The electronic management applications in Algerian public institutions The National Center for Commercial Register as a Model

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ABSTRACT

This study aims to highlight the implementation of electronic administration within the Algerian public institutions, following a significant period of Algeria's adoption of the electronic administration project. The latter leads to the embedment of information and communication technologies into the electronic practices, in the dealings of several local administrations with the citizens, and replaces the old applications with modern ones. The case study for this research is the National Center for Commercial Register.

The most important findings of this topic are: the Algerian administration has accomplished a significant milestone in transforming into "zero paper administration" thanks to the well-planned governmental program involving the modernization and digitization of several public sectors and administrations. In this respect, the National Center for Commercial Register administration has also followed this new path through the adoption of the electronic administration applications, and this is via the creation of the electronic portal **"Sidjilcom"** and the implementation of the electronic commercial register model **"E.C.R"**.

Keywords: E-Management, ICT, Sidjilcom portal, Electronic commercial register.

I. Introduction

Management information technology has become a fundamental and significant tool in institutions of all kinds and specializations, small or large, private or public, as it is an paramount tool in the process of doing business efficiently, accurately and quickly, as well as facing the new challenges posed by the information revolution at the present time. Electronic management is one of the fruits of technical development in the field of communications. The emergence of the information and communications revolution, which helped in its emergence with the development of computers and its technologies, electronic management came as a realistic response to the use of computer applications in the areas of public service and the development of traditional work methods to more flexible and effective methods on the one

hand, and benefit from the achievements of the technical revolution in saving time, effort and cost on the other hand. (Ben terki, 2022, page. 1).

In keeping with, Algeria adopted the electronic administration project, as it moved towards the introduction of information and communication technology in electronic practices in the dealings of many local administrations with citizens and the replacement of modern applications with classic applications, in order to keep abreast of developments and upgrade the functions of public institutions.

As a matter of example in the implementation of the electronic management project in Algeria, we find the National Center for the Commercial Registry, which plays a crucial role in the local economic arena, through its keenness to provide the best services to economic dealers, encourage investment and achieve the goals set within the framework of the process of digitizing management in order to revive the national economy and increase the pace of its dynamism. In this context, the center carried out radical legal and technical reforms aimed at modernizing its information and service system, which culminated in the establishment of the electronic portal **(Sidjilcom)**, which was created with the aim of facilitating the establishment of institutions and overcoming bureaucratic obstacles for economic dealers.

1. Study Problem:

The Study came to answer the following problem as in assumption the importance of applying electronic management in Algerian public institutions in improving public service:

What is the reality of the embodiment of E-management at the National Center for Commercial Register enterprise?

In an attempt to answer this problem, we decided to ask the following sub-questions:
- What is electronic management?
- What are the efforts of the National Center for the Commercial Register in the electronic management project and the rationalization of its public services?
- What are the implications of adopting electronic management applications on the efficiency of public services provided by the center?

2. Study Objectives: Through our study, we seek to reach the following goals:

-Introducing electronic management and its role in rationalizing public service;
- Identifying the extent to which the National Center for the Commercial Registry institution embodied electronic management applications in increasing the efficiency of its public services provided;
- Knowing the primary obstacles that prevent the achievement of greater efficiency of the electronic services provided by the National Center for the Commercial Registry;

3. Study Curriculum:

We relied on the descriptive approach to diagnose the theoretical framework, which includes concepts about electronic administration as well as public service, in addition to the applied approach to study the case of the National Center for Commercial Registration in

order to determine the extent of its reliance on electronic administration applications to provide effective public services to economic dealers.

II. Theoretical Literature
1. The concept of electronic management:

Despite the recent of the term electronic management, according to what is indicated by the literature of contemporary administrative thought, many researchers have tried to give a concept to this term; this is according to the point of view of each researcher. Where some researchers believe that electronic management (E-management) is the large umbrella from which various applications branch out, such as: electronic commerce (E-commerce) and electronic business (E-business) as well as electronic government (E-Government) and others, and therefore you find that electronic management is more comprehensive and more general.

