



Overview of Digital Inclusivity in the Digital Government

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1. Introduction

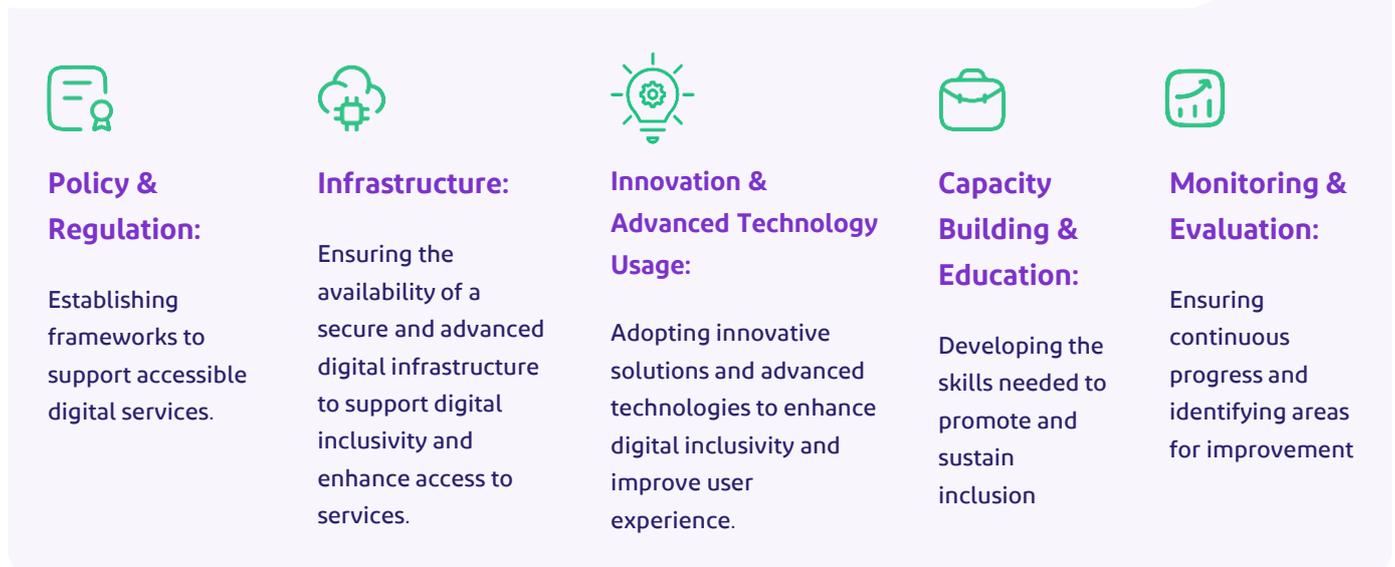
The digital world is evolving rapidly, making equal access to digital services and products a fundamental necessity for fostering inclusive participation in society. As the scope of digital services expands, digital inclusivity emerges as a core principle to ensure that all individuals, regardless of their circumstances, can benefit from the opportunities provided by technology.

In this context, digital accessibility plays a pivotal role in achieving digital inclusivity. It enables people with disabilities to engage effectively with digital technologies through established accessibility standards and solutions that improve usability and enhance the overall digital experience. With an estimated 16% of the global population (1.3 billion people) experiencing significant disabilities [1], ensuring accessibility is crucial for fostering social inclusion, economic participation, and independence.

In Saudi Arabia, advancing digital inclusivity is a key pillar of the government's digital transformation journey. The kingdom continues to implement national policies and frameworks aimed at improving accessibility across digital platforms, ensuring that technology caters to diverse user needs, including individuals with visual, hearing, mobility, or cognitive disabilities. These efforts align with global best practices to remove barriers, enhance user experiences, and promote inclusive digital participation.

Beyond accessibility, digital inclusivity guarantees that no one is excluded from the digital landscape. It empowers all individuals, including those facing disadvantages due to age, physical ability, or socioeconomic status, to fully engage with and benefit from digital innovations. Research shows that organizations embracing diversity and inclusion strategies can achieve up to a 20% increase in engagement [2], reinforcing the positive impact of inclusive digital practices. Additionally, the global digital inclusivity market is projected to grow from \$7.5 billion in 2020 to \$15.4 billion by 2026 [3], highlighting the increasing significance of these initiatives in shaping the future of digital transformation.

