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Electronic Government Applications in Algeria

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Abstract:

Globalization has yielded numerous shifts and transformations, particularly within the fields of media and communication. In awareness of these issues and developments, the Algerian government has developed a multi-axis program titled "e-Algeria project 2013." This project encompasses a series of measures aimed at improving public services by simplifying administrative procedures, decentralizing the issuance of documents, and generalizing the use of electronic government across public institutions and administrations with the intent of modernization. These measures constitute a part of the government's new strategy, which aims to humanize the administration by drawing closer to the citizen and ensuring the quality of public services.

Keywords: ElectronicGovernment؛Modernization؛Municipality؛Administration؛Algeria.

Introduction:

Modern administration plays a prominent role in strengthening democracy by enabling the public to exercise their right to access information. This is achieved through mechanisms such as media freedom and providing access to legal texts, regulatory frameworks, deliberations, and various data and reports published on public administration websites and other digital platforms.

Modern administration relies on a scientific approach to address administrative problems and decision-making, in addition to applying incentives to increase performance efficiency. It is also based on modern methods for time studies, workflow improvement, and the standardization of procedures, utilizing experts to provide a comfortable work environment. All of this is realized through the concept of electronic government, which emerged as a comprehensive initiative aimed at modernizing and developing administration across various economic, social, cultural, and administrative fields. These efforts contribute to societal progress and work toward removing the physical barriers that previously hindered access to information and services.

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The electronic administration aims to transfer the services from the traditional system to the modern electronic system which will apear positively on the general performance of the local and national management.

Accordingly, What are the applications of e-government based on the E-Algeria project 2013? And what are the obstacles to its implementation?

To answer these questions, this work has been divided into three parts:

Part One includes a general introduction to electronic government. It covers the definition of electronic government, the requirements of the "Electronic Government" project, the objectives of electronic government, and the potential drawbacks of implementing the "Electronic Government" project, leading to the obstacles to implementing electronic government.

Part Two deals with electronic government in the administrative context. It includes electronic government in the administrative context, the e-Algeria Project, the manifestations of electronic government in Algeria and their impact on improving citizen services, and finally, the obstacles to implementing electronic government in Algeria.

Part Three focuses on the achievements of the e-Algeria Project, taking the Ministries of Interior and Justice as models. The "e-Algeria" project has made significant advances in digital transformation, contributing to the simplification of procedures and the fight against bureaucracy. The Ministry of Interior has excelled in providing biometric identity services for all citizens, while the Ministry of Justice has achieved notable progress in developing remote litigation systems and issuing electronic judicial documents, which have helped speed up transactions and reduce travel burdens for citizens.

THE FIRST TOPIC :General Introduction to Electronic Government

Modern administrations rely on advanced technology to develop administrative work and increase efficiency, aiming to achieve technical and modern administrative functions that align with contemporary approaches in the administrative field. Therefore, most administrations today seek to restructure and organize their functions and staff in line with the administrative need to improve the workflow of administrative operations, which we will attempt to detail.

The Dictionary of Administrative Development defines it as a term used to describe the tasks of administrative development, which primarily consist of developing administrative means and methods for national development. It focuses on processes for improving the administrative performance of government agencies and identifies the methods and approaches that lead to the development of administrative capabilities[1].

Firstly: Definition of Electronic Government

Electronic government is concerned with transforming administrative processes and the execution of public services from traditional manual methods to an electronic format, aiming to achieve more effective use of time, money, and effort. In other words, e-management enables the completion of administrative procedures and the delivery of services via the Internet or Intranet,

[1]BouhnikHoudaandBourasNadie,Mechanisms Of Implementing The E-government Project,Journal of Economic Studies, Issue 17, December2023, p 331.

without the need for individuals to be physically present at institutions to finalize their transactions. This contributes to reducing the drain on time and energy during task execution. Electronic government is founded on a modern and advanced concept that transcends the idea of "call, don't travel," moving toward a more sophisticated stage translated as "get online, don't get in line."[2]

Electronic government is defined as the use of digital means and technologies in various aspects of organizational practices and administrative, commercial, or advertising procedures. This management aims to enable employees to communicate instantaneously and directly to achieve common goals, ensuring the interests of both the administration and the customers, while achieving the highest possible benefit from time and effort and enhancing service quality to achieve universal satisfaction.

