



Jordan Open Source Association

Policy Memo

Achieving Digital Inclusion in Jordan

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About JOSA

The Jordan Open Source Association (JOSA) is a leading organization in promoting the use of open-source technologies and advocating for digital rights and inclusion in Jordan. Founded with the mission to empower communities through open-source software, JOSA works to bridge the digital divide, ensuring that all citizens have equal access to digital tools and opportunities. Through

education, policy advocacy, and community engagement, JOSA strives to foster an inclusive digital ecosystem in Jordan. Visit www.iosa.ngo.

About This Policy Memo

This policy memo is specifically designed to provide feedback and concrete suggestions to the new digital inclusion policy published recently by the Ministry of Digital Economy and Entrepreneurship. It offers a comprehensive analysis of the challenges, policy options, and recommendations for achieving digital inclusion across the country. By addressing structural barriers and proposing actionable solutions, this memo aims to support policymakers in creating a more equitable and connected society in Jordan.

Methodology

The methodology for this policy memo was developed through a multi-faceted approach. It began with a thorough desk review of digital inclusion policies in various countries across the MENA region, alongside international frameworks from the European Union and the United Nations. This comparative analysis helped identify key trends, gaps, and best practices in digital inclusion efforts globally. Additionally, JOSA organized a dedicated session at the [Global Gathering 2024 Digital Rights community](#), which convened experts from countries such as Tunisia, Argentina, The Gambia, Brazil, and the United Kingdom. This session provided a broader global perspective, exposing the team to diverse strategies and challenges related to digital inclusion. The insights and expert recommendations from these international voices were integrated into the policy memo, ensuring it reflects both regional priorities and global best practices tailored to Jordan's unique context.

In addition to the research and global consultations, JOSA engaged local entities and experts through a targeted roundtable discussion to further refine the methodology and gather additional recommendations. This meeting involved 18 participants from a diverse range of stakeholders, including government representatives, private sector, women's rights organizations, and people with disabilities organizations. By incorporating the insights and feedback of these local stakeholders, we aimed to ensure the digital inclusion policy is comprehensive, contextually relevant, and responsive to the needs of all segments of Jordanian society.

Executive Summary

The United Nations defines digital inclusion as, "equitable, meaningful, and safe access to use, lead, and design of digital technologies, services, and associated opportunities for everyone, everywhere."¹

As our daily lives become increasingly dependent on online connectivity, the importance of digital inclusion has never been more crucial. Digital access is not just about connectivity; it supports essential rights like freedom of thought and expression and enables access to healthcare, education,

¹ UN Roundtable on Digital Inclusion https://www.un.org/techenvoy/sites/www.un.org.techenvoy/files/general/Definition_Digital-Inclusion.pdf

and economic opportunities. However, achieving true digital inclusion requires addressing structural barriers, particularly for vulnerable groups, and ensuring equitable access across all demographics.

Jordan faces unique challenges in this area, including economic disparities, rural-urban divides, and gender inequality. Despite ongoing efforts, such as poverty reduction strategies², self-employment programs³, urban policy development⁴, and international collaborations⁵, the digital divide remains pronounced, with rural communities, women, and economically disadvantaged groups particularly affected. To bridge this gap, Jordan must prioritize inclusive digital policies, invest in infrastructure, and design digital tools that meet the needs of all its citizens.

This policy memo provides concrete recommendations that will be used to support Jordan's digital inclusion policy. Key suggestions include expanding the National Broadband Network, promoting digital literacy, fostering public-private partnerships for affordable internet services, empowering women through targeted digital initiatives, and investing in youth digital skills training. By implementing these strategies, Jordan can foster a more equitable and connected society, driving national development and social progress.

Introduction

Jordan faces significant challenges in achieving digital inclusion. The digital divide is evident across various demographics, with disparities between urban and rural areas, gender gaps, and economic inequalities.⁶ Internet penetration in urban areas is substantially higher compared to rural regions. Additionally, women and economically disadvantaged groups have less access to digital technologies and the internet.