The success of digital inclusivity depends on four key drivers:



This study aims to raise awareness about digital inclusivity, exploring the Digital Government's journey, efforts, achievements, and the future steps needed to advance this cause. Among these achievements is the kingdom's first-place ranking in the 2023 Government Electronic and Mobile Services Maturity Index [4]. By focusing on the key drivers of inclusivity, these digital initiatives will advance Vision 2030 and foster equity, participation, and societal progress.

2. Defining Digital Inclusivity

Understanding the diverse needs of people with disabilities is fundamental to creating an inclusive digital environment. By examining the different types of disabilities and the global statistics surrounding them, better digital accessibility solutions can be tailored, which address the unique challenges faced by each group.

2.1 People with Disabilities (PwDs)

According to the Persons with Disabilities Rights System, issued by the Expert Commission at the Bureau Of Experts At The Council Of Ministers, a person with a disability is anyone with a long-term disorder or impairment in physical, mental, intellectual, sensory, or psychological functions, which may prevent them, when facing various challenges from fully and effectively participating in society on an equal basis with others. [5]

2.2 Types of Disabilities

People with disabilities (PWDs) represent a diverse group of individuals who experience different types of disabilities, including visual, hearing, mobility, and cognitive disabilities. Additionally, some individuals face learning difficulties, disabilities resulting from accidents, or due to life changes, such as aging. Here is a breakdown of the main types of disabilities:

Visual Disability



A condition or disability affecting vision, leading to partial or complete vision loss, limiting an individual's ability to perceive and distinguish visual information.

Hearing Disability



A disability that affects an individual's ability to hear sounds, ranging from partial to complete hearing loss.

Mobility Disability



A disability that impacts an individual's ability to move or use their limbs effectively, often causing challenges in physical coordination and movement.

Cognitive Disability



A condition that affects a person's ability to think, comprehend, learn, or remember.

Learning Disabilities



Clear headings, simple instructions, and plain language help users with learning difficulties navigate and understand web content.

Other Disabilities



Accessibility features like content zoom, large buttons, and responsive design support seniors and users with hearing, motor, or visual coordination challenges.

2.3 Current State on Digital Inclusivity

Understanding the extensiveness and types of disabilities is crucial for tailoring digital inclusivity efforts. The statistics reveal a diverse range of disabilities affecting a significant portion of the world's population:



Visual Disability

2.2
Billion

Globally, at least 2.2 billion people have a near or distance vision disability. In at least 1 billion – or almost half – of these cases, vision disability could have been prevented or has yet to be addressed. [6]



Hearing Disability

430
Million

Over 430 million people globally have disabling hearing loss, and it is projected to increase to over 700 million by 2050. [7]



Mobility Disability

1.71
Billion

Approximately 1.71 billion people globally live with musculoskeletal conditions, which are the leading cause of disability worldwide. [8]



Cognitive Disability

2-3%
People

Cognitive disabilities, including intellectual disabilities and developmental disorders, affect approximately 2-3% of the global population. [9]



The statistics in figure 1 highlight the prevalence and distribution of disabilities within Saudi Arabia, providing key insights into the most common types of disabilities affecting the population:



Figure 1: Prevalence and Distribution of Disabilities Across Regions in Saudi Arabia

Next, a breakdown of selected disability types in Saudi Arabia offers a clearer view of the specific challenges faced by the community [12]:



2.4 Digital Inclusivity for Elderlies

Another essential element of digital inclusivity is addressing the needs of the elderly – Those aged 60 and above. As people age, many develop age-related disabilities, while others, even without specific impairments, may find digital tools less intuitive. In Saudi Arabia, where the elderly make up 3% of the population [13], this can create barriers to engaging with digital platforms, increasing the risk of social isolation and limiting access to essential services. To prevent such challenges, it is vital to design digital solutions that are accessible and tailored to older adults. By offering user-friendly interfaces and inclusive experiences, we empower seniors to stay connected, access services with ease, and actively participate in society. Recognizing the elderly as a vital part of diverse communities ensures that inclusivity efforts truly reflect the needs of all members.

In this context, the Rights of the Elderly Law was introduced in Saudi Arabia under Royal Decree No. (47) dated 03/06/1443H -- corresponding to January 6, 2022 --. Article 12 of this law mandates the issuance of a senior citizen privilege card, enabling older adults to benefit from essential public services without the need to visit government offices. Additionally, the law emphasizes the importance of collecting statistical data and conducting research to better understand the needs of older adults and develop comprehensive solutions that enhance their quality of life.

Providing inclusive and sustainable digital solutions that cater to the needs of the elderly does not only enable them but also strengthens the long-term sustainability of digital inclusivity, ensuring that no individual is left behind in the digital ecosystem.