It is also defined as an integrated electronic system that aims to transform traditional administrative work from a manual method to an electronic method relying on advanced software and information technologies. This contributes to making administrative decisions with speed and efficiency while reducing costs.

In short, it can be said that electronic government is a modern strategy for the information age that works to provide distinguished services to individuals and institutions through the optimal use of available resources—whether human, material, or moral. All of this takes place within an advanced technical framework focused on investing time, money, and effort in the best possible way, while ensuring the achievement of desired goals with high quality that meets expectations.[3]

Secondly:**Requirements for the "Electronic Government" Project**

The electronic government project, like any other initiative, requires the preparation of a suitable environment that aligns with the nature of its operations to achieve its objectives and succeed; otherwise, it may face failure, resulting in losses of time, money, and effort, returning the process to its starting point. Since administration is a product of its environment, it interacts with all political, economic, social, cultural, and technological dimensions. Therefore, the success of an electronic government project requires consideration of several fundamental factors:[4]

1-Infrastructure.[5]The success of electronic government requires an advanced infrastructure that includes modern telecommunications and data transmission networks, as well as wired and wireless communication systems capable of facilitating effective interaction between administrative institutions and between institutions and citizens.

[2]RabhiLakhdar and LakhalAicha, "E-government as a mechanism for administrative development", Journal of Legal and Political Studies – Issue 30, January 2016, p 241.

[3]Hamza Mohamed Naji, "The Comprehensive Concept of Implementing 'Electronic government'," ibid.

[4]BouhnikHoudaandBourasNadie,Mechanisms Of Implementing The E-government Project,Journal of Economic Studies, Issue 17, December2023, p 337.

[5]RabhiLakhdar and LakhalAicha, "E-government as a mechanism for administrative development", Journal of Legal and Political Studies – Issue 30, January 2016, p 243.

2-Provision of Necessary Electronic Means. Devices such as personal computers, laptops, and networked phones must be affordable and accessible to the largest possible number of individuals, enabling them to benefit from electronic government services and communicate through various networks easily.[6]

3-Availability of Internet Service Providers (ISPs). There must be a sufficient number of providers offering services at reasonable prices, allowing a wide segment of citizens the opportunity to interact with electronic government at minimum cost, time, and effort**.**

4-Training and Capacity Building. Focus should be placed on training employees to use technical tools such as computers, network Electronic government, and databases professionally. It is preferable to rely on specialized government training centers for this purpose. Additionally, citizens must be sensitized to the importance of electronic government, and a culture of its use and interaction mechanisms must be disseminated through the same approach.

5-Provision of Adequate Funding. Sustainable financial support is necessary to allow for continuous system maintenance, personnel training, and the maintenance of service quality while monitoring global technological developments to ensure alignment with the latest trends in electronic government.[7]

6-Political Will. There is a necessity for clear political will through the appointment of a specialized official or a dedicated committee to oversee the project's implementation, while working to create a supportive environment. Implementation must be closely monitored, and achievements evaluated to reach the desired goals.

7-Legislation and Legal Frameworks. Integrated legislation and legal texts must be established to facilitate the operations of electronic government, granting it the necessary legitimacy and credibility while ensuring all legal consequences resulting from the use of these systems are addressed.

8-Cybersecurity and Confidentiality. Ensuring the highest levels of electronic security and confidentiality is vital to protect national and personal information and to safeguard electronic archives from any hacking or tampering attempts. This aspect requires special focus due to its sensitive security dimensions at both national and personal levels.[8]

9-Marketing and Awareness. Priority should be given to developing a comprehensive marketing plan to introduce the benefits and importance of electronic government, urging all citizens to interact and participate effectively. This involves employing various national media outlets—such as radio, television, and newspapers—and organizing seminars and conferences featuring officials and experts to discuss the topic and prepare the public climate for its acceptance.

