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INTERNSHIP REPORT

**Enhancing Social Security Services: A Case Study of
Internship Experience at the National Social Security Fund
(CNAS)**

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Introduction

The following report presents an overview of our internship experience at the National Social Security Fund (CNAS). This internship was conducted as part of our academic program at Hassiba Benbouali University, Ouled Fares, Chlef. The report aims to provide a comprehensive account of the tasks, projects, and learning outcomes achieved during the internship period.

The CNAS is a prominent institution responsible for managing and administering social security programs in Algeria. It plays a vital role in ensuring the welfare and well-being of citizens by providing various social security benefits and services. The internship at CNAS offered an invaluable opportunity to gain practical knowledge and insights into the functioning of such a significant organization.

This report begins by outlining the problem statement and objectives of the internship, providing a clear understanding of the context and scope of the assigned tasks. It then proceeds to describe the work conducted during the internship period, highlighting the key projects, responsibilities, and challenges encountered. Additionally, the report discusses potential future work and recommendations based on the observations made during the internship.

Throughout the internship, we had the opportunity to work with a team of experienced professionals in different departments of CNAS, including the IT department. This collaborative environment allowed us to acquire practical skills, enhance our knowledge of social security systems, and gain insight into the administrative and operational processes of CNAS.

By documenting our experiences and reflections in this report, we aim to share the valuable lessons learned, challenges faced, and accomplishments achieved during our internship at CNAS. It is our hope that this report will serve as a useful reference for individuals interested in the operations and functions of CNAS and provide insights for future interns or researchers in the field of social security.

Please note that certain details and confidential information related to CNAS operations may be omitted or anonymized to ensure the confidentiality and privacy of the organization.

Chapter 1

Objective

1.1 Problem definition

The problem addressed during the internship at the National Social Security Fund (CNAS) revolves around optimizing the efficiency and effectiveness of social security processes and services. CNAS serves a vast number of beneficiaries, and it is crucial to ensure that the delivery of social security benefits is streamlined, transparent, and accessible to all eligible individuals.

One of the primary challenges observed during the internship is the need to enhance the digital infrastructure and modernize the existing systems and processes at CNAS. This includes developing user-friendly web-based applications, improving data management and analysis, and implementing advanced technologies to automate and expedite various administrative and operational tasks.

Additionally, there is a growing demand for optimizing the coordination and collaboration between different departments within CNAS. Efficient communication, data sharing, and interdepartmental workflows are vital to ensure seamless service delivery and timely decision-making.

The problem definition also encompasses the need for continuous monitoring, evaluation, and improvement of social security programs and policies. CNAS must remain adaptive and responsive to evolving societal needs and challenges, while also ensuring fiscal sustainability and compliance with legal and regulatory frameworks.

Throughout the internship, efforts were focused on addressing these challenges and proposing practical solutions to enhance the overall performance of CNAS in delivering social security benefits and services. The problem definition served as a guiding framework for the assigned tasks and projects, fostering innovation, efficiency, and effectiveness in the operations of CNAS.

By identifying and addressing these challenges, CNAS can further strengthen its role as a leading institution in social security and provide enhanced support to beneficiaries, contributing to the social and economic development of [Country].

1.2 Introduction to CNAS Organization

1.2.1 Definition of CNAS organization

The CNAS (Caisse Nationale des Assurances Sociales) is a public institution with specific management under Article 49 of Law No. 88-01 of January 12, 1988. It has legal personality and financial autonomy and is considered a merchant in its relations with third parties. The CNAS is responsible for managing social insurance benefits (illness, maternity, disability, and death), as well as occupational accidents and diseases (AO/D), and family allowances on behalf of the state. It also manages the collection, control, and litigation of contributions for financing benefits, as well as the management of the litigation related to the collection of subscriptions for financing rendered.

The CNAS assigns a national registration number to insured persons and employers and contributes to promoting the policy of prevention of AO/D and managing the AO/D prevention fund. It also manages benefits for beneficiaries of bilateral social security agreements, carries out medical control of beneficiaries, and undertakes actions to provide workers and their dependents with collective benefits in the form of health and social achievements. The CNAS also manages the aid and relief fund and concludes agreements with healthcare providers while ensuring the information of beneficiaries and employers.

