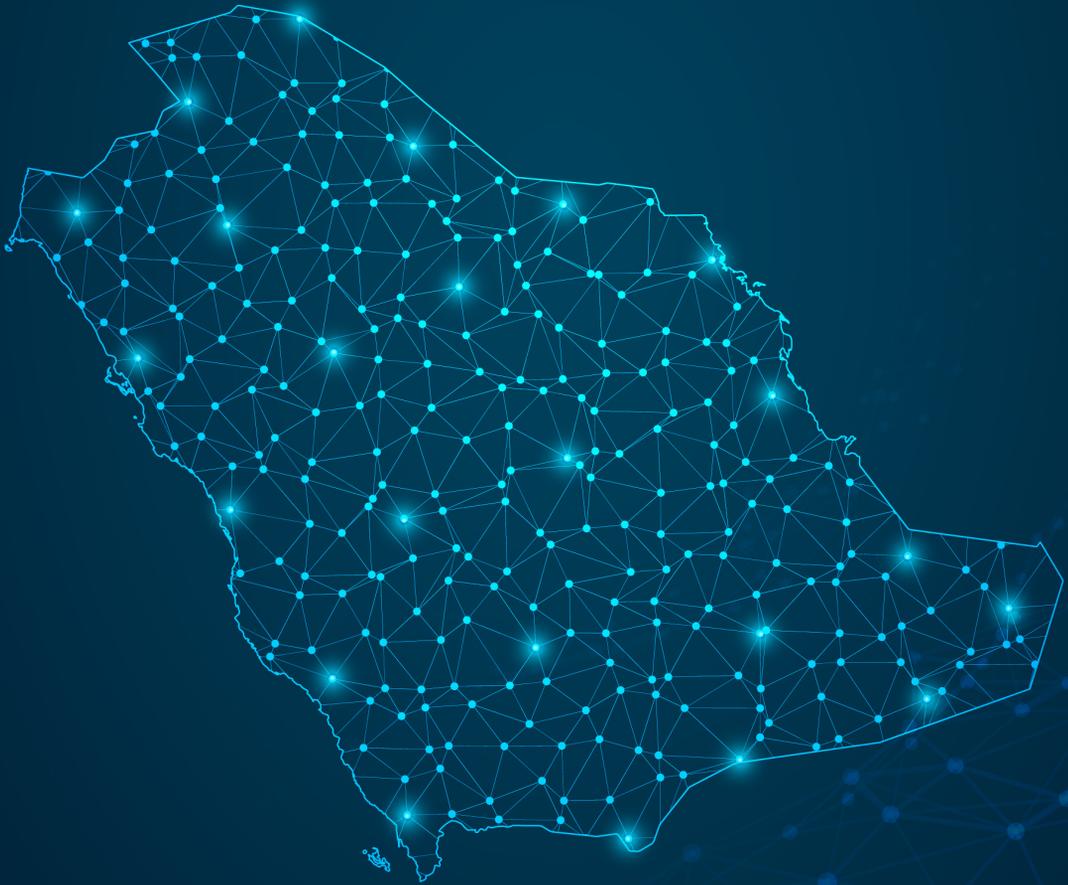




هيئة الحكومة الرقمية
Digital Government Authority

Be the Future Partner

Survey Results



Summary



Table of Contents

1

Overview

- **The Objective of the summary**
- **Demographic data**
- **Participant Classification**

2

How did the groups (individuals, the private sector, government and non-profit sector) interact with the theme of regulation and legislation?

3

The most outstanding 10 ideas from all categories of the theme of regulation and legislation

4

How did the groups (individuals, the private sector, government and non-profit sector) interact with the theme of digital platforms?

5

The most outstanding 10 ideas from all categories of the theme of digital platforms.

6

How did the groups (individuals, the private sector, government and non-profit sector) interact with the theme of government innovation?

7

The most outstanding 10 ideas from all categories of the theme of government innovation

8

How did the groups (individuals, the private sector, government and non-profit sector) interact with the theme government investment?

9

The most outstanding 10 ideas from all categories of the theme of government investment.

