Psychological security in the work environment and its relationship with the e-government and activating job performance in Algeria

Doctoral student, Bouhellala Ahmed[1], Dr. Bouhellala Souad[2], Dr.Bouhellala Kherfia[3]

[1](Faculty of Social Sciences, Department of Psychology, University of Oran 2, Sanya Mohamed Ben Ahmed – Algeria)
[2](Professor Lecturer (A) University Center Abdelhafid Bou El Souf - Mila Algeria)
[3](Professor Lecturer (B) Taheri Mohamed University - Bechar – Algeria)

Summary:
The issue of achieving development in Algeria occupies an important place for many scholars and specialists, which extended to psychologists, politicians, administrators and others, and perhaps what generated this interest is the belief of both the administration and the Citizen in the importance of bringing about development and its repercussions on the various fields surrounding the citizen, and for this we seek to stand The importance of linking the issue of psychological security to job performance in light of the practice ofelectronic government in Algeria ; as a requirement to achieve sustainable development.So how can one enjoy practicing an e-government that enhances the employee's psychological security and enhances his job performance, which supports the methods of achieving sustainable development in Algeria?
Key words: *Psychological security, e-government, job performance , sustainable developme*

I.   Introduction

The employee's psychological security plays a very important role in the business environment, whether public or economic, public or private, and we can say that it has become a basic requirement and a strong pillar for measuring the amount and quality of job performance that the individual provides to the organization in particular, and for economic development in general. It is agreed that the discomfort and lack of belonging or fear sometimes constitute a barrier to certain behaviors and behaviors that would increase the productivity of the individual and his permanent work. And electronic management plays its role in practicing administrative professions on the part of the individual, as it encourages him to relax and smooth work on the one hand, and makes him confused and uncertain at other times, and the two cases go back to the degree of control over the adoption of electronic government and its application in the country.

1.   Psychological security and its relationship to establishing an e-government
1.1.   The concept of psychological security
The concept of psychological security: Psychological security (emotional reassurance) is considered one of the most important aspects of the important personality whose formation begins with the individual from the beginning of his first formation, during his childhood experiences, and that important variable often becomes threatened at any stage of life, if the individual is exposed To psychological, social or intellectual pressures that he has no energy, which may lead to mental disorder[1]

1.2.   The importance of psychological security
Self-confidence is one of the most important determinants of psychological security and it is based on the extent of the individual's personality integrity[2]
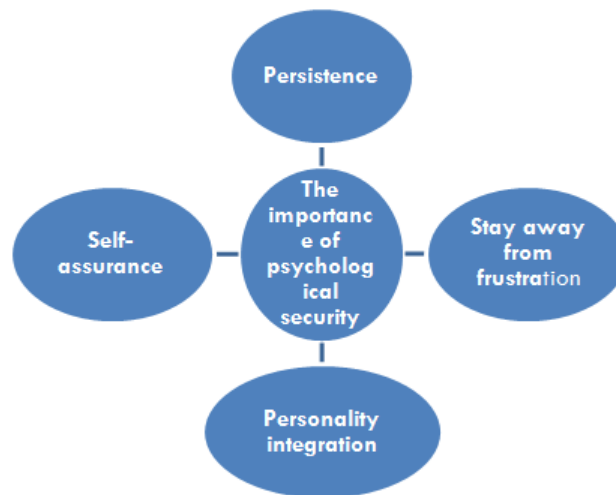
Figure (01) :the importance of psychological security (Muhammad Al-Sharif, 2003, 15 p)

1.3. Sources of a sense of psychological security

The immediate family plays a very important role in an individual's personality and sense of belonging, which helps him to achieve goals[3]
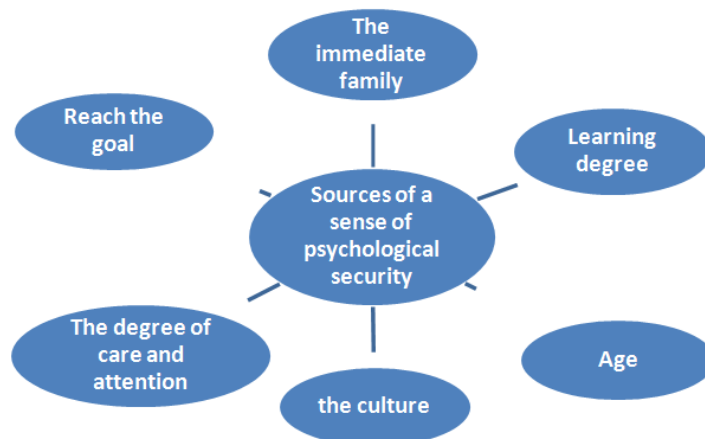

Figure (2): The destiny of a feeling of security (Muhammad Al-Sharif, 2003, p. 17)

Sources of feelings of psychological security vary, and the family is considered the primary source of that feeling, when a person has psychological security in the family environment, he avoids suffering from mental illnesses such as depression, anxiety, compulsive obsessions and some cases of dissociation.