In addition to the above, there is an urgent need to provide technical elements that facilitate and enhance the use of electronic government in a way that accommodates diverse cultures and knowledge levels among citizens. This includes standardizing the design of government and administrative websites and their usage methods, as well as creating a central platform that

[6]BouhnikHoudaandBourasNadie,Mechanisms Of Implementing The E-government Project,Journal of Economic Studies, Issue 17, December2023, p 337.
[7]Taboun Abdel Karim, E-Management: Relevance and requirements,Journal Diligence in Legal and Economic Studies,Issue 10, Volume 02, May2021, p 397.
[8]ShweihaIsraa and Coffee Hadeel and ShalaliReda,Cybersecurity as a mechanism for enhancing national security and protecting information privacy, Journal Law and Interdisciplinary Sciences,Issue 05, Volume 01, December2025, p 15.

serves as a comprehensive directory for the addresses and locations of government and administrative entities in the state.[9]

Third:Objectives of Electronic Government

The core philosophy of electronic government centers on viewing the administration as a service provider, where citizens and businesses are regarded as clients seeking to benefit from these services. Accordingly, electronic government aims to achieve a diverse set of objectives designed to enhance the client interaction experience, which can be summarized as follows (without specific order of importance or priority):

1. Reducing the costs of administrative procedures and all associated operations.
2. Improving the efficiency of administrative performance in its interactions with citizens, companies, and various institutions.
3. Increasing the capacity to serve a larger number of clients simultaneously, thereby mitigating the constraints faced by traditional administration, such as the need to wait in long queues to finalize transactions.
4. Limiting or minimizing the impact of direct interpersonal contact between the two parties of a transaction, which contributes to reducing the influence of personal relationships or nepotism on the completion of client transactions.
5. Transitioning from a paper-based archiving system to an electronic archiving system characterized by flexibility in document handling, the ability to correct errors rapidly, and the dissemination of documents to multiple entities in the shortest possible time, while ensuring ease of access at any moment.
6. Eliminating traditional bureaucracy, streamlining the division of labor, and encouraging employee specialization.
7. Overcoming geographical constraints through the adoption of tools such as "video conferencing," which allows for recruitment, communication with staff, transmission of instructions, performance monitoring, and even conducting conferences and seminars via the electronic government network.
8. Overcoming the constraints of time, as seasonal limitations or the need to take leaves of absence to complete administrative transactions are no longer factors; electronic government ensures these matters are processed with the highest possible efficiency.

Finally, electronic government seeks to reinforce the concept of Total Quality Management (TQM) in its modern sense, aligning with the definition of quality as a high degree of excellence and value. It also emphasizes the importance of completing tasks at the appropriate time to meet client needs quickly and effectively, significantly contributing to the improvement of the overall professional and administrative experience.[10]

Fourth: Potential Drawbacks of Implementing the "Electronic Government" Project

Some believe that adopting an "electronic government " strategy will lead to the total elimination of all administrative, technical, and operational challenges. However, in reality, the situation is different. Implementing electronic government requires precise and sustainable monitoring to ensure the continued delivery of services at the highest possible quality, while focusing on maximizing the benefit of time, money, and effort. In this context, alternative solutions or contingency plans must always be taken into consideration in anticipation of any obstacles facing

[9]Taboun Abdel Karim, E-Management: Relevance and requirements,Journal Diligence in Legal and Economic Studies,Issue 10, Volume 02, May2021, p 395.

[10]BouhnikHoudaandBourasNadie,Mechanisms Of Implementing The E-government Project,Journal of Economic Studies, Issue 17, December2023, p 335.

the electronic government system. The most prominent potential drawbacks when applying this approach can be categorized into three main pillars:

1- **Cyber Espionage :**With the massive development in information and communication technologies that has swept the world, developed nations have relied heavily on technology, reducing the role of the human element despite its importance in many fields. Electronic espionage emerges as one of the areas that has undergone a radical transformation. When a state relies on electronic government systems, it naturally transitions its traditional archives into electronic ones.[11] However, this transformation is accompanied by serious security challenges, most notably the potential exposure to espionage that threatens the theft, disclosure, transfer, or even total destruction of documents. Consequently, the documents and information of individuals, companies, administrations, and the states themselves become subject to significant risks.

