

# PUBLIC SECTOR AI ADOPTION: SAUDI ARABIA FACTSHEET

A PROJECT BY PUBLIC FIRST FOR THE CENTER FOR DATA INNOVATION, SPONSORED BY GOOGLE



This factsheet draws on findings from the Global AI Adoption Index for Public Services, based on a survey of **3,335 public sector workers** across **ten countries**. This research included a sample of **324 public sector workers in Saudi Arabia**, comprising **200** from local or regional government entities, **96** from national government or national government entities and **28** from other public sector entities.

The index measures how AI is experienced in practice. What is written in government strategies does not automatically translate into real-world impact. Approaches across countries are varied, the index helps explore these differences and make recommendations to improve AI use.

It brings together five indicators that shape real-world adoption: **enthusiasm** for AI, **education** and skills, **empowerment** through clear permission and governance, **enablement** via access to tools, and **embedding** into everyday workflows. Together, these provide a practical snapshot of AI adoption in Saudi Arabia, set against international peers. Full results are available on the [main index webpage](#).

# PUBLIC SECTOR AI ADOPTION: SAUDI ARABIA CONTEXT

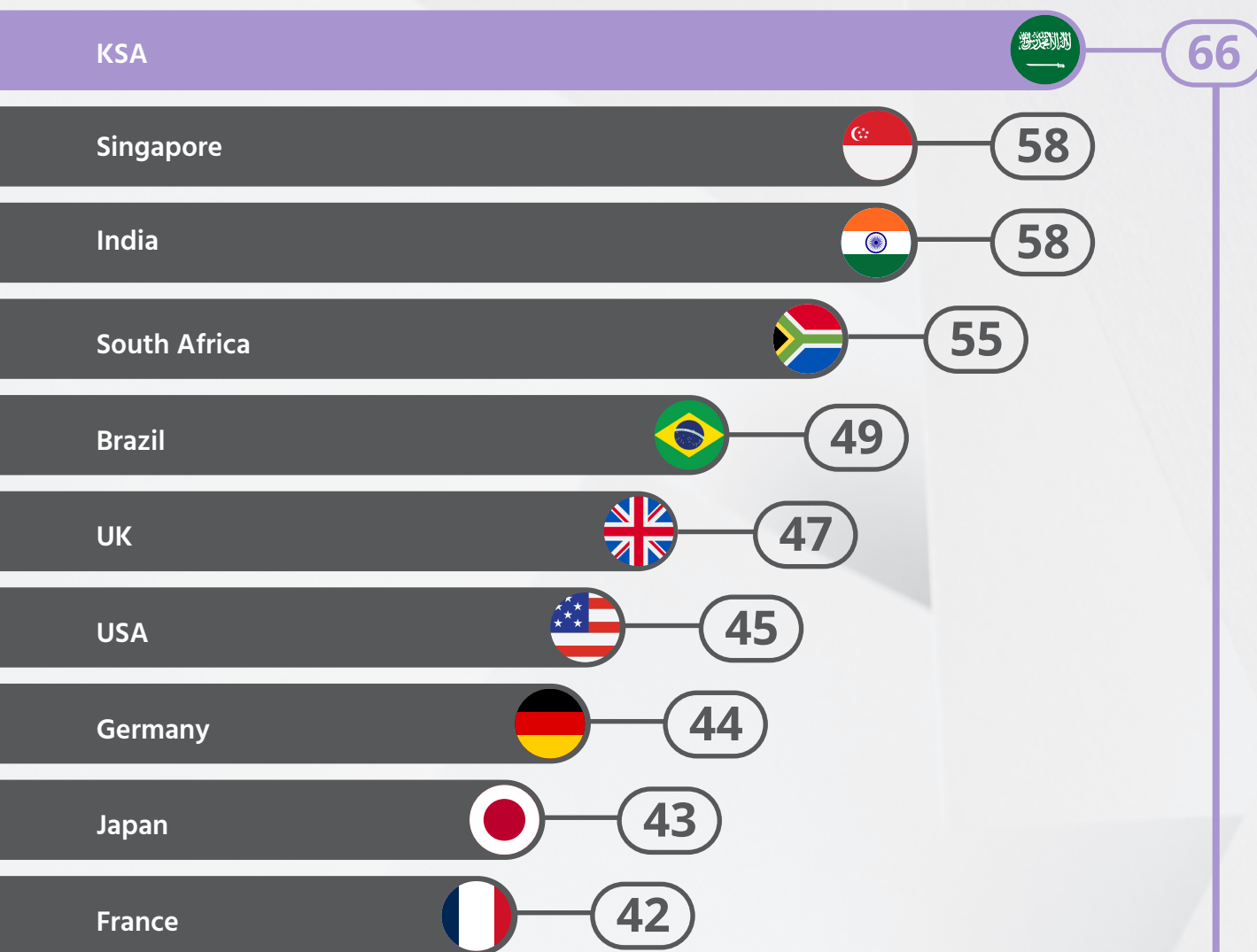
Saudi Arabia has placed **artificial intelligence** at the centre of its public sector transformation agenda, positioning AI as a core enabler of **Vision 2030** and wider efforts to modernise the state. Through institutions such as the **Saudi Data and AI Authority (SDAIA)** and the **National Strategy for Data and AI**, the government has taken a **highly coordinated, top-down approach** to AI adoption, combining a **strong political mandate** with **central investment** and **system-wide delivery**.

