

ICT Uses to Improve Judiciary Work in Algeria: A Case Study of the Ministry of Justice Website, and the Radio Medea

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Abstract

This study examines technology use to enhance judiciary work in Algeria, focusing on the Ministry of Justice website and Radio Medea. It identifies the technological tools employed by the Ministry and Radio Medea to raise individual legal knowledge and deliver judiciary e-services. Through content analysis and stakeholder observations, the study assesses how these platforms promote accessibility, transparency, and citizen engagement. Findings indicate that the official website centralizes information, streamlines online services, and enhances procedural efficiency, while Radio Medea disseminates legal information and outreach, expanding reach to diverse audiences. The Ministry's integration of information and communication technology demonstrates wisdom and effectiveness in upgrading public service delivery. By fostering interactive communication channels and accelerating procedures, these initiatives build trust between citizens and the judiciary. Overall, the case presents a successful model of leveraging ICT to improve public service responsiveness and societal alignment with Algerian legal processes.

Keywords: Algerian Ministry of Justice; e-services; ICT; judiciary work; MoJ; Radio of Medea; website

1. INTRODUCTION

The rapid proliferation of information and communication technologies (ICT) has transformed public administration worldwide, enabling more transparent, responsive, and participatory governance. In the context of the judiciary, ICT offers tools for disseminating legal information, enhancing accessibility to services, and accelerating administrative procedures. Algeria, like many developing nations, has sought to harness these capabilities to strengthen the performance and legitimacy of its justice system. This study examines how technology is employed to support judiciary work in Algeria, with a particular focus on two distinct yet complementary channels: the Ministry of Justice (MoJ) official website and Radio Medea, a local radio station.

The MoJ website represents a strategic entry point for citizens seeking legal information and online judiciary services. It has the potential to centralize case-related guidance, procedural updates, and institutional notices, thereby reducing information asymmetry and improving user experience. In parallel, Radio Medea embodies a traditional media platform adapted for digital-era outreach. By broadcasting legal information and engaging audiences across a broad geographic area, Radio Medea can raise individual legal awareness, foster trust, and facilitate timely dissemination of regulatory changes. Together, these channels illustrate how diverse ICT tools can synergistically enhance public access to justice and support the daily work of judiciary institutions.

Despite the promise of ICT, several questions remain. What specific technologies and content strategies do the MoJ website and Radio Medea deploy to educate citizens and deliver e-services? How effective are these channels in improving knowledge, accessibility, and procedural efficiency from the perspectives of users and practitioners? What organizational, technical, and policy factors influence the success or constraints of these initiatives? This study addresses these gaps by analyzing the functional roles, reach, and impacts of the MoJ's online presence and Radio Medea's legal programming within the broader Algerian governance ecosystem.

To answer these questions, the study adopts a mixed-methods approach, combining content analysis of online materials with stakeholder observations and feedback from users and judiciary professionals. By mapping the tools, messages, and service pathways embedded in the MoJ website and Radio Medea broadcasts, the research highlights how ICT-enabled platforms can support transparency, accountability, and more timely judiciary procedures. The findings aim to inform policymakers, practitioners, and scholars interested in leveraging ICT to enhance public service delivery in the justice sector, both in Algeria and in comparable settings.

2. Methodology

2.1 Research Design

This study adopts a mixed-methods research design, integrating qualitative content analysis with observational and feedback-based data to examine how information and communication technologies (ICT) are utilized by the Algerian Ministry of Justice (MoJ) to enhance judiciary services. The mixed-methods approach is particularly suitable for this research as it allows for a comprehensive understanding of both the *technical features* of digital platforms and their *perceived effectiveness* among users and judicial professionals. By combining systematic analysis of digital content with stakeholder perspectives, the study captures both institutional intentions and practical outcomes of ICT adoption in the justice sector.

2.2 Data Sources

The research draws on three primary sources of data:

- a) **Official digital platforms of the Ministry of Justice**, specifically: The official MoJ website (www.mjjustice.dz), including its service portals. Associated digital platforms linked to the website (e.g., electronic prosecutor services, civil status correction services, detainee visit requests).
- b) **Broadcast content from Radio Medea**, focusing on programs addressing legal awareness, judiciary procedures, and public access to justice-related information.
- c) **Observations and feedback from stakeholders**, including: General users (citizens interacting with MoJ digital services).

