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The Current Situation of the Open Government Data Initiative in the State of Qatar

Survey of Qataris and White-collar Expatriates

Dr. Ali Alkubaisi

Abstract

Technological development affected the public sector and governments, which attempted to create several programs to use ICTs to offer services to residents after reaping the benefits of technical advancement. One of the most well-known OGD projects in Qatar is the Qatar Open Data Portal. The Open Government Data (OGD) Initiative, which will offer numerous services to citizens, is among the most significant of these initiatives. To facilitate citizens' access to government information, this new activity necessitates that various governments adopt ICT tools. The results of previous studies demonstrate that the concept of e-government has not yet reached its full potential and that several barriers prevent it from being properly implemented. Therefore, this research aimed to investigate the current situation of Qatar's open government data initiative. The research used the quantitative (by conducting questionnaires) method. SESRI has created a cell phone frame that is appropriate for the survey in collaboration with regional cell phone carriers in Qatar. Both waves' target samples will comprise white-collar and blue-collar expats in addition to Qatari natives. The target population for this study consists of two demographic groups: white-collar expatriates and Qatari citizens. Blue-collar expats, those under the age of 18, and those who were not residents of Qatar at the time of the poll will not be included in the target group. A Computer Assisted Telephone Interviewing (CATI) system has been used to administer the survey. The software BLAISE has been used to program the survey into the CATI (Computer Assisted Telephone Interview) system after the questionnaire is modified as needed in light of this internal pre-test. Following program debugging, a small-scale in-person pre-test will be carried out. This pretest will provide useful information to improve the length of the interview, interviewer instructions, introductions, transitions, response categories, and question-wording. The completed questionnaire will be developed using this data, and it will subsequently be entered into CATI for the fieldwork.

Keywords: *Open Data Portal, decisions, Open Government Data, Citizens, Qatari population, white-collar ex-pats*



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1. Introduction

The globe has seen numerous changes in many facets of life during the past few decades, particularly in the last two decades. Technological development is one of the most notable areas that has emerged and altered many facets of life. It started with how people interact with one another, sharing personal information and using social media platforms, and then incorporating them into their business dealings in the electronic environment of electronic commerce. This trend also affected the public sector and governments, who attempted to create several programs to use ICTs to offer services to residents after reaping the benefits of technical advancement (Saxena, 2018).

According to González-Gallego et al. (2020), the use of e-government has spread throughout the world. One aspect of e-government is the online distribution of information via a website that allows users to view their information and conduct transactions. Before the advent of e-government, these services required a long time to complete, but as e-government developed, citizens were able to overcome historical disadvantages and conduct their transactions online conveniently, whenever they wanted, and from any location.

Governments' reliance on the Internet for a variety of transactions has several advantages, including the simple distribution of information, increased national investment, and more effective and efficient service delivery. Numerous



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governments worldwide have embraced the idea of e-government as a result of these advantages (Teo et al., 2008).

The Qatar Open Data Portal (data.gov.qa), a national platform for open data and information that complies with international standards, was introduced by the Ministry of Communications and Information Technology in 2019. One of the most well-known OGD projects in Qatar is the Qatar Open Data Portal. The Planning and Statistics Authority (PSA) has been in charge of managing and operating the portal since 2023. The second version of the Qatar Open Data Portal (www.data.gov.qa) was published, the PSA stated on its website on July 16, 2023. Nevertheless, the actual operation of the provided data has not been adopted to the initial anticipated utilization levels. The primary adoption elements that may influence users' decisions to accept and employ OGD systems must therefore be investigated and analyzed further (Soni & Shanab, 2021).

Notwithstanding these advantages, the findings of previous studies show that the notion of e-government has not yet been fully implemented and that numerous obstacles stand in the way of its proper execution numerous established and developing nations started a new phase of opening their systems and transactions through e-government to overcome these challenges to its implementation, encourage the public to use the concept, and realize its numerous advantages. The Open Government Data (OGD) Initiative, which will offer numerous services to citizens, is among the most significant of these initiatives. To facilitate citizens'



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access to government information, this new activity necessitates that various governments adopt ICT tools (Teo et al., 2008; Janssen et al., 2022).