Advancing digital inclusion throughout Jordan can empower all sectors of society by providing opportunities for education, employment, healthcare, and social interaction. It can also enable citizens to access online services, participate in the digital economy, and benefit from the wealth of information available on the internet. For example, students in remote areas can access educational resources and online learning platforms, healthcare providers can offer telemedicine services to underserved populations, and small businesses can reach broader markets through e-commerce.

Key stakeholders in this effort include:

² https://www.undp.org/jordan/publications/jordan-poverty-reduction-strategy?utm_source=chatgpt.com

³ https://form.jordan.gov.jo/wps/portal/Home/GovernmentEntities/Ministries/Ministry/Ministry%20of%20Labor/Development%20and%20Employment%20Fund?entityType=sub&nameEntity=Development+and+Employment+Fund&utm_source=chatgpt.com;

https://mol.gov.jo/EN/Pages/Productive_Branches?utm_source=chatgpt.com

⁴ https://unhabitat.org/jordan-urban-issues?utm_source=chatgpt.com

⁵ https://www.ifad.org/documents/d/new-ifad.org/enabling-the-rural-poor-to-overcome-poverty-in-jordan_e

⁶ Abu-Shanab, Emad & AL-jamal, Nebal. (2015). Exploring the Gender Digital Divide in Jordan. Gender Technology and Development. 19. 91-113.

https://www.researchgate.net/publication/273632179_Exploring_the_Gender_Digital_Divide_in_Jordan?enrichId=rgreq-f972090102a4054abc5fe6bc7365faeb-XXX&enrichSource=Y292ZXJQYWdlOzI3MzYzMjE3OTtBUzoyNjM1MTMyNDc1ODAxNjBAMTQzOTgzNzg2MjIOMQ%3D%3D&el=1_x_3

1. Rural Communities: Residents of rural areas are often left behind due to poor infrastructure and lack of investment in digital technologies.
2. Women: Gender disparities in digital access limit women's opportunities for education, employment, and empowerment.
3. Economically Disadvantaged: Low-income families struggle to afford digital devices and internet services, hindering their access to information and opportunities.
4. Youth: Young people, who make up a significant portion of the population, need digital skills for education and future employment.
5. Government and Policymakers: Ensuring digital inclusion is crucial for national development and economic growth.

In early 2023, Jordan had 9.95 million internet users, with an internet penetration rate of 88.0%.⁷ The country was home to 6.61 million social media users, representing 58.4% of the total population.⁸ Additionally, there were 8.61 million active cellular mobile connections, equivalent to 76.1% of the population.⁹ Despite these figures, the digital divide in Jordan remains pronounced, with significant disparities in internet access and digital literacy across various demographics, particularly between urban and rural areas, as well as among different economic and social groups.

The Digital Divide in Jordan

1. Infrastructure:

In Jordan, urban areas, especially Amman, have relatively better digital infrastructure compared to rural and remote areas like the southern governorates of Karak, Tafileh, Ma'an, and Aqaba. [The National Broadband Network Program](#) government initiative to expand fiber-optic networks and improve mobile broadband coverage has made progress, but the pace of development in rural regions remains slower. Additionally, the challenging landscape in some parts of the country further complicates infrastructure development.¹⁰

2. Economic Disparities:

Despite the country's efforts to enhance digital services, economic disparities continue to pose a barrier. High costs associated with internet services and digital devices remain a significant issue, particularly for low-income families and those in rural areas.¹¹

3. Education and Awareness:

⁷ <https://datareportal.com/reports/digital-2023-jordan>

⁸ <https://datareportal.com/reports/digital-2023-jordan>

⁹ Simon Kemp, (2023), Digital 2023: Jordan, Data Reportal. <https://datareportal.com/reports/digital-2023-jordan>

¹⁰ Know more on digital infrastructure specially for refugee camps in Jordan:

<https://jordan.unwomen.org/sites/default/files/Field%20Office%20Jordan/Attachments/publications/2020/Gender%20and%20the%20Digital%20Divide%20in%20Situations%20of%20Displacement.pdf>

