

The Role of Digital Platforms in Enhancing Transparency and Governance in Unemployment Allowance Administration in Algeria: An Analytical Approach

Dr. Bekkar Boughrara

International legal transformations and their impact on Algerian legislation, University of El Oued, Algeria
bekkar-boughrara@univ-eloued.dz

Abstract

Algerian public administration has made increasing use of digital platforms, particularly in the management of social protection programs, including the unemployment allowance. This article highlights the role of these platforms in enhancing transparency and governance by simplifying procedures, improving verification of eligibility conditions, and strengthening oversight of the allocation of public funds. It also discusses the impact of digitalization on improving the quality of public services, rationalizing administrative management, and reducing irregularities, while identifying the main legal, organizational, and technical challenges associated with the digital administration of the unemployment allowance. In doing so, it underscores the contribution of digital platforms to building a more efficient, transparent, and responsive public administration capable of meeting citizens' expectations.

Keywords: digital transformation; digital platforms; unemployment allowance; digital governance

1. Introduction

Digital transformation has become one of the most prominent features of the modernization of public administration in Algeria, given the advanced possibilities it offers for developing management methods, simplifying procedures, and improving the quality of services provided to citizens. The use of digital technology is no longer limited to digitizing administrative transactions; rather, it has become a tool that supports transparency, oversight, and accountability in a manner consistent with the requirements of good governance in the management of public services.

Within this context, the social protection system has emerged as one of the areas in which reliance on digital solutions has expanded markedly, given its direct relationship with the groups benefiting from public support programs and the need to ensure sound management, accurate targeting, and transparency in access to benefits. The unemployment allowance is among the most prominent of these programs because of its social and economic importance and the need for effective mechanisms that ensure that it reaches eligible recipients while limiting unlawful or non-compliant access to the benefit.

The adoption of digital platforms has contributed to a tangible transformation in the administration of the unemployment allowance by digitizing the different stages of access to the scheme, beginning with

¹ Received: 13/06/2026 ; Accepted : 14/09/2026 ; Published : 04/10/2026

© 2026 The Author. Published by AVADA-CROMA. This is an open-access article distributed under the terms of the Creative Commons Attribution 4.0 International License (CC BY 4.0), which permits unrestricted use, distribution, adaptation, and reproduction in any medium, provided that the original author and source are properly credited.
<https://creativecommons.org/licenses/by/4.0/>

registration and application submission, continuing through verification of eligibility conditions and file processing, and extending to beneficiary monitoring and status updating. In Algeria, this experience is embodied in the “Minha” platform of the National Employment Agency (ANEM), which serves as a central digital tool for administering this social program within a legal and regulatory framework based, in particular, on Executive Decree No. 22-70 of 10 February 2022, as amended and supplemented, which specifies the conditions and procedures for benefiting from the unemployment allowance, its amount, and the obligations of beneficiaries. This approach reflects the use of digitalization as a means of improving management effectiveness, strengthening oversight of access to the allowance, and ensuring that public funds are directed toward their intended objectives.

The importance of digital platforms is not limited to accelerating procedures and reducing administrative burdens. It also extends to their role in enhancing transparency and consolidating governance principles by standardizing registration and processing pathways, improving the accuracy of data verification, reducing the scope for human intervention, and strengthening traceability and oversight. These platforms may also help curb fraud and improper receipt of benefits and improve the efficiency of public resource management. At the same time, however, this transformation raises a range of legal, organizational, and technical challenges, particularly those related to personal-data protection, information security, database integration, the effectiveness of coordination among the bodies concerned, and the capacity of legal and regulatory frameworks to keep pace with rapid developments in digital administration.

Against this background, the central research question is as follows: To what extent do digital platforms contribute to enhancing transparency and consolidating governance principles in the administration of the unemployment allowance in Algeria, and what are the limits of their effectiveness in safeguarding the integrity of access to the benefit and reducing different forms of fraud in light of the legal and organizational challenges associated with digitalization?

To address this question, the study analyzes the legal and regulatory frameworks governing the unemployment allowance and the digital management mechanisms associated with it. This makes it possible to assess the role played by digital platforms in improving the effectiveness of this social protection instrument and strengthening transparency and oversight in its administration. Accordingly, the study is organized into two main sections. The first examines the conceptual and functional framework of digital platforms in unemployment allowance administration, whereas the second analyzes the role of these platforms in strengthening transparency and governance while highlighting the principal legal and organizational challenges associated with them.

2. Conceptual Framework of Digital Governance and the Operation of Electronic Platforms

2.1. The Concept of Digital Governance in Social Protection

2.1.1. The Concept and Dimensions of Digital Governance

The rapid development of digital technologies has produced a profound transformation in the ways public services are managed. The use of electronic tools is no longer confined to simplifying procedures or converting paper-based transactions into digital formats; it has become a fundamental pathway toward establishing a more efficient, transparent, and citizen-responsive administrative model. In this context, digital governance has emerged as a contemporary framework for reorganizing public administration and developing its operating methods through the use of technology to improve decision-making, strengthen accountability and oversight, and enhance the quality and effectiveness of public services.

Digital governance therefore cannot be reduced to the mere digitization of traditional administrative procedures. Rather, it constitutes an integrated system based on the interaction of several

interconnected dimensions. The first is the technical dimension, which encompasses digital infrastructure, databases, and information systems that ensure the accurate and secure collection, processing, and exchange of information. The institutional dimension concerns the reorganization of administrative structures, the definition of responsibilities, and the development of decision-making, monitoring, and oversight mechanisms suited to the digital environment. A legal dimension is also required to regulate the use of digital tools and applications, ensure their legality, and protect data and the rights associated with their use.

