# Smart Government Services as the Source of Improving Citizen Service in Algeria

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**Abstract:** The purpose of this study is to determine the extent to which government departments, institutions, and individuals in Algeria apply and use smart government services, and the most important challenges, both internal and external, resulting from technological changes such as economic and political changes such as the prevailing social situation and seeking to improve the quality of services in various fields. This has led to the need to access the world of the digital revolution, which is sweeping the world to define itself as modern institutions that benefit as much as possible from the development of modern technology.

Smart government services have become an essential pillar of citizens' economic and social development by simplifying procedures, improving productivity, and increasing the efficiency and effectiveness of work.

**Keywords:** Economic development; Smart government services; Social development; Sustainable development.

**Jel Classification Codes :** E620 ; M38.

**ملخص:** تهدف هذه الدراسة إلى تحديد مدى قيام الإدارات الحكومية، المؤسسات والأفراد في الجزائر يطبقون ويستخدمون الخدمات الحكومية الذكية، وأهم التحديات الداخلية والخارجية الناجمة عن التغيرات التكنولوجية مثل التغيرات الاقتصادية والسياسية مثل الحالة الاجتماعية السائدة والسعي إلى تحسين نوعية الخدمات في مختلف الميادين. وقد أدى ذلك إلى الحاجة إلى الوصول إلى عالم الثورة الرقمية، الذي يجتاح العالم لتعريف نفسه على أنه مؤسسات حديثة تستفيد قدر الإمكان من تطوير التكنولوجيا الحديثة.

أصبحت خدمات الحكومة الذكية ركيزة أساسية للتنمية الاقتصادية والاجتماعية للمواطنين من خلال تبسيط الإجراءات وتحسين الإنتاجية وزيادة كفاءة وفعالية العمل.

**الكلمات المفتاح:** التنمية الاقتصادية؛ الخدمات الحكومية الذكية؛ التنمية الاجتماعية؛ التنمية المستدامة.

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## I- Introduction :

In recent decades, the world has experienced significant and rapid transformations across all facets of life. To meet the demands of global competitiveness, countries and governments have recognized the importance of focusing on economic and social development through efficient resource allocation to diversify their economies. The challenges posed by the global landscape have spurred governments to adopt innovative methods to restructure their operations, renew their activities, and harness their energies effectively.

The advancements in information and communications technology and electronic transactions have raised questions about the ability of traditional models to tackle modern cognitive and technological challenges. The integration of information technology has paved the way for the emergence of electronic government, emphasizing the utilization of technology to enhance services and drive productivity and efficiency. Smart government services have become vital for countries looking to keep pace with the digital revolution and global information renaissance, as they help reduce costs, enhance transparency, and combat corruption, thereby fostering economic and social development.

The study aims to explore the role of Smart government services in achieving economic and social development, with a hypothesis suggesting a positive correlation between the two. The objectives include providing a theoretical framework for Smart government services and economic and social development, as well as analysing the impact of Smart government services on economic and social progress  (Esteves & Janowski, 2013).

**Study Methodology:**
A descriptive analytical approach will be employed to collect and process data on the role of Smart government services in economic and social development.

### I.1. Definition of Smart government services:

Smart government service is the ability of sectors to exchange information and provide services between themselves and between the citizen and the business sector with high speed and accuracy and at the lowest possible cost while ensuring the confidentiality and security of information circulated anywhere (Molobela, 2023).

In order to provide services to enterprises, individuals, and sectors in a timely, accurate, and cost-effective manner while maintaining data security and confidentiality, smart government services must facilitate the smooth exchange of information. It improves public affairs management and service delivery by utilizing information and communications technology, which fosters efficiency and transparency.

Smart government services are the exploitation of information and communications (MotobelaT, 2023) technology to develop, improve, and manage public affairs, and is represented in the completion of official government services, whether between government agencies or among those dealing with them, in an informational manner that relies on the Internet and its technologies, by certain security guarantees that protect (Estevez & Janowski, 2013) The beneficiary and the entity providing the service.

