S., Al Shobaki, M. J., Abu Amuna, Y. M., & El Talla, S. A. (2017). The Reality of Electronic Human Resources Management in Palestinian Universities from the Perspective of the Staff in IT Centers. Retrieved March 1, 2021 from <https://hal.archives-ouvertes.fr/hal-01516216/document>

³ - Abdulrahman, O., & Omar, I. M. (2018). The Impact of Applying Electronic Management System on the English Language Level: A Case study at Cihan University. *International Journal of Research and Engineering*, 5(7), 457-464.

⁴ - www.worldbank.org/publicsector/egov/egovstudies.htm.access, visit in 01\02\2023 at 15:33

⁵ - www.worldbank.org/publicsector/egov/egovstudies.htm.access visit in 01\02\2023.

electronic system, in addition to his confessing the means of payment and electronic certification through Ordinance 03-11 related to cash and loan and Executive Decree 07-126 related to the practice of electronic certification services activity, as well as Law 15/04 related to electronic signature and certification in Algeria.¹

From all this definitions we can say that the electronic management is a new system depend on the use of the technology and internet in improving the administration transactions and services by eliminate all the traditional means and digitizing all work to will be in the front of administration without time without place and paper.

3_the characteristic of the electronic management:

The most important benefits how make all state around the world adopted this new system which make the public administrations on aspirations of citizen's are :²

_ An administration without rigid organizations and works through networked institutions and institutions that depend on the knowledge industry.

_the flexibility in the administration works.

_ prevention of corruption.

_ the paperless administration which consists of electronic archives.

- management without a place.

_ participate in the sustainable development.

3-the advantage of electronic management:

Through the adoption of the electronic management system with its unique advantage, a number of objective are met that the state wants to access:

a_ Advantage for citizens:³

- Citizen participation

-improvement of public services

¹ - Ben Morsli Rafiq, The transition towards electronic management in Algeria, Journal of Arts and Social Sciences, Faculty of Law, Ahmed Bougherra _ Boumerdes, Issue 03, year 2020, p. 70.

² - Mohammad ali Alqudah, leyla Muradlkhanli, ibid,p69.

³ _Dr. DEBIH Hatem, The concept of E-administration: Evolution, Perspectives & challenges, Mohamed Boudiaf's University,Msila, The jornal of Teacher Researcher of Legal and political Studies -vol 07 - N° 01 - June 2022,p:2086.

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- citizen satisfaction about the new public service quality
- Personalized and faster services

B_ Advantage For businesses and civil society organizations:¹

- Reducing labour costs and administrative expenses
- Reduction of operating costs (decrease in bribes).
- Reduction or elimination of standards.
- simplification of administrative procedures.
- Faster interaction with government.

c- Advantage For public institutions:²

- Provide greater opportunities for participation and training for the public employees
- Huge long-term returns on investment
- Raise the performance and productivity of the public administrations
- try to develop and improve the labour relations between employees
- closing outlets to various aspects of corruption
- Better use of ICT investments
- Facilitate the performance of the public administration functions

d- Advantage For the government:³

- Print economy - printing, inventory management, shipping costs, etc
- Automation of certain procedural steps
- Staff reduction - automation of certain tasks
- Reduction of time in completing tasks
- Improve the strategic direction of the public administration
- Advancing sustainable development

¹ Ibid.

² _ Samy S. Abu Naser¹ , Mazen J. Al Shobaki² , Youssef M. Abu Amuna³ , Suliman A. El Talla⁴, opsite

³ _ Valentina (Dardha) NDOU, E-Government for developing countries: opportunities and challenges, Electron. J. Inf. Syst. Dev. Countries, 18 (1) (2004), pp. 1-24.

4_Adoption of electronic management system in Algeria:

The terrible pressure generated by the global digital wealth has had a major impact on the beginning of Algeria's electronic transformation since the 1990s. The Algerian Government's quest for economic and social political development has been under the cover of universal use of modern technology.¹

Bringing a new system of all kinds requires at least two basic years in order to assist in the effectiveness of this system , Two key factors are needed in the process of adopting this new system:

A- technical indicators:

Among them is an attempt to find a set of specific elements and adequate infrastructure for the implementation of this project ,so We will present three phases of Algeria's implementation of its far-reaching policy to develop the use of technology tools as a major reactor to the e-management system: ²

At first Algeria knew the creation of The Centre for Research on Scientific and Technical Information, better known as CERIST, is an Algerian public institution of a scientific and technological nature under the supervision of the Ministry of Higher Education and Scientific Research.

