

THE COMMUNICATIVE ROLE OF ALGERIAN CIVIL SOCIETY IN THE FACE OF THE COVID-19 PANDEMIC: A READING IN THE DIMENSIONS AND PRACTICES

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Abstract: Algeria, like other countries in the world, has recently suffered from the effects of the health crisis left by the Covid-19 pandemic, where the citizen suddenly found himself facing the repercussions of this crisis, a lack of medicines and a lack of oxygen, faced with the difficulty of coping with the pandemic, and controlling the tools of confrontation by the official institutions of the state, this has helped to reshape the dominant ideas of relying entirely on the state and to increase the percentage of participation and volunteering in civil society associations to face the repercussions of this crisis. Today, the institutions of civil society have become one of the most important social structures that contribute to the progress and advancement of society, involving the citizen in the search for solutions to his daily problems, and expressing his opinion on the crucial issues of the nation, which can develop citizen consciousness, and increase the sense of belonging, which constitutes a solid bulwark against the crises that society may face. Through this scientific article, we will try to research the role played by civil society institutions in the Wilaya of Mila during the health crisis left by the third wave of the Corona pandemic.

Keywords: communicative role, volunteer role, civil society, covid-19 health crisis.

LE RÔLE COMMUNICATIF DE LA SOCIÉTÉ CIVILE ALGÉRIENNE FACE À LA PANDÉMIE DE COVID-19 : LECTURE DANS LES DIMENSIONS ET LES PRATIQUES

Résumé: L'Algérie, comme d'autres pays dans le monde, a récemment souffert des effets de la crise sanitaire laissée par la pandémie de Covid-19, où le citoyen s'est soudainement retrouvé face aux répercussions de cette crise, un manque de médicaments et un manque d'oxygène, face à la difficulté de faire face à la pandémie, et de contrôler les outils de confrontation par les institutions officielles de l'État, cela a contribué à remodeler les idées dominantes de s'appuyer entièrement sur l'État et à augmenter le pourcentage de participation et de bénévolat dans les associations de la société civile pour faire face aux répercussions de cette crise. Aujourd'hui, les institutions de la société civile sont devenues l'une des structures sociales les plus importantes qui contribuent au progrès et à l'avancement de la société, impliquant le citoyen dans la recherche de solutions à ses problèmes quotidiens, et exprimant son opinion sur les questions cruciales de la nation, qui peuvent développer la conscience citoyenne, et augmenter le sentiment d'appartenance, qui constitue un rempart solide contre les crises auxquelles la société peut être confrontée. A travers cet article scientifique, nous tenterons de rechercher le rôle joué par les institutions de la société civile dans la Wilaya de Mila lors de la crise sanitaire laissée par la troisième vague de la pandémie de Corona.

Mots-clés : rôle communicatif, rôle bénévole, société civile; crise sanitaire Covid-19

Introduction

The institutions of civil society appeared with the advent of the city and the development of industrial societies, and the limits of their role remained linked to the nature of the political regimes in place and their conception of the nature of the social contract and freedom, but with the rise in the level of consciousness of society on the one hand, and the development of media and communication on the other hand, and the expansion of public space on the other hand, it changed due to these factors, the role of these institutions has evolved in such a way as to allow them to participate in the preservation of the public interest of the nation, in the defense of the security of future generations, in raising public awareness, in protecting the interest of citizens and their right to live in peace, in a healthy environment, and to obtain appropriate social and health services .Within this framework, trade unions, charitable associations, associations defending human rights, women's rights, children's rights, green associations defending the environment... and others have been created, so that these institutions become essential partners of governments and states in decision-making .Given the importance of the role played by these institutions based on the principle of partnership with the political system, the State has paved the way for them and encouraged their establishment, and has even allocated a significant budget for state contributions and assistance to the activity, thus attracting thousands of young volunteers to spread the culture of volunteering and the culture of community service and integration in the field of struggle, including preparing them for struggle and political action .The importance of the role of these institutions is shown in the face of the crises left by the various disasters that have hit Algeria, such as the floods in Bab al-Oued, the earthquake in Boumerdes, up to the fires in Kabylia and in the north-east of the homeland, and the crisis left by the Corona pandemic during its successive waves.