AI has been framed as a strategic tool to improve efficiency, strengthen decision-making and redesign how public services operate. Central bodies have driven **rapid rollout** of **enterprise tools, shared platforms** and **national data infrastructure**, giving public servants access to **approved AI systems at scale**. **Clear direction from leadership** has created **strong permission** to adopt AI, with public sector workers encouraged to **integrate it into everyday tasks**.

As a result, Saudi Arabia's challenge is no longer initiating adoption, but sustaining quality at pace. Ensuring training builds deep capability, supporting innovation beyond early use cases, and embedding learning across the workforce will be key to maintaining momentum as AI use expands across government.



## KSA IN THE GLOBAL INDEX



Saudi Arabia has **strong momentum**, reflecting a **highly coordinated, top-down approach** that has **embedded AI as a core tool** for public sector modernisation. Clear national leadership, strong central investment and system-wide delivery have translated into widespread access to AI tools and high levels of confidence among public servants.

- AI use among public sector workers in Saudi Arabia is routine and widely encouraged. **Around two-thirds** report using AI tools at work **every day**, the **highest rate in the index**, and **nearly half** say they have been using AI for **over a year**.
- **Organisational enablement is strong: three-quarters** report that their institution has **invested in AI**, with leading access to **enterprise-level tools** or **in-house systems**, and **clear workplace policies** promoting AI use.
- This is reinforced by high levels of training, with **more than four in five** public servants saying they have **received support** to build their **AI skills**.

Saudi Arabia scores highly across all five dimensions of the index, combining enthusiasm, education, empowerment, enablement and embedding at scale. The opportunity now is about sustaining quality as AI use deepens, moving from introductory or compliance-focused training towards role-specific capability building, and bringing on board more advanced enterprise use cases. This will help ensure that rapid adoption translates into long-term, high-impact AI capability for KSA's public servants.

# WHAT OUR RESEARCH SHOWS

Our five indicators reflect the experience on the ground of public servants. We have created scores based on those experiences to help us better understand what AI adoption looks like and how to improve it. Our research positions Saudi Arabia at the global forefront of public sector AI adoption, with workers reporting high confidence, strong enthusiasm, and widespread integration of AI into daily work.



**Enthusiasm**  
79/100

AI is viewed positively and with optimism, experimentation is common, and experiences with AI frequently deliver tangible benefits such as **time savings** or **improved quality of work**.



**Education**  
68/100

Training is timely, practical, and effective, resulting in strong confidence and clarity on how to use AI. Learning is prioritised and translates into real capability.



**Empowerment**  
69/100

Guidance on AI use is clear, formalised, and well communicated, with strong confidence that usage aligns with organisational policy. Rules are perceived as balanced, and leadership is seen as modelling effective AI use.