1



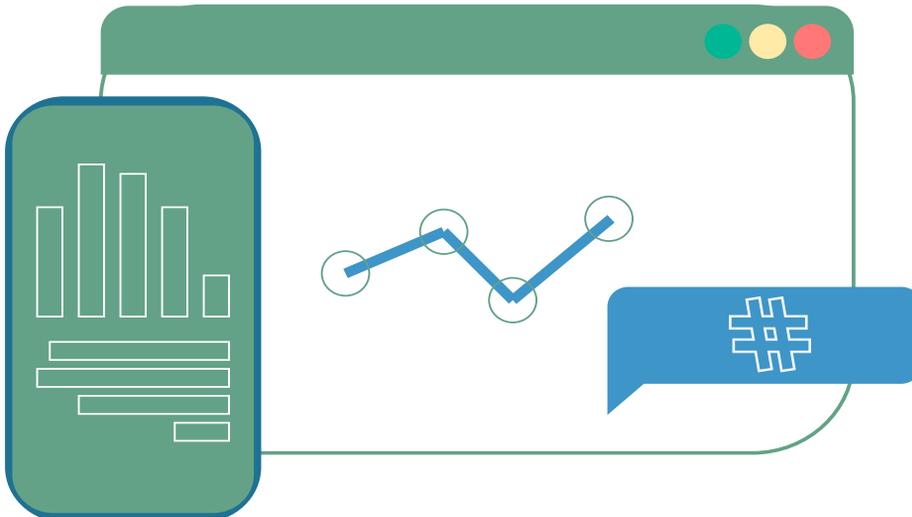
Overview

- The Objective of the summary
- Participant Classification
- Demographic data

The Objective of the Summary:

This summary aims to give the sectors' impression about the survey results since the launch of the campaign "Be the Future Partner".

The methodology used in the Results Analysis



Classification of the survey participants:

Total Participants

Until August 9, 2021 AD

10305

This sample of individuals represents the population with a confidence of 95% and a margin of error of $\pm 3\%$.