Judiciary professionals (lawyers, court clerks, and administrative staff), where available through informal consultations and publicly accessible commentary.

These sources were selected due to their relevance in illustrating both the institutional deployment of ICT tools and their reception by end users.

2.3 Data Collection Procedures

Data collection was conducted in three stages. First, a **systematic mapping** of the Ministry of Justice website was carried out. This involved identifying and cataloguing all available digital services, portals, and informational sections related to judicial procedures, citizen services, and human rights mechanisms. Each service was documented in terms of its function, accessibility, required user input, and procedural steps.

Second, **content analysis of Radio Medea broadcasts** was undertaken. Relevant programs were selected based on their focus on legal rights, judiciary services, digital procedures, and citizen–state interaction. Broadcast segments were transcribed where necessary, and recurring themes related to transparency, access to justice, procedural efficiency, and legal awareness were identified.

Third, **observational notes and user feedback** were collected. This included direct observation of platform usability, clarity of instructions, and responsiveness of digital services, as well as qualitative feedback reported by users and judiciary professionals through public statements, interviews published in media outlets, or professional forums. These observations provided contextual insight into the practical functioning of ICT-enabled judiciary services.

2.4 Data Analysis

The collected data were analyzed using **qualitative content analysis techniques**. Website content and broadcast materials were coded thematically, focusing on categories such as transparency, accessibility, efficiency, accountability, and citizen empowerment. Particular attention was

paid to the alignment between stated institutional objectives and the actual design and operation of digital services.

Stakeholder observations and feedback were analyzed interpretively to identify perceived benefits, challenges, and limitations of ICT use in judiciary services. Triangulation was employed by cross-referencing findings from website analysis, broadcast content, and user perspectives to enhance the credibility and reliability of the results.

3. The Ministry Use of ITC to Enhance Judiciary Services

For years, Algeria has been pursuing the development of its public sector and the enhancement of the legal system's performance. The Ministry of Justice has begun to adopt modern technologies, establishing reliable official websites to provide information and electronic services, and maintaining an official presence on social media platforms such as Facebook. These steps aim to disseminate information and facilitate communication with the public, thereby serving as a vital model for advancing transparency and social justice and enabling citizens to access their rights easily and conveniently. Consequently, the modernization of the judiciary represents a significant step toward an advanced legal system that aligns with the demands of the digital era and offers a more efficient and transparent legal environment.

3.1 Judiciary and its Importance in Algeria

Many definitions to the concept of the judiciary often use the phrase "judicial authority" to emphasize its legal nature; they refer to the judicial authority as the body competent to interpret and apply the law in order to resolve disputes. These disputes may be between individuals or between individuals and the government. Public officials and service providers, mainly judiciary, are ordered to provide services to all individuals equally (Amokrane, 1993, p. 21); Hence courts must receive, direct, manage, adjudicate cases, and correct them because they are entrusted office in the hands of judges whom all citizens turn to in pursuit of justice. According to (2015 كرادزي،) Building a State of law cannot be realized without

strengthening the judicial authority, which is achieved by enacting fair and equitable laws. Legislators must, therefore, perform this task with great deliberation and precision. Under a democratic framework, this system is implemented by capable, upright, and independent judges who perform their judicial duties within an independent judiciary that aligns with society's needs and development, while upholding the principle of the separation of powers in the State.

The judiciary is one of the most fundamental pillars in building a State of law and institutions, and it holds immense importance in Algerian society as the guarantor of individual and collective rights and liberties, and the protector of the rule of law. It is the body empowered to resolve disputes and to deliver justice between individuals and institutions.

In Algeria, (Saad, 2015, p. 20) the judiciary plays a pivotal role in promoting stability and social peace by enforcing laws, punishing violators, and protecting vulnerable categories.

Hence, the highest authorities in the country affirm as stated in the Algerian Constitution (2020) that “the judiciary contributes to development of the nation by protecting economic and social rights, encouraging investment, and providing a secure legal environment”. Accordingly, the existence of an independent and impartial judiciary is a fundamental condition for ensuring the continuity of nation building.

