# Explaining the Acceptance and Adoption of Digital Technologies: Digital Government in Saudi Arabia

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**Abstract :** This research examines the factors influencing the acceptance and adoption of digital technologies in Saudi Arabia's government sector by focusing on government employees' attitudes toward digital transformation initiatives. As digital technologies increasingly integrate into public sectors worldwide, there is a requirement to enhance citizen empowerment and government-public interactions as well as understand their impact in unique socio-political contexts like Saudi Arabia. The study aims to explore user attitudes, identify the main challenges, and investigate factors that affect the intention to use digital applications in governmental settings. The study employs a mixed-methods approach by combining quantitative and qualitative data collection to provide a comprehensive view of digital government application adoption. Data was collected through two online surveys administered to 870 government employees and face-to-face semi-structured interviews with 24 participants. This dual approach allows for both statistical analysis and thematic exploration, which provides a deeper understanding of user behaviour, perceived benefits, challenges and attitudes toward these digital applications. Quantitative data were analyzed to identify significant variables influencing adoption, while qualitative responses were coded thematically to uncover recurring themes related to user trust, security, usability and socio-political influences. The results indicate that digital government applications are largely valued for their ability to increase efficiency and accessibility and streamline processes like online documentation and inter-departmental coordination. However, the study highlights that security, privacy, and confidentiality concerns constitute substantial barriers to adoption, with participants calling for stronger cybersecurity measures and data protection policies. Moreover, usability emerged as a key theme that intuitively interfaces in encouraging adoption as respondents emphasized the importance of user-friendly. Additionally, the study found that Saudi Arabia's unique cultural and organizational dynamics impact acceptance levels with factors like hierarchical structures and varying levels of digital literacy shaping user attitudes. A significant limitation of the study is its exclusive focus on government employees, which may limit the generalizability of the findings to other stakeholder groups, such as the general public. Despite this, the study offers valuable views for policymakers. This, in turn, suggests best practices and guidelines that could enhance the design and implementation of digital government projects. By addressing the identified barriers and leveraging the factors that drive adoption, the study underscores the potential for digital government initiatives to improve efficiency, transparency and responsiveness in Saudi Arabia's public sector. Furthermore, these findings may provide a roadmap for similar countries aiming to adopt digital government solutions within comparable socio-political and economic contexts.

**Keywords :** acceptance, adoption, digital technologies, digital government, Saudi Arabia

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