¹¹ <https://freedomhouse.org/country/jordan/freedom-net/2023>

Jordan has a relatively young population, and while digital literacy is increasing among the youth, older generations often lack the necessary skills to benefit from digital technologies. The Jordanian government and international organizations have been actively working to improve digital literacy. For example, initiatives like the World Bank's \$200 million project aim to enhance digital services and job access for youth and underserved communities in Jordan, addressing the need for digital skills and awareness.¹²

4. Cultural Norms:

In Jordan, cultural norms, especially in more conservative areas, can limit women's access to digital technologies. These restrictions are often rooted in traditional gender roles and concerns over online safety and privacy. However, there is a growing movement within the country to empower women through digital literacy programs and entrepreneurship initiatives, supported by both government and civil society organizations. For instance, programs like, "[Womenpreneur Digital Hub](#)," "[Women's Digital Centers by Orange](#)," and "[DOT Jordan](#)" specifically target women in Jordan to bridge this gap.

Why Policy Action is Needed Now

The implementation of this new policy is both timely and essential, as it addresses several critical needs in our current context. In the wake of the COVID-19 pandemic, robust digital infrastructure is crucial for economic recovery, supporting remote work, online education, and digital businesses. With a young and growing population, there is a pressing need to provide digital skills and access to ensure future job markets are robust and inclusive. This policy is also a step towards reducing socio-economic disparities by addressing the digital divide, which promotes more equitable growth. To remain globally competitive, Jordan must invest in digital technologies to ensure all citizens can participate in the digital age. Additionally, this policy aligns with the Sustainable Development Goals (SDGs), as achieving these goals requires equitable access to digital technologies. Finally, ensuring digital rights, including access to information, freedom of speech, and open knowledge, is vital for fostering a democratic and informed society. Thus, this policy is welcomed as it aligns with current needs and will help shape a more inclusive and competitive future.

Digital Inclusion Main Pillars

Digital inclusion in Jordan can be effectively achieved through a multi-faceted approach encompassing three key pillars: Connectivity, Education, and Technology. Each of these pillars is designed to address unique challenges within Jordan's digital landscape and contribute to a more inclusive and connected society.

¹² <https://www.worldbank.org/en/news/press-release/2020/03/20/jordan-us200-million-to-improve-digital-services-and-access-to-jobs-for-youth-and-underserved-communities>

I. CONNECTIVITY

To foster digital inclusion, it is essential to establish robust and widespread internet connectivity across the country. Improved connectivity enables access to essential online services, promotes economic growth, and empowers communities to participate in the digital economy.

a. National Broadband Network (NBN) Project

Objective: Expand internet access across Jordan, prioritizing connectivity in underserved and rural areas.

The NBN Project aims to bridge the digital divide by providing high-speed internet infrastructure nationwide. This initiative focuses on enhancing access in rural regions, which are often left behind due to limited infrastructure. Implementing this project will involve government investments in broadband infrastructure and partnerships with private-sector companies to extend internet access where it's most needed.

Phase 1 of the National Broadband Network Program was completed in 2005, connecting eight public universities along with various governmental and public health entities, resulting in approximately 2,952 sites being connected.

In Phase 2, two regions in Jordan have been covered:

- Southern Region: 1,037 governmental, health, and educational institution sites were connected to the Fiber Optic Network with a cable length of 24,488 kilometers (aerial and terrestrial).
- Northern Region: 1,025 governmental, health, and educational institution sites were connected to the Fiber Optic Network.

The Central Region remains under implementation as of April 5, 2017, with plans to connect 655 sites using Fiber Optic cables.

b. Affordable Internet Services Partnerships

Objective: Collaborate with private sector companies to deliver affordable internet services to low-income families and marginalized communities.

These types of initiatives can make internet services more affordable through subsidies and partnership programs. The government can incentivize private companies to create discounted service plans tailored for economically disadvantaged households, thus lowering barriers to connectivity. Special emphasis will be placed on marginalized groups, such as rural residents and low-income urban families, to ensure they can access the benefits of the digital economy.

c. Community Network Setups

Objective: Establish community-based networks in remote areas, leveraging local resources to create shared connectivity hubs.