Individuals

8783
%85

Private

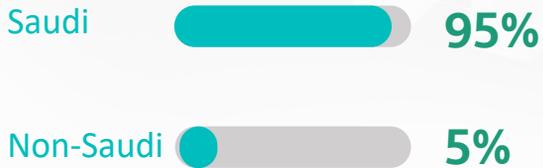
497
%5

Governmental

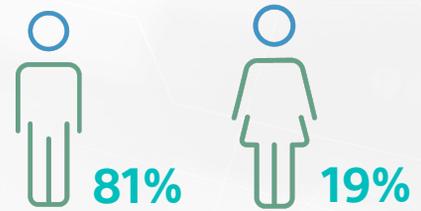
1024
%10

Demographic data Sample volume: 10305

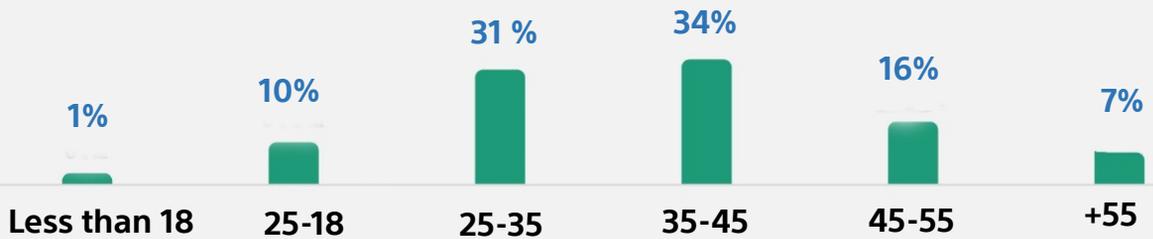
Nationality



Gender



Age



Marital status



28% Single



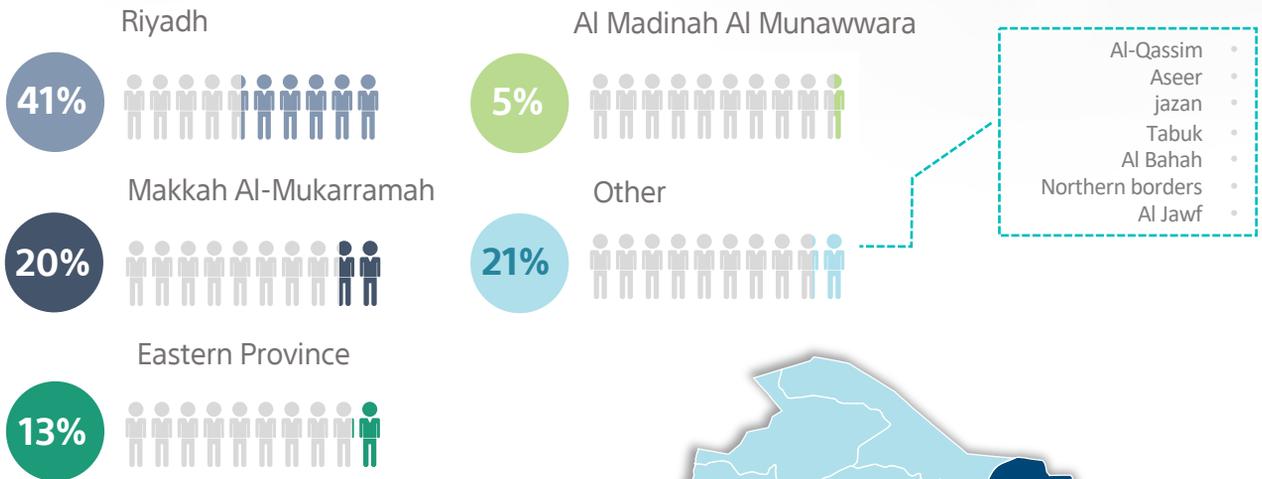
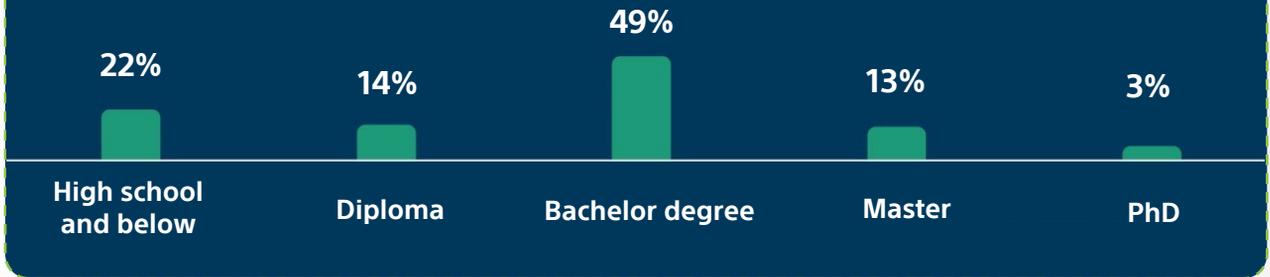
68% Married



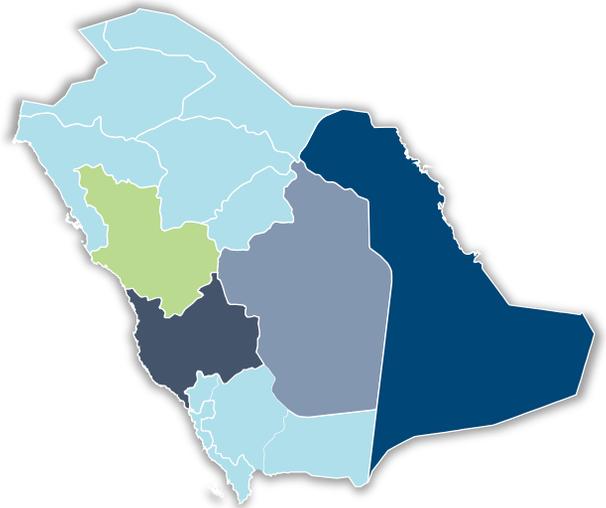
5% Divorced

Demographic data Sample volume: 10305

Levels of Education



Are you a technology expert?



Interaction rates of participants from different categories (individuals, the private sector, governmental and non-profit sectors) with the questionnaire's axes

%51.2

The axis of regulations and legislations

The main ideas of the axis included improve and diversify cloud services, whether they are service providers or the means of using them in the government sector.

%28.7

The axis of Digital Platform

The main ideas of the axis centered on training employees of call centers and technical support, develop a mechanism for receiving complaints and escalate them in case of delay in response.

%19.3

The axis of government innovation

The main ideas of the axis centered on the interest of sectors to make the procedures of any digital service easy and integrated among all government agencies and intensify the training of agencies.

%0.72

The axis of government investment

The main ideas of the axis included working on the partnership between the private and government sectors as the optimal model for investment between the two sectors and unify national systems to achieve the highest level of efficiency and operation.

2

How did the categories (individuals, the private sector, government and non-profit sector) interact with the theme of regulations and legislations?

