

# OBSOLESCENCE OF THE MALAGASY ADMINISTRATIVE IDENTITARY TECHNIQUE

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## ABSTRACT

The general organization of the administrative identity includes: the national identity card, the civil status, the passport, etc., on a national scale, is still done, in most cases, manually. Annual population growth, in Madagascar, is approximately 2.7%, requiring a more qualitative and quantitative data recording technique than current aging administrative procedures and devices.

The root of the problem is none other than the obsolescence of the administrative identity technique relating to the general organization of all the necessary elements. Administration costs and processing time should also be reasonable.

The main objective of this study is to eradicate the misuse of the administrative identity, observed through the documentation, the investigations or the results thus obtained are scrupulously treated.

At the level of the electoral list, the number of duplicates amounts to 143.134 and the total number of those who have the same national identity card number are 1.162.512 voters, during the electoral cycle of the year 2019. They are distributed in 22 regions, 119 districts, 1695 communes and 18.251 fokontany. The average number of administrative staff is 2 to 7 per office; computerized birth is 27%, the computerization rate of the national identity card is 4% for the duplicate, and 7% for the primata. 100% of the passports are computerized; the disputed cases, at the level of the Court of First Instance, increased by 13.46% between 2014 and 2018. The administrative costs of these documents are between 750 Ariary (0.21 US \$) and 180.000 Ariary.

Added to this is the aging state of the infrastructures and the administrative staff who do not, for the most part, offer a good quality of service. These pieces are falsifiable due to the lack of technology on their security. Manual processing of the administrative identity is synonymous with technical obsolescence and an obstacle to the efficiency of the system.

In order to improve the management of administrative identity in Madagascar, in addition to capacity building and recruitment of qualified staff and renewal of infrastructure, centralization of the database and the use of single software are better solutions.

**Keywords:** *Obsolescence, administrative identity, National Identity Card, civil-status, falsification, computerization.*

## INTRODUCTION:

The administrative identity, as its name suggests, is a centerpiece on what an individual is in relation to public administration, because it includes the act of civil status, the National Identity Card, the Passport ... From birth to death, the identity documents are inseparable from a person who has not committed a transgression against the legal systems in force which play the role of beacon. The individual contact details, particulars or particular features, photo, etc. of the holder of the documents are strictly marked on the administrative identity. It is a vademecum, a pass to administrative restrictions, proving that the person is identified.

The fundamental problem, in this dominates, is stated as follows: is the administrative identity reliable without a particular management technique?

The objective is to computerize the process in which the registration and issuance of the administrative identity takes place. From the manualization to the computerization of this administrative management mode, the expected objective is to reduce, eradicate all kinds of identity theft.

Under the terms of this study, the process began with reviews of the literature, followed by surveys of the various officials of the administrative identity and local residents through the Focus Group interview. The data is processed by specific software developed by the Windev 17 language and Postgre SQL as a database.

The evaluation criterion is the quality and quantity of the computerization of the administrative identity. To do this, we go straight to the body of this work.

## **1. MATERIALS:**

Birth is synonymous with the socio-administrative presence of the human being. The preparation of the birth certificate [1] is essential, that is to say that the legal and administrative systems, marking out social integration, are of first-order importance. The national identity card and civil status documents are inseparable from individuals. It is a kind of vade-mecum, for daily use, the absence of which is punishable.

### **2.1 Bibliographic materials**

The description and analysis of the causes and effects of the current situation of the management of administrative identity are well-carried out by different authors.

A certain number of writings, constituted by works: general, special, reviews and periodicals ... were used in this study.

### **2.2 Human materials**

The resource persons and the interlocutors during a field trip to some offices of the Malagasy identity administration answered a questionnaire about their daily practices in terms of administrative identity management. The focus-group approach [2] allowed to collect as much information as possible on user satisfaction with a manual management of administrative identity in Madagascar.

The method of sampling the interlocutors is by the originality of these latter and naiveness of the administration, the aim of which was to assess the evolution of the information on identity, told in a practical way or through word of mouth.

### **2.3 Information Technology tools**

There was a lot of raw information which was gathered from laminated works and resource persons, including quantified or quantitative and qualitative data.

To make oneself comfortable in the processing, a specific software program has been developed in WINDEV17 and SQLSEVER 2010. Indeed, it is easier to make a request directly in the database for their extraction. In addition, the software programs: Microsoft Word, Microsoft Excel, XLSTAT facilitated the processing, relating to it, in order to arrange the data according to the established plan.

### **2.4 National identity card**

The administrative sphere requires the provision of the national identity card, ranging from school to university (school card, student card) to travel: national and international, through the passport, the content of which is similar to that of the National Identity Card (NIC).

Nothing less than a miniaturization, by other version, of the copy of birth certificate, where they are designed to be unique, without pair, testifying to their uniqueness, duplicates, in the case of the National Identity Card, have the essential purpose of securing their holder against possible losses.

