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# The digital transformation experience in the United Arab Emirates

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**Abstract**---This study aims to present the theoretical origin of the concept of digital transformation and its importance as an effective and key engine for the growth and development of the economies of countries, as well as it examines the UAE's experience, which stands out as a leading model in the Arab world and globally. This study concluded that the UAE is one of the most developed countries in the field of digital transformation and reliance on modern technology by occupying internationally advanced positions in this field. The UAE aims to maintain this position by adopting comprehensive digital transformation strategies and programs across various sectors.

**Keywords**---digital transformation, technology, innovation.

**JEL classification:** O31, O32, O33.

## 1. Introduction

With the increasing reliance on technology, digital transformation has become an inevitable necessity for companies in order to keep pace and face global

developments. Digital transformation is the process of integrating digital technologies in various fields of business and industry, which leads to radical changes in the work of institutions and customer service.

Where digital transformation contributes to improving operations and its presence, the relationship with customers and the innovation of new business models based on technologies such as artificial intelligence, which makes institutions a great deal of innovation and adaptation to rapid changes in the technological environment, so digital transformation is an important factor for economic growth, sustainable development and enhancing competitiveness in global markets

In today's changing world on a scale in the 21st century the advancement of technology has become a crucial driving force, for the progress of countries and the expansion of their economies. This technological revolution has reshaped how governments operate, businesses function, and societies interact (Razmak & Farhan, 2024). The United Arab Emirates serves as an illustration of digital evolution showcasing impressive advancements in executing all encompassed digital tactics across different industries. (Al-Dardasawi, 2024).

The UAE's commitment to digital transformation is reflected in its ambitious vision and systematic implementation of digital initiatives. As highlighted by (Al Qudah 2024), the integration of wise leadership with digital transformation has created unique opportunities while addressing various challenges in UAE government institutions. The UAEs strategic efforts have elevated its status as a frontrunner, in innovation, within the region. Set a high standard globally for effectively implementing digital transformation.

The significance of this digital evolution extends beyond mere technological advancement. According to (Alhosani et al. 2023), The digitalization initiatives, in the UAE are making an impact on development with a strong focus on improving education and literacy levels in the region. This holistic digital approach is laying a groundwork for progress and creativity, in industries. (Rashid, 2023).

The UAE has shown advancements in shifting from reactive to digital solutions, in public services. (Abdelmoteleb, 2023). A notable example is the development of digital justice systems, which has revolutionized the legal sector and improved access to judicial services (Al Kattan, 2024). Furthermore, the integration of digital platforms has enhanced demographic process management and public service delivery (Wu et al., 2023).

The digital evolution of the UAE is, in harmony, with its sustainability objectives as shown by its long-term roadmap stretching to 2030. (Al-Imam & Al-Abadi, 2023). This alignment demonstrates the nation's commitment to leveraging digital technologies not only for immediate efficiency gains but also for long-term sustainable development.

Other countries of the world, especially the United Arab Emirates, have been the first to adopt this digital transformation in various fields such as education, health and economy, and have occupied significant international and Arab ranks

in this field due to the efforts exerted by the UAE government to make the UAE among the global countries in the field of digital transformation, as it has become a role model, which contributed to advancing the digital economy and strengthening its position in technology and innovation.

The research contributes to the existing body of knowledge by providing a comprehensive analysis of the UAE's digital transformation experience, that could be a guide, for countries aiming to achieve similar progress, in the digital realm. The findings of this study will be particularly relevant for policymakers, practitioners, and researchers interested in understanding successful digital transformation frameworks and their practical implementation.

## **2. Problematic and objective**

From the above, we can pose the following question:

What is the reality of the UAE's experience of digital transformation and what is its impact on the economy in the country?

**a) Hypotheticals:** To answer this problem, we formulated the following hypotheses:

- Digital transformation contributes to enhancing the competitiveness of enterprises locally and internationally.
- Digital transformation affects the quality and efficiency of government services in the UAE.
- The UAE's experience in the field of digital transformation is considered a leading experience globally and in the Arab world.
- Importance of the study

**b) Importance of the study:**

The importance of studying digital transformation lies in highlighting its role and significant impact on various fields, the most important of which is improving productive efficiency, promoting innovation and development, and achieving sustainable development.