2. Research Problem and Questions

The PSA announced the introduction of the second edition of the Qatar Open Data Portal (www.data.gov.qa) on its website on July 16, 2023. However, the initial anticipated utilization figures have not been met by adopting the given data's actual operation (Soni & Shanab, 2021). Therefore, additional study is required study to investigate and evaluate the primary adoption elements that may influence users' choices to accept and make use of OGD systems. In addition to its low citizen usage, statistics show that the State of Qatar suffers from a lack of reliance on e-government. According to the findings of a 2012 United Nations assessment on the global adoption of e-government, poor nations continue to have relatively low levels of e-government use. The survey concentrated especially on Gulf nations, including Qatar, which is one of the top nations with the lowest rates of e-government use (Rashideh, et al., 2022).

The results of previous studies demonstrate that the concept of e-government has not yet reached its full potential and that several barriers prevent it from being properly implemented. To overcome these obstacles to its implementation, encourage the public to adopt the concept, and reap its many benefits, many developed and developing countries began a new phase of opening their systems and transactions through e-government. One of the most important of these efforts is the Open Government Data (OGD) Initiative, which will provide citizens with a



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variety of services. This new activity requires that different governments use ICT tools to make it easier for citizens to obtain government information (Saxena, 2018; Rashideh, et al., 2022; Mutambik et al., 2022).

Based on the foregoing, the research attempts to answer the following main question: **“What is the current situation of the open government data initiative in Qatar?”**

Additionally, the research attempts to answer the following sub-questions:

1. What is the level of general satisfaction with the OGD initiative in Qatar?
2. What is the level of satisfaction with the government OGD mobile application in Qatar?
3. What is the level of satisfaction with using the EHTRAZ application in Qatar?
4. What are the OGD's current challenges?

3. Research Objectives

This research aims to **“investigate the current situation of Qatar's open government data initiative”**. This is conducted by achieving the following objectives:

- Investigating the level of general satisfaction with the OGD initiative in Qatar.
- Clarifying the level of satisfaction with the government OGD mobile application in Qatar.



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- Clarifying the level of satisfaction with the usage of the EHTRAZ application in Qatar.
- Shedding the light on the OGD's current challenges.

4. Research Significance

The importance of this study stems from the importance of the current situation of the open government data initiative in the state of Qatar, which represents a significant issue and an important area of research. Studies on the current situation of the open government data initiative in the state of Qatar are scarce. Therefore, it is expected that conducting such research on this topic will have highly positive implications and importance that can be summarized as follows:

- The scientific importance of this research lies in the scarcity of studies that specifically address the current situation of the open government data initiative in the state of Qatar, which makes this research a new scientific attempt to develop appropriate scientific recommendations.
- The significance of this research lies in its potential to contribute valuable insights and knowledge to the field of technology and governmental applications. By exploring the current situation of the open government data initiative in the state of Qatar, this research addresses a timely and important topic.
- The research's conclusions may have a practical impact on citizens and the Qatari government. Understanding the current situation of the open government



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data initiative in the state of Qatar, the level of satisfaction, the level of satisfaction with the usage of the EHTRAZ application in Qatar, and the OGD's current challenges can assist in guiding governmental decisions, increasing the efficiency of the governmental transaction, and improving the overall quality of life in Qatar.

- This research would represent a good reference for future studies as long as it would provide subsequent researchers and interested scholars in the field of technology with valued literature, recommendations, and suggestions that are important for their proposed studies.