### I. 2. The rankings Index of Good Smart government services by countries in the world:

Between 2018 and 2022, there was a global improvement in the evolution of smart government services, particularly when comparing data from before, during, and after (Piotti & EKO, 2022). Though most of the progress made in recent years has been directed toward health, education, and social protection services, rather than modernizing broader information technology structures and addressing the lack of connectivity, the overall Virtual transformation in the Governmental sector has not yet been fully realized.

According to data from the United Nations of Smart government services Survey used in the Digital Innovation Index, Denmark, Finland, the Republic of Korea, New Zealand, Iceland, Sweden, Australia, Estonia, the Netherlands, and the United States lead the top 10 e-government countries in 2022. Those first Smart government services countries have several common success factors. These include a commitment to digital innovation with a clear plan for digital maturity at

the level of government agencies and stakeholders, a focus on accessibility and inclusiveness, citizen engagement, and service delivery (e.g. digital identity, digital mailbox, online tax services, etc.), and a focus on cyber security and data privacy (.M.J, 2002). Furthermore, a culture of cooperation and knowledge-sharing between government agencies and stakeholders helps to achieve continuous improvements in Smart government services.

The top 10 countries in this year's edition of the Index are as follows:

**Table 01: The rankings of the top 10 countries of Good Smart government services in the word**

| Country | CGGI 2023 Rank | CGGI 2023 Score | Change from 2022 |
|---|---|---|---|
| Singapore | 1 | 0.865 | +2 |
| Switzerland | 2 | 0.838 | - |
| Finland | 3 | 0.834 | -2 |
| Denmark | 4 | 0.831 | - |
| Norway | 5 | 0.817 | +1 |
| Sweden | 6 | 0.808 | +1 |
| Netherlands | 7 | 0.807 | -2 |
| Germany | 8 | 0.804 | - |
| United Kingdom | 9 | 0.772 | +1 |
| New Zealand | 10 | 0.769 | -1 |

**Source : https://chandlergovernmentindex.com/2023**

**I. 3. Obstacles to the success of smart government services:**

**1 - Administrative obstacles:** These are obstacles related to administrative aspects in terms of functions, policies, principles, drawing up plans, setting goals and implementing them, and organizational structures and methods of working within them.

The most important administrative obstacles are:

- lack of reliance on sound plans and strategies to help it adapt to current technologies and deal with obstacles and quick changes in all industries.

- The absence of a clear strategic vision regarding the use of information and communications technology.

- The organization follows traditional management ideas and relies on traditional procedures.

- Resistance to change in organizations on the part of employees who oppose the application of modern technologies for fear of their positions and future careers.

**2-Human obstacles:** These are all the negative human factors and indicators in institutions that lead to limiting the application of electronic management. The most important human obstacles are:

- The challenge of communicating with current technology and electronic illiteracy stem from the ignorance of many administrative personnel regarding the latest technical advancements and how to use and handle them. Industry of machines and equipment.

- Weakness in the process of recruiting and selecting qualified individuals to handle these machines.

3- **Technical obstacles:** These are the obstacles that relate to the technical devices and tools necessary to enter the electronic environment, and include computer technologies, software, various systems, and electronic communications networks. The technical obstacles are as follows:

-The use of electronic management in state institutions is hampered by the absence of an integrated infrastructure.

- Certain administrators' ignorance of computer information.

- The obsolescence of the machines and equipment used.

- The difficulty of maintaining and repairing machines due to the lack of qualified expertise and the inability to manufacture.

**4-Financial obstacles:** They are the obstacles related to the financial aspects, in terms of determining expenditures and expenses. For the purchase and maintenance of devices, technical equipment, and programs, and determining a balance of human resources, the financial obstacles facing electronic management, the most important of which are*:*

- Weak financial support by the state to obtain electronic management equipment.
There are many obstacles to be aware of, but the ones listed above were discovered to be prevalent and to be of great concern to a number of consumers of Smart government services. This suggests that before smart government services can fully earn the confidence of the public, a number of issues still need to be resolved.

