



*The importance of digitization in social security institutions  
- a case study of the Nationale Social Security Fund For Unpaid  
Workers CASNOS- Biskra Agency*

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*Abstract*

The aim of this study is to identify the specificity and importance of digitization of social security institutions in particular. So the digitization of social security services, like other services, is very important, and this coincides with the rapid development of information and communication technology and the intensity of competition, which necessitated the extensive use of technical and modern methods and their integration into Completing various financial and administrative tasks and services. In addition to determining the impact of this digital transformation on the provision of services in these institutions, and highlighting the general framework on which this pattern focuses on improving service and gaining customer trust. After the analytical study, it became

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clear that despite the state's efforts in the aspect of digitization of these institutions, which made it possible to highlight all the strengths and weaknesses of the sector in light of the digital transformation, there are still some challenges and requirements that require focus on to achieve the success of the goals of the state plan.

**Keywords:** digitization, social security, social security digitization.

## 1. INTRODUCTION

The topic of digitization is considered as one of the most important modern topics at all levels, due to its importance and positive effects that affecting in various fields, especially in improving the quality of services and transactions .

Social security institutions are considered, like other institutions , which works to implement digitization and improve the quality of its services. So the digitization of social security services is inevitable and very important. and this coincides with the rapid development of information and communication technology and the intensity of competition, which necessitated the extensive use of technical and modern methods and their integration in achieving Various financial and administrative tasks and services.

So one of the most important objectives of implement digitization in Social security institutions is to provide high-level products and services with international specifications, while ensuring their quality and continuity .

## 2. First: the frame Conceptual of digitization :

There has been a lot of talk in recent years about digitization, and interest in it has increased locally and internationally, especially with the worsening health crisis and with the rapid changes in modern technology, as digitization has become inevitable in the conduct of the work of various public and private sectors. So we will try from This side Identify the theoretical concepts of digitization in general .

## **2.1. The concept of digitalization:**

Finding a unified concept for the term digitalization is problematic because it is used in many different ways, ranging from concrete and specific to broad and abstract, it refers to analog informations and also to the digital information for some aspect. (Owen, 2007, p. 94)

The concepts related to the term digitization, and similar concepts, such as digital transformation and digital technology, are diverse and numerous. These are some of the definitions mentioned in the literature about this term.

- Numbering is indicated as the process of transferring any type of document (exp : paper) from the analogue type to the digital type, and therefore encrypting the text, fixed or moving image, sound or file into numbers because this transfer is what allows... For the document, whatever its type, to become capable of being received and used by Information devices: Here it is clear that text digitization is the process of converting printed or manuscript text from its paper form to its digital form so that it can be viewed on a computer screen. (Bidiaf, 2021, pp. 69-70)

" Terry Kuny looks to Digitization on its practical transformation sources the information on difference Its shapes like: (books, periodicals, Recordings Acoustic Pictures, animations...) to appearance readable by techniques Calculators Mechanism via the system the couple (Beta T Bits ) which are considered as loneliness for information the basic System information anchored to Calculators mechanism, And convert the information to group from Numbers duality, maybe that launch It has to be "digitized", and this process is carried out thanks to a group of specialized technologies and devices.

Buresi refers to digitization as an approach that allows the conversion of data and information from the analog system to the digital system.

It can be concluded that The previous concepts have in common that the process of the digitization process does not only mean obtaining sets of textse and its management, but mainly related to conversion sources the information available in paper form or on storage medium traditional conversion to electronic form, thus becoming digitized text maybe examining on him from during applications Calculators the mechanism . (FARADJ, 2009, pp. 24-25)

Digitization It is: “ “ a process transfer or transformation data to digital appearance for processing by computer automated and in organized the information usuallyit referred to digitization that it is a transformation text printed or pictures(Photos photographs, illustrations, and maps) to signals by using Instrument to wipe optical nowhere and offer the result on the screen of the automated computer,. " . (Lhadi, 2011)

And from this we can saying that digitization is a process which is converted data into digital form, for processing by computer, whether this data is printed text, images or sounds, by using appropriate digitization devices.

## **2.2. The characteristics of digital technology**

Digital technology is characterized by a number of characteristics, which we summarize as follows:

- ✓ It contributes to accelerating the process towards achieving and ensuring the continuation of best practices, as long as digital technology is the most effective and efficient method for conducting virtual work in terms of (planning, implementation and control.
- ✓ It has the ability to achieve the highest levels of high flexibility, which is embodied by providing anything and everything, at any time, place, and in any way.

