



**REPORT ON THE MAIN FINDINGS AND
RECOMMENDATIONS OF THE DIGITAL
PARTICIPATION**

**EMPOWERING VULNERABLE COMMUNITIES
THROUGH DIGITAL INCLUSION**

2024

Version 1.2

1.Executive Summary

This report presents the key findings, public insights, and resulting actions from the digital participation initiative conducted through **Sharik**. The consultation aimed to gather diverse perspectives to enhance decision-making and strengthen transparency between the government and the public.

Key Highlights:

Total Participants:	139
Duration:	1 Month (15 Nov – 15 Dec 2024)
Primary Topics:	Digital Inclusion, Accessibility, Digital Skills, Participation, and Vulnerable Groups
Target Group	General public, and vulnerable groups (migrant workers, elderly residents, women, people of determination)
Outcome Summary:	• Participants highlighted complex platforms and limited digital skills as the main barriers to digital inclusion. • The community recommended simplified language, mobile-friendly interfaces, multilingual support, and digital literacy workshops to ensure all users—especially vulnerable groups—can access government services confidently. • These insights contribute directly to the UAE Digital Government Strategy 2025 goal of inclusivity and accessibility.

2. Introduction

Participation Title	Empowering Vulnerable Communities Through Digital Inclusion
Participation Type	Consultation
Brief Description	The consultation aimed to gather public feedback on how to enhance digital inclusion and empower vulnerable communities including (migrant workers, elderly residents, and people of determination) to access digital services easily and safely
Participation Objective	• To gather public opinions on how digital transformation initiatives can better serve vulnerable and underserved communities, including migrant workers, people of determination, and the elderly. • To identify the main challenges these groups, face in accessing and using digital government services. • To explore innovative ideas and practical solutions that promote equal digital access for all residents in the UAE.
Target Audience	General public, and vulnerable groups (migrant workers, elderly residents, women, people of determination)
Responsible Entity	Digital Government (Dgov)
Start date	15 Nov 2024
End date	15 Dec 2024
Participation Duration	1 Month
Languages Used	Arabic, English
Marketing Channels	Sharik Portal

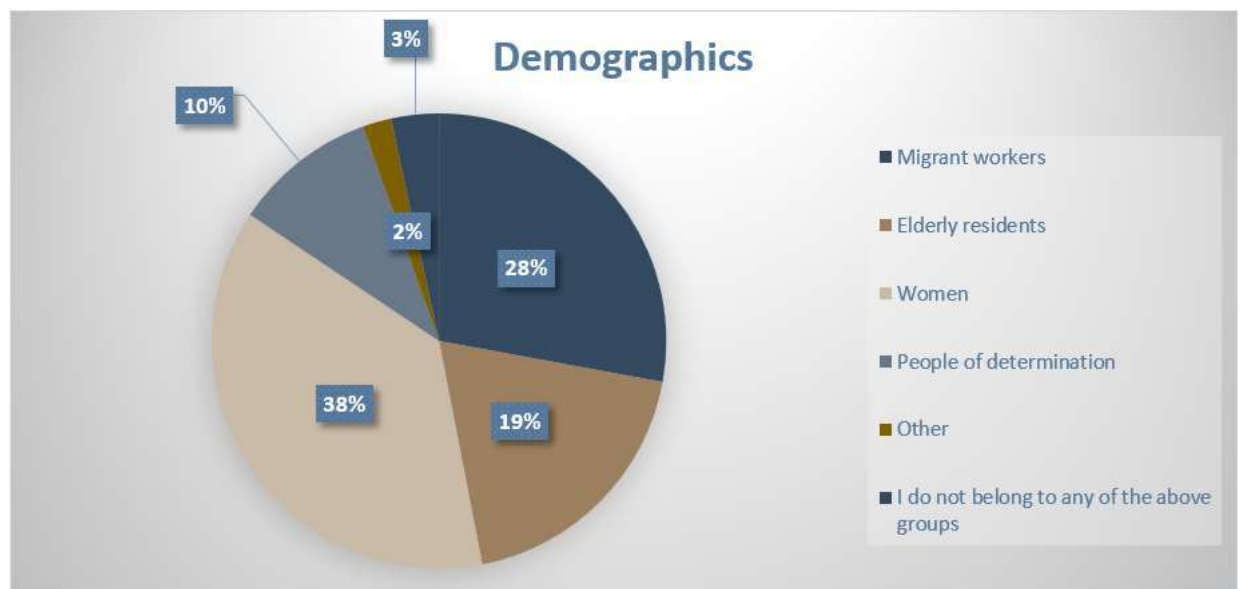
3. Participations Overview

Number of Participants	139
Number of Comments/ Suggestions	6

Demographic Breakdown:

