

Digital Transformation in The Algerian Judicial Sector: A Field Study Addressing the Acceptance of Digital Judicial Services in Society.

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Abstract:

The accelerating revolution in information systems and digitization has imposed digital transformation processes on the daily lives of modern people. Humanity has become increasingly familiar with the use of technologies and technological tools. To keep pace with ongoing changes and adapt to the economic cycle, digital services have emerged, with various governments creating interconnected databases and information to facilitate citizens' lives.

Algeria was late in initiating digital transformation processes due to the security conditions it experienced during a certain period, but it has been able to make rapid strides towards digital transformation. The first signs of digital transformation have crystallized in the justice sector, with a move towards activating digital and electronic services therein

Keywords: Digital Transformation, Algerian Judiciary, Digital Judiciary, Public Service, Digital Service

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1- Introduction:

The world is witnessing an increased digital development, which has led to the vast adoption of technological methods and tools by all demographic groups, in consequence it led to radical changes in daily lives. It is practically impossible to stop and discard modern technological means, it is regarded as a necessity to contemporary lifestyle.

The heavy reliance on technological and informational tools affected both daily and work life. This results from digital evolution which is a modern phenomenon that stems from scientific and technological evolution that has influenced all aspects of life and improved efficiency in terms of time and effort and allows for the processing of large quantities of data. Governments around the world adopted digitalization in accordance with modern needs, and it has emerged as a trend in global policy making thus it is necessary for the international community to keep pace with which will result in the reduction of expenses and the improvement of efficiency.

Algeria as its contemporaries established digitalization as a target for the near future for which it devised plans and orchestrated strategies in its pursuit, and it was fortunate that the move to digitization was pioneered by the judicial sector that has made great strides in this aspect. However, the issue that arises is not in the digital services presented by the judicial sector but by its acceptance and adoption by the public. Based on this reasoning the following question arises: to which existence does the public trust the digital services put forward by the judicial sector?

To answer the research problem, we propose these hypotheses:

- Digitalization contributes to the betterment of Algerian judicial services.
- Digital judicial services are widely adopted by the study sample.
- The quality of digital services contributes to positive reception and contentment in society.

- Digital illiteracy has an adverse impact on the efficiency of digital judicial services.

The aim of the study is to identify the concepts of digitization, by analyzing its operations and demystifies its existence within the Algerian legal system. It tries to present and understand the perception of justice system beneficiaries to digital services they receive from this system.

The importance of this study is derived from the importance of the justice system that is considered the backbone of governments around the world that protects its sovereignty and citizens. From this reasoning it is imperative that the introduction of digitalization in this system should be governed and safeguarded by national laws and legislations to protect and ensure the privacy and cyber security of citizens, thus fostering greater trust in justice by establishing digital services that guarantee equality and transparency to all.

To answer the problem proposed we shall use a descriptive analytical approach which is an approach that emphasizes the comprehensive analysis of the study both qualitatively and quantitatively as it tries to extrapolate the causes and factors that control the phenomenon being studied and judge it. This is what the researcher has implemented as he has studied the condition of digital services in the Algerian justice system through the analysis of the digital infrastructure in Algeria and the digital judicial services and conducting a field study on societal adoption of digital judicial services.

To assess the validity of the hypotheses we proceed according to the following plan:

- Chapter One: The Conceptual Framework of The Study.
- Chapter Two: The Current State of Digital Transformation in The Algerian Justice System.
- Chapter Three: A Field Study of Societal Acceptance of Digital Judicial Services.

2- The Conceptual Framework of Digital Transformation.

This concept is primarily utilized in economic circles, it is regarded as a base for economic success, reduction of expenses and profits within companies and corporations. This has necessitated adaptation to the rapid revolution in the tech-world however the public sector has lagged and only recently has it started the shift to digitalization.

2-1- Defining Digital Transformation:

Linguistically: this concept is separated into two parts. Firstly Transformation i.e. to transform or to alter. It can also mean to change or to transition from one point to another.(Manzur, 1984) Secondly digital from the world digit i.e. numbers which relate to the binary code (0s and 1s), and it is said that digitalizing a work means inputting the physical form into data within the digital word utilizing computers and similar devices.(al-Fayruzabadi, 2008) Therefore, digital transformation linguistically means the digital codification works and papers into organized data within computers i.e. the move from the physical world to the digital world.

Conceptually: it is defined as the process by which paper documents; auditory and visual materials are transformed into digital files that can be accessed and interacted with using computer technology.(Sharqi & Maamari, 2025) This move from the physical to digital is facilitated by tools such as scanners or other varying techniques. It is possible to claim that public institutions regard digital transformation as a shift from traditional means to a more modern contemporary technological means that elevate it states and its flexibility to perform in different circumstances.(Zaki, 2009)

It is also defined as access to essential services and the execution of programs in electronic devices or transformation of paper documents into digital ones to facilitate circulation.

It can also mean the usage of computers tools and information and communication technologies in the development and marketing of products

and services to individuals and groups to improve daily life and lowering costs.(al-Tai, 2013)

Based on the foregoing, it is evident that:

- The sustainability of public institutions is predicted by digital transformation. It is imperative that these institutions shift from the traditional means in conducting its affairs to modern contemporary technological tools such as computer, smartphones, tablets.... etc.
- Digital transformation allows the user to interact and utilize services provided, by a press of button negating the need to be physically present in the institution.
- Digital transformation allows and facilitates the usage of modern technologies to improve and enhance productivity and effectiveness by institutions.
- Digital transformation means the change caused by digital evolution to establish electronic and technological tools to satisfy the demand of services and businesses.

In general, it is possible to say that digital transformation is an all-encompassing transformation implemented with precision with the aim of eliminating the need for the mundane physical aspect of traditional services and businesses and adapting a modern digitalized alternative that facilitates and improves the workflow and accessibility. The introduction of technology in the form of computers and modern digital techniques aims to implement a more flexible approach to institutions and enhance the productive capacities it also allows for the optimal use of institutional services.

2-2- Associated Concepts to Digital Transformation:

2-2-1- Digitalization:

The shift from accustomed traditional methods to digital preservation systems, a requirement of this shift is the identification of all methods and techniques commonly established and selecting the ones

suitable for the local community. The shift to digital world is an ongoing process that requires constant updates. Digitalization helps in solving numerous contemporary issues, primarily the simplification of procedures in light of governmental shift towards a digital infrastructure, it can also eliminate data congestion and retrieval inefficiency presented by old archiving methods.