- ✓ Reducing Time, it provides storage means that accommodate a huge volume of stored information and that can be accessed easily and conveniently.
  - ✓ Reducing distance ,digital technology makes all places contiguous, and eliminates all geographical boundaries, and changes the concept of time and space .
  - ✓ Sharing the Intellectual mission with machine , and this leds to the Interaction between researcher And the Artificial Intelligence system , which Makes the technology of the information Contribute in development , And it strengthen the Opportunities for Users to control the production process.
- formation networks Connection: There are group on the technology of information ,and this is what increases the flow of the information between Users And industrialists . And it is allowed the Exchange of the information with the other activities ;
- ✓ Interactivity : it means that the Use of this Technology may be in future can be sent in any time that the user and Participants want.
  - ✓ Decentralization : it is Feature Allow Independently the use of the Technology of the information and communications in Internet .
  - ✓ Portability of Delivery : And it means the Possibility of Connectivity between Communication devices.
  - ✓ Convertibility: It is the ability to transfer information from one medium to another, such as converting a visual message into an audio, printed or read message (Tawfiq, 2015-2016, p. 79).
  - ✓ Portability Move Kinetics : it means that it may be the user can Benefits from Its services during His movements, from any place on road from the automated computer or mobile phone ... etc.

- ✓ Unpopularity: It means the possibility of directing the communication message to a single individual or moral group instead directing it to big audiences. This means the possibility of controlling it.
- ✓ Spread: this is the ability of this network to expand to include more unlimited areas of the world, so that it gains its strength from this systematic spread of its flexible pattern.
- ✓ Asynchronous: this means the possibility of receiving the message at any time , and this not required the use of the system at the same time. (Tawfiq, 2015-2016, p. 98)

And to succeed in the digital economy, organizations must provide services and offers that are difficult to replicate by competing companies. (Genennig, 2019, p. 157)

### **2.3. the objectives :**

For digitization Many Goals especially depending the field , so we represent some from its important Objectives in the following points :

- ✓ expansion the Domain of Benefit from digital Sources And the availability Access to it in same time, by whether Internal Internet or external Intranet
- ✓ the flexibility in Dealing and the fast look on the Original sources of information from Text Digital by A quick Practical techniques.
- ✓ development the level of the Scientific search and Upgrade all services of the information. (Amal, 2021, pp. 430-431)
- ✓ Preservation: Digital media is less susceptible to damage compared to paper media, which is exposed to several risks;
- ✓ Storage : the tablet compressed can storage thousands pages.
- ✓ Sharing : by networks especially the Internet network which allowing reading the same document by many people in same the time;

- ✓ Speed of retrieval and ease of use: digital systems are characterized by high speed of retrieval. (Suhaila, 2005-2006, p. 83)

#### 2.4. The importance of digitization :

The importance of digitization is represented in several aspects, including:

- ✓ The availability Access to the information With in-depth wide picture
- ✓ Ease and speed of collection Knowledge and information from Its vocabulary;
- ✓ The ability to print information when needed and obtain exact copies of it;
- ✓ Obtaining information in audio, video, and color as well;
- ✓ Low costs of obtaining information;
- ✓ The possibility of transferring information resources;
- ✓ Integration with other means of audio, image and video. (Bouzghib, 2022, p. 72).

#### 2.5. **The requirements of Digitization:**

Digitization needs some important points ,so in this side we refer to the following requirements :

a-Financial requirements: Financial resources are considered among the sensitive points in the life of any project, especially digital transformation projects. The financial needs of the project can be estimated by looking at the type of goals. so that the digitization process requires strong financial support , and this is what requires providing a sufficient budget to acquire The necessary equipment and means, maintenance of devices and machines, and various potential problems.

b-Material Requirements: The physical requirements for the digitization project represent in the following:

-Computers: The latter are considered one of the most important effective tools for a digitization project .

-Scanners : It is a device that converts the available data in printed image information sources, etc., into digital signals that can be stored in the computer's memory.

-Digital photographic devices : It is an electronic device used to take photographs and store them electronically instead of using films like traditional cameras.

-Optical character recognition techniques : They recognize the contents of text, letter by letter and word by word, and then convert it into a text file that contains encoded data, information.

C -Human requirements: The human element is one of the important elements in any project, so the human element must be present, regardless of the degree of the technology in the digital project.