4.81%

of the population
in Saudi Arabia is
elderly. [12]

3. The Digital Government's Journey in Digital Inclusivity

3.1 The Journey Towards a Digitally Inclusive Nation

The Start

Saudi Arabia's journey towards a digitally inclusive nation began with recognizing the need for accessibility in the rapidly evolving digital landscape. Early efforts focused on building awareness and understanding of digital inclusivity's importance, driven by the broader vision of ensuring that all citizens, regardless of their abilities, can participate in and benefit from digital advancements in government services.

Initial steps involved implementing foundational policies and frameworks to guide inclusivity efforts. A key element of this was the Law for the Rights of People with Disabilities (PWD) and its implementing regulation, which forms the legal backbone for empowering people with disabilities. Article 14 of the PWD emphasizes the right of people with disabilities to access public services, including digital platforms, without discrimination. Chapter 10 of the implementing regulations further mandates continuous monitoring and enforcement to ensure that government and private services meet accessibility standards. Additionally, the Kingdom of Saudi Arabia has acceded to several international agreements to reinforce its commitment [16]:



Accession to the Convention on the **Rights of Persons with Disabilities** and its Optional Protocol pursuant to Royal Decree No. M/28 dated 22/05/1429 AH corresponding to 2008 AD



Accession to the Marrakesh Treaty to **Facilitate Access to Published Works for Persons Who Are Blind, Visually Impaired, or Otherwise Print Disabled** pursuant to Royal Decree No. M/109 dated 05/11/1439 AH corresponding to 2013 AD.