2-2-2- Electronic Business (E-Business):

A general concept that encapsulates E-Commerce (focuses solely on buying and selling of goods and services), the introduction of services to end-users, and cooperation with associates, the cooperation within institutions and outside, this technology is also used in conjunction with the internet to accelerate the exchange of information and enables communication and coordination inside and outside of institutions.

2-2-3- Digital Institutions:

It was identified by Berna Dabur as an organization conducting business within the cyber space wherein workers connect to electronic devices which gives the company a limitless nature.(Mellah & Amamra, 2024) And it is from this definition that we can conclude that digital institutions utilize internet and technology to conduct in general E-Business and E-Commerce. This emphasizes the differences between digital institutions and digital transformation, as the prior was established as electronically for example Alibaba and other similarly established models, wherein the latter is the gradual shift of traditionally established institutions to a digital model.(Shlihi & Qarina'i, 2019)

2-3- Objectives of Digital Transformation:

By adapting digital transformation as a strategy, public institutions aim to achieve the following objectives: (Mellah & Amamra, 2024)

- The shift from mundane desk and paper works to easier and more accessible digital forms, which is easy to input and retrieve and the reduction in administrative procedures.
- The accumulation of data as much as possible in digital form.

- The facilitation of digital data searches and retrieval of information with varying methods and means.
- Ensuring the delivery of public services to the largest possible number of citizens, at the lowest cost, with minimal effort, and ensuring availability across all geographic areas.
- Data and information exchange between the varying levels of administration with fluidity.
- Minimize manual workload, allowing employees to focus on higher-level tasks.
- Facilitating the assessment of public institution's performance.
- Enabling societal participation in digital services executive operations.

2-4- Digital Transformation Phases:

Digital transformation is conducted in four phases, as follows:(Group Rinad Al-Majd, n.d.)

2-4-1- The Strategic Planning Phase:

As all operations it is paramount to start with the assessment of the status quo and formulating a strategic plan that encompasses, causes of the transformation, intended objectives, outcomes and expectations, and challenges.

Public institutions are accurately assessed on this basis to identify strengths and weaknesses to devise both short- and long-term executive plans. Initially the execution starts by improving the technical infrastructure of the organization, restructuring, distribution of roles, staff training, identifying fields and operations that will be affected by digital transformation, and specifying the period needed to start the operation.

2-4-2- The Execution Phase:

Digital Transformation strategies are executed in this phase. In the initial steps it often begins with simple matters such as defining

the institution and its services, also by engaging with the institution to the fullest extent of its service capacity.

In this phase data is accumulated and analyzed by applying a series of programs and applications such as internet. A.I and cloud computing ...etc. technicians overview its interconnectivity and completion. Citizens will be required to participate by providing necessary information and data to improve and evolve operations to their satisfaction and needs.

2-4-3- Monitoring and Evaluation Phase:

To ensure effective execution, the implementation of the Digital Transformation strategy is subject to continuous monitoring and evaluation of its performance and to avoid expected challenges. This phase permits the correction of strategy weaknesses and reinforces its strengths. At the end of this phase programs are implemented to continuously enhance digital operations or create new digital operations based on the input of the targeted demographic.

2-4-4- Goal Achievement Phase:

By reaching this phase, organizations would have taken major strides in Digital Transformation and in the least achieved short-term objectives. It is in this phase that objectives are updated and reformulated, other programs are also set coinciding with the ongoing development in technology, additionally new strategies may be formulated therefore the institute.

2-5- Digital Transformation Challenges:

There exist several challenges to the operation of digital transformation that hinder both its effectiveness and the achievement of its goals. Below we shall highlight the most prominent challenges:(Ammar, 2019)

2-5-1- Policy Making and Program Adoption Level:

The reluctance by policy makers to shift towards a digital world may hinder the achievement of digital transformation, in addition to

the disinterest in digital programs and projects, and the absence of monitoring from high-ranking officials leads to lack of coordination among administration levels resulting in the curbing of digital transformation.

2-5-2- Financial and Human Resources Level:

It is established that public services require substantial amounts of funding allocated by the government on a yearly basis, digital transformation funding falls within these allocations. It requires the availability of programs, technical tools, a strong telecommunication network infrastructure and skilled labor. A major obstacle in the realization of these programs is the scarcity of financial resources allocated to the development of required infrastructures for the initialization of digital transformation operations, the finances required for the purchase of necessary devices and equipment, or for the training development and capacity building.

The lack of technical digital knowledge, the scarcity of training programs in the field, workers perception of threat to authority by these programs, and the existential threat to the operation of digital transformation posed by the unavailability of incentives and encouragements.

2-5-3- Cyber Security Level:

Citizens possess private and sensitive information that is strongly protected by law and must not be accessed by others without authorization. It may be hacked, accessed without authorization, it may also be made public or altered with illicit intent, which constitutes a threat to the safety of citizens and national security risk, as it may be possible for foreign parties to obtain such information and other top-secret information essential to the security of the nation. Hence the acceleration of digital transformation operations by the central authority especially if its devoid of protection methods against hacks and high intensity cyber-attacks. Central authorities,

therefore, work on reconciling data and information privacy and security, and advancing digital transformation processes.

2-5-4- Communication and Organization Level:

Every institution has its own organizational structure, which highlights its roles and assignment of responsibilities to attain desired efficiency. Poor planning and coordination could result in absence of communication between different authority levels which in part may cause a failure in applying digital transformation process. Insufficient media programs and campaigns to inform and instruct the public on the benefits and methods of usage may result in disinterest and untrust.(Sadouq, 2021)

2-5-5- Societal and Individual Level:

Human nature propels it to resist change and adhere to customs and traditions hence we may see slow adoption in digital fields this may hinder the progress towards a more digitalized institution.

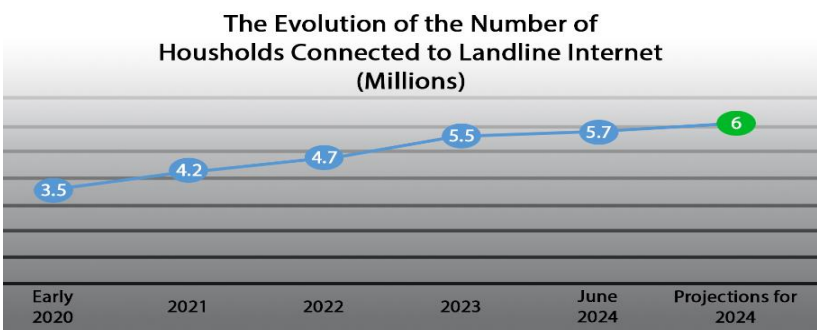
Some individuals possess obsessions and personal anxieties from all that is new, thus they resort to misleading and spreading disinformation on the dangers of these technologies and the incompatibility of these technologies with the culture, this may result in fear and paranoia in individuals and reluctance to engage with these services, in addition a rise in distrust of the security and privacy and the inability to protect personal information within the cyber space may result in curbing digital transformation.(Sadouq, 2021)

3- The Status of Digital Transformation in the Justice Sector:

3-1- Algerian Digital Infrastructure Development:

According to government reports, the population of Algeria by January 2025 is approximately 47.1 million. Algerians possess roughly 54.8 million phone lines i.e., 116% of the population.(DataReportal, n.d.)