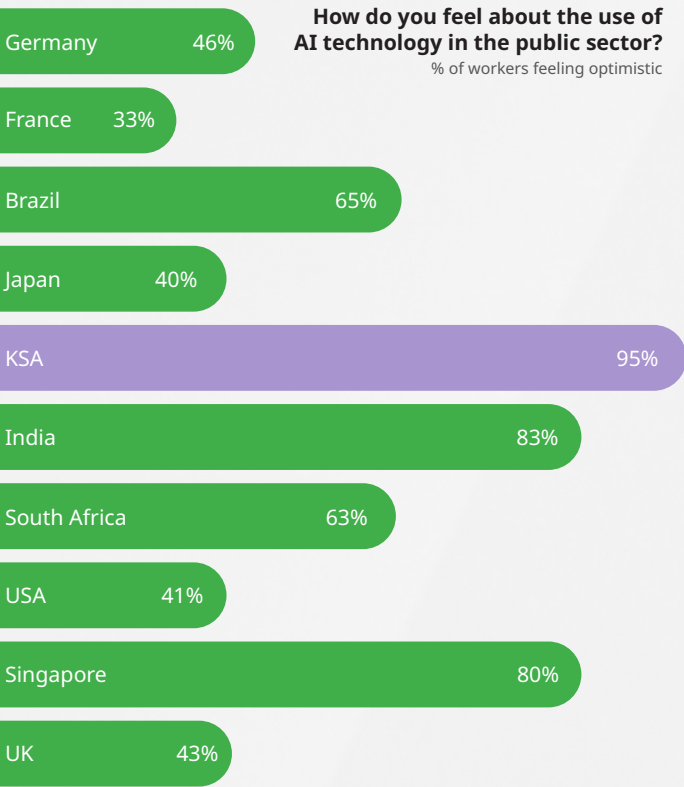
**Enablement**  
55/100

Broad access to approved AI tools that are well matched to work requirements, supported by enterprise licences, integrated tools or platforms, and technical assistance. Organisational provision meets or exceeds **personal-use capability**, limiting the need for **workarounds**.



**Embedding**  
60/100

AI use is supported by formal processes, shared learning mechanisms, and dedicated investment, enabling consistent adoption across teams. Tools and workflows are **integrated**, and opportunities to **experiment and scale** are actively supported.



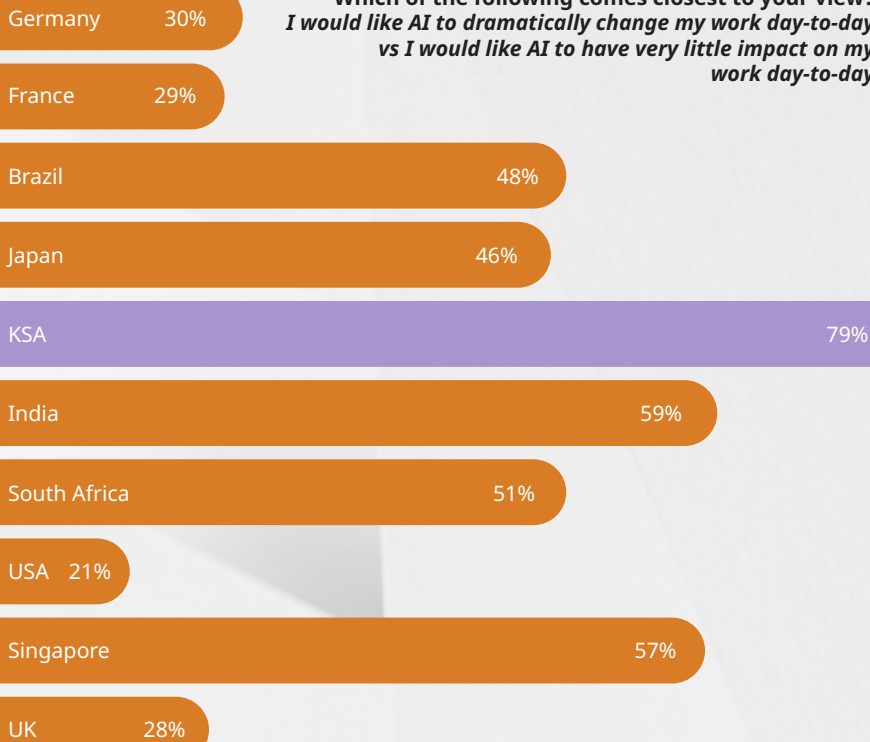
In KSA, **98%** of public sector workers say that they have **used AI at work**, with **over half (65%)** saying they use it **at least once per week**. Many respondents see AI as an **empowering tool (89%)**, supporting **efficiency, skill development, and more advanced decision-making**. Saudi Arabia **places first for every measure** in the index, often by a **decent margin**. High embedding and enablement scores indicate that organisational structures, governance processes, and enterprise tools are actively supporting scaled adoption. Around three-quarters (77%) say their institution has invested in AI and Saudi Arabia consistently ranks at the top for access to enterprise-level tools, in-house or adapted AI systems, and approved public tools.

