# The E-management's role in the modernization of the Algerian Social Security System.

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## Abstract:

The introduction of E-management is not a path of well-being, but an inevitable result of the changing world, the concept of modernization, participation and use of information has become entrenched and has become one of the determining factors for the success of any system. This is what the Algerian legislator is working to develop in various fields, as is evident in the social security sector where modernization has emerged in it significantly, which has helped and facilitated the situation for its employees and insureds, especially the services provided to them remotely.

**Keywords:** Electronic management, modernization of social security, Shifa card, modernization of the public sector.

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## 1. INTRODUCTION:

The transition from traditional management to electronic management is not only based on computers, Internet networks, communication networks and other technical fields, despite of its importance aspects of electronic management, these are primarily a management problem resulting from sophisticated management ideas and a leadership vision of conscious nature seeks and supports improvement in all its efforts to achieve the mission of quality service, which serves the category of employees and workers as well as beneficiaries of its services as citizens.

In keeping with this trend, Algeria was one of the countries that kept pace with the developments and expanded with all its intellectual power and material potential in the use of electronic management, where the experience of managing electronic resources in many sectors such as higher education, the justice sector, postal and shipping agencies, as well as social security bodies.

In this sense, our aim in this study is to focus on the aspects of electronic management in the social security sector as it is one of the sectors considered public bodies with private management by Law 88-01[1], and to shed light on what has been experienced by modernization in many of its operations and the services provided by its social insurance funds.

[1]-Law 88_01 dated 22 Jumada al-Awwal 1408 corresponding to January 12, 1988 includes the directive law for public economic institutions, Official Gazette No.02, p.37. article: 49.

## The E-management's role in the modernization of the Algerian Social Security System.

To clarify many of the points that we encountered during the research, we relied on the descriptive approach of the various concepts that serve the research, as well as the analytical approach of the various legal texts and references that contributed significantly to the answer to the main problem**:"What is Electronic Management, and what are its various manifestations that the Algerian legislator brought to the social security sector?"**

In response, we have divided our topic into the conceptual framework of E-management **(first title)** and its implications on Algeria's social security sector **(second title).**

### 2. Title: The conceptual framework of E-management.

In order to be able to identify the concept of electronic management, through which we will be able to research this topic as the first axis, it must be detailed of several points, the most important of which is the definition of Electronic Management **(first subtitle),** elements of electronic management **(second subtitle),** the role of Electronic management **(third subtitle).**

### 2.1 First Subtitle: the definition of E-management.

The term E-management is a recent word, it is the result of many developments witnessed by the world of management specifically in the contemporary world in order to reduce paper transactions to the lack of dealing with them completely.

Therefore, several definitions of this term have emerged, including the definition that describes it" **as**

**the business system and activities that are carried out electronically and across networks**", it can also be defined as**" the use of electronic means and technologies with all that required practice, organization, procedures, trade or advertising**".

It also has a definition that this E-management is**:" a new management methodology based on the conscious use of various applications of communication science and technology in the framework of carrying out various administrative functions in the organizations of the era of globalization, which is reflected in the privileges granted by the Internet**".

In addition to previous definitions, the World Bank also had a definition of this term that states its vision as**:" a concept that involves the use of information technology and communication to change the way citizens and businesses communicate and interact with the government to allow citizens to participate in the decision-making process and to connect better ways of accessing information increase transparency and strengthen civil society**".

Through all the previous definitions, we see that E-management is**:"a new approach that departments rely on in the exercise of their activities and the provision of various services, in electronic form depends in the first place on the media and communication technology as well as on various electronic media that help in this**".

In short, **it is the transition from traditional paper transactions to modern technology means, without the need for a person to physically move to the headquarters of management**"

## 2.2 Second Subtitle :Elements of E-management (requirements for achieving E-management).

So that countries can introduce the new electronic orientation in the conduct of their administrations, they must provide and meet the necessary requirements for this, which we specify it in the legislative requirements (**1**) and technical requirements (**2**).

### 1- Legislative requirements.

This element is the legal arsenal, which should have been updated to conform to what is required by the modernization of the administration in various sectors, the existence of legislation and legal texts do not promote or facilitate the work of electronic administration only, but even what is branched out as E-commerce, and E-governance.

