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## THE IMPLEMENTATION OF THE AGILIZA-SE SYSTEM IN THE BOARD OF TRADE OF THE STATE OF SERGIPE

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*José Aparecido Vieira dos Santos*

Tiradentes University Aracaju/

Se, Brazil [https://lattes.cnpq.](https://lattes.cnpq.br/2054315473404817)

[br/2054315473404817](https://lattes.cnpq.br/2054315473404817)

[http://orcid.org/ 0009-0001-7353-3735](http://orcid.org/0009-0001-7353-3735)

*Alvani Bomfim de Sousa Júnior*

Jardins College and José Figueiredo Barreto

Center of Excellence for Professional

Education Aracaju/Se, Brazil [http://lattes.](http://lattes.cnpq.br/6358502728889050)

[cnpq.br/6358502728889050](http://lattes.cnpq.br/6358502728889050)

<http://orcid.org/0000-0002-8714-4175>



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**Abstract:** The purpose of this article is to understand the new reality of the Boards of Trade in a more modern and up-to-date society, which needs agility and security to carry out the procedures for opening a business, be it small, medium or large, in an environment marked by high competitiveness. From this perspective, the article highlights the AGILIZA-SE system of the Sergipe State Board of Trade, which seeks to update the system, along with computerization. In order to better understand this system, a contextualization will be made of the Boards of Trade, their modernization process through new Laws and Decrees, up to its implementation in the state and its results, seeking to make it clear that reducing bureaucracy in the country has an impact on areas capable of directly leveraging growth.

**Keywords:** Agiliza-se; Debureaucratization; Computerization; Board of Trade; Modernization.

## INTRODUCTION

For accounting professionals and business-people, commercial registrations have always been a real Achilles heel, in terms of the time taken between the initial business proposal and the actual start-up of commercial activities. In this sense, in the state of Sergipe, the Board of Trade (JUCESE) is responsible for registering commercial acts and keeping this information under its custody. In view of the legal system that applies to commerce, it can be seen that the Boards of Trade are fundamental to the opening of companies, which also means that they are important for the economy, especially when their processes work efficiently.

Created on November 8, 1897, the Board of Trade has always been a source of pride for Sergipe's business community in terms of its ability to store and dispose of information, working with a focus on the state's economic

growth. However, due to the high demand for processes for opening, altering and closing companies, the institution has faced a lot of criticism in relation to analysis times, which is why it has been trying to adapt to contemporary reality, using innovation as a tool to overcome this panorama.

In view of this, in 2017, JUCESE, in partnership with the Minas Gerais State Commercial Registry (JUCEMG), implemented a tool in the state of Sergipe to integrate registration acts along the lines of REDESIM, with the aim of reducing analysis times, speeding up the release of registrations and offering a more modern and less bureaucratic service. Based on this initiative, several questions have arisen: why is it necessary for the Board of Trade to modernize its processes? What are the real gains for users of the Board of Trade's services? How have these changes impacted the economic sector in Sergipe? Does the AGILIZA-SE system have mechanisms to guarantee the reliability of information? What effects have these changes had on accounting professionals?

In this context, the aim of this study is to analyze the importance of implementing the AGILIZA-SE system for society in Sergipe, especially for JUCESE users; to identify progress in reducing commercial registration deadlines; to assess whether the system meets the demands of the state's productive sector; and to check whether AGILIZA-SE has reliable mechanisms for external audiences, such as financial institutions and inspection bodies.

This study is justified by the growing need for agility in the processes of opening companies and registration acts, especially in the context of globalization and new technologies that impose an increasingly competitive and dynamic market. Furthermore, addressing the issue in an academic environment contributes to debate and critical reflection on institutional efficiency. For future accounting professio-

nals, knowledge of registration mechanisms and the tools developed to make these processes more efficient is essential for their ethical and technical performance in the job market, in compliance with current legislation.

The AGILIZA-SE system is a digital platform that aims to integrate all the data needed for business processes, unifying the records of the Brazilian Federal Revenue Service with those of state and municipal bodies involved in opening, altering and closing companies. This integration optimizes processing times, offering an accessible and functional digital interface, available on the internet.

According to the definition above, we can see that the Agiliza Sergipe System aims to unify acts and, above all, simplify all commercial registration acts and processes on a single digital platform. But after almost 3 years, has this system managed to fulfill its purpose and solve the demands of companies, as well as providing a totally online service, without the need to travel to JUCESE? These and other questions, as well as the attempt to answer them, are the driving force behind this work.