D-Legislative requirements: Those who adopt the digitization process must take into account intellectual property rights, so, make the necessary arrangements to preserve the rights of authors .. (Samir, 2022)

### **3. Second: Social Security in Algeria:**

Social Security has a prominent importance, as it represents one of the pillars of socialist society ,due to the social justice for workers, and also the effective role in financing development plans.In addition to its role in stabilizing labor relations, and preventing disputes, and raising the productive efficiency of workers, and it gives them the psychological stability.

In 1891, Bismarck issued a law on social insurance against illness for miners and factory workers. Then, in England, old-age and permanent disability insurance appeared, and then in European countries, other branches of social insurance appeared . In the modern era, the application of the branches of insurance was generalized to all people, instead of being limited to the working class only. However, in Algeria, the development in the field of social protection began to appear in 1920, and most of the



social legislation that constituted social insurance was formed as follows: (Ministry of Labour, 2023)

- In 1920, there was legislation on work accidents. Years later, there was legislation on retirement for workers
- In 1941, legislation on family grants
- In 1949 legislation on social security

The establishing of social insurance was the principle of national solidarity that could be achieved by a comprehensive system of protection, that secures citizens against dangers, regardless of their form.

The aim was to be based on the unity of the organization and the universality of its application. Thus, the process of introducing social insurance to Algeria was gradual and slow, because this administrative and financial organization does not serve the agricultural system in an important way, and the Algerian labor found it self ready to benefit from the social security system with a French formula, which leads to Europeans benefiting more than Algerians because most of them are agricultural workers.

### **3.1. Period between -1970-1992:**

During this period, Algeria maintained social insurance and the organization that it carried, but this time it stripped it of its colonial character. It also made amendments to it. this amendments were appropriate for political, social, and economic goals, it works as requirements of justice and the various needs of the largest society. It also took other measures regarding the composition Complex organization. During this period, improvements were recorded, including:

- Expansion of the family grant system for the public agricultural sector
- Redistribution of daily compensation in work accidents
- Establishing a system of voluntary guarantees and administrative amendments

- Reconsidering social insurance inherited from colonialism, which is not compatible with state policy in the socialist system.

### **3.2. The period between 1970-1980 :**

This period was characterized by the economic growth as a result of petroleum revenues. In the year of the launch of the first national development plan, the social security expanded in particular way , especially its social and financial base, in proportion to the wages of participating workers. This phase also witnessed an important change in the development of social insurance for two reasons:

- ✓ Decree 116/07 of August 1970, starting with the administrative organization of social protection agencies, which governs a group of systems without the agricultural system, since the issuance of this decree
- ✓  In implementation of the first plan that appeared in 1970, as well as the subsequent plans that appeared during the expansion of social security activity, . The organizational aspect was also reconsidered by developing the methods of providing subsidies ,and these amendments became codified as a result of the social development that Algeria experienced.

### **3.3. Period 1983 to the present day:**

This period was characterized by the expansion of the activity of the National Fund for Social Insurance, as it began to provide for different categories of society, whether paid or unpaid, disabled, unemployed, and sick, with different insurance procedures for each category,

and the employees contributed to it by submitting an annual activity certificate from the employer, and The insured must investigate for fear of manipulations carried out by employers to avoid taxes. This fund is represented by what is known as CNAS , the National Fund for Social Protection for salaried workers. As for non-salaried workers, it is within the jurisdiction of CASNOS , the National Fund for Social Insurance for

non-employed workers. For retirees, they are sponsored by the National Fund for Social Protection. For retirees cnr.

#### **4.Third: The National Social Security Fund for Non-Employees:**

The National Fund for Social Security for the Unemployed was established in 1992 by Executive Decree No. 07/92 of January 4, 1992, which includes the legal nature of the National Fund and the administrative and financial side of Social Security. The National Fund for the Unemployed became operational in 1995 by guaranteeing the collection activity that was transferred in the same year from The National Fund to the the Social Security Fund and the retirement Fund. The National Social Security Fund for non-employees also characterized by legal personality and financial independence.