**c) Objectives of the study:**

Through this study, we aim to:

- Recognize the digital transformation in its various aspects.
- Learn about the experience of the United Arab Emirates in the field of digital transformation.
- To know the impact of digital transformation on the economy in the UAE.

**d) Methodology of the study:**

This study will rely on the descriptive analytical approach by addressing the following points:

- General concepts about digital transformation.
- Digital Transformation in the UAE.
- The digital economy in the UAE.

## **3. Digital Transformation**

With the rapid development of information technology, digital transformation has become an inevitable trend for the development of various industries around the world, as it is considered a deep integration of information technology and

mathematical algorithms, in addition to data to promote comprehensive business innovation.

### **3.1. Definition of Digital Transformation**

Digital transformation is defined as the process of transitioning government sectors or companies to a business model based on digital technologies in the innovation of products and services, and providing new channels of revenues that increase the value of their products (Adnan, 2024).

It also means the creation of business models based on digitization, which is a process of radical change that begins with the adoption of the use of digital technologies and develops to reach a comprehensive transformation of the institution in the adoption of technological tools.

It is also the strategic use of digital content, in order to transform the traditional ways in which an organization interacts with its customers into new ways that keep pace with the times and technological development (eliote & kay, 2016)

From the above, digital transformation can be defined as the process through which companies benefit from digital technologies to change their ways of operating, their business models and their interaction with their customers, and it is closely linked to the digital economy as it is a means to achieve digital economic goals.

### **3.2. Fundamental Factors of Digital Transformation**

The importance of technological infrastructure: which includes hardware, software, networks and data storage facilities that support digital transformation, and that provide essential resources for companies to manage data, support applications and ensure information security. Technologies such as big data analytics, data mining and machine learning rely on scalable data storage and processing capabilities that play a significant role in highly efficient decision-making.

One of the most important components of the technological infrastructure is cloud computing, which provides companies with flexibility and effectiveness, which enhances the development of digital transformation. We also find that the availability of high-speed Internet, Internet devices and communication networks enables companies to achieve real-time data transfer and remote work, which increases efficiency and speed of response, in addition to ensuring the security of information and data privacy, which ensures that sensitive information is not accessed without authorization.

Data-driven decision making: By effectively collecting, analyzing, and exploiting data by companies to support decision making, and guide their strategies, operations, and innovations. (xueqing, 2024, p. 30)

### 3.3. Objectives of Digital Transformation

The objectives of digital transformation are as follows:

- Improving the customer experience: It helps organizations delve into profitable experiences for their customers across different touchpoints.
- Improving operational efficiency based on digital technologies, as companies simplify and automate processes to increase efficiency and reduce costs.
- Promote innovation by encouraging the use of new and innovative business models.
- Obtaining new sources of income: Enterprises can develop new products and services and deliver them to new markets.
- Assist in making more effective decisions by collecting and transforming data through digital transformation quickly and effectively.

### 3.4. Aspects of digital transformation

They are many and multiple, we try to mention the most important of them as follows:

- **E-commerce:** It is a set of operations that take place over the Internet through digital information processing technology in commercial transactions between institutions or between them and customers.
- **Information systems:** These include information technology infrastructure, software, and users who use information technology to provide information services in the organization.
- **Artificial intelligence:** It is a comprehensive term for applications that perform complex tasks that were previously done manually, and are implemented more efficiently and its basic principle is to overcome the way humans interact with each other, because artificial intelligence has become equipped with several forms of machine learning that improve the performance and productivity of institutions by automating processes that previously required human power. (, artificial intelligence, 2024)
- **Internet of Things:** It is one of the most important areas of technology where it has made a qualitative leap in the ways of doing business through the development of value-added services through a range of devices and technological means that facilitate the process of communication between devices and the Internet.
- **Big data:** is a large and complex data set that is difficult to store and analyze as it helps organizations gain a clearer and deeper vision as well as a competitive advantage. (Althamri, 2024, pp. 9-10)

### 3.5. Digital Transformation Technologies

These techniques are used to increase efficiency, reduce costs and improve the quality of products and services, including the following:

- **Cloud computing:** Runs applications and stores data, providing flexibility and scalability.
- **Mobile applications:** but through which information reaches through mobile devices such as smartphones.