## THEORETICAL FRAMEWORK

Through bibliographical research and the analysis of official data, this paper seeks to clarify relevant points about registration processes at the Sergipe State Board of Trade. As this is a topic related to public service, it is nevertheless worth highlighting the importance of the legislation in force, which has shown significant progress in terms of reducing bureaucracy.

Bureaucracy is present in social relations in various contexts and emerged as a way of organizing human relations, standardizing procedures and routines to achieve the desired objectives. According to Chiavenato (2003), bureaucracy is a form of human organization based on rationality, i.e. on adapting the means to the intended objectives (ends), in order to guarantee the maximum possible efficiency in achieving these objectives.

As seen in FACILITY (2018), Brazil is a country that has the most diverse instruments of bureaucracy, where it is even understood that in some areas it is a necessary evil, but everything in excess ends up causing damage, and so according to data provided by the World Bank, the country is at the top of the ranking of the most bureaucratic in the world.

We should point out that the bureaucratization project in Brazil began with the publication of Decree No. 9,094, of July 17, 2017 (BRASIL, 2017), which provides for the simplification of the service provided to users of public services. The aim of this debureaucratization regulation is to facilitate access to public services, save time and money and, as a result, provide greater transparency in the provision of public services.

According to what is described in Decree No. 9,094 of 2017 (BRASIL, 2017), it is no exaggeration to say that the year in which it came into force became a watershed in the process of debureaucratization and paved the way for the improvement and computerization of processes, which are now primarily in digital format, including the use of digital certification and electronic signatures.

This is a more than necessary measure, given the new needs presented by the markets, given all the technological advances we have experienced in the 21st century. Over the years, the structure of commercial registries has become obsolete and dragged on. There has been a growing demand for applications to open new companies throughout the country, something that has ended up forcing an acceleration in the process of opening new companies, but with the essential need to have an agile and at the same time secure process that would make it possible to reduce the time required in the bureaucracy of business registration.

One of the instruments used in this process is the Business Registration Simplification Network (Redesim), created by Law No.

11,589, of December 3, 2007 (BRASIL, 2007), which provides for the integration of registration bodies, such as the Federal and State Revenue Service and City Halls, and inspection and licensing bodies, such as the Sanitary Surveillance Department, the Environment Department and the Fire Brigade, a program implemented under the coordination of the Boards of Trade of each Brazilian state.

With all this digitization, modernization and computerization, what used to be a constant source of complaint on the part of entrepreneurs regarding bureaucracy, lack of information, the various areas and agencies of the administration that should be consulted to open a company, has been greatly reduced, even in more complex cases, which brings some benefits.

In other words, as evidenced in EGESTOR, 2020, from a social and macroeconomic point of view, REDENSIM has come to establish fronts that can improve the flow, bringing two fronts of benefits, one of which is economic and social, presenting business activity and free enterprise, with the support of the State, and the other, the unblocking of economic activities, thus collaborating with the development of the country.

Thus, it can be seen that these modernization measures help in the process of creating new companies and consequently in the economic development of the various regions of the country, so this set of measures brings real gains to the users of the services of the 27 commercial boards in Brazil. This digital transformation represents an opportunity to optimize public bodies.

The Digital Board of Trade has helped to reduce the bureaucratic procedures that were previously one of the biggest obstacles to opening a company. For example, a Digital Certificate used to sign documents allows several bureaucratic steps to be eliminated, thus speeding things up. The time it takes to open

a company, which used to take around three days, can be reduced to two hours with electronic registration. By complying with all the procedures and rules set out in the Laws and Decrees, the citizen who wants to open their company, as well as the Board of Trade, is guaranteed legal security.

Such measures aim to reduce existing bureaucracy, but they were not implemented and achieved without the action of sectors of society that have an interest in this issue, we have for example the pressure of the productive sector, of the class entities, mainly the representatives of the accounting category that lobbied for the discussions to advance in the National Congress so that Law No. 13.726 of October 8, 2018 (Brazil, 2018) was approved, this law has as its main focus to rationalize administrative acts and procedures of the Federated Entities.

