

## ***The contribution of the Open data to the development of government digital services, " SeeClickFix" model .***

مساهمة البيانات المفتوحة في تطوير الخدمات الرقمية الحكومية، نموذج " SeeClickFix"

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### **Abstract:**

*The aim of this study is to identify the role of the contribution made by open data in the revitalization of digital government services, where in our time governments have become a huge burden resulting from the inability to provide and meet the needs of their citizens from the increasing public services over time, whether in terms of quality, or The speed in submitting and covering all population areas, and this is what gained it a slow or no reaction that prevented it from keeping pace with the growth of society and its aspirations*

*Therefore, the government must adopt a strategy that achieves added value by which it gains the citizens satisfaction and reduces their daily burdens through engaging community members in the public services environment, this is done by moving towards the concept of open data under the SeeClickFix model to improve public services for the society, and this is what we will look at in our research.*

**Key words:** open data, government services, digital services, citizens.

**Jel Classification Codes :** 02, 03, P2, P3

### **الملخص:**

الهدف من هذه الدراسة هو التعرف على دور المساهمة التي تقدمها البيانات المفتوحة في إنعاش الخدمات الحكومية الرقمية، حيث وفي عصرنا الحالي بات على الحكومات عبء كبير ناتج عن عدم القدرة على توفير وتلبية حاجات مواطنيها من الخدمات العمومية المتزايدة بمرور الوقت، سواء من ناحية الجودة، أو السرعة في التقدم وتغطية كل المناطق السكانية، وذلك ما اكسبها ردة فعل بطيئة أو منعدمة منعها من مسايرة نمو المجتمع وتطلعاته، لذلك وجب على الحكومة انتهاج استراتيجية تحقق بما قيمة مضافة تكسب بها رضا المواطنين وتخفف من أعبائهم اليومية وذلك من خلال اشراك أفراد المجتمع لتحسين الخدمات العمومية، يتم ذلك بالتوجه نحو مفهوم البيانات المفتوحة في ظل نموذج SeeClickFix لتحسين الخدمات العامة للجمهور، وهذا ما سنتطرق إليه في بحثنا.

**الكلمات المفتاحية:** بيانات مفتوحة، خدمات حكومية، خدمات رقمية، مواطنين.

**التصنيف :** 02, 03, P2, P3

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## **Introduction:**

Information collected by or for the government is a national resource that must be managed for public purposes. This information must also be freely available to anyone to use, Unless the privacy, confidentiality, or security considerations of the government require otherwise. As part of the government's transparency aimed at enhancing citizen trust and participation, countries around the world face an unprecedented pressure to share government information. This has led governments to embrace open data initiatives and make them an integral part of their programs for open government, national e-government, or both .

Also, having the data and governmental information is considered as an essential base for creating an economy and a knowledge-bases society. The release of the previously locked data that is owned by the government, providing primary data to its citizens will help them convert data and information into tools and applications that will help individuals and groups, it strengthens partnerships with the government to find innovative solutions .

Open data is considered as a recent approach made by some Arab governments, and international institutions to provide knowledge to all people. Therefore, it should be benefit from by accessing portals. For example, production of press stories driven by data to make comparisons between different countries in development indicators, they can also provide their stories with rich, detailed and documented information in areas as diverse as population, energy projects, the environment, education, and more.

The Internet is full of a huge variety of “open data” portals and platforms that help to produce interactive data-driven reports or studies, in which all forms of multimedia are intertwined. The traditional view no longer draws the attention of users as much to their attraction to content that includes links, icons, and visual presentations that summarize the content of the topic at quick points.

After the above, we can creat the following main Problematic:

**What’s the role of open data to enhancing government digital services performance towards society through the SeeClickFix model?.**

We can follow the main problematic with another sub-questions :

- What’s the meaning of Open Data?
- What does it mean the develop of digital services for society?
- How can SeeClickFix work to improve digital services through open data?.

## **Hypothesis:**

We create some hypothesis for this research :

- New digital technologies & Open data may help governments to achieving data transformation.
- Open data may help governments to spread public services rapidly.
- To make the maximum benefits from open data, governments need to prepare stronge Infrastructure.