Figure 1. Electronic Management Components
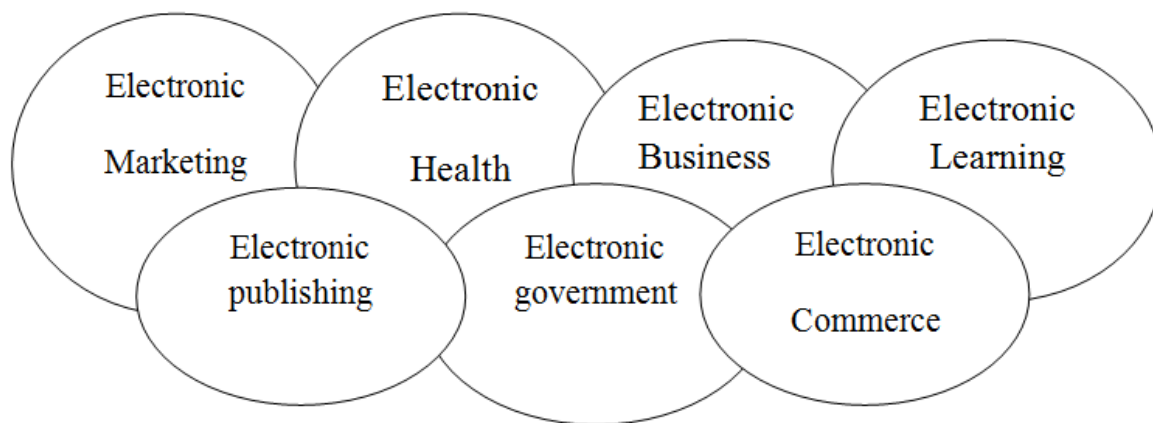
Source: Mostafa Youssef kafi, Electronic Management 2012, Dar Raslan Corporation for Printing and Publishing, Damascus, Syria, p55.

Electronic management is defined as the transformation of all operations related to managing the affairs of the organization from traditional and paper transactions to managing these operations through the use of advanced technological means according to a high-level technology that shortens time, raises the value of the product, and facilitates its access to consumers at the lowest possible cost. (Al-Zaarir and Al-Talib, 2022, p. 26).It is also defined as a process of re-engineering business and government relations by activating information and communication technology to convert it into an electronic format, to provide government services to individuals and the business sector with high efficiency, and it also aims to make access to services more transparent, speedy and responsible to meet the needs of society and achieve its aspirations. (Kafi, 2012, p. 55)

The World Bank defined E-Management in 2005 as: the process of institutions using information technology, such as Internet networks, that have the ability to change and transform relationships, while enabling citizens to access information, which provides more transparency and more efficient management of institutions. (Ben Adda and Tahraoui, 2018, p. 51).

Electronic Management thus can be defined as the use of various modern technological methods and technologies of information and communication to carry out administrative work and provide electronic services in any place and time, which leads to an increase in the quality

of performance, speed of implementation, cost reduction, accuracy and speed in providing services.

2. Electronic Management features:

Electronic Management is a new administrative approach based on the assimilation and conscious use of information and communication technology techniques in the exercise of the basic functions of management. Hence, electronic management is characterized by the following features (Abd al-Fatah, Ghanam, Al-Oulfi, Al-Oulfi, and Helali, 2010, p. 75):

2.1 Paperless management: It relies on new administrative mechanisms in the procedures and execution of transactions, such as computers, information and communication technologies, electronic archives, e-mail, electronic directories and diaries, voice messages, automated follow-up application systems...etc.

2.2 Management without time or place: as it deals at all times and from anywhere and takes decisions in various fields of activity free from the restrictions of time and distance, and there is no direct relationship between the two parties to the transaction and collective or parallel interaction, where the convergence takes place between the two parties through the communication network, and the possibility Interact with more than one source at the same time.

2.3 Management without rigid organizations: as it contributes to the establishment of organizational excellence by facilitating fundamental transformations in the patterns of organizing work and implementing operations in the organization, and the shift from organizational structures built on a functional basis characterized by fragmentation and isolation to structures designed on the basis of information flows that enjoy communication and integration.

2.4 Real-time interaction and high speed: which is included in the Internet, as the latter allows for live, direct and real-time interaction, whether between workers or between them and customers, suppliers and other parties, and the Internet operates according to the rule (24/7) i.e. in (24) hours a day and (07) days a week. Furthermore, the speed of the Internet, which makes sending a message from one continent to another via e-mail not take more than (15) seconds. (Abd al-Rahmane, 2007, pp. 41-42)

3. Electronic Management application requirements:

In fact, the transition to electronic management requires several requirements in order for the process to be completed in a way that achieves the desired goals, and we list these requirements according to the following classification:

3.1 Political requirements: as translated by the presence of political will supporting the strategy of electronic transformation and support for electronic management projects, by providing material and moral support to help overcome obstacles and develop programs for electronic transformation and electronic management. (Fissa, 2021, p. 557)

3.2 Legal and administrative requirements: The shift towards electronic management requires legal and administrative requirements, the most important of which are:

3.2.1 Developing and updating legislative frameworks in accordance with developments: that is, issuing laws, regulations, and procedures that facilitate the transition towards electronic management and meet the requirements of adapting to it, because most legislation and laws originated in a traditional environment, so they were established to perform work in accordance with the standards of transition and direct meeting between the employee and the service requester, as well as relying on Documented evidence certificates, and of course the

transition to electronic management requires a different legal and legislative environment, and the presence of legislation and legal texts facilitates the work of electronic management and gives it legitimacy and credibility and all the legal consequences arising from it. (Guermiti and Dhaif, 2020, p. 33)

3.2.2 Persuasion and support of senior management in the organization: the officials in the organization should have complete conviction and a clear vision to convert all paper transactions into electronic in order to provide full support and capabilities necessary for the transition to electronic management.

3.2.3 Documentation and development of work procedures: It is known that each institution has a set of administrative processes, or what is called work procedures. Some of these procedures are not written on paper, or some of them have been written down for many years and have not undergone any development, so it is necessary to document all procedures and develop the old ones in order to comply with the intensity of work, and this is done by setting the goal for each administrative process that affects the workflow And implement them in a systematic way, taking into account the low cost and quality of productivity.

3.2.4 Start documenting old paper transactions electronically: old paper transactions that are saved in paper files should be saved electronically by means of scanners, and classified for easy reference.

3.2.5 Beginning to program the most common transactions: starting with the most common paper transactions in all departments, and programming them into electronic transactions to reduce waste in the use of paper, for example: a leave request form that is applied in all departments without exception. It is better to start programming and applying it. (Alouti, 2008, pp. 146-147)

3.3 Human requirements:

3.3.1 Knowledge Workers: It is located at the heart of these requirements, and it consists of digital leaderships, managers and analysts of knowledge resources, and intellectual capital in the organization, including engineers, technicians, and specialists. (Bouamama and Reguad, 2014, p. 37)

3.3.2 Training and Qualification of employees: The employee is the main element for the transition to electronic management, so it is necessary to train and qualify employees in order to complete the work through the available electronic means, and this requires holding training courses for employees or qualifying them on the job.

3.4 Infrastructure Requirements: Infrastructure refers to the tangible aspect of electronic management, such as securing computers, connecting fast computer networks and the devices attached to them, securing modern means of communication, etc. (Alouti, 2008, p. 147)

Infrastructure also includes the need to have the necessary electronic means to benefit from the services provided by the electronic administration, including personal computers, laptops, network phones and other devices that enable us to connect to the global or internal network in the country. (Kafi, 2012, p. 67)

3.5 Security Requirements: The issue of information security is one of the most important dilemmas of electronic work, in the sense that the information and documents that are being saved and the application of processing and transfer procedures on them electronically to implement the work requirements must be maintained, as electronic security and electronic confidentiality must be provided at a high level to protect national and personal information and archive preservation e-mail from any tampering and focusing on the security of the state or individuals, either by placing security in the protocol software of the network or by using an electronic signature or a password. (Guermiti and Dhaif, 2020, p. 33)

4. **The role of Electronic Management in rationalizing public service**: Before addressing the total roles of Electronic Management in the rationalization of public service, we must first define public service, where public service is defined as a public service or a special performance provided by the state for all citizens to use, and it is also defined as an activity carried out directly by the state and under its control, and aims to serve the public interest. (Thabet, 2001, pp. 257-258)

The rationalization of public services is considered one of the vital and thorny issues in contemporary public administrations, which are determined by the nature of the relationship of public organizations with the beneficiaries of the services they provide, because the basic element to achieve citizen satisfaction and gain their trust is to improve the quality of public services and provide them in ways and means that are at the level of the citizen's aspirations. (Haddar, 2018, p. 111).

The roles of electronic administration in rationalizing public service appear in the following advantages:

4.1 The efficiency of the public service: where it is related to the extent of the profitability of public service projects and their various contributions to the rearrangement of the service provided to the citizen, and what are the benefits of applying this model of services to the reality of the bureaucratic apparatus, and is it really that the citizen's satisfaction and confidence in public service institutions has been achieved. (Tobbiche and Medjoub, 2015, p. 431)

4.2 Introducing the procedures and requirements for obtaining the service: By using the Internet, all procedures and requirements for obtaining the service can be set in a simple and easy manner that enables the beneficiary to identify these required procedures and forms, which allows the ability to print these forms and then fill them in within the framework of the instructions shown, thus reducing the number of visits to the center service performance.