And the city of Mila as an integral part of the territory of the Algerian state, and like other regions of the country, has experienced these health and natural crises with all their effects, so that its citizens have become familiar with the institutions and associations that are active at the Wilaya level in the crisis left by the heavy snowfalls of the winter of 2011/2012, to mention but not limited to, and also when the snow besieged the region of the Wilaya and cut roads and paths for the inhabitants of villages and pedestrians throughout one week, and voices were raised to come to the aid of those affected, and the Wilaya of Mila was subjected to the earthquake of 2019, where civil society institutions played a major role in relieving the affected families, then the Corona pandemic, which was the most violent in terms of the number of injured and the number of dead, according to statistics and figures provided by the Ministry of Health, Population and Hospital Reform, as well as the scarcity of medicines and the oxygen crisis that coincided with the Tizi Ouzou fires, so the citizen has paid attention to these associations and to the importance of their role, and therefore to the importance of voluntary activity, and to the importance of providing assistance to the organizations that deliver it To those who deserve it, and from here we will try, through this study, to identify the role played by civil society associations in the Wilaya of Mila during the health crisis left behind by the third wave of the Corona pandemic.

To answer this problem, the following questions must be answered: what is the communicative role played by civil society organizations in the city of Mila during the third wave of the Corona pandemic? Have these communicative/voluntary roles played by civil society institutions strengthened the relationship of trust between them and the citizen?

In order to answer these questions, we assume that the communicative and volunteer roles played by civil society institutions in the Wilaya of Mila during the crisis left by the third wave of the Corona pandemic have strengthened the relations of trust between them and the citizen and between the citizen and the State. The civil society organizations of the Wilaya of Mila have contributed to disseminating information on the risk of infection by the Corona virus, the consequences of hypoxia in the blood for the patient, and the importance of vaccination, thus contributing to the success of the vaccination campaigns organized by the Ministry of Health. The communicative and volunteer roles played by civil society institutions in the Wilaya of Mila during the crisis caused by the third wave of the Corona pandemic have contributed to strengthening the relationship of trust between them and the citizen. The communicative and volunteer roles played by civil society institutions in the Wilaya of Mila during the crisis caused by the third wave of the Corona pandemic have contributed to strengthening the relations of trust between the citizen and the state. Through this study, we seek to achieve a set of objectives that can be presented as follows: learn more about the role of civil society associations in the city of Mila in the face of the crisis of the third wave, Covid-19, through communication and volunteering. Highlighting the importance of establishing civil society institutions, especially in times of crisis. Citizens' appreciation of the work of civil society associations and their attitude towards

1. Previous Studies:

Through the first study, the researcher aimed to identify civil society and its importance, and to identify its role in the fight against the Covid 19 pandemic, in search of an answer to the question: What is the extent of the contribution of civil society organizations through the functions and roles they play in the fight against the Corona pandemic (Covid 19)?The researcher relied both on the descriptive approach and on the case study approach of a group of countries (Great Britain, China and Italy, then the United Arab Emirates, Saudi Arabia, Kuwait and Algeria), to conclude that the crisis is creating new forms of civil mobilization, and civil society institutions in various countries are seeking to fill the gaps left by governments to provide basic services, disseminate information about the virus and protect marginalized groups in certain places. It also establishes partnerships with certain companies and public authorities to support communities that are suffering for economic, social and health relief. In some countries, this goes as far as forming new alliances to hold troubled or stubborn governments to account.

