

Applications of technological services in Algeria: A postal case study

تطبيقات الخدمات التكنولوجية في الجزائر : دراسة حالة بريد الجزائر

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Abstract: This study aims to define technology in terms of concepts, clarify the importance of technology for the economy, explain the modern features it offers, and from the applied framework, monitor the electronic models associated with digital services in the postal sector, clarify the indicators of the technology sector in Algeria during the period 2023, represented by the density of users, and clarify the degree of market competitiveness among the dealers.

Keywords: Technology, models, economy, services, services, services, postal sector, postal sector

Jel Classification Codes: L97.

ملخص:

تهدف هذه الدراسة إلى التعريف بالتكنولوجيا من حيث المفاهيم، وتوضيح لأهمية التكنولوجيا بالنسبة للاقتصاد، مع تبيان المميزات الحديثة التي توفرها ، ومن جانب الاطار التطبيقي تم رصد النماذج الالكترونية المرتبطة بالخدمات الرقمية في قطاع البريد ، مع توضيح مؤشرات قطاع تكنولوجيا في الجزائر خلال الفترة 2023 المتمثلة في كثافة المستخدمين ، مع توضيح درجة التنافسية السوقية بين المتعاملين

كلمات مفتاحية: تكنولوجيا ، نماذج ، اقتصاد ، خدمات ، قطاع بريد

تصنيف JEL : L97

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1-introduction :

ICT is one of the modern factors that achieves added value to the economy and administrative organizations Through it, public services have been developed ,Through digital platforms This has led to the achievement of quality and proximity of services (digitisation), Through the policy applied in the postal sector , Many digital applications have been introduced related to financial transactions. In addition, technology in general makes organisations more competitive it also contributes to stimulating creativity and innovation It provides added value at the level of activities and administrative processes

For Algeria, it is working to digitise sectors, while providing e-services that achieve quality for the citizen and reduce costs

-The problem

"What are the Key digital applications (models) in the postal sector? "

-the importance of the study

- Recognising digital applications.
- Description of modern models.
- Realise the importance of using .

2. Literature Review

1-Concept :

Authors	definition
(imane, 2016, p. 12)	-focuses on the physical aspect of it, as it includes hardware, computers and software. -focuses on the processes of processing, storing, transmitting, - integrates the concepts. - includes concepts related to all information

	activitie
(ilhame & lailla, 2015, p. 323)	To transform inputs into outputs, where these inputs are represented by programmes that include intelligence, expert systems, databases and automation
In general -tech means precise science According to specialists	

Characteristics :

-Reducing time	By the cost
Increase productivity	when it is used well and effectively.
Flexibility	
Automation	
decentralisation	
Performing operations such as communication	
Speed achievement	
Movement	
(Rachid & Asmaa, 2015, p. 347)	

Advantages of economy in technology: Achieves a set of indicators as follows :

(abbess & amar, 2018, p. 39)	Opportunities Improve productivity Minimise operating costs Optimize performance Accessing new goods and services
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In addition to the above. there are modern reasons for using technology

- Business environment - complexity
- Strong competition and global economy
- Social responsibility
- Globalization

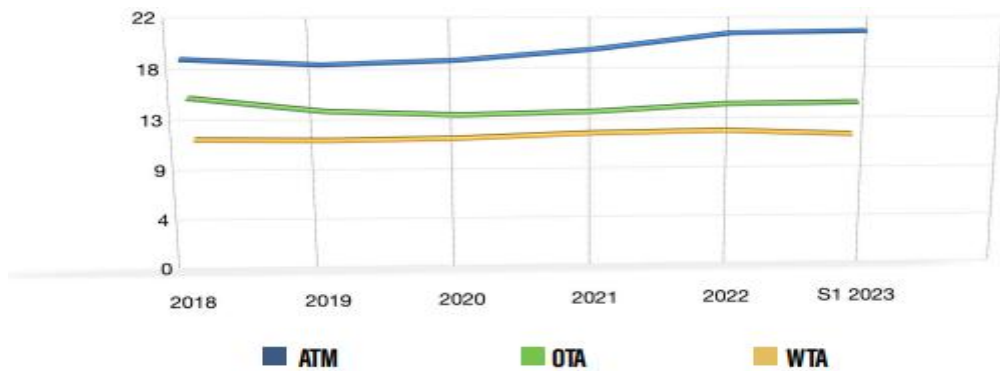
2.Diagnosing the state of technology in Algeria.

The number of mobile, 3G and 4G subscribers grew by 1.88 per cent from 50.573 million in 2023. The total number of postpaid subscribers decreased by 1.12 per

cent from 2.528 million in Q3 2023, while the total number of postpaid subscribers decreased by 1.12 per cent from 2.528 million in Q3 2023.

Evolution of mobile phone subscriptions by operator , During the first six months of 2023 There is an increase in the number of mobile phone subscriptions by 0.73 %. Followed by Orascom Telecom Algeria (OTA) with an increase of 0.62 followed by the National Telecommunications Corporation with a decrease of 2.76 %.