- **Encryption and cybersecurity:** to protect information and ensure electronic security.
- **Machine learning:** which allows systems to improve their performance from data and interactions.
- **Blockchain technology:** It is an advanced database mechanism that works to share it transparently and safely within the business network. (What is a blockchain? 2024)
- **Smart automation:** which allows processes to be run automatically and intelligently to improve efficiency and reduce errors. (What is the difference between digitalization and digitization? 2024)

### 3.6. Successful Cases in Digital Transformation

Although digital transformation is a complex process, some international companies have achieved great successes and achievements, including: (xueqing, 2024, p. 32). Amazon's digital business model: Amazon is one of the largest e-commerce and cloud computing companies in the world, and it attracts and meets the needs of its users through an efficient logistics system and a comfortable shopping experience. It has created an Amazon Web Services platform that offers flexible and scalable cloud computing, as well as vast opportunities for third-party vendors and developers to succeed.

Tesla Intelligent Manufacturing: Based on intelligent manufacturing in the automotive industry, it uses a large number of robots and automated equipment such as intelligent laser welding, machine vision and automated guidance systems, in order to achieve automation at various stages of manufacturing. All this in order to improve production efficiency, quality control and supply chain management.

This type of digital manufacturing allows Tesla to adjust production plans more flexibly and respond faster to market demands

Alibaba Digital Ecosystem: Alibaba has created a digital ecosystem based on e-commerce, finance, logistics and cloud computing, expanding the shopping experience through big data analysis. It also has a strong financial system that includes loan payments, investments such as PayPal, and Alibaba Cloud, which provides cloud computing services to companies, which enhances their digital transformation.

### 3.7. Challenges of digital transformation

These are: (Siddiqui, 2021, p. 103)

- **Technical complexity:** Digital transformation involves many complex technologies and platforms, prompting organizations to invest significant time and resources in order to understand and implement them.
- **Organizational culture:** Cultural changes are one of the biggest challenges facing digital transformation, so companies must overcome the rigidity in traditional cultures and encourage employees to adopt new digital ways of working.

- **Coordination:** Good communication between the various levels and the definition of responsibilities must be meticulously targeted for the success of the digital transformation process.
- **Lack of efficiency and experience** of organizational cadres in dealing with the basics and requirements of digital transformation.
- **Laws and legislation** that constitute an obstacle to the effectiveness of digital transformation, resulting in loss for institutions. (Chaouchi and Khalouf, 2023, p. 21)

#### 4. Digital transformation in the UAE

The government of the United Arab Emirates is taking concrete steps to establish a digital transformation and benefit from the positives it provides by adopting a strategy to develop the modern financial technology sector, which helps to accelerate the pace of digital transformation in the country.

##### 4.1. The UAE's Digital Transformation Journey

The journey of digital transformation in the UAE began with the establishment of the General Authority for Information in 1982 in order to introduce computers to government work and named government processes and procedures. The following are the most important stations in the journey of digital transformation of the UAE: (UAE Digital Enablers Report, 2023, page 09).

- 1982: Establishing the Public Authority for Information.
- 1985: Application of modern integrated fiber optic services.
- 1995: Internet access to the UAE.
- 1999: Establishment of Dubai Internet City.
- 2000: The first e-government in the region, which is the Government of Dubai.
- 2001: First electronic payment gateway ( e-Dirham).
- 2003: Telecommunications and Digital Government Regulatory Authority.
- 2009: The Communications and Digital Government Regulatory Authority is tasked with overseeing digital transformation.
- 2010: Launch of the official portal of the UAE government.
- 2011: Launch of the Mohammed Bin Rashid Smart Learning Program.
- 2013: The launch of mobile smart government at the federal level.
- 2015: Launch of the Federal Electronic Network.
- 2016: Digital Identity Launched.
- 2018: Launch of digital wallet using blockchain.
- 2020: The year 50 and the launch of about 50 new years', the Digital Signature Law.
- 2021: Programming Interfaces Guide.
- 2022: Digital Government Roadmap, Digital Verification Platform and Virtual Marketplace for Software Interfaces.