The country, the establishments have respectively their form of identity cards while respecting the standards governing administration and traffic or exchanges. The particularities are listed: front and back, of coin debt; and, a simple visual reading of the related writings provides complete information. Fingerprints, for example, affixed using indelible ink, allow the traceability to be practiced like other individual identifying features.

The fraudulent use of the identity card of others, without the consent of its owner, constitutes an offense punishable by fine and imprisonment, demonstrating its sacrosanctity. Moreover, no one can have two (02) or more identity cards, which is none other than a pass across the globe, especially in Madagascar.

### **2.5 Civil-status certificates**

Civil status documents are also files of a personal or individual nature. Only their owners, recognized by registrars, are allowed to dispose of them.

These acts are of different natures and administrative uses: Failure to prepare these files has a result in administrative absence and deprives the unlisted of actions of an official nature.

Marriages, contracts, sales ... need these acts to authenticate them and formalize the process. The contract, for example, can be made under private signature or between the contracting parties and / or in the presence of the registrar, who affixes his signature and a stamp.

By way of illustration, beforehand, the preparation of a birth certificate for a newborn must be made within ten (10) days after birth. Exceeding this period leads to a recourse to the court of first instance. This deadline has been extended to one (01) month, for various reasons, but above all to help parents manage their daily services.

These measures imply the importance of civil-status records in the life of a person who needs personal identification.

## 2. METHODS

Bibliographic-webographic research and reading made the prelude to consult the ideas of different authors who have written on a similar subject. This approach improves inspiration on a case-by-case basis while reasoning closer.

For the review to be complete, it critically discusses, identifies methodological problems and shows the research uncertainties [3].

For this study, descriptive and integrative reviews were carried out. The first focuses on methodology, while the second is used to find common ideas and concepts in the material analyzed [4].

The methods of data collection and analysis must be selected in such a way as to ensure complementarity between the strengths and weaknesses of both [5]. Three main categories of data collection can be recognized [6], namely: field observations, administrative and archive documents, and survey data. In this study, these three main categories of data collection were performed.

Various interlocutors were the subjects of the interviews, open and closed, in order to acquire some preliminary information before the field trip and the preparation of the state of play. The main variables discussed are: the form and background of the administrative identity (National Identity Card, civil status, passport), the environment of these identification documents, the difficulty of identifying in a systemic and systematic way.

For data entry and processing, an interactive entry was adopted, which is often referred to as intelligent entry. In general, the data entered were subjected to verification before their imputation. This input method also reduces the number of documents processed, since verifications take place directly on a computer.

After transcribing the information collected into an arranged and structured database, the processing and analysis of these data were carried out using various computer tools. For the qualitative analysis, codes and an analysis grid were created in order to find all the information on the variables of interest. The texts, the interview, or the observation were therefore used line by line, step by step or in a systematic way. As for the quantitative analysis, a statistical approach was carried out using the specific software that was developed for this study.

For the analysis of internal and external causes, facts which were relevant to this study, the method SWOT (Strengths - Weaknesses - Opportunities - Threats) [7] was adopted. This analysis made it possible to determine strategies in order to achieve the desired objectives. Internal analysis concerns strengths and weaknesses. External analysis touches on opportunities and threats.

## 3. RESULTS

### 4.1 Qualitative results

#### 4.1.1 Political and legal framework

- Political framework:

Like other African countries, Madagascar has also ratified international conventions which have strengthened the political and legislative frameworks on which administrative identity is based.

In addition, at the national level, administrative identity is of considerable importance in the constitution of the country. It is also a system which makes it possible to individualize its nationals and individuals to prove their identity, to protect their personality and rights. As a citizen, the registration of a birth reflects the legal recognition of the existence of an individual by the State.

The registration of a person in the civil-status register is a fundamental right which gives an identity and an official existence to anyone. This principle is reinforced by the international convention on the rights of the child, which stipulates that "every child must be registered as soon as they are born; and, as soon as they are born, they

have the right to a name, the right to acquire a nationality and, as far as possible, the right to know their parents and to be brought up by them (art.7) [8].

- Legal framework :

Historically, the establishment of civil status in the country dates back to monarchical times, in particular by the Instructions of the “Sakaizambohitra” of 1878, the Code of 305 articles of 1881 and the regulations of the Governors of 1889. These texts contained prescriptions relating to the registration of births, marriages and deaths although the information requested was insufficient to certify the state of a person.

The use of official books and the deadline of 8 days for the declaration of the facts thus conferring the authenticity of the acts and the compulsory nature of their registration were imposed by the Code of 305 articles of 1881. The regulations of the Governors of 1889 carried the innovation on the institution of the right to oppose the establishment of an act, to request its cancellation or rectification.

After independence, the Malagasy legislator guided reforms to the unification of various texts that regulated the management of administrative identity. It was essential to adapt the system to the demands of modern society and to the process of communalization adopted by the country. The purpose of this adaptation was to make the system more efficient but with respect for the traditional framework of the organization.