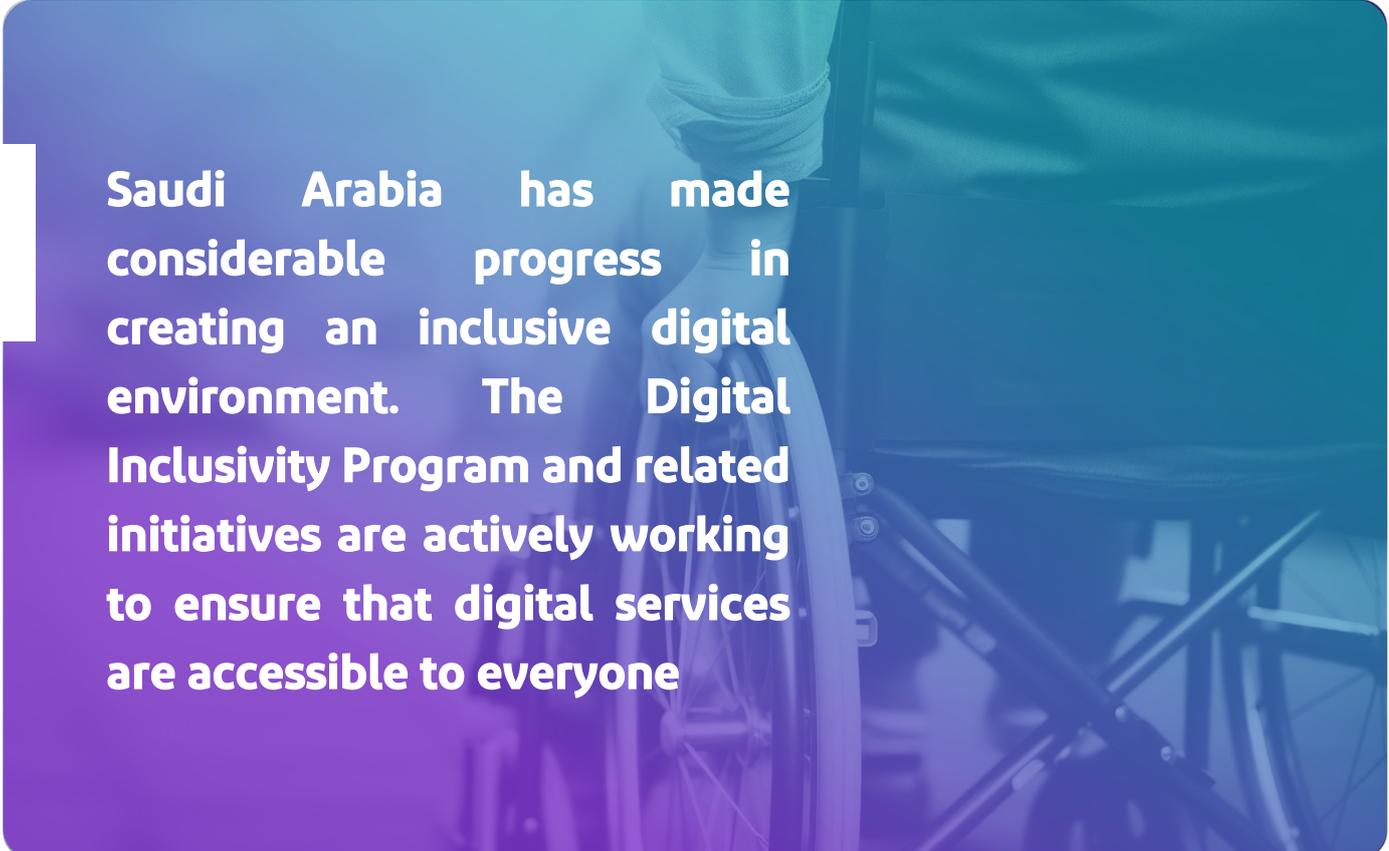


Approval of the **Unified Guiding Law (Regulation) for Empowering Persons with Disabilities** in the Cooperation Council for the Arab States of the Gulf pursuant to Cabinet Resolution No. 212 dated 02/04/1442 AH corresponding to 2020 AD.

Digital inclusivity does not just hold social value, but an economic one as well. An International Monetary Fund (IMF) Working Paper titled "Is Digital Financial Inclusion Unlocking Growth?" found that the external component of digital financial inclusion is positively associated with growth in GDP per capita, suggesting that digital financial inclusion can accelerate economic growth. By ensuring that all citizens have access to digital resources, The opportunities to unlock new economic opportunities and drive innovation increase.

The Present

Today, Saudi Arabia has made considerable progress in creating an inclusive digital environment. The Digital Inclusivity Program and related initiatives are actively working to ensure that digital services are accessible to everyone. The availability and adoption of assistive technologies have significantly grown, and initiatives to improve digital literacy among people with disabilities have yielded encouraging outcomes. Infrastructure developments, such as expanding broadband access to remote areas, have also played a crucial role in bridging the digital divide where the internet penetration levels in KSA have reached 98% in 2024 according to Statista [17]. The population share with internet access in Saudi Arabia was forecast to remain on a similar level until 2029 as well.



Saudi Arabia has made considerable progress in creating an inclusive digital environment. The Digital Inclusivity Program and related initiatives are actively working to ensure that digital services are accessible to everyone

» The Future

The future of digital inclusivity in Saudi Arabia focuses on building upon past successes to create a fully inclusive digital society. This involves improving accessibility standards, promoting innovation in assistive technologies, and fostering a culture of inclusivity across both public and private sectors. Key areas include digital literacy, accessibility, and participation, aligning with Vision 2030 to ensure all citizens benefit from the nation's digital transformation. To support this vision, Saudi Arabia is committed to improving accessibility compliance in all government digital services. A notable step toward this goal is the launch of the 'Accessibility Ease' initiative, which centralizes resources and tools for people with disabilities, further enhancing digital inclusivity.

3.2 Key National Initiatives to Promote Digital Inclusion

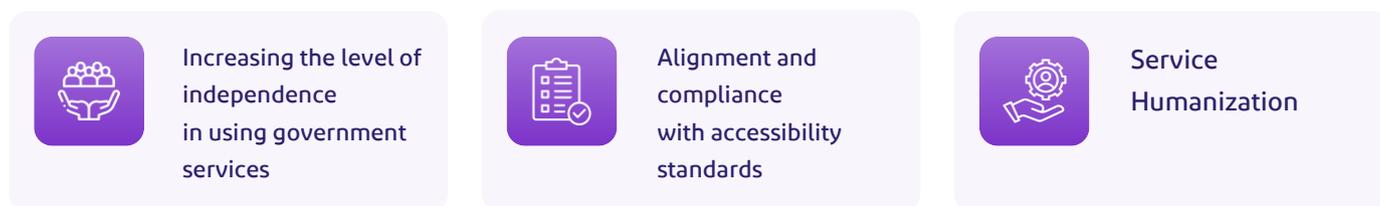
Digital Inclusivity Program

As previously mentioned, one of the main initiatives to highlight is the “Digital Inclusivity Program”. It is a program that aims to achieve excellence in inclusivity and ease of access, or usability, to government services by providing the necessary tools and capabilities to ensure digital access and innovation. [18][19]

Vision: Increase the rate of independent access and use of government services by people with disabilities and the elderly.