4.3 Accurately familiarizing service seekers with the required documents, fees, and procedures: a research that enables any customer with the electronic system to know where their transaction is located, what stages it went through, and whether there were obstacles in its implementation or not. (Haddar, 2018, p. 115)

4.4 Reducing service costs: By connecting via the line without moving and accessing the service through windows, it allows reducing costs resulting from electronic movement between public service portals.

4.5 Speed of response and respect for deadlines: it uses the one-stop shop technology for various administrative activities, in order to gain time and push management to carry out obligations while achieving rapid response to service without delay.

4.6 Accuracy: Accuracy, according to the electronic services management model, refers to the completion of work according to exact standards that are determined through information processing systems in a way that limits administrative errors and prevents abuses during service provision.

4.7 Ease of accounting and clarity of service: Based on the full employment of information technology in the performance of public service, this leads to the possibility of accountability for all parts of those tasks and activities through the presence of electronic publishing for all stages of service, as there is no room for concealing transactions and no opportunity to monopolize the service of one party over another, as the interest becomes public as long as the service is public. (Tobbiche and Medjoub, 2015, pp. 431-432)

4.8 Objectives specific to the national economy: Electronic administration contributes to the classification of economic goals such as fighting corruption and reducing and rationalizing expenditures. It also highlights the state's efforts to modernize its administration and fight all

forms of bureaucracy and administrative corruption, which enhances its regional and international classifications in this regard. The huge amount of information produced by electronic administration from a presentation of the available investment opportunities and the privileges granted to investors within a local unit on the Internet, it is considered one of the administrative incentives for both local and foreign investments. (Chouaib and Ouail, 2022, pp. 68-69)

III. Case Study
I. The Efforts of the National Center for Commercial Register in Embodying the Electronic Management Project

The national center for commercial register has placed digital transformation among its strategic priorities based on the digitization of administrative and operational systems, whether pertaining to commerce or services. The center has worked to embody this vision through many new digital systems and services in an effort to facilitate the citizen's life and ensure a public service without mobility and effort.

1.1 The Creation of the NCCR Electronic Portal:

The National Center for Commercial Register by abbreviation "NCCR" is a public institution created by virtue of the decree No. 63-249 of July 10th, 1963 under the initial denomination "the national office of industrial property (ONPI)", and taking the denomination of NCCR by the decree No. 73-188 of November 21st, 1973, with field of competence in collecting the trade register copies delivered by the court clerks.

The National Center for Commercial Register is an independent administrative institution, under the aegis of the Trade Minister since March 1997. (Belhadj, 2021, p. 173)

In accordance with legal provisions in force, the center is in charge of (NCCR, 2023):

- Taking charge of trade register keeping, ensuring the respect by the economic operators of the obligations relating to the inscription in the Trade Register and organizing the practical modalities linked to these operations, in accordance with the legislative and regulative provisions in force.
- Organizing all obligatory legal publications, via the creation of official bulletins for legal publicity, to inform the third party about the various changes that occur in the legal status of traders and business assets, as well as the powers of administration and management structures.
- Keeping the public register of sales and / or pledges of business assets as well as the register of tools and equipment pledges.
- Keeping the public register of movable property, business assets, and craftsmanship institutions leasing.

In order to carry out these tasks perfectly with minimal effort and time, and to protect trust and security, the Algerian legislator developed the information portal of the national center for commercial register, called "**Sidjilcom**", which is used via the internet. The portal provides its services in three languages (Arabic, French and English) dedicated to publishing legal information about companies, addressed to both institutions, professionals as well as the public.

Some of these services are provided for free while others are provided according to the subscription system. (Belhadj, 2021, p. 174)