In areas where traditional infrastructure development is challenging, community networks can provide localized internet access points. These networks can be set up in schools, community centers, or local government facilities, serving as shared resources for internet access. Community networks can also promote digital literacy by offering workshops and training programs on how to utilize the internet effectively. By involving local communities in the development and maintenance of these networks, this initiative also fosters a sense of ownership and sustainable usage.

II. EDUCATION

Education is a foundational pillar for digital inclusion, empowering individuals with the skills needed to navigate and benefit from digital technologies. This pillar focuses on increasing digital literacy, promoting open educational resources, and building digital skills across all demographics.

a. Digital Literacy Programs

Objective: Increase digital literacy among all demographics, with a particular focus on marginalized groups, including women, economically disadvantaged individuals, and rural communities.

Jordan has already taken significant steps toward enhancing digital literacy through initiatives like the Digital Skills for a Better Future program by UNICEF, the Jordan Education Initiative (JEI), and existing local civil society organizations like Edraak and the Jordan Open Source Association (JOSA). These programs focus on equipping youth, teachers, and marginalized groups with digital skills while promoting open educational resources (OER).

Building on these existing efforts, expanding digital literacy workshops targeted at parents, teachers, and students can create a more supportive learning environment. Specialized training for teachers in public schools can further integrate digital tools into the curriculum, particularly in rural areas. Psychosocial support programs can also help educators address the social aspects of digital literacy.

- *Parent and Child Digital Literacy Training:* Enable parents and their children to learn basic digital skills together, reinforcing the benefits of safe internet usage.
- *Teacher Training in Public and Rural Schools:* Equip teachers with digital tools and resources to incorporate technology into classroom settings effectively.
- *Open Educational Resources (OER) and Methodologies:* Develop a repository of open-source, freely accessible educational materials to support self-guided learning and teacher resources.

b. Youth Digital Skills Training

Objective: Prepare youth for employment in the digital economy by equipping them with essential digital skills.

Jordan has already implemented initiatives such as the Digital Skills for a Better Future program by UNICEF and the Empowering Young Women and Men with Digital Skills initiative by DOT, which focus on equipping youth with foundational and advanced digital skills. These programs aim to address job market demands and promote digital inclusion among marginalized groups.

Building on these efforts, expanding digital skills training programs can further align with job market needs. A particular focus on young people in rural areas, urban low-income communities, and marginalized groups can ensure broader participation. Training can include skills ranging from basic computer literacy to advanced capabilities like coding, data analysis, and digital marketing, preparing youth for opportunities in a rapidly digitizing job market.

- *Youth Skills for Employment*: Teach digital skills such as coding, website design, and data analysis to prepare youth for employment in tech-driven industries.
- *Empowerment through Digital Entrepreneurship*: Support young people interested in digital entrepreneurship by providing training and resources, encouraging the development of start-ups and small businesses that leverage digital tools.

III. TECHNOLOGY

The Technology pillar aims to promote the adoption of digital tools and platforms that enhance accessibility, security, and usability for all citizens. This includes leveraging open-source technologies, fostering innovation, and ensuring the availability of secure digital infrastructure.

a. Open-Source Technology Adoption

Objective: Encourage the use of open-source technologies to reduce costs and foster innovation, making technology accessible to a wider audience.

By adopting open-source software, Jordan can reduce dependency on expensive proprietary systems, thus lowering the costs associated with digital transformation. Open-source platforms also provide flexibility for local customization, making them suitable for various sectors, including education, healthcare, and government services. Training programs for government employees and IT professionals on open-source platforms will also support long-term sustainability.

b. Development of Localized Digital Tools

Objective: Promote the creation of digital tools that cater to Jordan's unique cultural and linguistic needs, fostering local innovation.

Jordan has already taken steps to encourage local innovation and digital tool development through initiatives like the Jordan Education Initiative (JEI) and the support of organizations such as the Jordan Open Source Association (JOSA). These programs have demonstrated the potential for creating culturally and linguistically relevant digital solutions that address local needs.