Another study seeks to answer the question: What is the reality of the monitoring and the follow-up carried out by civil society organizations in the Arab world in the light of crises and humanitarian conditions? The researcher relied on the descriptive approach, and studied 2659 non-governmental organizations as a survey sample for the classification of civil society organizations in the Arab world, to conclude the following results:

According to the number of organizations in the field of study, civil society organizations working in the social field come out on top with a percentage of 74%, followed by organizations working in the political field with a percentage of 20%, then organizations working in the economic field. field with a rate of less than 6% Surveillance and monitoring of civil society organizations The field of study relies heavily on eyewitnesses, activists and field work, and civil society organizations in the exercise of surveillance and monitoring tasks face many challenges in the Arab World in light of crises and humanitarian conditions. Cases of murders and kidnappings by armed groups in conflict zones. A study aims to identify the concept of the family and the role it plays in the face of crises, in addition to the roles that can be played by the educational institution, religious institutions, media institutions and civil society organizations in the face of crises. A study was based on the descriptive approach, to arrive at the following results concerning the role of civil society organizations: The most important roles of civil society organizations are represented in the provision of information and food aid in societies exposed to wars, floods, earthquakes, etc., the provision of health assistance in the event of a health crisis and the spread of epidemics, the provision of subsidies and financial aid assistance to cope with poverty and economic crises, and can also help with the construction of schools and others. etc. A critical study (Bishara A., 2008) aimed at identifying the concept of civil society in the Arab world, and transforming its concept of society into a static one that arouses contentment and relaxation for some by provoking discontent, provoking opposition forces and pushing for change and instability among others, by examining the stages of the historical development of the concept of civil society.

The researcher came to the conclusion that if we understand the development of the concept historically, we will find that the latent energy in civil society, if it turns into an administration to neutralize it politically, will certainly be harmful to the cause of democracy and the liberation of the Arab individual, because civil society is without politics And outside the place of the battle for democracy, it is a process of abortion, while it remains in the Western context a socio-political entity framed by the concept of contemporary civil society, and actually part of the historical democratic process. the only source of democracy, and that the failing Arab democracy in its current stage desperately needs the concept of a democratic political society. The Arab community to a false testimony justifies the absence of the arena of political society.

2. Civil society: A reading in the dimensions of the concept and its role.

A. The concept of civil society:

2.1 The emergence and development of the concept of civil society:

The roots of the concept of civil society go back to ancient Western political and philosophical thought, where Aristotle qualified it as a civil status, a stage of development higher than that of tribal or rural societies .The concept of civil society developed in the seventeenth and eighteenth centuries in Europe simultaneously with the intellectual revolution alongside the industrial revolution, in addition to the appearance of religious reform movements in this period .The concept of civil society has developed since its emergence and differs from one historical epoch to another and from one current of thought

to another. The concept of civil society, according to the theory of the social contract, was synonymous with the concept of political society or society established on the basis of the social contract, that is, civil society is the society whose existence coincides with the state or is included in it, and in which it is required at the same time to be consistent with the concept of the nation-state and citizenship, which is based on the basis of the law that represents the contract between individuals among themselves to elect an individual or an organization that preserves this contract and this agreement to create civil society. (Nazim, 2011: 29) Adam Smith believes that commercial society is equal to civil society, but that it is rather itself a product of wealth, money, knowledge and well-being, and he found in the division of labor and specialization what supports self-organization and facilitates the invisible hand in society, and thus he establishes a society of separation over the state. The concept of civil society is linked to the economic recovery that is taking place at the time due to the invention of the machine, money and the ease of trade, which paints an image of the well-being to which every society aspires, it then becomes equivalent and similar to the concept of civil society based on this reality. (Nazim, 2011: 47) Hegel uses the concept of civil society to designate the mediating field between the family and the state. This mediation is what created the institutions of civil society. The social contract, according to Hegel, does not create a state, but rather a civil society. (Bishara A., 2008), and he sees in this context that the state is the strong and capable framework. To achieve reason and freedom, and for the political domination of the state over civil society is inevitable, and civil society includes, according to Hegel, the following: the system of needs, the organization of justice (justice, the police), civil cooperatives and partisan organizations.