The organizational structure of the National Social Security Fund for Non-Employees in Biskra Agency includes the following: (CASNOS-Biskra, 2022)

The public administration consists of:

**4.1. The Director:** He is responsible for supervising the proper functioning of all departments and facilitating all necessary conditions to provide the best services provided by the Fund. He also directs all the energies working in the Fund to ensure the provision of distinguished services to subscribers, in addition to being considered responsible for implementing the directives of the regional administration regarding everything new and staying up to date. On the good application of these directives and laws

#### **4.2. General Secretariat:**

Due to the local nature of the Fund, the General Secretariat, which consists of a secretariat, undertakes the process of preparing correspondence and organizing everything related to the social and financial system for workers. It is the direct

intermediary between workers and management. In addition to providing all the office tools that workers need to complete their tasks in the best possible way.

#### **4.3. Service of enrollment and numbering:**

It is considered the first destination for new subscribers, including merchants, craftsmen, doctors, lawyers, farmers, and anyone who has an activity of an independent nature from the procedure.

#### **4.4. Subscription Collection Department:**

It calculates the amount of contributions for each participant based on the profits provided by the insurer or the Tax Authority for each year. It also collects the annual contributions of the insured and directs them to the appropriate ways to pay the contributions for the insured who have difficulty paying the latter. It is also the basic reference for calculating the years of engagement required by the insured applicants. the retirement.

#### **4.5. Dispute Department:**

It includes experienced workers and a lawyer to facilitate the reception and study of complaints and disputes submitted by participants, especially those related to increased delays. It tries to reach flexible solutions that will make it easier for the insured on the one hand and collect contributions in a smooth manner that ensures the comfort of the participants. It also represents the Fund before all legal bodies and national courts. In cases in which the Fund is a party.

#### **4.6. The interest of monitoring those involved:**

It carries out field monitoring of subscribers and directs the necessary information and clarifications regarding social insurance benefits, especially to non-subscribers. It also carries out the information process regarding all new services provided by the Fund.

**4.7. General Accounting:**

It manages all financial affairs related to collections and payments, as well as expenditures and revenues, in addition to ensuring the smooth functioning of financial relations with banks as well as the bank accounts of various public and private departments that have financial transactions with the Fund.

**4.8. Automated media cell:**

Automated media cell ensures the good functioning of the Fund's information network, as well as managing the process of distributing recovery cards and other related information, in addition to the periodic maintenance of the automatic information devices and their accessories in a way that ensures no delay in the performance of the services provided to those involved.

**4.9. In-kind payments department:**

It is considered the largest department due to it being the direct link between the insureds and the Fund. It undertakes many tasks, so it was necessary to divide it into several somewhat independent branches to facilitate the process of providing services and compensation, so we find:

- **Medical Payments and Compensation Branch:** It receives, studies, and compensates medical prescriptions directly into the postal account of each participant. It also studies and compensates both the disability grant and the death grant, in addition to requests submitted regarding physical and mineral therapy. It also takes care of the transportation expenses of patients, whether inside or outside the country, and all Medical operations that the patient needs
- **Medical Monitoring Branch:** It consists of two doctors who undertake the task of medical monitoring of participants, especially those with chronic diseases. He also gives approval or disapproval of the patient's eligibility and empowers him

with all his rights regarding surgical operations, health transportation, and artificial organs...

- Retirement and Grants Branch: It is considered in itself an independent department due to the number of operations it manages. It manages the salaries and grants of retirees and their families.
- Al-Shifa Card Branch: It is a newly established branch that enables an electronic card containing all the information necessary to identify him and those entitled to him, allowing them to benefit from compensation for social security payments, in addition to facilitating the efforts of both social security services and providers of treatment and medicines (non-paid, 2020)

#### **5.Fourth:The most important programs used in digitizing of the National Social Security Fund for Non- Employees:**

The National Social Security Fund for Non- employees has developed digital services, which are: (Ministry of Labour, 2023)

**5.1. Your Damano Space: [www.damanocom.dz](http://www.damanocom.dz)** : It is a digital floor that includes the personal space dedicated to the socially insured who are enrolled in the National Social Security Fund for non-action, and the focus point in implementing this initiative is to continue the transformation towards digitalization by ensuring a continuous and stable presence of the Fund towards customers without the need To move around, this method aims to ease traditional work procedures and save sufficient time, as the socially insured can contact his personal space “Damankom” at the following link: [dz.damanokom.casnos](http://dz.damanokom.casnos) using your membership number and password.

The National Social Security Fund for non-employees has announced the launch of the new electronic service through the “Dhamancom” space, which enables the retirement application for insureds who have met the necessary conditions and the possibility of following up on their files remotely. The new electronic service allows for dispensing

with the paper file and replacing it with the electronic file, with the aim of simplifying administrative procedures and saving time. For the benefit of the socially insured, it also allows electronic payment, requesting documents, exclusive viewing for the benefit of pharmacists, and following up on invoices deposited with the fund.