The legislation also facilitates the legitimization and validation of E-management processes, in the framework of completing the appropriate organizational structure and achieving satisfactory results.

In addition to activities related to E-management indirectly, sufficient results are achieved by completing the development of an appropriate regulatory framework that must be implemented in a controlled environment and requires existing or new legislation.

Among these legislations are those that recognize electronic signatures, which is stipulated by Law 15_04[1] on ratification and electronic signature, and electronic documents and their role in proof, which is provided by

[1]-Law No 15-04 of 11 Rabi al-Thani 1436 corresponding to February 1, 2015, which sets out the general rules concerning electronic signature and ratification, Official Gazette No.06, p.06.

Article 323 and 1 bis of the Civil Code[1], the legislator confirmed the possibility of proof in electronic writing. that is, it was given the status of identity, like the documents in the traditional form, the matter did not stop there, but the legislator has increased a new law to support the justice sector represented by Law 15_03[2].

**2-Technical requirements:**

This element refers to the availability of electronic means for the use of services provided by electronic administration, including electronic devices, and equipment such as computers and laptops that can be connected to the national global or internal network.

It also requires an infrastructure that includes advanced telecommunications and data networks: It is responsible for providing communication and information transfer between the administrative bodies themselves on the one hand and between the administration and the citizens on the other hand.

**2.3 Third Subtitle: The role of electronic management in the reform of the public service.**

This E-management has not existed except as a result of the difficulties faced by the administrative sector

[1]-Article 323 bis 1 Order No.75-58 of Ramadan 20, 1395, corresponding to September 26, 1975, containing the Civil Code, amended and supplemented, which states: "**Proof by writing in electronic form is considered the same as proof by writing on paper, provided that the identity of the person can be verified." Who issued it and that it be prepared and kept in conditions that guarantee its safety."**

[2]- Law No. 15-03 of 11 Rabi al-Thani in 1436 corresponding to the 1st of February of 2015 includes the modernization of justice Official Gazette No.06, p.04.

in its various fields, whether between its employees and citizens who represent the first beneficiary of public services, or between people and representatives of the sector among themselves, such as administrative correspondence between departments, or heads of their subordinates.

Therefore, the modernization of the administration, unlike its predecessor, namely the traditional administration, has touched on several points that helped improve the provision of public services, the most important of which is reducing the gap that has always existed between the administration and the citizen, especially by reducing the time needed to carry out various administrative transactions. as well as reducing the mobility of customers where the citizen can get some services once entering the space of management at the level of search engines, also among the advantages brought by the electronic management is to reduce the material errors to almost become non-existent because things have become automated and digitized[1] .

**3. Title: The implications of E-management on the social security sector in Algeria.**

We saw in the first axis the concept of E-management from the definition of it at the jurisprudential level among specialists and even the international as we saw in the definition of the World Bank, as we referred to the most important elements that are elements of its existence, to end the role of this new platform on the quality of public service.

[1]-**Gharisi Jamal, Fatima Zahra**, The reality of electronic management in public institutions in Algeria - social security bodies as an example -, Journal of Legal and Political Studies, Ammar Theliji University, Faculty of Law, Laghouat, Volume 05, N 02, p.82_98.

In order to add to our research a study of the administrative reality in Algeria, we took the social security sector as a sample to study the implications of the modernization of management.
Therefore, we divided this axis into the electronic card project **(first sbt),** the Launch of Shifa card in **(second sbt),** The Characteristics of the Shifa card **(Third sbt)** the Shifa Card System's objectives **(fourth sbt).**

### 3.1 First Subtitle: the electronic card project

Like other public administrations, the social security funds in Algeria have moved to modernize their services and management systems and launched the "**Shifa**" project that was in early 2007[1], which relies on the use of digital technology to design cards with an electronic chip, known as **Shifa cards**, as part of the modernization of the social security sector.

It should be noted that Algeria is the first country in Africa to introduce this technically complex system, practically and functionally, as it is linked to the various beneficiaries of individuals, organizations and workers in the health sector in the medical and pharmaceutical sector.