Gramsci He sees civil society as an area of ideological competition, that is to say of cultural and political hegemony, where the social class exercises its hegemony over the whole of society as a moral confinement of the state, then if political society is a space of control by organizations that claim to be private such as trade unions, schools, places of worship and various cultural organizations (Schwartzberg, 1998 p. 73). As for the Arab world, since the 80s of the last century, a trend has emerged in the study of Arab political systems that have taken the concept of (civil society) as an entry point for study and analysis (Tawfiq, 2005). ideas, because the failing Arab democracy in its current phase urgently needs the concept of a democratic political society, and not the transition to a vague concept that falls outside politics in the worst case, and its ambiguity and its multiplicity of meanings allow it to be adapted to best serve several types of policies. (Bishara, 2008) We can say that civil societies outside democratic capitalist countries are still weak for reasons related to their political, economic and social conditions which are based on traditional institutions. And given that civil society is in essence a community of cities, a study has confirmed that the structure of Arab cities is a structure linked to social formations with territorial or family, tribal, sectarian extensions, or a mixture of these, unable to play the same role that European cities have played in the emergence, formation and development of civil society institutions.

2.2 The role of civil society

Civil society organizations contribute to all areas of society, such as health, education, social protection (social solidarity, environment, etc.), and these institutions constitute a link between citizens and the government, which allows them to play a number of important roles in society, which can be summarized as follows: The existence of civil society institutions helps to achieve balance within the rule of law, through the non-exclusivity of state governance and its guarantee of continuity and contractualization between the state and society, and prevents the reign of dictatorship and tyranny and the control of the commercial market over life, health and culture. Civil society institutions are schools of political education by providing their members with the skills and arts of democratic organization and politics. Indeed, the member of the civil society institution participates in the exercise of his democratic rights, learns democratic behavior, participates in aspects of public activity and gets used to listening to others, and acquires experience and a moral culture such as the values of loyalty, belonging, cooperation, solidarity, willingness to assume responsibilities, initiative in collective action and enthusiasm for public affairs of society as a whole.

This function reflects the ability of civil society to contribute to the process of building or rebuilding society. (Dillo, 2003:66) The institutions of civil society are considered as a tool of individual initiative that expresses free will, positive and informed participation, resulting from volunteering, and not the forced mobilization of the system imposed by the state on society by benefiting from the masses and popular support. That is, to practice the role of mediation between citizens and the state, providing communication channels, accepting the objectives and desires of citizens and explaining the objectives of the government in a peaceful way to reach a point of consensus between different opinions and achieve stability, and the greater the diversity and difference of society, the more institutions and associations are needed to express this diversity. Organize and reconcile its different components. (Dillo, 2003: 77) The values and structures of civil society do not eliminate social conflicts, but organize and rationalize them, especially in their relations with the state, and transform them from bloody conflicts into symbolic peaceful moral conflicts. Societal roles have become burdensome for the state, and it is no longer able to play them in the light of major societal changes, and the state has withdrawn from a number of roles and jobs such as providing education and health services, and providing work positions, due to debt and its inability to pay for it, which has left a void, and it has had to move the institutions of civil society to fill this void in order to preserve society from the danger of collapse, just as wars cause the absence of the state. By extending a helping hand and assistance to vulnerable groups in society and by providing charitable and social services with the aim of reaching the acute poverty and suffering of these groups, and the diversity of this assistance and these services according to the nature of the needs of these groups: building schools and providing education, hospitals, helping the afflicted and the homeless, financing small business projects to support families and organizing training courses to raise their skills in education and the acquisition of crafts and others. By striving to involve citizens in development programs, the importance of civil society emerges here

to undertake investments, develop and develop the individual skills and abilities of the members.

3. Civil society in Algeria:

3.1 Phases of development of civil society in Algeria:

Civil society institutions in Algeria have gone through several stages as follows: (Report of the Network of Arab Non-Governmental Organizations for Development, 2019) From 1962 to February 1989: It was distinguished by the single party system, which prohibited any civil organization outside the framework of the single party, which set up mass organizations to control society, such as the General Union of Algerian trade unions. Workers, the Algerian Women's Union, the Algerian Red Crescent, etc. From March 1989 to January 1992: the phase of transition from single party to partisan pluralism, which is the intellectual stage of freedoms, including freedom of organization, assembly, demonstration and change, including the freedom to establish civil society institutions of all kinds. From February 1992 to April 1999: the phase of the black decade, begins with the establishment of the state of emergency and the suspension of various laws, including the law on associations, of which the associative movement is one of the victims, thus justifying all violations of human rights. From April 1999 to January 2019: This is the phase during which many associations turned into committees to support the person of the President of the Republic, while all the support associations that tried to play their civic role continued to be besieged and the freedom of association and assembly was restricted. From February 22, 2019 to the present day: With the beginning of the popular movement, which is the movement demanding a global change in the system of government.