Its first article reads as follows:

Art. 1 This Law rationalizes administrative acts and procedures of the Powers of the Union, the States, the Federal District and the Municipalities through the suppression or simplification of unnecessary or overlapping formalities or requirements, whose economic or social cost, both for the treasury and for the citizen, is greater than the possible risk of fraud, and institutes the Seal of Debureaucratization and Simplification. (BRASIL, 2018).

An important point to highlight in this law is that it created the “Debureaucratization and Simplification Seal”, a recognition instrument designed to encourage practices, projects and programs that contribute to simplifying the functioning of public administration and whose main objective is to improve service to users of public services.

Thus, Brazil (2018) makes it clear that the seals must be granted in the form of a regulation, in which a commission is formed with representatives from the Public Administration and civil society, observing criteria such

as the rationalization of administrative processes and procedures, the elimination of unnecessary or disproportionate formalities for the intended purposes, the social gains arising from the measure of debureaucratization, the reduction in waiting times for public services and the adoption of technological or organizational solutions that can be replicated in other spheres of public administration.

This set of measures is essential for us to understand all the current dynamics within the Boards of Trade in Brazil, and so we can especially take into account the state of Sergipe, which has been undergoing all these transformations that are of fundamental importance for improving service to the public, contributing to the reduction of bureaucracy and consequently reducing the time it takes to open a company in the state.

### **THE BOARD OF TRADE OF SERGIPE AND THE NEED TO COMPUTERIZE PROCESSES**

Sergipe is the smallest state in the nation in terms of land area, but it has a nationally prominent industrial park and a highly developed services sector, mainly driven by tourism, according to data published by the IBGE (2010).

The state has important mineral resources, such as oil, natural gas, limestone and potash, as well as the extraction of sea salt. The exploitation of oil and natural gas has boosted the industrial sector.

Industry accounts for 30.6% of Sergipe's GDP. The main industrial segments are food, leather products, furniture, oil extraction and mineral products. Aracaju, the state capital, is the city with the highest industrial concentration. In the area of commerce, the city of Itabaiana, located in the Agreste region of Sergipe, stands out.

Considering the economy described, the implementation of a computerized system at the Board of Trade is of paramount importance

so that the processes to which the productive sector is subordinated are not an obstacle to the local economy.

Actions that seek the evolution of processes and technological advances contribute greatly to the exercise of business activity, strengthening competitiveness in the economic scenario. As a result, investors feel safer to undertake and generate employment and income, since the chain of information ensures that the economic activity is being carried out after a solid feasibility, registration and licensing process. (GONÇALVES, 2019).

It can be seen that the Sergipe State Board of Trade has done its homework by computerizing its system, ensuring a secure platform for entrepreneurs to register and exploit all the potential and opportunities on offer here, contributing to the state's economic development.

On June 5, 2019, JUCESE published Plenary Resolution No. 3/2019, initiating the institution's transition process, gradually eliminating the use of paper:

Establishes a schedule for the implementation, within the scope of JUCESE, of the obligation to present corporate and cooperative society acts, for registration and filing, by exclusively digital means, with the use of a digital certificate. (JUCESE, 2019, p.1).

The "Jucese 100% Digital" project began to be implemented on September 1, 2019, and was completed on December 1 of the same year, so today it is possible to register a company in the state online and with all the security necessary for this procedure, where within this process of digital transformation of the Board of Trade in Sergipe, we have a very important actor which is the AGILIZA-SE system, an online tool responsible for the processes of opening, changing and closing companies - and the Via Única.

For accounting professionals, this system has come to reduce their workload. With the help of the new technologies implemented by



JUCESE, these professionals are able to deal much more quickly with each of the processes required to register a company.

According to JUCESE (2016), with AGILIZA-SE, accounting professionals and entrepreneurs have access to a practical, agile and secure environment, and the procedure requires only one copy of the process to be filed with the Board of Trade, where several advantages will be observed for JUCESE users, with all processes being carried out electronically. This reduces the time it takes to open a company, as well as the duplication of actions, the delivery of documentation, and the payment of fees and taxes by electronic means, thus generating a huge advance as it is made available in the National Network for the Simplification of Registration and Legalization of Companies and Businesses (Redesim).

According to the AGILIZA-SE website, 64 municipalities in Sergipe currently have the REDESIM system up and running, 11 others have not yet and 1 is in the process of being set up. This is a major step forward in terms of the systemic approach that reducing bureaucracy can take at the municipal level, thus bringing major benefits to companies as a whole.