The importance of such governance is particularly evident in the field of social protection, where the accuracy of information, the speed with which it is processed, and the ability of administrative authorities to verify it are critical to ensuring that public benefits reach their rightful recipients. In this respect, the unemployment allowance represents a prominent example of the use of digital governance in administering social support programs. Digital data have become central to identifying beneficiaries, verifying their compliance with legal eligibility conditions, and continuously monitoring their status, thereby helping to reduce errors and irregularities and to achieve greater fairness and transparency in the allocation of public resources.

This trend has been reinforced by the National Employment Agency's adoption of digital mechanisms and procedures for administering the unemployment allowance scheme. This is reflected in the February 2024 procedural document on the management and monitoring of the unemployment allowance scheme, which established an administrative approach based on accurate file processing, continuous verification of beneficiaries' status, and stronger transparency and oversight throughout the different stages of benefit receipt. Digitalization has therefore ceased to be merely a supporting technical tool and has become one of the principal foundations for the sound and effective management of this social protection scheme.

2.1.2. Legal Framework and Digital Administration of the Unemployment Allowance

The unemployment allowance scheme in Algeria is based on Executive Decree No. 22-70 of 10 February 2022, as amended and supplemented, which defined the conditions and procedures for receiving the allowance and the obligations imposed on beneficiaries. The scheme subsequently underwent amendments intended to adapt it to developments in management and monitoring mechanisms. This legal framework is particularly important to the present study because the digital platform does not operate independently of regulatory texts; rather, it translates legal conditions into criteria that can be electronically verified and processed in practice.

The regulatory framework requires an applicant for the unemployment allowance to be an Algerian national residing in Algeria, to be between 19 and 40 years of age, and to be registered with the National Employment Agency as an unemployed first-time job seeker. The applicant must also not be enrolled in a higher education institution or vocational training establishment, must be in a legally compliant position with respect to national service, and must not have previously benefited from certain public schemes supporting business activity, professional integration, or social assistance. Verification also extends to the applicant's and spouse's financial situation, as eligibility is linked to the absence of income within the limits and exceptions established by the amended regulations.

These conditions demonstrate the complex nature of assessing an application for the allowance. The administration is not dealing with a single condition that can be established by one document, but rather with an interconnected set of personal, occupational, social, and financial data. Nationality and residence require verification against civil-status and residence records; occupational status requires confirmation that the applicant has no professional activity or professional affiliation; the condition of non-enrollment in higher education or vocational training requires reference to the databases of the

relevant sectors; and verification of prior receipt of social or professional support schemes requires matching information against the databases of the bodies concerned.

The central function of the digital platform in unemployment allowance administration therefore becomes clear. It is not merely an interface for submitting applications, but also a tool for cross-checking eligibility conditions. In practice, every legal condition corresponds to an information source or database that must be consulted. Digital administration thus subjects benefit decisions to objective and verifiable criteria instead of relying solely on personal declarations or paper documents submitted by the applicant.

This mode of processing enhances transparency at two levels. First, it promotes transparency in eligibility conditions by applying the same criteria to different applicants. Second, it promotes transparency in administrative decision-making because acceptance or rejection of a file becomes linked to the outcome of verification against specific data of known provenance. Interconnection between databases also makes it possible to detect cases in which declared information conflicts with the beneficiary's actual status, thereby reducing duplicate receipt or continued payment after one of the eligibility conditions has ceased to apply.

The system has not remained static since its creation but has undergone successive amendments. Executive Decree No. 22-254 of 2 July 2022 amended certain provisions relating to income, and Executive Decree No. 23-60 of 26 January 2023 subsequently adjusted the amount of the allowance to DZD 15,000 with effect from 1 January 2023. This reflects the dynamic nature of the scheme and its continuing connection to the recalibration of eligibility conditions and management arrangements.

The change most directly related to digital governance was reinforced by the 2026 amendment, which added a clearer dimension of digital monitoring of beneficiaries. The amended decree provided for identifying first-time job seekers within an updated national register in order to guide them with greater flexibility and transparency, and it readjusted certain obligations associated with continued participation in the scheme. These provisions took effect on 1 January 2026.

From a governance perspective, the concept of an updated national register is particularly important because it shifts management from a logic based on a static administrative file to one based on continuously renewed data. Compliance with eligibility conditions is no longer assumed to remain unchanged throughout the period of benefit receipt without review. Instead, the beneficiary's status can be re-verified whenever a change occurs in his or her employment, educational, or social circumstances. The platform thereby evolves from an initial registration tool into a mechanism for continuous oversight of the ongoing fulfillment of eligibility conditions.

Accordingly, the eligibility conditions for the unemployment allowance are not merely legal constraints imposed on applicants. They also constitute the logical architecture on which the scheme's digital administration is based: every condition requires verification, every verification requires reliable data, and every electronic matching operation helps reduce human intervention and standardize methods of file assessment. From this perspective, the digital platform becomes one of the most important tools for translating legal rules into more transparent and accurate administrative practice, thereby strengthening governance principles in the administration of the unemployment allowance in Algeria.

2.2. Structure of the “Minha” Platform and Its Operating Mechanisms

2.2.1. Digital Registration Process and Eligibility-Verification Mechanisms

The unemployment allowance system relies on an official electronic platform operated by the National Employment Agency. It enables job seekers to complete registration procedures and follow up on benefit applications remotely, thereby reducing the need for repeated visits to administrative offices and shortening a significant part of the traditional file-processing pathway. This shift reflects a move from

paper-based administration toward a form of digital management based on rapid information circulation, standardized procedures, and more precise electronic verification of applications.