3.2 The Ministry of Justice Website as a Tool to Improve and Modernize Judiciary in Algeria

Recent technological advances have accelerated the transmission of information, simplified communication processes, and facilitated the circulation of data, contributing to a broader digital transformation affecting societies worldwide (OECD, 2024). In Algeria, this transformation has led to the development of official government websites as tools for institutional communication and public interaction. Within this framework, the official website of the Algerian Ministry of Justice functions as a digital platform aimed at supporting judicial administration and public service delivery.

Beyond the dissemination of official announcements and legal

information, the website provides access to a range of judiciary-related services for citizens, legal professionals, and researchers. These services include the issuance of administrative documents, tracking of judicial files, and online registration for sector-wide employment competitions. Such features reflect institutional efforts to expand access to information and streamline interactions between the justice sector and the public.

The website integrates services related to courts and judicial administration through multiple specialized portals. These portals are designed to support administrative processes associated with the justice sector and to facilitate remote access to selected services. Overall, the platform represents an element of the broader use of information and communication technologies within the justice system, with the stated aim of improving administrative efficiency, simplifying procedures, and enabling wider access to judicial services for various stakeholders.

The Algerian Ministry of Justice has introduced several digital services through its official website to improve access to judicial and administrative procedures. These services include an electronic prosecutor's office that allows citizens to file complaints and monitor case progress remotely, online mechanisms for correcting errors in civil status records (including for citizens residing abroad), and electronic requests for criminal records. Together, these tools are intended to reduce the need for physical travel, shorten processing times, and ease administrative burdens on users (<http://www.mjustice.dz>).

Additional reforms include the expedited issuance of citizenship certificates through biometric identification, significantly reducing processing time for individuals whose identities are already verified in national databases. For those not yet verified, a supplementary procedure enables document-based verification and subsequent inclusion in the database, with measures effective from March 16, 2025. The Ministry has also implemented an online platform for submitting and tracking requests to visit detainees, requiring user registration, identity verification, and supporting documentation via a dedicated portal

(<https://ziyarati.mjustice.dz>).

Beyond service delivery, the website provides information on humanitarian and human rights frameworks, outlining Algeria's engagement with international and regional mechanisms related to women, children, persons with disabilities, anti-discrimination efforts, international crimes, humanitarian law, refugees, and slavery.

Despite these developments, several limitations warrant consideration. The effectiveness of these digital services depends on reliable internet access, digital literacy, and user trust in online platforms, which may vary across regions and social groups. Moreover, the emphasis on administrative efficiency may obscure challenges related to data protection, system interoperability, and transparency regarding how digital tools affect judicial outcomes in practice. As such, while the Ministry's digital initiatives represent a notable shift toward modernization, their actual impact on access to justice and procedural fairness requires systematic evaluation beyond service availability.

3.3 The MoJ's page of Social Media

In an era characterized by the widespread proliferation of social media and social networking platforms, whereby virtually every citizen can create accounts on platforms such as Facebook, TikTok, and Instagram (often referred to as citizen journalism), these platforms enable the publication of news that can be either accurate or inaccurate. In response, various state institutions have accelerated their presence on these channels by establishing official pages, including the Algerian Ministry of Justice. The ministry has sought to enhance its visibility and disseminate information about its activities through multiple pages and media outlets, beginning with its official page.

This page enables citizens and other stakeholders to monitor the ministry's official activities and to access reliable news, thereby contributing to rumor control through the publication of official statements on topics that have attracted public attention. Moreover, the page functions as a tangible complement to the MoJ's website, which has demonstrated its effectiveness

(<http://www.facebook.com/mjustice.gov.dz>).

4. Local Media at the Service of Justice

Unlike mass media, local media refer to all media types covering small areas ensuring interaction between reporters and recipients, and dividing communication tasks between specialists and non-specialists. Local radio stations in Algeria (Shukri, 1995, p. 11) deem to be among the most important means of local media.

Local Media functions as the primary channel of public communication, the citizen's environment, and a daily voice that articulates needs and mediates interactions among officials, citizens, and diverse institutions (Naji Al-Shahawi, 2015, p. 9). Media and technology, intertwined since the emergence of modern media, have become foundational to media content and its expansive reach. In the era of digital transformation, essential sectors—particularly the justice sector—must engage with media and adopt technological tools to disseminate information broadly, thereby enhancing judicial effectiveness and bringing justice closer to citizens.