It can be seen that the system implemented by the Board of Trade is well established in the state and that, despite the short time it has been in place, it has become a benchmark for agility and security in company registration procedures.

### **SPEED IN REGISTERING NEW COMPANIES IN SERGIPE**

Given the figures, it can be seen that reducing bureaucracy has been one of the main points for maintaining so many businesses in the midst of such a deep crisis as 2020.

Data released by the Map of Companies Second Quarter Bulletin shows that these gains in agility and transparency in the processes of opening new companies is a constant, even in not-so-good times.

As can be seen in Mapa de Empresas (2020), taking into account the time it takes to open a company in the country in the second four months of 2020, the average is 2 days and 21 hours, which when compared to the immediately preceding period, shows a reduction of 1 day (25.8%).

Taking into account a constant reduction in opening times, the country's productive sectors would benefit greatly, contributing to a better quality of investment in the most diverse areas of the Brazilian economy. However, we need to emphasize that this whole process starts in the states, more precisely in the commercial registries, which over the years have gone through the process of integrating with the digital world in a precise and secure way.

The Board of Trade of Sergipe has done a great job in this field, with the implementation of the new AGILIZA-SE, the process of integrating municipalities into REDESIM and other measures necessary for the modernization of the board, already showing very satisfactory results for a state the size of Sergipe.

In the second four months of 2020, five Brazilian states stood out as the ones that take the least time to open a company. Respectively, the states of Goiás, Distrito Federal, Mato Grosso, Sergipe and Mato Grosso do Sul are on this select list. The average time taken to open a business in Sergipe is one day and ten hours. Compared to the previous four-month period, this time was reduced by six hours, an important advance for the state of Sergipe.

Among the capitals, the city of Aracaju ranks fifth and is the only capital in the Northeast among the ten with the shortest time to register a company; the capital of Sergipe has an average time of one day and five hours. Another important piece of data presented by this bulletin is that of the municipalities with the shortest times to open a business in the country in the second four months of 2020, among the 10 cities, there are two from Sergipe, Capela and Itabaianinha.

The city of Capela is in second place with an average time of two hours and two minutes, second only to São Miguel do Araguaia in Goiás, which has an average time of one hour and fifty minutes, while Itabaianinha is in seventh place. It takes entrepreneurs six hours and thirty-three minutes to open a business in this city. These results show that the work being carried out by the Board of Trade in the municipalities of Sergipe has become a benchmark in terms of speed and security when it comes to starting a business.

## METHODOLOGY

This study is characterized as a qualitative approach, descriptive in nature and with a case study design. Its object of investigation is the AGILIZA-SE system, implemented by the Sergipe State Board of Trade (JUCESE) in partnership with the Minas Gerais State Board of Trade (JUCEMG). The choice of this approach is justified by the need to gain an in-depth understanding of a contemporary institutional phenomenon within its real context, as advocated by Yin (2015), when the boundaries between the phenomenon and the context are not clearly defined.

The research is classified as applied, since it seeks to generate knowledge aimed at solving practical problems, with the potential to subsidize improvements in public management and in the services offered by JUCESE. According to Gil (2010), applied research aims to solve specific problems and its characteristic is the immediate use of the knowledge produced.

The design of the case study made it possible to analyze the implementation process and the effects of the AGILIZA-SE system on the dynamics of commercial registration in the state of Sergipe. The study focused on aspects such as: the reduction in average processing time; integration with other public bodies; the perception of users (internal and external); and the reliability of the information generated by the system. Data was collected through document analysis and semi-structured interviews.

Documentary analysis was carried out by consulting JUCESE's institutional reports, statistics on opening and closing companies before and after the system was implemented, relevant legislation (such as Law 11.598/2007 - which established REDESIM), operational manuals for the AGILIZA-SE system, and news published on the Board of Trade's institutional portal. These documents made it possible to establish a comparative overview of the agency's performance before and after the adoption of the digital platform.

Finally, the methodology adopted enabled a comprehensive understanding of how the AGILIZA-SE system works, its impacts on commercial registration processes and the implications for the productive sector and accounting professionals, meeting the objectives set out in this work.

## RESULTS AND DISCUSSIONS

The data analyzed within the panorama of the modernization of the Boards of Trade, especially in the state of Sergipe, refers to the processes for opening new companies. This analysis requires a broad view, looking closely at the state's position in relation to public policies for reducing bureaucracy and digital transformation in business registration. According to Ferraz and Ferraz (2022), innovation in administrative processes and bureaucratic simplification are essential elements for creating more dynamic and adaptable business environments, especially in emerging economies.