## **I- What's open data:**

16 national governments, including 10 developing country governments, have adopted the International Open Data Charter as a statement of their commitment to open data. This openness standard can be applied to many activities and outputs of governments and academic institutions, and in some cases, private activities that are dedicated to public goods .

There are many international initiatives aimed at promoting openness and transparency in public space. The open government partnership has grown from an initial group of 11 countries in 2011, bringing the number of countries currently participating to 75 countries, including 25 developing and middle-income countries. The principles of open government emphasize the necessity of openness to make societies more inclusive, fair and sustainable and to promote economic, social, cultural, civil and political rights for all .

### **I-1- Definition of Open data :**

The International Open Data Charter defines open data as :

« Open data is the idea that some data should be freely available to everyone to use and republish as they wish, without restrictions from copyright, patents or other mechanisms of control ». (Kitchin, 2014).

This definition became procedural through six principles of open data. The first four of these principles describe the legal and technical characteristics of open data as :

- Automatically opened.
- In a timely and comprehensive manner.
- Accessible and useful.
- Comparable and interchangeable.

The last two principles describe the purpose and uses of open data :

- For good governance and citizen participation;
- For comprehensive development and innovation .

Also defined as (Information, 2013): « It is any content that the government agency publishes on the Internet, and the data may be a simple text document, a detailed statistical file, an image, or an audio file. This data should be loaded in a format that allows users to benefit from it and reuse it in innovative ways that benefit society. This includes allowing users to edit data, and sell it to others if they want to ».

There are international standards that determine whether data is active open or not. Data are not considered open unless they are :

Legally Open : To be publicly licensed so that it can be used and reused for commercial and non-commercial purposes without any restrictions .

Technically Open : to be available in a machine-readable format so that it can be retrieved and processed by available computer applications .

Concepts related to the definition of open data :

- Availability of data and accessibility : Data must be available for individuals to download from the Internet.
- Without restrictions and in appropriate adjustable formats.
- Reuse and distribution : The data must be presented under a license to use that allows individuals to return.
- Use and distribution as well as the possibility of combining it with other data.
- Global participation : The data must be available to all individuals for use and re-use.

Post it without there being discrimination against some people, groups or uses.

This includes restrictions that prevent the "commercial" use of the published data.

Examples of open data :

There are many types of data produced or owned by government agencies, for example:

Population and housing data such as population and its breakdowns by age, marital status, etc.

Basic data related to the economic sector and investment, such as GDP data.

Labor market data such as the size of the labor market and jobs available in various sectors.

Health sector data such as the number of health facilities and their distribution in different regions.

Information and communication technology sector data such as landline and mobile penetration numbers, internet.

### **I-2-Open data goals (Abdulrahman, 2015) :**

Even without a formal commitment at the government level to open data, there are many potential benefits to the national statistical system adopting formal open data policies and practices, although there are some important challenges as well. The aim is to make all types of data produced by the statistical agency - aggregate indicators and other statistics, partial data on individual entities, and geospatial data - more open, provided that data on individuals remain confidential .

Take advantage of new data sources that can be accessed through other open data initiatives .

- Enhancing confidence in official statistics.

- Improving the quality of official statistics.
- Making data sets available for research, analysis and other social and economic benefits.
- Make data more easily accessible to users.
- Increased recognition of the value of official statistics as a public good and economic resource .

Open data is also considered as a driver of economic growth and job creation. Studies show that fast-growing economies often succeed based on rich information that translates into more sophisticated and diverse knowledge and products. The McKinsey Global Institute estimates that US government data helped private companies earn at least 24 billions US dollars in revenue annually, far more than spending on official statistics. They also estimate that the potential global economic benefits of open government data could reach \$ 3 trillions US dollars annually. Another study by a task force led by the United Nations Economic Commission for Europe (UNECE) estimates that there is a return of US \$17 per \$1 invested in opening government data on school performance .

### **I-3-Importance of open data (Norden, 2013) :**

It is possible at the present time to refer to a large number of areas in which open government data constitute a high value, among the most important of these areas :

- To enhance transparency and citizen participation.
- Improving the efficiency of government services.
- Creating opportunities to create new services and products.
- Providing opportunities for creating new business fields and economic opportunities.
- Obtaining new knowledge by combining multiple data sources and processing large-volume data.