This program outlines several key goals to achieve this vision: ensuring accessibility, promoting assistive technologies, bridging the digital divide, enhancing digital literacy, fostering collaboration and partnerships, and monitoring and evaluating progress. The main goals of the Digital Inclusivity Program include:

The main objectives of the Digital Inclusivity Program include:



The Digital Inclusivity Program is built on six main pillars:

- 1. Digital and Physical Solutions:** Designing and developing digital products and services, as well as physical solutions, tailored for people with disabilities, the elderly, and other relevant groups.
- 2. Consultation and Evaluation:** Assessing government services and products, offering recommendations regarding their effectiveness for people with disabilities and the elderly.
- 3. Training and Workshops:** Training government employees and entities to raise awareness about the importance of engaging the elderly and people with disabilities throughout the stages of digital service development.
- 4. Legislation and Compliance:** Reviewing and ensuring that government agencies adhere to digital accessibility standards.
- 5. Community Participations:** Ensuring the involvement of the elderly and people with disabilities during the design process of services, with their needs and insights taken into consideration.
- 6. Motivation and Rewards:** Encouraging government entities to provide initiatives and services tailored to empower the elderly and people with disabilities.

The Digital Government Authority (DGA) launched the Digital Inclusivity Program on November 22, 2023, in partnership with the Ministry of Human Resources and Social Development and the Authority for the Care of People with Disabilities. The program aims to enhance access to digital government services for all citizens, especially the elderly and people with disabilities, supporting DGA's digital transformation goals. It collaborates with service providers and experts to equip government entities with tools and resources, ensuring inclusive and accessible services aligned with international standards and Vision 2030 objectives.

As such shown below is an outline of the ecosystem of the Digital Inclusivity Program:

Program Leaders



Contributing Partners



Key Partners Providing Products/Services



3.3 The Government Entities of People with Disabilities and the Elderly

The entities supporting people with disabilities (PWDs) and the elderly are diverse and widespread, encompassing individuals with different types of disabilities, their families, caregivers, and advocates. These entities often collaborate to enhance inclusivity, improve accessibility, and ensure equal opportunities for all.



A government entity responsible for formulating public policy related to labor and employment systems in both the public and private sectors in the Kingdom. It also oversees social affairs and development programs.



A government entity dedicated to empowering persons with disabilities, ensuring their rights, and enhancing services provided to them by various agencies to support their care and rehabilitation.



A government entity focused on family affairs, aiming to strengthen family cohesion, preserve its identity and values, and improve overall quality of life. It also seeks to enhance the family's role in development by fostering interaction with relevant community institutions.



The Association for the Blind offers a range of social, psychological, and educational services for individuals with visual impairments, their families, and professionals in the field.



An association specialized in empowering individuals with hearing disabilities and enhancing their societal role through innovative programs and strategic partnerships.



An association that meets the social, health, and recreational needs of the elderly, honoring and caring for them, and working with entities and individuals to improve and enrich their quality of life.

Efforts to create digitally inclusive environments must put into perspective, the specific needs of these diverse communities to ensure equitable access and participation. In alignment with digital inclusivity strategies pushing towards an inclusive society.

3.4 Government Sector Success Stories

Government Entities has made significant strides in promoting digital inclusivity, ensuring that all segments of society, including people with disabilities, have access to digital products and services. Below are various success stories that demonstrate the Kingdom's commitment to enhancing accessibility and supporting the independence of people with disabilities through innovative solutions and initiatives.

Ministry of Justice

Mobile Notary Service



The Ministry of Justice offers a free mobile notary service to support individuals by providing services at their location, including the elderly, people with disabilities, and inmates, ensuring they receive the assistance they need from the comfort of their homes. To date, over 50,000 beneficiaries have utilized this service.

Ministry of Interior

Taqdeer Service



The Taqdeer service is an electronic social solution designed to provide support to individuals in the comfort of their homes, including the elderly and people with disabilities, ensuring they receive necessary civil status services without the need to visit physical offices. It provides civil status services directly at their locations and is accessible through the Absher application. This service has benefited over 75,461 individuals.

Ministry of Human Resources and Social Development

Mowaamah Application



The Ministry of Human Resources and Social Development, through the development of the Mowaamah application, provided a platform for volunteers to assist people with any type of disability in various ways. Over 49,965 people have benefited from this application.

