The impact of the activation of e-government on the reform and development of public infrastructure in Algeria

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Abstract:

The issue of e-government and its relationship to the development of public infrastructure is of great importance. The transition to electronic public services is crucial for streamlining and improving services, thereby providing a framework for the development of governance systems and public affairs. This approach aims to provide efficient, effective and citizen-satisfying public services. In light of this, various government departments and public institutions have sought to move away from traditional methods of service delivery and embrace e-government. The latter has a significant impact on public infrastructure and the quality of services provided to citizens. It facilitates the transition from traditional bureaucratic service delivery to an electronic format that emphasises speed, transparency and objectivity in public service delivery.

Keywords: E-government, public infrastructure, principle of equal benefit, administrative reform.

Introduction:

Public infrastructure is a positive manifestation of government activity through which government intervenes, directly or indirectly, to meet the needs of the public. Public infrastructure plays a vital role in providing services that are essential to people's lives. Therefore, the

continuous and consistent functioning of these facilities is of great importance.

However, the public services traditionally provided by administrations are struggling to adapt to the current situation, given the increased intellectual and cultural awareness of citizens. The Internet, which has penetrated all countries, has turned the world into a small village. The technological advance of information and communication has greatly influenced the perspective of government institutions, leading to a change in the nature of services provided to citizens. The previous service approach has become inadequate due to changing ideologies, the quality of services offered and the prevalence of bureaucratic administration, which has become synonymous with traditional management. As a result, citizens have become dissatisfied with the current poor situation, particularly with the increasing levels of administrative corruption associated with traditional administration.

As a result, Algeria, like many countries, has rushed to develop its public infrastructure in the face of continuous growth and immense advances in technology. This has been particularly evident in recent years with the government's move to implement e-government. E-government is considered to be one of the most important achievements, as the advances in communication technology have forced public service institutions to take advantage of this technological revolution, using the Internet and computers to carry out and deliver services to customers electronically.

Thus, we can pose the following problem:

To what extent has the implementation of the electronic management system contributed to the reform and development of the Algerian public service?

To address this issue, the research paper has been divided into two sections: the first section discusses the application of eGovernment in the public sector, while the second section focuses on eGovernment and public service reform

Section One: The implementation of electronic management in public infrastructure

The public infrastructure in Algeria has witnessed the use of modern technologies in its management and in the provision of services to citizens. The first signs and characteristics of the electronic public infrastructure began with the use of Internet services, through regulations governing the conditions and methods of setting up and using Internet services[1]. However, its implementation remained limited to a few public institutions, and it was not until 2008 that it was widely implemented within the framework of the "Algeria Electronique" project.

Therefore, e-government is considered one of the most important aspects of the reform and renewal of public infrastructure. It is therefore necessary to address the following elements:

The term "e-government" is one of the newly emerging terms in the field of public administration. The term "paperless office" was first used in the United States in 1973 to refer to the idea of moving to digital work. In 1974, Xerox Corporation began promoting this ambitious concept as the office of the future.

In 1996, Microsoft entered the field by using network connections between computers within its organisation. This significantly reduced the need for paper. By the end of the 1990s, with the global spread of the Internet, the term "e-government" was widely used as a means of delivering remote services[2].

There is no doubt that establishing precise definitions for terms is fundamental to understanding the nature and reality of the subject

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[1]- The Executive Decree No. 98-257, dated August 25, 1998, pertains to the regulation of conditions and methods for establishing internet services and their exploitation. It is amended and supplemented by Executive Decree No. 2000/306, dated October 12, 2000, published in the Official Gazette No. 60 on October 25, 2000.