Examples for that are:

Boston, USA : (Heather & Piwovar, 2013) The transportation agency has found that the easiest and most efficient way to improve the quality of bus and train use in terms of cost is to publish open data on buses, trains, tracks, and other related data. This enabled software developers to develop and deploy smart phone applications for these services that the public could benefit from, which contributed to the development of the service without imposing financial burdens on the government agency .

United Kingdom : A study examining the effect of publishing data on adult heart disease mortality after undergoing heart surgeries estimated that the death rate had decreased and that the economic value of this decrease was over 440 million pounds annually .

New Zealand : Applications have been developed for smartphones based on data published by the Ministry of Education about schools such as school sites, enrollment ratios and results of school evaluation from the ministry and others. The application is currently used widely and in many areas where parents use it when searching for new schools for their children, and real

estate agencies also use it when reviewing schools that are available in different areas and neighborhoods .

London - UK : (Shadbolt, 2012) The economic value of saving audience time due to the use of open data on London's public transportation to develop mobile applications was estimated at between 15 million and 47 million pounds each year .

#### **I-4-Principles of Open Data (sunlight foundation, 2012/2013) :**

Principles of open government statements as (Sun Elite Corporation) in accordance with the stipulations in the "Ten Principles for making government information available to the United Nations ".

- Completion :

The data sets disclosed by the government should be as complete as possible, reflecting a complete picture of what is recorded on a particular topic. All primary information from the data set should be disclosed to the public, except to the extent necessary to comply with applicable laws regarding the disclosure of information that reveals identities. The background data that identifies and explains the primary data must also be added, in addition to the formulas and explanations of the way in which the extracted data is calculated. Doing so will allow users to understand the range of information available and examine each data item at the highest level of detail .

- Initial source :

The data sets disclosed by the government should be the first source data. This includes the original information collected by the government, details of how that data was collected and the original source documents that record the data collection. Public publishing will allow users to verify that the information has been properly collected and recorded .

- Without delay :

Data sets disclosed by the government should be available to the public at the required time. The information that the government collects must be disclosed as soon as possible once it is collected and arranged whenever possible. Priority should be given to data for which the time component is sensitive to its use. Real-time updates of the information will maximize the benefit that the public can gain from this information .

- Ease of physical and electronic access :

The data sets disclosed by the government should be characterized by the easiest accessibility to them, and the ease of access is defined as the ease with which information can be obtained, whether physical or electronic. Physical access barriers include requirements for visiting a particular office itself, or requirements for compliance with certain procedures (such as completing form data or submitting information requests). As for automated electronic access barriers, it includes making data available by providing forms or systems that require browser technology (such as Flash, Javascript, Cookies, or applets Java). In return, providing an interface for users to download all information stored in Any one-time database (what is known as “universal” access), and the means to make specific requests for data through an API that makes data access easier. (One aspect of this is “findability,” which means the ability to easily locate and download content).

- Readability using machines :

Machines can handle some types of interference more than others. For example, handwriting notes on paper is very difficult for machines. OCR text scanning also results in many matching and formatting errors. Also, analyzing the information that is shared in the form of mobile documents (PDF) for example, which are widely used, is very difficult. Consequently, the information should be stored in widely available file formats that are easy to process automatically. (When other factors require the use of difficult to analyze formulas, the data must be available in machine-friendly formulas as well). These files must be accompanied by documentation on the format and how it is used in relation to the data .

- Non-discrimination :

"Non-discrimination" refers to who accesses the data and how it should do it. Data barriers to use may include registration or membership requirements. Another constraint is the use of a "fenced garden", that is, cases where data access is limited to only some requests. Generally, data access without discrimination means that anyone can access data at any time without requiring the identification of himself / herself or providing a justification for doing so .

- Using common standards :

Common (or open) standards refer to who owns the formula in which data is stored. For example, if there is only one company that makes the program that can read the file on which the data is stored, access to that information will depend on the use of the processing program for that company. Sometimes that program may not be available to the public at any cost, or it may be available but for a fee. For example, Microsoft Excel is one of the most popular programs used in tabular data, but there is a cost to use it. Often there are alternative formulas available at no cost through which stored data can be accessed without the need for software licensing. Eliminating that cost makes data available to a wider segment of potential users .