Figure 1. The NCCR Portal **"SIDJILCOM"**
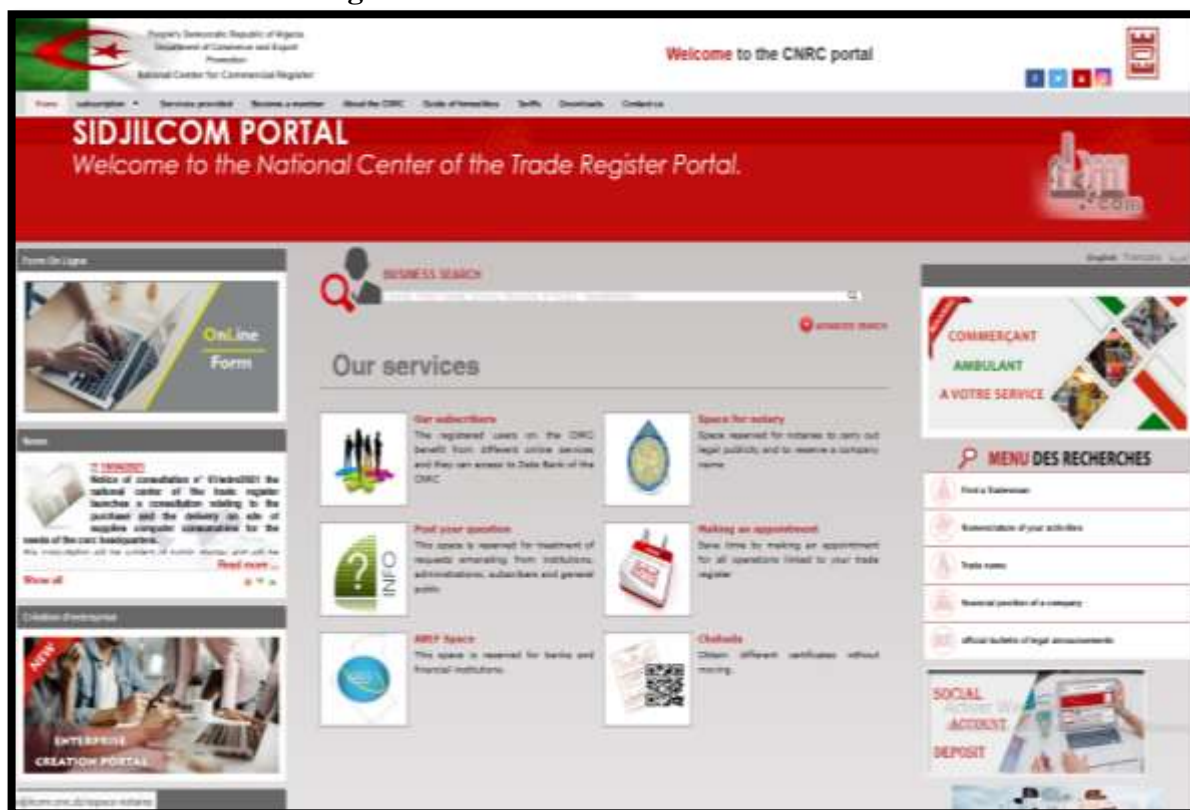
Reference: *NCCR, "Sidjilcom Portal ", on the link: https://sidjilcom.cnrc.dz/accueil*
Access Date: 01/07/2023, At: 20:30.

1.2 Services available on the "SIDJILCOM" portal:

The NCCR makes available several online services to the users via its information portal, in order to confirm its role as modern public institution and to improve its position (NCCR, 2023):

1.2.1. Free services:

The NCCR proposed a range of services to obtain update and legal information about both merchants and companies.

The access to these services is free and without any engagement, it permits to:

– Localize a merchant or a company.
– Choose an activity in the nomenclature of economic activities.
– Choose denomination or commercial name of the company in project.
– Verify the solvency of partners.
– Obtain statistics.

This first level is provided gracefully for users and permits to obtain summarized information for start-up an investigation on the company or merchant.

The subscription is required for access to detailed information.

The NCCR conceives fast and simple searches in the directory of merchants, the nomenclature of economics activities, the file of company name and commercials names (**Denomination**) and verification of company's accounts filing concerning a company.

Four (04) categories of services are available:

– Find a merchant.
– Nomenclature of your activities.

- Denomination of your trade.
- Company financial situation.

1.2.2. Paid services:

To obtain detailed information, the users must be identified by the portal which necessitates a "**subscription**" in the portal to benefit from the access to details, in addition to free services addressed for internet users.

Following the subscription to the portal, the user will benefit from a secured space, which allows the user the access to detailed information concerning the searches: (database of merchants, nomenclature of economics activities subject to registration in the trade register, balance sheet of companies, the official bulletin of legal announcement OBLA) and other online services for :

Registration of denomination, request for copies of document, request for database of traders and for manage his own account.

1.2.3. Services for professionals:

This category of services is designated for different institutions and administrations: ministries, directorates of control and prices, directorates of trade of the prefecture, People's Municipal Assembly, security services, tax services, customs services, and National Office of Statistics, The National Social Security Fund for Salaried Workers, professionals, lawyers, notaries and also for partners of the NCCR.

The details of services offered for administrations are defined in the rubric «Our subscriber» and the details concerning notaries in the section "**Notary Space**".

The services reserved for notaries permit to carry out online notarial procedures linked to trade register.

The portal permits the facilitation of procedures to promote the creation of companies.

The notaries have a personalized workspace in the portal for carrying out, from their offices, certain legal formalities, particularly:

- Insertion of notice relating to creation, alteration, dissolution of company's contracts, sale and pledge of business assets.
- Consultation of OBLA.
- Annual filing of company's accounts.
- Reservation of denomination.