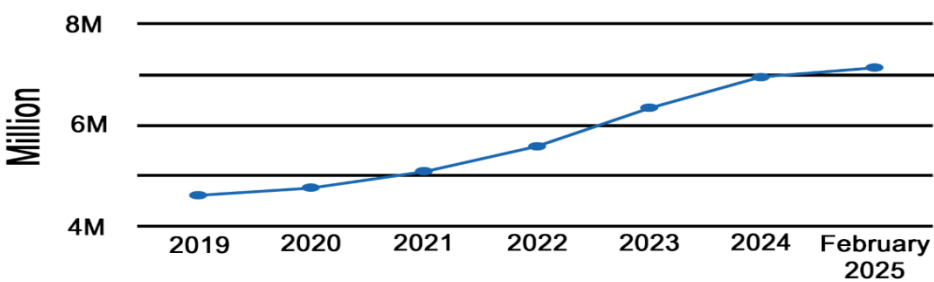
As per Ookla reporting, internet users in Algeria have reached 36.2 million users and a prevalence rate of 76.9%, average internet speeds measured to 2.06 Megabytes (23.42 Megabytes for cellular networks, 15.05 Megabytes for landline.) with a growth rate of 9.6% in January of 2024.(DataReportal, n.d.)



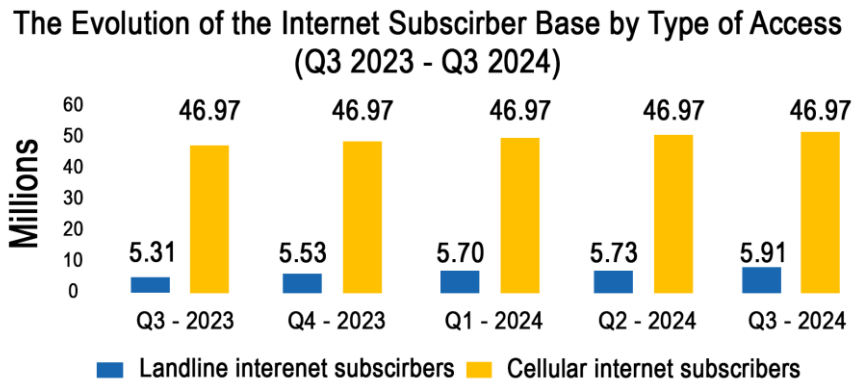
Source: <https://www.mpt.gov.dz>

Statistics indicate that there is a rapid development in internet usage in Algeria, this can be attributed to technical tool availability, ease of acquisition for example smartphones, tablets, and computers...etc. and internet accessibility. We found that 64.9% of the population have the legality to obtain landlines and by extension the internet. There are 54.8 million landlines in use that average 1.5 line per individual. 91.4% use internet via cellular, it is predicted that six million families will be connected to internet the start of 2025.(DataReportal, n.d.)

7.10 Million Landline Subscriptions



Source: <https://www.mpt.gov.dz>

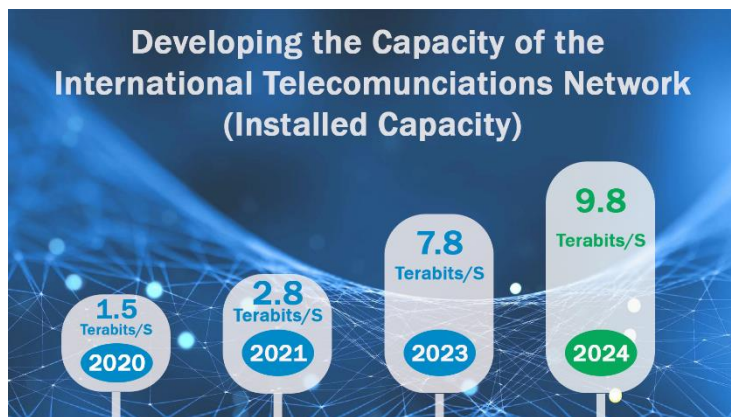


Source: report from the third trimester 2024 (regulatory body for postal and electronic communications)

Algerie Telecom has been at work in upgrading communication and internet network to fiber optic connectivity FTTHK/B especially in major cities and maintaining traditional connectivity such as ADSL and applied GLTE4 for rural areas with no landline or fiber optic lines. An increase in internet speed has also been achieved as it saw an uplift from one hundred megabits per second to three hundred megabits per second.(Ministry of Posts and Telecommunications Algeria, n.d.)

The increase in data consumption of around 337% from 2015 to 2024 and the uplift in user count from 16 million in 2015 to more than 54 million in 2024, this substantial surge in internet demand prompted Algerie Telcom to double internet speeds for the same price, it also provided free upgrade to fiber optics, resulting in an increase in subscription count by more than 14 times between 2020 and 2023, the company aims to achieve a goal of 2 million subscribers by 2024 hence Algeria will become the largest fiber optics market in Africa.(ARPCE, n.d.)

Internet networks provide security and continuity to wired and wireless services, while also contributing to the expansion of international bandwidth. This is achieved through interconnection with the global internet through undersea cables and various terrestrial links. As a result, the capacity of international bandwidth has significantly increased. Statistics indicate that the equipped capacity of the international communications network has reached 9.8 terabits per second in 2024.(ARPCE, n.d.) However statistical data also reveal that although Algerians use the internet intensively, this does not necessarily reflect the quality they receive. In fact, the majority use the internet for entertainment and leisure, while only a minority utilize it in services such as E-Commerce and education.



Source: <https://www.mpt.gov.dz>

3-2- Digital Transformation in The Justice Sector:

United Nations national reform program included the Algerian justice system reform. Thus, reforms have been implemented.

3-2-1- Justice Reform Committee:

The Algeria justice reform committee was formed on 20 October 1999, seven months in operation it was able to produce a detailed report that included:(Marazka & Kabaili, 2023)

- It exposed the status quo of the justice system and produced recommendations to improve the sector.
- Procedures to facilitate access to justice and support human rights protection laws.
- Restoring the status of the training and rehabilitation system and the prison system.
- Establish a directorate entrusted with modernizing justice.