- License :

The imposition of "terms of service", placement requirements, restrictions on publication, etc. are obstacles to the public's use of the data. Maximum openness includes the classification of public information clearly as a government business, and that such information be available without restrictions as part of the public domain .

- Continuity :

The ability to find information over time is referred to as "continuity." The information disclosed by the government must be constant : it must be available on the Internet permanently in an archive. Most of the time the information is updated, changed or deleted, without any indication of any modification. Or announce that modification as a data flow without being archived somewhere. In order to achieve the best use of the public, the information available on the Internet must remain on that network, with appropriate follow-up to changing copies and archiving over time .

- Costs of use :

One of the biggest barriers to accessing information that is publicly available to the public, even if the cost is small, is the cost imposed on the public to access data. Governments use a number of foundations to impose fees on the public for accessing documents that are originally their documents : cost of creating information, the principle of cost recovery (the cost of producing information divided by the expected number of buyers), the cost of information retrieval, the cost of a single page or per inquiry, the cost of processing, The cost



of copying, etc.

Most government information is collected for government purposes, and the presence of user fees has little, if not transmission, has absolutely no effect on whether or not the government will collect that data in the first place. The assumption that fees for access limits the segment of those willing (or able) to access information. It may also lead to transformative uses of the data, which in turn achieves business growth and tax revenue .

#### **I-5- Data Forms :**

- Machine readable formats:

In the context of data dissemination, automatic readability is intended to make any implicit data used in publications available for use through a computer-based process without requiring human explanation. That is, all information and data available on computer-based devices are readable with a machine. Document Word files are readable by a machine in that Word and other compatible programs are able to interpret the data and present it as text on a screen. Likewise, Hypertext Markup Language (HTML) is a standard that indicates how web pages are displayed in a browser. But it needs a human explanation to make sense. The main aspect of disseminating the underlying data is that it can be extracted from a specific formula and redefine its purpose by a computer program without human interpretation.

– Open and closed file formats:

Formulas in which information can be released can be either "open" or "closed". The open format is where the program specifications are available to anyone without fees so that they can use these specifications in their own program without any restrictions on reuse imposed by intellectual property rights. The advantage of open file formats is that they allow developers to produce several packages and services for the program using those formats. Thus, there are few obstacles to reusing the information contained in these files.

If the file format is "closed", then this is either because the file format is registered and the technical specifications are not generally available, or because the file format is registered and despite that the specifications are available for general use, but the reuse is limited. If the information is published in closed files, this may constitute major obstacles to the re-use of the information encoded in it, which leads those wishing to use the information to purchase the necessary program.

#### **I-6-Objectives of the open data:**

Over the past decade, the government's provision of open data has witnessed a remarkable development from simple digitization of government documents (such as land and health records), to the creation of electronic data portals for open data that provide government data in a free, unrestricted, accessible and readable format across devices. Open to include information gathered about the individual and can then be made available to the individual himself. A recent report by the McKinsey Institute estimates that open data possesses the ingredients that alone allow to release 3 trillion US dollars in economic value across seven economic sectors If used properly, open data can help rebuild confidence in the government by reaching its goals:



- Transparency (Yoon & T, 2017) : Open data packages provide citizens with more transparency about government decisions, operations and results. For example, the Observatory Expenditure Public in Brazil facilitates the continuous audit of public money spending. In 2010-2011, the observatory monitored about 128 billion in Brazil Dollars, and issued thousands of alerts about the potential for incorrect spending.

- Accessibility (Yoon & T, 2017) : digital records and open data portals provide citizens with access to important data at low cost. At the beginning of the twenty-first century, the government of the Indian state of Karnataka digitized more than 20 million land records and launched more than 170 platforms that allow citizens to view the records necessary for many administrative tasks such as obtaining a bank loan.

- Providing services : Providing data through electronic portals similar to the American website (Data.gov) also paves the way for participation in creating applications that meet the needs of citizens. In Sweden, the Trafikverket publishes real-time data on all train movements, for third parties to use this data to create applications that help travelers and cargo operators make informed decisions about travel options and routes.

- Accountability : The goal of launching platforms is to help citizens use open data to hold elected officials accountable. In the United Kingdom, (TheyWorkForYou.com) collects data about each member of Parliament, so citizens can view the records, expenses, and financial interests of the local member they represent.