5. Literature Review

5.1 The ODG in Qatar

E-government has been defined and conceptualized in a variety of ways. It is described as the process of utilizing government institutions for IT and the capacity to change the way that people, businesses, and other government entities interact. By offering government services to people, organizations, government agencies, and the private sector via the Internet, this technology can promote communication between citizens and businesspeople as well as between various government authorities (Mutambik, Almuqrin, Lee, Gauthier, & Homadi, 2022). E-government is a crucial duty for the government to reinvent itself and manage its role to its citizens and the global economy through the Internet, according to the World Bank. E-government, according to UNESCO, is a significant change in how the



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government operates to keep up with the amazing advancements in e-business that the private sector has spearheaded by offering services and facilitating a significant number of transactions online (Soni & Shanab, 2021).

The use of information technology and credentials to support the efficiency of government services, to better and more easily interact with citizens, to provide access to more information, and to make the government more responsive to the desires of citizens is known as electronic or digital government. The delivery of services via the Internet, phone, community centers, wireless devices, or other accessible communication systems can all be considered e-government (Saxena, 2018).

Open government is a new approach that allows the government to engage with the public and others in more creative ways and through ICT networks. The government's ability to consult, solicit, and receive support from the populace is another aspect of this strategy. Generally speaking, this approach seeks to build stronger and more efficient institutions. All residents have free and public access to the data used in the open government. Open government data is information that is made publicly available by the government using the Open Data principles (Mutambik, Almuqrin, Lee, Gauthier, & Homadi, 2022).

The Access to Knowledge (A2K) movement has a clear connection to Open Government and Open Government Data (OGD). One of the newest movements to emerge is the Access to Knowledge (A2K) Movement, which seeks to significantly advance and develop society. Another goal of this movement is to make it simpler



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for people to obtain goods and services. The close bond between the people and their government is reflected in Open Government Data (OGD), which also boosts public trust in the government. Additionally, it signifies a shift and metamorphosis in the organizational notion of the nature of the citizen-government interaction. According to research by the World Wide Web Foundation, open government is made up of four essential components: accountability, efficiency, transparency, and participation. The open government is expressed by the combination of these four components (Saxena, 2018).

OGD is a necessary first stage in economic development. By recognizing the challenges individuals face in obtaining their information and coming up with creative solutions to these issues, the online distribution of government data encourages citizen participation and strengthens their role. An additional economic value of three to five trillion dollars is generated annually as a result of the availability of open data. Particularly in the fields of gas, power, health, transportation, and education, this added economic value can be realized (Mutambik, Almuqrin, Lee, Gauthier, & Homadi, 2022).

Qatar is situated in the center of the Persian Gulf's western shore. Among the Gulf States with the highest incomes is Qatar. However, the 2012 IMF report places Qatar in the category of developing nations. In terms of e-government, Qatar is among the top nations. In recent decades, the public sector environment in Qatar has undergone a modernization based on information and communication technologies. Qatar started a government program in July 2002 to improve the



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quality and effectiveness of the government and move away from paper-based services to electronic ones. To renew the residency permits, this effort was used experimentally. Three government entities the Ministry of Interior, Qatar National Bank, and Qatar Central Bank were involved in the application. Following the pilot project's tremendous success, the Qatari government has worked to implement e-government across all government agencies (Mutambik, Almuqrin, Lee, Gauthier, & Homadi, 2022).

5.2 General Satisfaction with the ODG Initiative in Qatar

E-government has been used to provide electronic public services, with a single point of access available around the clock, every day of the week. For citizens, E-G provides the same services and information. Leveraging ICT to make policy information more accessible to citizens, it restores their relationship with them. By offering them individualized and valuable services, e-government further strengthens this bond. It also encourages online voting, information sharing, and debate. At the national level, e-government promotes economic growth and helps local firms expand (Soni & Shanab, 2021).

Many nations have embraced e-government as a means of confirming openness. One of the most important components of the strategies that governments use to promote transparency and lessen corruption is transparency. Rich groups can benefit from the lack of transparency in a number of ways, including: embedding and maintaining control over resources; preventing deteriorated use of public



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incentives; promoting and undermining cooperation; reducing the ability to find trustworthy and efficient candidates for public sector jobs and contract partners; and limiting social trust (Saxena, 2018).