He is known to the general public for having been the first Internet service provider in Algeria in 1994.

Following the CISTTT (Centre d'Information Scientifique et Technique et de Transfert Technologique), it was founded in 1985 under the tutelage of the Prime Minister and had as its main mission to conduct all research related to the creation, the establishment and development of a national scientific and technical information system, The CERIST's mission has always been to research, create, implement and develop national scientific and technical information systems.

after, access was reserved exclusively for insiders of strategic institutions. Then, the curiosity and affluence of turned it into a service to provide access to Internet and in a commercial activity, through the opening of cybercafé

¹ - Jalal Farouk Ahmed, Ansawi, Ibrahim Jaber Al Sayed, E-Administration, Dar Al-Alam and Dar Al-j, 2020, p.34.

² - https://fr.wikipedia.org/wiki/Centre_de_recherche_sur_l%27information_scientifique_et_technique see in 08-03-2023,at:10:29.

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and media library. At this time, access, whether collective or individual, was outside the home and the family.¹

It is in this context that Operation Ousratic was officially launched while focusing on two objectives: the operation consists in equipping the Algerian family with a and whose strategy is to generate access ICT and the use of the Internet in particular. Moreover, this optimistic outlook saw the decision of a plan Multi-sectoral strategy referred to as the “Algeria 2013 e-Strategy” defining the objectives to be achieved and the actions to be implemented for the Five-Year Plan 2009-2013. This plan is based on thirteen pillars: one of which is aimed at developing the mechanisms of incentives for households to access equipment and to ICT networks.

Benefiting from a public investment in infrastructure, the computer park has taken the dimension of a universe guaranteeing access to the Internet and its diverse appropriation and differentiated. In addition to these factors promoting generalization of the Internet the factor of piracy granted by the State facilitating consultations and downloads.

Since the beginning of 2020, Algeria has been able to expand its Internet connectivity capabilities, especially after the entry into service, by 2021. (ORVAL/ALVAL) Oran Valencia and Algeria-Valencia increased the capacity of the International Internet Network from 1.5 terabits per second in 2020 to 7.8 terabits per second in November 2022, which represents more than three times our country's current maximum Internet usage rate.²

This also increases the level of connectivity of families to the fixed-line Internet from 3.7 million households in 2020 to 4.5 million families in 2022, equivalent to an estimated 20% development rate, representing an accessibility rate for more than 50% of families. The target in 2024 is to link 75% of households.³

The percentage of high-flow mobile internet subscribers (3G/4G) has been increased from 40 million in 2020 to more than 44 million registered until September 2022, these efforts have allowed for significant progress in indicators related to the digitization of public services, as our country's ranking has moved from that of Algeria with intermediate capacity (category C) in 2020 to that of the countries with the capacity and qualifications considered (category B) in 2022.⁴

¹ - Aissa Merah, Yamine Boudhane, Représentations sociales de l'Internet en Algérie: vecteurs de changement, Regards critiques sur les soulèvements arabes 2013, L'Harmattan, pp.149-163, A paraître. Hal -03616833.

² -<https://premier-ministre.gov.dz/ar/post/> view in 08\03\2023,at:12:27.

³ -ibid.

⁴ Ibid.

B-legal indicators:

Algeria has a legislative movement in the field of the development of information and communication technologies, which has had a significant impact on the electronic transformation of Algerian public administrations and the corresponding technical indicators.

1_ Phase one: 1975 to 2003:

During this period, the Algerian legislature drafted several legal texts regulating the telecommunications sector, which is one of the sectors directly related to the transition to electronic administration in Algeria. The 75 _ 89 Order of 30 December 1975, containing the Postal and Telecommunications Code, which is defined in articles 1 and 38 thereof, contains communications. "It is all transmission, transmission or receipt of signals, texts, images or information of whatever nature via fibre optic"¹

In addition to The establishment of the National Authority for the Control of Mail and Communications as an independent national authority operating in the framework of technological development through 2000_03 law on 5 August 2000, which was subsequently repealed by the 18_04 law on 10 May 2018, which added the electronic word to the name of the authority as evidence of the beginning of electronic transformation through the legislative movement that Algeria has known at this stage.²

