

# THE DEVELOPMENT OF THE ELECTRONIC ADMINISTRATION IN ALGERIA ACCORDING TO UN INDICATORS

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## Abstract:

*Amid the big development in all fields, the application of the electronic administration turned into a national and international necessity thanks to its positive effects on the individual and the society. Thus, Algeria applied this administration and developed it to cope with the national and international developments and satisfy the parties calling for its adoption.*

**Keywords:** *electronic administration; UN; indicators.*

## INTRODUCTION:

The application of the electronic administration is one of the big issues that trigger scientific and practical attention. Amid the huge development in ICTs, the states started competition in using the modern innovations in the administrative filed. In this regard, Algeria applied this administration and developed it to cope with the national and international developments. In so doing, it had to establish the necessary circumstances, namely the project of Electronic Algeria 2008-2013, which identified the methods and fields of applying the electronic administration, and brought about big positive effects on the public administration.

To measure the development of the electronic administration in Algeria, we saw it is necessary to present the Algerian rank on the UN indicators of 2018 and 2020, as they are the last statistics issued by the UN. Based on what was said, we raise the following problematic, “to what extent did the Algerian government succeed in developing the electronic administration according to UN indicators of 2018 and 2020?

The aims of this study manifest in:

- Answering the problematic.
- Enriching the study topic due to the lack of scientific studies in this regard.

We shall use the analytical descriptive method to collect, analyze, and explain the ideas to reach the target results. For better understanding of the topic, we divided the study into two axes. The 1<sup>st</sup> is about the national efforts to develop the electronic administration while the 2<sup>nd</sup> is about the Algerian rank on the UN indicators in 2018 and 2020.

### 1. The national efforts to develop the electronic administration:

Algeria launched many projects that aim at establishing the suitable environment for the electronic administration, leading to positive effects on administration. Then, it reviewed the outcomes of these projects.

#### 1.1 The projects of applying the electronic administration in Algeria:

Since the electronic administration refers to the use of information technology, mainly internet applications, to support and improve the governmental service delivery<sup>1</sup>, the government started, after the adoption of internet in 1994<sup>2</sup>, setting plans for the electronic transformation through launching different projects, mainly the Electronic Algeria and the following ones.

##### a. The project of the Electronic Algeria (2008-2013):

The Algerian Ministry of Post and ICTs launched the project of the Electronic Algeria in 2008, after consulting the public institutions and administrations. The project aims at building an electronic Algeria by 2013, and at achieving different axes and programs.

<sup>1</sup> Al Quraishi Omar Moussa Djaafar, the effect of the electronic government on limiting the administrative corruption, Vol. 01, al Halabi legal publications, Beirut, Lebanon, 2015, p. 21.

<sup>2</sup> Laaqab Mohamed, the digital citizen, Houma house, Bouzerrea, Algiers, Vol. 02, 2013, pp. 30-31.

### **The axes and programs of the Electronic Algerian project:**

This project aims at accelerating the use of ICTs in the public administration, developing the motivational mechanisms and measures that empower the citizens to take advantage of ICTs nets, and developing the human competencies. As for the adopted programs, we can mention the program of developing the legislative texts, the program of administrative and executive development, and the program of developing the human executives<sup>3</sup>.

### **The status quo of applying the Electronic Algerian project:**

The Algerian government set a deadline of 05 years to realize the project, starting from 2008 until 2013. During this period, many positive outcomes were achieved, namely:

- Launching the 1<sup>st</sup> electronic office in 2011 in the administrative branch of 500 Houses in the city of Batna. It allowed withdrawing the administrative documents from the electronic office in a brief time. Then, this system was generalized on all the municipalities<sup>4</sup>.
- Designing many websites that deliver online services, such as the website of the Ministry of Health, the website of the Ministry of Post, Wired and Wireless Telecommunications, Technologies, and Digitalization, and the website of the Ministry of Higher Education and Scientific Research<sup>5</sup>.
- Launching the biometric ID and passport in 2010<sup>6</sup>.

Nevertheless, this project did not succeed in building an electronic Algeria by 2013 due to different obstacles, namely:

- The insufficiency of the financial resources devoted for the project, as huge funds were needed to realize such big project within the allocated time.
- The spread of cyber illiteracy amid citizens due to the lack of training on the electronic administration.
- The weak cyber training of employees.
- The non-rejection of the traditional tools in the public administrations.