Building on these existing efforts, expanding collaborations with local developers and entrepreneurs can further strengthen the creation of applications and tools in Arabic. Supporting local tech innovation hubs and start-ups will foster a vibrant tech ecosystem, contributing to Jordan's digital economy and promoting digital inclusion.

c. **Digital Security and Privacy Education**

Objective: Educate citizens on digital security best practices to enhance safe internet use, with a focus on privacy protection.

To foster a secure digital environment, programs will be developed to raise awareness about cybersecurity, including safe browsing, data privacy, and secure communication practices. Workshops and awareness campaigns will target different segments of the population, with tailored content for youth, parents, and seniors. A safer digital environment will empower citizens to participate more confidently in the digital economy.

By expanding connectivity, education, and technology, Jordan can create a comprehensive and inclusive digital ecosystem. The implementation of these pillars will foster a more equitable society, bridging the digital divide and enabling all citizens to benefit from digital advancements. This policy approach aligns with Jordan's commitment to achieving the Sustainable Development Goals and fostering a society where digital rights and inclusion are a reality for all.

Implementation and Collaboration Framework

To ensure an inclusive and effective digital inclusion policy in Jordan, collaboration among key stakeholders and field experts is essential. The following are key entities involved:

- *Government Ministries:* Ministry of Digital Economy and Ministry of Education will play a leading role in infrastructure expansion, curriculum design, and policy regulation.
- *Private Sector:*
 - Telecom companies and tech firms can contribute to affordable internet access and provide funding for digital skills programs.

- Local Business Communities, such as: associations, chambers of commerce, and SMEs can also support by raising awareness on the importance of digital inclusion, especially as it relates to eCommerce.
- *Civil Society Organizations*: NGOs and community organizations are essential partners in delivering digital literacy programs, particularly for women and underserved communities.
- *Educational Institutions*: Schools, universities, and training centers should be engaged in digital skills training and in designing courses aligned with market needs.
- *International Partners*: Global organizations like the World Bank and international NGOs can provide funding, expertise, and best practices for sustainable digital inclusion.

By fostering collaboration among these stakeholders, Jordan can build an inclusive digital ecosystem that empowers all citizens and supports national development.

General Recommendations

1. Enhance Connectivity Infrastructure

To achieve a more digitally inclusive Jordan, expanding and enhancing connectivity infrastructure is crucial, particularly in rural and underserved regions. Key actions include:

a. Prioritize the Expansion of the National Broadband Network (NBN)

Accelerate the NBN Project with a focus on rural areas. Ensure that network expansion efforts target areas with limited internet access, particularly in the southern governorates.

Implementation: The government can collaborate with telecommunications providers to roll out infrastructure, with financing supported by public and private investment. Establish a cross-sector committee to monitor progress and ensure adherence to timelines and quality standards.

b. Secure Sustainable Funding and Maintenance Plans

Develop a long-term funding strategy for broadband expansion that includes public-private partnerships, grants, and international funding sources.

Implementation: Form a partnership between the government, local banks, and international organizations (such as the World Bank) to support financing projects and initiatives such as broadband infrastructure expansion and other projects and initiatives

outlined in this policy memo. Include provisions for continuous maintenance and upgrading to keep the infrastructure current and reliable.

c. Set Up Community Networks

Create local community networks, particularly in remote villages and small towns, to support educational facilities and community centers with internet access.

Implementation: NGOs, local governments, local private sector, and civil society can collaborate to set up community networks. Develop programs where local schools and libraries serve as connectivity hubs for community members, allowing internet access after school hours.

2. Promote Digital Literacy and Education

Increasing digital literacy across demographics will enable Jordanians to utilize digital tools effectively, which is fundamental for digital inclusion.

a. Integrate Digital Literacy Programs into the National Curriculum

Introduce digital literacy as a mandatory part of school curricula across all grade levels, focusing on practical skills.

Implementation: The Ministry of Education can partner with universities and educational NGOs to design curricula and training materials. Facilitate teacher training programs to ensure educators can effectively deliver digital literacy content.

b. Launch Community-Based Digital Training Initiatives

Expand adult digital literacy programs, particularly targeting women, economically disadvantaged groups, and rural communities.