2-Phase two from 2003 to 2013:

This phase knew a recognition of electronic payment methods for the first time in Algeria after the issuance of the 03_11 Order on Cash and Loan Modified and supplemented by the Order 10_04 on 26 August 2010, where natural and moral persons when doing work requiring payment can pay the payment electronically. With the advent of electronic transactions, the necessary legal protection had to be provided for such acts in order not to be vulnerable to destruction and piracy. The 04_15 Code amending the Penal Code was promulgated in 2004. It emphasized the provision of penal protection to informatics systems for hacking and piracy and the imposition of harsh penalties for perpetrators of such crimes and was reinforced by Act No. 09_04, which contains special rules for the prevention of crimes related to information and communication technology.³

¹ - <https://www.arpce.dz/ar/pub/c0c9h6> View in 08-03-2023, at 11:32

² - Law No. 2000_03, dated 5 Jumada I 1421 corresponding to 05 UT 2000, containing the general rules of mail and wired and wireless connectors, amended and supplemented. Official Journal No. 48.

³ _Benmersley Rafiq, Moving towards e-governance in Algeria, Journal of Arts and Social Sciences, Faculty of Law Ahmed Boukara _ Bumerdes, Issue ,03,2020 pp. 78,79

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5_ the obstacle for application of the electronic management:

Deferent factors hinder the application of electronic management system in Algeria like the demographic obstacle and the administration one in addition to the technical and legal problems:¹

a_ the demographic and social obstacle:

The dramatic demographic growth experienced by various countries as the social syndrome that has become predominantly young has changed has created a kind of problem in human resources development, especially with regard to job creation in addition to the lack of social awareness regarding the digitization system.

B_ Administrative Obstacles:

The public institutions in Algeria try to restructured themselves in a new way in the context of the digital development , but it always still surfing from the traditional structure that stands as an impediment to applying the new system :

1_the absence of the future vision and goal its one of the big problems that any administration organization suffer from , so they have to sets goals for them, because the transition from the traditional system to the new one need a future vision to succeed in the application of it.

2_bad planning is the influential factor to the public administration tasks ,Despite the importance of planning and the advantages it achieves for institutions, most institutions suffer from randomness in planning and not relying on tight plans and strategies that help them face the challenges and rapid changes in all areas and the absorption of modern technology. The necessity of strategic planning for information technology in institutions is to be able to develop their competitive advantage. To maintain their position and to achieve their goals, organizations must think creatively, including the current work environment, goals, and strategies of the organization. Understanding the capabilities of the current system and looking forward to how information systems can produce future advantages for the organization.

C_-the technical problems:

The absence of the infrastructure and technology tolls as the communication systems and their operation and internet weakness all that can make the application of electronic management impossible in the view

¹ _ Mohammad ali Alqudah, leyla Muradlkhanli, ibid,p 70-71.

of this information weakness because of The absence of an integrated infrastructure at the state level, which prevents electronic management from being applied within its institutions in addition to the Lack of IT and information skills of some administrators that suffer from a weak English language especially since most of the resources and information on the network are in the English language.

We can also add The difference in measurements and specifications of the devices used In one office, which makes it difficult to connect them.

D _the legal obstacles:

The absence of equivalence between the legal text creates a kind of mismatch between procedural reality and administration processes OECD member countries are aware of the need for such a framework for electronic transactions to be effective, both in the area of administration and electronic commerce, and have taken steps to that effect. For example, the legal recognition of digital signatures is necessary for the communication of electronic forms containing sensitive personal or financial data as Algerian legislator creation of the law 15\04 of the electronic signature as a technical tools to approve and implement electronic transaction and document so the success of any system depend to the legislator framework.

Conclusion:

The electronic management is not merely transforming the traditional administrative system into electronic, but rather it is a system, integrated and complex on all political, legal, social, cultural, administrative, economic, and technological dimension, so we can say that it is an new strategy adopted by the government in the framework of governance .

So this new system appears as mechanism to develop public administration through the activation of many modern and sophisticated tools that conform to the principles of good governance, but the problem is that Algeria surfing from deferent obstacle how hinder the application of this system.

Consequently, Algeria is experiencing significant delays in this field Given what has been achieved by the leading countries in this field, especially with regard to the use of artificial intelligence as a tool that simulates the human mind on its behalf in implementing various transactions.

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