### **b. The projects of applying the electronic administration after 2013:**

The Algerian government went on setting projects of the electronic administration after failure in achieving all the goals of the Electronic Algeria 2008-2013 due to the obstacles mentioned above. In this regard, the two projects mentioned in the Government Scheme in 2014 and 2017 were the two main ones.

#### **The project of the Electronic Administration 2014:**

In its Work Scheme of 2014, the Algerian government launched a project that aims at continuing the project of Electronic Algeria through:

- Developing the telecommunication infrastructure.
- Generalizing the use of ICTs.
- Promoting the post services<sup>7</sup>.

#### **The project of Electronic Administration 2017:**

In addition to the previous projects that targeted the application of the electronic administration in Algeria, another one was launched in 2017 to:

- Train the public administration employees and integrate computer techniques in the administrative work.
- Develop the electronic national service in the public administrations.

<sup>3</sup>Laaradj Medjahd Nassima & Touil Mostefa, the strategy of establishing the electronic government “the Algerian attempt”, Milev journal for studies and researches, University of Mila, Algeria, issue 03, 2016, p. 215.

<sup>4</sup>Chahed Ilyes et al, evaluating the experience of implementing the electronic government in Algeria, the Algerian journal for accounting and financial studies, University of Kasdi Merbah, Ouergla, Algeria, issue 03, 2016, p. 133.

<sup>5</sup>Messirdi Sayed Ahmed & Saidi Khadidja, the project of the Electronic Algeria: reality and challenges, journal of administration and development for researches and studies, University of Blida 02, Algeria, issue 04, 2013, p. 281.

<sup>6</sup>Yattouji Samia, the frames of digitalizing the public administration in the project of “Electronic Algeria 2013”, journal of knowledge, University of Bouira, Algeria, issue 18, 2015, pp. 225-226.

<sup>7</sup> The website of the Ministry of Post, Wired and Wireless Telecommunications, Technologies, and Digitalization, <https://www.mpttn.gov.dz>, accessed on 07/10/2021, at 22:30.

- Developing the cyber society<sup>8</sup>.

These projects are not much different than that of 2008-2013, as they have the same goal; i.e., achieving an electronic Algeria without paper transactions.

## **1.2 The aspects of applying the electronic administration projects in Algeria:**

The Algerian state started applying the electronic administration to end the bureaucratic obstacles and bring the administration closer to the citizen, through a set of projects that reformed the centralized and decentralized online service delivery.

### **a. The electronic public services at the centralized administration:**

Many electronic public services at the centralized and decentralized levels were initiated using electronic tools after the application of the electronic administration projects. The following lines shall discuss the main models from the sectors that deliver electronic public services at the centralized level.

#### **The electronic public services in the post and telecommunication sector:**

The sector of post and telecommunication improved after the integration of the electronic tools in delivering the public services, giving birth to:

- The electronic office, which allows the citizens to withdraw note, bills from ATMs anywhere<sup>9</sup> at any time.
- Al Dhahabia Card for electronic payment: this service was launched in 2016 and allows the cardholder to make different transactions, such as payment and withdrawal from ATMs all over Algeria<sup>10</sup>.

Remarkably, these services helped get rid of the long queues in making transactions; which used to take long time in the past.

#### **The electronic public services in the sector of higher education and scientific research:**

Since this sector is very vital, it witnessed a wide application of the electronic administration to lift up the services delivered to the teachers, researchers, and students, mainly:

- The enrollments and electronic candidacy of students:

Through special websites that allow students to enroll electronically<sup>11</sup>, mainly the freshmen, PhD candidates (on <https://progres.mesrs.dz/webdoct/orat>), and Master students (on <https://progress.mesrs.dz/webinscription>). The service was initiated in 2018-2019. This platform is a comprehensive cyber system that allows managing the university issues and delivering services, mainly enrollment and transfer, opening accounts for students to be used during their university careers, making teachers' teaching schedules, and managing the proceedings<sup>12</sup>.

- Progres Platform:

The electronic services in the higher education sector reflect the governmental will to develop the sector, as the higher education is the cornerstone of development. However, many electronic services have not yet been generalized on all the universities due to the weak infrastructure of telecommunication, which slows down the projects.

#### **The electronic public services in the justice sector:**

By reforming the sector of justice, the government sought to found the state of rights and law and achieve integrity and justice using ICTs to deliver services, mainly:

<sup>8</sup> The website of the Prime Ministry, <https://www.premier-ministre.gov.dz/ar>, accessed on 10/10/2021, at 23:10.