[2]- Muhammad Azab Azab, "Essentials of Electronic Management in Administrative Affairs," Dar Al-Kotob Al-Ilmiyah for Publishing and Distribution, Cairo, 2013, pp. 8-9.

under study. This is because significant differences can ultimately lead to the problem of terminological accuracy. The term "e-government" is one of the terms and concepts that have been presented with multiple definitions. It has sparked a scholarly debate about its very naming. Some refer to it as "e-governance"[3], "paperless government", "electronic public administration" or simply "e-government". The latter term is considered more accurate by much of the academic community[4]. This is due to the fact that the role of government is to implement pre-established public policy or to achieve specific objectives. This can only be done digitally, using electronic methods and tools, as opposed to traditional methods[5].

One aspect of jurisprudence (fiqh) views electronic administration as the use of electronic devices by the state to serve society, where the Internet can be used to organise public affairs related to the state, excluding public utilities[6].

It is a new approach based on the use of knowledge and information, advanced software systems and communications to carry out administrative functions and executive tasks. It involves the use of the Internet and other networks to deliver services and goods electronically. It also facilitates the exchange of information among the organisation's employees and between the organisation and external

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[3]- In the context of terminology precision, the term (Electronic Governance) is derived from the English word "e-gouvernement." However, during the translation of the term into Arabic, the accuracy of its meaning and connotation was not carefully considered. It was translated in a rigid and literal manner as (Electronic Government). The more precise term is (E-Management). For more detailed information, you can refer to Hamza Mohamed Naji Khaled's comprehensive concept of implementing E-Management on the following website:(http://ar.m.wikibooks.org/wiki/).

[4]- Nesreen Abdel Khalek Ahmed Shawi, (Legal Regulation of E-Management - A Comparative Study), Dar Al-Jamea Al-Jadida, 2018, p. 18.

[5]- Mustafa Youssef Kafi, (E-Government in the Context of the Contemporary Technological Revolution), part of the (Electronic Economy) series, Dar Rasslan, Damascus, Syria, 2010, p. 28.

[6]- Hamdi Al-Qubailat, "Electronic Public Administration Law," 1st edition, Amman, Wael Publishing House, 2014, p. 22.

parties, thereby supporting decision making and improving the efficiency and effectiveness of performance.

Electronic government encompasses all the components of management, including planning, executing, monitoring, evaluating and motivating. However, it is characterised by its ability to continuously generate knowledge and use it to achieve its objectives[7].

According to the definition adopted by the European Union, eGovernment is government that uses information and communication technology to enable citizens and businesses to interact and communicate with government. This is achieved through various communication methods such as telephone, fax, smart cards, kiosks, e-mail and the Internet. It relates to how the government organises itself in terms of administration, laws and regulations, and provides a framework for improving and coordinating service delivery methods and achieving integration between procedures[8].

In other words, eGovernment refers to the use of information and communication technologies, such as integrated remote networks, the Internet and computers, by government administrations. Based on this broad definition, eGovernment is not limited to providing services to citizens via the Internet alone. It encompasses the continuous effort to achieve the highest quality of government service, both internally and externally, through non-traditional electronic methods, regardless of location or time, without discrimination or compromising equal opportunity[9].

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[7]- Mohammed bin Abdulaziz Al-Dhafei, "The Feasibility of Implementing E-Management in the General Directorate of Passports in Riyadh City," Master's Thesis, Naif University, 2006, p. 23.

[8]- World bank à- definition of E- govermment (online) www. World bank- org/ public.sector/egov/egovstudieshtmaccés 08/06/2015.

[9]- Fang, Z., E-government in digital era: concept, practice, and development. International journal of the Computer, the Internet and management, 2002. 10(2): p. 1-22.

E-government is the use of the results of the technological revolution to improve the performance of institutions and increase their efficiency in achieving desired goals[10].

-The difference between E-Management and E-Government:

E-Management	E-Government
Applies to both the public and private sectors.	Specific to the public sector.
Can be owned either by the state or private entities.	Owned by government.
Has a holistic approach.	Has a partial approach.