The registration process begins with the applicant entering the required identifying information, particularly data relating to identity and registration with the National Employment Agency. Once these data are entered, the platform does not merely receive the application; it also initiates an automated process to verify whether the eligibility conditions are satisfied by matching the declared information against data held in different administrative and social-information databases.

Within this framework, the platform relies on the National Employment Agency's "Wassit" database to verify the applicant's status as a job seeker and the status of his or her registration, as this database constitutes one of the key information resources used to monitor job seekers. Verification also extends to the applicant's occupational and social status by consulting the databases of bodies responsible for social security, pensions, and other relevant institutions.

In particular, verification includes confirming that the applicant is not affiliated with the National Social Insurance Fund for Salaried Workers (CNAS), which could indicate the existence of salaried employment; that the applicant is not registered with the National Social Security Fund for Non-Salaried Workers (CASNOS), which could indicate the pursuit of a professional or commercial activity on his or her own account; and that the applicant is not receiving a pension through the National Pension Fund (CNR).

Digital matching also makes it possible to detect prior or simultaneous participation in certain professional-integration or public-support schemes, including employment-integration schemes. It also permits verification of the applicant's educational or training status through information systems belonging to the sectors responsible for higher education and vocational education and training. The benefit decision thus results from the intersection of several information sources rather than reliance on the applicant's declaration alone.

From a governance perspective, the significance of this system lies in the platform's ability to transform general legal eligibility rules into electronic verification criteria that can be applied consistently. The more the platform can examine data automatically and link them to official sources, the smaller the margin for administrative error, the lower the possibility of providing inaccurate information, and the more the decision to approve or deny eligibility becomes grounded in objective and traceable data.

The digital registration process therefore represents more than procedural simplification; it is one of the most important manifestations of digital governance in unemployment allowance administration. It helps standardize procedures for examining files, accelerate verification, enhance transparency, and reduce duplicate or ineligible receipt of benefits, thereby supporting the sound allocation of public resources to groups that satisfy the statutory conditions.

The platform's function does not end once an application is approved. The effects of the digital system extend to the benefit-receipt stage, where the beneficiary is connected to a broader system of social and professional rights and services. Receipt of the unemployment allowance is linked to social coverage and access to health services in accordance with the applicable regulations, and it forms part of a policy aimed at keeping job seekers connected to a professional-integration pathway through training, qualification, and measures to improve employability.

In this context, the unemployment allowance should not be viewed merely as a financial transfer but as part of a system of social protection and labor-market integration. Beneficiaries remain subject to monitoring and guidance mechanisms and may be directed to training or vocational-qualification programs. Where the specific conditions of a given scheme are met, they may also benefit from public mechanisms supporting business creation or entrepreneurship.

In this sense, the “Minha” platform performs a dual function. On the one hand, it serves as a gateway for verifying entitlement to the benefit; on the other, it serves as a tool for integrating beneficiaries into a broader system of social and occupational monitoring. This makes the platform a central element in strengthening transparency and governance by moving from a logic focused on disbursing assistance to one based on data, monitoring, guidance, and linking social support to job-search and professional-integration pathways.

2.2.2. Periodic Monitoring and Benefit-Activation Mechanisms

The function of the “Minha” platform does not end with registering an applicant and conducting the initial verification of eligibility. It extends to a more important stage involving periodic and continuous monitoring of the beneficiary’s status throughout the period of benefit receipt. This extension reflects the platform’s transformation from a simple electronic registration tool into an integrated oversight system that allows the administration to re-verify the continued fulfillment of legal conditions and to track any changes in the beneficiary’s occupational or social status.

The mechanism for periodic activation of the allowance is based on a multi-level system combining automated oversight, central oversight, and local monitoring. The first mechanism is automatic monthly activation based on updates received from the databases connected to the platform. This allows the beneficiary’s status to be re-examined without direct human intervention in every file. This method embodies one of the most important features of data-driven administration because continued receipt of the benefit becomes linked to the results of periodic electronic verification rather than solely to the initial decision made at registration.

The second mechanism consists of activation following central review, whereby certain files are examined by the competent services at the central level, particularly where the platform detects contradictory or incomplete data. This may lead to requests for additional documents or supplementary verification before a decision is made on whether payment of the allowance should continue.

Local oversight represents a third level of monitoring. Employment services at the local level verify situations that cannot be resolved solely on the basis of digital data. This stage makes it possible to compare electronically recorded information with the beneficiary’s actual circumstances, thereby integrating digital oversight with field-based administrative verification.

This graduated structure of activation mechanisms reveals an oversight model that combines automation with targeted human intervention. The platform handles cases that can be resolved automatically, whereas cases requiring interpretation or additional evidence are referred for central or local review. Such an arrangement can reduce administrative workload while preserving the possibility of human intervention in files that require judgment or further verification.

The importance of this system is not confined to monitoring the continuation of eligibility. It also extends to ensuring traceability throughout the different stages of file processing. Modern administration requires the preservation of beneficiary-related documents and data in formats that permit retrieval and review when necessary, thereby helping to create an organized and auditable administrative archive.

From the perspective of digital governance, this archive performs an essential function by creating what is known as a **Digital Audit Trail**: the ability to trace the operations through which a file has passed, from the date of registration and initial verification through periodic monitoring, requests for documents, and decisions to activate or suspend the allowance. This digital trail gives the administration greater capacity to review decisions, identify points of failure, and determine responsibility when an error or dispute occurs.