When it comes to monitoring success and enhancing transparency, open data is a potent tool for policymaking (State of Qatar Open Data, 2019). Public support for OGD, its implementation, and adequate levels of information, system, and service quality seem to be prerequisites for citizen happiness. (González-Gallego et al., 2020). Therefore, the effect of OGD on technology adoption and public satisfaction is directly moderated by the level of maturity of a nation's digital economy.

The primary government mobile application that people use the most frequently is the most effective and user-friendly (Soni & Shanab, 2021). The MOI's Metrash application is by far the most popular government mobile app. The second is rather frequent Baladiya applications.

5.3 Satisfaction with the usage of the EHTRAZ application

Ehteraz, which translates to "precaution" in Arabic, is a smartphone app that warns users when they come into touch with infected people. To register for the app, users must read and accept the terms and conditions. They must also provide their cellphone number, Qatari ID, and the QID's expiration date. To successfully finish the registration process, a verification code is issued to the user's mobile number. The Ministry of Public Health (MoPH) and the Ministry of Transport and Communication (MoTC) collaborated to create the Ehteraz App, a COVID-19



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mobile tracking app. Ehteraz is available for download on the Google Play Store and the App Store for iOS 13.1 and later (Al-Kuwari, Alnuaimi, Semaan, & Gibb, 2022).

The MoPH released updated changes, including the privacy policy and immunization status, on February 12, 2021. All of the information for those who have received the entire course of coronavirus vaccination is displayed in the vaccination area, including the name of the vaccine and the dates of doses. All of the information pertaining to user privacy, including device permissions, data collection and storage, retention, security, usage, access, and privacy support, is contained in the privacy policy section (Soni & Shanab, 2021).

A key component of the idea of all willing customer options is user happiness. The distinction between expectations and perceptions is a well-established definition of satisfaction. Nonetheless, the idea can now be updated to reflect the particular situation where people typically don't know what to anticipate due to complexity and technology. Second, people are powerless to choose whether or not to use technology. In the subject of health, there is a wealth of information regarding technology and user pleasure. It is beneficial since users gain from the technology even if they choose not to use it, which helps us identify the potential lessons for required apps. The user experience of the patients led to increased enjoyment and engagement (Al-Kuwari, Alnuaimi, Semaan, & Gibb, 2022).



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5.4The OGD Current Challenges

With pressure on many governmental organizations to make their raw data available, the amount of open data has significantly expanded (Janssen et al., 2012). Since any nation's Open Government Data (OGD) programs are based on the ideas of accountability and transparency, the data sets must allow for a re-useable interface (Saxena, 2018, p. 358). Users find it challenging to take advantage of the possibilities of publicly available government data due to obstacles.

The primary issue is people's ignorance about government organizations. To solve this issue, government agencies and private sector organizations should offer seminars to address their lack of knowledge about open data and create rules requiring them to make data available by open data standards. Additionally, the data owners' inadequate infrastructure presents a problem since it negatively impacts the data's readily available state (Rashideh, et al., 2022).

According to Mutambik, Almuqrin, Lee, Gauthier, & Homadi (2022), other difficulties include the lack of policies outlining the requirements for data release and the lack of regulations encouraging government bodies to provide data. Although they are easily resolved, technical problems typically lead to conflict. In terms of work, expense, capabilities, enthusiasm for the idea, adoption, etc. Due to issues (or barriers) such as the absence of national data strategy, policy, and legislation, the absence of national data governance, and the concern about misuse,



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the majority of organizational units are hesitant to make their data publicly available.

6. Methodology

6.1 Sample Design

The population of Qatar, like that of other Arab Gulf nations, is split into three main categories: Qatari citizens, white-collar foreign workers, and blue-collar foreign workers. People who work in professional, managerial, instructional, or administrative capacities typically in an office, cubicle, or other administrative settings will be included in the category of "white collar" expatriates. Labor migrants who work in construction, security, customer service, public-facing sales, transportation, home assistance (when they live with a family), or other service-oriented occupations, on the other hand, make up the "blue collar" group.