From this reform, the innovations made to the texts relating to identity were formal, procedural or even required by the publication of new texts, such as ordinances relating to marriage, name and domicile, and the law on parentage, which required certain corrections to the registration procedures. The objective was that all Malagasy people benefit from their own identity. The new provisions relate mainly to supplementary judgments.

The Malagasy civil code regroups together the laws governing individuals and the family. For the unification of the laws, the elaboration of these texts was always preceded by the survey on the habits and customs of the populations to determine the fundamental tendencies.

From 1961 to date, the law N° 61-025 of October 9, 1961, relating to civil status documents [9], has been the main text governing civil-status in Madagascar.

In 2019, the law N° 018-027, of February 8, 2018, relating to civil-status, of February 8, 2019 [10], was adopted, but, to date, this law has no application text. The objective of this new law is to modernize the management of civil-status in Madagascar, by dematerialization, digitalization, as well as to establish the National Center of civil-status.

#### 4.1.2 Management and organization of civil registration

- The birth :

For every birth in a health facility, the health staff, as indicated in the law relating to civil status documents, makes the notification. Regarding births outside health facilities, the matron, the chief of the local fokontany or a family member makes the notification.

- The death :

The procedures are similar to those of birth. However, in the regions covered by the Municipal Hygiene Offices, the declarant must go to this office to obtain authorization to issue the burial permit.

- The wedding :

After the filing and analysis of marriage proposal files, civil registrars have the power to solemnize civil marriage according to law. Following the celebration, they issue the marriage certificate and give the family book to the newlyweds.

- The divorce :

The courts have jurisdiction over this matter. However, jurisdiction must be transcribed in the civil-status register at the level of the commune.

All the facts that occur within Malagasy families living abroad are transmitted through embassies to the Ministry of the Interior and Decentralization.

Note that the officers and secretaries of civil-status are responsible for recording the facts and issuing acts. All centralized data, at the level of the commune, are transmitted to INSTAT for the production of vital statistics.

Before the law N° 018-02, of February 08, 2018, relating to civil-status, no legislative or regulatory provision explicitly provided for the procedure for collecting and transmitting civil status data. In the area of statistics, the only existing legislative text was the Law N° 67-026, of December 18, 1967, on the obligation and secrecy regarding statistics [11]. This text was amended by the Law N° 68-003, of June 18, 1968 [12], which emphasized

the protection of personal data, at the statistical level. There was also the circular N° 13 / VPEI / SG / INSTAT / DG which defines the organization, transmission and operation of the statistical components of civil-status records.

During this evaluation, it was noted that the cards were not secure. The storage condition in the INSTAT offices does not guarantee the security of the statistical files, which are stored on shelves, exposing them to the risk of loss, dust, etc. To avoid the risk of data loss, the services at INSTAT entered the information into the computers. The decentralized services of INSTAT send the data entered back to its central office, which then analyzes the data.

#### 4.1.3 Management of the National Identity Card

- Management and organization:

In Madagascar, the heads of services of the General Administration of the Territory at the district level, as well as the heads of administrative districts, are responsible for issuing the national identity card, and all data centralized at the district level are transmitted to the Directorate of Territorial Administration (DAT) of the Ministry of the Interior and Decentralization for the production of statistics. All printed National Identity Cards are distributed by this department to the 119 Districts, which dispatch to the boroughs.

- Issuance procedure:

Districts which are at the same time arrondissements, as is the case of the Antananarivo Prefecture, proceed by the user request and files submission to the administrative district. The managers in charge check the contents of the files, take all the personal information, fill in the files and the new cards, and then have the users sign them. In addition, these officials also affix their signatures. The new cards must be laminated before being delivered to the user.

In the case of the attached districts, the users file their request and their files at the level of the administrative district, where officials check the content, take all the personal information, fill in the files and the new cards, then have the users sign. The completed forms and the new national identity cards are sent to the district for verification and signature. District officials still send the signed, laminated cards to the boroughs which hand it over to the user. Note that the district must send one of the mother files to the central file office for archiving.

Concerning the duplicates, there are two types of them. The first type is the duplicate of loss, while the second is the duplicate of wear. For the first, the users must first go to the office of the National Police or "Gendarmerie Nationale" to make a declaration of loss, followed by the direct filing of the file at the office of the borough. If the place of the duplicate is different from that of the primate, the applicants must retrieve the original file of their original national identity card from the district which issued their first identity card. They can go to the central file office to retrieve it. The rest of the steps are identical to that of the previous one.

- Management and organization of the passport:

In Madagascar, to date, the management of passports has been entrusted to the Ministry of Public Security, through the Directorate of Intelligence, within the central service of Immigration and Emigration Control.

At the central level, the staff of these services are responsible for issuing the passport. At the airport, the Air and Border Police are responsible for checking the passport of travelers entering and leaving the territory. At the borders, they approve the VISA for stay in the passport.

Children and minors can also benefit from the issuance of a passport with parental authorization (Father and Mother) legalized by the town hall, and a legalized photocopy of the parents' CNI and family book. It should be noted that since 2007, all passports in Madagascar have been biometric.