## **II-Government digital services:**

Digital government services are defined as "a series of activities, procedures, or processes that are provided by a government agency in providing the service digitally, to fully meet the needs of the beneficiaries through unified channels to provide them interactively" (Al-Saadani et al., 2015), and thus it benefits all beneficiaries, whom are:

- Citizens
- Business sector.
- Residents.
- Governmental entities.

### **II-1- The objectives of the government digital services (Alma, 2019) :**

- Meet the needs of the citizen and facilitate the procedures:

Through flexibility and harmony in the digital transformation of government services to match the needs of the citizen, in addition to increasing citizen awareness of the importance of information and data and the benefits of using technology to facilitate procedures and provide knowledge and provide services that citizens need easily and easily.

- Upgrading the level of government services and raising the turnout for them:

Reaching unified standards for the quality of providing digital services, and ensuring that the citizen has a complete digitally and safely service that ensures ease of use and access to it, and provides it around the clock efficiently and at high speed through comprehensive and

multiple channels, thus achieving a high turnout rate.

- Save expenses:

Reducing expenditures in the medium and long term on government agencies in terms of resources and operational cost needed to provide the service in addition to saving time, effort and cost on beneficiaries to obtain government service when compared to the traditional way.

- Improving government performance efficiency:

Improving operational efficiency and raising the effectiveness of the government apparatus through the optimal use of resources and modern technologies to reach a work environment that supports and facilitates the journey of digital transformation in government institutions, and building and developing capabilities through intensive learning and training.

- Raising the level of trust in the government:

Building bridges of cooperation and enhancing mutual trust between the government and beneficiaries, by enhancing communication with government agencies, increasing the level of transparency, increasing electronic community participation, and providing data that the government has to beneficiaries to enhance innovation and contribute to decision-making.

## **II-2- The role of open data in enhancing government digital services:**

Over the past two decades, coinciding with the rise of the Internet, governments around the world have sought to use new and emerging digital technologies in innovative ways to enhance government service delivery methods. Today, digital technologies play an increasingly important role in the daily lives of people and companies, changing attitudes towards the nature and methods of providing government service providers. Citizens expect to enjoy the ability to access these services quickly, easily, accurately and safely, whenever and wherever they want. Technology that enables citizens can provide governments with more ways to improve service design and delivery. These include, for example : open data and big data, integrated technologies and the Internet of Things, integrated and comprehensive mobile platforms, cloud computing, and next-generation networks. The latter contributes to improving service delivery in the following images : (Liu & Ding, N, 2016).

- Access to information and data:

Providing citizens and companies with information represents the minimum level of e-government services. A bundle of data and information can be provided through channels that include e-government portals, mobile platforms, publicly available platforms and digital signage, where the content may include information about services, agencies, reports and forms. For example, the California open data portal launched in 2010 has more than 100 million data records, from education to highways in the state. While this pattern of service provision does not involve much interaction between the government and users, it requires an effort in terms of transparency, rigor, accuracy, and ease of use, and it assumes that citizens will search extensively for this information and find it rich in benefit.

- Completion of transactions:

A more sophisticated set of government services would enable citizens and companies to

complete non-financial transactions online (such as completing and filling out forms and receiving civil documents or social benefits) and financial transactions (such as paying taxes and fines) after verifying their identity. Key components include a tracking system that allows citizens to track the progress of their applications. This pattern involves a higher level of personal services design, than interaction between the government and users, and it usually requires more personal information about the user, which requires higher levels of security, verification and adherence to privacy policies. Citizens play a major role as beneficiaries and governments, if achieved, can benefit from savings in the costs of automating more services, and refining and improving service delivery based on the opinions and suggestions of end-users.

-Participate in the production of services:

New technologies and digital platforms contribute to creating opportunities for participation and interaction for citizens who wish to contribute in providing services. Co-production of services can come in many forms, including crowdfunding and outsourcing services to the public. For example, the Spacehive platform for public funding in the UK helps citizens raise money to fund public works improvement projects such as stadiums, parks, and sports facilities.

### **III-Steps to integrate open data and government digital services:**

As it is possible to achieve an integration, which is considered a key to the success of the strategy to promote and improve government digital services, by the following steps, which are essential ingredients of success.