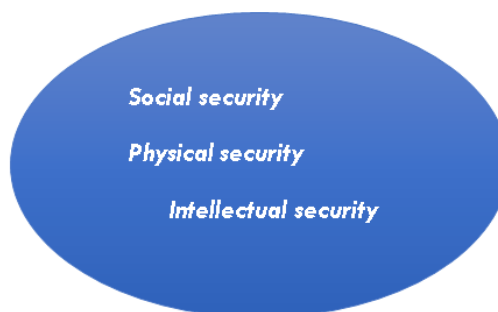### 1.4.Components of psychological security

Figure (03): The components of psychological security as seen (Muhammad Othman and Ibrahim Ibrahim, 2004)

1.5. Psychological security in the work environment
Research has shown that the worker's behavior is affected by feelings of privacy, congestion, a sense of status and importance, feelings of lack of distinction, and loss of status, on the other hand, these same feelings are influenced to a large extent by the arrangement and organization of the physical work environment, the size of the workplace itself, and the type of furniture.Perhaps one of the most important directions of the World Health Organization is to control the factors affecting the work environment on the mental health of the individual, and therefore governments pay special attention to citizens and work conditions and make efforts to improve them by providing security in the work environment.[4]

The need for security in the work environment includes protection from physical, health and economic risks. A person needs to feel secure in terms of continuing in his job and securing his current position.[5]

1.5.1.The relationship of psychological security to job performance
Functional performance is related to several factors, the most important of whichis a sense of psychological stability and reassurance, if not comfort, and thatemanates from the individual who finds psychological security.

II. The status of the application of e-government in Algeria
2.1.Definition of e-government
There is no specific définitions of the term e-government, as in reality there are many and differing definitions of e-government, as it differs as a result of the multiplicity of its users, beneficiaries, and those in charge of implementing it, in addition to the technical, administrative, commercial and social dimensions that affect it, and opinions differed about its definition. In 2002, the United Nations defined it as: "Using the Internet and the World Wide Web to provide government information and services to citizens."

As for the Arab Administrative Development Organization, it defined e-government as: "the process of using broad-based information on the Internet and communicating via mobile phone, its possession of the ability to change and transform relations with citizens, businessmen and various gouvernent institutions."There are other definitions of a number of researchers in the field of e-government, some of them defined it as a means to improve the public and government sector, and others knew it as a means to achieve administrative reform, and others focused on the aspect of improving communication with the citizen and achieving greater democracy, and finally there were those who mentioned that it is a commercial issue. Related to increasing returns, improving performance, and the competitive position of government agencies and departments.[6]

2.2.E-government goals
These goals differ from one environment to another, but are generally limited to[7]
- ❖ Improving the level of services
- ❖ Facilitate access to public services
- ❖ Enhance the transparent
- ❖ Save money, time and resources used
- ❖ Create a positive effect on enjoyment

2.3.E-government departments
E-government operations can be divided into four main sections, so that most of that government's work flows into one of those departments, and as we know, e-government deals with providing electronic services over the Internet, achieving internal efficiency, collecting money owed on services and collecting taxes of various kinds.It will be easy for the administration to deal with a group of those services as organizational entities, so that different officials can be appointed for each service channel or part of the e-government, and the utmost importance of e-government is evident through the nature of the basic operations it performs, which in turn are divided into sections, including[8]

2.3.1.Electronic services
It includes all public services provided by the government to its citizens within the legislation and laws in force in the country, for example, performance of car licenses, issuance of birth certificates, income declaration, inquiries about weather conditions, various sectoral services such as electronic health, e-learning and others.

2.3.2.Electronic democracy
This part of e-government is concerned with sensitive issues at the level of the country and its democratic image, and it addresses issues of citizen participation in the accountability and accountability process by providing sufficient information on government performance via the Internet and various technology means, on the other hand, and with the existence of a highly efficient protection system, it is possible for

citizens to participate in elections. Through the Internet, which leads to an increase in the rate of participation and the speed of issuance of results in addition to reducing the consumption of human resources required to manage the voting and voting operations.

