

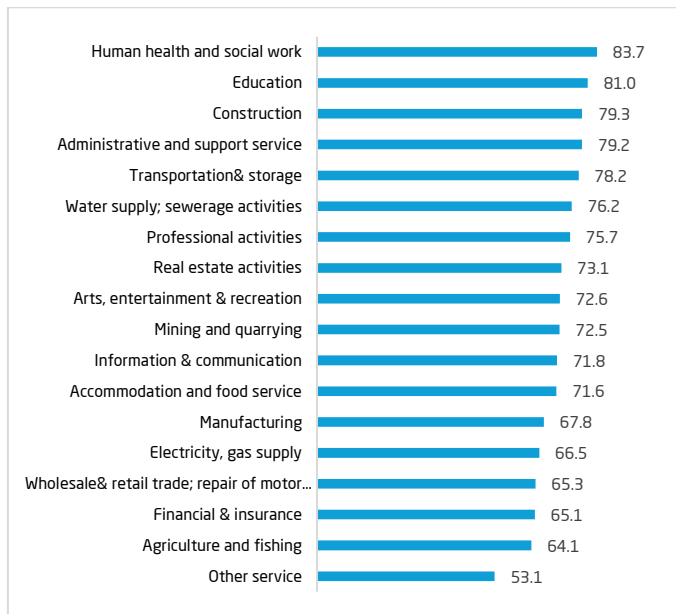
Percentage of establishments with internet access in the Kingdom reaches 97.7% in 2023

Results of Establishments ICT Access and Usage Statistics 2023 showed that the percentage of establishments with internet access reached 97.7%. Furthermore, 57.7% of establishments used the Internet for social media, while the percentage of establishments with a dedicated business email stood at 94.1%.

Percentage of establishments that use dedicated mobile phones for their operations reaches 70.3%

The percentage of establishments with a dedicated mobile phone for their operations reached 70.3%. Meanwhile, establishments with internal networks (Intranet) and a fixed internet connection constituted 75.5%.

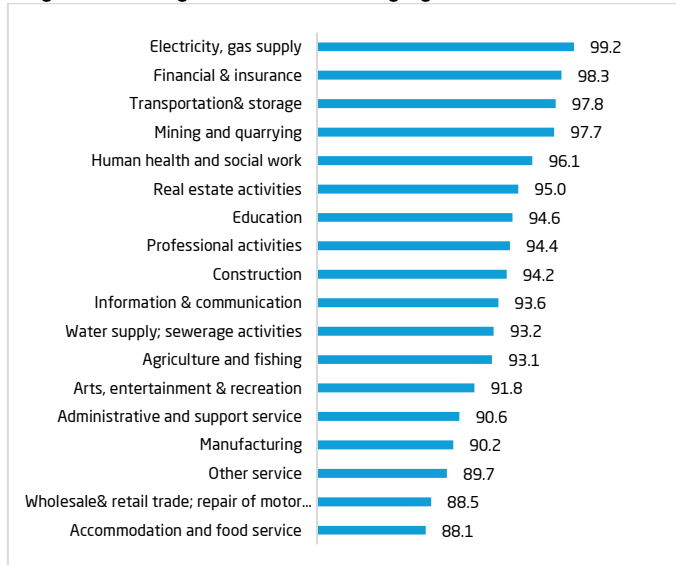
Figure 1. The percentage of establishments using dedicated mobile phones for their operations in 2023



Percentage of establishments that use electronic government services reaches 91.3%

The percentage of establishments that used e-government services, including accessing information, downloading, or submitting forms, and completing electronic transactions with government entities recorded 91.3%. Furthermore, 73.1% of establishments used the Internet to complete their official forms electronically.

Figure 2. Percentage of establishments using e-government services in 2023



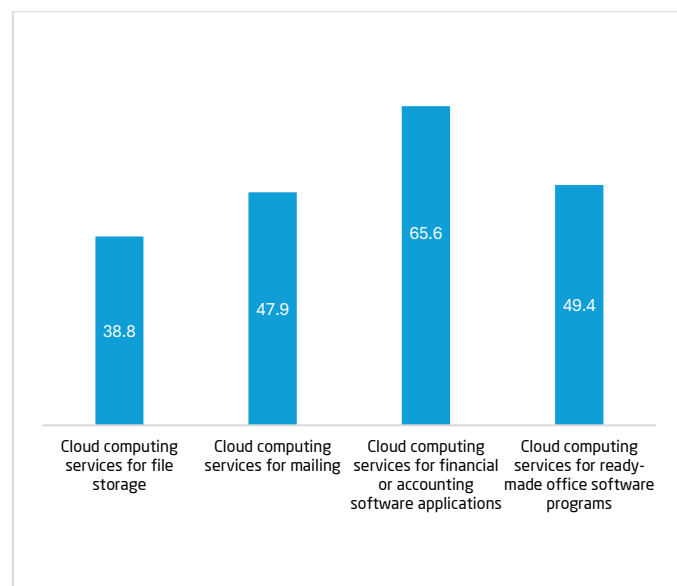
Percentage of establishments that use desktop computers for their operations reaches 88.3%

The percentage of establishments that used desktop computers for their operations, out of all computer users, reached 88.3%. Meanwhile, the percentage of establishments using laptop computers was 58.5%. Additionally, 59.0% of establishments trained their staff on computer software and applications.

Percentage of establishments that use cloud computing services for financial or accounting software applications reaches 65.6%

The results indicated that 47.9% of establishments used cloud-based email services. Meanwhile, the use of cloud computing services for off-the-shelf office software reached 49.4%. Furthermore, 65.6% of establishments utilized cloud computing for financial or accounting software applications, while 38.8% used it for file storage purposes.

Figure 3. Percentage of establishments using cloud computing by type in 2023



Methodology and Quality

Establishments ICT Access and Usage Survey provides up-to-date statistics and indicators on the extent of ICT access and usage among establishments in the Kingdom of Saudi Arabia. It follows a unified methodology consistent with the nature of this statistical product, based on the Statistical Business Process Guide which aligns with international best practices. The survey adheres to the international standards proposed by the Manual for the Production of Statistics on the Digital Economy, issued by the United Nations Conference on Trade and Development (UNCTAD). This approach aims to ensure the accuracy and quality of data and the international comparability of indicators, in line with national and international requirements for digital transformation.

For more details, [Methodology and Quality - Publication Tables](#)