Here we use data from the 2nd Quarter 2020 Bulletin of the Map of Companies, made available by the Special Secretariat for Debureaucratization, Management and Digital Government, the Secretariat for Digital Government and the National Department for Business Registration and Integration, which are part of the Ministry of Economy. The Map of Companies in Brazil is a tool made available by the Federal Government that provides

indicators on the number of companies registered in the country and the average time it takes to open a company (MAPA DE EMPRESAS 2020).

It is important to point out that 2020 is a totally atypical year, in many ways, a completely unpredictable year in the face of a pandemic that has brought the most diverse sectors of the economy to a standstill, not only in Sergipe, but also in Brazil and the world. All the measures were and are necessary to preserve the health of the population and workers, since there is no economy that can sustain itself without an efficient and, above all, healthy workforce. Even with this slowdown in the movement of people, registration activities have not ceased, and this is all due to the whole process of digital transformation of the Boards of Trade, which has made it possible to register new companies, since their users will carry out the processes online and securely, maintaining the distance that is so important at the moment. As Albuquerque and Costa (2025) point out, the digitalization of public services plays a crucial role in maintaining economic activity and institutional trust in times of crisis.

According to MAP DE EMPRESAS (2020), the 2nd Quarter 2020 Bulletin, Brazil currently has a total of 19,289,824 active companies, even in the face of a pandemic that forced the paralysis of several sectors of the economy, there was a positive balance, in this period, with the creation of 782,664 new companies, in total in the second quarter of this year alone, 1,114,233 were created, while in the same period 331,569 companies were closed.

As the document makes clear, there has been a slowdown in the registration of new companies, however, from the figures presented we cannot say that the situation, even with regard to the creation of new companies, is so serious in the face of the effects of the pandemic, since in comparison with the pre-

vious four months there was a growth of 6.0% and in relation to the same period in 2019, the balance remains positive with an increase of 2.0%. According to Lima (2024), even in crisis scenarios, Brazilian entrepreneurship tends to react creatively and adapt, driven by public policies that reduce structural obstacles.

In such an economically devastating scenario, we could imagine that throughout 2020 we would see a mass closure of companies and small businesses across the country due to restrictions, isolation and social distancing, but the analysis of the data presented shows us another scenario: there was a 6.6% drop in the number of closed companies compared to the data for the first four months of 2020 and the drop is even greater compared to the same period in 2019, reaching 17.1%. In this sense, Gherardini and Ramella (2023) have already stated that economic crises, although painful, act as catalysts for institutional and business innovations.

Analyzing the data presented, we can see that the Digital Trade Boards have contributed to a steady increase in the number of companies opening, even at a time as difficult as the one we are experiencing. All this reduction in bureaucracy has contributed to a reduction in the number of companies closing down, especially small businesses, which account for the absolute majority of registrations in Brazil, with 13,783,503 active companies linked to individual entrepreneurs (including Individual Microentrepreneurs - MEI). According to SEBRAE (2021), the reduction of bureaucratic barriers and digital access to services are the main factors stimulating the formalization of micro and small entrepreneurs.

As Jucepar (2013) points out, the modernization of the Boards of Trade requires not only technological investments, but also the adoption of new digital governance models that integrate public bodies and guarantee interoperability between systems. As can be seen



in SEFAZ (2007), computerization at the Rio de Janeiro State Board of Trade played a fundamental role in evaluating and monitoring the recently adopted integration policies between SeFaz and Jucerla, which, as of August 2007, began to integrate their administrative records and “debureaucratize” the process of opening new businesses, where they also sought to use other systems to reduce the time it took to carry out the appropriate evaluations.

We see the movements of commercial boards throughout Brazil, and so the Commercial Board of the State of Pernambuco - JUCEPE, launched a portal in 2019, aiming for it to be increasingly dynamic and intuitive, thus bringing a different layout, seeking ease for users and speeding up access, and also made it clear that the intention is to offer an increasingly simplified and unbureaucratic service for entrepreneurs.

Along these lines, Thales Dantas and Silva (2015) point out that REDESIM has reduced the bureaucratic procedures for registering companies, and that through the portal it is possible to access all the information needed to open a company and follow the process through the system itself.