Nevertheless, it should be clarified that the security challenges associated with electronic government do not constitute a call to return to traditional administrative systems. Rather, the problem lies in the fragility of the security aspect of this modern technology—an aspect that must be prioritized when formulating electronic government strategies. Neglecting the importance of securing these systems could lead to dire national consequences resulting from electronic espionage operations.

Sources of electronic espionage are numerous, but they are generally classified into three main categories:

1) Ordinaryindividuals.
2) Internet hackers.
3) International intelligence agencies belonging to other countries.

While the first and second categories may cause relatively less damage—limited to sabotaging or temporarily disrupting websites, which can be managed through preventive measures like backups—the danger of the third category far exceeds this. These intelligence agencies are capable of breaching entire archives and accessing all government documents and sensitive information related to institutions and individuals, extending to national funds and resources. This poses a direct threat to the national and strategic security of any targeted state, especially if those documents are used for hostile purposes, such as being sold or leaked to adversarial entities.

2- Increased Foreign Dependency:

It is well known that Arab countries are not leaders in the field of information technology; rather, they remain consumers and beneficiaries of this technology, despite the presence of a large number of Arab scientists and specialists in this field globally or those of Arab origin.

Generally, given that "electronic government " relies almost entirely on Western technology, this reinforces manifestations of dependency on major industrial nations. This may result in multiple negative repercussions, particularly regarding the security aspects associated with electronic government, as previously noted.

Total reliance on foreign technologies to ensure information security and their employment in the official networks of Arab states represents a genuine threat to the national and regional security of these countries. This dependency places their security under the control of

[11]ZeinebFerdjellah and Ben Souileh Lilia, "Modern technology and its role in the realization of the quality of human resource performance", The Journal of Humanistic and Social Introduction, Volume 06, Issue 02, Year 2021, p. 334.

foreign states, regardless of whether those states are considered allies or adversaries; espionage between nations persists regardless of the nature of their relations. The matter is not limited to military and political espionage but extends to the commercial sector, granting major corporations the opportunity to obtain information that helps them outperform competitors in the markets.

Therefore, it is crucial to support and develop the Arab technological sector and stimulate spending on scientific research, specifically in the fields of technology and cybersecurity. The human and material capabilities required to achieve this are available to us. We also emphasize the importance of developing local information security solutions or subjecting foreign solutions that states decide to use to rigorous testing and in-depth studies to ensure their independence and freedom from any security risks.[12]

3-Administrative Paralysis :

The disorganized and imprecise application of the concept and strategy of electronic government —and the direct transition from a traditional administrative pattern to an electronic one without following a gradual and organized methodology—can lead to a paralysis of administrative functions. In such a case, we would fail to maintain the advantages of the traditional pattern while failing to achieve electronic government in its comprehensive sense, leaving us with the loss of the old system without succeeding in the new one. This reality may disrupt or temporarily halt the services provided by the administration until the electronic system is fully constructed, or it may force a return to the traditional system after significant losses. Therefore, this scenario must be avoided in any implementation of an electronic government strategy.[13]

Fifth: Obstacles to Implementing Electronic Government

Having an integrated strategic plan for the transition to "electronic government" does not necessarily mean that its realization will be easy or free of challenges. Numerous difficulties and obstacles may stand in the way of the effective implementation of this strategy. From this perspective, it is essential for those responsible for preparing and executing the "electronic government" project to possess a holistic vision that takes into account the various elements and factors that may emerge during implementation and hinder the achievement of desired goals. They must be prepared to face them, either by avoiding them or finding appropriate solutions. The following are some of the most prominent potential obstacles that may impede the application of electronic government:[14]

1- Political instability, which may lead to the rejection of the initiative or a shift in its course, poses a significant threat to the continuity of the electronic government project.