3.2 The specificity of civil society in Algeria:

The status of civil society institutions in Algeria is characterized by a set of advantages, since we can first notice that they are institutions subject to political power, and therefore that they are unable to modify the balance of power, and therefore that this submission can affect or cancel their role of influence and change, to prevent them from appearing as a competing force. (Balusif, 2013, p. 285). It can also be noted that the associative phenomenon in Algeria is immature and incomplete, as associative work oscillates between a narrow utilitarianism and the desire to use associative work as a tool for social promotion, as associations are dominated by a cultural and social multi-objectivity. character, assigned them a management function that they abandoned .The state deliberately since the 80s, and the non-compliance with the annual programs, due to the lack of means and capacities and a weak organization and motivation, with a total dependence on state aid 95% of state aid, and it is framed –these associations –by important part of the category of young people with registration of the lack of presence of the female element, and its concomitant internal conflicts threaten them with the danger of dispersion and disintegration. (Dras, 2005: 28-32).On the other hand, Arab society, including Algeria, is considered a pre-industrial society, and therefore the scientific legitimacy of civil society is still dominated by the rules and institutions of the inheritance of religious holiness, which constitute a structural obstacle to the crossing from public

affairs to private affairs. (Al-Madani, 1997: 124).It should be noted here that the state alone, regardless of its size, will not be able to organize the affairs and interests of societies, given the development of new forms of organization across borders and at the global level, and the achievement of civilizational achievements have become what today commands the formation of states or their fate. Civil society is one of the conditions for the success of the democratic struggle as mediating institutions between the individual and the state, and it is the functional alternative to traditional state institutions. society, because they are the institutions of control, responsibility and participation in the political, social and economic process, the state and the unity of the Arab world. (Al-Subhi, 2000: 132).

4. The methodological approaches of the research and the results of the field study

4.1 Methodological research procedures

This study belongs to the group of descriptive studies, and the fact that the choice of the appropriate method for the study is related to the research problem and the field to which it belongs. The research community in this study is composed of all the inhabitants of the city of Mila, and since it was impossible to reach all the members of this community, due to their spread in various regions of the state region, and due to the lack of time and the requirements of the research, we decided to use the sampling method, so we relied on the intentional sample which is made Reasoned selection of its vocabulary by the researcher, due to the availability of certain characteristics in the interviewees and not others, and because these characteristics are important in the study. On the other hand, this type of sampling is used if the necessary data are available for a specific group of the original population of the study (Obeidat, 1999: 96). from this study was a sample of citizens who were exposed to the delta variant during the third wave of the Covid-19 pandemic, or a member of their family (origins or descendants, without footnotes), and we were able to obtain their answers. Thanks to social networking sites, the number of this sample was 200 individuals. In this study, we relied on the questionnaire form to obtain answers from citizens as a basic tool for collecting field information, and the form was published electronically on the Face book pages of the Wilaya of Mila groups. The questionnaire is defined as "one of the main tools employed by media researchers and other researchers in the social sciences to collect data in the framework of field surveys that take from the public a research vocabulary, polls her opinion and learns her position on specific issues and events" (Labban and Abdel Maqsooud, 2008:112) the questionnaire form consisted of four axes :

A axis examining The purpose of the personal data; a axis examining the nature of the communicative role of civil society institutions; a axis examining the nature of the voluntary role of civil society organizations; a axis examining the impact of these roles on the relations between binaries (citizen/civil society), (citizen/State).