## Digital government models

**Models of the stages of building a digital government:** Models for the stages of electronic government's development were created in order to study its evolution (Yildiz, 2007). The majority of these models rely on the digital government's linear development and also specify a certain sequence for the stages to be embodied. The initial phase of the digital government Information is displayed on websites, and over time, the services become more interactive and integrated. The final stage is when the digital government can offer these services through a single portal, an official website that allows citizens to access all the services offered by the various national agencies. During our analysis of the theoretical literature pertaining to this subject, we found that there are a number of well-established models, most of which break down the development phases into four or five stages. These models are all quite similar to the initial model created by Lee and Layane (2001); these include the moon model and the maturity form for digital government.

## II– The Smart Government Service in Algeria

The development of services, particularly those that do not directly benefit citizens, has accelerated recently. This is evidenced by the enactment of new laws to keep up with global technological advancements and to maximize the use of contemporary electronic mechanisms. Several Algerian sectors have also been encouraged to offer traditional services on a regular basis. In order to streamline diverse processes and stay up to date with evolving technology, the following services are offered based on industry sectors:

Digital services provided by the Ministry of Justice: We mention among them:

- Looking through the window at "The outcome of your case," which displays the relevant portion of your rulings or conclusions .
- Extracting the No. 12 case law newspaper .
- Using the Internet to get the Algerian nationality certificate
- Attorneys regularly remove electronic copies of rulings, orders, judgments, and court papers.

For the benefit of the Algerian community overseas, diplomatic and consular representatives can electronically rectify inaccuracies in civil status records. Alternatively, the Algerian community can use the Internet to electronically fix faults in civil status records.

- A professional biometric card for the Justice sector

Digital services provided by the Ministry of the Interior and local authorities: We mention :

- Obtaining knowledge of the different steps that need to be taken in order to obtain a specific service by applying my procedures.
- Obtaining a biometric passport.
- Obtaining an S12 birth certificate.
- Obtaining a certificate of competency for a driver's license.
- Requesting a biometric identification card and tracking its delivery.

Digital services provided by the Ministry of Post, Telecommunications, Technologies and Digitization: We mention among them :

1. The public procurement electronic portal: It is an internet portal dedicated to public procurement. It is a broad platform intended to facilitate the publication and sharing of documents and information pertaining to public contracts, as well as their electronic conclusion, for all public dealers in the field of public procurement and for those with an interest in it.

2. The Ministry launched the Citizen Portal in 2011, and since 2017, it has undergone updates to: include notable new technologies that enable the portal's visual appearance to be improved, necessitating the development of phones. devices like smartphones, tablets, etc., and how well-received they are by the public, and the ability to view your account balance online, request postal instrument models, get banking operation detection, order a gold credit card and all of its benefits (clouds, information, etc.), pay your phone and gas or electricity bills online, and receive an SMS activation service that notifies you when something goes wrong with your account.

Ministry of Higher Education and Scientific Research:

The Ministry has endeavored to enhance and revolutionize its diverse offerings through contemporary technological methods. Among the digital services introduced by the Ministry is remote learning.

- New baccalaureate holders' university registrations;
- Master's or PhD candidates' website registrations;
- Its own electronic
- Obtaining references from publications through the Algerian portal for scientific journals, or theses through the national portal for notification of theses, and publishing the results of competitions in the higher education sector.
- Posting announcements of several national and international scholarships, together with the option for remote recording, on the Ministry's website.

The Ministry of Labor, Employment, and Social Security offers a number of digital services, some of which are as follows:

- Al-Shifa card, in use since 2007 .
- Distant social declaration
- Remote declaration of social security contributions.
- Electronic payment of social security contributions, without the hassle of traveling, and without any documents, but rather using a bank card Only.
- Al-Hanaa Portal: this allows the socially insured to obtain a special account that contains various information related to the payments provided by the Fund, and also allows him to follow up on the processing of his files related to requests for payments.