- Alignment between policies and procedures
- Evaluation of regulations and legislations
- Cloud service usage level
- Digital Government Cloud Business Governance
- Cloud Computing Service Providers

How did the categories (individuals, the private sector, government and non-profit sector) interact with the axis of regulations and legislations?

- There is harmonization between the policies and procedures of government agencies when designing government services from a half of the government sector respondents and (46%) of the private sector respondents, and the neutrality rate is high in the private sector.
- Average evaluation of the regulations, controls and standards applied in digital government (3.6) out of 5 for private sector respondents and (3.9) out of 5 for government sector respondents.
- Private sector respondents are satisfied on the level of use of cloud services in the digital government sector by (53%), also, the percentage of neutrality is very close to satisfaction (35%).
- Almost half of government sector respondents (62%) are satisfied with the governance of digital government cloud business and clouds related to the digital government sector.
- (59%) of government sector respondents are satisfied with digital government cloud computing service providers and related clouds, while the percentage of neutrality was (31%).
- (22%) of individuals' suggestions that help government agencies to provide innovative digital services consisted of sentences of 50 words or more, while government sector respondents represented their ideas in (26%).

3

Top 10 ideas from all categories to the theme of regulations and legislations:

- **Regulations and Legislations**
Suggestions



The best 10 prominent ideas for regulations and legislations

1

Providing ready-made and uniform templates for the reports to be developed as Government Documents and unifying the annexes acceptance criteria

2

There is a Harmonization between policies and Actions, but it needs an initial phase for service recipients in order to prepare and trial period for dealing with the practical application effectively.

3

The Cloud Services must be improved and expanded so that service can respond to its requesters in a better manner.

4

There are no Cloud Services other than SADAYA and Diem that need more development and various services

5

We need to ensure the privacy of individuals represented in their data undergoing to be viewed by the other non-relevant parties in the Government Agencies.

6

Identifying Functions, powers, and responsibilities, engagements, and eliminating the overlaps that affect the quality of performance.

7

Legislation of establishing a committee whose annual function is to check in over the Digital Government's management so that the problems that face these managements can be solved.

8

Strengthening call centers and customer services with professionally and personally trained cadres due to the fact that they are the Organization's flip side.

9

I hope that all absolute and declared regulations are re-examined along with producing regulatory instructions that could be consolidated, comprehensive and clear.

10

It's better to harmonize the Digital services on designing them with the Digital procedures and policies of the Digital Agencies, however, some Digital Services might own different properties other than the standard procedures in Agencies so that Digital services can simplify the procedure process and accelerate the transaction's completion.

4

How did the groups react (Individuals, private, Government, and non- profit sector) to the theme of Digital Platforms?

- The level of Beneficiaries' services
- The experience's Ease and integration
- Complaints' receiving mechanism
- Development and innovation types
- Government services

How did the Groups react (Individuals, private, Government, and non- profit sector to the theme of Digital Platforms?

- Satisfaction with the levels of beneficiaries' services along with call centers and technical support, has achieved the highest percentage among the respondents of the private sector which is (72%), and (58%) among the individual respondents, and (49%) among the respondents of the private sector.
- The average of assessment the ease and integrity of the Digital Government services was (3.9) out of 5 among the individual respondents, and (3.5) among the respondents of the private sector.
- In regard with the satisfaction for complaints' receiving mechanism and addressing them, Neutrality has achieved the highest percentage among the individual respondents which is (28%), while (41%) among the respondents of private sector, and approximately the half of the respondents of the Government sector which represented in the percentage of (64%) are satisfied for the complaints' receiving mechanism and addressing them.
- Satisfaction with the Government services has achieved the highest percentage among over three quarters of individual respondents with a percentage of (80%) and just over half of the respondents of private sector with a percentage of (64%).

5

The best 10 prominent ideas of all groups for the theme of Digital Platforms

- **Digital Platforms**
Suggestions



Top 10 Ideas for Digital Platforms

1

Using e-mail as mean to communicate with government agencies.

2

Collection of all platforms in one place and log in to all of them in one way as they confuse the user and elders due to their great number.

3

Using a mechanism for escalation or monitoring in case of failure to obtain the required level of service.

4

Interaction of technical support, response is usually unsuspecting and does not solve the problem, therefore, Digital Government Authority should be an escalation reference in case of non-response of government agencies to solve the problem.

5

Unifying logging in, as some sectors have their own log in in addition to national single sign-on, which causes confusion.