The development of this field was more extensive during the period of the COVID-19 pandemic, which made it a point of interest, focus, and reliance in remote dealing between members and the National Social Security Fund for non-employees.

**5.2. Microsoft Outlook :** It is one of the famous programs from Microsoft Outlook. This program is mainly used in managing e-mail for companies and institutions to facilitate communication between employees in the same company without the need for an interview, which saves a lot of time and effort in customer service. Outlook has become Now it is a backbone for many companies, as communication has become mostly via e-mail, especially in the recent times in which the Corona virus epidemic (Covid\_19) has spread. This has made personal distancing between individuals and groups, remote communication, especially the relationship between workers and workers, which is an inevitable necessity. To practice various activities, here was the echo of electronic management in the National Social Security Fund for non-salaried workers, which facilitated the process of remote communication, with the least effort and time.

**5.3. PARTAGE:** It is a program through which workers of the National Social Security Fund for non-employees deal with each other between various departments, through which information is exchanged within a local framework (Biskra Province) and its neighboring windows: Ouled Jalal, Tolga, Sidi Okba, Zariba El Oued.

**5.4. PHARMANOS :** \_ It is a program between pharmacists and the National Social Security Fund for Non-employees ( CASNOS ). It facilitates the transportation process for members with chronic diseases with the aim of shortening for them the medical

procedures that they used to undergo at the National Social Security Fund for Non-employees, thus giving them the freedom to approach the nearest pharmacy in their place of residence. This is The latter is the one who carries out the rest of the procedures with the National Social Security Fund for non-employees.

The fundamental goal of these procedures is to combat bureaucracy and humanize relations between the social insured and the Fund in order to ensure rapid and most effective handling of the concerns of the social insured and the Fund. The development of remote services is a strategic option that the Fund has resorted to to enable the insured to benefit from remote services and guarantee the social insured personal follow-up. Due to its relationship with the National Social Security Fund for other than the procedure, so that the participant can benefit from all the aforementioned services via the electronic link. (Interview with non-salaried Social Security Authority workers)

We also find that the Director of the State Agency of the National Social Security Fund (Biskra) has informed all members of the Fund that facilities have been included in the administrative procedures to benefit from the payments, so that he decided to exempt the submission of the following documents:

1. Exempting non-executive employees from submitting a copy of the commercial register
2. Exempting non-workers from submitting a birth certificate for a socially insured or entitled person or a certificate of non-affiliation (CNAS) to benefit from in-kind services at the CASNOS Fund level.
3. Exempting non-employed persons from submitting the birth certificate of entitled persons or a certificate of non-affiliation (CNAS) to benefit from the death grant
4. Exempting the socially insured (casnos) from traveling to social security medical monitoring centers to obtain a medical opinion for medications subject to special conditions.



5. Exempting a non-employed person from submitting a birth certificate for a socially insured or entitled person or a certificate of non-affiliation (CNAS) to benefit from a transferable pension or retirement grant.

6. Exemption for owners of private clinics and pharmacies that wish to retire with the National Security Fund Social Security for non-employed workers includes submitting a certificate of completion of contributions (casnos) and a copy of the commercial registry.

## **6. CONCLUSION**

The study addressed the importance of digital transformation in social security institutions, as the latter is considered like other institutions that seek to apply digitization and improve the quality of their services, and this coincides with the rapid development of information and communication technology and the intensity of competition, which necessitated the intensive use of technical and modern methods and their integration in the completion of various activities in every Institution and sector. We reviewed the outcome of the efforts and achievements of social security institutions in Algeria as a special case within the framework of digitization at all levels, and this is in order to embody a strategy aimed at achieving and improving the quality of services provided and gaining the confidence of customers.

### **Suggestions and recommendations:**

From the above, we can suggest the following points:

- Allocating a significant equipment budget for modern technological devices, information means and accessories;
- Intensive training on software and informatics for all sector employees; In order to improve their technical and information level;
- Spreading the culture of quality and digitization among customers;
- Continuous modernization of services in line with the requirements of the era of digitization, informatics and artificial intelligence;

Establishing a special office for digitization strategy;

- Giving public and private companies the opportunity to invest and compete with regard to the quality of communication and information networks across the national territory.

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