The digital traceability system also strengthens the principle of administrative accountability because decisions are no longer detached from the procedures that produced them; they become linked to a record that can be retrieved and verified. This reduces the likelihood of ambiguity or inconsistent processing across files and increases transparency in the relationship between beneficiaries and the administration.

Periodic monitoring and benefit activation therefore constitute a direct extension of the platform's role in strengthening transparency and governance. The administration no longer relies solely on prior verification before disbursing the allowance; rather, it has moved toward continuous oversight, data updating, multiple levels of verification, and the auditability of administrative decisions. This makes the digital platform a central tool for ensuring the continuation of eligibility and rationalizing public expenditure associated with the unemployment allowance (see Figure 1).

Figure 1. Flowchart of procedures for managing and monitoring the unemployment allowance scheme.

Source: *National Employment Agency (ANEM), Procedures for Managing and Monitoring the Unemployment Allowance Scheme, Annex: Flowchart 2/2, February 2024.*

3. Contributions of Digital Platforms to Transparency and Oversight and Their Legal Challenges

3.1. Transparency and Digital Oversight Mechanisms in Unemployment Allowance Administration

3.1.1. Multiple Levels of Oversight and Their Integration

Digital platforms have brought about a qualitative transformation in methods of overseeing the administration of the unemployment allowance. Oversight is no longer limited to ex post administrative examination of files; instead, it is based on an integrated system combining real-time data verification, human oversight, and institutional coordination among the different public bodies concerned. This transformation has made it possible to establish a form of continuous oversight that follows the beneficiary's status from registration throughout the period of benefit receipt and, where applicable, through suspension or termination of entitlement.

This oversight system operates through three interrelated levels. The first consists of real-time digital oversight based on connections between national databases and continuous updating of information. This permits rapid detection of any change affecting the beneficiary's occupational, social, or administrative status. At this level, the platform gains a proactive capacity to identify situations in which eligibility conditions have ceased to be satisfied without waiting for a personal declaration or periodic manual inspection.

The second level consists of human and administrative oversight conducted by employment counselors and the competent services at both local and central levels. The human element performs a complementary function to digital oversight, particularly when contradictory or incomplete data appear and require document verification, contact with the beneficiary, or additional administrative inquiry. Digital oversight therefore does not eliminate the human role; rather, it redirects it toward cases requiring judgment or specialized scrutiny.

The third level is participatory institutional oversight based on the exchange of information between the National Employment Agency and a number of related public bodies and administrations. This level reflects a shift from oversight centered on a single institution to oversight organized through an interconnected administrative network, in which the accuracy of decisions depends on the degree of database integration and information exchange among the entities concerned.

This system relies on a set of integrated digital tools, principally the “Minha” platform and the “Wassit” information system, together with electronic linkages to civil-status databases and social-security bodies, especially CNAS and CASNOS, as well as the databases of the National Pension Fund, the commercial register, solidarity and social-support programs, and other relevant sectoral systems.

The importance of this integration lies in its ability to transform dispersed data into a unified oversight system through which continued satisfaction of eligibility conditions can be verified with greater precision. A new affiliation with a social-security body, the registration of a commercial activity, the receipt of income, or participation in another support scheme may constitute a digital indicator prompting re-examination of the beneficiary’s status and an appropriate decision regarding the continuation of payments.

The procedural document governing the unemployment allowance identifies a number of situations that may justify suspension or definitive termination of the allowance, reflecting the platform’s continuous oversight function. One of the most important is refusal of job offers or professional guidance proposed by employment services under the applicable legal and regulatory conditions. Continued receipt of the allowance is linked to serious engagement with the job-search process rather than to treating the allowance as a permanent status detached from the objective of professional integration.

Loss of any eligibility condition or a change in the beneficiary’s legal or social status likewise requires reassessment of entitlement. The importance of digitalization is apparent here in the platform’s ability to capture some of these changes through continuous data updating rather than relying exclusively on declarations made by the beneficiary.

Another situation linked to digital monitoring is failure to comply with training or professional-support programs when the beneficiary has been directed to them as part of efforts to improve employability. The philosophy of the scheme is not based solely on providing financial support; it links that support to a professional-integration pathway requiring beneficiaries to engage with training and guidance opportunities proposed by employment services.

Grounds for termination also include proof that the beneficiary is pursuing a professional or commercial activity or an undeclared change in his or her social or occupational status. In such cases, matching information across databases can reveal an activity or income that is incompatible with the eligibility conditions, leading to review of the file and termination of the allowance where the loss of a condition is established.

Oversight becomes stricter in cases of false declarations or the submission of inaccurate information. The consequences may extend beyond termination of the benefit to recovery of sums unduly paid, together with the possibility of imposing the legal liabilities prescribed by law, where appropriate. The platform thus emerges as a tool for protecting public funds because it makes declared data comparable with, and verifiable against, independent administrative sources.

Entitlement to the allowance also ends where it is established that the beneficiary is receiving income or engaging in an income-generating activity incompatible with the eligibility conditions, as well as upon the beneficiary’s death, in which case payment ceases definitively. These situations demonstrate that the decision to continue paying the allowance is not static; it remains continuously linked to whether the eligibility conditions continue to be met.

From a governance perspective, these mechanisms reveal a shift in the unemployment allowance scheme from traditional *ex post* oversight toward a preventive and proactive model based on continuous data analysis, linkage, and updating. The value of this model is not limited to identifying

ineligible cases; it also extends to reducing errors, standardizing criteria, strengthening equality in the treatment of beneficiaries, and increasing the traceability and reviewability of administrative decisions.