Justice reform committee's report culminated in the design of new model for the judicial system thus the adaptation of legislative framework with the international principles and obligations that aligns with local environment. This has been evident in:(Tachour, 2011)

- Improving citizen access to the judicial sector and establishing a national network for document issuance.
- The reinstatement of judicial bodies offices which facilitates the work of employees and enhances authority and prestige to the sector.
- Upgrading the training system and rising the level of the judicial training and maintaining the training phase post-employment. International training missions result in expertise exchange and enhancement of international judicial collaboration.
- Enabling the principle of dual jurisdiction that has been included in the constitution of 1996.
- Prison administrations reform and improving inmate welfare.
- Implementation of social rehabilitation policies.
- Enacting new laws to organize relationships and cooperation between judicial assistants and the judicial sector.

3-2-2- Modernization of the Justice System:

Organic law No. 03/15 was enacted on 01 February 2015 concerning the establishment of a directorate tasked with entrusted with modernizing the justice system. By enabling the functionality of

this directorate, some digital services have been put in place. Such as:

- A unified informative digital system for the justice system has been created to guarantee the facilitation of data and information transfer and exchange thus mitigating its repetition. The system includes:
 - Digital authentication and signing in the judicial sector.
 - Administrative and legal documents certification with a digital signature.
 - Digitally signed receipt No.3 of the criminal record and nationality certificate issuance through the internet.
 - Retrieval of rulings and decisions from the ministry website by attorneys.
 - Ordinary decisions copies issued by supreme court and state council retrieval services within judicial councils.
 - Providing correctional and case tracking services digitally.
 - Access to operative section of the judgment through justice ministry website.
- Virtual court proceedings: trial by video conference has been implemented both nationally and internationally, through witness and expert hearings virtually and avoiding the transfer of detainees. It has significantly contributed to the ease of judicial proceedings and accelerated case judgment pace, it is also implemented in organizing work sessions, lectures and training sessions.(Nacer & Bouras, 2023)
- National genetic fingerprints database centre: overseas the establishment and management of the national data base for genetic fingerprints.(Algerian Government, 2006)
- The institutionalization of a mechanism for electronically signed expert reports and the digital exchange of documents

between judicial authorities and the scientific departments of law enforcement.

- Citizen engagement: creating two spaces in the official Ministry of justice website “Concerns” and “suggestions” to receive citizen impressions and concerns remotely and to allow their contribution in improving the quality of justice facility services. A green number has been created to receive citizen inquiries that relate to the legal and justice fields.(Balwadih & al-Dhahabi, 2020)
- Improving collection techniques by adopting a mechanism for collecting fines and expenses through judicial authority, which relies on a comprehensive automated system and a national database, with enactment of incentives in applying judicial rulings, by allowing enabling the affected to benefit from an instalment based paying service and a percentage reduction in case of voluntary payments.(Ministry of Justice Algeria, n.d.)
- Establishing an electronic prosecution platform “e-nyaba” to allow natural or legal persons (administration, institutions, private companies and associations...) to submit complaints or petitions to the prosecution remotely.(Ministry of Justice Algeria, n.d.)
- National electronic one-stop shop: allows litigants and their lawyers to access the outcome of cases and view judgments and obtain ordinary copies of judicial decisions (ordinary and administrative), from any national judicial authority thus sparing them the effort of traveling to the authority that issued them.(Ministry of Justice Algeria, n.d.)
- Creating an Algerian law and judicial jurisprudence portal, containing decisions of the supreme court and the council of state in addition to some legislative and regulatory texts, with the aim of introducing the Algerian law both locally and internationally for the benefit of scientific research in legal

fields, especially judicial decisions related to trade and the business climate.(Ministry of Justice Algeria, n.d.)

4- Field Study of Societal Acceptance of Digital Judicial Services.

In this part of the research, we will address the adopted methodology by defining study population and sample. In addition to the tool used for collecting primary data. The research sample consists of 32 beneficiaries of digital judicial services. Selected randomly from individuals frequenting several Algerian justice system facilities.

Data was collected using field questionnaire, designed to measure societal acceptance of digital transformation in the justice apparatus, and analyse beneficiaries' perceptions about the quality of these services, their satisfaction levels and the obstacles which prevent their use.

Data analysis was performed using SPSS software, relying on descriptive statistics by calculating frequencies and percentages, in addition to analysing response trends on the questionnaire axes.

Result presentation will be followed by in-depth analysis and discussion, to draw scientific conclusions that will possibly contribute by providing practical recommendations to improve the quality of digital judicial services, and foster citizen trust in utilizing them.

4-1- Study Population and Sample:

4-2-1- Study Population:

The study population consists of all beneficiaries benefiting from digital services provided by the Algerian justice apparatus, including court services, judicial services and digital sites and platforms affiliated with the ministry of justice, such as electronically obtaining judicial documents, following up on files, obtaining digitally signed judgements and benefiting from digitally available legal information's through official electronic portals.

This population represents a segment of citizens that have direct or indirect interaction with digital judicial services, evaluating their acceptance

of these services is paramount to understanding the effectiveness of digital transformation in the justice sector.

4-2-2- Type of Sample Used in the Study:

The study consists of a group of beneficiaries interacting with digital services provided by the Algerian justice system, that form the target group to evaluate the level of societal acceptance of this digital transformation. The size of the group was 32 beneficiaries, they were selected randomly from justice system beneficiaries.

Selecting the sample took into consideration diversity in terms of gender, age group, educational level and familiarity level with modern technology. The aim was to ensure a realistic representation of different societal groups benefiting from these services. The size of the sample is considered adequate for the exploratory nature of the study, which aims to monitor citizen general impressions about the performance of digital services in the justice sector.

4-2- Data Collection Method:

A questionnaire was used as the main tool for primary data collection, given its suitability for the nature of the field study which aims to monitor the opinions of justice system's beneficiaries regarding the use digital judicial services.

The questionnaire was distributed to respondents and collected on the same day, which facilitated achievement of high response rate and data collection in a short period of time.

The questionnaire was carefully designed to align with the study objectives and problematics. It is comprised of three main themes:

- **Theme One:** Public Judicial Service.
- **Theme Two:** Digital transformation.
- **Theme Three:** Digital Judicial Services.

The questionnaire was directed to a sample of 32 beneficiaries who had previously used at least one digital service provided by the justice

apparatus, in the aim of evaluating their level of satisfaction, assessing their confidence in these services, and knowing the extent to which they contribute to the enhancement of both effectiveness and performance of judicial apparatus.