Compared to the blue-collar category, white-collar expatriates typically have superior educational backgrounds, higher wages, and better benefits. Blue-collar workers are frequently prohibited from bringing their familiar to Qatar due to legal restrictions, primarily about income. They are far more likely to reside in their employer's house, in shared housing, or in group quarters. The target population for this study consists of two demographic groups: white-collar expatriates and Qatari citizens. Blue-collar expats, those under the age of 18, and those who were not residents of Qatar at the time of the poll will not be included in the target group.

The overwhelming majority of adults in Qatar (98%) own at least one cell phone, regardless of their living situation or employment background. Therefore, it is anticipated that a wireless sample survey will offer superior coverage for this



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target demographic. SESRI has created a cell phone frame that is appropriate for the survey in collaboration with regional cell phone carriers in Qatar. Both waves' target samples will comprise white-collar and blue-collar expats in addition to Qatari natives. All participants will be confirmed to be 18 years of age or older and to have lived in Qatar during the survey reference period by a second screener. A Computer Assisted Telephone Interviewing (CATI) system will be used to administer the survey.

6.2 Questionnaire Development

Professional translators first created the questions in English before translating them into Arabic and other languages. Following translation, researchers who were proficient in both English and the target language carefully reviewed the translated versions. The survey was then put through an internal test at SESRI. This enables the project team to determine whether respondents were able to comprehend and react to the questions, as well as to pinpoint significant issues that influence those responses.

The software BLAISE will be used to program the survey into the CATI (Computer Assisted Telephone Interview) system after the questionnaire will be modified as needed in light of this internal pre-test. Following program debugging, a small-scale in-person pre-test will be carried out. This pretest will provide useful information to improve the length of the interview, interviewer instructions, introductions, transitions, response categories, and question wording. The



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completed questionnaire will be developed using this data, and it will subsequently be entered into CATI for the fieldwork.

6.3 Survey Administration

SESRI will be dedicated to ensuring that interviewers are well-versed in field procedures, appropriate interviewing techniques, and the principles of academic survey research. The best possible data-collecting quality will be guaranteed by this thorough training. Continuous interviewer training, strong field production support, rigorous adherence to quality through monitoring methods, and real-time review of interviewing activity utilizing cutting-edge technology are how we accomplish this. Before each survey, each interviewer will receive project-specific preparation, practical training on how to utilize the CATI system efficiently, and general instruction on standard, will fully structure academic interviewing techniques.

6.4 Data Management

To maintain anonymity of the data; all identified information will be eliminated, including phone numbers, from the dataset by the guidelines established by Qatar University's Institutional Review Board (IRB) Committee and industry best practices for academic survey research. This anonymized dataset will be then cleaned, coded, and formatted using STATA (Statistical Software for Data Science).

The univariate, bivariate, and multivariate analyses will be performed after weighing the final replies to account for the selection and non-response



probabilities as described above. Our specialized IT department will work with Qatar University's Information Technology Services (ITS) to protect SESRI's data. Additionally, the information will safely be stored on servers run by Qatar University's data security experts. SESRI is a company that complies with ISO 9001:2015 Quality Management Standards.

7. Discussion and Analysis

7.1 Satisfaction with Government OGD Mobile Applications

To increase public access to government information and increase openness, the Qatari government released a few mobile applications. Examples of government mobile applications that leverage internal government data for the benefit of society at large include EHTRAZ and Qatar Statistics. The respondents were questioned regarding their experiences with these applications in this section of the study. Respondents were asked to rate how effective the applications were at fostering transparency and boosting public confidence in the government on a scale of 1 to 5, where 5 represents extreme satisfaction and 1 represents extreme dissatisfaction. According to Figure 1, the majority of respondents (48% Qataris and 64% white-collar expats) expressed high levels of satisfaction.