6

Preparation of integral paths to provide services, not based on every entity point of view to enable the beneficiary to provide one application not several applications from different entities.

7

Working on making the site stands pressure of complains number if there is a problem.

8

Multiplicity of steps to obtain a service and diversity of platforms .. in addition to systems disruption and more important lack of clarity of browser type used by the platform.

9

Low-quality of provided services even if they are available, weakness of technical support for these services.

10

Proposal of a more practical communication way, enables the user from several options, such as attaching a photo, video and audio (when required). Also, in many times the technical support numbers do not respond, so we face a dead end, especially with the government establishment not receiving only with specific times.



6

How Categories (Individuals, Private, Government and Non-profit Sector) Interacted with the theme of Government Innovation

Innovation and Development Types

How Categories (Individuals, Private, Government and Non-profit Sector) Interacted with Axis of Government Innovation

- Facile and integrated business procedures with several government agencies, is the most concerned type by responders (77% - 78%) of (individuals, private and government sector) followed by instant digital services as a type of innovation and development, that the responders want to work on in digital government services.
- More than half of private sector responders (56%) and (36%) of government sector have ideas to help government agencies to provide innovative digital services, while (33%) of individual responders have ideas.
- There is a great interest (always, mostly) in innovation and emerging technologies in government agencies from the perspective of about half of government sector responders (58%).
- Government agencies needs to high training in digital transformation, innovation field and using emerging technologies from the perspective of (69%) of government sector responders.
- Application development, quality management, infrastructure and processes are among the most specialties and skill needed by government agency from perspective of half of government sector responders.

7

Government Top 10 Ideas from All Categories for the Theme of Government Innovation:

- Government Innovation Proposals



Top 10 Government Innovation Ideas

1

Add an introduction video about the new service and its procedures. In order to get an idea and illustrate the duties that you should work on, so that the review process is faster and easier

2

Link the citizen's medical file to his civil record number in all hospitals in the Kingdom

3

When a business owner wants to permanently terminate his activity, this is done through one site in which all the steps and commitments that he must perform with all agencies are collected. Upon completion of each agency, mark right in front of it, which means the terminate of his commitment to that agency, then he moves to the other until he terminates everyone

4

Transparency. Example: a trademark application is rejected, i receive a call with a full explanation of why it was rejected? How is the problem resolved?

5

Launch an integrated national training and development program for develop a set of skills and competencies for government agency employees and prepare them to lead the digital transformation in the agency. So that it is in the form of training paths and annual plans under a central administration outside of those agencies

6

I'm worried that emerging techniques will be implemented to implement them and not because they meet the needs of users. For example, the presence of a Chatbot will not achieve a response to customers, if the data in the database are incorrect, incomplete or originally non-existent.

7

Create a FAQ section in every service, as it is the optimal way to shorten time

8

It is important to raise awareness among government employees to replace traditional paper-based systems with electronic systems, it is important that there is an incentive to encourage employees of government agencies to use government platforms

9

There is no recognition of the importance of technology and the use of artificial intelligence in many operations, which reduces errors in the entry and shortens the time

10

Create a platform that issues all permits and requirements for commercial registry activity, so that the investor or facility must issue the commercial registry for commercial work, and then there will be an integrated chain by registering the owner of the facility with all relevant authorities

8

How did the categories (individuals, the private sector, government and non-profit sector) interact with the theme of government investment

- The optimal model for investment and partnerships
- Achieving efficiency operation and expenditure on services

How did the categories (individuals, the private sector, government and non-profit sector) interact with the axis of government investment?

- Public-private partnership (PPP) is the optimal investment model for (64%) of private sector respondents and (75%) of government sector respondents.
- Build unified national systems of the greatest achievements of the highest level of efficiency operation and expenditure in digital government services from a (70%) of private sector respondents, and (71%) of the government sector respondents, followed by the unification of government data centers.

9

Top 10 ideas from all categories to the axis of government investment:

- **Government Investment Suggestions**



Top 10 Government Investment Ideas

1

I think the existence of complementary projects between the public and private sectors in terms of profitability, this transfers the service to a better and more accurate level. share revenue model

2

Take advantage of the internally developed systems in some government agencies and dissemination it to the rest of the agencies after allocating it. According to the actual needs of the agency with costs that belong to the owner of these applications

3

Link military and medical research and projects with the entrepreneurial environment so that there is an integration in the use of resources and maximize the economic value in different dimensions in multiple areas at the same time

4

Britain's experience in using open sources and the experience of security reports in the British model

5

Zakat and Income Authority is the best portal and rapid technical support that I have dealt with in any government agency, I've never seen their website and their service was previously cut off, and the technical support is very rapid and available through phone, chat and email.