Table n :01

The difference between electronic administration and traditional administration:

Comparison	Traditional management	Electronic management
Methods used	Direct communication and paper correspondence	Electronic communication networks
Documents used	Paper-based	Electronic
Physical and human resources	Rely on conventional physical and human resources to achieve objectives.	Uses technology to achieve objectives.
Interaction	Requires more time to achieve the desired	Can send messages to an infinite number of

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[10]- Alaa Abdul Razzaq Al-Salami and Khalid Ibrahim Al-Salaiti, (E-Management), Wael Publishing House, Amman, Jordan, 2008, p. 13.

	level of interaction to achieve goals.	recipients simultaneously.
Cost	Expensive in the long run.	Lower cost in the long term.
Access to data	Difficult to access due to bureaucratic processes and a plethora of paper documents.	Easy access due to availability of large databases.
Reliability	Low reliability due to bureaucratic processes and volume of paper documents.	High reliability due to availability of data protection systems.
Quality	Low quality.	Very high quality.

Table n2

-The second section: Characteristics of electronic management.

Electronic administration is characterised by the following[11]:

1. File management: It manages files rather than keeping physical copies of them.

2. Reliance on electronic documents: It relies on electronic documents, which are faster, easier to store, modify and retrieve than paper documents.

3. Virtual meetings: It uses electronic conferencing where meetings can be held remotely without the need for physical meetings.

4. Flexibility and responsiveness: It is flexible and can respond quickly to events or changes regardless of time or location, operating 24/7 throughout the year.

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[11]- Mohammed bin Abdulaziz Al-Dhafei, as previously mentioned, on page 23.

5. Data exchange: It derives data or information from electronic archives and communicates via e-mail and voice messages rather than physical correspondence.

6. Moving to electronic monitoring and remote working: moving from memorandum-based monitoring to electronic monitoring on screens and relying on remote monitoring and remote working to reduce costs and increase efficiency.

7. Confidentiality and privacy: It ensures the confidentiality and privacy of important information and data through programmes that restrict access and allow access only to authorised individuals with passwords. It also has intrusion prevention systems that make it difficult to access confidential files and secrets[12].

-The Third Branch: Elements of electronic management

Electronic administration consists of three elements:

1. Hardware

2. Software

3. Communication networks[13]

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[12]- Ranía Hadar, "The Role of E-Management in Rationalizing Public Service in Algeria," a doctoral thesis submitted to obtain a Ph.D. in Political Science, Department of Political Science, Faculty of Law and Political Science, University of Batna 01, 2017-2018, page 33.

[13]- Sahar Qadouri, "E-Management and Its Potential in Achieving Comprehensive Quality," in Mansour Journal, Issue 14, Part 1, University of Mansour, Baghdad, 2010, page 162.
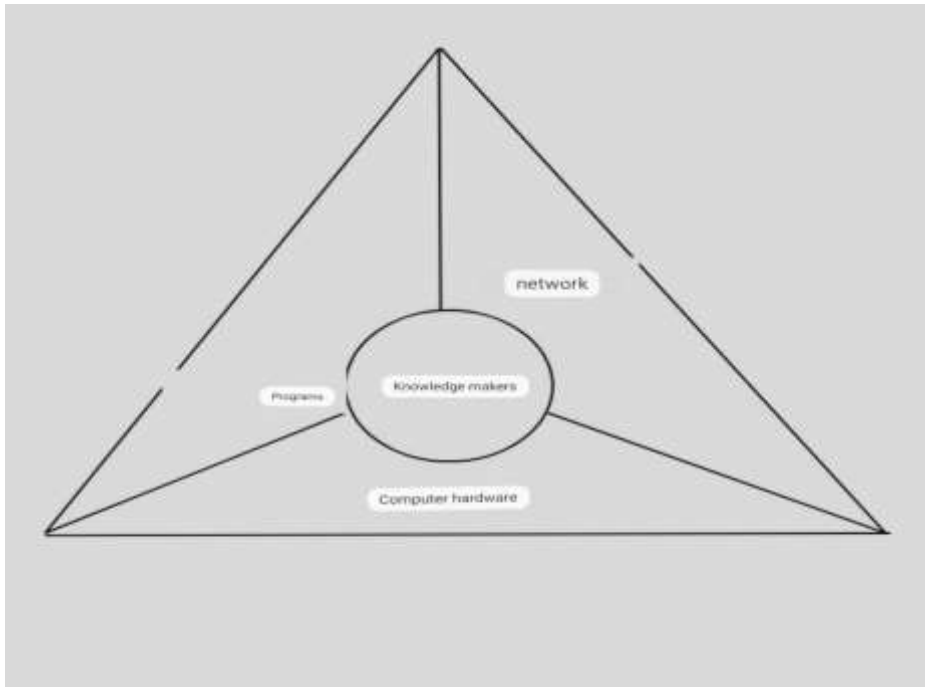
Figure (02) is an illustration of the elements of electronic management.