The CNAS provides benefits to salaried workers, apprentices, job seekers, students, trainees in vocational training, disabled persons, veterans, social security beneficiaries (pensioners and annuitants), and beneficiaries of the lump sum solidarity allowance (sick, elderly and inactive persons). Dependents, including the spouse, minor children, unmarried inactive daughters, and dependent ascendants, are also eligible for benefits.

The CNAS covers healthcare and medication costs at 80%, and in some cases 100% (particularly for chronic diseases). Compensation for sick leave is 50% of the salary for the first 15 days and is increased to 100% of the salary beyond the 16th day, with a maximum duration of three years. Maternity benefits are fully covered, and working women are entitled to a 98-day maternity leave. The minimum amount of invalidity pensions is equal to 75% of the guaranteed minimum wage. In the event of the insured person's death, a death benefit is paid to his or her dependents. Occupational risks are covered 100% for healthcare and sick leave, and annuities are paid in the event of bodily harm or death resulting from occupational accidents or diseases. [1]

1.2.2 Organization of CNAS

CNAS is managed by a Board of Directors and is under the supervision of the Minister of Labor, Employment and Social Security. Its headquarters is located in Algiers (BEN AKNOUN), and it has national jurisdiction with both central and local services.¹

To fulfill its missions, CNAS has:

Structure	Number
General Directorate	1
Provincial agencies(including 2 in Algiers)	49
Payment structures	826
Payment centers	356
Payment branches	401
Local correspondences	69
Specialized clinics (pediatric heart surgery, orthopedics and rehabilitation, ENT, dental)	4
Regional centers for medical imaging	4
Diagnostic and treatment centers	35
Pharmaceutical offices	55
Nurseries and kindergartens	30
Printing house in Constantine	1
Family social center in Ben Aknoun	1

Table 1.1: CNAS Structures

¹CNAS. (n.d.). Presentation of CNAS. Retrieved from <https://www.cnas.dz/>.

1.2.3 CNAS Organigram

the CNAS organigram is made up of various departments, subdivisions, and services that work together to manage CNAS operations and deliver services to its beneficiaries.

Here is the CNAS organigram :