2.3.3 Electonic management

E-management represents the backbone of e-government. Studies have concluded that the relationship between them is the relationship of the part to the whole. Electronic management is part of e-government, and it means transforming all administrative processes of a paper-based nature into operations of an electronic nature using modern technological developments, "electronic work" or management. By paper, and it works to develop the information infrastructure within the organization.

2.3.4.E-Commerce

The idea of e-commerce began in the United States of America, during the seventies with the emergence of the application of electronic transfers of money and bank deposits, and in the early eighties e-commerce applications developed to become more widespread among companies and institutions by the method of government exchange of data and e-mail, so that this application expanded from mere financial transactions to other transactions Such as sending and delivering documents and invoices.With the emergence of the World Wide Web, which played a fundamental role in disseminating and printing information, e-commerce became cheaper and easier, especially with its proximity and increased accessibility by individuals, business owners and economic institutions, so most companies have a website.

One of the reasons that led to the great growth in the number of e-commerce applications is due to the development of networks and software, and the increase in competition between companies, which helped to launch creative applications represented in online advertisements, auctions, and the creation of sites full of information. Thinkers disagreed in giving a unified definition of e-commerce, and we will try to highlight some of these definitions as follows :[9]

❖ The European Agency for Information, Technology and Control defines electronic commerce as the activity that leads to the exchange of values through communication networks.

❖ E-commerce can be defined as the process of employing information technology and modern communication systems in commercial transactions, whether local or international.

❖ It can also be defined as the sum of commercial transactions and exchanges that take place in an electronic medium based on the use of information and communication technology in dealing, whether between producers or consumers or between individuals.

❖ E-commerce is also defined as those operations based on the commercial exchange of goods and services that take place between producers and each other, or between producers and consumers locally or internationally through the use of information and communication technology in the context of a global market, which is the Internet.

E-government operations include transactions that may result in financial results, such as the sale of used government furniture in the electronic auction or the implementation of government purchases via the Internet and the collection of fees resulting from public services, leading to the sale of tickets for public pools and parks directly over the network, and we can count a significant number of transactions In which the government is a commercial party, either as a creditor or debtor with the citizen or business institutions, and in order to support these operations, the e-government should secure electronic means of payment at the technical and legislative level.[10]

2.4. Transformation requirements for e-government

There are many technical, organizational, administrative, legal and human requirements for building an e-government and these requirements are considered among the basics that constitute the necessary infrastructure to establish this project and can be summarized as :[11]

❖ The seriousness of going towards establishing an e-government project
❖ Providing the necessary infrastructure for communications and informatics
❖ The necessity for the spread of the Internet:
❖ The need to provide the necessary legislation and regulations
❖ Re-engineering work procedures in government:

2.5. Obstacles to implementing e-government

Transformation to e-government is an inevitable endeavor, but there are a set of obstacles and obstacles that stand in the way of achieving it that must be known and affect several aspects, including:[12]

2.5.1. The legal aspect
The latter requires the issuance of specialized legislation and legal texts in this regard. Rapid technological progress represents an obstacle for the legal authorities, as it is difficult to keep pace with changes in laws, which requires the qualification and training of judges and lawyers in accordance with the demands of digital progress.

2.5.2. Electronic payment
This process cannot be generalized because it is considered an obstacle for some uninformed citizens or who are absent from the picture.

2.5.3. Information systems
Transitioning to e-government requires an information system machine, but the lack of standards and specifications for this process is a major obstacle to the communication process

2.5.4. Financial factor
The lack of sufficient funds to finance the infrastructure needed by the transition to e-government hinders this transformation.

2.5.5. Trust factor
For the implementation of e-government to succeed, the confidence of citizens and institutions must be strong and entrenched in their minds, and therefore the lack of it will constitute a major obstacle to this transformation.

2.5.6. Social worker
To implement e-government, it is necessary to take care of citizens and individuals of institutions, to train them and to qualify them to deal with the uses of modern technologies.

2.5.7. Access to the service
Among the obstacles that an individual faces is access to the service, as the limited Internet penetration, especially in remote locations, is an important reason for this.

2.5.8. Ignore the concept of e-government
There are many administrative leaders who are ignorant of the issue of e-government, and consider it a vague matter far from them, so that there are those who have not heard this term in the first place

2.5.9.Resistance to change
Transitioning to e-government requires a change in administrative leadership, as well as a change in administrative centers, all of this will lead to the emergence of resistance to change as a person fears and rejects change

2.5.10. Information security
Information security is one of the most important obstacles facing the application of e-government, as there are a set of methods to penetrate the information system, and this results in a loss of the privacy and confidentiality of the beneficiaries. One of the aspects of information security is the confidentiality and integrity of information, ensuring its survival and not deleting or destroying it.