According to Freitas and Heber (2014), it is possible to visualize the idea of a bureaucratic organization that is capable of dialoguing with the innovations required in today's real world and that is capable of combining the requirements of normativity and autonomy, learning and flexibility, rationality and trust, thus seeking consensus in the spheres of government and business organizations.

In light of this, the national scenario is looking good: the country continues to have a positive balance in the registration of new companies, even at a time of pandemic, and if we look at debureaucratization, everything becomes clearer, and with this facilitation, it will only get better. So how is the state of Sergipe doing on this issue? To answer this ques-

tion, we looked at the data released by JUCESE, as well as the data from the 2nd Quarter 2020 Bulletin of the Companies Map.

According to the Sergipe State Board of Trade (JUCESE), from January to November 2020, 3,814 new companies were set up and another 2,386 were extinguished, as can be seen in the table below:

If we compare this with the same period in 2019, we can see that there has been a sharp drop in the registration of new companies in the state, with 4,179 new registrations by November. With this information we can say that the effects of the pandemic were felt in Sergipe and reflected in this reduction, entrepreneurs, in the midst of an environment of so many uncertainties, put a brake on their investments, waiting for a more favorable scenario in the state. However, there is some good news: the number of closures in 2019 reached 2,905 from January to November of the same year, which means that so far the state has seen a decrease in the number of establishments closing down permanently.

Another important piece of data released by the Business Map is the number of individual entrepreneurs. In Brazil, 944,469 new individual entrepreneurs were registered, a positive balance of 2.9% more than in the first four months of 2020 and 1.4% more than in the same period in 2019. Even with a drop in some sectors, the balance is still positive in Sergipe, which shows that the measures to reduce bureaucracy in company registration have had important effects in difficult years, such as 2020. In total, the state has 118,490 active companies, which are exploiting local potential and contributing to the economic development of this federal unit.

We need to look beyond the troubled moment, because as shown in JUNCESSE, (2021), despite the low numbers of companies having high numbers in general, the Sergipano business community knew how to deal well with

	Empresário			EIRELI			LTDA			S. A.			Cooperativa			Outros			TOTAL		
	Const.	Alt.	Ext.	Const.	Alt.	Ext.	Const.	Alt.	Ext.	Const.	Alt.	Ext.	Const.	Alt.	Ext.	Const.	Alt.	Ext.	Const.	Alt.	Ext.
Jan	113	180	75	100	180	32	162	389	123	1	5	3	0	3	0	0	1	1	376	758	234
Fev	62	122	83	86	137	39	179	331	121	9	3	0	0	3	0	0	2	1	336	598	244
Mar	73	113	75	69	138	29	155	346	82	3	16	2	1	1	1	0	4	0	301	618	189
Abr	45	72	58	48	108	19	90	478	81	0	113	3	2	4	0	0	41	4	185	816	165
Mai	58	97	56	60	117	21	113	334	86	0	9	0	1	1	0	1	7	0	233	565	163
Jun	55	113	64	85	124	33	141	361	78	1	39	2	1	1	1	0	4	0	283	642	178
Jul	98	135	110	97	198	28	219	553	122	5	36	7	2	1	0	0	3	2	421	926	269
Ago	84	150	84	88	169	20	217	513	143	4	41	2	2	3	0	0	7	2	395	883	251
Set	83	145	100	94	183	31	288	605	123	6	74	4	2	5	0	1	9	0	474	1.021	258
Out	98	152	99	94	178	37	248	521	118	8	75	1	2	5	0	1	11	0	451	942	255
Nov	76	107	70	69	151	29	206	497	78	7	60	0	0	3	0	1	16	3	359	834	180
Dez																			0	0	0
TOTAL	845	1.386	874	890	1.683	318	2.018	4.928	1.155	44	471	24	13	30	2	4	105	13	3.814	8.603	2.386

Obs.: Const->Constituições; Alt-> Alterações; Ext-> extinções

Table 01 - Statistical Report by Business Type in 2019

Source: Jucese (2019)