Implementation: NGOs, government bodies, local community leaders and influencers, educational institutions, private sector partners, volunteer organizations, and experts and trainers in digital literacy, to host workshops and seminars, with a focus on training community leaders and influencers to sustain momentum. Establish digital literacy centers in underserved communities with assistance from local governments and volunteer organizations.

c. Develop Youth Digital Skills Programs Aligned with Market Demands

Offer digital skills programs for youth focused on in-demand skills such as coding, digital marketing, and data analysis to boost employability.

Implementation: Private companies, tech incubators, and local educational institutions can collaborate to design and fund these programs. Provide scholarships and incentives for participation, especially for marginalized youth.

3. Foster Public-Private Partnerships for Affordable Access

Achieving digital inclusion requires affordable internet access for low-income families and marginalized communities.

a. Incentivize Private Sector Participation

Offer tax incentives and subsidies to private telecommunications companies willing to provide affordable internet services to low-income families.

Implementation: The government can establish a fund or grant system to support private sector initiatives aimed at reducing costs for underserved populations. Partner with local telecom providers and hold regular consultations to ensure policy alignment.

b. Establish Clear Regulatory Frameworks

Develop policies that ensure the quality and sustainability of affordable internet services, protecting users from predatory practices and unreliable connectivity.

Implementation: The Ministry of Digital Economy can form a regulatory body to monitor service providers, with provisions for enforcement and quality assurance. Regularly update regulations to adapt to changes in technology and market dynamics.

4. Empower Women through Targeted Digital Initiatives

Promoting gender equality in digital access can help bridge cultural divides and empower women to participate in the digital economy.

a. Create Specialized Programs for Women

Develop targeted digital skills programs for women, especially in rural areas, to help them access job opportunities, online education, and entrepreneurship resources.

Implementation: Women's organizations, NGOs, and tech companies can host workshops and courses on digital literacy. Establish mentorship programs that connect women with tech industry professionals.

b. Conduct Awareness Campaigns to Address Cultural Resistance

Run awareness campaigns to address cultural barriers that limit women's access to digital resources, emphasizing the benefits of digital literacy for family and community well-being.

Implementation: Community leaders, religious institutions, and media outlets can collaborate to spread awareness. Leverage social media platforms to reach a broader audience, including influencers and respected community figures.

5. Invest in Technology Innovation and Access

To fully embrace digital inclusion, Jordan needs to promote technology access and innovation that benefit all sectors of society.

a. Expand Access to Open Educational Resources (OER)

Promote the adoption of OER in schools and universities, allowing students and educators to access quality learning materials without cost.

Implementation: Educational institutions and global OER providers can curate and develop resources in Arabic and English. Provide teacher training on effectively incorporating OER into the curriculum.

b. Encourage Local Technology Innovation

Support local tech startups and entrepreneurs by providing grants, incubator programs, and co-working spaces, focusing on technologies that address local challenges.

Implementation: Establish a government-backed innovation fund, and the Ministry of Digital Economy and Entrepreneurship (MODEE) would be the most appropriate government body for this since the ministry is responsible for promoting digital transformation and fostering innovation within the country.

To implement this the government could collaborate with:

1. Private sector companies, such as Zain Jordan, Orange Jordan, and local venture capital firms, to contribute to innovation funds, and provide mentorship and resources for startups as well as launching tech competitions to incentivize creative solutions to digital inclusion challenges, with a focus on creating tools for marginalized groups.
2. International Organizations and Donors such as: World Bank, and UNDP may provide funding and assistance to promote innovation in technology and address digital inclusion challenges.
3. Universities and Research Institutions such as the University of Jordan and the Jordan University of Science and Technology (JUST) can assist in the identification of technological needs and creation of solutions that align with local challenges.
4. Tech incubators and accelerators such as Oasis 500, the core @HTU and Jordan Start can provide essential support in mentorship, and scaling for emerging tech startups.

c. Promote Data Security and Privacy

Develop guidelines for digital privacy, data security, and ethical technology use to build trust and encourage digital adoption across demographics.

