The role of electronic administration in activating the principle of neutrality in front of public utilities and improving public service

دور الإدارة الإلكترونية في تفعيل مبدأ الحياد أمام المرافق العامة

و تحسين الخدمة العمومية

Gaffour Fatna, Sidi bel abbes University, *fat.gaffour@hotmail.fr.*

Abstract:

   Many countries have adopted the electronic administration system as a mechanism that seeks to upgrade and modernize the administration and improve its services at the lowest costs and with the required speed. The trend of countries towards the use of the electronic administration system also demonstrated its important role in influencing the principle of neutrality, its activation, and improving and rationalizing public service. Also to ensure efficiency elements, effectiveness, integrity and impartiality in particular.

keyword: Administration; Neutrality; Public service.

JEL classification code : XN1, XN2

ملخص:

   تبنت العديد من الدول نظام الإدارة الإلكترونية كآلية تسعى لترقية و عصرنة الإدارة و تحسين خدماتها بأقل التكاليف و بالسرعة المطلوبة. كما أثبت اتجاه الدول نحو استخدام نظام الإدارة الإلكترونية دوره الهام في التأثير على مبدأ الحياد و تفعيله و تحسين الخدمة العمومية و ترشيدها. وكذا لضمان عناصر الكفاءة والفاعلية و النزاهة و الحياد خصوصا.

الكلمات المفتاحية : الادارة؛ الحياد؛ الخدمة العمومية.

تصنيف JEL : XN1، XN2

Corresponding author: *Gaffour Fatna*, *E-Mail*: fat.gaffour@hotmail.fr

1. **Introduction :**

Researchers go back to the beginning of the emergence of electronic administration to the year 1960, as the use of computer systems in business activities has spread since the end of the fifties and sixties, and the term paper office was used for the first time in 1973 in the United States of America to refer to the transition to digital work. At the end of the nineties the term electronic management was used with the spread of the global Internet and was relied upon as a means to provide services remotely. (Muslim, 2015)

The change towards electronic administration has created one of the pillars that countries depend on in order to accelerate the wheel of development through the services it provides. To more effectively, accurately and meet the various requirements and needs of those dealing with the administration and under the so-called policy of reforming the administration and modernizing it with the aim of bringing the administration closer to the citizen and fixing the shortcomings and defects of the administration in its dealings, the administration has introduced some mechanisms, including "electronic service". (Karim, 2009/2010)

All this to improve public services and remove barriers that would hinder the actual participation of citizens in the conduct of public affairs, making the administration's activity characterized by the required transparency and impartiality.

On this basis, we will try, through this study, to answer the following problem:

What is the importance of the electronic administration system and its effectiveness in influencing the principle of neutrality in front of the public utility and improving public service?

To answer the problem raised, we will address the following axes:

The first axis: the conceptual framework of the study
The second axis: the role of electronic management in activating the principle of neutrality and improving public service

2. the conceptual framework of the study:
1.2. the concept of electronic management:
Definition of electronic administration:

We find that it has an English source taken from Electronic-administration, which means converting traditional business and administrative services into electronic business and services that are implemented quickly and with absolute accuracy. In other words, it is the use of the computer and its networks in carrying out administrative work and providing services in a wide and intensive way. (Al-Hammadi, Muharram 1425 AH)
And considering the term newly created electronic administration, the definitions presented to it have varied, despite the agreement that it has the same purpose.

If the researchers do not agree on a precise and comprehensive definition of electronic administration, they also agreed on the basis on which it is to use information and communication technology systems and networks, especially the Internet, in order to improve performance towards a more efficient and effective. (Ahmad, 2009)

Among the definitions that were also addressed by the writers who touched upon them, among them was the definition that went on to say: "An administrative strategy for the information age that works to achieve better services for citizens, institutions and its customers with an optimal utilization of information sources in order to employ material and human resources, and Morale available in a modern electronic framework in order to optimize the use of time, money and effort and to achieve the targeted demands and the required quality." (Elayyan, 2012)