### 3.2 Second Subtitle: the Launch of Shifa card.

Before discussing the definition of the card, itself, it is necessary to clarify the meaning of the Shifa system, which means a project that falls within the framework of updating the procedures of the Department of Social Insurance based on the use of advanced technology.

This system exempts insured people from paying

[1]-**Samati Al-Tayeb**, Social Insurance in the Field of Social Security According to the New Law, publishing Dar Al-Huda Ain Melilla, Algeria, 2014, p.254.

for their medicines, especially chronic patients [1] It is a portable card with an electronic chip in which all the necessary data is stored by the insured[2], and can be defined as :"**a card based on a microprocessor with a capacity of 32kockett, capable of storing a large amount of information and conforming to the standards of the International Organization for Standardization. ISO standard**" [3]

Or it can be defined as **:"those electronic cards of the socially insured, which are produced in accordance with the technical standards applied to smart cards and contain an electronic structure consisting of documents and accurate electronic circuits in which personal data relating to the socially insured person or the cardholder[4] is stored**"

It can be said that the Sifa card **:"is an electronic card with a chip designed to store the information of the insured in the context of benefiting from the services of social security funds".**

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[1]-**Bennacef imane hanane**, Critical analysis of the information system SHIFA, journal of Bulletins des Recherches Scientifiques, tipaza center university, Vol 09, N 02, 2021, pp 427_447.

[2]-**Arraba Al-Hajj, Zarqoun Muhammad**, Modernizing the Social Security System in Algeria, The Shifa Card Experience, Economic Researcher journal, Kasdi Merbah Ouargla University, Algeria, No.02 , 2014, p-p.125_135.

[3]-**Siham Iriri, Karim Bichari**, The Shifa Card as a mechanism for digitizing the social security sector in Algeria, Journal of Economic Research, Volume 17, N 02, University of Blida, Year 2022, p.201_220**.**

[4]-**Al-Hashemi Mazhoud,** The Legal System of Electronic Administration, doctoral thesis, Mentouri Brothers University, Constantine, Faculty of Law, Algeria, year 2021-2022, p247.

### 3.3 Third Subtitle: Characteristics of the Shifa card.

This card has several characteristics, including:

- ✓ Interoperability through a file management system.
- ✓ It is flexible, secure and secure data, and has a capacity of 32 KB.
- ✓ The recovery card is valid for at least five years, its memory allows it to be retained, and as a dynamic card that can evolve in response to new information, it meets ISO standards and specifications, including image retention standards.

### 3.4 the Shifa Card System's objectives:

The Shifa Card system is a system developed in the Algerian administration, and its introduction was designed for the following purposes:

- ✓ Improve the quality of the performance provided by the social security funds.
- ✓ Combating fraud and bureaucracy, as well as preventing fraud and fraud.
- ✓ Simplify and facilitate the procedures for the acquisition of medicine at the lowest cost.

## 4. CONCLUSION:

The application of the e-management project requires the availability of many means in order to provide a distinguished service of quality to the citizen and achieve an appropriate level of performance even among departments However, the inaccurate application of the concept of electronic management and the move at once from the traditional pattern to electronic management without the adoption of sequence and

progression in the transition would lead to paralysis in the functions of the modern organization because then we have abandoned the traditional style of management and did not achieve e-management in its comprehensive concept leading to disrupt or stop the activities of these institutions until the complete completion of the e-management system.

However, this does not obscure the magnitude of the benefits and positives that this modernization brings, especially in the social security sector in terms of updating the applications that made it easier for believers, and shortened their distances, but this was not without the flaws and the encounter with obstacles in the application of modernization in this sector, ideally.

In light of what has been mentioned, we conclude our research with some recommendations from our proposal, which are:

- ✓ **Develop an evaluation strategy so that the progress of the e-management project is tracked and the shortcomings are explored and addressed.**
- ✓ **Spreading the policy of awareness among the various sectors and the presenters who contribute and ensure the proper functioning of this sector, to the public.**
- ✓ **The need to consider more in the file of payment of the Shifa card and facilitate the process of this, especially for university students, with regard to the need to present a recent registration certificate.**

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