1-Computer hardware: This refers to the physical components of the computer system, including its systems, networks and peripherals, which can be divided into four categories[14]:

A. Input Devices: These devices are used to enter data into the computer in various forms. Examples of input devices include keyboards, microphones, digital and analogue scanners, and mice.

B. Processing Units: These units are responsible for processing and executing instructions received from users in the form of software commands.

C. Memory unit: This unit is responsible for storing data and instructions that the processor needs to perform various operations when required.

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[14] - Saad Ghaleb Yasin, (E-Management), Al-Yazouri Scientific Publishing House, Jordan, 2017, page 24.

D. Output devices: These devices are used to display data and information to users. Examples of output devices include monitors, printers and speakers.

2- Software: This can be divided into two categories: system software and application software. System software includes operating systems, network management tools, programming language compilers and computer-aided software engineering tools. Application software includes email programs, commerce software, database systems and project management software. As for networks, they are electronic connections that extend through a communication fabric of Internet networks that represent the Internet, intranet, and extranet for the organisation and its electronic management[15].

3-Knowledge workers: They are the third and most important element in an electronic management organisation. They consist of digital leaders, managers and analysts who deal with knowledge resources and intellectual capital within the organisation. The role of knowledge workers is to try to create a new knowledge culture within e-government by changing the way people think and work in government, based on their experience and knowledge of information technology[16].

On this basis, the essence of electronic management revolves around the concept of achieving structural harmony between the elements of computers, software and communication networks in order to achieve the highest level of computerisation and automation in the flow of organisational activities and operations, in particular to ensure a rapid

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[15]- Ashour Abdul Kareem, "The Role of E-Management in Rationalizing Public Service in the United States of America and Algeria," a thesis submitted to complete the requirements for obtaining a Master's degree in Political Science and International Relations, specializing in Democracy and Governance, University of Mentouri, Constantine, 2010, page 28.

[16]- Hussein Mohammad Al-Hasan, (E-Management: Concepts, Characteristics, Requirements), 1st edition, Al-Waraq Publishing and Distribution, Amman, Jordan, 2010, page 47.

response to the incentives for change represented by the competitive environment[17].

The second requirement: Contributions of electronic management in public institutions

Algeria's adoption of the e-Algeria project aims to move towards electronic government and keep pace with developments in information technology. As a result, it has been implemented in many public facilities, especially at the local level, with the aim of strengthening and improving the delivery of public services. Therefore, I will discuss some of its important applications in certain institutions as follows:

First branch: Contributions of electronic management in local government

The State, through the Ministry of the Interior and Local Communities, has recently sought to reform and modernise local administration by using information and communication technologies to create mutual efficiency between municipalities and their users. Among the achievements of the local administration in this regard are:

First, the digitisation of all civil status records at the national level and the creation of an automated civil status registry: This registry is connected to all municipalities, their administrative annexes and diplomatic missions and consulates. The current national civil registry consists of a database containing digital copies of reserved data and scanned copies provided by the municipalities of the place of birth. In this way, citizens are able to obtain all civil status documents, such as birth certificates, marriage contracts, death certificates, etc., from any

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[17]- Mousa Abdul Nasser and Mohammed Qureshi, (The Contribution of E-Management to the Development of Administrative Work in Higher Education Institutions), in Al-Bahith Journal, Issue 09, University of Kasdi Merbah, Ouargla, 2011, pages 89-90.

municipality or administrative annex throughout the national territory, using the automated National Civil Status Register[18].