## 4.2 Quantitative results

**Table-1:** Territorial division in Madagascar

Denomination	Number
Region	22
District	119
Commune	1695
Fokontany	18.251

**Source:** Ministry of Interior and decentralization, Madagascar (2019)

Madagascar is highly divided administratively in referring to its surface of about 592.000km<sup>2</sup>

**Table-2:** Average number of staff and computers per office

Indicators	Results
Average number of staff per office	3
Average number of computers per office	2

Number of staff and computers per office is insufficient compared with the volume of services

**Table-3:** Proportion of computerization of administrative identity in Madagascar

Designations	Proportions
Computerized birth	27%
Computerized marriage	24%
Computerized death	15%
Computerized divorce	16%
Computerized INC primata	7%
Computerized INC duplicate	4%
Computer passport primata	100%
Computerized passport duplicate	100%

Computers used for civil-status treatment are insufficient. Passports duplicate and primata, are highly equipped with computers.

**Table-4:** Average costs of administrative documents in Madagascar

Designations	Average cost in Ariary
First copy of birth, death, marriage certificate	Free
From second copy of birth, death, marriage certificate	750
Birth certificate	Free
Certificate of celibacy	1500
Civil marriage	3000
Nautical act request	2000
Request for primata and duplicate National Identity Card	200
Declaration of loss of national identity card or passport	Free
Average cost for applying for a passport primata	180.000
Average cost for requesting a duplicate passport	180.000

Administrative expenses on passports are expensive than other civil-status documents which some of them are for free.

The inventory of the number of disputed cases, for the years: 2014, 2015, 2016, 2017, and 2018, at the Court of First Instance of Antananarivo, is described in the table below:

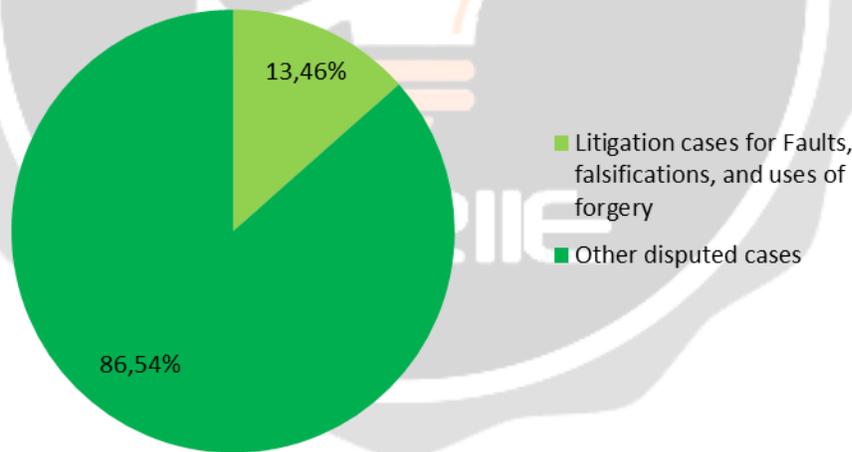
**Table N ° 5:** Annual number of disputed cases for the years 2014, 2015, 2016, 2017, and 2018, at the Court of First Instance of Antananarivo

Litigious affairs	Years				
	2014	2015	2016	2017	2018
Unintentional Homicide and Injury	543	510	499	540	542
Willful assault and other crimes against anyone	676	549	633	543	548
Theft	1345	1085	1182	1114	1113

Breach of trust	371	388	399	391	392
Scams	486	494	460	501	506
Wear	0	0	0	4	9
Other property crimes	73	79	67	85	85
False corrections	410	390	384	440	450
Fraud and Falsification	455	294	201	300	349
Insults and Defamations	56	67	84	88	122
Press offenses (except insult and defamation)	5	9	3	8	8
Narcotic drugs legislation	68	71	100	87	93
No founding check	198	234	192	237	253
Family abandonment	35	39	21	42	45
Correctional infraction relative to car assurance	3	4	2	3	4
Moral offenses	94	101	80	145	164
Other crimes	921	824	963	943	987
<b>TOTALS</b>	<b>5739</b>	<b>5138</b>	<b>5270</b>	<b>5471</b>	<b>5670</b>

**Source:** Court of First Instance of Antananarivo (2019)

This table informs with supporting figures on falsification and use of forgery compared to other justiciable cases, the proportion of which is illustrated in graph N °1 below:



**Chart-1:** Proportion of disputed cases for fraud, falsification, and use of forgery compared to other cases, at the Court of First Instance of Antananarivo

In this same Tribunal, the evolution of false corrections, then fraud and forgery are illustrated in the following figure, in the five years mentioned above