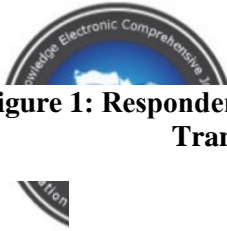
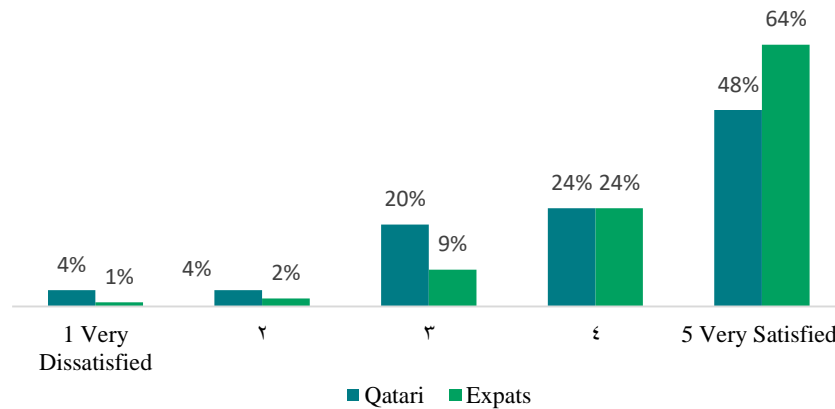


Figure 1: Respondents' rate of the effectiveness of the OGD applications in promoting Transparency and increasing Trust in the Government



7.2 Satisfaction with the Usage of the EHTRAZ Application

Inquiries concerning the respondents' experiences with the EHTRAZ application, which was required during the COVID-19 pandemic were made. This program gave access to COVID-19 statistics, such as the number of deaths, recovered patients, and positive cases.

Overall, respondents appeared to be content with the EHTRAZ application, with white-collar expats being more satisfied than Qataris, which is in line with the findings relating to the Qatar Statistics application. In addition, 94% of Qataris and 98% of white-collar foreign workers who responded to the survey said that the EHTRAZ program was simple to use. Additionally, 94% of white-collar expats and 86% of Qataris thought EHTRAZ was extremely helpful. Additionally, the respondents were asked if they believed that EHTRAZ was reliable. 94% of white-collar foreign workers and 81% of Qataris concurred that it was. Furthermore, 83% of Qataris and 91% of white-collar expats said that their experience with EHTRAZ

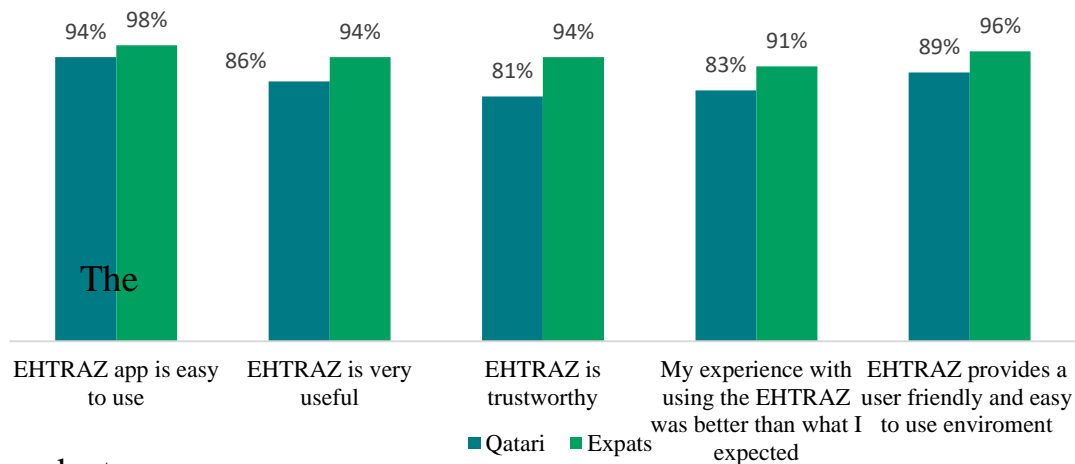


had surpassed their expectations when asked if it had. Lastly, 96% of white-collar expats and 89% of Qataris concurred that EHTRAZ offered an environment that was simple to use and intuitive.