2- Weakness in the financial resources necessary to fund this initiative, which may become a particular challenge in the event of a decline in government revenues.

[12]Kamal Far, Obstacles to implementing e-government in the public sector: The Civil Status Department in the municipality of BordjBouArreridj as a case study,Journal Media wisdom and communication, Issue 08, Volume04, February2020, p 90.

[13]Zarqine Salma and TaourirtNoureddine, Electronic management between the difficulty of app and implementation is necessary، Journal of Human Sciences, Volume 22, Issue 10 , 2022, p 607.

[14]Kamal Far, Obstacles to implementing e-government in the public sector: The Civil Status Department in the municipality of BordjBouArreridj as a case study,Journal Media wisdom and communication, Issue 08, Volume04,February2020, p 91.

3- Intentional or unintentional delays in establishing a supportive legal and regulatory framework, which is a fundamental component for the effective realization of the strategy.

4- National disasters resulting from regional conflicts, which may cause temporary disruption to the necessary infrastructure, leading to delays in implementation.

5- Resistance to change by government employees who may feel threatened regarding their job security as a result of simplified procedures and improved government performance.

6- A lack of societal readiness to accept the concept of electronic government and utilize digital infrastructure extensively, especially in light of economic and social crises that may make this process financially costly.

7- A deficiency in local expertise in the field of Information and Communication Technology (ICT), or the absence of sufficient support from relevant international organizations to provide the technical assistance necessary for activating successful electronic government.

Recognizing these obstacles and working to confront them effectively is the path toward achieving a successful transition to electronic government systems and ensuring the sustainability of their implementation.[15]

THE SECOND TOPIC :Electronic Government in the Administrative Context

As a result of the multiple problems that have plagued Algerian public administration throughout its various stages since independence, administrative reform has become a necessity to escape these recurring issues. Administrative reform is defined as organized and deliberately directed efforts to bring about fundamental changes in the structure and procedures of the public bureaucracy, in addition to modifying the attitudes and behaviors of administrative personnel. This aims to increase organizational effectiveness and support the achievement of national development goals. Within the framework of this endeavor, Algeria has embarked on implementing comprehensive reforms of the administrative system, the most prominent of which was the adoption of the concept of electronic government.

Firstly: The e-Algeria Project

The "e-Algeria" project is considered one of the most important initiatives launched by the Ministry of Post and Telecommunications since 2009. The project was formulated within a comprehensive consultative framework that included public institutions and administrations, alongside economic operators from both the public and private sectors, in addition to universities, research centers, and professional associations related to the field of science and technology. This strategic program aims to accelerate the construction of an information society and strengthen the digital economy in Algeria by generalizing the use of modern technology across various sectors, such as public administration and the education sector.

This project plays a pivotal role in modernizing public administration, enabling it to provide better and more accessible services to citizens. Thus, the project represents a comprehensive and integrated national strategy to restructure and develop national policy

[15]Naïma Khatir, The Reality of E-Government in Algeria: Between Ambition and Challenges ،The Forum Journal for Economic Studies and Research, Issue 1,2017, p.p 65. 66.

regarding Information and Communication Technologies (ICT), which is one of the primary tools for implementing major national development policy plans.

The e-Algeria project is based on 13 main axes, namely:

1- Accelerating the adoption of ICT in public administration.
2- Stimulating the use of these technologies in institutions and companies.
3- Providing mechanisms to facilitate citizens' access to digital devices and networks.
4- Driving the digital economy by intensively enabling the local ICT industry.
5- Strengthening the infrastructure for secure, high-speed telecommunications and raising the quality of services provided.
6- Developing human competencies through the training and qualification of human resources.
7- Supporting research, development, and innovation while updating the relevant legal framework.
8- Activating the role of media and communication to raise awareness about the importance of technology in improving standards of living and supporting socio-economic development.
9- Strengthening international cooperation for technology transfer and the acquisition of relevant skills through participation in global initiatives.
10- Establishing monitoring and evaluation mechanisms to measure the impact of ICT on economic and social development, with periodic evaluations of the implementation of the "e-Algeria 2013" strategic plan.