<sup>9</sup> Achour Abd al Kerim, the role of the electronic administration in rationalizing the public service in USA and Algeria, published Magister thesis, faculty of Laws and Political Sciences, University of Mohamed Khider, Biskra, 2009/2010, p. 137.

<sup>10</sup> Bouziane Rahmani Djamel, the applications of the electronic government in Algeria, journal of new economy, University of Khemis Meliana, Algeria, issue 18, 2018, p. 107.

<sup>11</sup> Achour Abd al Kerim, op. cit., p. 145.

<sup>12</sup> Bitam Ahmed, the electronic administration in Algeria: the General Directorate of Higher Education and Training of the Ministry of Higher Education as a model, the international congress on the legal system of the electronic public facility: reality, challenges, and horizons, 16/17 December 2018, Faculty of Laws and Political Sciences, University of Mohamed Boudiaf in Msila, Algeria, p. 05.

- The automatic system of managing the judicial files: This system allows managing the file since registering the case until sentencing or enforcing the ruling. In addition, it allows the concerned party to access the case and follow its procedures.
- The automatic system to manage the detainees: It has a database that allows managing the activity and file of the detainee since his first day at prison until the end of the sentence<sup>13</sup>.
- The electronic system of the criminal record and nationality certificate: This system allows the electronic withdrawal of the criminal record and the nationality certificate, and the automatic treatment of rehabilitation by law<sup>14</sup>.

These services provide different advantages, mainly transparency in the judicial work and equality between the operators, making the sector more efficient.

#### **b- The electronic public services at the regional administration:**

Amid the spread of the scope of applying ICTs, it was necessary to integrate them in the regional administration, namely the city hall and Wilaya to increase their efficiency and bring them closer to the citizen. The main services delivered at the regional administration include the automatic national register of the civil status, the unified national identical number, the biometric ID, and the biometric passport.

##### **- The automatic national register of the civil status:**

Since 2014, the Ministry of Internal Affairs and Local Communities started important local projects, such as the automatic national register of the civil status, which connects the municipalities, their appendices, the diplomatic envoys, and the consulate entities to allow the citizen to extract all the civil status documents from any city hall or administrative unit all over Algeria without the need to travel.

##### **- The unified national identical number:**

This number has been given to any natural person holding the Algerian nationality, and to the foreign nationals who regularly reside in Algeria. The number is a unique electronic personal print written on the identity documents.

##### **The biometric ID and passport:**

The shift towards the biometric ID and passport using an electronic chip helped alleviate many administrative procedures and facilitate the extraction of these two documents, which are the most used by citizens in Algeria<sup>15</sup>. The government started applying the electronic administration projects at the centralized level through digitalizing the ministerial services, and at the regional level through integrating the electronic payment tools in the local public services. Despite the use of the traditional tools in the public administration at the centralized or decentralized levels did not completely end, the partial application of the electronic administration projects contributed to many advantages, namely saving time and effort, and enshrining transparency and equality.

## **2. The Algerian rank on the UN indicators in 2018 and 2020:**

Lately, the electronic administration in Algeria witnessed a considerable development, as previously discussed. To measure its development compared to the rest of UN members, we shall present its rank on the UN indicators for the development of the electronic services in 2018 and 2020.

### **2.1 The Algerian rank on the UN indicator of the development of the electronic services in 2018 and 2020:**

In Algeria, the electronic services have qualitatively and quantitatively developed. Therefore, we shall present the Algerian rank on the UN indicator of the development of the electronic services to make a comparison with the rest of the state members.

<sup>13</sup>Achour Abd al Kerim, op. cit., p. 148.

<sup>14</sup>Bouziane Rahmani Djamel, op. cit., p. 108.

<sup>15</sup>Bahloul Soumia, the role of the electronic administration in promoting the performance of the regional communities in Algeria, published PhD thesis in local administration, Faculty of Laws and Political Sciences, University of Batna 01, Algeria, 2017-2018, pp. 261-264.