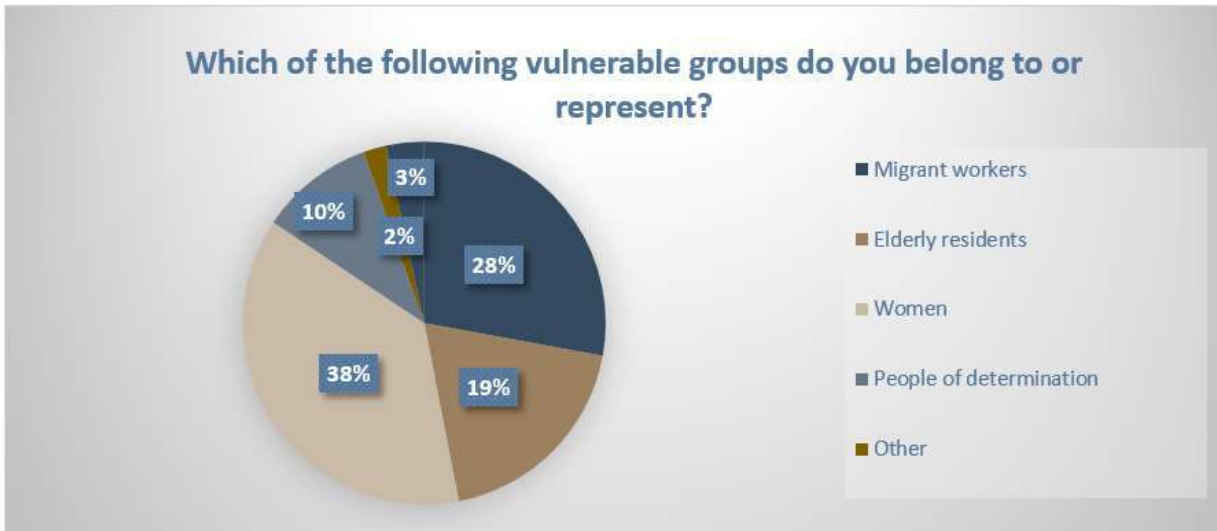
Total Number of responses: 139

- **Migrant workers:** 27.89% (41 respondents)
- **Elderly residents:** 19.05% (28 respondents)
- **Women:** 37.41% (55 respondents)
- **People of determination:** 10.20% (15 respondents)
- **Other:** 2.04% (3 respondents)
- **Not belonging to any group:** 3.40% (5 respondents)



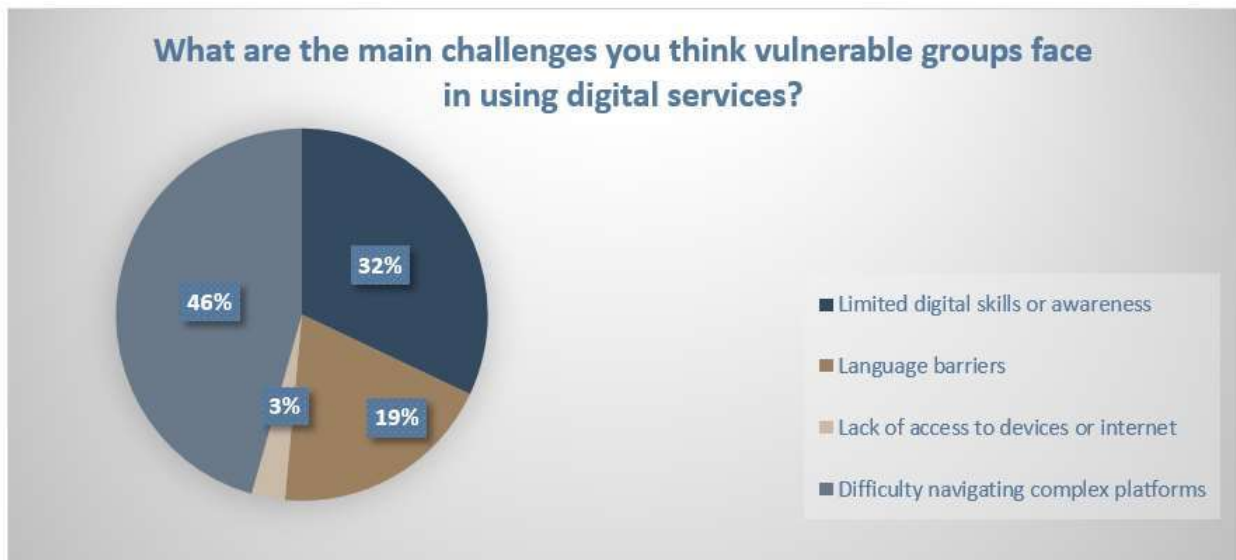
4. Results Overview

Q1 – Which of the following vulnerable groups do you belong to or represent?