4-3- Data Analysis Methods:

- Data collected through the questionnaire was analyzed using the SPSS software twenty-five version, where the forms were imported and appropriate statistical data analysis were conducted.
- The analysis focused mainly on calculating averages and standardized deviations to measure the degree of the sample's agreement of the questionnaire, which allowed an accurate evaluation of beneficiary attitude on various aspects of digital judicial services.
- Frequencies and percentages were used complementarily to display the distribution of responses and clarify the trends of the participants.
- Cronbach's Alpha coefficient was calculated to verify its stability and the internal consistency of its axes.
- A one-sample t-test was used to assess hypotheses related to the quality of digital judicial services and their impact on societal acceptance and satisfaction.

4-4- Conditions for Preparing and Implementing the Questionnaire.

The questionnaire was carefully prepared, ensuring question clarity and suitability to the subject of the study. Before distribution, a draft of the questionnaire was presented to a group of experts and potential beneficiaries to gather their observations on the formulation and comprehension of the questions. Based on these observations,

necessary modifications were made to ensure the accuracy of the tool and its effectiveness in collecting required data.

After that, thirty-two questionnaires were distributed to a sample of justice system beneficiaries who use digital judicial services, and all forms were retrieved on the same day, which helped achieve a full response rate.

After reviewing the responses and ensuring their completeness and validity, all forms were preserved to be statistically analyzed.

4-5- Testing the Reliability of the Study Tool.

The reliability of the study tool or measurement (questionnaire) means that the questionnaire will give the same results if it is reconducted under the same conditions and circumstances.(Tanjji & al-Bahr, 2014)

There are several ways to measure the reliability of the tool and internal consistency in its statements, including:

4-5-1- Test and Retest Method:

Where the form is redistributed to the same group after a period ranging from several weeks to several months, and the score of the subjects both in the first and second times is examined, then the reliability correlation coefficient is calculated between them. The higher the decimal correlation coefficient, the better the scale used to mean the stability of the scale results.(al-Sairfi, 2002)

4-5-2- Split-Half Method:

In this method, the questionnaire is split into two equal halves, either randomly or by adopting even and odd numbers, and then correlation coefficient is measured between the results of two halves.

4-5-3- Cronbach's Alpha Coefficient Method:

The aim of this coefficient is to measure the extent of the measurement instrument's stability in terms of internal consistency

of its statements. The tool is considered to have an acceptable stability if the Cronbach's alpha is greater than 0.60.(Mahfoud, 2008)

In this study, we have implemented the last method as follows:

To verify the reliability of the study instrument (questionnaire) we calculate the value of Cronbach's alpha coefficient, and we obtained the following:

Table (1): Results of Cronbach's alpha coefficient for study variables.

Number	Variable	Number of items	Cronbach's Alpha	Result
1	Theme One	9	0.960	Stable
2	Theme Two	5	0.921	Stable
3	Theme Three	12	0.963	Stable
All questionnaire items		26	0.983	Stable

Source: Prepared by the researcher based on SPSS 25 outputs.

Comment: We note from the table above that the three Cronbach's alpha coefficients for all three themes are high, and that all items coefficient reached 0.983. This indicates that reliability value is high for the study instrument. This makes us fully confident in the validity of the questionnaire and its suitability for analyzing and interpreting study results and testing its hypothesis.

It should be noted that Cronbach's alpha coefficient ranges between (0,1), the closer we are to one the higher the reliability, and the closer to zero the lower the reliability, and that the minimum coefficient agreed upon Cronbach's alpha coefficient is 0.6.

4-6- Presentation, Analysis and Discussion of Results.

In this part, statistical characteristics of the study sample will be displayed in terms of several important demographic variables including

gender, age group, educational specialty, employment status, years of experience and educational qualifications.

After that, the results of different questionnaire themes will be presented and analyzed through tables showing the trends in responses, relying on descriptive analysis through the SPSS software, by calculating averages and standard deviations for every item in the questionnaire.

This method helps by providing accurate reading on the level of digital judicial services beneficiaries' extent of acceptance. It also highlights the differences in evaluation based on personal characteristics and professional factors.

**4-6-1- Presentation of Sample Characteristics:
Distribution of sample individuals by gender variable.**

Table (2): Distribution of participants by gender.

Gender	Frequency	Percentage
Male	24	75%
Female	8	25%
Total	32	100%

Source: Prepared by the researcher based on SPSS output.

Comment: The table shows that most of sample members are males. As the percentage of males reached 75%, compared to only 25% females. This disparity in presentation may reflect the nature of the group frequenting digital judicial services, or the ease of access to male participants during the study.

Distribution of Sample Individuals by Sample Group Variable.

Table (3): Distribution of sample by age group.

Age Group	Frequency	Percentage
From 25 to 30 years old	18	56.3%
From 31 to 40	10	31.3%
From 41 to 50	4	12.5%
Total	32	100%

Source: Prepared by the researcher based on SPSS outputs.

Comment: Data indicates that the dominant age group is from 25 to 30 years at 56.3%, followed by the group from 31 to 40 years at 31.3%, then the group from 41 to 50 years at 12.5%. This shows that the sample mostly represents the youth group, which may affect their evaluation of digital technologies and the extent to which they positively interact with it.

Distribution of Sample by Educational Level Variable.

Table (4): Distribution of sample by educational level.

Educational Level	Frequency	Percentage
Primary/Middle School	12	37.5%
High School	13	40.6%
Bachelor's Degree	4	12.5%
Master's Degree	3	9.4%
Total	32	100%

Source: Prepared by the researcher based on SPSS output.

Comment: More than three-quarters of the sample attain an intermediate or secondary education, whereas the percentage of university and higher degree holders is lower than 22%. This distribution reflects the diversity in educational levels, which is beneficial in assessing the extent to which educational level affects the use of digital services.

Distribution of Sample by Employment Status Variable.

Table (5): Distribution of sample by Employment Status.

Employment Status	Frequency	Percentage
Employed	9	28.1%
Unemployed	19	59.4%
Student	4	12.5%
Total	32	100.0%

Source: Prepared by the researcher based on SPSS output.

Comment: Data shows that most sample members are unemployed 59.4%, while the percentage of the employees is 28.1% and only 12.5% for the students. This distribution indicates that the largest group of the sample may not be directly involved with the institutional work environment. Which may be reflected in their view and interaction with digital services.

Distribution of Sample by Information Technology Field Variable.

Table (6): Experience in the Information Technology Field.

Experience	Frequency	Percentage
None	7	21.9%
Less than 5 years	24	75.0%
Between 6 to 10 years	1	3.1%
Total	32	100%

Source: Prepared by the researcher based on SPSS output.