Annual number of disputed cases

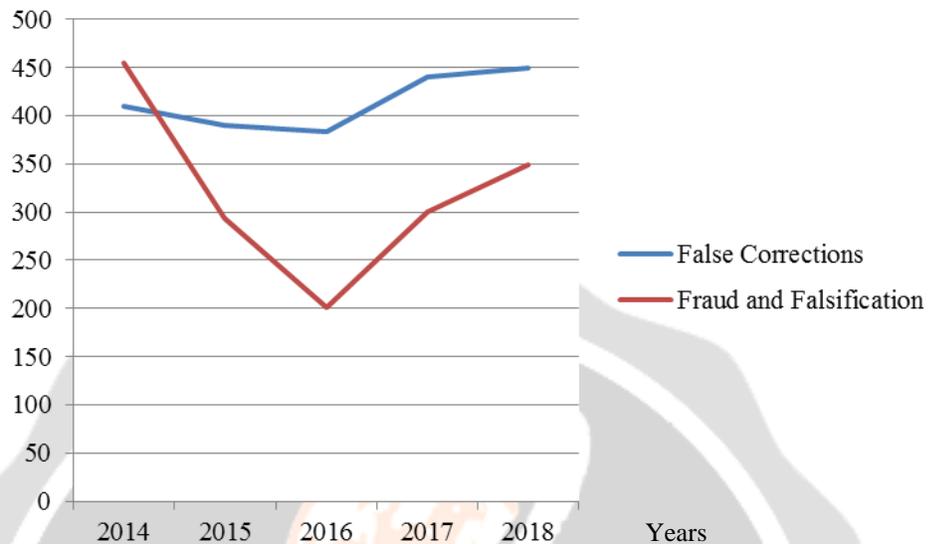


Chart- 2: Evolution of false corrections, fraud and falsification, at the Court of First Instance of Antananarivo

4.3 Mixed results (qualitative and quantitative)

Of the 63 administrative offices visited during the field trip, their inventory was conducted as part of the management of the administrative identity, in this case: the administrative infrastructures, the premises, the competence of the agents of the State, office furnitures, quality of services, administrative procedures, and tools used. The results of this inventory are illustrated at a percentage in the following graph N ° 4:

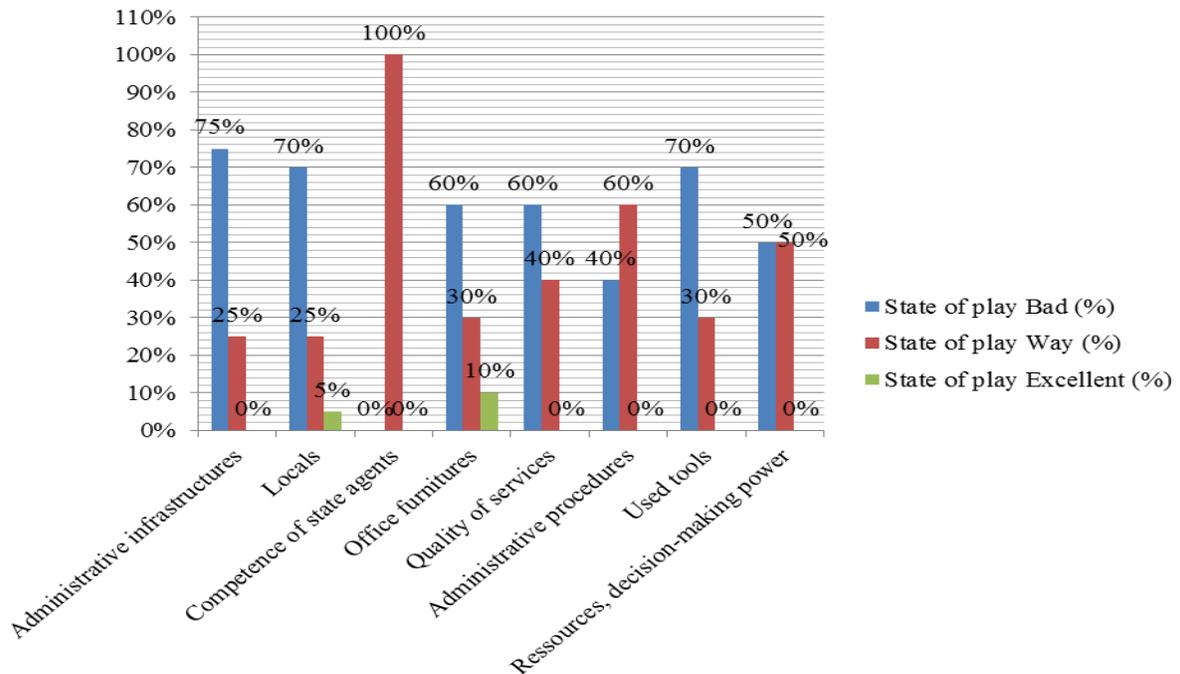


Chart 3: Administrative evaluation in 63 offices visited

The state of play bad remains dominant in Malagasy public administration. Infrastructures, locals, tools, quality of services...are subjects of this situation.