The multiplicity and integration of oversight levels therefore represent one of the most important contributions of digital platforms to enhancing transparency and governance in unemployment allowance administration in Algeria. Administrative decisions become more closely tied to documented and verifiable data, and oversight becomes more continuous and precise, thereby contributing to the protection of public funds and helping ensure that the allowance reaches genuinely eligible recipients.

3.1.2. The Platform's Role in Combating Duplicate Receipt and Fraud

Digital platforms have brought about a fundamental shift in methods of combating duplicate receipt and fraud in unemployment allowance administration. Under the traditional paper-based system, there was greater scope for error, duplicate receipt, and difficulty in verifying the accuracy of declarations in a timely manner. The move to digital administration has made it possible to overcome a substantial part of these problems through interoperability among public databases, automated data matching, and continuous updating of beneficiaries' status.

The principal value of this interconnection is that beneficiary data are no longer treated as static information examined only at the time of registration. They have become part of a dynamic information system that can be updated whenever the beneficiary's circumstances change. New affiliation with a social-security body, receipt of a pension, registration of a professional or commercial activity, or any change in social or economic status may constitute an indicator requiring renewed verification of continued eligibility.

The platform thus permits a shift from ex post oversight to proactive oversight. The administration does not wait for a violation to emerge or for a report to be received; instead, it relies on cross-referencing data to detect indicators of ineligibility or duplication at an early stage. This shift is one of the most important manifestations of digital governance because it makes oversight more closely tied to objective data and less dependent on individual declarations alone.

The procedural document governing unemployment allowance administration has reinforced this approach by broadening the range of indicators used to verify beneficiary status. Depending on the nature of the file, these indicators include data relating to affiliation with social-security bodies such as CNAS and CASNOS, receipt of a pension through CNR, information concerning commercial activity and public-support programs, receipt of certain social benefits, and information that may be provided by the competent services or field reports.

This network of multiple information sources allows cross-database matching—that is, comparison of the same item of information across more than one database or administrative body. If, for example, a beneficiary declares that he or she is not engaged in any professional activity while another database shows a professional affiliation or a registered activity, this inconsistency constitutes a signal requiring review of the file and verification of the actual circumstances before payment continues (see Figure 2).

The importance of this mechanism also lies in reducing duplication across public programs. Database interconnection makes it possible to detect cases in which a person may simultaneously receive the unemployment allowance and another benefit or form of support that is legally incompatible with the eligibility conditions. The platform therefore helps unify administrative information and prevents multiple claims on public resources that were originally allocated to specific target groups.

These mechanisms also strengthen the administration's capacity to address forms of fraud involving inaccurate declarations or concealment of changes in personal or occupational circumstances. The broader the basis for comparing data, the less scope there is for reliance on a single unverifiable item of information, and the faster and more precise the detection of inconsistencies becomes. Where a

declaration is proven to be false or an eligibility condition is lost, the administration may terminate the benefit and take the prescribed legal measures, including recovery of amounts unduly paid where appropriate.

From a governance perspective, this mode of operation embodies what may be described as **data-driven governance**, in which reliable and interconnected data become the basis for administrative decision-making rather than exclusive reliance on paper documents or personal discretion. This improves targeting accuracy, reduces the risk of error, and strengthens the justifiability and reviewability of decisions.

The effectiveness of this model nevertheless depends on the quality of exchanged data and the extent to which they are updated. Electronic interconnection alone does not guarantee a sound decision unless the underlying data are accurate, current, and consistent across the institutions concerned. Combating duplication and fraud through digital platforms therefore depends not only on the availability of numerous databases but also on the reliability of information, regular updating, and clear allocation of legal responsibility where conflicts or errors in data arise.

Accordingly, the “Minha” platform does not perform a purely technical role in managing beneficiary files. It constitutes a central tool for preventing duplicate receipt and fraud through cross-verification, continuous updating, and early detection of indicators of ineligibility. In this way, the platform contributes to protecting public funds, improving fairness in the distribution of benefits, and strengthening transparency in unemployment allowance administration, making digitalization one of the principal foundations of modern governance in social protection.

Figure 2. Results of digital auditing and verification of compliance with the conditions for receiving the unemployment allowance.

Source: National Employment Agency (ANEM), documents and flowcharts concerning the examination and processing of unemployment allowance applications, Algeria.

3.2. Legal Framework for Digital Platforms in Unemployment Allowance Administration and Related Legal Challenges

3.2.1. The Algerian Model and Areas for Legislative Reform

Unemployment allowance administration in Algeria rests on a tiered legal and regulatory framework centered on the provisions of Executive Decree No. 22-70 of 10 February 2022, as amended and supplemented, together with a set of regulatory texts and implementing decisions governing eligibility conditions, payment mechanisms, monitoring, training, and termination of entitlement. This framework has provided a legal basis for developing the digital administration of the scheme in line with the state’s policy of modernizing public administration and improving the effectiveness of services provided to citizens.

However, the transition from traditional administration to administration based on platforms and data cannot be reduced to the digitization of procedures. It also creates a need for more precise legal regulation of digital administrative decision-making. As reliance on electronic interconnection between databases expands, it becomes increasingly important to define the rules governing the collection, exchange, and processing of information and to specify the limits on the use of personal data for verifying eligibility conditions.