And we find the definition of Najm Abboud, who defined it as "Internet-based information resources business networks, It tends more

than ever to abstract things and their associated things to the extent that intellectual knowledge information capital has become the most effective factor in achieving its goals, and the most efficient in the use of its resources." (Najm, 2004)

Dr. Al-Awad Ahmed Mohamed Al-Hassan commented on this definition as: "It raises a lot of the value of intellectual knowledge capital, as if it carries an indirect call to the need to race between the various electronic departments to gain the largest possible amount of knowledge and information proceeding with good handling and exploitation the best use." (Al-Hassan, from 01 to 04/06/2010)

In the light of the previous definitions, we concluded that electronic administration means moving from paper-based administrative to electronic administrative dealing through modern means of communication, with the aim of facilitating administrative work and at the lowest costs, in addition to improving the relationship between the citizen and management and rationalizing public service.

It should be noted that the term electronic administration may mingle with its concept and overlap with some concepts of terms similar to it, and perhaps the most important one is the term e-government. To distinguish between the two terms, the meaning of e-government must be addressed.

Distinguishing between e-administration and e-government:

There is a huge disagreement between those who touched on the distinction between electronic administration and e-government, but the prevailing view is that e-government is part of the applications of electronic administration, where it is considered more extensive than the term e-government, as electronic administration is in their view the origin that The rest of the definitions branch off from it, and their argument is that there is no government without administration and therefore no e-government without electronic administration. (Al-Hassan, from 01 to 04/06/2010)

It is the ability of government agencies to exchange information among themselves on the one hand, and to provide services to citizens and the public sector on the other hand, and that at a speed and low cost over the Internet with a guarantee of confidentiality and security of the information handled at any time and in any place. (Nawal, 2016)

It is "the ability of different government sectors to provide services and traditional government information to citizens by electronic means, with extreme speed and accuracy, with minimal costs and effort, at any time." (ouaar, 2012)

E-government does not mean the political system, but rather are organizations or government departments that work in the public service delivery electronically. (Al-Mafraji, 2007) What is meant is not to exercise the power to govern in an electronic way, but rather to manage matters in an electronic way, whether at the governmental or local level. (Arab, 2014)

So, considering electronic administration as an integrated system and a digital space that includes all electronic business, the birth of the term electronic government has resulted from this. (ouaar, 2012)

E-management objectives:

The most important objectives of electronic management can be summarized as follows:

- Improving the level of services through the use of modern technology and increasing the efficiency of the department's work through its interaction with citizens, companies and institutions.

- Reducing the cost of administrative procedures and related processes, and with the required speed. (Mahdi, 2017-2018)

- The storage of information electronically instead of the traditional archive, which contains thousands of transactions, which makes it difficult to find sufficient place to store it. (Al-uboudy, The Legal Framework of E-Government, 2012)

-Deepening the concept of transparency and avoiding favoritism.

-Developing the system of government and public affairs and creating a new relationship between citizens and the state.

-Transferring procedures from centralization of management to decentralization. (Hicks, 2003)

2.2. The concept of the principle of neutrality and public service
Definition of neutrality:

Some researchers argue that the principle of the neutrality of administration is studied as a result of the principle of equality in front of the public utility. However, we say otherwise, it is independent of it, and if the principle of equality means that citizens enjoy the same rights and are subject to common costs and burdens. The term neutrality refers to the lack of inclination to any party and impartiality, as it also means objectivity, which means lack of coordination and influence according to any inclinations or personal consideration, ideological or otherwise. (Kondylis, 1993)

The definition of public service:

The term public service refers to that association between public administration and citizens. The concept of public service is also linked to public administration in the state, as the goal of public administration is to achieve the public interest and meet the public needs of citizens in order to reach the rationalization of public service.