Implementation: Cybersecurity experts and legal professionals can work together to establish standards and training programs on digital privacy. Provide educational materials to the public and create a hot line for reporting data security concerns.

Recommendations for the Digital Inclusion Policy and Action Plan 2025

The following recommendations and observations were collected during a round table discussion on December 1, 2024 with 18 participants from various stakeholders, including civil society organizations, private sector experts, governmental entities, and human rights organizations. The purpose was to strengthen the Digital Inclusion Policy and Action Plan 2025, developed by MODEE (Ministry of Digital Economy and Entrepreneurship). The feedback aims to align the policy with practical implementation measures, address existing gaps, and ensure inclusive, equitable digital participation for all segments of society in Jordan.

1. Strengthen Gender-Sensitive Approaches

- Develop specific programs targeting women and girls, particularly in underserved communities, to reduce the gender digital divide. Ensure these initiatives address barriers such as lack of access, cultural norms, and digital illiteracy.

Primary Responsible Stakeholders:

1. Ministry of Digital Economy and Entrepreneurship (MODEE)
2. Ministry of Social Development

Collaborating Stakeholders:

1. Local Civil Society Organizations that focus on Gender-Sensitive topics.
2. Women's Rights Organizations (e.g., Jordanian National Commission for Women)
3. International Organizations (e.g., UN Women, UNDP)
4. Tech Companies (e.g., Zain Jordan, Orange Jordan)

2. Enhance Accessibility for Persons with Disabilities

- Mandate accessibility standards across digital platforms and services. Collaborate with disability rights organizations to ensure inclusive design, content, and user experience.
- Include training programs for public and private sector institutions to adopt accessibility tools and frameworks.

Primary Responsible Stakeholders:

1. Higher Council for the Affairs of Persons with Disabilities (HCD)

2. Ministry of Digital Economy and Entrepreneurship (MODEE)

Collaborating Stakeholders:

1. Disability Rights Organizations (e.g., Higher Council for the Rights of Persons with Disabilities.)
2. Educational Institutions (e.g., University of Jordan, Jordan University of Science and Technology)

3. Increase Focus on Youth and Digital Skills

- Expand programs that develop digital skills among youth, with a particular emphasis on coding, cybersecurity, and emerging technologies.
- Partner with educational institutions and tech companies to offer mentorship, internships, and employment pathways for youth.

Primary Responsible Stakeholders:

1. Ministry of Youth
2. Ministry of Education
3. Ministry of Digital Economy and Entrepreneurship (MODEE)

Collaborating Stakeholders:

1. Tech Companies
2. Educational Institutions (e.g., University of Jordan, Jordan University of Science and Technology)
3. NGOs (e.g., UNICEF, TechWomen)
4. Private Sector (e.g., Startups, Innovative Tech Hubs)

4. Bridge Urban-Rural Digital Gaps

- Improve internet infrastructure and affordable access in rural and remote areas.
- Introduce incentives for private sector providers to expand services to underserved regions.

Primary Responsible Stakeholders:

1. Ministry of Digital Economy and Entrepreneurship (MODEE)
2. Telecommunications Regulatory Commission (TRC)

Collaborating Stakeholders:

1. Private Sector Telecom Companies (e.g., Zain, Orange Jordan)
2. Local Governments
3. Local Civil Society Organizations
4. International Organizations (e.g., World Bank)

5. Promote Data Privacy and Security Awareness

- Launch nationwide campaigns to raise awareness of cybersecurity, data protection laws, and safe online practices.
- Provide tailored guidance to women, youth, and marginalized communities on safeguarding their digital presence.

Primary Responsible Stakeholders:

1. Jordan Telecommunications Regulatory Commission (TRC)
2. Ministry of Digital Economy and Entrepreneurship (MODEE)
3. National Cyber Security Center

Collaborating Stakeholders:

1. Cybersecurity Experts and Consultants
2. Tech Companies
3. International Organizations (e.g., UNESCO, International Telecommunication Union (ITU))
4. Local Civil Society Organizations (e.g., Jordan Open Source Association.)