Comment: The results indicate that most sample members (75%) have little experience in the field of information technology, while 21.9% have no experience, and only a small percentage (5%) have more than five years of experience. This indicates the engagement rate among sample members is still in the acquisition and development phase. Which may influence the extent to which they interact with digital judicial services.

4-6-2- Presentation of Study Results:

In this part, the data of the questionnaire themes were uploaded and presented in the form of tables showing the direction of the statements of the questionnaire, relying on statistical tool such as frequency, The arithmetic mean and standard deviation were used to identify the responses of the study sample members toward the themes and dimension of the study, as well as the degree of their agreement with the various items representing those themes and dimensions, according to the five-point Likert scale. That is, it is divided into five equal parts, and we note in the scale used that it is graded from strongly agree (5) to strongly disagree (1), meaning that the length of the scale is $5 - 1 = 4$, then we divide 4 by 5 to get 0.8 which means that the length of each category is 0.8, as shown in the following table:

Table (7): Classification of Arithmetic Means Based on The Five-Point Likert Scale.

Category	Direction
1.....1.8 0	Very low
1.80.....2.6 0	low
2.60.....3.4 0	Medium
3.40.....4.2 0	High
4.20.....5	Very high

Source: Prepared by the researcher.

Direction of Theme One Statements.

Table (8): Direction of Theme One – Public Judicial Service.

No.	Statement	Mean	Std. Deviation	Agreement Level
1	I have previously used judicial service.	4.25	0.440	Very high
2	The quality of judicial service is high	2.94	0.564	Medium
3	Judicial services are characterized by speed of performance	2.56	0.840	Low
4	Judicial services have the capacity to solve daily problems	4.16	0.628	High
5	I file a complaint in the case of an issue in the service	2.94	1.134	Medium
6	Difficulty in communicating with judicial staff	3.00	0.984	Medium
7	I always use traditional services that rely on paperwork	3.62	0.871	High
8	The organizational structure in the justice system operates efficiently	3.12	1.100	Medium
9	Judicial services achieve general societal satisfaction	2.81	0.738	Medium
Average of Theme One statements		3.27	0.73	Medium

Source: Prepared by the researcher based on SPSS output.

Analysis of Theme One Statements: Public Judicial Service.

Statement 1: “I have previously used judicial service.” It came with a very high agreement level, an arithmetic mean of 4.25 and a standard deviation of 0.440. Which indicates that majority of sample members have previously used judicial services. Which solidifies their opinions on the matter as they have firsthand experience with these services.

Statement 2: “The quality of judicial service is high” came with a medium acceptance level, an arithmetic mean 2.94 and standard deviation of 0.564. Suggesting that either caution and conservatism in the answer or dissimilar experience and low standards in the quality of some of the services.

Statement 3: “Judicial services are characterized by speed of performance” came with a low agreement level, an arithmetic mean of 2.56 and standard deviation of 0.840. Highlighting a real issue in the speed of procedures. Which may indicate the existence of a bureaucracy or slow decision making on the judgments front.

Statement 4: “Judicial services have the capacity to solve daily problems” came with a high agreement level, an arithmetic mean of 4.16 and standard deviation of 0.628. This reflects a high confidence level on the effectiveness of the societal and functional role of the judiciary.

Statement 5: “I file a complaint in the case of an issue in the service” came with a medium agreement level, an arithmetic mean of 2.94 and a standard deviation of 1.134. indicating limited complaint culture, or difficulties in channels allocated to complaints.

Statement 6: “Difficulty in communicating with judicial staff” come with a medium agreement level, an arithmetic mean of 3.00 and a standard deviation of 0.984. This shows a disconnect in communication with staff members. Which could indicate a lack of communication training, occupational stress, or weak communication channels.

Statement 7: “I always use traditional services that rely on paperwork” came with a high agreement level, an arithmetic mean of 3.62 and a standard deviation of 0.871. Suggesting heavy reliance on traditional means in paperwork remains dominant. Indicating slow digital transformation in the judicial system.

Statement 8: “The organizational structure in the justice system operates efficiently” came with a medium agreement level, an arithmetic mean of 3.12 and a standard deviation of 1.100. Reflecting a balanced evaluation of the organizational and administrative structure, without confirming the existence of high efficiency.

Statement 9: “Judicial services achieve general societal satisfaction” came with a medium agreement level, an arithmetic level of 2.81 and a standard deviation of 0.783. Indicating relative satisfaction levels.

Summary: With an overall mean of 3.27 and a medium agreement level, sample members’ opinion on judicial services is average and can be summarized by the statements’ results. Members have shown confidence in their ability to solve problems, but speed, communication, complaint issues, and efficiency of the structure still pose challenges. The reliance on traditional means also indicates the need for rapid digital transformation to mitigate persistent issues.

Direction of Theme Two Statements:

Table (9): Direction of Theme Two Statements – Digital Transformation.

No.	Statement	Mean	Std. Deviation	Agreement level
10	I can easily operate and manage modern digital technologies	2.66	0.902	Medium
11	I use electronic and communication	3.06	1.294	Medium

	media means			
12	I trust digital services because it insures individual privacy	3.13	1.540	Medium
13	Legislation on cyber security protects my privacy	2.72	0.729	Medium
14	Digital literacy hinders the development of various services	3.53	0.671	High
Average of Theme Two statements		3.02	0.94	Medium

Source: Prepared by the researcher based on SPSS output.

Analysis of Theme Two Statements: Digital Transformation:

Statement 10: “I can easily operate and manage modern digital technologies” came with a medium agreement level, an arithmetic mean of 2.66 and a standard deviation of 0.902. Indicating a part of the group view themselves as capable of handling and operating digital tools, but not efficient enough to reflect comprehensive digital competence.

Statement 11: “I use electronic and communication media means” came with a medium agreement level, an arithmetic mean of 3.06 and a standard deviation of 1.294. which indicates the use of these means at various degrees of frequency. May indicate personal preference or familiarity.

Statement 12: “I trust digital services because it ensures individual privacy” came with a medium agreement level, an arithmetic mean of 3.13 and a standard deviation of 1.540. indicating the existence of significant variation in the opinions of participants, as few trust the privacy of these services while others doubt its efficiency.

Statement 13: “Legislation on cyber security protects my privacy” came with a medium agreement level, an arithmetic mean of 2.72 and a standard

deviation of 0.729. Which reflects moderate trust in electronic legislation, with a level of consistency in the opinions of participants.

Statement 14: “Digital literacy hinders the development of various services” came with a high agreement level, an arithmetic mean of 3.53 and a standard deviation of 0.671. Highlighting a consensus of the participants of the role of digital illiteracy as major obstacle in the development and adoption of digital services.