##### 4.2. Digital Transformation Infrastructure in the UAE

The UAE government attaches great importance to building an efficient and effective digital infrastructure, supporting the digital transformation of the state,

continuously improving its capabilities to keep pace with rapid trends and change in technologies, and providing a competitive environment that helps facilitate doing business

The telecommunications sector in the country has a mobile coverage rate equal to 100% and the same for 3G services, which is 99.84% for 4G services. As for 5G, the external coverage of the population areas in the UAE is 97.03% through 7450 transmission stations supporting 5G technology. Mobile Internet subscriptions reached 22 million and 178,236 subscriptions, and fixed broadband reached 3,774,064 as of 2022.

Where the UAE ranked first in the world in the percentage of mobile network coverage for the population, the rate of subscriptions to mobile broadband and the percentage of Internet users. It also ranked second in the world in the rate of mobile phone subscriptions, the percentage of households with a computer and the percentage of households with Internet at home, and ranked first in the world for the fourth consecutive time in fiber-optic coverage of homes by 97%.

Global competitiveness: The Global Competitiveness Report 2023 showed that the UAE remained at the forefront in several indicators including innovation, technological infrastructure and the quality of digital government services. It reached the rank of the top ten in the World Competitiveness Yearbook Report 2023 issued by the Global Competitiveness Center of the International Institute for Management Development in Switzerland, and the UAE ranked among the top 10 countries in the world in the field of competitiveness, leading the world in the axis of global trade in several indicators.

It ranked fourth in the world in outstanding economic performance, as the UAE maintained the first place in the Arab world and the thirteenth globally in the E-Government Development Index 2022 issued by the United Nations. It ranked first in the world in the standard of content delivery and institutional structure, which are indicators of Internet services. (Nora, 2024). The Emirate of Dubai ranked fifth globally and first in the Arab region in the E-Government Development Index 2022, and ranked first globally in the sub-indices of the Online Services Index, and fourth globally in the technology standard.

#### **4.3. Strategic directions for digital transformation in the UAE**

We mention among them, (UAE Digital Transformation Report 2020, pages 13-14):

**a) The UAE Strategy for the Fourth Industrial Revolution:** It is the first experiment of its kind in the world, which aims to make the UAE the first global laboratory to experiment and apply the technology of the industrial revolution, as it is based on several axes, including:

- Dependence of education outcomes on advanced technology and science.
- Dependence on robotics in healthcare, nanotechnology and artificial intelligence.
- Relying on the digital economy and digital transactional technology.



- b) UAE Strategy for Artificial Intelligence 2017-2031:** This strategy relies on artificial intelligence in services and data analysis at a rate of 100% by 2031, which targets several sectors, including the transport sector, the health sector, the education sector and the environment sector.
- c) UAE Blockchain Strategy 2018-2021:** This strategy aims to develop and employ advanced technologies, as it works to make 50% of government transactions turn into a blockchain platform.
- d) National Cybersecurity Strategy 2019:** It works to create a safe cyber environment for individuals and companies. It also works to support cybersecurity standards in the country through various mechanisms and axes. The cybersecurity system includes various laws and regulations that work to form an integrated and vital cybersecurity environment, in addition to periodic reports to protect against threats and programs to protect vital information infrastructure.
- e) National Digital Quality of Life Policy:** It was launched in January 2021 in order to promote a secure digital society and includes four main axes: digital capabilities, digital behavior, digital content and digital communication.