-Connecting with a comprehensive digital government strategy (Tenopir, Pollock, D, Allard, S, & Hughes, D, 2016) :

Careful diagnoses should be made to assess levels of digital maturity and to monitor technologies and platforms that can be used. At the time, the government can draw a digital roadmap that highlights priorities, outlines in detail the steps that need to be taken, and monitors the institution responsible for coordinating the steps and sharing best practices. The government can then implement the new digital services in two steps : launch pilot programs to gain and apply lessons learned, and then broadly expand and develop.

-Encouraging the adoption of new models to provide services :

Inclusiveness is the first condition for achieving this goal, as governments may have to invest in infrastructure (such as online service platforms in remote sites) and human cadres (especially digital literacy), as governments must address privacy and security concerns that may be an impediment to adoption These models. In order for citizens and businesses to develop their confidence in digital solutions, governments will have to protect the personal data contained in the transactions. Traceability and accountability are two very important aspects, as citizens should be informed of their rights and empowered to know that their personal data is being used and what bodies are using.

-Investing in new human and technical capabilities:

Digital technologies contribute to the empowerment and availability of communication between the parties, which requires the availability of basic skills to ensure maximum benefit from the opportunities provided by technology, while managing their risks. This includes procurement, communications, administration, interpretation, use of big data, and awareness of the benefits of open government. Civil servants should be provided with these skills and basic information about what this digital age can do and provide. They need to learn the code, which in a certain sense represents the common language of the digital world.

-Cooperation between government agencies, governments, and the private sector:

Partnerships between stakeholders and user groups are central to ensuring that people know how to access new services, and they are part of participating in launching the next stage of development. Focusing on digital service users may help avoid costly, frustrating errors that waste time and often discourage digitization efforts.

-Ensure reliability of new service delivery models:

Governments should strive to maintain a permanent level of availability and quality, as citizens should be able to obtain information and rely on basic services even in urgent conditions (for example in natural disasters). Therefore, governments must also take the lead in setting benchmarks for continuous improvements.

#### **IV- SeeClickFix Model Using communication and reporting tools to enhance civil engagement (Berkowitz, 2012) :**

SeeClickFix is a networked tool that allows citizens to inform governments of non-emergency suburban problems, and then receive a response (Fountain, 2014). The tool works in conjunction with the open source (311Open) telephone service for non-emergency situations, which allows citizens to report municipal matters.

Individuals or citizens' groups can report problems using mobile phones, so that information can be provided with date, hour, and geographic data. Those who report problems such as potholes, graffiti or garbage that have not been removed can send pictures of these cases, as the reported problems generate automatic messages that are directed to the relevant departments to be used to create work orders for municipal departments. The company has collaborated with a number of software companies, including Open 311, CityWorks, and Microsoft Dynamics, to guide and plan the workflow for non-emergency municipal problems (Fix, no date)