6. Strengthen Multi-Sector Partnerships

- Encourage collaboration between the public sector, private sector, civil society organizations, and international partners to address challenges in digital inclusion.
- Leverage public-private partnerships (PPPs) to implement innovative, scalable solutions that support policy goals.

Primary Responsible Stakeholders:

1. Ministry of Digital Economy and Entrepreneurship (MODEE)
2. Prime Ministry (for coordination across sectors)

Collaborating Stakeholders:

1. Private Sector (e.g., Telecom companies, Tech firms)
2. International Organizations (e.g., World Bank, UNDP)
3. Educational Institutions

7. Integrate Monitoring, Evaluation, and Accountability Mechanisms

- Establish a robust monitoring and evaluation (M&E) framework to track policy implementation progress.
- Set clear indicators for success, ensuring transparency and accountability in achieving digital inclusion targets.

Primary Responsible Stakeholders:

1. Ministry of Digital Economy and Entrepreneurship (MODEE)
2. National Commission for Monitoring and Evaluation

Collaborating Stakeholders:

1. International Organizations (e.g., UNDP, World Bank)
2. Research Institutions (e.g., The Jordanian National Center for Human Rights)
3. Local Civil Society Organizations

8. Focus on Affordability of Digital Services and Devices

- Introduce subsidies, incentives, or financing mechanisms to make digital devices and internet services more affordable for low-income populations.

Primary Responsible Stakeholders:

1. Ministry of Digital Economy and Entrepreneurship (MODEE)
2. Telecommunications Regulatory Commission (TRC)

Collaborating Stakeholders:

1. Telecom Providers (e.g., Zain, Orange Jordan)
2. Private Sector Companies (e.g., Tech distributors, Local manufacturers)
3. International Organizations (e.g., World Bank, UNDP)

9. Include Digital Literacy and Awareness Campaigns

- Develop comprehensive digital literacy programs tailored to different demographics, including women, seniors, and people in rural areas.
- Integrate cyber hygiene education to combat online threats, particularly Technology-Facilitated Gender-Based Violence (TFGBV).

Primary Responsible Stakeholders:

1. Ministry of Digital Economy and Entrepreneurship (MODEE)
2. Ministry of Education

Collaborating Stakeholders:

1. Local Civil Society Organizations (e.g. Jordan Open Source Association)
2. International Organizations (e.g., UNICEF, UNESCO)
3. Educational Institutions

10. Address the Needs of Vulnerable and Marginalized Communities

- Ensure tailored interventions for refugees, low-income households, and other vulnerable groups to facilitate access to digital tools and services.
- Engage local organizations to design and deliver culturally sensitive digital inclusion initiatives.

Primary Responsible Stakeholders:

1. Ministry of Social Development
2. Ministry of Digital Economy and Entrepreneurship (MODEE)

Collaborating Stakeholders:

1. Local Civil Society Organizations
2. International Organizations (e.g., UNHCR, UNICEF)
3. Private Sector (e.g., Telecom companies, Tech firms)

The recommendations above emphasize a holistic, inclusive approach to strengthening the Digital Inclusion Policy and Action Plan 2025. By addressing barriers such as gender inequity, digital skills gaps, and accessibility issues, the policy can better serve all sectors of society. Stakeholders during the roundtable discussion highlighted the importance of a multi-stakeholder approach, where government entities, private sector players, and civil society work together to ensure successful implementation.

These recommendations provide actionable pathways to:

- **Bridge the digital divide** for women, youth, and marginalized communities.
- **Enhance digital literacy** and online safety awareness, particularly in addressing emerging threats like TFGBV.
- **Ensure equitable access** to digital tools and services, fostering economic empowerment and participation in the digital economy.

By integrating these recommendations, the policy and action plan will be more aligned with Jordan's broader goals of fostering inclusive growth and equitable digital participation.

Conclusion

Achieving digital inclusion in Jordan requires a multifaceted approach that addresses infrastructure, literacy, affordability, gender disparities, and youth training. By implementing these recommendations, policymakers can foster a more equitable and connected society, enhancing Jordan's competitiveness and contributing to its sustainable development goals. Ensuring all citizens have access to digital resources will drive innovation, improve quality of life, and support national development.