#### **4.4. Digital Government**

The digital government is the entity responsible for leading the digital transformation process in the country, through the implementation of services, policies and initiatives that provide a world-class digital government. This government of the UAE is leading the process of digital transformation according to future strategies and vision, in order to achieve a world-leading digital government, as it ranked first in the Arab world and thirteenth globally in the United Nations e-government index. It aspires to become the first in the world through its vision of enhancing the well-being of society and advancing sustainable development. (Enabling Digital Transformation, Digital Government, 2024)

#### **4.5. Digital Government Strategy**

It is based on the following: (UAE National Digital Government Strategy 2025, 2024)

- Providing a digital infrastructure with international specifications that integrates with government automated systems and services.
- Provide a unified digital platform and common digital enablers.
- Upgrading digital capabilities and skills.
- Enhancing the efficiency of government work and achieving legislative readiness in order to ensure a comprehensive and harmonious digital transformation.

#### 4.6. The role of digital government

It is represented by: (Enabling Digital Transformation, Digital Government, 2024)

- **Developing policies and regulations:** By promoting a culture of government excellence, raising the efficiency of its performance and harnessing technology to improve economic growth.
- **Measure digital transformation** in order to improve the quality of digital government services and raise the efficiency of the UAE society.
- **Building Digital Enablers:** It is part of the strategic infrastructure that drives the digital transformation process and is led by the Communications and Digital Government Regulatory Authority.
- **Management of the Federal Electronic Network:** It is the basis of the infrastructure of the digital government and aims to provide smart government services efficiently and safely.
- **Building digital capabilities:** by working on designing programs to develop the competencies of employees who design modern and innovative digital services.
- **The digital government also offers two distinct services:** the International Center for Digital Innovation, which was established in partnership with the International Telecommunication Union and which carries out research, innovation and skills development, and the National Committee for Digital Transformation, which works to promote the use of technology in various government activities.

#### 4.7. UAE Digital Government Strategy 2025

This strategy was designed with the aim of integrating all sectors with their digital aspects into the overall government strategies according to 8 dimensions as follows: (UAE Digital Government Strategy 2025, 2024).

Enhancing inclusiveness, flexibility and adaptability, adapting to the digital age, focusing on user needs, digital according to design, data-driven public sector, promoting the principle of open government, and proactivity.

### 5. The digital economy in the UAE

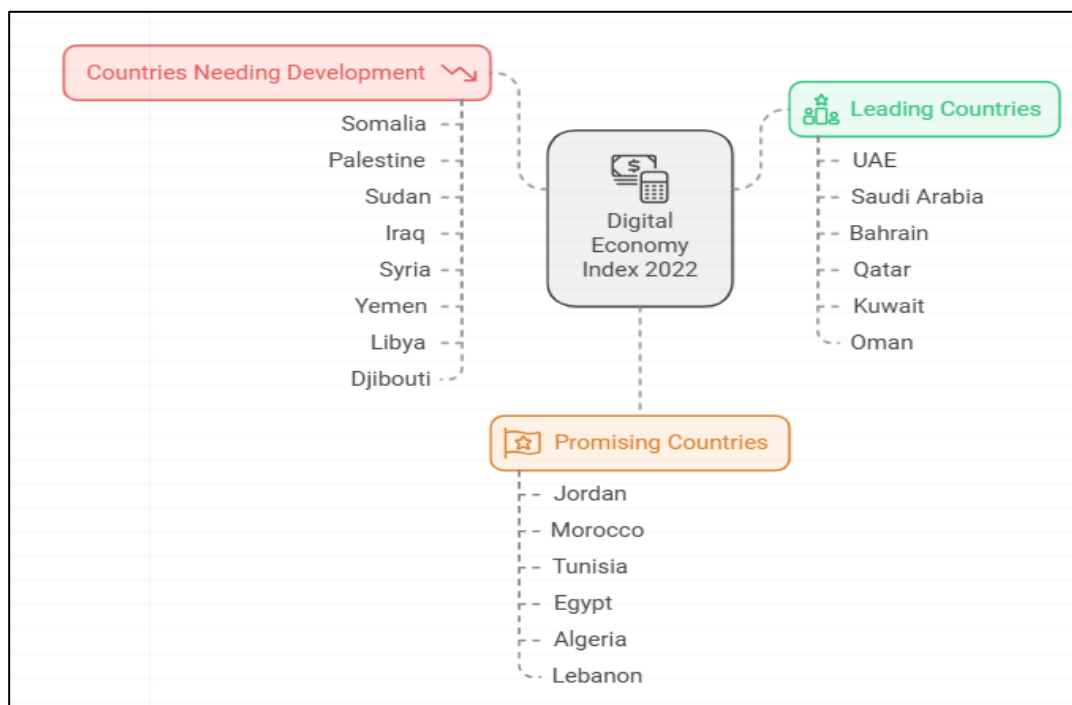
The digital economy is an economic activity among millions of people and companies, which is carried out daily over the Internet through high-speed communication.