4.2 Exposure of the results of the study:

After unpacking the respondents' answers, the study resulted in the following results: The respondents' responses regarding the primary data axis showed the following: The category of young people who belong to the age group of 25 to 40 years is the largest

group of respondents with a percentage of 71%, and the category of women constituted the largest percentage with 76% of the total number of respondents. The sample of the study includes 65% of holders of university degrees, 45% of employees and 43% of students, and 53% of bachelors. Most of the respondents became familiar with the active civil society organizations at the level of the Wilaya of Mila through friends and acquaintances at a rate of 57%, while publications via social networking sites had a rate of 33% and 10% due to the presence of the headquarters of the association in the environment surrounding the respondent (workplace, home, place of business). Most of the respondents did not do business with members or volunteers of civil society organizations before the respondent or one of his relatives or acquaintances contracted Covid, since this response recorded a rate of 43%, compared to having done business with volunteers or members of civil society organizations after the respondent or one of his relatives or acquaintances contracted Covid by a percentage of 47%. Most of the respondents replied that they had become aware of the services and activities of civil society organizations in Mila through their Face book page at 51%, by organizing awareness-raising activities on the ground at 37% and through the Mila regional radio at 12% before.

24% of the respondents, to whom civil society organizations helped to increase the volume of their information about the pandemic, replied that they knew more about the dangers of the Delta mutant, and about the normal volume of oxygen in the blood, while 36% of them said that civil society organizations had helped them to know the impact of the volume of oxygen in the blood on the respiratory system, and the percentage of the respondents' responses indicating that civil society organizations had increased their knowledge of the protocol used to treat people infected with the delta mutant was 26% and 14% of the respondents expressed their knowledge of the vaccination points against the epidemic available throughout the state thanks to the information provided by the civil society organizations of the Wilaya of Mila. The answers of the respondents showed that none of them benefited from the information provided by civil society organizations in the management of the patient carrying the delta mutant, because they did not provide any complement compared to the information provided by the various media, while 37% of the respondents were able to obtain devices and oxygen cylinders thanks to information provided by civil society organizations on the method and places of collection.

71% of respondents recognized the importance of neighborhood communication as a means of communication used by civil society organizations to obtain a more precise and abundant explanation about the dangers of the pandemic and the symptoms of the delta mutant, and to understand how to deal with it with infected people compared to other means of communication. 61% of the respondents stated the importance of obtaining information about the pandemic, and about the delta mutant, from all the doctors and health workers who accompanied the awareness campaigns organized by civil society institutions, and 45% of them said they were able to understand all the information conveyed by the different media and the different platforms after having been explained by the doctors who accompanied the awareness campaigns of civil society organizations. The percentage of respondents whose behavior has changed towards more adherence to measures to prevent the Covid-19 virus after the awareness campaigns organized by civil

society institutions in the Wilaya of Mila was 23% compared to 57% of those who adhered to these measures due to their fear of an increase in the number of infections during the third wave, the number of deaths and the problem of lack of respirators, while 20% of those questioned expressed their attachment to prevention measures since the beginning of the pandemic.

63% of respondents said that civil society organizations did not care to publish information about the benefits of the vaccine against the Covid 19 virus, nor the places to receive the vaccine, nor any information about the sources of the vaccine provided by the state, nor the countries they can enter through passports when using any type of vaccines, and therefore did not contribute to influencing their attitude towards vaccination against the virus, and did not affect their decision regarding the need for vaccination. The percentage of people vaccinated against the Corona virus was only 2% of the respondents, and 100% of them said that the decision to vaccinate was not affected by the awareness campaigns organized by civil society institutions in the Wilaya of Mila. Voluntary dimensions of the role of civil society organizations in the Wilaya of Mila during the third wave of the Covid-19 pandemic: Most of the respondents learned about the volunteer work provided by civil society organizations active at the Wilaya of Mila level through acquaintances and friends of 58%, while 35% of them learned about volunteer work through social networking sites, 7% of them because the headquarters of the association is located in the environment surrounding the respondent (workplace, home, place of business...). The respondents replied that they had dealt for the first time with volunteers from civil society organizations, at the rate of 47% of the respondents, after they themselves or one of their relatives or acquaintances had been infected with the Covid-19 virus.