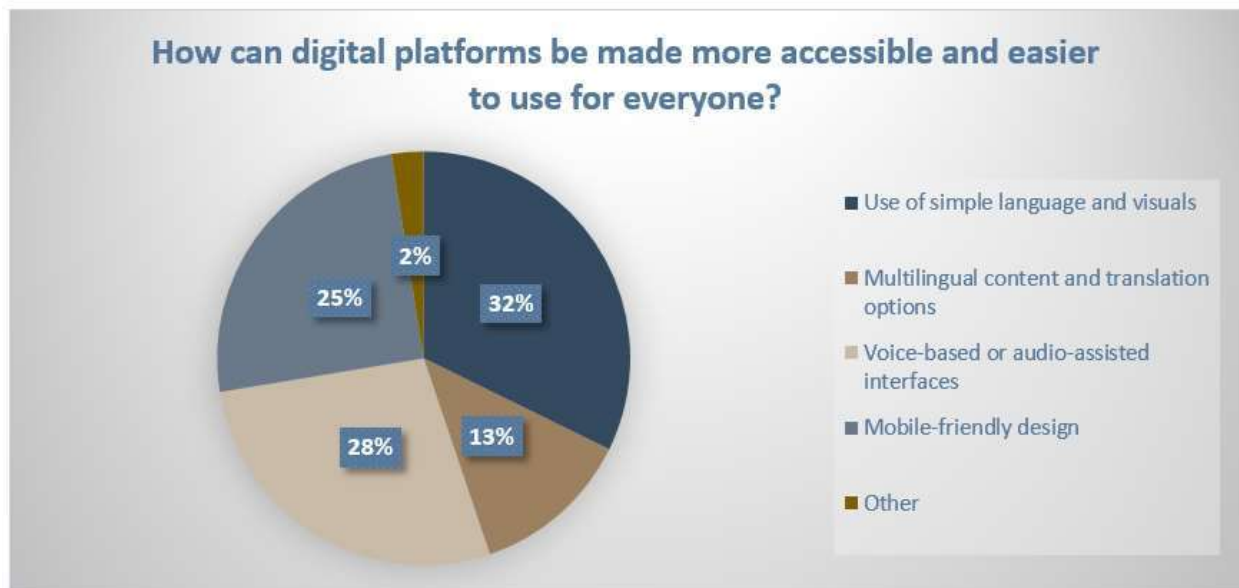
Women formed the largest participant group (37%), followed by migrant workers (28%) and elderly residents (19%), reflecting diverse representation across vulnerable segments.

Q2 – What are the main challenges you think vulnerable groups face in using digital services?



Insight: Most challenges are usability-related rather than infrastructure-related, emphasizing the need for simpler, more intuitive design.

Q3 – How can digital platforms be made more accessible and easier to use for everyone?



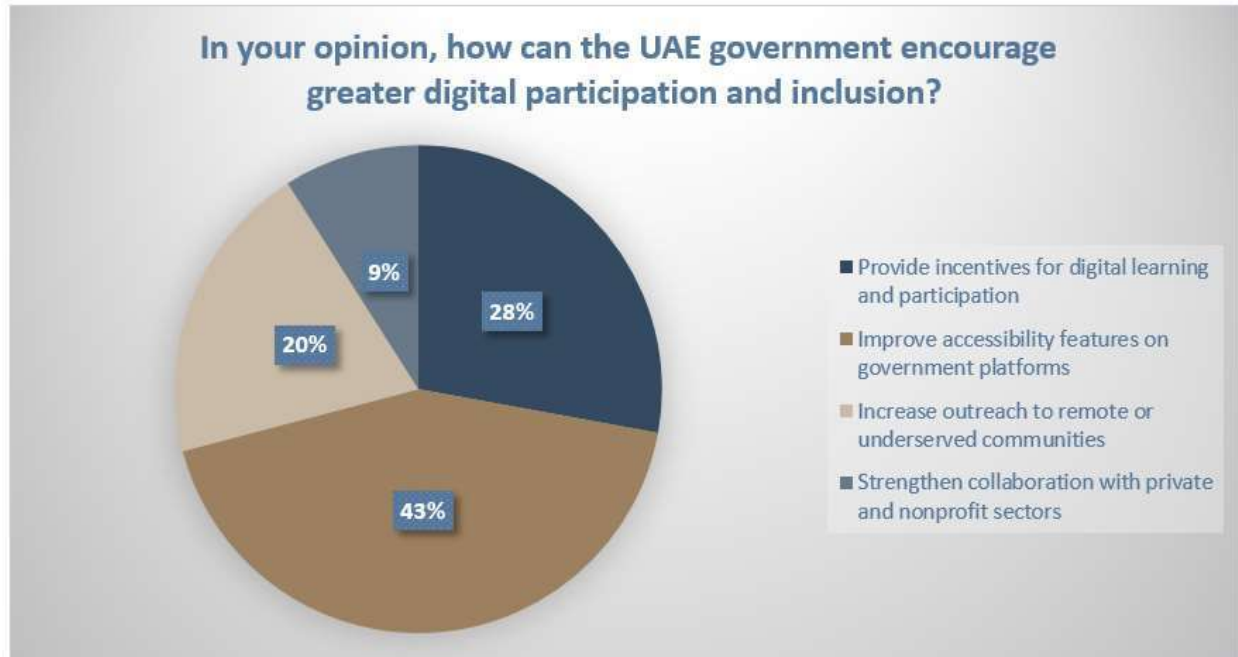
Insight: People want simplicity, inclusivity, and multi-format design. Enhancing clarity, mobile responsiveness, and accessibility tools can significantly improve user experience for vulnerable groups.