- Enable the Algerian community living abroad to apply for and obtain the "S12" birth certificate directly from the registered diplomatic and consular representation through Internet services.

- Establishment of the automated national vehicle number plate register, which will allow citizens to obtain vehicle number plates immediately without having to travel to the province of registration.

- Introduction of the biometric national identity card and biometric passports, and digitisation of grey card documents.

- Improving the process of communication, registration, information transfer and statistics during the elections, creating a special e-mail file and providing electronic services through the website of the Ministry of Interior and Local Communities.

The second branch: Contributions of electronic management in the justice sector

Electronic administration of justice is at the heart of the Algerian state's modernisation efforts to improve public services in this sector. Algeria has made significant progress in this area by setting up an information system that allows services to be provided quickly and eliminates some procedures that are burdensome for citizens.

The efforts made in this area have resulted in a number of measures, the most important of which can be summarised as follows:

First, the automated system for the management of legal cases: A system has been set up to manage and monitor legal cases, ensuring transparency and objectivity in the handling of cases. This system makes it possible to identify all the parties involved, including the citizen concerned and his lawyer, through automated consultation and

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[18]- Saham Ben Daas,(The Theory of Public Utilities and Public Institutions), Dar Al-Huda, Algeria, 2023, page 176.

the use of an electronic window. This electronic system was introduced in 2006 and allows citizens to have immediate and automatic access to information on the progress of cases before the judicial authorities[19].

/-The adoption of two electronic services, online e-services window and electronic bracelet:

A- Adoption of the electronic window service via the Internet:

The electronic window is an online platform, available in all judicial bodies, which allows litigants or their representatives to access the progress of their cases not only within the same body but also in other judicial bodies. It provides automated information on the proceedings relating to their cases, without the need for physical presence or travel. Even appeals to the Court of Cassation can be made remotely through the Judicial Councils[20].

B- Adoption of the electronic bracelet service:

As part of the judicial reforms, the electronic bracelet was introduced as an alternative to pre-trial detention. This is in line with the reform of the Code of Criminal Procedure and is seen as a step towards modernising the justice sector. The electronic bracelet serves as a substitute for imprisonment and can also be used as a precautionary measure to avoid pre-trial detention[21].

Secondly, the Remote Trial System:

This is a new system based on audio-visual technology in the corridors of the courts, thanks to the use of a fibre-optic network linking all courts, councils and penal institutions throughout the national territory.

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[19]- Makialdiraji and Rashida Mousawi, "The Role of E-Management in Developing Public Service and Public Utilities in Algeria: A Study of Two Sectors - Internal Justice and Local Communities," Journal of Legal and Political Sciences, Issue 17, January 2018, page 30.

[20]- Barani Farouz, "Digitization as a Means to Achieve Quality and Continuity of Judicial Work," Algerian Journal of Legal and Political Sciences, Volume 05, Issue 01, 2020, page 144.

[21]- Makialdiraji and Rashida Mousawi, as previously cited, pages 30-31.

This system allows for remote visual communication in judicial investigations, such as the hearing of parties and remote questioning, as well as during court proceedings, such as the hearing of witnesses and experts in remote locations. It also enables the hearing of defendants in misdemeanour cases and detainees in correctional facilities to reduce the need for their transportation. This system helps to reduce the burden of travel on parties and witnesses and facilitates the transfer of prisoners. It also helps to avoid delays caused by the absence of witnesses, a problem faced by Algerian courts[22].

