

Disability

As per OECD Disability DAC codes identified in section 1.1, this action is labelled as D1. This implies that the Aruba eGov implementation is reducing barriers for a special group of people to be employed, to access services and information/data, which is particularly important for such groups.

People in Aruba regardless of their social or economic background or physical (dis)abilities should be able to digitally access core government services, albeit with support. Core digital services should be designed based on the principle of openness and inclusiveness and should create equal opportunities for all. People with disabilities and the elderly population should be able to access and experience the same quality of service as other people.

The Action will also be in line with the EU Strategy for the Rights of Persons with Disabilities 2021-2030, and the EU Guidance Note Disability inclusion in EU external action.

It is important to stress that particular attention will be given on the issues of accessibility and usability in the implementation of the Action. To address these imperatives, the government of Aruba has to take proactive steps, notably by establishing dedicated e-government access points “e-kiosks”, located in easily accessible public areas to facilitate the access to e-government services. The training and the expertise/qualification of the staff is instrumental to provide assistance to visitors in navigating the complexities of e-government information and services. A robust monitoring system of these eGov points also needs to be in place to guarantee that they remain functional and accessible, meeting the diverse needs of the population.

It is also essential to maintain non-digital options to ensure inclusivity and accessibility for all, notably those with limited digital access or proficiency. A balanced approach offering digital and non-digital channels (including but not limited to in-person services, telephone services, mail services, public meetings and hearings, printed materials, public libraries) has to be developed to best serve the population's diverse needs.

Reduction of inequalities

The E-Gov Roadmap addresses training to reduce digital inequalities. Web users' educational and material resources are crucial enablers for all people to use e-government services and to benefit from them. Without adequate training in the use of digital tools, not everyone will be able to take advantage of the opportunities that e-government has to offer.

Democracy

The Statute of The Kingdom of the Netherlands secures democracy and good governance. Aruba eGov implementation will significantly increase the level of democracy and good governance through a transparent and reliable mechanism of monitoring and evaluating the government actions, services, and information/data.

Conflict sensitivity, peace and resilience

Not applicable

Disaster Risk Reduction

E-government has the potential to significantly enhance disaster risk reduction efforts by improving communication, information sharing, and coordination between government agencies, citizens, and businesses in disaster response and management. E-government should be a leading source of early warning and provide communities with trustful timely information and tools to prepare for potential disasters. It should include developing mobile applications and online resources for disaster preparedness, such as evacuation maps and instructions. The regional programme RESEMBID for Caribbean OCTs²⁸ supported the development of a Disaster Risk Financing Diagnostic Review for Aruba, including recommendations towards developing a national Disaster Risk Financing strategy.

Other considerations if relevant

In addition to all activities foreseen (section 3.2), specific EU visibility activities would be further determined and implemented as part of the Action.²⁹

While e-government can bring many benefits, such as increased efficiency and transparency, several challenges must be addressed. Some of these challenges include:

1. Digital divide: Not all people have equal access to technology, which can create a digital divide between those who can access e-government services and those who cannot.
2. Security and privacy: E-government systems must be secure and protect citizen data from cyber threats.

²⁸ <https://resembid.org/>

²⁹ Complying with the instructions given in the [2022 guidance document Communicating and raising EU visibility: Guidance for external actions](#) (or any successor document).