Table 1: Respondents' level of agreement on their satisfaction with the usage of EHTRAZ application

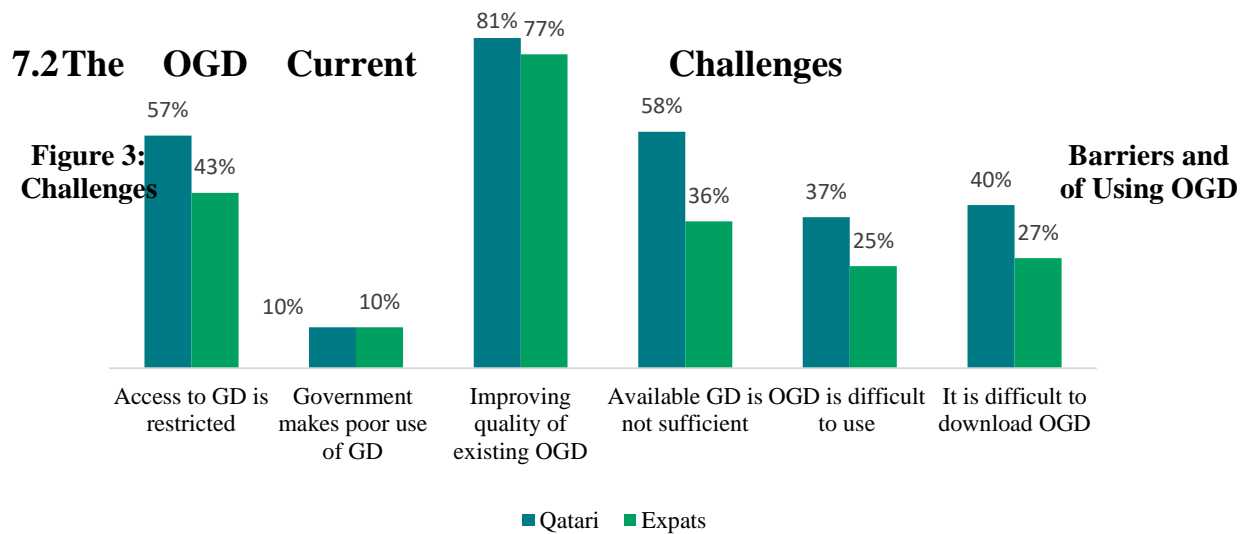
		Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree
The EHTRAZ app is easy to use	Qataris	78%	16%	3%	3%
	Expats	83%	15%	2%	1%
EHTRAZ is very useful	Qataris	66%	20%	6%	8%
	Expats	76%	18%	3%	3%
EHTRAZ is trustworthy	Qataris	57%	24%	9%	10%
	Expats	73%	21%	4%	3%
My experience with using EHTRAZ was better than what I expected	Qataris	56%	27%	8%	9%
	Expats	70%	21%	5%	3%
EHTRAZ provided a user friendly and easy to use environment	Qataris	65%	24%	5%	6%
	Expats	79%	17%	2%	2%

Figure 2: Respondents' Perceived Attitude toward using EHTRAZ Application



respondents

appeared to be generally happy with the OGD applications, however, white-collar foreign workers appeared to be slightly happier than Qatari nationals. Even though practically everyone in Qatar was aware of and utilized EHTRAZ, not enough responders used the Qatar PSA's application for statistics, which was made mandatory during the COVID-19 pandemic. One possible explanation for the low usage of the Qatar Statistics program is a lack of knowledge about it and what it offers. To increase awareness among Qataris and white-collar expats and to urge them to utilize the application in support of the OGD project in Qatar, it is strongly advised that the Qatar PSA promote it.