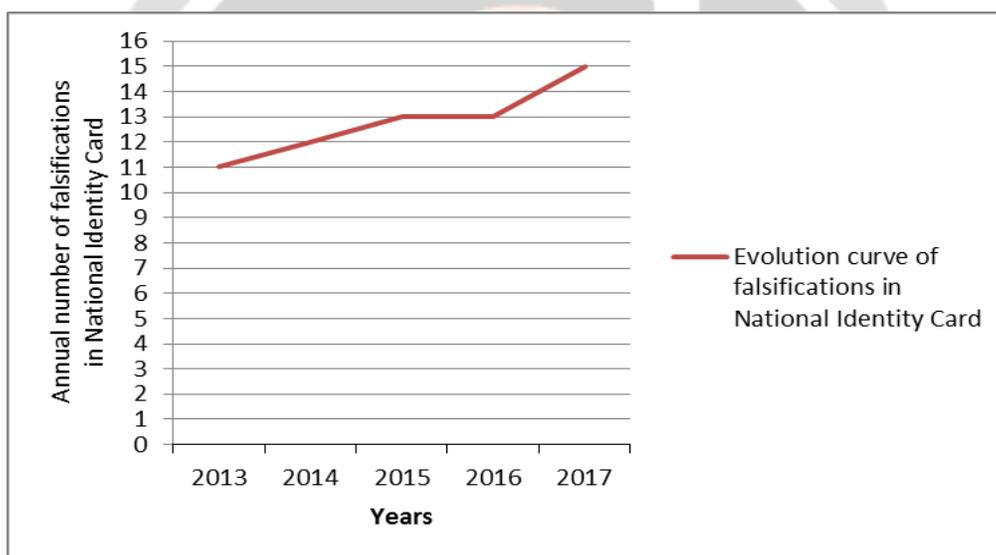
The following table shows the evolution of the annual number of falsification of administrative identity, at the Registration Center of Antananarivo during the years 2013, 2014, 2015, 2016 and 2017 in the context of the vehicle transfer and obtaining permits to drive:

**Table N ° 6:** Annual number of falsification of administrative identity at the Registration Center of Antananarivo

Years	2013	2014	2015	2016	2017
Annual number of falsification of administrative identity at the Antananarivo Registration Center	11	13	13	13	15

Source: Registration Center of Antananarivo (2018)

This table shows the evolution of the falsification of administrative identity shown in the following figure N ° 4:



**Chart-4:** Evolution curve of falsification of administrative identity at the Registration Center of Antananarivo

Falsification, in National Identity Card, have recorded a growth since 2016 where computers have been introduced in public administration in Madagascar.

**4. DISCUSSION:**

**5.1 Obsolescence of the administrative apparatus**

The general organization of public administration, at the scale of this big island, is open to criticism in terms of materials, personnel, budgetary resources, working hours. This problem affects administrative performance.

**5.1.1 State agents**

The Malagasy population is 25 million souls, served by 250.000 state agents, a proposal of about one agent taking care of 100 individuals. The dissymetry between town and country is widening in administrative terms. Even if the 85% of Malagasy are rural, the administrative services in their favor are rudimentary.

The main wish of the majority of state agents is to exercise their function in the capital and the major cities of Malagasy; This is opposed to the development objectives and the proximity policy. The administration of rustic

environments is in the background compared to that of cities; however, these countries are located in the same country and the same latitude. Urbanization policy makes the difference.

### 5.1.2 Obsolescence technique

The numbers of computers and personnel entitled to the manipulation of the software appropriate to the administrative identity are still insufficient compared to the quantity of work. Therefore, the use of manual labor and old models of office machines are inevitable, impacting the quality of services, outside the quality standard ISO-9001-2015 [13].

Portable computers, essential for the field trips, are insufficient even nonexistent. In most cases, the personnel responsible for performing these services manage to have these tools.

In addition, at the personnel level, the need for training in the use of the appropriate software is essential. The processing of administrative identity requires software, which can be learned at home. Some state officials responsible for these parts do not have personal computers at home to do an apprenticeship, hence the dependence on training in the offices.

This practice is a waste of time, because instead of dealing with services for the benefit of the users, you have to learn new technology. The reception of visitors and the quality of services rendered are questionable.

Added to this is the poor state of infrastructures, especially the offices. The majority of the offices visited during the study were in a dilapidated state although the users frequent them. Thus, the capacity of these infrastructures is limited to receive the penalty claimed by the visitors.

Offices, which are located in peri-urban and rural areas, are the most affected by this material obsolescence, due to the lack of a periodic maintenance.

In addition, the increase in administrative costs, which varies by administrative identity document, does not attract administrative users to have government agents perform services. As the size of households is relatively large in Madagascar, of the order of 6 people per household [14], and as securing the administrative identity is less reassuring, the expenses allocated to the renewal of identity prove to be heavy. Children, who are dependent on their parents, do not have remunerative sources of income. The family economy is felt due to the lack of income.