6

The three participations: the public sector (supervision and monitor role), the private sector (executive and financial role), the non-profit sector (operational and voluntary role), the joint projects between the three sectors, the role of the public sector to be fully aware of the legislation and procedures and the process of measuring them in the sectors.

7

Taking advantage of Microsoft and Google in serving the non-profit sector

8

It is necessary to involve the two sectors and to get rid of the monopoly on one agency, whether government or private

9

Expand the cloud database for each person or address of a company or organization and link it to ease of business, quality and accuracy of services, speed of inquiry, search and processing, also, we also believe that there are giant programs such as Tawakkalna, which we consider a pride of government excellence and the speed of finding solutions for many of them

10

Udacity Partnership Experience with Misk to provide human capital qualification courses through which we provide valuable content in the field of emerging technologies, artificial intelligence and business analysis that will develop digital government services by developing it through young national cadres.



10

Highlights of interactionists mentioned during the campaign

What are they saying?

The most prominent sayings of the interactionists during the campaign

Merging all the Government departments that provide services for citizens on one website or application

Building and developing an integrated and sophisticated Digital Government System, in which time and effort can be shortened only to beneficiaries whether they were individuals, establishments, or companies, moreover, it facilitates their government transactions' completion, in an easy manner.

Initiating the proposed projects in service incubators that can be tested in a direct and rapid manner or in a record time, so that they can be evaluated as a first stage then on a group of users then followed by spreading the service

Activating the role of Artificial Intelligence with no need for entering and filling in data that is already existent within the Government System, moreover, linking it to the citizen's information represented in his salary, or eligibility to get a service from the Ministry of Housing, or the number of his family members and collecting the data that is in no need of entering it once again.

Providing the self-service machines for some government managements for the sake of facilitating the extraction of identification documents

Automated linking through the information center and the ministry of Housing with real setae developers in the actual units existing, in addition to pegging the rate in so that no manipulation can be occurred

Establishing an electronic regulatory agency that can be responsible for all Agencies, along with ensuring that there is a connection between users and regulatory authority

Paying attention to responding to the citizens' contacts and taking care of resolving any problems

Some legislations can arrive through decisions, numbers, or dates with the hope of their access to Beneficiary in the form of a short documentary film for the desired abbreviating what is required

Establishing an independent Government Agency takes the responsibility of the coordination between both Government Agencies and private sector, and of what is related to the electronic Government

The most prominent sayings of the interactionists during the campaign

Developing call centers and giving them the authority to facilitate the client's transactions in case there was a complaint

I suggest posting video clip of (1 to 2 minutes) about how to use each service on selecting it

We need technical support of high powers in order to resolve the problems instantly, what we have now is a powerful government agency with a service of poor and technical support, limited in authorities and expertise.

Security checkpoints are developed in a rapid manner and securing the authorities of and identity and forgery detection devices on time with the eye print system in the entrances of the city

Automated linking through the information center and the ministry of Housing with real setae developers in the actual units existing, in addition to pegging the rate in so that no manipulation can be occurred

Creating a digital platform carrying the name of (Brainstorming platform) all the suggestions and ideas of the society's individual are received whether they were digital suggestions or ideas that can serve the country and help with development to form a community system and maybe a proposal that can open up prospects, and every proposal owner shall be e rewarded

There must be a mechanism during the death of a citizen, the dead person's money and properties shall be divided to his heirs with no recourse to the appointment of the family senior in order to issue a survey, or heirs that may entrust it of sale. But the heirs' survey is previously enlisted in the Government, so that the assets and properties shall not be frozen out of selfishness, while the heirs are in much need.

Developing an electronic regulatory agency that shall be responsible for all agencies, with ensuring that a connection between the users and regulatory agency shall be existed

Establishing an electronic digital bank, along with creating digital currencies rather than those paper ones, indeed what is most effective in markets and local and international shops is the digital banking operations

A regulatory website on the Government websites and hastening the completion of procedures, and complaints related to beneficiaries and evaluating them by beneficiaries and developing them in addressing the problems related to them.



هيئة الحكومة الرقمية
Digital Government Authority