



THE E-GOVERNMENT

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INTRODUCTION

- E-government implementation has emerged as a transformative force in modern governance, offering increased efficiency, transparency, and citizen engagement opportunities.
- The Algerian public sector, like many others around the world, has recognized the potential benefits of e-government initiatives.
- However, the current state of e-government implementation in Algerian public institutions warrants careful examination and improvement to fully realize the intended advantages.
- This chapter aims to assess the current state of e-government implementation in Algerian public institutions and propose a plan for enhancement.

PARTS



01

FIRST
THEORETICAL FRAMEWORK
OF E-GOVERNMENT

02

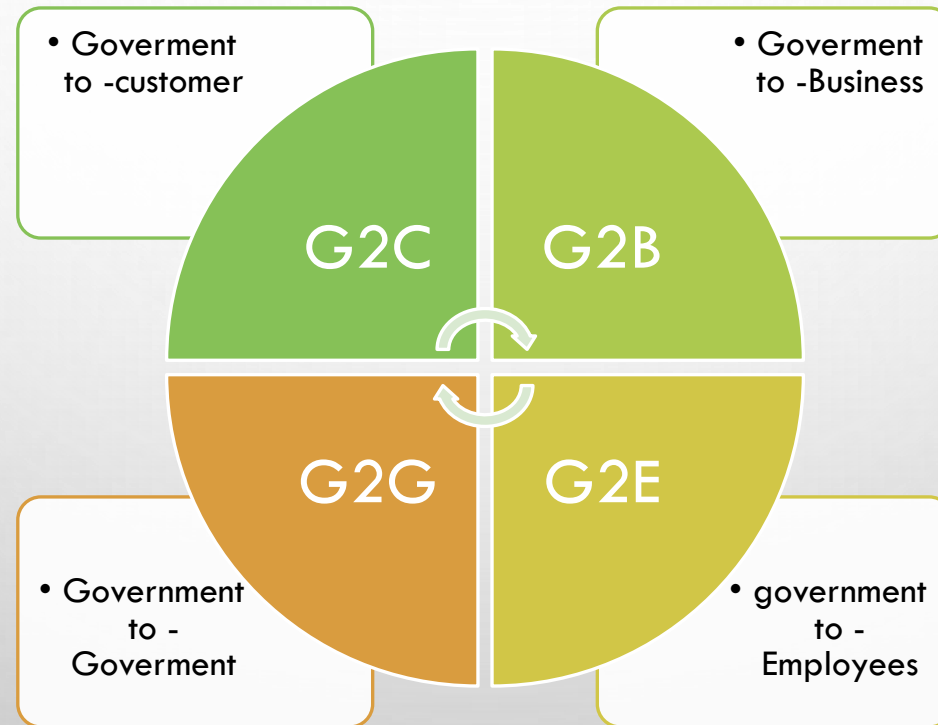
SECOND
THE REALITY AND
PROSPECT OF E-
GOVERNMENT IN
ALGERIA

- E-GOVERNMENT REFERS TO THE USE OF INFORMATION AND COMMUNICATION TECHNOLOGIES (ICTS) TO TRANSFORM AND IMPROVE THE DELIVERY OF GOVERNMENT SERVICES AND INFORMATION TO CITIZENS, BUSINESSES, AND OTHER GOVERNMENT ENTITIES.
- E-GOVERNMENT REFERS TO THE USE OF INFORMATION AND COMMUNICATION TECHNOLOGY PLATFORMS AND APPLICATIONS IN THE PUBLIC SECTOR TO DELIVER GOVERNMENT INFORMATION AND SERVICES TO CITIZENS. IT INVOLVES THE USE OF INFORMATION TECHNOLOGIES TO STREAMLINE WORKFLOWS, MANAGE DATA, ENHANCE PUBLIC SERVICE DELIVERY, AND EXPAND COMMUNICATION CHANNELS FOR ENGAGEMENT AND EMPOWERMENT.
- THE WORLD BANK DEFINES E-GOVERNMENT AS THE USE OF INFORMATION TECHNOLOGIES TO TRANSFORM RELATIONSHIPS WITH CITIZENS, BUSINESSES, AND OTHER ARMS OF GOVERNMENT, RESULTING IN BETTER DELIVERY OF GOVERNMENT SERVICES, IMPROVED INTERACTIONS WITH BUSINESSES AND INDUSTRY, CITIZEN EMPOWERMENT, AND MORE EFFICIENT GOVERNMENT MANAGEMENT.