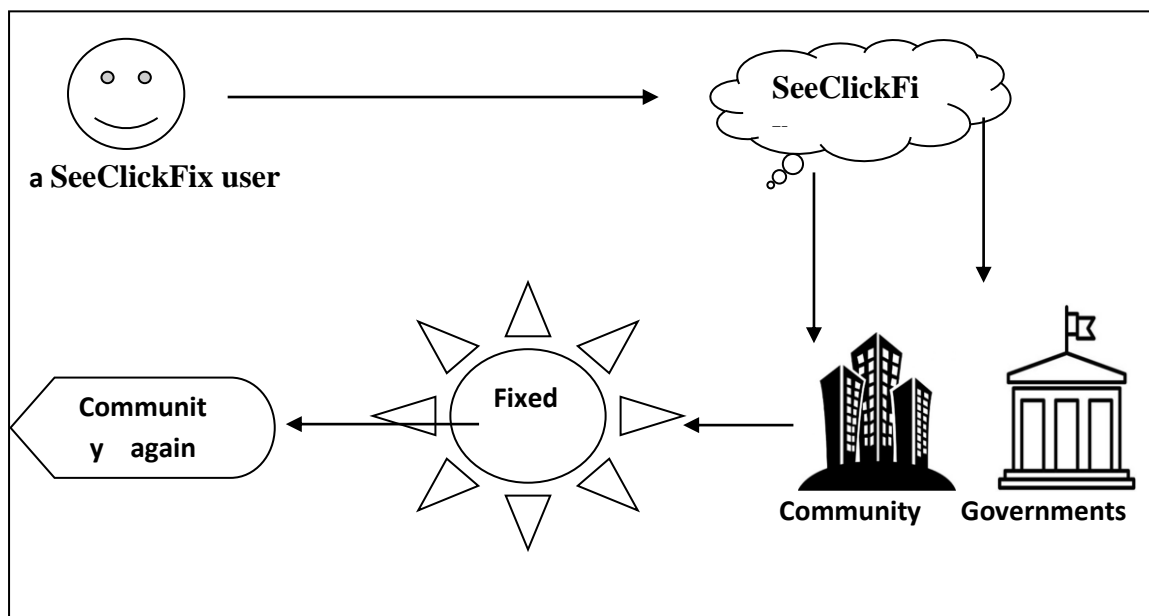
While "SeeClickFix" has sought to support its business through advertising fees, the basic "SeeClickFix" application is free and generates revenue by selling ads. In January 2011, the company received \$1.5 million from Omidyar Network and o'reilly alphatech ventures in the form of equity financing. The company has made rapid progress to help cities manage their systems to respond to customers on the number 311, which constitutes an additional source of income ranging between 1200 and 20 thousand dollars annually depending on the size and development of the city. In 2011, the company had a customer base of about 60 clients including American cities such as Philadelphia, Washington, New Haven, Hartford, Richmond and Raleigh (Gropisic, 2011).

By 2013, the network tool has been used in 25,000 towns and cities in the United States and others such as India, Sweden, Malaysia, Bulgaria, Italy and Greece. The company says that once the city receives six thousand reports of problems, the program, which cost \$13,000, will have paid for itself, and it reported that Los Angeles recently paid \$150,000 to own a similar system.

Creators of "SeeClickFix" see that simple forms of civic participation, such as reporting road potholes and receiving government responses, contribute to empowering citizens and may yield deeper forms of participation. The use of the application indicates that people find ways that suit them for the uses of such tools and technologies, and they may use them in amazing ways that developers have never imagined. Local networks made up of those keen on civic engagement use the "SeeClickFix" as a platform to coordinate community efforts and communicate with city governments on a public site where requests and response forms are tracked. The platform has the ability to build trust in government among citizens, and vice versa (conceptual, theoretical, and practical issues in measuring benefits, 2013)

In addition to the above, Internet platforms such as "SeeClickFix" contribute to reducing the costs of civil participation for citizens, and it also provides transparency and a clear vision to solve the problems reported. This electronic interface would encourage citizens, governments, the media and community groups to participate and work together to solve common problems.

**Figure n°1: SeeClickFix Model Process**



Source : Prepared by the researcher

**The impact of the implementation of SeeClickFix in Algeria :**

We encourage the algerian government to embrace the SeeClickFix open data model, cause that system have many benifits, especially in light of the Algerian government move towards digitalization, we going to gain :

- Contribute to connecting individuals with the government (municipality, district, state) and reducing complaints.
- Reforming the social and economic system in Algeria, especially after the spread of reporting culture against corrupt and wrong practices.
- Help inventory the corona pandemic by reporting suspicious gatherings and health problems that individuals may be exposed to.
- Contribute to eliminating corruption and practices against public security.
- Contribute to holding failed Responsibles accountable and replace them with hard-working staff.

### **Conclusion:**

New digital technologies and the power of open data traffic are achieving a major transformation in the provision of government services, as well as processes, albeit more slowly. To continue this transformation, governments must implement a transitional strategy through clear goals and ongoing dialogue with various stakeholders. It needs to attract and develop local capabilities and retain them to develop digital services strategies and then implement them. Governments also play a pivotal role in mobilizing stakeholders at an early stage, often with the aim of ensuring that privacy concerns are addressed, and that cooperation between traditional and new players such as entrepreneurs and IT experts is encouraged.

### **Suggestions:**

Since Arab studies did not address much of the topic of open data processing in developing digital government services, Researchers recommend to fellow researchers in economic and social sciences to address this issue and develop it, especially in light of a SeeClickFix model, cause that provides many good benefits towards accelerating the response to the requirements of individuals and growing peoples in light of the growing population by the government and various civil institutions.

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