The administrative procedures, from processing to signing, including the purchase of stamps, are relatively long and time-consuming. The back and forth between home and the office causes fatigue, sometimes leading to demotivation. Moreover, the administrative identity management obsolescence would be among the cause of rising number of doublings in the electoral list, written in the abstract. These circumstances have their source at the structural level where the texts are mostly aging.

## 5.2 Solution made

### 5.2.1 Administrative staff

The State, enjoying public power, has full power over the resolution of problems concerning Decentralized Territorial Collectivities and Deconcentrated Technical Services. Decentralization, quite simply, is changed into effective decentralization, to be at the bedside of the majority population. Indeed, these are textual objectives and speeches whose realization depends on time.

To do this, the High school of the administration attracts the intention of part of the Malagasy Youth: INFA (National Institute of Administrative Training), ENAM (National School of Administration of Madagascar), .... The duration of training, the conditions of access are affordable, hence the plurality students leaving these Institutes every year. They are directly functional and operational in this sense the basis of their training is capacity building.

The skills and the workforce of these apprentices in public administration and other areas relevant to the life of the population are promoters in the management of administrative identities. They are able to fight against all steps against the legal and administrative systems in force.

### 5.2.2 Administrative reorganization

There are many texts governing public administration in Madagascar, ranging from the constitution of the Fourth Republic to the Manuals of Procedures, including the Labor Code. They are not, perhaps, applied to the letter.

In addition, these texts are renewed through the work carried out by parliaments (upper house and lower house); who must respect the aspirations of the people.

For example, the texts on cybercrime, the biometric driving license, etc. have been ratified by deputies and senators. Text tags, against non-respect of the general interest, constitute dynamic and potential forces available to rights holders.

State agents, responsible for administrative identity, are trained and paid to serve administrative users. Even if their workforce, of the order of 250.000 to serve a population of 25 million, or a proportion of one (01) State Agent per One hundred (100) individuals is insufficient, the grandes écoles of administration, universities ... are constantly training students capable of taking over.

The current technological era, applied to public administration, is learned at universities. Some government officials have benefited from this training and show themselves to be skillful and competent in the matter. The quality of service they provide is promising. Their distancing from corruption, which has an administrative source, makes it possible to measure their morale on the objective of good quality of services.

The administrative blocks, in which the various departments operate, are multiple, welcoming. They are able to contain state agents and their visitors. Even if the city-country difference, in terms of infrastructure, is great, those for public use are still present. The Regional and Interregional Directorates of each ministry and especially those of the Ministry of the Interior and decentralization, provide local services. Being an integral part of the sovereign ministries, this ministerial department is at the bedside of all users.

For the management of passports, the Ministry of Public Security is solely responsible for issuing this identity document. This Ministry is also responsible for control, throughout the Malagasy territory. For the effective management of this identity document, it is necessary to separate the Ministry which is responsible for the issue and the Ministry responsible for control.

The budgets (operating, investment) made available to each Ministry and the contributions of the technical and financial partners, constitute financial resources, par excellence, to improve the quality of services relating to administrative identity. The proof is that each department widely opens its doors every working day.

In a word, the resources to improve the quality of the administrative identity are present.

### 5.2.3 Computerization

The IT world is opening up in Madagascar. IT tools, learning computers and their accessories, the involvement of the State at prices in favor of users ... are warning signs for the facilitation of IT services.

The application of digitalization to administrative identity offers security, par excellence, against falsification, fraud via identity. The case of mismanagement of the electoral list by the existence of more than one (01) million equality of National Identity Card number and one (01) hundred thousand duplicates, is avoided by 1 use of computer software capable of detecting it before fraud is practiced.

The depoliticization of operators entering the electoral list, with strict control, verification, monitoring and follow-up, helps to avoid bad intentions of disturbing a circumstance having a general interest.

The present study was directed to this end in order to stem the obsolescence of the administrative identity technique in Madagascar. The shortening of administrative procedures, while making the IT tools used more sophisticated, makes it possible to prevent intentional anomalies on the electoral list, by means of the National Identity Card.

### 5.2.4 Demotivation of public administration

Administrative users are demotivated from public administration by the recurrence and the scale of the frauds committed. The loss of confidence in this state apparatus is decisive because the origins of power are disengaging from their own affairs. Civil disobedience is the worst bloodless coup. The power, which the population has given to its representatives, is easy to withdraw due to the disrespect of the general interest, through the absence of control over the state management of the life of the population.

Indeed, the lack of consideration, on the National Identity Card and civil status acts, forms a threat to such an extent that its consequences are direct: the instability of power and the massive search for factors of social disturbance. –administrative

## 5.3 Formulation of explanatory hypotheses

The present work relates to the obsolescence of the administrative identity technique where the manifestations of this situation and their possible alternatives are discussed. If the proposed solutions are taken into account, the impacts are possible.