**Table 01: The development of the electronic services in Algeria according to the UN indicator of 2018 and 2020**

Year	The indicator of the electronic service in Algeria (1.0000)	The rank of Algeria on the electronic service indicator (193 states)
2018	0.2153	130
2020	0.2765	120

-Study of the electronic government 2018, p. 228, URL: <https://publicadministration.un.org/egovkb/en-us/Reports/UN-E-Government-Survey-2018>

Accessed on 17-09-2021, at 01:45

-Study of the electronic government 2018, p. 228, URL: <https://publicadministration.un.org/egovkb/en-us/Reports/UN-E-Government-Survey-2020>

Accessed on 14-04-2022, at 15:45

#### Results analysis:

The table shows the indicators and ranks of Algeria regarding the development of the electronic services. In this regard, it ranked 130 in 2018 and 120 in 2020 out of 193 states. Thus, Algeria still needs more efforts to develop its electronic services. Despite the projects and mechanisms that aim at developing the electronic services at the centralized and decentralized levels, the target development has not been reached. Therefore, the Algerian government must increase the allocations and financial and human resources to develop its public services, accomplish the ongoing projects, and start new ones.

#### 2.2 The increase of the electronic participation and the electronic development according to the UN indicators in 2018 and 2020:

The government aims at increasing the citizen participation, which expresses a set of collective and individual activities that affect the rule<sup>16</sup>. This participation needs training on how to deal with the technological techniques required for the electronic administration, providing more online services and information. In addition, this participation provides many polls and surveys that allow many citizens to express their views and participate in taking decisions; something that shall increase satisfaction with the government and its decisions<sup>17</sup>. Table 02 shows the development of the electronic participation in Algeria according to the UN indicators of 2018 and 2020 in order to compare Algeria with the rest of the UN member states:

**Table 02: The development of the electronic participation in Algeria according to the UN indicator of 2018 and 2020**

Year	The indicator of the electronic participation in Algeria (1.0000)	The rank of Algeria on the electronic participation indicator (193 states)
2018	0.2022	165
2020	0.1548	183

-Study of the electronic government 2018, p. 245, URL: <https://publicadministration.un.org/egovkb/en-us/Reports/UN-E-Government-Survey-2018>

Accessed on 17-09-2021, at 01:45

-Study of the electronic government 2018, p. 361, URL: <https://publicadministration.un.org/egovkb/en-us/Reports/UN-E-Government-Survey-2020>

Accessed on 14-04-2022, at 15:45

#### Results analysis:

<sup>16</sup> Philippe Braud, *Sociologie Politique*. France: 13eme Edition, 2018, P72.

<sup>17</sup> Hijazi Abd al Fattah Bayoumi, *the electronic government between reality and the hoped: study on the electronic administration: organization, structure, goals, obstacles, and solutions*, Vol. 01, university thought house, Alexandria, Egypt, 2007, p. 196.



The table shows the indicators and ranks of Algeria regarding the development of the electronic participation. In this regard, Algeria is still late in developing the electronic participation as it ranked 165 in 2018, with an indicator of 0.2022, and 183 in 2020, with an indicator of 0.1548, out of 193 states. This negatively affects the development of the electronic participation and the enhancement of the electronic services. The main cause may be the cyber illiteracy among citizens. Therefore, the government must accelerate its adoption of the methods of improving and developing the citizens' abilities to increase their electronic participation to get rid of the traditional methods in delivering the public services.

**Table 03: The development of the electronic government in Algeria according to the UN indicator of 2018 and 2020**

Year	The indicator of the electronic government in Algeria (1.0000)	The rank of Algeria on the electronic government indicator (193 states)
2018	0.2153	130
2020	0.5173	120

-Study of the electronic government 2018, p. 223, URL: <https://publicadministration.un.org/egovkb/en-us/Reports/UN-E-Government-Survey-2018>

Accessed on 17-09-2019, at 12:00

-Study of the electronic government 2020, p. 333, URL: <https://publicadministration.un.org/egovkb/en-us/Reports/UN-E-Government-Survey-2020>

Accessed on 14-04-2022, at 15:45

#### Results analysis:

The table shows the indicators and ranks of Algeria regarding the development of the electronic government, which is still low, as the indicator in 2018 shows a value of 0.4227 out of 1.0000, and a rank of 130 out of 193 states, and in 2020 shows a value of 0.5173 and a rank of 120. This is logical and expected because the low development of the electronic government is the result of the low development of the public services and electronic participation.

#### 3.2 The causes of Algeria's late rank on the UN indicators of the electronic government development in 2018 and 2020:

Many causes, mainly corruption and the weak allocations, affect the rank on the UN indicators under study.