The objectives of the e-Algeria project primarily consist of improving the effectiveness of government services for citizens, strengthening the policy of bringing the administration closer to the citizen, facilitating administrative operations, and combating the bureaucracy that hinders development. To achieve this, a group of core programs was developed within the framework of e-government, which are:

1- Legislation Development Program: Preparing laws that regulate electronic transactions and updating relevant legislation.
2- Financial Infrastructure Development Program: To enhance the financial flexibility of institutions.
3- Administrative and Executive Development Program: Seeking to improve work methods for entities involved in electronic transactions.
4- Technical Development Program: Concerned with using digital technology to develop operational capabilities in government institutions, including updating hardware, databases, and improving infrastructure.
5- Human Resource Development Program: Aiming to qualify government leaders and enhance the capabilities of specialized teams managing the project.
6- Information and Awareness Program: To increase societal awareness of the benefits and structure of digital transformation and how to benefit from the e-government project.[16]

This ambitious project lays firm foundations for achieving the transition to a more advanced and sustainable digital society across various fields.

[16]FartasFatiha, "Modernizing Public Administration in Algeria through the Application of Electronic government and its Role in Improving Citizen Service," New Economy Journal, Issue 15, Volume 02, 2016, p. 161.

Secondly:Manifestations of Electronic Government in Algeria and Its Impact on Improving Citizen Services

The process of streamlining administrative procedures and bringing the administration closer to the citizen is among the major trends the state has begun to implement. Public authorities have taken a series of measures aimed at facilitating matters for citizens and reducing bureaucratic hurdles, with the goal of narrowing the existing gap between the administration and the citizen.[17]

In this context, the application of the electronic government system is considered one of the most prominent mechanisms contributing to the development of the relationship between the citizen and the administration and improving the quality of public services provided. Several initiatives aimed at modernizing the administration and keeping pace with technological developments have been launched, including the digitization of civil status records. This process began as a pilot project in the municipalities of Hussein Dey and Bab El Oued in Algiers, as a prelude to its gradual generalization nationwide. In the field of civil registration, the process included the issuance of birth certificates, passports, biometric identity cards, marriage contracts, and all civil status documents. Additionally, focus was placed on the educational, health, and social sectors to transform those services into electronic services delivered through paperless offices. This development aims to reduce administrative routine, lower transaction costs, accelerate the completion of procedures, and increase government performance efficiency.[18]

The state also took its first steps toward modernization by opening the first "electronic municipality" in Algeria, which relies primarily on modern information and communication technology. This took place at the administrative branch in the "500 Dwellings" neighborhood in Batna, with plans to expand this project to various municipalities later.

This technology embodies the administration's ability to prepare and deliver various documents at the municipal branch level without the need for citizens to travel to the main municipal civil status headquarters. This pioneering experiment is considered an advanced step; it also covers the issuance of marriage and death certificates and other administrative documents. Furthermore, the "Citizen" electronic portal was launched, aggregating all administrative services directed at citizens in one place, aiming to enhance accessibility to government services and elevate the quality of the experience provided to the citizen.[19]

The manifestations of electronic government are represented in:

At the level of administrative work:

It enables administrative employees to perform their tasks with transparency and ease. Within the framework of organizing public administration entities and managing inter-institutional relations, vast amounts of data, information, and correspondence are exchanged between state bodies daily. Using electronic government techniques can reduce the use of

[17]Kamal Far, Obstacles to implementing e-government in the public sector: The Civil Status Department in the municipality of BordjBouArreridj as a case study,Journal Media wisdom and communication, Issue 08, Volume04, February2020, p 83.

[18]Bahlouli Faisal and BoudiafSamia, Implement E-government as an input to improve public service -Experience of the United Arab Emirates as a model with applicability in AlgeriaJournal North African economies,Issue 02, Volume 16, Joan2020, p 225.