The public service is defined as: "a technical service provided in general by an organization in response to a general need and requested to provide it if those in charge of its administration respect the principles of equality, continuity and adaptation to achieve the public interest." (Fouad, 2015-2016)

It is also: "Every activity in which the government has a responsibility to perform or monitor it, because the performance of this activity is necessary for the establishment and development of social solidarity, which by its nature can not be fully performed except through the interference of government power ». (Sharifa, 2008)

The public service is "every service provided by public institutions to all citizens or to a specific entity under the supervision

and control of the state in order to achieve the public benefit ». (Haddar, 2017)

3. the role of electronic management in activating the principle of neutrality and improving public service

The use of public facilities for the electronic management system helps to improve the level of public services required and achieve neutrality among those requesting these services more than using the traditional management system. The required services are automatic without regard to the person requesting the service, which eliminates the discrimination that the previous administrative system was unable to eliminate.

Electronic administration t is one of the most important ways to modernize administration. Also, the shift towards digital administration would facilitate access to information and combat bureaucracy and administrative corruption, and thus rationalize and improve the public service provided to citizens. Which we will address in this axis.

1.3 The role of electronic administration in activating the principle of neutrality in front of public utilities

The principle of neutrality before the law includes the principle of neutrality in the conduct of public service. Accordingly, everyone who is involved in public utility activity is concerned with this principle and there is no bias or administrative discrimination.
The role of electronic administration is evident, in particular, through the provision of public services automatically, so everyone who can deal with computers can obtain the required service.
Achieving neutrality in its advanced sense is more likely to occur in the electronic administration system than the traditional administration system because the services are provided electronically, that is, the lack of knowledge between the employee and the applicant. (Al-Tai, 2013)

And the most important effect of electronic administration on the principle of impartiality is the lack of bias among users, such as

determining the usage fees that are required to establish an electronic portal in which all users are equal in following the procedures for obtaining electronic services.

And the use of the electronic administration system in public facilities guarantees achieving and activating neutrality among the users of the public facility more than the traditional management system, because the services provided to them are electronic, provided on the basis of equality between them .It would also reinforce the principles of transparency and integrity.

Equality in providing public services to citizens:

The aim of public facilities is to meet the needs of citizens, and any discrimination in treatment results in damages to public interests .Since these public facilities are subject to their regulation of the law due to the important role in the lives of citizens who depend entirely on them, and the law itself imposes equality, the administration is obligated to (Al-Tamawi, 1979) apply the principle of equality. reference, the equality we mean is the relative or legal equality that the public utility applies to persons who meet the conditions it determines to use its services, without distinction between them on the basis of religion, sex, color, or any other reason.

The public utility is considered the means used by the state to fulfill its role of meeting the needs of citizens, and therefore it has no right to distinguish between one category and another without a legal justification, just as individuals are equal in the duties imposed on them, they are equal in rights as well, including the use of facility services. (Al-Tamawi, 1979)

The public utility shall provide its services to its applicants on the same conditions determined without discrimination. The public utility shall be committed to equal dealing with its users, so that they are in a similar legal position in the use of its services, and bear the costs of the use. Thus, the electronic administration will make all those dealing

with the public service equal in following the procedures for obtaining these services.

The electronic public administration in this regard will make the dealers to obtain the service in an equal manner, this is to achieve the principle of neutrality in front of the service, which prevents or reduces discrimination between individuals on the basis of personal or kinship and sectarian relations, political affiliation and other aspects that are incompatible and The principle of neutrality of the public utility. (Faysal, 2017) Which often characterizes the relationship of individuals with those responsible for managing the public facility under the traditional system, which depends in distinguishing its affairs on human elements always striving to achieve its interests even at the expense of the public interest.

While we do not find these aspects any impact under the electronic management system. The latter achieves electronic neutrality, which eliminates many of the problems that traditional management suffers from, such as mediation and bribery, which have spread due to the complex administrative procedures and lack of consideration by the administration of the time, which is an essential factor to meet the needs of individuals. (Khaldi, 2017)

Enhancing the principles of transparency and integrity that support the principle of neutrality:

By applying the electronic adminisration system, everyone who wishes to spend or fulfill his service finds that there is a unified method of dealing in everyone who wishes to obtain the services of this administration, which gives transparency to these transactions.