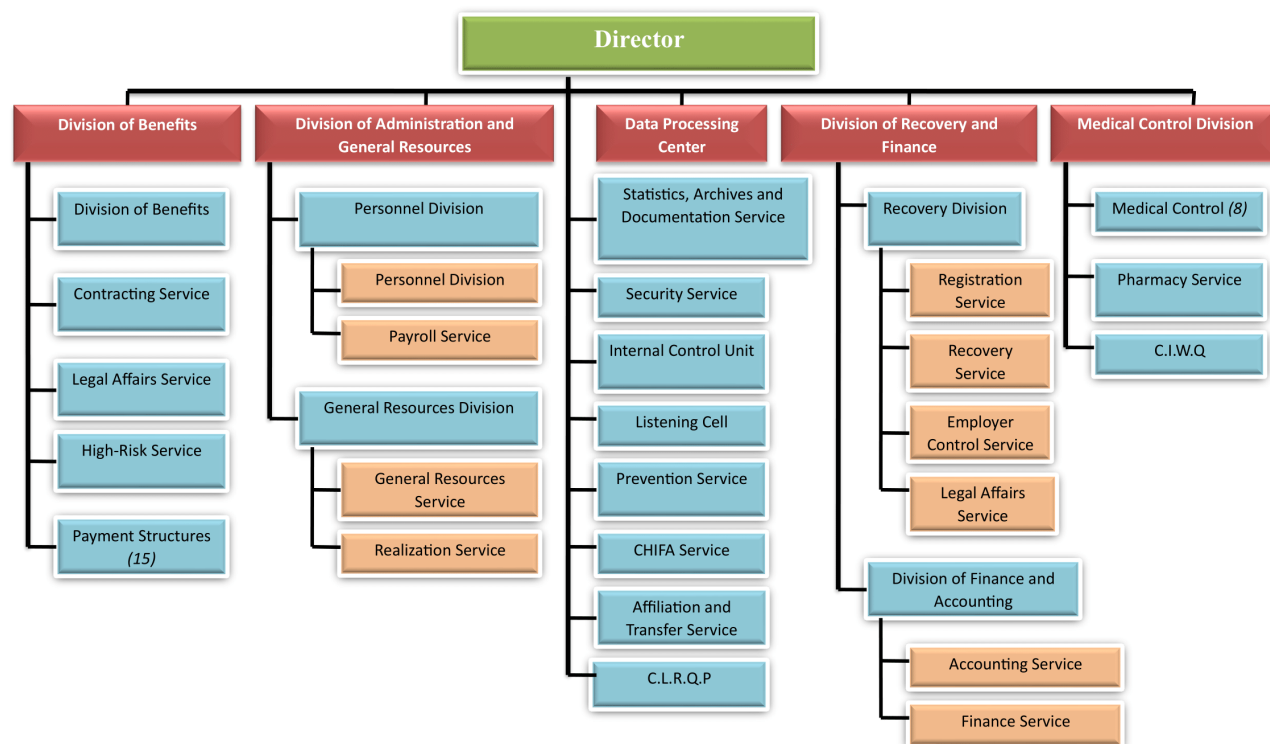


Figure 1.1: Organigram of CNAS

1.2.4 CNAS Services

CNAS provides a range of services related to social security and healthcare to the Algerian population. These services include:

- **Healthcare services:** CNAS operates its own specialized clinics and medical facilities, including four specialized clinics for cardiac surgery, orthopedics and rehabilitation, otorhinolaryngology, and dental care. It also runs 35 diagnostic and treatment centers, 55 pharmacies, and four regional medical imaging centers.
- **Social security services:** CNAS provides social security services to its members and their families, including health insurance, maternity leave benefits, disability benefits, and retirement pensions. It also offers services related to workplace safety and injury compensation.

- **Family services:** CNAS operates 30 nurseries and childcare centers to support working parents.
- **Payment services:** CNAS manages a network of payment centers and local correspondents to ensure the timely payment of social security benefits to its members.

1.2.5 Importance of CNAS services for the Algerian society

These services are essential for the Algerian society, as they help provide access to healthcare and social security benefits to millions of people. CNAS's role in ensuring workplace safety and providing compensation for work-related injuries is also crucial in protecting the rights and wellbeing of workers across Algeria.

Chapter 2

Work Done

This chapter provides a detailed account of the tasks, projects, and activities undertaken during the internship at the National Social Security Fund (CNAS). The work conducted aimed to address the identified challenges and contribute to the improvement of CNAS's operations and service delivery.

2.1 Project: Development of a Web-based Application

One of the key projects undertaken during the internship was the development of a web-based application to enhance the accessibility and efficiency of social security services. This project involved collaborating with the IT department at CNAS to design and implement a user-friendly interface for beneficiaries to consult CNAS services, gather information about the various required documents of each task provided by a service and book an appointment accordingly. The application was developed using modern web technologies, ensuring compatibility across various devices and platforms.

2.2 Collaboration with Departments

Throughout the internship, collaboration with various departments within CNAS played a crucial role in understanding the interdepartmental workflows and processes. This collaboration involved working closely with teams from the Claims Department, Customer Service Department, and IT Department, among others. By participating in cross-departmental meetings and discussions, we gained valuable insights into the challenges and opportunities faced by each department and contributed to fostering effective communication and coordination.

2.3 Skills and Learning Outcomes

The work conducted during the internship provided an opportunity to develop and enhance a range of skills. These included technical skills in web development, data analysis, and visualization tools. Additionally, skills such as teamwork, communication, problem-solving, and time management were cultivated through collaboration with colleagues and the successful completion of assigned tasks.

The experiences and learning outcomes gained during the internship have contributed to a deeper understanding of social security systems, the importance of data-driven decision-making, and the challenges faced by organizations like CNAS in delivering efficient and accessible services.