[19] Maknani, Sabrina, "The Electronic Government Project in Algeria: A Step Towards Establishing a Knowledge Society," Conference of the Arab Federation for Libraries and Information: Government, Society, and Integration in Building Arab Knowledge Societies, Doha, Qatar, November 2012.

traditional paper and documents, eliminate administrative routine, and lower transaction costs, completing them in record time through email and internet technologies. These improvements enhance aswadministrative productivity, utilizing the capabilities of the networks that form the structure of electronic government to ensure the highest level of efficiency and effectiveness, thereby strengthening formal inter-institutional relations within state structures and facilities.

Relationship between Administration and Business:

The administration maintains multiple relations with the business sector due to its roles in planning, directing investment, supporting, regulating, and stimulating economic sectors, as well as monitoring and facilitating import and export operations. It also oversees private company services regarding worker declarations, invoicing, and combating tax evasion. Furthermore, it simplifies procedures for obtaining licenses and concession contracts and ensures better control over tender and auction processes. Working with electronic government technologies helps accommodate all these roles to enhance partnerships with private sector companies with flexibility and transparency, especially through the electronic publishing of advertisements, legislation, and laws to achieve optimal success levels and develop production capacities.[20]

Bringing the Administration Closer to the Citizen:

The year 2015 witnessed major steps to accelerate the pace of administrative modernization aimed at improving public service quality. Measures included reducing the issuance periods for biometric passports and national identity cards. Additionally, delegated administrative districtswere established in the South to alleviate administrative burdens. An executive decree was also issued exempting citizens from providing civil status documents that are already available within the National Automated Civil Status Registry.[21]

Aiming to reduce the volume of files and administrative procedures, this decree prohibited provinces, districts, municipalities, ministries, and their affiliated public administrations from requiring citizens to provide civil status documents—such as birth, marriage, and death certificates—in the future. This was made possible after their direct linkage to the National Automated Civil Status Registry of the Ministry of Interior and Local Authorities. In the first phase, the Ministries of Higher Education, National Education, and Vocational Training benefited from this linkage.

Facilitating Citizen Access to Administrative Documents:

Regarding the simplification of procedures for obtaining various administrative documents, the deadlines for delivering biometric documents were reduced, especially after the extraction of passports, identity cards, and vehicle registration cards was transferred to municipal services. To avoid the burden of travel for the sick, the elderly, and people with special needs, the Ministry of Interior and Local Authorities introduced, for the first time, technical teams equipped with mobile biometric kits. This enables these groups to complete procedures for various administrative documents—such as fingerprinting, electronic signatures, and digital photography—from their places of residence.

[20]BouhnikHoudaandBourasNadie,Mechanisms Of Implementing The E-government Project,Journal of Economic Studies, Issue 17, December2023, p 335.

[21] Executive Decree No. 15-204, which involves exempting the citizen from providing civil status documents available in the National Automated Civil Status Registry

This new project primarily aims to combat bureaucracy, bring the administration closer to the citizen, and improve public facilities. It encompassed enhancing public services and bridging the gap between the public facility and the citizen.[22]

Third: Obstacles to Implementing Electronic Government in Algeria

The electronic government project in Algeria was launched recently, but it has not yet materialized on the ground due to a set of obstacles, the most important of which are the following:

1- The inability of the post and information and communication technology sector to meet customer demands for telephone connections, which are considered the most important channels for internet communication.

2- Delays in completing the telecommunications infrastructure and its disparity from one region to another. Accordingly, there is a large gap to fill regarding the digital divide with the developed countries of the world in this field.[23]
3- Limited spread and use of the internet in Algeria, as the percentage of users of this globally widespread technology is still weak in Algeria compared even to neighboring countries.
4- Electronic financial transactions are still in their infancy and are moving at a slow pace despite the generalization of electronic financial transactions across various financial and commercial institutions. However, this experience is still faltering; for example, broad categories of economic operators and citizens fear using magnetic cards to withdraw their money due to the frequent errors resulting from automated teller machines and the significant delay in accessing their accounts.[24]
5- There are also obstacles related to the legislative aspect, represented by the absence of an electronic transactions law.[25]

THE SECOND TOPIC :Achievements of the e-Algeria Project

The Ministry of Interior and Justice as a Model: The "e-Algeria" project has made significant advances in digital transformation, contributing to the simplification of procedures and combating bureaucracy. The Ministry of Interior has excelled in providing biometric identity services for all, while the Ministry of Justice has achieved notable progress in developing a remote litigation system and issuing electronic judicial documents, which has effectively helped speed up transactions and reduce travel burdens for citizens.