- Adoption of electronic authentication and signature technology in the judicial sector[23]:

Through the establishment of a Personal Chip Authentication Centre for electronic signatures and the creation of an Electronic Authentication Authority, all stakeholders in the sector will be enabled to authenticate administrative documents and judicial records through reliable electronic signatures, with the aim of providing remote judicial services.

Second branch: Contributions of e-government to the higher education sector:

The Internet has played a significant role in the higher education sector, and institutions in this sector have used modern technology in various ways, including

First, the electronic completion of university enrolment procedures: Successful high school graduates benefit from the electronic service by registering at the university through the Internet. The student's enrolment is automated without any human intervention, and student guidance is impartial, transparent and timely.

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[22]- Mohamed Laïdani and Youssef Zroug, "Digitization of the Justice Sector in Algeria in Light of Law 15-03," The Researcher Journal for Academic Studies, Faculty of Law, University of Batna, Volume 07, Issue 01, January 2020, page 512.

[23]- Law No. 15-03 concerning the modernization of the justice system, published in the Official Gazette, Issue 06, on February 10, 2015.

It is also possible to make electronic transfers between universities, register for Master's programmes, participate in doctoral competitions and access various examinations.

In this way, the electronic service has helped to reduce bureaucracy and queues at university centres. It has also helped to optimise the use of resources within the universities, as this service has put an end to the costs associated with welcoming new students, including financial and human resources costs[24].

Second, the establishment of a distance learning programme and digital pedagogical platforms:

The implementation of a distance learning programme and the development of digital pedagogical platforms are aimed at improving the quality of education and adapting to the requirements of digital transformation in order to improve the quality of training. This will be achieved by introducing modern methods of training and education, which will include new pedagogical procedures throughout the training process. It has also encouraged the preparation of lectures and lessons in the digital space and on pedagogical platforms created specifically for the purpose of distance learning and its reinforcement. Electronic management facilitates effective communication between teachers and students[25].

Third, electronic library services:

Libraries in general, and university libraries in particular, strive to improve their performance and the quality of their services. They use all human and material resources as well as administrative methods and approaches to achieve this goal.

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[24]- Maha Bentri'a, "Activating E-Management in the Higher Education Sector as a Mechanism for Rationalizing Public Service," Journal of the Department of Legal and Political Research and Studies, Laboratory of Constitutional Institutions and Political Systems, Issue Five, June 2018.
[25]- Saham Ben Daas, as previously cited, page 176.

A virtual library allows users to download electronic books that are similar to physical books. The difference is that they are digitised and can be read on a computer. Users can navigate between pages, use search functions and even print. This presents the book's content in digital form through websites, eliminating the need for students to manually search through small boxes, which strains the eyes and tires the body during the research process.

Therefore, the use of electronic management in universities has helped to save time, reduce effort and provide access to multiple sources of knowledge. It has also increased the capacity to store unlimited amounts of information and facilitated communication between students and their professors.

Second theme: Electronic Government and Public Service Reform:

In this theme, we will discuss the impact of electronic administration in eliminating the disadvantages of bureaucracy in government agencies (first aspect) and the impact of electronic administration in activating the principle of equality in public service for individuals (second aspect).

The first topic: The impact of e-government on eliminating the negative effects of bureaucracy in government agencies.

Bureaucracy is considered to be one of the causes of corruption and backwardness in public administration, as administrative bodies adhere to rigid and fossilized rules and procedures. It turns people into mindless machines. Bureaucracy has become a malignant disease that prevents government services from functioning properly and public institutions from delivering their services. There is no doubt that embracing the concept of e-government and taking advantage of its benefits, which are manifested in[26]:

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[26]- Ismail Sayehi and El Makki Draji, "E-Management: Between Transparency Requirements and the Issue of Bureaucracy Elimination in Government Departments," Journal of Legal and Political Sciences, Volume 12, Issue 02, September 2021, pages 699-700.

- Facilitate and expedite government procedures and transactions.

- Improving and enhancing the accuracy and smoothness of information transfer, reducing duplication of data entry.