#### 5.1. Digital economy in the Arab countries

The Arab Digital Economy Index 2022 indicates that the ranking of Arab countries in terms of performance is divided into three groups: (Arab Digital Economy Index Report 2022, Post COVID-19 and Prospects for Arab Economic Recovery and Growth, Arab Vision for the Digital Economy).

- **The first group** is the leading countries in digital transformation: The UAE includes Qatar, Bahrain, Oman and Kuwait, which are the most attractive countries for investments.

- **The second group:** The countries that are characterized by digital acceleration are Jordan, Morocco, Tunisia, Egypt, Lebanon and Algeria.
- **The third group:** It is the countries that are active in digital transformation, that is, going in the path of transformation, which is Iraq, Mauritania, Yemen, Djibouti, Syria, Sudan, Comoros, Libya, Somalia and Palestine.



**Figure 01:** Divide the Arab countries by the value of the Arab Digital Economy Index 2022.

**Source:** Arab Digital Economy Index Report 2022, Post-Covid-19 and Prospects for Arab Economic Recovery and Growth, Arab Vision for the Digital Economy, Arab Federation for the Digital Economy, Council of Arab Economic Unity, League of Arab States, Cairo, Egypt, p. 66.

The United Arab Emirates ranked first among the Arab countries in its performance of this index with a score of 71.37 points.

**Table 01:** Ranking of Arab countries according to the Arab Digital Economy Index 2022

Rank	Country	Index Value
1	United Arab Emirates	<b>71.37</b>
2	Saudi Arabia	66.07
3	Qatar	65.05
4	Bahrain	64.89
5	Oman	61.64

Rank	Country	Index Value
6	Kuwait	61.30
7	Jordan	57.67
8	Morocco	54.86
9	Tunisia	54.03
10	Egypt	52.36
11	Lebanon	51.92
12	Algeria	46.55
13	Iraq	33.64
14	Mauritania	29.95
15	Yemen	28.90
16	Djibouti	28.06
17	Syria	26.06
18	Sudan	25.53
19	Comoros	24.34
20	Libya	23.70
21	Somalia	23.57
22	Palestine	23.11

**Source:** Arab Digital Economy Index Report 2022, Post-Covid-19 and Prospects for Arab Economic Recovery and Growth, Arab Vision for the Digital Economy, Arab Federation for the Digital Economy, Council of Arab Economic Unity, League of Arab States, Cairo, Egypt, p. 30.

The report shows that Arab countries need to develop more labor and strengthen fixed broadband infrastructure in order to take full advantage of the global digital economy. The Arab region must become more innovative and productive for digital products and platforms instead of consuming them only, and it must exploit the rise in oil prices to invest in the field of digital transformation, to keep pace with global developments in this field.

Overall, the findings of the report show a significant recovery in digital services in the Arab world and the reliance of a group of countries on a data-driven approach in the provision of their electronic services, led by the United Arab Emirates. The UAE government is taking concrete steps to establish an advanced digital economy based on innovation, which promises huge potential by relying on the young generation with great digital skills and experience. (Nevin and Nada, 2023, p. 03)

The strategic plan relies mainly on the digital economy, as it contributes significantly to attracting foreign direct investment through the adoption of the UAE Strategy for the Fourth Industrial Revolution, which works to enhance the digital security achieved in the technologies of digital transactions, blockchain and the digital economy.

## 5.2. The UAE's National Digital Economy Strategy

Launched in April 2022, it aims to double the contribution of the digital economy to GDP from 9.7% in 2022 to 19.4% in the next 10 years and work to make the UAE the center of the global digital economy. Blockchain technology: The aim is to employ advanced technologies to transfer 50% of government transactions to the blockchain platform in 2021.