According to Figure 3, 43% of white-collar foreign workers and 57% of Qataris think that access to government data in Qatar is limited. However, just 10% of white-collar foreigners and Qataris believe that the government does not use its current data effectively enough. Remarkably, the vast majority of both groups 71 percent of white-collar expats and 81 percent of Qataris agree that enhancing the



quality of already-available accessible government data is more crucial than creating new data.

Table 2: Barriers and Challenges of Using OGD

		Strongly Agree	Agree	Disagree	Strongly Disagree
Access to Government Data is restricted	Qataris	23%	34%	21%	22%
	Expats	16%	27%	22%	35%
The government makes poor use of Government Data	Qataris	2%	8%	22%	68%
	Expats	4%	6%	19%	71%
Improving the quality of existing Open Government Data is more important than making new data available	Qataris	37%	44%	13%	6%
	Expats	37%	40%	14%	9%
Available Government Data is not sufficient	Qataris	22%	36%	19%	23%
	Expats	10%	26%	27%	37%
Open Government Data is difficult to use	Qataris	9%	28%	27%	36%
	Expats	5%	20%	29%	46%
It is difficult to download Open Government Data	Qataris	12%	28%	26%	34%
	Expats	7%	20%	24%	49%



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8. Conclusion and Recommendations

When it comes to OGD as a concept and a tool that responders can utilize, there is quite a little awareness. The respondents were asked if they used the website for statistical analysis, corporate decision-making, or selecting schools for their children. Regardless of nationality, most respondents said they had never used the website for any of the aforementioned purposes. When asked if they had ever utilized the Qatar Statistics application, for instance, the majority of respondents stated they had never done so. This finding is replicated in the field of OGD applications. The underutilization of these applications may be due to a lack of knowledge about this OGD-based application and its features. The promotion of the application by the Qatar Planning and Statistics Authority is strongly advised to increase the application's awareness among Qataris and white-collar expats and to motivate them to utilize it in support of the open government data effort in Qatar. Therefore, to continue using the OGD systems, more and more awareness campaigns are required.

Regarding the quantity and quality of the real data provided by OGD systems, there are numerous issues at the moment. Since various obstacles prevent users from fully utilizing the potential of open government data, the data sets must allow for an easy-to-use interface for data reuse. According to the current study's findings, the majority of participants concur that enhancing the quality of already-available accessible government data is more crucial than creating new data. The majority of respondents also concur that the government data that is now available



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is insufficient and that using it is extremely challenging. For a better use of OGD data, more practical training sessions and seminars are therefore required. Furthermore, it is strongly advised that policymakers ensure that the data is cleansed on a regular basis to ensure correctness and dependability in order to improve the quality of OGD. In addition to providing training and tools to ensure that OGD users are adequately educated and equipped to understand and apply OGD, the Qatari government should make data available in widely accepted open data formats that are simple to use.

The OGD is an excellent idea to implement, and the vast majority of Qataris and white-collar expats agree that they wish to use it more in the future. Similarly, the majority of responders are eager to utilize OGD and support its adoption. The usage of this data is strongly supported by the vast majority of responders. The findings indicate that respondents intend to utilize OGD. It is encouraging that Qataris and international white-collar workers recognize the benefits of OGD and wish to apply it to deliver more efficient and transparent public services.

All things considered, governments can take advantage of the enormous advantages that OGD can offer to boost civic involvement, strengthen public trust in the nation, and encourage openness. The results show that most Qataris and foreigners think that access to government data in Qatar is limited. The public's dissatisfaction with the degree of access must be acknowledged by the Qatari government. The administration should try to make government data more accessible and available to remedy this issue. By facilitating citizens' access to vital



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information and providing them with the resources they need to make educated decisions, open government data can contribute to an increase in public trust in organizations. Furthermore, it is strongly advised that policymakers ensure that the data is cleansed regularly to ensure correctness and dependability to improve the quality of OGD. Regarding perceived ease of use, the Qatari government should make data accessible in easily comprehensible, standard open data formats and offer training and resources to ensure that OGD users are adequately equipped to understand and utilize OGD.

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