- Streamlining administrative procedures by providing information in digital format.

- Optimise the use of human resources by redirecting them to more productive tasks and activities.

- Differentiation of public services, as all services can be provided 24/7 via the Internet, unrestricted by official working hours.

- Speed of delivery: Providing a service or completing a transaction electronically usually takes only a few minutes or even less.

- Increased accuracy: Electronic service delivery tends to be more accurate and precise than manual methods.

- Cost reduction: Electronic delivery of public services significantly reduces their operational costs compared to traditional or manual methods. This can be achieved by reducing the number of people required to manage the service, streamlining procedures and workflows, and reducing or eliminating the need for paper and office supplies used to deliver the service.

- Simplification of procedures: Through e-government, procedures can be simplified and facilitated, and with a single online interaction with the public administration, the required tasks can be completed quickly and easily, saving time and effort.

- Reducing administrative corruption: Electronic transactions and delivery of public services can take place without direct contact between the service seeker and the relevant employee. By accessing the administration's dedicated website, the service seeker can specify the service required. As a result, there is no direct relationship between an employee and the service seeker, which reduces the opportunities for

corruption such as bribery. This system prevents the abuse of an employee's position and authority[27].

The second proposition: The impact of electronic administration on the activation of the principle of equality of individuals in public services :

 The second proposition: The impact of electronic administration on the activation of the principle of equality of individuals in public services requires that public institutions treat all beneficiaries equally, without favouring one over another on the basis of gender, skin colour, religion or other factors. The philosophy behind the obligation of neutrality in the relationship between the public entity and the beneficiaries is rooted in the fact that public entities are established with public funds to meet a public need. They should therefore not discriminate in the provision of services between individuals or categories of persons who meet the criteria for access to the services of the institution. However, this principle does not contradict the authority of the institution to impose certain conditions required by laws and regulations, such as the payment of fees, the observance of certain procedures or the submission of documents[28].

The Constitutional Amendment of 2020, under Article 37, was introduced to affirm that citizens have equal rights and are entitled to equal protection of the law. It explicitly states that no discrimination based on birth, race, gender, opinion or any other personal or social condition or circumstance can be justified[29].

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[27]- Hamdi Al-Qubailat, as previously cited, page 42.

[28]- Sam Dalla, "The Extent of Constitutional Protection for Public Facilities," Sharia and Law Journal, Faculty of Law, United Arab Emirates University, Issue 66, Thirtieth Year, April 2016, page 126.

[29]- Presidential Decree No. 20-442, dated December 30, 2020, concerning the issuance of a constitutional amendment, approved in the referendum on November 1, 2020, in the Official Gazette of the People's Democratic Republic of Algeria, Issue 82, dated December 30, 2020.

In addition, Article 67 emphasises the principle of equality in access to public employment, with the exception of tasks and positions related to sovereignty and national security.

The impact of the electronic management system on this principle is evident in the absence of differentiation between clients in the setting of user fees and in the equal treatment in the procedures for obtaining the service. In addition, it eliminates the direct confrontation between the service provider and the service seeker, which helps to eliminate favouritism, bribery and other forms of corruption[30].

To ensure that this equality is not merely theoretical after the introduction of an electronic administration system, it is necessary to provide assistance to those who are unable to use computers or access the Internet. This assistance would enable them to benefit from the electronic services provided by the administration and not be deprived of them because of their social or economic circumstances[31]. To achieve this, it is necessary to focus on two fundamental elements:

A-E Education:

Despite the increasing use of the Internet in citizens' daily lives, there are still people who do not own a computer or have access to the Internet from home. The success of an e-government system and the delivery of services to beneficiaries via the Internet requires the provision of the necessary infrastructure and electronic devices and their accessibility to citizens who do not own them. To achieve this, the following should be considered[32]:

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[30]- Radhia Sanguqa, "The Role of E-Management in Rationalizing Public Facilities," The Researcher Journal for Academic Studies, Issue Twelve, January 2018, page 591.
[31]- Mahmoud Al-Qadwa, "E-Government and Contemporary Administration," Osama Publishing House, Jordan, 2010, page 181.
[32]- Saad Abbas, "E-Government: Theoretical Dimensions and Application Mechanisms - An Applied Study on the Use of E-Government in the Karak Cement Factory," Baghdad College of Economic Sciences Journal, Issue 23, 2010, page 56.