The electronic administration system supports the transparency and integrity of the administrative apparatus and the monitoring of job behavior when individuals interact with the administration, as it gets rid of the problems that arise from direct confrontation between employees and service seekers, and the consequent administrative corruption that

may be to request a bribe or interest from a student Service until the employee in charge ends his work. (Al-uboudy, 2012)

Transparency represents complete clarity in making decisions, drawing plans and policies, and allowing those affected by administrative decisions to operate with the facts and processes that contributed to making decisions. (Haddar, 2017)

The electronic administration also gives citizens the right to participate in the political decision and consolidate the principle of transparency by exercising control over government agencies, which sows confidence in the hearts of citizens towards management. And electronic management provides many mechanisms that allow the promotion of principles of transparency, including administrative information.

As the administrative information is considered the first means to restore confidence between the administration and its users. And in order to achieve the desired result from electronic management, the citizen has the right to administrative information as a logical result in order to give a kind of transparency to the administration that has a role in informing citizens of their rights and obligations, which is the primary task of management and that to achieve their needs. [Salima, 2009-2010]

This is what the Algerian legislation stated in the decree that regulates the relationship between the citizen and the administration (Article 08 and 24).

2.3. The role of electronic administration in improving the level of public service:

The adoption of electronic administration method and the introduction of modern technologies encourages improving public service performance and taking into account quality in its performance by reforming and modernizing public administration in what constitutes upgrading public service performance and improving public utility

returns and ease of completing transactions and obtaining information, in addition to fighting bureaucracy And administrative corruption.

Reforming and modernizing public administration:

The reform and modernization of public administration is one of the ruler's objectives[1], based on the use of information and communication technologies in public administrations and institutions by promoting their use at the level of local public administrations. This demonstrates the political will of the state to enhance and improve the service and put it in the interest of the citizen on For example, electronic payment methods. (Abdel-Karim, 2009-2010)

The use of technology to modernize adminisration and modernize it via the electronic network constitutes effective privileges for the citizen in order to facilitate his administrative life and reduce the weight of its procedures, which is what the electronic administration aims to do by raising the efficiency of the administrative apparatus and its effectiveness to achieve the public interest .This can be accomplished by dealing in electronic rather than paper forms, while ensuring the confidentiality and security of information.

Also, within the framework of the digital administration system, states create the frameworks of public administrations and their agents by restoring consideration to specialized training in this field,

---

[1] In this context, the Algerian government attached great importance to the field of management reform and modernization. A sub-directorate has been created to promote administrative work and modernize it at the level of the Administrative Reform Directorate at the Ministry of Interior, Local Communities, the Environment and Administrative Reform since 1994 in accordance with Executive Decree 94/248 that includes Organization of the central administration in the Ministry of Interior, local groups, the environment and administrative reform (Official Gazette No. 53) The strategy of the Algerian electronic plan 2008-2013 was also adopted with the aim of achieving modern management and eliminating administrative problems and administrative bias.

and generalizing the use of automated media and the Internet[2]. to Aside from reducing bureaucratic procedures and deadlines for accomplishing administrative tasks while developing communication within the administration. (Hosseini, 2013-2014)

Ease of completing transactions and obtaining information:

What embodies the manifestations of improving public service in front of the citizen is to override the errors that the ordinary employee makes when performing his work, because the computer and according to the program provided with it and the database provided with it gives certain results that there is no room for error in it, which achieves ease in completing the transactions for individuals Or companies or institutions, especially as the electronic management system summarizes many procedures and multiple stages .It is also possible to obtain the desired information easily and in a short time through the Internet and its components, such as optical fiber machines and servers, and the information highway, which facilitates and shortens the stages of completing transactions. (Nadia, Electronic adminisration as a basis for promoting public service in Algeria, 2015)

It is worth noting that the more simple and orderly the process of obtaining the service, the greater the percentage of the success of the electronic management method, because it depends on the extent to which users benefit from it. The ease of access to information would enhance the citizen's ability to participate. And the lack of

---

[2] The third paragraph of Article 21 of the aforementioned Decree 88/131 obliged the administration to develop any necessary procedure that would make it compatible with modern technologies and modernization of administration in organization and management and with the knowledge of administrative staff to keep pace with the technological changes of management. The Executive Decree 96/92 corresponding to 3/3/1996 related to the formation of employees, improving their level and renewing their information, (Official Gazette No. 16) mandated the necessity of improving employee knowledge and renewing it in line with the development of technical means.

decentralization of the administration in exercising its rights guaranteed by the law, while bringing the service closer to the citizen.