Q4 – What kind of support or training would help improve digital skills among vulnerable communities?



Insight: In-person and community-driven learning remains the most effective. People prefer interactive, local, and practical training over purely online learning material.

Q5 –In your opinion, how can the UAE government encourage greater digital participation and inclusion?



Insight: The public wants government-led improvements in platform accessibility combined with active engagement and incentive programs to drive participation.

5. Decisions Made

Based on the findings and recommendations gathered through the Empowering Vulnerable Communities through Digital Inclusion consultation, the Digital Government (DGov) has adopted the following decisions and next steps:

- **Awareness on Digital Accessibility Policy**

- **Decision:** Increase awareness and adoption of the national digital accessibility policy across federal entities to ensure that digital services meet inclusive design standards.
- **Implementation:** DGovET Team will organize awareness sessions, circulate updated guidelines, and promote best practices for accessibility compliance among government service teams.
- **Timeline:** Awareness campaign and training rollout during **Q2–Q3 2025**.

- **Multilingual Support in the UAE Design System**

- **Decision:** Recommend incorporating multilingual design tips and interface guidance into the UAE Government Design System to facilitate consistent multilingual accessibility across government platforms.
- **Implementation:** DS Team to integrate new components and recommendations in collaboration with digital service owners.
- **Timeline:** Update to be reflected in the next design system revision by **Q4 2025**.

- **Inclusive Awareness and Engagement Campaigns**

- **Decision:** Launch public campaigns highlighting digital inclusion success stories and promoting safe and confident use of e-government services.
- **Implementation:** DGovET Team in collaboration with the TDRA CCA team.
- **Timeline:** Ongoing from **Q3 2025**.

- **Continuous Public Feedback Integration**

- **Decision:** Maintain open channels through Sharik.ae for continuous input on accessibility and usability of government services.
- **Implementation:** DGovET team.
- **Timeline:** Continuous throughout **2025**.

6. Resources

- Consultation link on Sharik

Sharik Consultation Page – Empowering Vulnerable Communities Through Digital Inclusion” <https://sharik.ae/en/digital-participation/consultation-detail?guid=8f08f87d-d2b2-4158-b1fa-ade1167b130a&?name=%d8%aa%d9%85%d9%83%d9%8a%d9%86-%d8%a7%d9%84%d9%81%d8%a6%d8%a7%d8%aa-%d8%a7%d9%84%d8%a7%d9%83%d8%ab%d8%b1-%d8%a7%d8%ad%d8%aa%d9%8a%d8%a7%d8%ac%d8%a7%d9%8b-%d9%85%d9%86-%d8%ae%d9%84%d8%a7%d9%84-%d8%a7%d9%84%d8%b4%d9%85%d9%88%d9%84-%d8%a7%d9%84%d8%b1%d9%82%d9%85%d9%8a> “

 **Empowering Vulnerable Communities Through Digital Inclusion** ✓ Closed

Published By Digital Government

Ended on 15 Dec 2024

Consultation General

We aim to gather public feedback on how to enhance digital inclusion and empower vulnerable communities including (migrant workers, elderly residents, and people of determination) to access digital services easily and safely

Participation Summary



As part of the UAE's efforts to build an inclusive and digitally empowered society, this consultation focuses on understanding how technology can help bridge gaps for vulnerable and underserved communities. It seeks to explore ways to ensure equal access to digital government services for everyone especially migrant workers, elderly residents, women and people of determination by identifying barriers, gathering public insights, and encouraging innovative, human-centered solutions that promote digital inclusion across the nation.

Objectives:

- To gather public opinions on how digital transformation initiatives can better serve vulnerable and underserved communities, including migrant workers, people of determination, and the elderly.
- To identify the main challenges these groups face in accessing and using digital government services.