Clear rules are also more common than in most countries, with large shares reporting that their organisation already has a formal policy promoting AI use. On the education measure, training provision is extensive, contributing to higher knowledge of AI and more sophisticated use cases.

Overall, Saudi Arabia's performance reflects a coordinated and mature approach where enthusiasm is matched by delivery capability, embedding and enablement. Continued investment in integration and innovation-sharing will be key to sustaining momentum as AI use expands further across roles and systems.

## UNIQUE FEATURES OF SAUDI ARABIA

Which of the following comes closest to your view?  
*I would like AI to dramatically change my work day-to-day vs I would like AI to have very little impact on my work day-to-day*

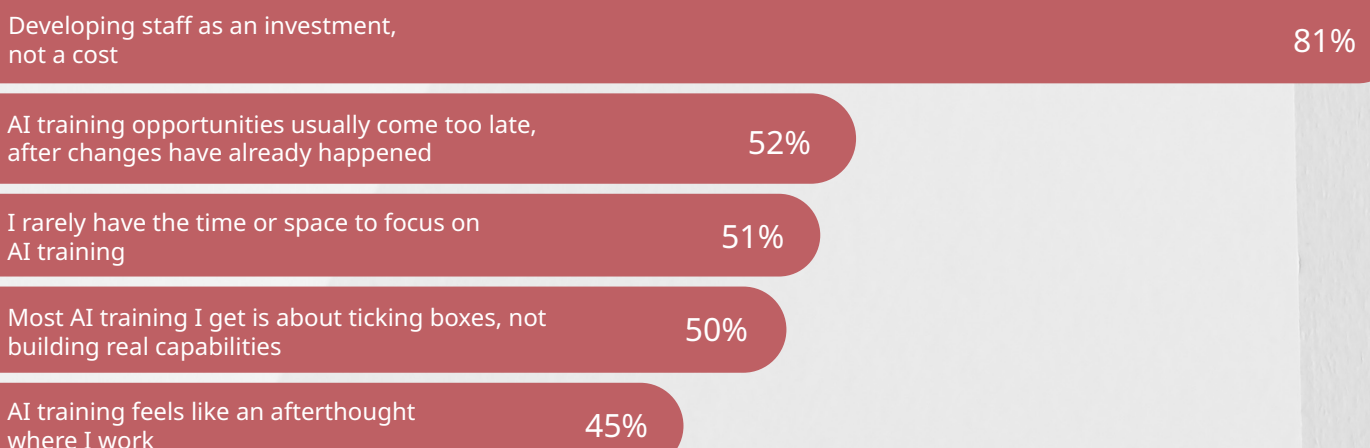


Saudi Arabia is paving the way in AI adoption. It is the **only country** in our index where a **majority of public servants** feel they **know a lot about AI** and feel **very optimistic** about its use in the public sector. Appetite for AI adoption is significant, with **79%** of KSA public servants hoping AI will **overhaul their current ways of working**. Public servants expect AI to shift workforce representation, causing some redundancies while simultaneously creating space for improved efficiencies and new roles.

Public sector workers in Saudi Arabia report the **most frequent AI usage of any country**, with **two-thirds** saying they use AI tools at work **every day**. They are also the earliest adopters of AI, with nearly half saying they have used AI for more than a year. Saudi Arabia ranks at the very top internationally for manager- and IT-led initiation into AI use, and is among the leading countries for workplace-supported AI learning, with more than 1 in 3 public servants reporting that their organisation played a primary role in teaching or supporting their AI use.