### 5.3.1 First hypothesis (H1)

(H1): Discovery of old bad administrative practices

The year 2016 marks the introduction of the computerization of the National Identity Card in Madagascar. Graph N ° 2, showing the evolution of false corrections, fraud and falsification, at the Court of First Instance of

Antananarivo, shows an upward trend in the curve from this year. In other words, the computerization of these operations brings transparency to the situation of these cases.

All embezzlement, hidden in past years, is revealed thanks to the informative capacity of computers and their accessories. This is a lesson and barrier measures that all fraudsters must warn against. Administrative identities should not be falsified as it is possible to discover them if all the real contact details are updated.

The technical obsolescence of administrative identity is gradually being erased by cutting-edge technology revealing the bad intentions of bureaucrats and their clients accustomed to manual services on administrative identities. Indeed, this manual processing of administrative identities has its weaknesses, which are obsolete or out of date. But they are discovered thanks to the memory and the high computer resolution of computers. Operators, manipulating these office tools, must work with logic and truth to make the process transparent.

### 5.3.2 Second hypothesis (H2)

(H2): Confidence in administrative identity computerization.

Manual services, applied at the level of administrative identities, testify to the related technical obsolescence. Manual entries cannot be stored automatically. In addition, these services do not have software.

The quality, speed and storage capacity of computer-assisted services attract and strengthen the confidence of administrative users. The old administrative materialization is gradually being transformed into administrative dematerialization thanks to the miniaturization of the materials or tools used. The offices are ventilated; the walkable spaces widen and provide administrative capacity.

This openness to administrative users consolidates the service links forged between bureaucrats and their visitors. Civil status certificates, National Identity Cards, Passports, are done before the eyes of stakeholders (operators and users). Concerns and doubts are lifted thanks to this transparency. Reading on screen is possible on a computer.

In the past, working at home, by contrasting at home the remnants of services not made at the office, constitutes a source of fraud. In addition, manual work facilitates falsification, by erasing and changing or imitating writing. This practice is no longer feasible in the sense that the speed of computer-assisted work does not allow it.

Schumpeter, as part of his theory on creative destruction [15] and, François Perroux, on his idea focused on innovation [16], are pushing the computerization of the processing of administrative files. This approach helps to meet the expectations and aspirations of the population in general and administrative users in particular.

## 5.4 Review of methods and results

The results, which we obtained during our field trips, reflect the current situation or the state of play in certain offices or contacts that we were able to visit.

The number of service staff responsible for administrative identities is insufficient, particularly in rustic areas. In addition, the IT capacity is questionable, requiring further learning, training, constituting a waste of time.

The administrative costs, incurred during the preparation of these administrative documents, are not within the reach of the purses of each household, especially rural.

In addition, manual work, applied to the processing of administrative files, loses time and does not give the quality required on the entries to attract and retain users. The lack of attraction of the administration has an impact on the state fund due to the lack of administrative revenue.

## 5.5 New perspectives

Faced with this situation, based on slowness and administrative malpractice, the prospects are as follows:

### 5.5.1 Computer equipment for public administrations.

Indeed, the application of 3P (Public-Private Partnership) makes it possible to better equip public administrative services with IT tools. This approach is meritorious, promoter. The services, attached to the Ministry of the Interior and Decentralization, which are decentralized and devolved, are more interested in this type of offer.

As a result, donors are keenly interested in donating computers to the aforementioned departmental territorial units. The better distributed the IT tools, the more transparency prevails in the services.

### 5.5.2- Strengthening of competence

Administrative staff, who are responsible for administrative identities, require a strengthening of administrative management skills. Technological development, the digital multiplication of users, the ramification of embezzlement, must be observed with satisfactory skill from the administrative staff.

Schools of administration like the INFA (National Institute of Administrative Training) and the ENAM (National School of Administration of Madagascar) are available to train students and civil servants eager for administrative knowledge. The payment of training fees should not be a problem for apprentices if the two parties agree.

Training, capacity building ... are, we are all, useful for the management of administrative identities. The digital plurality of state agents helps to solve the problem of obsolete administrative identity Malagasy

## 6. CONCLUSION:

Manual work, and the use of old ribbon-type "olivetti" machines, etc., only weaken the security of the National Identity Card and civil-status documents. In addition, there is the payment of administration fees, the costs of which vary from room to room.

From a methodological point of view, the Deconcentrated Territorial Services, which deal with administrative identity, pose a problem on the fulfillment of aspirations and expectations of administrative users. The quality of the services rendered is questionable.

Welcoming administrative users, wasting time; the processing time for files exceeds one day; the periodic increase in administrative costs, without any qualitative improvement in the services provided; the line in front of the offices etc. are aging procedures which no longer correspond to the requirements of the present time.

The obsolescence of the administrative identity technique in Madagascar could be resolved by the computerization of all the related processes. From the collection to the processing of raw data, digitalization offers an effective precision on various eventualities. Falsification, fraud and corruption would be prevented thanks to the technological power of the software designed and used.

The weaknesses and threats described in this article are addressed by the use of a software program developed during this study. Details, precisions, speed and satisfactory results, on the management of the administrative identity, were obtained.

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