Combating bureaucracy and administrative corruption:

The role of electronic administration in improving public service is clear by eliminating the disadvantages of bureaucracy that hinders the functioning of public services .This is because electronic transactions will overcome paper transactions, which incurred the hardship and difficulty of moving to the service provider, queuing and waiting for the file to be reviewed or service provided .In addition to the discrimination he may receive in providing the service because of a bribe provided or because of mediation and favoritism or other administrative problems that affected the traditional administrative system.

The Algerian government has confirmed its intention to combat administrative corruption by relying on dedicating and promoting principles of transparency in public administration, and recognizing the right of every citizen to obtain information. (Hosseini, 2013-2014, p. 154)

The use of electronic administration in state institutions, whatever the nature of their tasks, would reduce the bureaucracy in dealing with citizens and reduce the routine in the running of public facilities for their services. (Khalidi, 2017)

The rationalization of the public service leads to the necessity of adopting the principle of working centers for citizen service, which is based on the existence of centers capable of communicating with all government departments that can, on behalf of the citizen, follow up all his transactions, whether commercial or administrative in particular, so that he does not have to move from one region to another .as it relates to the extent of the e-administration's contribution to gaining citizen's confidence in the institutions it deals with in increasing dependence on the development of electronic systems, especially with the emergence of the Internet and website services and the dependence of electronic departments on e-mail, at the level of all electronic departments As the

citizen receives most of the services through the site that stores the requests in the computer system, returns the result to the customer, then transfers the transaction summary after processing the acceptance of the application .From this standpoint, it can be said that the electronic management has affected the prospects of rationalizing the public service provided, as it relates to the cost-effectiveness of the service provided, and the extent of its contribution to rearranging the service. (Abdel-Karim, 2009-2010, p. 65)

4. Study Methodology :

We used the descriptive and analytical approach to study this topic, because it is considered the appropriate method for this type of studies. As it is considered the most appropriate approach to acquaintance with various aspects of the subject.

5. Study Results :

- Senior management adopts the principle of electronic management that supports this trend.
- Disseminating a culture of electronic interaction among citizens in a manner that guarantees the success of the electronic administration.
- The electronic management system guarantees equality between the beneficiaries in obtaining the services.
- Promote the principles of transparency, integrity and impartiality, and raise the level of services provided to the public.
- Providing the necessary legal protection for electronic management Reducing the burden on those dealing with the administration and not distinguishing between clients.
- Providing computers and reducing the costs of subscribing to Internet services.
- Eliminate favoritism and bribery Eliminate bureaucracy and other forms of corruption.

6.Conclusion:

From the foregoing, it is clear that the role of electronic administration is evident, especially in its impact clearly on the principle of neutrality in front of public utilities by providing electronic public services on the basis of equality, transparency and ease of communication with citizens, in addition to speed of response and reducing the burden and volume of files on the citizen, while avoiding Queues and the elimination of bureaucracy.

The shift of adminisration from the traditional to the electronic form also leads to fighting administrative corruption and supports transparency and impartiality. Studies have proven the effectiveness of electronic adminisration in strengthening the principles of transparency, integrity and impartiality, and upgrading the level of services provided to the public.

Since electronic adminisration is a system that needs human and other legislative elements, we believe that it is necessary to provide the necessary legal protection for the administration of the success of this system.

To achieve actual electronic neutrality, electronic backwardness must be confronted so that there is no distinction between users of the public utility due to electronic treatment of one category over another.