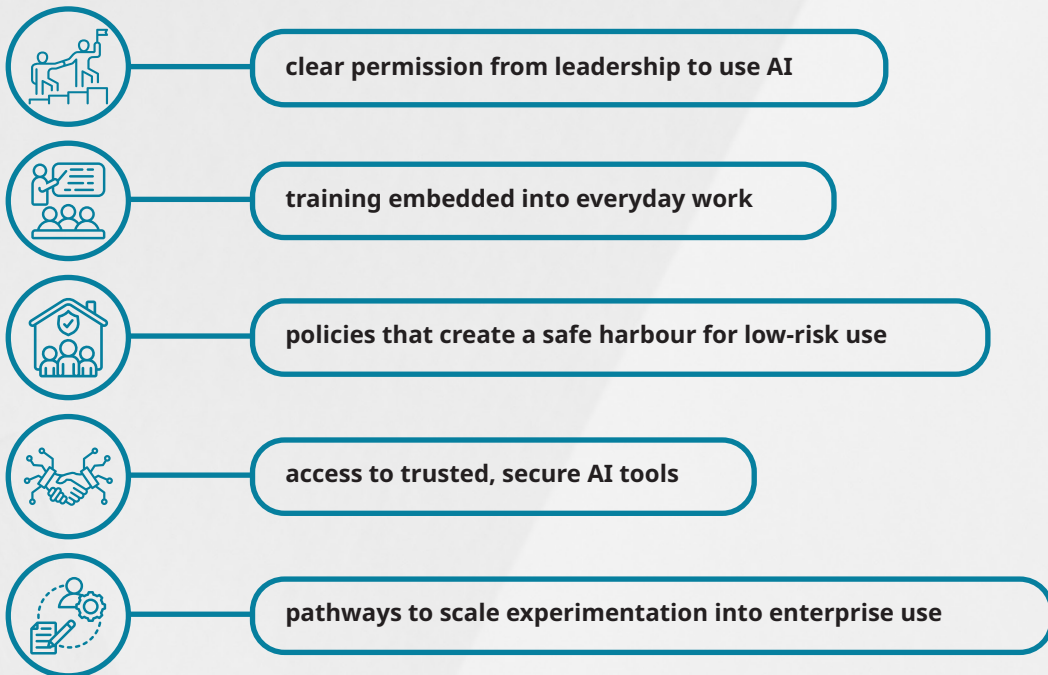
**84%** of public servants say they were given **training by their employer** to help them use AI tools. However, **50%** said that most of the AI training provided to them by their organisation was about **ticking boxes** instead of **building real capabilities**. There is an opportunity here to improve training provision by working more closely with external providers who can provide a wide range of up-to-date courses and training materials.

Saudi Arabia's challenge is not lack of enthusiasm, but rather ensuring that public servants have the time and space to upskill themselves on efficient use of AI in the workplace. Ensuring that training translates into practical expertise is essential for unlocking the innovative capabilities of a workforce that is eager to use AI.



# HOW TO ENHANCE AI USE IN THE PUBLIC SECTOR: STEPS THAT CAN BE TAKEN IN SAUDI ARABIA

Our research points to five actions that consistently support stronger AI adoption across countries:



Together, these create the conditions for public servants to move from basic experimentation to confident use that can prepare the ground for significant public sector transformation.

## WHAT MATTERS MOST FOR SAUDI ARABIA

For Saudi Arabia, the opportunity is to turn **rapid, top-down AI adoption** into **sustained, high-quality capability at scale**. The foundations are firmly in place: strong leadership permission, widespread access to tools and exceptionally high enthusiasm among public servants. The next phase is about deepening skills (education), embedding AI into roles (empowerment), and pushing adoption towards advanced, enterprise-level use (embedding). Three priorities stand out:

# 1

### Move from introductory training to role-specific capability building

AI training in Saudi Arabia is widespread, but many public servants report that it remains high-level or compliance-driven. The priority now is to shift from awareness to depth: role-specific training that shows how AI reshapes particular functions, workflows and decisions. KSA public sector workers have raised concerns that training provided in-house by their organisations 'can largely be box-ticking exercises'. This creates an opportunity to work with external providers and technology partners to get access to a wider range of courses that are kept up-to-date with new technological innovations.

# 2

### Translate enthusiasm into enterprise-level adoption

Public servants in Saudi Arabia are among the most enthusiastic globally about AI transforming how they work. Leadership can harness this momentum by focusing on **enterprise use cases** that go beyond individual productivity — such as **system integration, advanced analytics, automation** and **AI-enabled services**. Clear pathways from **experimentation** to **scaled deployment** will help ensure ambition translates into **measurable impact**.

# 3

### Embed learning, support and progression as AI use matures

To keep progress moving quickly, public servants need ongoing ambitious support, not compliance-focused training. Simple things like safe spaces to test new ideas, chances to learn from colleagues, and more advanced training over time will help people to build real confidence with AI. Linking AI skills to career development will also help make sure today's enthusiasm turns into long-term skills and stronger public sector capability.