Ministry of Culture

Ministry Platforms



The Ministry of Culture enhances accessibility by improving the design of its digital interfaces, ensuring they are more user-friendly for people with disabilities. This initiative aims to enhance their experience with modern technologies and the Ministry's platforms.

Saudi Red Crescent Authority

Video Call Systems



The Saudi Red Crescent Authority supports people with disabilities by offering video call center systems for the hearing disabilities. These systems provide sign language services through video calls with certified specialists, ensuring safe and private emergency assistance. This service has benefited over 35,000 beneficiaries, delivering an enhanced experience for hearing-impaired individuals.

Ministry of Human Resources & Social Development Saudi Data and Artificial Intelligence Authority

Privilege Digital Card for Seniors



The Rights and Care of the Elderly Law was issued by Royal Decree No. (47/M) dated 03/06/1443H. Article 12 stipulates that the Ministry shall grant elderly individuals a privilege card enabling them to benefit from essential public services provided by government, private, and non-profit entities to meet their daily needs. Entities are required to consider the elderly in all procedures concerning them, expedite the processing of their transactions, and take their specific needs into account.

Seha Virtual Hospital

Virtual Appointment Booking Service



Seha Virtual Hospital provides a virtual appointment booking service, enabling individuals, including the elderly and people with disabilities, to access medical consultations easily from their homes without the need to visit healthcare facilities. Users can book appointments through the Sehhaty app, enhancing the patient experience, saving time and effort, and ensuring that everyone receives the necessary healthcare services with greater flexibility and efficiency.



Ministry of National Guard Health Affairs

Bynahm Application

The Bynahm App provides an interactive platform for hospitalized patients to make video calls with their families, enhancing communication and psychological support. It also allows patients to evaluate their healthcare experience and share feedback to improve care quality. Studies show 94% of patients reported greater comfort, while it helped reduce stress and anxiety for 37%.

مستشفى الملك خالد
التخصصي للعيون
King Khaled Eye
Specialist Hospital



King Khaled Eye Specialist Hospital

Awsefha Initiative

King Khaled Eye Specialist Hospital launched the Awsefha Initiative to empower blind and visually impaired individuals by facilitating access to awareness content and health information. This initiative was particularly crucial during the COVID-19 pandemic, ensuring seamless access to information.

Pioneering national efforts have contributed to achieving digital inclusivity and have produced real empowerment stories for persons with disabilities and the elderly.

3.5 Key Elements of Digital Inclusivity

Digital Inclusivity ensures that all individuals and communities, particularly the most vulnerable, have access to and can effectively use ICTs. It encompasses:



Accessibility

Enabling everyone, regardless of their abilities, to access and use information and technology effectively and independently.



Skills Development

Offering education and training to equip individuals with the necessary digital skills.



Usability

Ensuring all digital platforms and services are easy and intuitive to use for all people.



Content Relevance

Creating digital content that is relevant and beneficial to all users.

3.6 The Definition of Digital Accessibility in Digital Government

Accessibility refers to the design of products, devices, services, or environments for people with disabilities. It aims to enable everyone, regardless of their abilities, to access and use information and technology.

Building on this principle, the Digital Government Authority (DGA) has launched an initiative to develop web content accessibility guidelines, technical specifications, and educational resources. This initiative aims to empower people with disabilities to access digital content and help developers understand and implement accessibility standards effectively, ensuring inclusive digital services for all segments of society.

Key aspects of digital accessibility include:

01



Service Humanization

Service Humanization refers to the process of infusing human-like qualities and characteristics into services. It involves creating a more personalized, empathetic and human centered experience for individuals engaging with a service.

02



Web Accessibility

Ensuring that websites and online services are usable by people with disabilities, complying with standards such as the Web Content Accessibility Guidelines (WCAG 2.2). [14]

03



Universal Design

Includes designing digital products and services from the ground up to be usable by the widest range of people possible, regardless of age or ability, by integrating accessibility & inclusivity principles into the very foundation of the design process.

04



Assistive Technologies

Contains all the tools and devices that assist people with disabilities in accessing digital content (e.g., screen readers, speech recognition software). Recent advancements include eye-tracking devices that allow users to control computers with their gaze, voice-activated assistants for hands-free navigation, and wearable haptic devices that provide tactile feedback to support users with visual disabilities

Accessibility is essential for social equity and human rights, ensuring that digital services are available to all, including people with disabilities.