II. Examples of the Electronic Services Provided by the Center:

The NCCR administration has taken some steps that culminated in the launch of an interactive internet portal that includes information and data bank addressed to authorities, professionals and public under the name of "**Sidjilcom**". It provides numerous electronic services, including:

2.1. Reservation of Denominations or Commercial names:

The article 78 of the Algerian Commercial Code states that "the movable funds designated for practicing a commercial activity are considered as a part of the commercial premises, while the commercial premises compulsorily includes its customers and its goodwill". (Order N° 75-59, 1975, p. 1306)

Goodwill includes the commercial name that the merchant takes to distinguish his premises from other commercial premises. The commercial name is deemed necessary for legal persons (commercial companies) and optional for natural persons .(Al Oubour, 2021)

The denominations or commercial names are granted exclusively by the administration of the NCCR through its fifty-eight (58) prefecture branches.

An application for obtaining the denominations or commercial names can be submitted electronically by the merchant or the notary via the "**Sidjilcom**" portal, according to the following steps:

- ❖ Create a personal "Login Account" at the **"Sidjilcom"** portal.
- ❖ Choosing the "Certificate" application, within the "Our Services" package, that enables you to obtain various certificates electronically.
- ❖ Select the "**Denomination certificate**" from the list of certificates displayed by the "**Certificate**" application:

- Certificate of non-inscription.
- Certificate of existence.
- Certificate of deregistration.
- Certificate of non-re-registration.
- Historical search of the non-filing of company's accounts.
- Duplicate of Certificate of company's accounts filing.
- **Certificate of denomination**.
- ❖ The "**Denomination Certificate**" application enables you to submit a new request to reserve a denomination, as well as tracking, cancellation or modification previous reservation requests if they exist.
- ❖ Filling out the electronic form for reserving the new denomination.
- ❖ Selecting the prefecture branch (prefecture) in order to send your request to reserve the denomination within a list of fifty-eight (58) prefecture branches spread across the country.
- ❖ Choosing how to pay the fees to process the denomination reservation request. Here, the "Denomination Certificate" application provides two "**online**" options, either through the interbank payment card (**IBC**) or through the golden card (**EDAHABIA**) from Algeria Post, and obtaining the "E-Payment Receipt" after confirming the payment process.
- ❖ Confirming the denomination reservation request.
- ❖ Waiting for up to 24 hours to receive a response to your request via your "personal E-mail", either by requesting to modify your proposed denominations in case the administration found that they are reserved for others, or by reserving one of the four (04) proposals filled in the electronic form according to the proposed order.

2.2. The notary space:

In order to improve the business climate in Algeria, an agreement was concluded between the NCCR and the National Chamber of notaries on July 08th, 2013. This agreement aims to facilitate the procedures for creating companies and the use of information and Communication Technologies in order to reduce the processing time of files. It culminated in the development of an application that connects the NCCR with notaries, called "notary space". (Belhadj, 2021, p. 175)

The notary space is a space dedicated to the category of notaries. It provides each notary with a "secured account" that allows him/her access to the "**Sidjilcom**" portal via a web browser from their offices in order to do certain legal formalities, in particular (Boukerras, 2019, p. 13):

- Publication of announcements in the official bulletin of legal announcement (OBLA)
- Deposit of the company's social accounts.
- Registration of company's denominations.

- Browsing the NCCR data bank of the merchants, commercial activities list, official bulletin of legal announcements as well as company's social accounts.

Notaries can do this electronic procedure via the internet in three steps:

Choosing the process – filling the online form – sending the form or the scanned documents to the NCCR administration

The follow-up of the documentary exchanges between the notary and the NCCR administration is also done through a list of sent files, which contains the following information:

Announcement identification elements – Invoice – Receipt – File Status - Addition

The notary can follow up the process through a table that includes basic information:

Request diagnostics – Request status (ongoing-rejected-processed) – Reason of rejection – Invoice – Certificate – Operation completed

The website also provides to the notary the service of managing his account on a dashboard that enables him to:

Edit personal profile – Top up the account, so that the value of the account is raised, via E-payment cards

2.3. The Electronic Commercial Register:

In 2008, the Algerian Government formulated a special plan entitled "Algiers E-Initiative 2013". The aim of this initiative is to develop the ICT sector in society, to accelerate the use of modern information and communication technologies in administration, and to remedy the significant delay in the public services.

The "Electronic Commercial Register" is one of the most important tools within this framework as it relates to two key actors in the Algerian economy in the category of merchants and companies.