	Empresário			EIRELI			LTDA			S. A.			Cooperativa			Outros			TOTAL		
	Const.	Alt.	Ext.	Const.	Alt.	Ext.	Const.	Alt.	Ext.	Const.	Alt.	Ext.	Const.	Alt.	Ext.	Const.	Alt.	Ext.	Const.	Alt.	Ext.
Jan	111	292	100	97	233	24	145	135	147	3	20	1	2	2	0	0	0	1	358	682	273
Fev	139	251	98	101	231	28	161	493	153	3	23	0	3	2	1	0	0	0	407	1.000	280
Mar	97	173	77	94	202	23	149	400	107	4	29	0	1	4	0	1	1	0	346	809	207
Abr	105	239	70	97	196	28	150	414	125	3	29	0	2	1	0	0	0	0	357	879	223
Mai	145	334	129	115	243	27	206	500	146	3	20	0	2	11	0	0	1	0	471	1.109	302
Jun	103	155	79	82	131	19	158	344	110	5	36	0	1	2	1	1	0	0	350	668	209
Jul	129	179	76	108	177	34	178	472	137	3	18	1	2	3	2	1	4	0	421	853	250
Ago	158	211	108	119	213	37	221	504	161	9	23	1	5	1	2	0	2	0	512	954	309
Set	125	129	195	99	204	38	146	520	164	5	13	8	2	2	0	0	10	0	377	878	405
Out	141	155	92	101	191	32	178	370	121	2	13	0	2	3	0	0	2	0	424	734	245
Nov	116	145	71	106	227	27	186	393	99	8	22	5	1	4	0	0	1	0	417	792	202
Dez	81	106	73	87	167	44	133	305	94	0	11	0	1	5	1	0	1	0	302	595	212
TOTAL	1.450	2.369	1.168	1.206	2.415	361	2.011	4.850	1.564	48	257	16	24	40	7	3	22	1	4.742	9.953	3.117

Obs.: Const->Constituições; Alt-> Alterações; Ext-> extinções

Table 02 - Statistical Report by Business Type in 2020

Source: Jucese (2020)

the crisis established in 2020 by the pandemic that is going on, where in comparison of the month of December 2020 with the same period in 2019, and presented an increase of 56% more, and when we take into account from January to December 2020, the state has a positive balance when we see 4,231 thousand new constitutions in front of 2,625 casualties.

According to Vasconcelos and Oliveira (2019), digital business registration systems should be seen as drivers of local economic development, by facilitating access to the formal market and ensuring legal certainty for entrepreneurs.

In this way, we can see the great effort made by entrepreneurs in Sergipe to keep their companies open, or even the effort made by informal entrepreneurs to formalize their

businesses and thus try to minimize the inevitable impact generated by the pandemic, and thus seek new directions for their segments, seeking to honorably serve their customers.

## CONCLUSIONS

When we look at the entire path taken by the Sergipe State Board of Trade over the years, we can see the great advances that have been presented here, demonstrating that the implementation of AGILIZA-SE in the state has been very successful, with the business community feeling confident in the processes, where with the agility in the process, they can focus the time that was wasted on processes that demanded much more time and even labor.

The data shows that, despite the persistence of decades marked by the weight of bureau-

crazy, we see that technological advances have managed to expand and thus break through the “analog barrier”, which has always stood out for its excess of procedures, in which a person interested in registering a company had to carry dozens of papers, going to various agencies, with mismatches of information, making the process itself long, exhausting and costly. By proposing and putting into practice the digitization of procedures, people willing to register a company, already entrepreneurs and accountants, can carry out all these steps in one place, thus optimizing time immensely.

The survey shows that technological progress alone would not be enough, since this progress should go hand in hand with equally modern legislation that defines the criteria and procedures for guaranteeing data security and legal certainty, to guarantee the legitimacy of all the acts necessary for registering a company. This legislation was achieved with a lot of struggle by the sectors of society that have a particular interest in these issues, and with the understanding and adjustments of the bodies

involved in each process, from start to finish, through unity and partnership.

It can be seen that the results in Sergipe, presented by JUCESE and the Business Map, show important progress, and even in the face of the difficulties that are peculiar to a state the size of Sergipe, standing out among the large states of Brazil, with cities ranking among the first with the shortest time to register a company, this only reinforces the desire to maintain high levels of debureaucratization, thus aiming to increasingly be part of the states with the lowest bureaucracy index.

Thus, despite all this progress, there is still a great need to expand services in many municipalities, but we have seen a lot of movement on their part, but it is necessary to create better conditions in the state for all these companies to maintain themselves, making sustainable use of all the resources available in Sergipe, contributing to the state's economic development.

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