Summary: In general, the result of the digital transformation theme showed a medium agreement level with an arithmetic mean of 3.02 and a standard deviation of 0.94. This indicates that the participants possess a basic awareness of digital transformation and its tools. It also reflects a disparity in trusting legislations and privacy, and the confirmation that digital illiteracy is a major obstacle for transformation.

Direction of Theme Three Statements:

No.	Statement	Mean	Std. Deviation	Agreement Level
15	I follow development in public digital services	2.16	1.273	Low
16	I receive updates of justice system digital services through phones and electronic apps	2.47	0.842	Low
17	Digital services facilitate access to judicial services at a lower cost and time	3.22	0.706	Medium
18	Digital judicial services are accessible through mobile apps	3.16	0.723	Medium
19	I obtain electronically signed judgment and decisions online	2.53	0.842	Low
20	I am satisfied with public digital services offered by the judiciary	3.19	0.693	Medium
21	Judicial authorities provide various information's to beneficiaries	3.25	0.803	Medium
22	Public digital authorities ensure transparency, accountability and equality	2.00	0.000	Very low

23	I receive court sessions dates via SMS	2.34	1.004	Low
24	I call the justice ministry green number 10-78 if a complaint or issue exist	2.44	1.216	Low
25	Digital judicial services are easy to use	2.66	0.602	Medium
26	I offer suggestions to improve existing public digital service and to implement new ones	2.47	1.016	Low
Average of Theme Two statements		2.66	0.73	Medium

Table (10): Direction of Theme Tree Statements – Digital Judicial Services.

Source: Prepared by the researcher based on SPSS output.

Analysis of Theme Three Statements: Digital Judicial Services :

Statement 15: “I follow development in public digital services” came with a low agreement level, an arithmetic mean of 2.16 and a standard deviation of 1.273, Which indicates lack of engagement from the beneficiaries with digital development in the judicial sector.

Statement 16: “I receive updates of justice system digital services through phones and electronic apps” came with low agreement level, an arithmetic mean of 2.47 and a standard deviation of 0.842. Reflecting limitations or inconsistencies digital information reception through apps.

Statement 17: “Digital services facilitate access to judicial services at a lower cost and time” came with a medium agreement level, an arithmetic mean of 3.22 and a standard deviation of 0.706. Reflecting the effectiveness of digital services in optimizing time and cost.

statement 18: “Digital judicial services are accessible through mobile apps” came with a medium agreement level, an arithmetic mean of 3.16 and a standard deviation of 0.723. Highlighting accessibility by smartphones with some challenges.

Statement 19: “I obtain electronically signed judgment and decisions online” came with a low agreement level, an arithmetic mean of 2.53 and a standard deviation of 0.842. Which indicates the unavailability of this service or limited adoption by the beneficiaries.

Statement 20: “I am satisfied with public digital services offered by the judiciary” came with medium agreement level, an arithmetic mean of 3.19 and a standard deviation of 0.693. This serves as an indicator of partial satisfaction; however, it remains limited in strength and scope.

Statement 21: “Judicial authorities provide various information’s to beneficiaries” came with a medium agreement level, an arithmetic mean of 3.25 and a standard deviation of 0.803. Indicating the presence of information, however it may not be complete or widely available.

Statement 22: “Public digital authorities ensure transparency, accountability and equality” came with a very low agreement level, an arithmetic mean of 2.00 and a standard deviation of 0.000. Reflecting lack of realizing the role of digital services in these aspects or limited realization.

Statement 23: “I receive court sessions dates via SMS” came with low agreement level, an arithmetic mean of 2.34 and a standard deviation of 1.004. Which indicates limited usage of this service.

Statement 24: “I call the justice ministry green number 10-78 if a complaint or issue exist” came with a low agreement level, an arithmetic mean of 2.44 and a standard deviation of 1.216. Reflecting lack of communication or limited use of this service.

Statement 25: “Digital judicial services are easy to use” came with a medium agreement level, an arithmetic mean of 2.66 and a standard deviation of 0.602. Indicating the existence of challenges in terms of ease of use.

Statemen 26: “I offer suggestions to improve existing public digital service and to implement new ones” came with a low agreement level, an arithmetic mean of 2.47 and a standard deviation of 1.016. Highlighting lack of beneficiary recommendations and feed back to improve these services.

Summary: With an overall mean of 2.66, a medium agreement level and a standard deviation of 0.73. We observed a relatively low range of digital judicial services usage and reception of related information, with an indication of challenges in communications and ease of use. The results also reflect insufficient awareness and lack of adequate trust in efficiency and transparency regarding these digital services. Imposing the need for strengthening awareness programmes and improving digital infrastructure to satisfy the needs of the beneficiaries.

4-6-3- Hypotheses Testing.

Hypotheses One.

H0: service quality does not contribute to societal acceptance and satisfaction.

H1: service quality contributes to societal acceptance and satisfaction.

Table (11): One-Sample T-Test for Hypothesis One.

Variable	Sample size	Mean	Hypothetical mean	T	Df	Probable value (sig.)	decision
Quality of public services	32	29.41	27	2.063	31	0.048	H0 rejected

Source: Prepared by the researcher based on SPSS output.

Comment: The results of the one sample indicated that arithmetic mean for the quality of public services (29.41) is higher than the hypothetical mean (27), and a probable value (sig.) of 0.048 which is below the significance threshold of 0.05. Allowing for the rejection of the null hypothesis (h0) and

indicating statistical evidence of quality of public services’ contribution to societal acceptance and satisfaction.

Hypothesis Two.

H0: digital illiteracy does not negatively impact the performance of digital judicial services.

H1: digital illiteracy does negatively impact the performance of digital judicial services.

Table (12): One Sample T-Test for Hypothesis Two.

Variable	Sample size	Mean	Hypothetical mean	T	Df	P-Value (sig.)	decision
Digital illiteracy and the performance of digital judicial services	32	15.09	15	0.113	31	0.911	H0 not rejected

Source: Prepared by the researcher based on SPSS output.

Comment: Results indicate that the computed mean (15.09) is very close to the hypothetical mean (15) and the P-Value (0.911) is higher than 0.05. preventing us from rejecting the null hypothesis. Therefore, there is no adequate statistical threshold to indicate that digital illiteracy reflects negatively on the performance of digital judicial services in this sample.

Hypothesis Three.

H0: digital judicial services are not widely used based on sample members.

H1: digital judicial services are widely used based on sample members.

Table (13): One Sample T-Test for Hypothesis Three.

Variable	Sample size	Mean	Hypothetical mean	T	Df	Probable value	decision
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						(sig.)	
Use of digital judicial services	32	31.88	36	2.656	31	0.012	H1 rejected

Source: Prepared by the researcher based on SPSS output.