2.6. Advantages of establishing e-government
There is no doubt that the e-government realizes an actual use of the information systems and network with all that it implies of real-time examination and follow-up at all time and comprehensive anywhere, and this is what can provide many advantages that can be identified as follows:[13]

2.6.1. Advantages for society
❖ E-government contributes to increasing government transparency with regard to improving service quality
❖ ssimplifying procedures, and making data and information available to all groups of society
❖ Lead to the opening of a new communication channel between groups of society
❖ Help take advantage of the opportunities available in the advanced technology market, as it will create a favorable environment for the entry of new companies in the technology industry.
❖ Giving a new opportunity to add modern services.

2.6.2.Advantages for organizations
❖ Simplify business procedures in organizations and the flow of electronic transactions flow
❖ It reduces the burden of paperwork that allows one-time data collection for multiple uses
❖ Availability of electronic archiving of information, which leads to the absence of the need for storage places, as well as obtaining correct and documented information.
❖ Help organizations to enhance the concept of Total Quality Management by improving the quality of services provided.
❖ Contributes to timely decision-making due to the availability of accurate and timely data
❖ Contribute to achieving excellence through reduced processing times and costs

2.6.3. Benefits for citizens
❖ Contribute to achieving better and faster communication, which helps citizens obtain high-quality government services at a lower cost.
❖ Real-time access to information and service without the need to review the concerned departments.
❖ Help increase the loyalty of citizens as a result of the rapid response and simplified delivery of the service provided to them

2.6.4.The benefits to be reaped by the government
There are many benefits in all fields, including the following:[14]
❖ Better management of resources, thus hiring the right person in the right place.

Simplified procedures and thus greater efficiency and streamlined processes.
❖ Reducing the time of procedures and thus reducing the cost
❖ Enhancing accountability and transparency, leading to a reduction in errors and fraud
❖ Electronic transfer of the certified forms between government departments, thus limiting movement and other cost-related elements
❖ Less storage space for archived documents, which leads to lower rental expenses
❖ The choice of investments is to develop returns rather than spend them through saving

2.6.5. Benefits for businesses and investors
❖ Facilitating the registration of new companies of all kinds.
❖ Examining the possibility of providing specific business sectors and supporting the establishment of companies or trade conglomerates, such as new investments, for example.
❖ Electronic supply services
❖ Secured online payment.
❖ Simplified processes for requesting licenses through the investment entries in the unified information portal
❖ Faster procedures in dealing with the government.
❖ An expanded local market for information and communication technology, where the government is the largest user of products and services in this area

2.6.6. Benefits to employees
❖ Increase productivity by simplifying procedures.
❖ Availability of information anywhere and anytime
❖ More rapid communication across government departments
❖ Sharing information and knowledge
❖ Effectiveness of services related to human resources, such as the performance appraisal system and direct requests and approvals
❖ Pay salaries via the electronic bank

2.6.7. The benefits that educational institutions will reap
We can mention some of them as follows:[15]
❖ The participation of professors and researchers in e-government planning and implementation processes, because the coalition of government and businessmen leads to new research areas for institutions as well as to creative ideas and technical research.
❖ Expanding the information and communication technology curriculum to include topics related to e-government, from here the new graduates become ready to participate in e-government projects, and universities can become distinct centers for e-government
❖ Use or manage training insurance and continuing educational courses for government employees and citizens in support of e-government applications.

III. Elements of job performance and its relationship to psychological security and electronic government in Algeria
There are several elements, including:
3.1. Knowledge of job requirements
It includes general knowledge, technical, and professional skills and background about the job and related fields.
3.2. Quality of work
It is represented in the extent to which the individual realizes about the work he is doing and what he possesses in terms of desire, skills, ingenuity and ability to organize and implement the work without making mistakes

3.3. The amount of work done

That is, the amount of work that an employee can accomplish under normal conditions of work, and the speed of this achievement.

3.4. Perseverance and reliability

It includes seriousness and dedication to work and the employee's ability to assume responsibility for work and complete work on time, and the extent to which this employee needs guidance and direction by supervisors

The performance consists of a set of elements that require the presence of psychological security with the employee in order to be able to carry out his professional activities with satisfaction, and the principles of practicing e-government develop knowledge and quality of work and increase the volume and quality of productivity of working individuals and thus increase the amount of work performed in economic units From the previous, the workers' morale increases, and they have both perseverance and confidence.

IV. Conclusion

Psychological security plays a very important role in public and economic institutions in Algeria, which calls for attention to it as an important basic issue that will develop the job performance of working individuals, especially in light of the practice of an electronic government with unaware advantages and risks.

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