4.1 Radio legal and Public Service

Researchers agree that New Media are not considered as entirely new phenomenon, nor are they a product of information technology (IT). Researcher Denis (Macquail, 2010, p. 42) indicated that it has existed since the 1960s, and was applied to a number of communication technologies at that time, such as satellites and cable television. The term expanded with the emergence of new technologies to include newly developed modern communication methods. According to John Lister (1999, p. 22), it is a group of communication technologies that resulted from the marriage between computers and older media, such as printing, photography, sound, and video. The concept also refers to new means of communication in the digital environment, allowing ordinary people to gather and meet on the World Wide Web, and exchange benefits and information to convey their voices to the entire world. John Lister (1999, p. 18) defines it as being used to describe types of electronic communication using computers.

Algerian radio contributes to raising citizens' awareness by means of

programs designed to simplify and disseminate juridical knowledge, thereby fostering national belonging and collaboration with security authorities, and enhancing citizen participation in major societal issues such as unity, security, development, and cultural identity. The broadcasts clarify the roles of citizens in serving the community and in nation-building. Through cultural, educational, and religious programming, local coverage, and outreach campaigns, the station collaborates with the judiciary to increase public knowledge of rights and duties, disseminate reliable information, and promote tolerance and coexistence. Consequently, radio broadcasts play a significant role in countering ignorance and misinformation by providing verified information and addressing rumors, particularly during crises such as pandemics or natural disasters. For example, during the COVID-19 pandemic, judges participated in live radio programs for two years, contributing to public reassurance, countering speculation and hoarding, and mitigating harm to health and daily life. Interactive formats, such as *Fi Rihab Alkhadaa*, and *Fi Rihab Al-khanun* (In the Realm of Justice); (2021 بنعودة،) provided opportunities for listener input, enabling citizens to express views, discuss everyday issues, and thereby foster public participation and streamline legal procedures.

4.2 Radio of Media Broadcast “Fi Rihab Al-khada’e”

This broadcast occurs every two weeks, and it features judges and public prosecutors from the Medea and Berouaghia courts, and occasionally attorneys general. The title of the radio show is fixed prior to the start of the broadcast and coordinated by Medea Regional Radio with the President of the Court of Appeals. Topics are carefully selected to address the most salient legal and judicial questions affecting citizens, including new orders or legislation. Over the past four years, approximately 96 issues have been addressed, covering justice-sector modernization, public-service improvements, digitization of public services, simplification of procedures, the alimony fund, crime prevention, drug control, neighborhood gangs, forest fires, market manipulation, exam fraud, and other contemporary concerns. The program airs weekly on Thursdays at 11:00 a.m. for 52 minutes, during which the topic is explained, legal perspectives are presented, and examples

are discussed with the program's journalist. Citizens may submit suggestions, inquiries, and concerns via the program's official page and its Facebook presence, enabling audience feedback and enabling replays for those who miss the live broadcast. The host, whether a public prosecutor or judge, responds to questions or directs inquirers to the justice sector's official website or electronic prosecution as appropriate. The program has achieved substantial viewership, with hundreds of thousands of views nationally. Additional dissemination occurs through Facebook, TikTok, and YouTube reuploads, leveraging digital media to reach a broad, often younger, audience. This approach demonstrates the justice sector's commitment to media presence across platforms to raise awareness and educate diverse social groups about laws affecting daily life.

The radio program is a voluntary, commendable initiative with notable impact on legal culture and civic awareness, simplifying judicial concepts and increasing awareness of digital justice mechanisms and recent laws of public interest. It has attracted a specialized audience of lawyers, judges, and officials, as well as a broad general public. The sustained engagement of the justice sector with media—especially via new media—highlights the value of transparent communication in informing litigants' rights and the procedures to obtain them. By simplifying concepts in accessible language and highlighting the Medea Judicial Council's activities and institutions, the program raises awareness of legal rights and duties and fosters listener interaction with legal specialists. It exemplifies responsible, directed media that serves public justice and contributes to sector development, illustrating how judicial administration can use transparent communication to convey information about rights and procedures.