Chapter 3

Future Work

The internship at the National Social Security Fund (CNAS) provided valuable insights into the challenges and opportunities within the organization. Based on the work conducted and the identified areas for improvement, several potential areas of future work can be considered to further enhance CNAS's operations and service delivery.

3.1 Enhancement of Web-based Applications

Moving forward, there is an opportunity to further enhance the web-based applications developed during the internship. This includes incorporating additional features and functionalities to improve the user experience, such as online appointment scheduling, real-time notifications, and personalized account dashboards. Additionally, continuous monitoring and user feedback collection can drive iterative improvements to ensure that the applications remain responsive and adaptable to evolving user needs.

3.2 Data-driven Decision-making and Predictive Analytics

The use of data-driven decision-making can be expanded within CNAS to optimize resource allocation, program effectiveness, and fraud detection. By leveraging advanced data analytics techniques and predictive modeling, CNAS can gain deeper insights into beneficiary demographics, service utilization patterns, and potential risk factors. This can enable proactive decision-making, targeted interventions, and improved resource allocation, ultimately enhancing the overall efficiency and effectiveness of social security programs.

3.3 Integration and Automation of Processes

Efforts can be made to further integrate and automate processes within CNAS. This includes streamlining the data exchange and collaboration between different departments, enabling real-time information sharing, and automating routine administrative tasks. By embracing digital transformation initiatives, CNAS can enhance operational efficiency, reduce manual errors, and improve the speed and accuracy of service delivery.

3.4 Continuous Professional Development and Training

Investing in the continuous professional development and training of CNAS staff is crucial to keep pace with technological advancements and industry best practices. Future work should include the establishment of training programs and workshops to enhance the skills and competencies of employees, particularly in areas such as data analytics, cybersecurity, and customer service. This will ensure that CNAS remains at the forefront of social security service delivery and can effectively navigate the evolving landscape of social security policies and regulations.

3.5 Collaboration with External Stakeholders

Engaging in partnerships and collaborations with external stakeholders, such as other social security organizations, government agencies, and research institutions, can bring valuable perspectives and expertise to CNAS. Collaborative projects can focus on knowledge exchange, benchmarking, and best practice sharing, allowing CNAS to learn from successful experiences and implement innovative solutions that have proven effective in other contexts.

By addressing these future work areas, CNAS can continue to evolve and adapt to meet the changing needs of beneficiaries and stakeholders, while also enhancing operational efficiency, service quality, and fiscal sustainability.

Conclusion

The internship experience at the National Social Security Fund (CNAS) has been an enriching and valuable opportunity to gain practical insights into the operations of a prominent social security organization. Throughout the internship, various projects and activities were undertaken to contribute to the improvement of CNAS's services and operations.

The internship provided hands-on experience in web development, data analysis, collaboration with different departments, and understanding the challenges and opportunities faced by CNAS. By actively participating in projects and working closely with colleagues, I developed and enhanced technical skills, interpersonal skills, and a deeper understanding of social security systems.

The work conducted during the internship, such as the development of web-based applications and data analysis projects, demonstrated the potential for leveraging technology and data-driven approaches to enhance service accessibility, efficiency, and decision-making within CNAS. The projects undertaken were aimed at addressing specific challenges and contributing to the organization's overall goals of providing quality social security services to beneficiaries.

Looking ahead, there are several areas where CNAS can continue to innovate and improve, such as the enhancement of web applications, adoption of data analytics for informed decision-making, process automation, and continuous professional development of staff. By embracing these areas of future work, CNAS can further strengthen its position as a leading social security organization and effectively adapt to the evolving needs of beneficiaries and stakeholders.

Overall, the internship at CNAS has been a valuable learning experience that has provided practical insights into the complexities of social security systems and the importance of continuous improvement and innovation. I am grateful for the opportunity to contribute to CNAS's mission and would like to express my gratitude to the organization, my supervisors, and colleagues for their support and guidance throughout the internship.

Bibliography

- [1] “Presentation of CNAS.” Retrieved from <https://www.cnas.dz/>, 2023. CNAS. (n.d.).