Firstly: Regarding the Ministry of Interior and Local Authorities

It has become a model in improving public service facilities. Among its most notable achievements are:

[22] FartasFatiha, "Modernizing Public Administration in Algeria through the Application of Electronic government and its Role in Improving Citizen Service," op. cit, p. 320.

[23] AbbaneAbdelkader, Challenges of Electronic government in Algeria, PhD Dissertation,Mohamed Khider University of Biskra,Faculty of Humanities and Social Sciences, 2015-2016, p. 103.

[24]Sarah Bouadala and SanaaHamlili, The role of financial technology in developing Islamic financial services,Journal Economics and Management Research,Issue 06, Volume 016, Joan2025, p 132.

[25]Naïma Khatir, The Reality of E-Government in Algeria: Between Ambition and Challenges ‹The Forum Journal for Economic Studies and Research, Issue 1,2017, p 66.

The digitisation of the National Civil Status Register, with more than 100 million documents digitised,[26] enabling citizens to obtain documents from any municipality across the national territory regardless of their place of birth or residence.

The generalisation of biometric documents, including biometric passports, national identity cards, and point-based driving licences, with millions of documents issued.

The provision of remote services, such as the possibility of requesting a biometric national identity card online for holders of biometric passports without the need for personal attendance at administrative offices.

The establishment of an internal communication system linking the ministry with 56 ministerial sectors and public authorities based on the "national identification number," ensuring networking between national institutions.

Secondly: Regarding the justice sector

The justice sector has witnessed a qualitative leap in digitisation thanks to a comprehensive development programme. Among its main achievements are:

The electronic extraction of criminal records, enabling citizens and institutions to obtain the "Criminal Record (Form No. 2)" electronically with certified digital signatures.

The adoption of remote trials through video technology, enhancing the efficiency and flexibility of the judicial system.

The provision of online case tracking services, allowing concerned parties to follow the progress of their cases and access rulings online.

The implementation of electronic signing and certification systems for official documents, aiming to gradually reduce reliance on paper documents.

These achievements represent significant steps toward enhancing digital transformation in Algeria, supporting the improvement of citizens' quality of life, and modernising state services according to contemporary standards.[27]

Conclusion:

Algeria has witnessed a remarkable transformation in e-government, with several sectors adopting digitalization. Ministry of Interior local authorities and transport has implemented digitization in civil status matters, the Ministry of Justice, has also seen a significant transformation in the issuance of nationality certificates and criminal records. Lawyers can now also submit petitions electronically. Similarly, the Ministry of Higher Education and Scientific Research has experienced a notable shift from paper-based to electronic administration, introducing the Progress system for submitting and announcing grades and distributing teaching and other pedagogical tasks.

This remarkable development in the Algerian administration leads to the following conclusions:

1- Significant difference between the early years of e-government implementation and today.

[26]Website of the Ministry of Interior, Local Authorities and Transport,https://feteindependance.interieur.gov.dz/2022/06/16/1037/, Seen on 23.05.2026 at 01:30 AM.

[27]SafaaBourzaqa and Miloudkassem,E_ administration in the Moroccan and Algerian systems -Comparative Study-, Journal of Legal and Political Sciences– Issue 12, April2021 , p.p1055.1056.

2- Citizens can now request documents online without deplacement.
3- Citizens can make electronic payments which changes the mentality of carrying or obtaining cash.

Recommendations:

- More efforts are needed to achieve optimal implementation of e-government.
- It is essential to raise public awareness about the importance of electronic transactions and dispel the common misconception that they are insecure.
- It is crucial to expedite the integration of e-government into all administrative processes to eliminate bureaucracy.

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