BENEFITS OF E-GOVERNMENT

- COST REDUCTION AND EFFICIENCY GAINS;
- QUALITY AND FLEXIBILITY OF SERVICE DELIVERY TO BUSINESSES AND CUSTOMERS;
- INCREASE TRANSPARENCY AND ACCOUNTABILITY ALSO ELIMINATED CORRUPTIONS;
- INCREASE THE CAPACITY OF GOVERNMENT;
- NETWORK AND COMMUNITY CREATION;
- IMPROVE THE QUALITY OF DECISION MAKING;
- PROMOTE THE USE OF ICT IN OTHER SECTORS OF THE SOCIETY;
- CITIZENS SATISFACTORY DUE TO PROVIDE THEM THE INFORMATION THEY REQUIRED IN EASY AND FAST WAY.

TYPES OF E-GOVERNMENT TRANSACTIONS



Characteristics of e-government:



**THE SPEED OF
SERVICE
PERFORMANCE:**

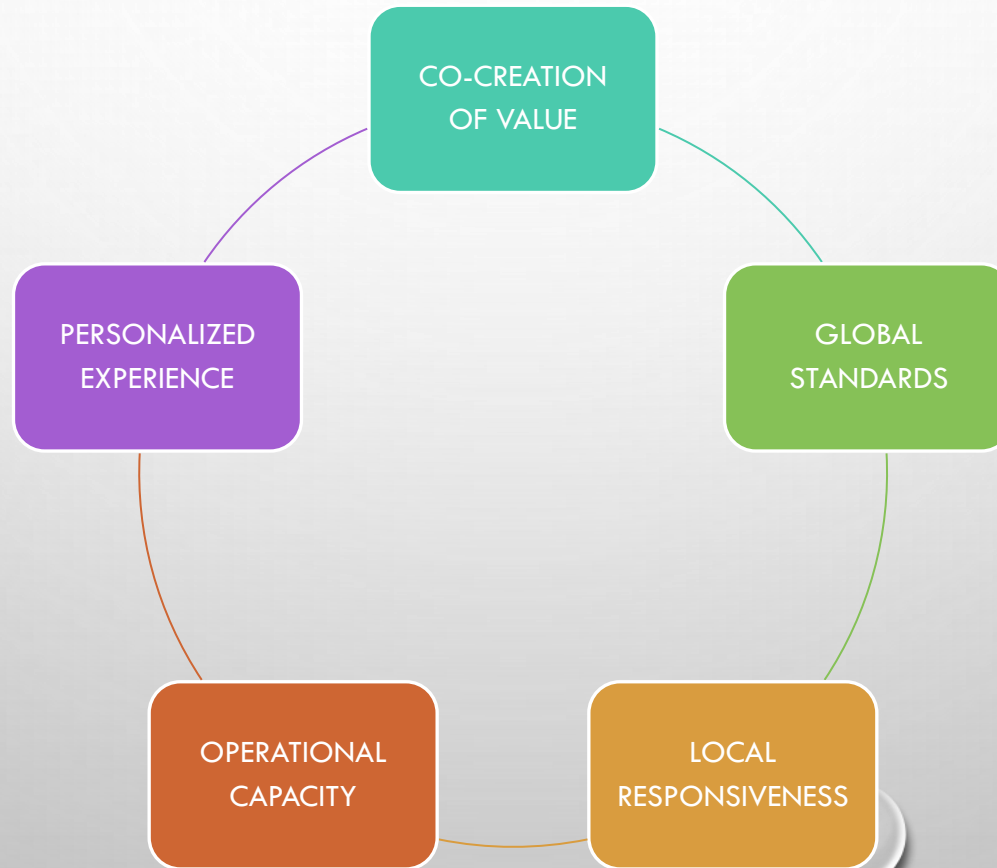


REDUCE COSTS:



**SHORTENING
ADMINISTRATIVE
PROCEDURES**

PILLARS OF E-GOVERNMENT TRANSFORMATION





THE REALITY OF E-GOVERNMENT IN ALGERIA:

- DEVELOPING AND IMPLEMENTING E-GOVERNMENT SERVICES IN ALGERIA IS THE GOAL OF THE NATIONAL PLAN KNOWN AS THE ALGERIAN E-GOVERNMENT STRATEGY.



THERE ARE SEVERAL EXAMPLES OF ALGERIAN PUBLIC INSTITUTIONS THAT WERE ACTIVELY UTILIZING E-GOVERNMENT TO ENHANCE PUBLIC SERVICE DELIVERY AND CONTRIBUTE TO THE DEVELOPMENT OF E-GOVERNMENT IN THE COUNTRY.

MINISTRY OF FINANCE: THE ALGERIAN MINISTRY OF FINANCE LAUNCHED AN ONLINE PORTAL THAT ALLOWS CITIZENS AND BUSINESSES TO ACCESS VARIOUS FINANCIAL SERVICES AND INFORMATION. THIS PLATFORM FACILITATES TAX PAYMENTS, CUSTOMS DECLARATIONS, AND OTHER FINANCIAL TRANSACTIONS, STREAMLINING PROCESSES AND REDUCING THE NEED FOR PHYSICAL VISITS TO GOVERNMENT OFFICES.



- **ALGERIAN CUSTOMS:** THE ALGERIAN CUSTOMS DEPARTMENT IMPLEMENTED E-GOVERNMENT SOLUTIONS TO MODERNIZE AND SIMPLIFY CUSTOMS PROCEDURES. THROUGH ONLINE PORTALS, BUSINESSES CAN SUBMIT IMPORT AND EXPORT DECLARATIONS, TRACK SHIPMENTS, AND PAY CUSTOMS DUTIES ELECTRONICALLY, REDUCING PAPERWORK AND EXPEDITING THE CLEARANCE PROCESS.
- **NATIONAL SOCIAL SECURITY FUND (CNAS):** CNAS INTRODUCED AN ONLINE PORTAL THAT ENABLES ALGERIAN CITIZENS TO ACCESS SOCIAL SECURITY SERVICES, INCLUDING HEALTHCARE BENEFITS, UNEMPLOYMENT INSURANCE, AND RETIREMENT PENSIONS. THE PLATFORM OFFERS SECURE ACCESS TO PERSONAL RECORDS AND SIMPLIFIES THE APPLICATION PROCESS FOR VARIOUS BENEFITS.
- **MINISTRY OF HIGHER EDUCATION AND SCIENTIFIC RESEARCH:** THIS MINISTRY LAUNCHED AN E-GOVERNMENT PLATFORM TO MANAGE UNIVERSITY ADMISSIONS AND SCHOLARSHIP APPLICATIONS. THE SYSTEM PROVIDES STUDENTS WITH A STREAMLINED APPLICATION PROCESS AND ALLOWS THEM TO TRACK THE STATUS OF THEIR APPLICATIONS ONLINE.