##### The spread of corruption:

Algeria witnesses a huge spread of corruption, affecting the different reforms, including the electronic administration, which needs a suitable environment, far from the negative aspects of corruption, such as power abuse, administrative looseness, financial deviation, nepotism, bribery, etc.<sup>18</sup>. The International Transparency Organization is one of the most international organizations to study corruption. It put Algeria in the 94<sup>th</sup> rank in 2013, out of 177 states, and in the 10<sup>th</sup> rank out of 18 Arabic states. As for the African side, Algeria ranked 24 out of 54. Later in 2015, it ranked 88 internationally, out of 167 states, with a balance of 36 points on a scale from 00 (the highest point of corruption) to 100 (the lowest point of corruption). Then in 2017, Algeria ranked 112 out of 180 states, with a balance of 33 points out of 100. As for 2018, it ranked 105 out of 180 states, with a balance of 35 points<sup>19</sup>.

Through this report, the Organization declared that corruption is still widespread all over the world, as more than 6 billion people live in states that suffer different types of corruption. In addition, most of the states that witness conflicts, troubles, and dictatorships are those that suffer corruption<sup>20</sup>. These ranks show the weakness of the mechanisms used by Algeria, what oblige it to

<sup>18</sup> Al Quraishi Omar Moussa Djaafar, op. cit., p. 111.

<sup>19</sup> The website of the International Transparency Organization, <https://www.transparency.org>, accessed on 19/07/2021, at 22 :10.

<sup>20</sup> Rafafa Fafa, corruption and governance: survey on the international reports -case study of Algeria, Vol. 01, al Wafa legal library, Alexandria, Egypt, 2016, p. 380.

redouble its efforts to establish the suitable environment for the success of the electronic administration projects.

**- The weakness of the allocations:**

The execution of the electronic administration projects in Algeria suffers from the weak allocations, mainly regarding:

- The lack of the financial resources, which negatively affects the application of the projects and the ability to start new ones.
- The weak ICTs infrastructure and the high costs of the modern devices and software that cannot be afforded by the citizens.
- The non-rejection of the traditional bureaucratic patterns by the administrative leaders, and their resistance to change.
- The spread of cyber illiteracy amid citizens, what hinders their joining and use of the cyber nets.
- The electronic security issues and the potentials of hacking the cyber systems, leading to the loss of privacy, secrecy, and integrity of the data, and to their falsification and manipulation<sup>21</sup>. The inability to deliver online services to all citizens due to the low allocations may hinder the application of the electronic administration project<sup>22</sup>.

**Conclusion:**

Upon our study to the rank of Algeria on the UN indicator of the development of the electronic administration, our findings show that:

- The Algerian state makes considerable efforts to develop the electronic administration, as reflected by the different projects that aim at achieving an electronic Algeria far from paper transactions, and at ending the traditional methods used in the administration.
- Despite that the project of Electronic Algeria 2008-2013 reflects the government will to fully shift towards the electronic administration, the reality shows issues and obstacles that hinder the process, pushing the government to setting other projects that support the electronic shift in the public administration.
- Although the electronic transformation in the public administration has not yet been achieved, the partial application of the electronic administration projects on reality brought about electronic public services at the centralized and decentralized levels, yielding plausible outcomes for the state and the individual.
- The Algerian ranks on the UN indicators regarding the development of the electronic administration reflect the Algerian lateness in the field, regarding either the electronic services, electronic participation, or development of the electronic government. In this regard, Algeria ranked in the bottom compared to the other states. Consequently, the government must redouble its efforts and provide more potentials to develop the electronic administration.

Based on these findings, we suggest:

- It is necessary to allocate more financial resources to execute the electronic administration projects, as the current allocations do not cover the huge projects.
- Committees must be formed to monitor the advance of the projects and detect the obstacles that face the projects' application.
- It is necessary to increase the training programs on ICTs for the citizens and employees to end the cyber illiteracy and facilitate dealing with the electronic administration.
- Urgent measures must be taken to limit the spread of corruption that hinders the development and reform projects, including the projects of the Electronic Algeria.

<sup>21</sup> Fortas Fatiha, the modernization of the public administration in Algeria through the application of the electronic administration and its role in improving the citizens' service, journal of new economy, university of Khemis Meliana, Vol. 02, issue 16, 2016, p. 320.

<sup>22</sup> Lau Edwin : principaux enjeux de l'administration électronique dans les pays membre de l'OCDE, Revue française d'administration publique, l'administration électronique, école nationale d'administration, paris, France , numéro 110, 2004, p227 .

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