A first area for reform therefore concerns strengthening the legal protection of beneficiaries’ personal data, given that the “Minha” platform handles a broad range of information relating to identity and occupational, social, and financial status. This requires precise definition of processing purposes,

restriction of access to legally authorized bodies, and guarantees of data security and confidentiality, thereby balancing the effectiveness of digital oversight with respect for individuals' privacy.

A second area concerns legal responsibility for digital and information-system errors. A decision to approve, suspend, or terminate the allowance may result from outdated data, an error in inter-system linkage, or incorrect data entry. In such cases, questions arise as to which entity bears responsibility for the error and the extent of the administration's obligation to correct it and compensate for any resulting harm.

A third area concerns guaranteeing beneficiaries' right to object to and appeal decisions based on digital processing. Transparency is not achieved merely by using a platform; it also requires enabling the person concerned to understand the reason for the decision, to know the data on which it was based, and to have an opportunity to correct or contest those data within a reasonable period.

The effectiveness of the Algerian model should therefore not be measured only by processing speed or the breadth of database interconnection, but also by the extent to which it incorporates legal safeguards that protect beneficiaries' rights and regulate administrative responsibility. From this perspective, further development of the legislative framework is a necessary complement to digital transformation, ensuring that platforms strengthen transparency and governance without becoming a new source of legal risk.

3.2.2. Legal Challenges Associated with Unemployment Allowance Management Platforms

Despite the advantages digital platforms offer in terms of processing speed and verification accuracy, their use in unemployment allowance administration raises a range of legal and social challenges that may affect system effectiveness and compliance with public-service principles. Chief among these are equality of access, protection of personal data, and the integrity of digital decisions.

The digital divide is one of the most prominent of these challenges. Increasing reliance on electronic platforms may exclude groups that lack adequate connectivity or sufficient digital skills. This problem is particularly acute for residents of rural and remote areas and for socially disadvantaged groups, potentially creating unequal practical access to a digital public service even where it is legally available to everyone.

Digitalization of the unemployment allowance therefore requires maintaining a degree of complementarity between digital and traditional channels so that people who cannot use the platform independently can receive assistance. Such a balance is necessary to ensure that digitalization does not shift from facilitating access to a right to becoming a factor that restricts such access.

A second challenge concerns personal-data protection and information security in view of the volume of data exchanged between the National Employment Agency and other public bodies. These data are not limited to identifying information but extend to information of a social, occupational, and financial nature, making their protection both a legal and technical necessity.

The significance of this challenge increases as database interoperability expands. Each exchange of information may improve the efficiency of oversight, but it simultaneously broadens the range of entities handling beneficiary data. Clear safeguards are therefore necessary regarding access permissions, data-retention periods, permitted purposes of use, and protection against unauthorized access or leakage.

A third challenge relates to information-system errors and their effects on administrative decisions. Inaccurate or outdated information may lead to suspension or termination of the allowance even though the beneficiary continues to satisfy the statutory conditions. This demonstrates that the accuracy of a digital system depends not only on software quality but also on the quality of the data that feed it and the speed with which the various connected administrations update those data.

This raises a fundamental legal issue concerning the beneficiary's right to correction, review, and appeal. It is not sufficient for an administrative decision to be automated or data-supported; it must remain subject to human review, and the person concerned must be able to provide evidence that information is incorrect or has not been updated. The administration should also be required to decide on such objections within a reasonable period.

Closely related to this issue is responsibility for harm caused by digital error. It is necessary to determine whether responsibility lies with the entity that entered the data, the entity that processed them, or the administration that relied on them to issue the decision. This question is particularly important where a beneficiary suffers direct material harm, such as prolonged suspension of the allowance because of inaccurate information.

These challenges demonstrate that the success of the "Minha" platform does not depend on technological sophistication alone. It also requires an integrated legal environment that protects data, guarantees equality of access, provides effective mechanisms for appeal and correction, and defines responsibility for digital errors. When these safeguards are achieved, the platform can fully perform its role in strengthening transparency and governance without compromising beneficiaries' fundamental rights.

4. Conclusion

This study shows that the digital transformation of unemployment allowance administration in Algeria has moved beyond the technical modernization of procedures to become an effective pathway for reshaping methods of administration and oversight in the field of social protection. The "Minha" platform, together with systems for interconnecting and exchanging data among databases, has demonstrated a clear capacity to increase processing transparency, standardize eligibility criteria, accelerate verification of eligibility conditions, support continuous oversight, and reduce duplicate and other forms of unlawful receipt.

The model also demonstrates that the real value of digital platforms lies not only in shortening processing times or reducing paper transactions but in their ability to make administrative decisions more closely connected to reliable, verifiable, and traceable data. Digitalization has therefore become a central element in consolidating governance principles by supporting transparency, strengthening accountability, and improving the allocation of public resources toward groups that are genuinely eligible.

Despite its importance, however, this development is not free from legal, institutional, and technical challenges. The effectiveness of the platform remains linked to data quality and updating, the integrity of inter-system connections, and the administration's capacity to protect and secure personal data. It is also necessary to provide effective safeguards enabling beneficiaries to challenge decisions based on inaccurate or outdated information, together with clear rules assigning responsibility when technical or information-system errors affect individual rights.

The success of digitalization also cannot be fully achieved unless the digital divide is taken into account so that electronic means do not become a barrier for groups lacking resources or digital skills. Developing the model therefore requires a balance between expanding digital services and maintaining administrative-support mechanisms that ensure genuine equality of access to public services.

