Establishments with internet access in Saudi Arabia reaches 98%

The Establishments' ICT Access and Usage Statistics 2024 results showed that the percentage of establishments with internet access reached 98.0% marking an increase of 0.3% compared with 2023. Furthermore, the percentage of establishments using social media platforms reached 63.0%, while 76.3% of establishments used the internet to carry out electronic banking services.

Percentage of establishments using AI technologies in their activities reaches 27.6%

The percentage of establishments using AI technologies in their activities reached 27.6% The information and communications activity recorded the highest usage rate at 52.8% followed by the finance and insurance activity at 44.7% and the education activity at 42.1%

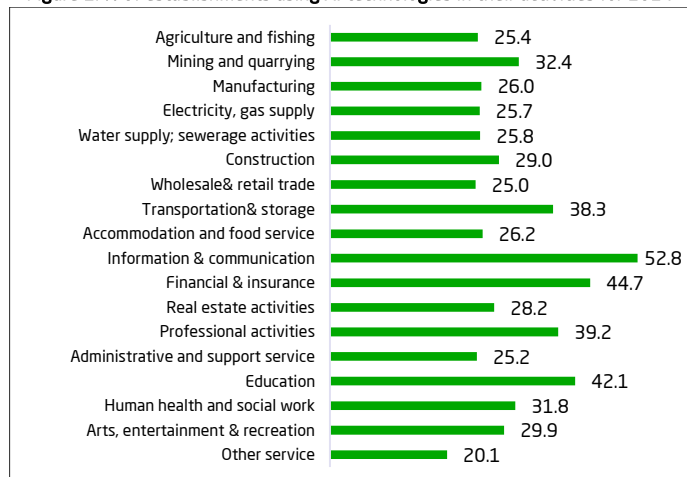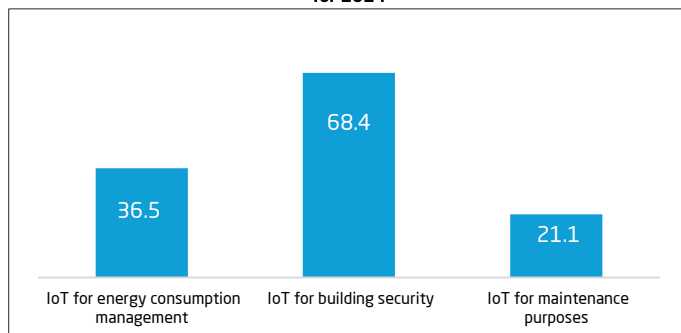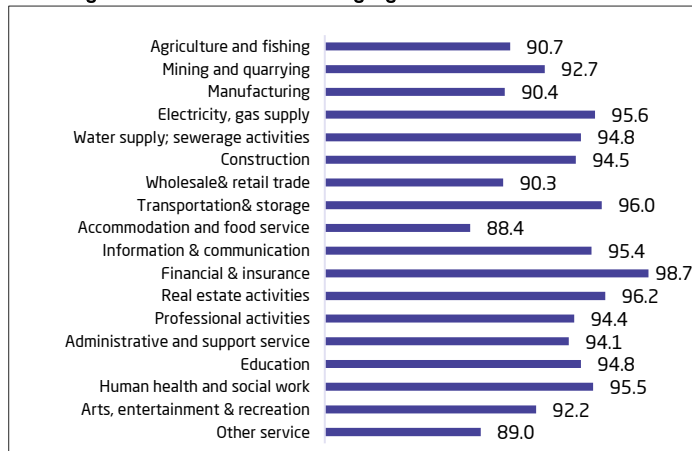Figure 1: % of establishments using AI technologies in their activities for 2024

Agriculture and fishing	25.4
Mining and quarrying	32.4
Manufacturing	26.0
Electricity, gas supply	25.7
Water supply; sewerage activities	25.8
Construction	29.0
Wholesale& retail trade	25.0
Transportation& storage	38.3
Accommodation and food service	26.2
Information & communication	52.8
Financial & insurance	44.7
Real estate activities	28.2
Professional activities	39.2
Administrative and support service	25.2
Education	42.1
Human health and social work	31.8
Arts, entertainment & recreation	29.9
Other service	20.1

Percentage of establishments using cloud computing services reaches 46.8%

The percentage of establishments using cloud computing services reached 46.8% Among them, 53.5% used cloud computing for ready-made office applications, marking an increase of 8.2% compared with 2023. The percentage of establishments using cloud computing for email services reached 50.3%, up by 5.1% compared to 2023. Meanwhile, the use of cloud computing for file storage reached 41.1%, recording an increase of 6.0% compared with 2023.

Figure 2: % of establishments using cloud computing by type during (2023–2024)

Percentage of establishments using the Internet of Things for building security purposes reaches 68.4%

The percentage of establishments using the Internet of Things (IoT) for building security purposes reached 68.4% including smart alarm systems, fire detectors, smart surveillance cameras, and smart door locks. Meanwhile, the percentage of establishments using IoT for energy consumption management reached 36.5% while those relying on IoT for maintenance purposes accounted for 21.1%

Figure 3: % of establishments using the Internet of Things (IoT) by type of usage for 2024

Percentage of establishments using e-government services reaches 92%

The percentage of establishments using e-government services such as obtaining information, downloading or submitting forms, or conducting electronic transactions with government entities reached 92.0% reflecting an increase of 0.8% compared with 2023. Additionally, 75.9% of establishments completed their government forms electronically, rising up to 3.9% compared to 2023.
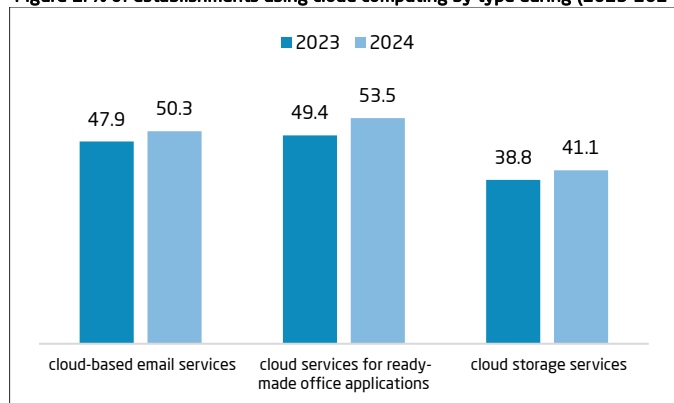
Figure 4: % of establishments using e-government services in 2024

Agriculture and fishing	90.7
Mining and quarrying	92.7
Manufacturing	90.4
Electricity, gas supply	95.6
Water supply; sewerage activities	94.8
Construction	94.5
Wholesale& retail trade	90.3
Transportation& storage	96.0
Accommodation and food service	88.4
Information & communication	95.4
Financial & insurance	98.7
Real estate activities	96.2
Professional activities	94.4
Administrative and support service	94.1
Education	94.8
Human health and social work	95.5
Arts, entertainment & recreation	92.2
Other service	89.0

Percentage of establishments using the internet to order goods and services reaches 46.8%

The percentage of establishments using the internet to purchase or order goods and services reached 46.8% marking an increase of 6.4% compared to 2023. Meanwhile, the percentage of establishments that use the internet to sell or display goods and services reached 29.0% The results also showed that 28.1% of establishments that place orders online received their purchases digitally, while 26.5% of establishments that received orders online delivered their sales digitally.

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 to Produce 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