63% of respondents said they had contacted civil society organizations in the Wilaya of Mila to ask for help due to the third wave of Covid-19 via the associations' Face book pages, while 12% said they had personally visited the associations. headquarters to ask for help, while 25% of them asked for the help of an acquaintance or a volunteer person affiliated with associations to ask for help. 87% of the respondents said that the volunteers of the associations register with interest the requests for help that they receive, against 13% of them said that the associations do not bother to register the requests for help from these associations.

The respondents' answers focused on the nature of the assistance provided by civil society organizations during the third wave of the Covid 19 pandemic. They provided blood clotting drugs with a response rate of 92%, oxygen pumps with a response rate of 62%, blood oxygen measuring devices with a response rate of 23%, and the provision of a hospital bed with a response rate of 34%, while she was unable to provide financial assistance to carry out the necessary examinations with a response rate of 9%, sterilization and assistance with funeral procedures of 71%. 53% of all respondents replied that they knew that the sources of help came from individuals (pharmacists, doctors, owners of analytical laboratories) after asking the volunteers about its source, against 30% of them who do not know the sources of this help, while 17% of them said that the help can come from aid provided by the state.

26% of respondents registered the solidarity of more than one association to help the needy during the third wave of Covid 19, while 74% of respondents replied that the civil society institutions with which they did business worked alone. 64% of respondents believe that civil society organizations do not make efforts to search for people in need of assistance from vulnerable groups likely to be affected by the Delta mutant infection, and that they simply record the needs of the groups they contact and ask for help. 63% of respondents replied that volunteers from civil society organizations go to hospitals to provide assistance to medical staff. 81% of respondents replied that civil society institutions were not interested in providing psychological assistance to patients and their families, nor in providing psychological follow-up to citizens who have lost family members as a result of the pandemic.

The impact of the roles played by civil society institutions in the Wilaya of Mila on the relations of trust between them and the citizen and between the citizen and the State during the third wave of the Covid-19 *pandemic*: 34% of the respondents believe that the civil society institutions of the Wilaya of Mila have been able to fill the gap left by the absence of the State, especially with regard to the provision of medicines, oxygen and various necessary aids to the injured and their families, and 67% replied that the gap left by the absence of the State cannot be filled by any other institution, not even civil society organizations.

27% of respondents believe that civil society institutions play a role of mediator between the citizen and the state, transferring the needs of needy groups to local administrations, including decision-makers within the state system, to try to treat them and provide them, while 73% of them believe that these institutions work to provide what they can provide. Needs without submitting reports explaining these needs to local governments so that the state takes appropriate measures to provide them.

40% of the respondents indicated that the civil society institutions of the Wilaya of Mila are active only with the aim of realizing their own and narrow interests represented in the expansion of their circle of acquaintances in local and central administrations, and to obtain political gains in the different countries to come. election dates, while 35% of respondents said that they did not care what is the nature of the special interests that civil society organizations can achieve through their activities and the nature of the assistance they provided during the third wave of the Covid-19 pandemic, while 25% of respondents said that these institutions only care about providing assistance, relieving the citizen's pain and maintaining the continuity of order within the state. 33% of respondents replied that the role played by civil society institutions in the Wilaya of Mila during the third wave of Covid-19 has strengthened their confidence in these associations, and 58% of respondents said that their opinion on these associations has not changed because they are, ultimately, a tool of the state and the parties to achieve the interests of the system. And 9% of the respondents had no positive or negative impact on their confidence.

32% of respondents said that their confidence in the health system had been shaken after the third wave of Covid-19, because they could no longer trust the health system or the capacities it had to cope with the new waves of the epidemic, while 23% of them replied that what happened was expected and that the most important thing is not to

register The collapse of the health system despite all the pressures it faced, while 45% of respondents replied that they did not even trust the health system in Algeria and that this deficit was expected due to the fragility of the health system in Algeria years before the pandemic. It turned out from the respondents' answers that the role played by civil society institutions does not affect their relationship to the state or their confidence in it, i.e. a response rate of 93%.