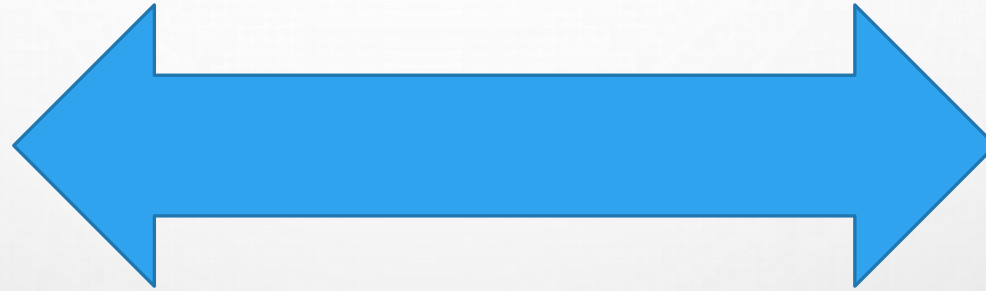
- **NATIONAL AGENCY FOR EMPLOYMENT SUPPORT (ANSEJ):** ANSEJ IMPLEMENTED AN ONLINE PLATFORM TO SUPPORT ENTREPRENEURSHIP AND JOB CREATION IN ALGERIA. THE PLATFORM OFFERS INFORMATION ON FUNDING OPPORTUNITIES, BUSINESS DEVELOPMENT RESOURCES, AND FACILITATES THE APPLICATION PROCESS FOR ASPIRING ENTREPRENEURS.
- **MINISTRY OF JUSTICE:** THE MINISTRY OF JUSTICE IN ALGERIA HAS BEEN WORKING ON DIGITALIZING VARIOUS JUDICIAL PROCESSES TO IMPROVE ACCESSIBILITY AND EFFICIENCY IN THE LEGAL SYSTEM. THIS INCLUDES E-GOVERNMENT SOLUTIONS FOR ACCESSING LEGAL DOCUMENTS, FILING CASES ONLINE, AND TRACKING THE STATUS OF COURT PROCEEDINGS.
- **NATIONAL AGENCY FOR THE PROMOTION OF RESEARCH AND INNOVATION (ANPR):** ANPR ESTABLISHED AN E-GOVERNMENT PLATFORM TO FACILITATE RESEARCH PROJECT SUBMISSIONS, FUNDING APPLICATIONS, AND THE DISSEMINATION OF RESEARCH OUTCOMES. THIS INITIATIVE AIMS TO BOOST SCIENTIFIC INNOVATION AND COLLABORATION WITHIN THE COUNTRY.

THE STEPS TAKEN BY ALGERIAN PUBLIC INSTITUTIONS IN ORDER TO SHIFT TOWARDS E-GOVERNMENT

- ALGERIAN PUBLIC INSTITUTIONS HAVE TAKEN SEVERAL STEPS TO SHIFT TOWARDS E-GOVERNMENT AND EMBRACE DIGITAL TECHNOLOGIES TO ENHANCE SERVICE DELIVERY AND GOVERNANCE. THESE STEPS INCLUDE:
- **NATIONAL E-GOVERNMENT STRATEGY:** THE ALGERIAN GOVERNMENT FORMULATED A COMPREHENSIVE NATIONAL E-GOVERNMENT STRATEGY OUTLINING THE VISION, OBJECTIVES, AND ROADMAP FOR THE DIGITAL TRANSFORMATION OF PUBLIC SERVICES. THIS STRATEGY SERVES AS A GUIDING FRAMEWORK FOR ALL PUBLIC INSTITUTIONS IN THEIR EFFORTS TO ADOPT E-GOVERNMENT INITIATIVES.
- **DIGITAL INFRASTRUCTURE DEVELOPMENT:** TO SUPPORT E-GOVERNMENT INITIATIVES, THE ALGERIAN GOVERNMENT HAS INVESTED IN DEVELOPING AND UPGRADING DIGITAL INFRASTRUCTURE, INCLUDING INTERNET CONNECTIVITY AND DATA CENTERS. THIS INFRASTRUCTURE IS CRUCIAL FOR ENSURING RELIABLE AND SECURE ACCESS TO ONLINE SERVICES FOR CITIZENS AND BUSINESSES.