3.7 Accessibility Standards and Principles

In alignment with the accessibility standards set established by the ADA (Americans with Disabilities Act) and Section 508 of the Rehabilitation Act. These standards are crucial to ensuring that both physical or hardware components, as well as software interfaces, are accessible to all users, promoting a more inclusive digital environment. By applying the principles of Universal Design, which cover both hardware and software, the system provides a comprehensive framework for accessibility and inclusivity, ensuring that all interfaces are usable by people with diverse abilities. In this context, the "Guideline For Web Accessibility of Digital Channels Content to Serve People with Disabilities and the Elderly" published by the Digital Government Authority (DGA), serves as a key reference, highlighting foundational pillars for achieving comprehensive digital inclusivity. This foundational approach sets the stage for the specific guidelines and values that follow, illustrating how accessibility can be embedded seamlessly into design processes. [15]

Key Accessibility Requirements

- 01 Operability:** Hardware and software controls are designed to be easily operated by users with disabilities, ensuring that alternatives are available for input methods like buttons and switches.
- 02 Reach and Mobility:** Interfaces, both physical and digital, are designed to accommodate users with varying levels of mobility, making controls clear and accessible.
- 03 Tactile and Auditory Feedback:** Where applicable, physical and software elements provide tactile or auditory cues to enhance accessibility for users with sensory impairments.
- 04 Compliance with Standards:** The guidelines adheres to the ADA and Section 508 standards, ensuring inclusivity across all ability levels for both physical and digital platforms. E.g. The National Design System.

3.8 The National Design System

3.8.1 Accessibility in the National Design System

The National Design System ensures that both hardware and software solutions comply with international accessibility standards, enabling seamless engagement with digital services for all users. This unified design language sets consistent standards to guarantee high-quality user experiences across all government platforms.

Accessibility is central to achieving Vision 2030's goal of building a diversified and inclusive economy. Through user-centric design, such as usability testing with people with disabilities (PWDs) and iterative improvements based on their feedback, Saudi Arabia ensures its digital transformation efforts meet the needs of all citizens.

A key element within this framework is Accessibility Ease, a pioneering initiative focused on making digital environments both intuitive and fully accessible. It aims to eliminate barriers so all users, regardless of ability, can interact with information and services effortlessly, fostering inclusivity across every aspect of digital engagement. [20]

Key Focus Areas of Accessibility Ease:

Visual Design



Accessibility Ease ensures that visual design is perceivable by all users. This includes providing sufficient contrast between text and background, using color schemes that are friendly to colorblind users, and offering alternatives to visual information

Screen Reader Compatibility



Ensuring compatibility with screen readers is essential. Text is made screen reader-friendly, with appropriate tagging and ARIA "Accessible Rich Internet Applications" labels that help describe images, icons, and other non-textual elements.

Cognitive Considerations



Recognizing that cognitive disabilities can affect how individuals perceive and interact with digital content, Accessibility Ease incorporates clear, intuitive navigation and consistent layouts to reduce cognitive load.

Interactive Elements



Accessibility Ease emphasizes keyboard-friendly navigation, ensuring that all interactive elements are accessible via keyboard commands for those who cannot use a mouse.

Adaptable Content



Content under Accessibility Ease is designed to be fully adaptable, allowing users to modify content presentation without losing information or structure. This includes resizable text, adaptable layouts, and multiple viewing options to accommodate various disabilities.

3.8.2 Pillars of the National Design System

The National Design System in Saudi Arabia aims to standardize digital platform design to ensure a consistent user experience and establish a unified reference for user interfaces, enhancing usability and interaction efficiency with digital services. It also plays a key role in supporting digital inclusivity by improving accessibility for all users, including persons with disabilities and the elderly, ensuring a more inclusive digital experience. This aligns with one of the initiatives of the Digital Inclusion Program, which seeks to enhance usability and ensure equitable access to digital services for all. Additionally, the system contributes to international indicators related to user experience and accessibility, reinforcing Saudi Arabia's position in adopting global best practices in digital design. The core principles of this system are as follows:

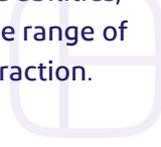
Equitable Use

Ensuring that designs are useful and accessible to users of all abilities.



Flexibility in Use

Accommodating diverse preferences and abilities, providing a wide range of choices for interaction.



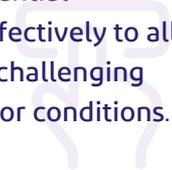
Simple & Intuitive Use

Ensuring that the design is easy to understand, regardless of the user's experience or knowledge.



Perceptible Information

Conveying essential information effectively to all users, even in challenging environments or conditions.