Comment: The computed mean (31.88) is shown to be lower than the hypothesised mean (36) with a P-Value of 0.012 which is lower than 0.05. Resulting in the rejection of the alternative hypothesis (H1). Indicating that these services are not widely used within the sample.

4-6-4- Discussion of Results in Light of the Hypotheses:

Hypotheses One test results show that the quality of public services significantly contributes to achieving societal acceptance and satisfaction, as participants expressed positive satisfaction levels in quality indicators such as efficiency in performance and the ability of services to solve daily problems, with some reservations in terms of speed of service and difficulty in communications. These indications align with the overall results of the quality of public services theme, which was found to be moderately positive. Wish supports the hypotheses that state the relation between quality of service and societal acceptance.

Hypotheses Two test results have shown that digital illiteracy does not pose direct negative impact on digital judicial services. As there was no significant variation between expectations of the reality of these services and digital illiteracy challenges, this was also evident in the digital transformation theme results. In which participants showed a moderate level of control in dealing with digital services. They have also demonstrated some awareness to the importance of cyber security, which reflects a relative realisation of the demands of digital age, without hindering the ability to interact with services.

The results of Hypotheses Three results show that digital judicial service usage is still limited within individuals. Participants responses highlighted that several services are either not widely known or widely used, like the reception of judgements electronically or the interaction with judicial authorities through modern apps.

Members have pointed out an ineffectiveness in information and communication technologies, thus lowering their value for the users. As was clearly shown in the digital services theme with results leaning towards a moderately low agreement in most of its statements.

In general, the results have shown that the quality of public services is a major factor in societal acceptance, whereas digital illiteracy does not constitute a significant challenge. However, the actual use of digital judicial services is still low, which requires more effort to promote digital culture and improve information and communication channels.

Conclusion: This research seeks to examine the current state of digital judicial transformation in the Algerian justice system, by measuring digital judicial services acceptance level, and determining factors that affect it. This has been done through the analysis of a sample of justice system beneficiaries. The study was based on three hypothesise relating to the quality of public services, digital illiteracy and the degree to which digital judicial services are used by beneficiaries.

Results showed that the quality of public services is one of the most significant factors in formelting individual opinions and stances on digital transformation, participants have expressed relative satisfaction in some aspects of traditional services, such as the ability of the judicial system to solve problems and provide services, regardless of the challenges related to speed of performance and ease of communication. This has been reflected in an acceptable level of public satisfaction, which supports the hypothesis stating that the quality of service contributes to fostering societal acceptance.

This study has also shown that digital illiteracy, despite it being a disturbing phenomenon, is not a significant direct effect on digital judicial

services evaluation by members, as the sample has demonstrated a medium level of interaction with digital tools. With a considerable regard to the importance of cyber security and the protection of privacy. Displaying an inclination to adopt and adapt to a more developed digital environment.

By contrast, the study has shown a low level of use for digital judicial services, as the majority of the participants expressed their limited interactions with judicial applications and platforms, whether it is by acquiring information or benefiting from available services, furthermore the sample has displays reservation relating to level of transparency, ease of use and limited information and communications channels.

In light of these findings the study concludes that digital transformation in the Algerian justice sector faces double challenge, on one side it relates to the enhancement traditional service, and on the other to the necessity for, digital environment infrastructure development, improving communication and educating beneficiaries on digital tools.

The study, furthermore, highlights the importance of the corelation between digital transformation and the attainment of public services' objectives, especially in relation to transparency, equality and facilitating access to justice.

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Appendix 01: Questionnaire

The University of Kasdi Merbah Ouargla

Faculty of Law and Political Science

Department of Political Science and
International Relations



Questionnaire Form

Questionnaire form directed at justice sector beneficiaries

Dear Participant

As part of preparing an academic essay as a requirement for obtaining a doctorate degree in political science and international relations, titled Digital Transformation in The Algerian Judicial Sector: A Field Study Addressing the Acceptance of Digital Judicial Services in Society. We present to you this questionnaire designed specifically for obtaining various data that serves the objectives of scientific research. We gratefully hope you answer the questions in it, through marking the appropriate answer, we vow that the information presented is for scientific purposes only. We thank you for your cooperation.

Student: Mohamed Dehane

Academic Year: 2024/2025

Part One: Personal information

Gender:

Male

☐

Female

☐

Age Group:

From 25 to 30 years

☐

From 31 to 40 years

☐

From 41 to 50 years

☐

Above 51 years

☐

Educational Level:

Primary/Middle School

☐

High School

☐

Bachelor's Degree

☐

Master's Degree

☐☐☐☐

Digital Transformation in The Algerian Judicial Sector: A Field Study Addressing the Acceptance of Digital Judicial Services in Society.

Doctorate

Employment Level:

Employed

Unemployed

Experience in the Information Technology Field:

None

Less than 5 years

From 6 to 10 years

More than 11 years

Part Two: Study Themes

Put an (x) mark in front of the answer you think is appropriate

No.	Statements	Strongly Disagree	Disagree	Not Sure	Agree	Strongly Agree
1 – Public Judicial Service						
1	I have previously used judicial service.					
2	The quality of judicial service is high					
3	Judicial services are characterized by speed of performance					
4	Judicial services have the capacity to solve daily problems					
5	I file a complaint in the case of an issue in the service					
6	Difficulty in communicating with judicial staff					
7	I always use traditional services					

	that rely on paperwork					
8	The organizational structure in the justice system operates efficiently					
9	Judicial services achieve general societal satisfaction					
2 – Digital Transformation						
10	I can easily operate and manage modern digital technologies					
11	I use electronic and communication media means					
12	I trust digital services because it insures individual privacy					
13	Legislation on cyber security protects my privacy					
14	Digital illiteracy hinders the development of various services					
3 – Digital Judicial Services						
15	I follow development in public digital services					
16	I receive updates of justice system digital services through phones and electronic apps					
17	Digital services facilitate access to judicial services at a lower cost and time					
18	Digital judicial services are					

Digital Transformation in The Algerian Judicial Sector: A Field Study Addressing the Acceptance of Digital Judicial Services in Society.

	accessible through mobile apps					
19	I obtain electronically signed judgment and decisions online					
20	I am satisfied with public digital services offered by the judiciary					
21	Judicial authorities provide various information's to beneficiaries					
22	Public digital authorities ensure transparency, accountability and equality					
23	I receive court sessions dates via SMS					
24	I call the justice ministry green number 10-78 if a complaint or issue exist					
25	Digital judicial services are easy to use					
26	I offer suggestions to improve existing public digital service and to implement new ones					