- **LEGISLATION AND REGULATORY FRAMEWORK:**
- **CAPACITY BUILDING AND TRAINING:**
- **E-GOVERNMENT PORTALS AND SERVICES:**
- **MOBILE APPLICATIONS:**
- **DIGITAL PAYMENT INTEGRATION:**
- **CITIZEN ENGAGEMENT AND FEEDBACK MECHANISMS**
- **CYBERSECURITY MEASURES:**
- **DATA SHARING:**

THE MAIN CHALLENGES OF E- GOVERNMENT IN ALGERIA

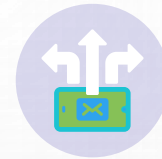


ONE OF THE MAIN CHALLENGES FACED BY THE ALGERIAN GOVERNMENT IN IMPLEMENTING E-
GOVERNMENT IS THE DIGITAL DIVIDE WITHIN THE COUNTRY.

THE MAIN CHALLENGES THAT HINDER ALGERIAN PUBLIC INSTITUTIONS TO MOVE TOWARDS E-GOVERNMENT?



DIGITAL
INFRASTRUCTURE AND
CONNECTIVITY



DIGITAL LITERACY AND SKILLS



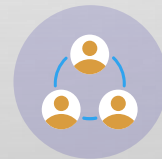
CYBERSECURITY
CONCERNS



BUREAUCRATIC INERTIA:



LEGAL AND
REGULATORY
FRAMEWORKS



LACK OF
INTERAGENCY
COLLABORATION



- **RESOURCE CONSTRAINTS:** LIMITED FINANCIAL RESOURCES AND BUDGET CONSTRAINTS MAY POSE CHALLENGES IN INVESTING IN THE NECESSARY TECHNOLOGY, INFRASTRUCTURE, AND SKILLED PERSONNEL REQUIRED FOR E-GOVERNMENT IMPLEMENTATION.
- **CULTURAL AND SOCIETAL FACTORS:** CULTURAL NORMS AND SOCIETAL ATTITUDES TOWARDS TECHNOLOGY AND ONLINE SERVICES CAN INFLUENCE THE ACCEPTANCE AND ADOPTION OF E-GOVERNMENT. ADDRESSING THESE FACTORS MAY REQUIRE TAILORED COMMUNICATION AND OUTREACH STRATEGIES.
- **DATA MANAGEMENT AND PRIVACY CONCERNS:** ENSURING PROPER DATA MANAGEMENT AND PRIVACY PROTECTION IS CRITICAL IN E-GOVERNMENT. CONCERNS RELATED TO DATA MISUSE AND UNAUTHORIZED ACCESS MAY LEAD TO HESITANCY AMONG CITIZENS TO ENGAGE WITH DIGITAL GOVERNMENT SERVICES.
- **POLITICAL WILL AND LEADERSHIP:** EFFECTIVE DIGITAL TRANSFORMATION REQUIRES STRONG POLITICAL WILL AND LEADERSHIP TO DRIVE INITIATIVES FORWARD AND OVERCOME BUREAUCRATIC HURDLES. LACK OF CLEAR VISION AND SUPPORT FROM HIGH-LEVEL GOVERNMENT OFFICIALS MAY SLOW DOWN PROGRESS.
- **VENDOR LOCK-IN AND SUSTAINABILITY:** RELIANCE ON SPECIFIC TECHNOLOGY VENDORS OR PROPRIETARY SYSTEMS MAY CREATE DEPENDENCY AND LIMIT THE SCALABILITY AND SUSTAINABILITY OF E-GOVERNMENT PROJECTS.

What are the proposed solutions for the adoption of E-Government in Algerian public Institutions?



Investment in Digital Infrastructure:



Interagency Collaboration and Data Sharing



Digital Skills Training and Awareness Campaigns:



Legal and Regulatory Framework Development:



Cybersecurity Capacity Building:



Leadership and Political Support:

THE PROPOSED SOLUTIONS FOR THE ADOPTION OF E-GOVERNMENT IN ALGERIAN PUBLIC INSTITUTIONS?



PUBLIC-PRIVATE
PARTNERSHIPS (PPP)



USER-CENTRIC
DESIGN AND
ACCESSIBILITY



OPEN DATA INITIATIVES



CONTINUOUS
EVALUATION AND
IMPROVEMENT



VENDOR DIVERSITY AND
AVOIDING LOCK-IN



TANNKS

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