1. The creation of public places equipped with computers that allow ordinary citizens without personal computers to access the electronic administration network for public institutions and use its services.

2. Service web pages and interfaces on the information network should be simple, clear and provided with graphic illustrations. User-friendliness is a crucial element for people in general and different groups to be able to interact effectively. It is preferable for websites to be available in several languages.

3. A major publicity campaign should be launched to inform citizens of the existence of e-government, its benefits and scope. The success of e-government depends on the extent to which citizens can benefit from it. The easier and more organised the process of accessing services, the higher the success rate of the system. One of the main barriers to the use of these services is the different levels of electronic literacy of individuals. Even within the same family, there can be differences in the ability to use computers, access the Internet and navigate websites.

4. It is worth mentioning the technology of voice interface websites, which allows those who do not use computers to access the Internet and benefit from the electronic administration system. Anyone can access the Internet through their telephone using voice-operated network services[33].

B- The principle of public service neutrality:

The principle of public institution neutrality is closely linked to the principle of equality before public institutions. It involves the objective management of public institutions, regardless of personal differences, in order to increase their efficiency and achieve the public interest. Services should be provided to all eligible persons without discrimination based on political affiliation, racial origin, religious belief or philosophical orientation.

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[33]- Issam Abdel Fattah Matar, "E-Government: Between Theory and Practice," New University Publishing House, Egypt, 2013, pages 95-96.

In practice, the application of the principle of neutrality of public institutions requires that political differences be overcome and not relied upon, despite the challenges involved, to ensure the electronic delivery of services and the promotion of the institution's objectives. In some cases, political opposition between civil servants has made it difficult to obtain the necessary funding or support to set up and equip appropriate online platforms. In other cases, joint websites for several local or administrative units have been set up to overcome political barriers[34].

Conclusion:

-The e-government project in Algeria is one of the most important initiatives undertaken by the government. It involves the implementation of a comprehensive electronic system in the country through the Algerian e-Government Strategy, which aims to promote the use of the Internet and to encourage technological research to facilitate the integration of information systems.

This electronic experience has marked a significant turning point in the way public institutions operate. It is no longer necessary to travel physically to access services, saving Algerian citizens effort and time and reducing distances, especially in remote areas.

The study produced a number of findings and recommendations, which are summarised below:

Findings:

- The e-government approach, based on 24/7 operation, ensures the continuous and regular functioning of public services.

- The adoption of e-government systems by public institutions increases service efficiency, speeds up transaction processing and reduces costs.

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[34]- Majid Ragheb Al-Hilw, "E-Government and Public Facilities," The First Scientific Conference on Legal and Security Aspects of Electronic Operations, Organized by: Dubai Police Academy - Research and Studies Center, Location: Dubai, United Arab Emirates, April 26-28, 2003.

- E-government systems eliminate bureaucracy, favouritism and corruption, thus ensuring equal access to services for all beneficiaries.

- The implementation of e-government systems removes the obstacle of long queues or waiting times.

- E-government is a tangible embodiment of the principle of adaptability and development of public institutions.

Recommendations:

- It is necessary to promote a culture of electronic interaction among citizens to ensure the success of e-government.

- Reduce the cost of Internet services and improve their quality and speed to improve the quality of e-services.

- Provide training in information technology and communications to public sector employees to support the development of public sector services.

- Establish robust information security systems, as security concerns are a major obstacle to the implementation of eGovernment.

- Prepare for the Smart Government project, which will follow e-government and ensure that all government-related applications and services are accessible via smartphones.