The Algerian experience of digitizing the unemployment allowance thus confirms that digital platforms are not merely technical tools for administering a benefit. They are also instruments for rebuilding the relationship between the administration and citizens on the basis of transparency, accuracy, traceability, and accountability. From this perspective, the future of the scheme depends on the extent to which it

moves beyond the mere digitization of procedures toward an integrated model of digital governance that combines performance efficiency, protection of public funds, and preservation of social rights.

Ultimately, the real challenge is not the volume of procedures that can be digitized, but the extent to which digitalization can produce an administration that is fairer, more transparent, and more trustworthy. The more technology is framed by clear legal rules, supported by reliable data, and accompanied by effective safeguards protecting beneficiaries, the more a digital platform can evolve from a simple management tool into a genuine lever of good governance in the field of social protection.

5. Recommendations

On the basis of the study's findings, the following practical recommendations may be proposed to enhance the effectiveness of digital platforms in unemployment allowance administration, consolidate transparency and governance principles, and protect beneficiaries' rights:

1. Establish a more precise legal framework for data exchange between public administrations and bodies, clearly defining the scope of exchanged data, the purposes for which they may be used, and the entities authorized to access them, while ensuring an appropriate balance between management effectiveness and protection of beneficiaries' privacy.
2. Enhance the transparency of digital processing by clarifying the criteria used by the platform to accept applications or to suspend or terminate the allowance, while affirming the beneficiary's right to know the reasons for a decision and to challenge it where appropriate.
3. Define legal responsibility for information-system and technical errors, whether caused by outdated data, failures in system interconnection, or errors in data entry and processing, and establish clear mechanisms for correcting errors and compensating harm where beneficiaries' rights have been affected.
4. Establish a specialized national mechanism for digital auditing and cybersecurity responsible for monitoring the integrity of the systems and platforms associated with the unemployment allowance, testing their level of protection, and periodically identifying technical vulnerabilities.
5. Strengthen specialized training for employment counselors and staff responsible for operating the platform, including the technical and legal aspects of digital data processing, personal-data protection, and the handling of objections and disputes arising from digital decisions.
6. Develop an effective digital complaints and grievance system that allows beneficiaries to lodge objections and track their progress electronically, with clear response and correction deadlines, thereby strengthening trust in the platform and ensuring prompt resolution of problems.
7. Ensure that groups affected by the digital divide are not excluded by retaining in-person or hybrid support channels and providing assistance to persons who experience difficulties using the platform, thereby preserving the principle of equal access to public services.
8. Improve the quality and updating of interconnected databases, since the effectiveness of digital oversight depends on the accuracy and currency of information. Partner institutions should therefore be required to update their data regularly and in a coordinated manner.
9. Strengthen mechanisms for the electronic traceability and auditing of decisions so that a clear digital record is retained for every stage of file processing, from registration through

verification and activation to suspension or termination, thereby facilitating review and consolidating accountability.

10. Support partnerships with universities, research centers, and technical experts in order to evaluate the platform's performance periodically, measure its impact on reducing duplication and fraud, and propose innovative solutions for developing digital administration.

11. Conduct periodic evaluations of the digital unemployment allowance system that are not limited to technical indicators but also include indicators of transparency, beneficiary satisfaction, speed of complaint handling, targeting accuracy, and compliance with legal safeguards.

The development of the “Minha” platform should therefore move beyond merely improving technical performance toward building an integrated digital-governance system that combines administrative efficiency, transparency of decision-making, data protection, and guarantees of beneficiaries' rights.

References

Legal and Regulatory Texts

1. Law No. 15-04 of 1 February 2015 establishing the general rules relating to electronic signatures and certification. *Official Gazette of the People's Democratic Republic of Algeria*.
2. Law No. 18-07 of 10 June 2018 on the protection of natural persons with regard to the processing of personal data. *Official Gazette of the People's Democratic Republic of Algeria*, No. 34, issued 10 June 2018.
3. Executive Decree No. 22-70 of 10 February 2022 specifying the conditions and procedures for receiving the unemployment allowance, its amount, and the obligations of beneficiaries. *Official Gazette of the People's Democratic Republic of Algeria*, No. 11, issued 27 February 2022.
4. Executive Decree No. 22-254 of 2 July 2022 amending and supplementing Executive Decree No. 22-70 relating to the unemployment allowance. *Official Gazette of the People's Democratic Republic of Algeria*, No. 46, issued 6 July 2022.
5. Executive Decree No. 23-60 of 26 January 2023 amending Executive Decree No. 22-70 and relating to the amount of the unemployment allowance. *Official Gazette of the People's Democratic Republic of Algeria*, No. 5, issued 29 January 2023.
6. Executive Decree No. 26-87 of 21 January 2026 amending and supplementing Executive Decree No. 22-70 relating to the unemployment allowance. *Official Gazette of the People's Democratic Republic of Algeria*, No. 6, issued 22 January 2026.
7. Joint Ministerial Decision of 21 February 2022 specifying the procedures for payment of the unemployment allowance. *Official Gazette of the People's Democratic Republic of Algeria*, No. 11, issued 27 February 2022, p. 24.
8. Joint Ministerial Decision of 24 March 2022 specifying the conditions and procedures for organizing training for beneficiaries of the unemployment allowance. *Official Gazette of the People's Democratic Republic of Algeria*, No. 25, issued 12 April 2022, p. 28.
9. Joint Ministerial Decision of 27 March 2022 specifying the procedures by which persons released after completing a custodial sentence may benefit from the unemployment allowance. *Official Gazette of the People's Democratic Republic of Algeria*, No. 25, issued 12 April 2022, p. 29.
10. Joint Ministerial Circular of 15 September 2022 on the practical mechanisms for organizing training for beneficiaries of the unemployment allowance scheme.