Figure (01): Evolution of mobile phone subscriptions by operator



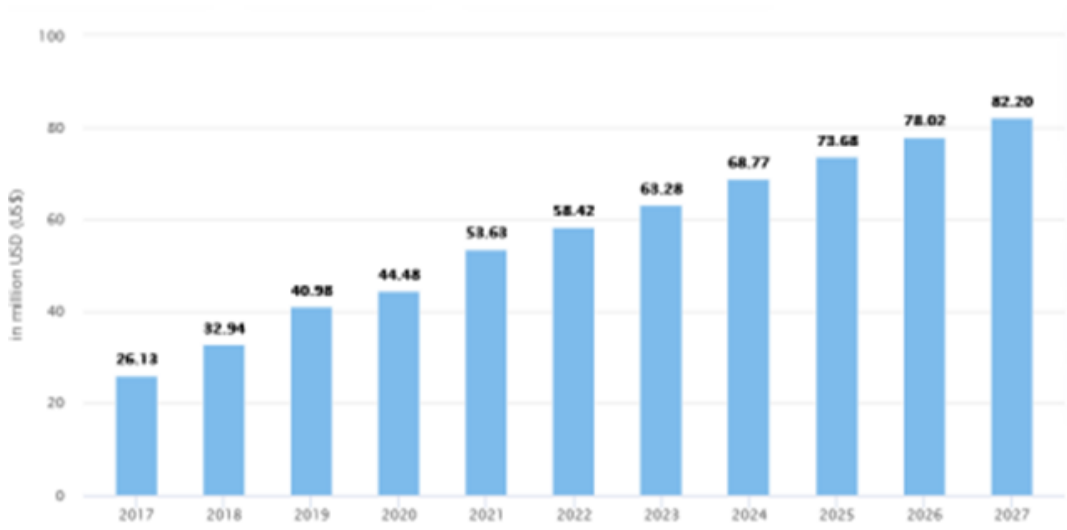
(Tic, 2023.)

Regarding the development of the postal network , The total number of post offices continued to grow from 3,999 at the beginning of 2020 to 4,106 at the end of 2021, reaching 4,305 in the first six months of 2024. This equates to one post office for every 10,500 inhabitants. (Tic, 2023)

Regarding evolution of the number of gold cash cards in circulation the number of gold cash cards in circulation at Algiers Post increased from 6 million at the beginning of 2020 to approximately 13.38 million in the first six months of 2024, an increase of 100 % (mpt.2024)

The transaction value of Algeria's digital remittance market is expected to reach USD 28.63 million in 2023. The transaction value is expected to show an annual growth rate (2027-2023) of 76.6 per cent, leading to a projected total amount of USD 20.82 million by 2027. In the digital remittance market, the number of users is expected to reach 27,000 by 2027. The average transaction value per user in the digital remittance market is expected to reach USD 97.3 in 2023 (Asmaa & sadek, 2023.P132)

Figure (02): Values of digital transactions in Algeria for the period (2017-2023) with projections up to 2027



Source : (Asmaa & sadek, 2023)

The Apps :

The sector offers a range of applications as follows :

MOB Form through this application. The application is submitted online For a digital service for financial transaction Fonction : -View your postal current account . - Manage your electronic	
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payment card

- Transfer money from one account to another.
- Blocking your EDAHABIA card.
- Unblocking the card after a block initiated by the customer

Electronic operations at Algiers Post

Process :

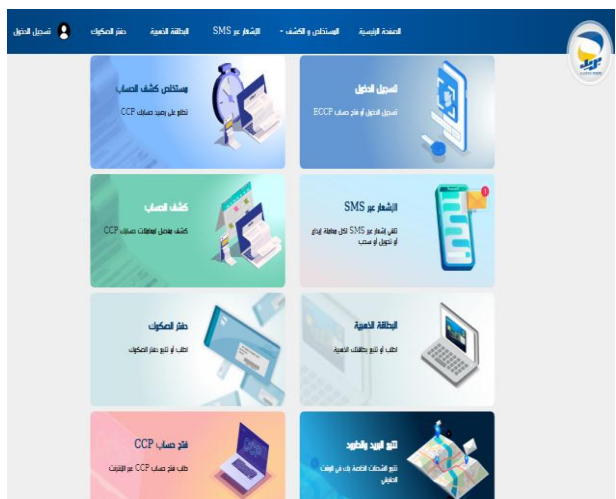
Sign up

Notice by message

Statement of Account

Ledger(check book)

Opening an account



3.Results and discussion:

Digital services (e-forms) have contributed to facilitating financial transactions

reduce cost, minimise time and achieve transparency, while providing data and information. within the A2C model, in addition to achieving the quality of operations in the postal sector This study analysed the models applied in the postal sector and their impact on the citizen, while clarifying the status of the technology sector in Algeria.

4. Conclusion

Technology is important for the postal sector because it achieves fast and reliable services while facilitating administrative transactions between administrations and citizens. For Algeria, it has been able to universalise services through investments related to the delivery of services through technological techniques and the generalisation of their use. Through this study, the postal sector was able to provide technology to bring the service closer to the citizen through applications

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