7.References:

Books:

1. Ahmad, M. S. (2009). *Electronic administration* (1 ed.). Amman,Dar Al-Masirah, Jordan.
2. Al-Mafraji, A. H. (2007).*E-Administration.*Arab Administrative Development Organization, Egypt.
3. Al-Tamawi, S. M. (1979). *Administrative Law* (éd. 1st Edition, Vol. Second Book). (D. Al-Thaqafa, Éd.), Egypt.
4. Elayyan, R. M. (2012). *The Electronic Environment.*: Dar Safaa, Amman.
5. Hicks, R. (2003). *The E-Government from Bureaucracy to Electoralism, Director's and Businessman's Abstracts* (Vol. 19). Cairo.
6. Kondylis, V. (1993). *the principle of neutrality in the public service* . (LGDJ, Éd.) Paris.
7. Muslim, A. H. (2015). *Knowledge Management and Information Technology.* (1. edition, Ed.) , Dar Al-Moataz, Jordan.
8. Najm, A. (2004). *Strategic electronic management, functions and problems*, dar almiriykh, Riyadh.

Journal articles:

1. Al-Hammadi, B. b. (Muharram 1425 AH). Electronic administration. (I. o. Administration, Éd.) *the Journal of the Institute of Management* (50).
2. Al-uboudy, A. Z. (2012). The Legal Framework of E-Government. (D. University, Éd.) *Journal of Juridical and Political Science , 1* (1), 05.
3. Arab, M. B. (2014). the experience of electronic administrationin Algeria between the requirements of transparency and the improvement of service and the problem of getting rid of the logic of traditional management. *Journal of Arts and Social Sciences , 11* (19), 58-81.
4. Faysal, M. M.-F. (2017). Electronic Management and its Impact on Reform of public service in Algeria. *majalat al'iibdae , 7* (8), 188.

5. Haddar, A. B. (2017). The role of electronic administration in rationalizing public service in Algeria. (F. o. Science, Éd.) *Researcher Journal for Academic Studies , 11*, 129.

6. Khalidi, N. A. (2017). The effect of e-government on the principle of equality before the public utility. *Tikrit University Law Journal , 2* (2/1), 285-318.

7. Nadia, S. (2015). Electronic adminisration as a basis for promoting public service in Algeria. *Law and political science , 2* (2).

8. Nawal, I. (2016). The Role of Electronic administrationin Activating Public Attachment . *Algerian Journal of Economic and Political Legal Sciences* (03), 306.

9. Sharifa, R. (2008). towards integrating the concept of performance in public service in developing countries, towards a new public management in accordance with modern public administration theory. *Researcher Journal* (06), 07.

Seminar article:

1. Al-Hassan, A.-A. A. (from 01 to 04/06/2010). the first global conference on electronic administrationRepublic of Tripoli. *creative communication with the boom in communication and information in our contemporary world-- electronic administration-.* Sudan.

Thesis:

1. Abdel-Karim, A. (2009-2010). The role of electronic adminisration in rationalizing public service in the United States of America and Algeria, 15. Constantine, Mentouri University of Constantine.

2. Al-Tai, D. A. (2013). Technological Development and the E-Government and its Impact on Public Facilities. *Master's Note* , 108. College of Law, Al-Nahrain University, Iraq.

3. Fouad, O. (2015-2016). *the role of the internal control system in improving the quality of public service, - a study of a sample of urgent interests in the public hospital sector in the wilaya of Algeria.* (B. U. Faculty of Economic Sciences, Éd.) Boumerdes.

4. Hosseini, L. (2013-2014). The Bureaucracy of Administration and the Problem of Building Good

      Governance in Algeria. *Master's* , 154. Tlemcen University, Algeria.

5. Mahdi, I. A. (2017-2018). Managing Human Resources under E-administration.Faculty of Humanities and Social Sciences, University of Setif 2.

6. Salima, G. (2009-2010). The Administration's Relationship with the Citizen in Algerian Law. *PhD thesis* , 79. University of Algeria, Algeria.

Internet websites:

1. ouaar, W. (2012). *The Role of E-Government in Improving the Quality of Governmental Services - The Case of the Ministry of Interior and Local Communities - Algeria, International Forum on Total Quality Management in the Services Sector, Mentouri University,* (Fatima-Zahra.yolasite.com), *Consulted on* 01 2019.