Administrative and Official Documents

1. National Employment Agency (ANEM). *Procedures for Managing and Monitoring the Unemployment Allowance Scheme*. Internal procedural document. Algeria, February 2024.
2. National Employment Agency (ANEM). *Counselor's Guide to Managing the Unemployment Allowance through the "Wassit" Information System and the "Minba" Platform*. Internal administrative document. Algeria, 1 March 2022.
3. National Employment Agency (ANEM). *Documents and Flowcharts for the Examination and Processing of Unemployment Allowance Applications*. Algeria.
4. Ministry of Labour, Employment and Social Security. *Explanation of the Unemployment Allowance Scheme and Registration Procedures through the minba.anem.dz Platform*. Algeria, 2023.

Books and General References

1. Daqan, Ahmed Al-Sayed. *Managing Digital Transformation: An Arabic Conceptual and Procedural Guide to the Transition from Electronic Administration to Digital Administration*. Cairo: Arab Administrative Development Organization, 2023.

Scientific Articles and Studies

1. Belkacem, Mokhtaria Ghizlane, and Maata, Soulef. "The New Reform Policy in the Algerian Labor Market: The Unemployment Allowance as a Model." *Al-Shamel Journal of Educational and Social Sciences*, 6(2), 2023, pp. 57-71.
2. Ben Daas, Siham. "Safeguards for the Protection of Personal Data in the Digital Environment under Algerian Legislation." *Journal of Law and Human Sciences*, 15(1), 2022, pp. 1678-1698.
3. Bouafia, Sarah. "The Unemployment Allowance as a Mechanism for Supporting Employment in Algeria: An Analytical Study." *Journal of Economic and Development Studies*, University of Algiers 3, 2024, pp. 112-130.
4. Bouaka, Kamilah. "Legal Protection of Natural Persons in the Processing of Personal Data in Light of Law No. 18-07." *Algerian Journal of Business Law*, 1(2), 2020, pp. 51-68.
5. Tebina, Hakim. "Administrative Regulatory Mechanisms for the Protection of Personal Data in Algerian Legislation." *Algerian Journal of Legal and Political Sciences*, 58(1), 2021, pp. 218-242.
6. Hansali, Sabrina. "Protection of the Electronic Contracting Party's Personal Data: Toward Achieving Cybersecurity." *Algerian Journal of Legal and Political Sciences*, 59(2), 2022, pp. 269-292.
7. Rabie, Nassira. "The Role of Electronic Administration in Activating the Principle of Transparency." *Journal of Law and Political Science*, 4(2), 2017, pp. 964-982.
8. Rahli, Toufik, and Ould Abed, Omar. "The Role of Electronic Administration in Enhancing Transparency and Accountability in Local Administration in Algeria: The Case of Chlef Municipality." *Journal of Economics and Finance*, 11(1), 2025, pp. 83-100.
9. Roudi, Zahra, and Ben Ouddina, Bouhafs. "The State of Information and Communication Technology in Algeria under Digital Transformation from 2017 to 2023." *Economic Additions Journal*, 9(2), 2025, pp. 422-439.
10. Saidani, Naim. "Protection of Personal Data in Algerian Legislation." *Al-Babeth Journal for Academic Studies*, 8(1), 2021, pp. 464-484.

11. Diafi, Abdelaziz, and Harouche, Noureddine. "Digital Transformation in the Administration of the Unemployment Allowance in Algeria." *Al-Babeth Journal for Academic Studies*, University of Batna, 10(1), 2023, pp. 328-347.
12. Abidi, Fatima Zahra. "Digital Transformation of Algerian Administration between E-Government Requirements and Bureaucratic Constraints." *Scientific Journal of Technology and Disability Sciences*, 2(4), 2020, pp. 309-329.
13. Ferchane, Fatiha. "The Legal and Institutional Protection of the Unemployment Allowance and the Challenges It Faces." *Journal of Legal and Political Research and Studies*, 10(1), 2026, pp. 226-243.
14. Foughali, Basma. "Recent Developments in the Protection of Personal Data under Law No. 25-11." *Journal of Research in Contracts and Business Law*, 11(1), 2026, pp. 640-657.
15. Kahlaoui, Abdelhadi, and Ben Zita, Abdelhadi. "Mechanisms for Protecting Personal Data under Law No. 18-07 on the Protection of Natural Persons in the Processing of Personal Data." *Journal of Law and Political Science*, 7(2), 2021, pp. 115-127.
16. Laalaoui, Nouari. "The Potential Contribution of the Unemployment Allowance to Enhancing Financial Inclusion in Algeria: An Analytical Study." Published on the Algerian Scientific Journals Platform (ASJP).
17. Mechouk, Lamia. "The Impact of the Unemployment Allowance on the Labor Market in Algeria: A Study of the Economic and Social Repercussions." *Global Politics*, 8(2), 2024, pp. 583-596.

Websites and Electronic Platforms

1. Official website of the National Employment Agency (ANEM), services and information portal relating to employment and the unemployment allowance.
2. The National Employment Agency's "Minha" platform (minha.anem.dz), dedicated to registering and monitoring applications for the unemployment allowance.
3. Official website of the General Secretariat of the Government—*Official Gazette of the People's Democratic Republic of Algeria*—for access to legislative and regulatory texts relating to the unemployment allowance and data protection.
4. Algerian Scientific Journals Platform (ASJP), Research Center for Scientific and Technical Information (CERIST), for access to peer-reviewed studies on digital transformation, governance, the unemployment allowance, and data protection.