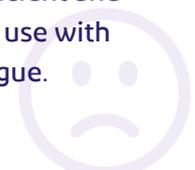
Tolerance for Error

Minimizing risks and reducing the consequences of unintended actions.



Low Physical & Cognitive Effort

Allowing efficient and comfortable use with minimal fatigue.



Size and Space for Approach and Use

Providing appropriate space for approach, reach, and use, regardless of the user's body size, posture, or mobility.



The principles and standards covered here lay the groundwork for fostering a digitally inclusive environment. Next, the focus shifts to the Digital Government's journey, highlighting the nation's efforts and progress in implementing digital inclusivity at a national level.

4. Conclusion

Saudi Arabia is advancing significantly in digital inclusivity, demonstrating a strong commitment to integrating people with disabilities into its digital landscape. The 2023 Disability Statistics Publication provides comprehensive data, showing that 4.2% of the population has disabilities, underscoring the urgent need for inclusive policies and accessible digital infrastructure. Saudi Arabia's efforts in digital inclusivity are commendable and essential to ensure equitable access to digital resources and services for all citizens.

This strategic vision aligns with Saudi Arabia's broader objectives under Vision 2030, which envisions an inclusive society where every individual, regardless of physical or cognitive abilities, can engage fully in the digital economy. Key government initiatives, such as the Digital Inclusivity Program, e-Government Services, and the Universal Service Fund (USF), play a pivotal role in narrowing the digital divide. These programs promote accessible ICT infrastructure, the adoption of assistive technologies, and high-speed internet access in underserved areas.

Equally important is the emphasis on digital literacy programs to empower people with disabilities in effectively using digital tools and resources. These initiatives are further strengthened by partnerships with the private sector, encouraging innovation in accessible technologies. The integration of universal design principles across digital platforms ensures that new services are accessible to the widest possible range of users, promoting inclusivity from the outset.

Continuous monitoring and evaluation of these initiatives allow for data-driven improvements, ensuring that the evolving needs of people with disabilities are met. This ongoing assessment is key to identifying areas for enhancement and ensuring that digital transformation serves everyone equally.

In summary, Saudi Arabia's journey toward digital inclusivity reflects its dedication to creating an inclusive digital environment. These initiatives not only improve the quality of life for people with disabilities but also support national progress and development. Sustained efforts in this direction will allow all citizens to benefit from digital advancements, paving the way for a more inclusive and prosperous future.

With ongoing innovation and investment in accessible technologies, Saudi Arabia is well-positioned to become a global leader in digital inclusivity as part of Vision 2030. Achieving these goals will enhance quality of life, drive economic growth, and strengthen social cohesion.

Collaboration among all stakeholders' government agencies, private sector partners, and civil society is essential to maintaining momentum towards a fully inclusive digital society.

5. Definitions

Term	Definition
Authority	Digital Government Authority
Government Entities	Ministries, authorities, public institutions, councils, national centers, including any additional form of a public entity
Digital Government	Promotes administrative, organizational and operational processes between the various government agencies in their transitioning to a comprehensive digital transformation to allow easy and effective access to government digital information and services.
Digital Transformation	Digitally and strategically transforming and developing business standards and models that would rely on data, technologies, and ICT.
Beneficiary	Citizens, residents, visitors, government entities, private sector, and non-for-profit sector, inside or outside the KSA are required to interact with a government entity to receive any of the services offered in the Kingdom.
Accessibility Standards	Set of guidelines and requirements that define how to make digital content and technology accessible to beneficiaries with disabilities and elderly people.
Web Content Accessibility Guidelines (WCAG)	It is developed through the W3C process in cooperation with individuals and organizations around the world, with a goal of providing a single shared standard for web content accessibility that meets the needs of individuals, organizations, and governments internationally.
Beneficiary Experience	Beneficiary's perceptions and related feelings caused by the one-off and cumulative effect of interactions with the government entity's employees, systems, channels, or services
Accessibility Features	Specific functionalities and/or capabilities that are designed to improve web accessibility for people with disabilities and elderly people.
Cognitive Disability	Disability that limits a person's ability to think, understand, learn, or remember.
Hearing Disability	Disability that limits an individual's ability to hear partially or completely.
Visual Disability	Condition or disability that affects vision or eyesight resulting in partial or complete loss of sight and impacting an individual's ability to perceive visual information.
Mobility Disability	Disability that affects a person's ability to move, walk, or use their limbs effectively, resulting in challenges related to physical mobility and dexterity.

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