**Figure 2: The trend of digital technology application in enterprises from 2012 to 2022**



**Source: https://chandlergovernmentindex.com/2023**
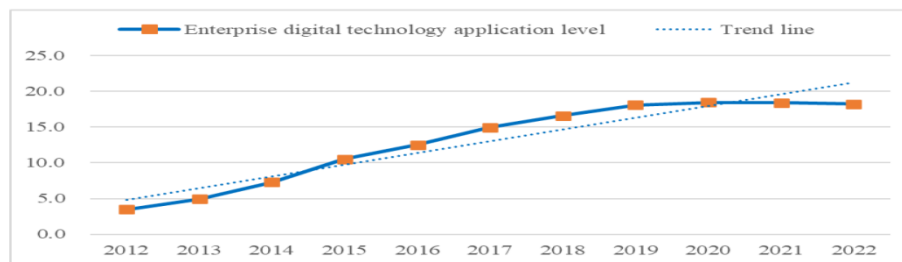
### III- Results and discussion:

The importance of digitization lies in providing public service as quickly as possible and at a lower cost. It is also considered access to the administration. In addition, it eliminates a large part of the bad relationship between the administration and the citizens. Reducing formalities reduces the bad relationship between them in terms of providing services. Digitization is characterized by flexibility, clarity, and transparency. This reduces the phenomenon of bureaucracy. It also contributes to an accurate and clear definition of administrative procedures and ensures that they are not ambiguous. It enhances the quality of public service by:

- Lowering waiting times and pressure at the service window level .

- Encouraging people to transact with each other and reorganize processes for convenience and simplicity.

- Making the switch from paper to electronic documentation.

- Increasing the ease and convenience with which the Algerian government can disseminate information by leveraging the vast potential of information and communications technology.

- Cutting down on wait times and realizing the goal of total transparency when receiving assistance .

- Getting the government machinery ready to integrate into the global system so that government performance levels match modern systems utilized elsewhere and mandated by contemporary organizations in their dealings, like the International Aviation Organization, which imposed the global adoption of the electronic passport.

- Promoting information literacy, the automation of computer uses in society, improved working conditions, and commercial rivalry in the digital economy.

- Enacting the national policy for social and economic development or increasing the efficacy of state action in matters pertaining to citizens (P, Musa, & Mbarika, 2009). In the spirit of bringing the government closer to the people, one of the development goals of e-government is access to remote areas so that residents can spend and manage their affairs more easily and avoid having to go around to complete transactions.

- Constantly creating policies to fight bureaucracy and streamline administrative processes.

- Enhancing the standard of services rendered to citizens in a variety of areas, upholding social justice and equality ideals, and realizing the national neighborhood policy by putting the government in closer contact with the populace.

- By addressing the issues of documentation and preservation, digitalization eliminates the need for storage facilities and the time-consuming process of finding information.

## IV- Conclusion:

We conclude from this study that many countries have accelerated the development of their institutions to coincide with the requirements of the information age, so that we can deliver their various functions with precision and high quality. Algeria has put a number of challenges (.Seifert, 2003) in improving smart government services (Dhaoui.I, 2022), especially government bodies, which have been characterized by bureaucratic manifestations and delays in access procedures. With the introduction of the information revolution, all countries must restructure institutions in line with the requirements of the digital and technical revolution.

The Algerian government has developed several strategies and programs to capitalize on successful techno-administrative models and keep up with the pace of digitization. Therefore, in order to raise Algeria into the ranks of developed nations capable of offering better services, communicating directly with citizens, encouraging their participation, in addition to providing smart, quick, sophisticated, interactive, and highly efficient services, it has become necessary to activate digitization in government bodies.

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