On 8th October, 2025 Radio Medea in collaboration with the Medea Court of Appeal continued their efforts to elucidate the provisions of the new Code of Criminal Procedure, a sober step toward disseminating legal awareness and reinforcing a correct understanding of the texts that constitute the practical framework for administering justice in its supreme form. This initiative, with its scientific and institutional dimensions, expresses a genuine will to render the law a living practice rather than a set of static texts, by

activating professional dialogue among judges, law enforcement officers, and the defense institution.

In this context, Professor Farida Abri comments on post by (Radio Medea Facebook,2025) where she highly values the role of lawyers as one of the fundamental pillars of justice, for they constitute the professional voice that safeguards rights, ensures lawful conduct, and translates the purposes of the law in courtrooms with awareness, responsibility, and excellence of performance. The defense institution, through its daily practice, has proven that it is not merely a party to dispute but an active partner in actualizing justice and implementing legal provisions on the ground, thereby fostering public trust in the judiciary and reinforcing the principle of the rule of law.

From this perspective, she expresses substantial satisfaction at the effective representation of the Bar Association during this study day, particularly through the selection of the Bar Association's representative, Professor Younes Boulaqlal (Bouqlal), whose presence and contributions added value to the meeting and embodied the refined model of a lawyer cognizant of his legal and societal responsibilities, imbued with the noble mission he professionally and ethically upholds.

Involving various stakeholders in such gatherings, especially the lawyers, reflects an advanced institutional awareness of the necessity for legislative reforms to be the product of consultation and coordination among all justice partners, for justice is not built by a single decision but through genuine cooperation among judges, lawyers, and all aides to the judiciary.

4.3 Awareness Days on Judiciary Work

The Ministry of Justice organized a series of regional press meetings to inform and illuminate public opinion about the reform. Presidents of Courts of Appeals were assigned to conduct press conferences within their jurisdictions. In addition, a broad program is being developed to raise awareness of the reform's objectives through written, audio, and visual media.

Study days to address the use of ICT in cheating in competitions and exams, thereby undermining exam integrity and credibility in Algeria. A separate study day focused on preventing forest fires, with early emphasis on awareness campaigns via media platforms. The Medea Judicial Council also organized study days on speculative hoarding, which elicited positive public response and reassured citizens about measures designed to sustain living standards and subsidize essential goods. The justice sector has become more responsive to citizens' concerns, organizing study days and forums on real estate, cadastral surveys, administrative obstacles, and ways to resolve various issues faced by state officials in implementing real estate laws (بنعودة، 2021).

5. CONCLUSION

This study demonstrates that the Algerian Ministry of Justice has effectively leveraged information and communication technologies to enhance the delivery of public services and the transparency of governmental processes. By establishing an official online presence and engaging citizens through local radio platforms, notably Radio Medea, the Ministry has broadened access to justice information and fostered greater public trust. The initiatives analyzed, ranging from coordinated media outreach to ongoing study days and public forums on legal reforms, reveal a coherent strategy to simplify legal concepts, promote civic education, and facilitate citizen participation in governance.

Key findings indicate:

- **Enhanced accessibility and transparency:** The Ministry's digital and broadcast channels have reduced information asymmetry, enabling citizens to locate rights and procedures more readily.
- **Active public engagement:** Interactive formats and media campaigns have encouraged citizen input, questions, and dialogue, contributing to a more informed and participatory public.
- **Strengthened legitimacy and trust:** Regular, credible communication

about reforms and legal processes has mitigated misinformation and reinforced public confidence in state institutions.

- Broad reach across demographics: The use of multiple media modalities, official websites, radio broadcasts, and social media, has broadened the audience, including youth and digitally connected communities.

Implications for practice:

- Multi-platform communication should be sustained and expanded, with attention to accessibility, content quality, and timely updates.
- Continued collaboration with judiciary stakeholders is essential to maintain authoritative information and address evolving legal questions.
- Evaluation mechanisms are recommended to monitor impact on public understanding, procedural efficiency, and citizen satisfaction, enabling iterative improvements.

Limitations and future research:

- The analysis focuses primarily on select programs and channels; future work could employ systematic audience metrics and comparative studies across regions or countries.
- Investigations into long-term outcomes, such as measurable changes in case processing times or compliance with new regulations, would strengthen evidence of impact.
- Overall, the study presents a model of reform communication that aligns technological adoption with public service goals, illustrating how transparent, accessible, and interactive media practices can advance justice sector modernization in Algeria.

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