

TRUST AND CULTURE IMPACTING ON INFORMATION SYSTEMS: A STUDY OF AN OIL COMPANY IN SAUDI ARABIA

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Previous studies explored factors that impact information security, but research lacks a comprehensive understanding of managing information security through the lens of local Arab culture. This study used a quantitative research approach in which a web-based questionnaire was administered to a representative sample in a Saudi Oil Company. 247 usable responses were analyzed using structural equation modelling. The initial model linked the six factors that were latent in the literature. Accordingly, it was connected to trust, workplace culture, leaders, western technology, and employees' alignment with information security. However, that model found to be inadequate and following analysis of the pilot data from three pilot phases, a final parsimonious model showed eight interconnections between six new emergent factors. That model contained belief, expectations, and trustworthiness of co-workers, workplace culture and supportive leadership, trustworthiness towards others, Western information technology satisfaction, data privacy, and information system security compliance. The key finding indicates that workplace culture alignment, and supportive leadership fully mediate the relationship between belief, trustworthiness, and expectation of co-workers and information system security compliance. Hence, this research makes a novel contribution by modelling the information systems through the lens of the Arab region and leads the way for further research in the context of information security culture in the Arab region.

Keywords: Arab culture, information systems, trust