## 5.3. Impact of the digital economy on the national economy

The UAE has made great achievements during the transition to the digital economy since 2013, which helped enhance the competitiveness of the national economy of the country, as it was ranked at the top of the Arab countries as a regional trade center in 2017(World Economic Forum). The digital economy contributes 4.3% of GDP, which is expected to rise during the coming period. With regard to the sales axis, e-commerce is growing rapidly in exchange for a decline in traditional retail sales. (Digital Economy, 2024)

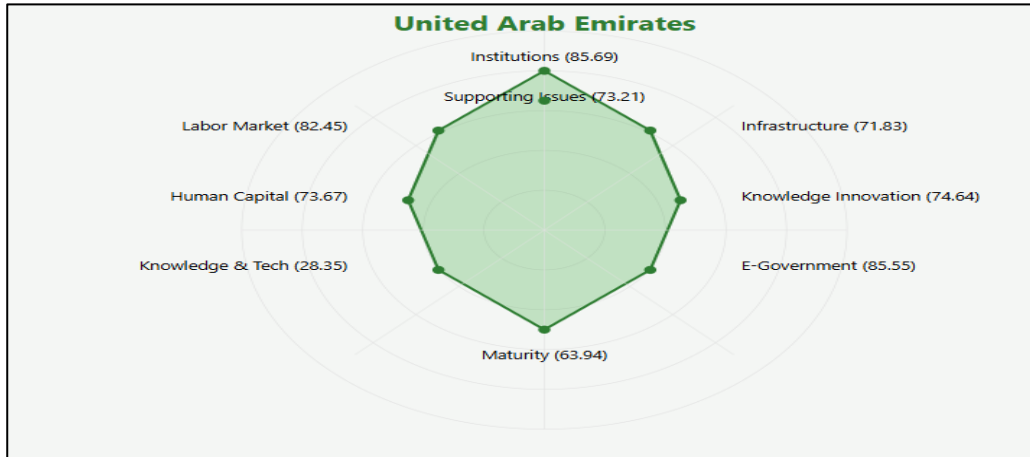
## 5.4. The most prominent digital transformation projects in the economy sector

Here are some of the most important digital transformation projects in the economy sector in the country (Government Digital Transformation Report 2023, page 32)

- a) **National Economic Register Platform Project:** Through this platform, data is exchanged and analyzed in order to build a comprehensive database of economic activities in the country, which is characterized by reliability, and works to provide license data from the National Economic Register immediately and securely.  
The total number of industrial licensing services reached 198,000 transactions compared to 518 industrial production license issuances
- b) **Patent project:** which is working on its digital transformation project, as it provides artificial intelligence mechanisms to create an advanced digital infrastructure to provide services and update them in accordance with the updated legislation and laws, as the number of patent transactions reached 134 patent applicants and 59 patent renewal transactions during 2023.
- c) **Launching the trademark registration service** in accordance with the Madrid Protocol: This service allows customers to file an electronic application to register an international trademark using the Madrid Protocol, which allows them to obtain protection in more than 125 countries in the world. This system facilitates the modification of the global brand portfolio to expand or renew it, as the number of trademark transactions reached 5,600 trademark registrations and 745 commercial agency renewal transactions during 2023.
- d) **digital tax systems:** the number of digital services for Emirates Tax reached 119 services and 12 external systems were linked with them during 2023, in addition to many services in the field of digital economy, industry and digital technology.

### 5.5. Arab Digital Economy Index 2022

Returning to this indicator, which is based on nine main pillars, namely: The first pillar is institutions, the second pillar is infrastructure, the third pillar is labor force, the fourth pillar is e-government, the fifth pillar is innovation, the sixth pillar is knowledge and technology, the seventh pillar is market forces, the eighth pillar is the growth of the capital market, and the ninth pillar is sustainable development. The UAE ranks first in most pillars as follows:



**Figure 02:** The level of digital performance of the UAE according to the Arab Digital Economy Index 2022

**Source:** Arab Digital Economy Index Report 2022, Post-Covid-19 and Prospects for Arab Economic Recovery and Growth, Arab Vision for the Digital Economy, Arab Federation for the Digital Economy, Council of Arab Economic Unity, League of Arab States, Cairo, Egypt, pp. 157-158.