According to the Executive Decree No. 18-112 of Rajab 18th, 1439, corresponding to April 5th, 2018, which defines the form of the commercial register extract issued by an electronic procedure, the article No. 02 of this Decree states the inclusion in the commercial register of merchants, natural or legal persons, an electronic code called the electronic commercial register "E.C.R".

The article No. 03 of this Decree further clarifies that the electronic code is a "graphic code containing encrypted data and information about the merchant", as well as other articles of the decree relative to the position of the electronic code on the new commercial register form, the powers to conduct this process and the validity terms of the old model. (Executive Decree N° 18-112, 2018)

This decree amended the old form of the commercial register extract, by adding the electronic code via the UP CODE technology, as it is adaptable to modern information and communication technologies, as well as ending the falsification of the commercial register paper extract. The technique can be summed up in three (03) points:

2.3.1 Printing the encrypted code "UP CODE" on the paper register form where there is a code generator installed to a program specific to the NCCR via the Internet.

2.3.2 There is an encrypted code "UP CODE" reader program from the NCCR which is installed on mobile phones or devices equipped with the ability to take a digital image (such as digital cameras, tablets). It is downloadable via the "**Sidjilcom**" portal. (Belhadj, 2021, p. 178)

The next figure shows the steps of placing the encrypted code on the commercial register extract:

Figure 3. Steps of placing the encrypted code on the commercial register extract

Reference: *Hichem Talhi and Guellouh Abdelhakim, "**The importance of databases in improving the performance of public administrations, The National Center for Commercial Register as a model**", The first international virtual forum on: The consistency bet between the digital environment and human resources in the enterprise, Ghelizane university, Algeria, 2023, p 14.*

So that through the encrypted code, information and data of merchants and companies can be accessed via two ways or two modes:

2.3.3 **OFF-LINE MODE**: without the need to connect to the NCCR database network, which allows access to brief information on the trade register holder (registration number, social address, date and prefecture of registration). This version is for public use.

2.3.4 **ON-LINE MODE**: this mode is designated for the following categories:

– PUBLIC
– PARTNERS
– OBSERVERS

Enterprises (natural or legal persons) can be created and the electronic commercial register can be obtained either by the documentary method (paper file) or by the electronic method (**online**), according to the following steps (Guoumari, 2021):

2.3.5 Using the account login information to access the "**Sidjilcom**" portal or create a new personal "**Login account**" via the website: https://sidjilcom-entreprise.cnrc.dz/acceuil

Figure 4. Institution Creation Portal

__Reference__: NCCR, "Institution Creation Portal", via the link: https://sidjilcom-entreprise.cnrc.dz/ Access Date: 15/07/2023, at: 10:30.

2.3.6 Selecting the application for the creation of an individual enterprise (natural person), or company (legal person).

2.3.7 Clicking on one of the two previous options offers you three ways to register:

* Registration: It is the first registration in the commercial Register, formalized by any economic operators, natural persons or legal, carrying out an economic activity subject to inscription in the commercial Register.

* Alteration: in case of editing some of the information in the previously created commercial register (address of commercial premises, commercial activity, personal address, etc).

The commercial register alteration can consist, as the case may be, of additions, corrections or deletions of mentions contained in the commercial register.

* Deregistration: The deregistration is requested by the merchant or companies in cases; definite cessation of activities, the death of the merchant, dissolution of the commercial companies and others.

2.3.8 Selecting the type of registration; principal or secondary (new branch) registration.

2.3.9 Filling out the E-form containing the applicant's personal information.

2.3.10 Filling out the information related to the commercial activity (denomination certificate, commercial premises address, E-mail...etc).

2.3.11 Selecting of the nature of the commercial premises ownership (ownership, private lease…etc).

2.3.12 Selecting the desired commercial activity (commercial activity sector and commercial activity code).

2.3.13 Uploading the scanned paper file for registration in the NCCR (ownership certificate, lease deed, residence certificate), depending on the case.

2.3.14 Selecting the payment method of registration fees in the commercial register, where the website provides two options "online", either by interbank payment card (IBC) or by golden card (EDAHABIA) from Algeria Post, and obtaining the "E- payment receipt" after the payment confirmation.

2.3.15 Selecting the prefecture branch within a list of fifty-eight (58) prefecture branches spread across the country, in order to submit the denomination reservation request.

2.3.16 Returning to the main page of the website and following up the course of processing the file for registration in the commercial register (follow-up application), this application also enables you to download the receipt of the E-file.

2.3.17 The applicant shall be granted a period of 10 days to deposit the original paper file for the registration in the commercial register, in order to match it by the NCCR administration to the file submitted electronically.