4.3 The general results of the study: The results of the field study revealed the following

The third wave of Covid-19 helped associations to publicize their existence and all of their activities as well as the services they offer, and relied on social networks and local communication actions. The civil society institutions of the Wilaya of Mila did not provide new information to citizens, but they reinforced the information that citizens knew about the pandemic. The use of doctors and health personnel, as well as civil society institutions, has helped to increase awareness, understanding and understanding of the information available to citizens about the pandemic, and to explain the dangers that the Delta mutant can cause and that can lead to death. The fear of the consequences of the delta mutant, the number of infections and the number of deaths have contributed to changing the behavior of citizens towards preventive measures against the Covid 19 virus. Civil society organizations have not participated in the campaigns to promote the vaccine against the Covid 19 virus.

-The role of civil society organizations in the Wilaya of Mila in volunteer work:

The third wave of the Covid-19 pandemic has contributed to bringing civil society organizations, volunteers through them and citizens closer together. Social networks played the most important role in the presentation and registration of the request and assistance. The respondents recorded the interest of the volunteers in recording their needs and providing them with assistance in the form of help. The nature of the assistance provided by civil society organizations to the Wilaya of Mila during the third wave of the Covid-19 pandemic has translated into the provision of medicines, oxygen pumps and blood oxygen level measuring devices, and the provision or reservation of a place in hospitals, and the frequency of volunteers in hospitals to provide support and assistance to medical staff and patient attendants, as well as sterilization and assistance with burial procedures, without being interested in providing psychological assistance to the patients and families of the deceased. The sources of assistance provided by civil society organizations to the Wilaya of Mila, according to the respondents, were more numerous than individuals, and a number of associations were also registered to provide the necessary assistance. The role of civil society institutions in the Wilaya of Mila during the third wave of the Covid-19 pandemic in building relationships of trust between them and the citizen and between the citizen and the State: Civil society institutions cannot play the role of the state, nor can they in any way fill the void left by the absence of the state. Civil society institutions do not care about raising the needs of citizens towards the state, as much as they care about realizing their own narrow interests at the expense of the needs and exploitation of citizens. Civil society institutions are a tool of the state to realize the interests of the regime. Most of the

respondents do not trust the health system in Algeria and consider it fragile and unbearable to any form of pressure. The role played by civil society institutions in the Wilaya of Mila during the third wave of the Covid-19 pandemic has not affected their relationship with the state or their confidence in it.

Conclusion

Through this research document, we sought to identify the role that civil society institutions played in the Wilaya of Mila during the third wave of the Covid-19 pandemic, and we concluded through the results of the study that civil society institutions played a significant communicative role in explaining the information disseminated by the various media and electronic platforms about the disease and its symptoms until it was easy for them to understand it, helped by social media platforms and neighborhood communication activities. She also played a volunteer role in helping by carrying out the process of volunteering and assisting medical staff in hospitals, as well as providing medicines and oxygen pumps that have experienced a market disruption, and helping to offer places in hospitals and participation in burial procedures, without being interested in psychological assistance, these roles that, although they have helped to restore communication relations between the institutions of civil society and the citizen, they have not reached the stage of restoring trust in these institutions, because the citizen always looks at them with suspicion, and believes that they are interests to the detriment of his problems, needs and sufferings, and he did not make fruitful efforts to strengthen the confidence of citizens in the state. The institutions of civil society in modern societies are among the most important social structures that indicate the development of society and the development of levels of consciousness within it. Effective and constructive collective work is one of the features of modern society. The success of civil society institutions in fulfilling their societal roles indicates the civilization of this society. Therefore, these institutions in Algeria should look into ways to restore the citizen's trust in them and in their efforts. Those interested in research in this field should direct their research to study ways to influence the individual and involve him in community service efforts, including serving the homeland properly, encouraging him to volunteer, changing his view of his relationship with the state and trying to find solutions to his problems without relying only on state decisions.

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