This table appears to represent rankings and indicator values across various pillars and areas in a digital and economic development framework.

Table 02: Ranking of Arab countries according to the Arab Digital Economy Index 2022

Rank	Indicator Value	Pillar	Area
1	85.69	Pillar 1: Institutions	Digital Government
1	71.83	Pillar 2: Infrastructure	Digital Foundations
4	74.64	Pillar 3: Workforce	Digital Readiness for Citizens
1	85.55	Pillar 4: Digital Government	Digital Government
1	63.94	Pillar 5: Innovation	Digital Innovation
2	28.35	Pillar 6: Knowledge and Technology	Digital Knowledge
1	73.67	Pillar 7: Market Forces	Digital Business
2	85.45	Pillar 8: Financial Market	Financial Market

Rank	Indicator Value	Pillar	Area
		Development	
6	73.21	Pillar 9: Sustainable Development	Industry, Innovation, and Basic Infrastructure
<b>1</b>	<b>71.37</b>	<b>Overall Indicator Value</b>	

**Source:** Arab Digital Economy Index Report 2022, Post-Covid-19 and Prospects for Arab Economic Recovery and Growth, Arab Vision for the Digital Economy, Arab Federation for the Digital Economy, Council of Arab Economic Unity, League of Arab States, Cairo, Egypt, pp. 157-158.

This Table **02** showing the rankings and scores (Indicator Values, for sections within an economy or development structure Each section emphasizes an aspect of infrastructure governance business and societal basics crucial, for strong digital and economic growth.

## 6. Results

Through this study, we have reached a set of results as follows:

- Digital transformation has become an urgent necessity because it contributes to the development of services, promotes innovation, helps enable companies to respond quickly to changes, and is a key driver for enhancing competitiveness and achieving sustainable development.
- Digital transformation has contributed to changing lifestyles through the emergence of e-commerce platforms and smart applications and emerging innovations.
- The UAE is among the most advanced countries in the field of technology and reliance on modern technologies.
- The UAE has a 100% smartphone penetration rate.
- The strategic plan for the UAE economy is based on the digital economy due to its contribution to creating real opportunities for foreign investment.
- The development of the digital economy contributes to enhancing the role of young people in shaping the digital age by relying on their innovations in the field of technology and the Internet.
- The UAE ranked first globally in public-private partnership and its impact on technological development, and in the use of virtual professional networks.
- It also ranked first globally in government procurement of high-tech products.
- It ranked first in the Arab world in several indicators, including the Global Innovation Index, the Future Readiness Index, and the Digital Agricultural Services Index.
- It ranked third globally in FDI, technology transfer and corporate investment in new technology.
- It ranked fourth in the world in investment in telecommunications services and the technology index included in the Digital Competitiveness Index.

## 7. Conclusion

Digital transformation is a comprehensive process that works with the aim of changing traditional business models to develop them in line with the requirements of the digital age. The success of digital transformation depends on training employees, developing innovation and adapting to modern technologies in order to achieve sustainable development and strategic goals.

## 8. Recommendations

In order to maintain its position and global position in the field of digital transformation, the UAE is undertaking some of the following actions:

- Proactive delivery of new and innovative services that increase GDP.
- The State is keen to expand and invest in the future sectors based on knowledge and innovation in support of the new economic model over the next 50 years.
- Enhancing integration between government agencies in order to accelerate and maximize the impact of comprehensive digital transformation.
- Work to enhance the expertise and skills of young people in order to maintain the UAE's position as a global center for technology and innovation.
- Following up strategies and programs for digital transformation and preparing policies and standards for comprehensive digital transformation.

we can say that the UAE has made remarkable progress in digital education and the promotion of innovation in the public and private sectors, by working on human cadres and skills that have the scientific and professional ability in digital transformation.

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