2.3.18 In case a match is found in the files submitted electronically with the deposited paper file, a commercial register will be given to the merchant or company in no more 5 minutes.

III.   Implications of adopting electronic administration applications on the efficiency of public services provided by the center:

The application of the electronic public service in the local administration needs consistent and continuous scrutiny to ensure the continued provision of these services in the best possible manner, with the optimal use of effort, time and money. The National Center of Trade Register manifested a huge success in providing high-quality electronic public services in an easy, quick, and transparent manner. Some examples of the effectiveness of these services can be mentioned, the most important of which are:

3.1 Raising the performance level: this is due to the comfort of obtaining information from economic operators and administrations accurately and its transmission smoothly between the various administrations, as the National Center for the Trade Register is a national database that includes information and data of merchants and various institutions and companies active across Algeria, as the Center provides two parts of legal information: Free general information and detailed and expanded information, which is according to the Subscription system (unitary-basic-full).

3.2 Increasing data accuracy: entering data electronically allows giving priority to the required information accurately, because the fields that the economic operator fills in by himself/ herself through the "On Line Form" application provided by "Sidjilcom Portal" allows obtaining all the required information, and thus the accuracy of the information and data is high.

3.3 Reducing administrative procedures: the administration of the National Center of the Trade Register, thanks to the information stored in the computer in advance, can reduce paperwork and fill in data each time to amend or delete previously established records. The Center's administration can also, thanks to the concluded bilateral agreements, obtain other documents required within the registration files from their source without assigning economic operators the hardship of moving to various administrative centers to obtain them. An example of this is the Judicial Convictions Record, which thanks to the bilateral agreement signed between the administration of the National Center of the Trade Register and the Ministry of Justice, the Center's agents can access the Justice Portal to extract the Judicial Convictions Record of the economic operators before the establishment of the institution.

3.4 Abolition of the paper archive system: which allowed it to be replaced by an electronic archive system with its flexibility in dealing with documents and the ability to correct errors quickly, and to provide these documents and benefit from them upon request. The Center was able, thanks to the Electronic Documents Management (EDM) service, to spare economic operators the hardship of moving to other government administrations in order to obtain copies of the documents included in the registration files in the Trade Register.

3.5 The multiple authorization system: in which the website dedicated to the online establishment of institutions allows: www.sidjilcom-entreprise.cnrc.dz

Following up the stages of the registration file in the Trade Register, as well as the electronic declaration as soon as the institution is established with the concerned administrative bodies without the trouble of moving to it, which saves effort and time for the economic operator,

including the declaration with the national social insurance fund for employee (NIFE), the national fund of non-salaried social security (NFNSS), the tax authorities sand the national office for statistics (NOS) and others.

IV.   **Conclusion**

Nowadays, Public services, which are considered as activities provided by public administrations and institutions, need to be modernized and to adopt new administrative management mechanisms that are in line with the technological development of media and communication means, and respond to the requirements of the contemporary world and globalization, where electronic and computerized services have become indispensable as long as they take less time, shorten the distances, and achieve several lofty economic and political goals.

These developments made Algeria not lagging behind in planning and implementing policies that improve public services through the implementation of a government program that includes modernization and digitization of many sectors, starting with the e-citizen project, which reduced the archive of every citizen to a single number (**NIN**) that remains with him/her for life, passing through the justice, and housing sectors, etc.

From this standpoint, the commercial field also followed a new path in light of the social and economic development and the modernization of the administration of the National Center for the Trade Register through the adoption of electronic administration applications, and this is through the establishment of the electronic portal **"Sidjilcom"** in order to activate the economic cycle through facilitating the transactions for the commercial institutions and abolishing bureaucracy and its dimensions in its obnoxious meaning and its bad results that lead to wasting effort, time and money, and torturing the concerned parties. This step has contributed to correcting several concepts on the basis that it provided the economic operator with fast electronic services by entering the "online" line and not by entering the "in-line" line and waiting for the turn.

Additionally, the electronic completion of the service is usually more accurate and elaborate than the manual completion and is subject to easier and more accurate control than that imposed on the employee in the performance of his work in the traditional administration system, and this includes fighting job corruption and work crimes and guarantees transparency, in addition to that the electronic completion is not carried out in front of the public, which makes it easier to achieve because it avoids the problems of direct confrontation with economic operators, especially those with low awareness.

Accordingly, this step taken by the National Center for the Trade Register is only expected to achieve its goals in response to the aspirations of all those interested and active in the national economic arena, and that will only take place with concerted efforts in order to build a modern country with competences and qualifications allowing it to access new paths.

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