



## PROBLEMS OF INVOLVEMENT OF DISABLED PERSONS IN E. GOVERNMENT

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**Abstract.** The European Union Sustainable Development Strategy stated that sustainable development was a long-term European Union's strategy safeguarding clean and healthy environment and better quality of life for the present and future generations. People with disabilities are perhaps the single segment of society with the most to gain from the new technologies of the electronic age. Yet they are among the lowest rates of use of these technologies. As a result, the potential benefits of computers and the Internet to the disability community are a long way from being realized. Computer technology and the Internet have a tremendous potential to broaden the lives and increase the independence of people with disabilities. Those who have difficulty leaving their homes can now log in and order groceries, shop for appliances, research health questions, participate in online discussions, catch up with friends, or make new ones. Development of information society is one of main three Lithuanian state priorities stated in State long-term strategy. It fits aims of the European Union. Lithuanian information society development's aims are coordinated with norms of Lisbon strategy and initiative "e-Europe – information society for all". It is quite important that disabled persons could use IT opportunities. Research presents analysis of the main state Internet sites with purpose to establish how these sites are fitted to demands of disabled persons.

**Keywords:** disabled persons, web site.

### 1. Introduction

Nowadays the intensive devolution from industrial to information society is proceeding in the whole world. People's activities are directed to goods manufacture in industrial society. Rapid development of economics determined a more intensive usage of natural resources and pollution of environment.

World Conservation Strategy, on what factually Sustainable Development Strategy is based, was formulated and declared in 1980. Sustainable Development is a development of society formative opportunity to reach commonwealth for recent and future generations harmonising environmental, economic and social purposes of society and not exceeding limits of effects on environment. Factually three main equal components make the background

for sustainable development conception – environment protection, economic development, and social development.

Information (knowledge) society is open, educated and learning society; members of it can and manage in all fields of their activities effectively to use information resources of state and world; governmental institutions secure accessibility of information, develop state infrastructure, its international integration. Opportunities and conditions for comprehensive implementation of their capabilities and rights, for being sterling modern world society member, to use actively advantages of modern information technologies, are composed for citizens (Burchardt 2006).

We can see a lot of common accents in strategies of sustainable development and creation of information society.

The European Union is an undoubted leader of sustainable development. The European Union Sustainable Development Strategy (European... 2001) was certified in 2001. This strategy supposes to limit the amount of main problems and distinguish such six priorities of sustainable development: remission of world climate's changing; reduction of transport influence on environment; reduction of danger for humans' health; more effective usage of natural resources; reduction of poverty and social disjuncture; solution of problem of society obsolescence.

#### **European Public Administration network**

It is necessary that implementing this strategy an economical development speeds social advance and improves condition of environment, and social policy stimulates economical development, and policy of environment would be economically effective.

Lithuanian National Sustainable Development Strategy (Lithuanian... 2003a) was confirmed by Lithuanian Republic Government in 2003b. It formulates the main purposes, tasks and forecasts the means of its realisation. The attitude that during consideration period (till 2020) the Eurointegral processes will influence the development of Lithuania, was hold in preparation of National Sustainable Development Strategy.

Environment of market, work places, household, leisure are rapidly changing in the world. Privatisation, competence, ability to use opportunities of information technologies achieve a particular importance.

Dilative information technologies and communication measures, information become the most important personal tools and communication means that formulate the perception of the world.

Modernisation of state government implanting information technologies in government processes lets to develop the electronic government. During the period of implementation of Lithuanian Public Administration development till 2010 strategy (Lithuanian... 2004), the main attention should be paid to a better management, administration of human resources, innovations in public services, e-government.

Persons, who cannot use information technologies, loose opportunity to receive a particular information and public services. Disabled persons because of an unsuited physical environment often have no opportunities to use information available for the healthy part of society and to reach a source of information.

Information for disabled persons maintain that all official information (written, plural, video) should be presented in ways available for disabled persons. Accessibility of informa-

tion services for them should be ensured during a time; norms of adaptation of elements of social destination information should be regulated by legal acts.

Stream of electronic information diffusive from governmental institutions should be available for everyone.

## **2. Peculiarities of information society development and establishment of electronic government in the European Union and Lithuania**

Internet changes our conditions of studies, work, creation, rest and commerce. We all become inter citizens of world being in any part of world in internet. Development of internet is an integrating component of the new economics.

European Parliament firmly supports information society; the basis of it is interests in citizens and society. Lisbon strategy, confirmed by European Council in 2000, stated a new strategical target for European Union (EU) – during a decade to transform it into the most competitive and dynamic economics of the world, developing on knowledge basis. Creation of information society that helps implement knowledge economy was among others targets of Lisbon strategy. It stated that people are the biggest worth of Europe and the main target of European policy. Investments in people and creation of state of active dynamical welfare should be essential to secure place of Europe in knowledge-based economy and it should seek that coming of this economy does not escalate such social problems as unemployment, social disjuncture and poverty.

Report “eAccessibility of public sector services in the European Union” (Report... 2005) accents that the use of ICT is transforming in such a way how governments across the European Union interact with businesses and citizens. As European governments work to improve their public services through the innovative use of ICT, we have to ensure that all citizens, who wish to, can access and use what public administrations offer as far as it is reasonably.

This means that the channels we use and the content we provide and the electronic services we offer must be responsive to people’s needs. This is not just beneficial for the individual, but equally for the society at large. When inclusion is built-in to public service design from the outset, individual opportunities in education, employment, health and social life are enhanced and this, in turn, has the potential to bring about a significant economic impact in Europe. This aspiration is, as this EU-wide research project shows, a real, yet surmountable challenge that we all face.

European Commission in 2005 in its Communiqué “Common actions for stimulation of development and employment: Society Lisbon Programme” (Common... 2005) offered to start a new implementation of Lisbon Strategy. European Council of Directors named the knowledge and innovations as engine of stable development and announced that information society, based on wide implementation of information and communication technologies providing public services in small and middle enterprises and household, should be created.

On initiative of European Commission i2010 – to stimulate the growth and employment of information society (i2010... 2005), is the basis to renovate Lisbon strategy for economical development and creation of work places. The main raised objectives of modern information society are solved in i2010 initiative and some main actions are excluded and should be implement in 2005–2010.

There is forecasted in actions plan of i2010 to involve all citizens in e-government, to provide for them modern, trustful and acceptable services; to arise effectiveness and virtue of e-government, satisfaction of customers, to secure the main services of wide influence for citizens; to implement the main measures that let to create conditions for citizens to use the convent approach to public services in the whole Europe.

Actions of policy of information society and digital environment of 2006–07 are renovating in Communiqué of European Committee of economical and social affairs “i2010 – the first annual report concerning European information society” (i2010..., 2006). The communiqué is based on related work document of Commission’s services, the main activities of i2010 initiative for changing the information and communication technologies in the EU context are reviewed in it. The main purpose of this communiqué is to stimulate coherently to implement initiatives for e. accessibility in members and industry. Benefit of information technologies for disabled persons, difficulties and problems of creation such technologies are discovered in the communiqué.

All states members in their national reforms programmes stand on information and communication technologies; the main aspects are e-Government, broadband connection and digital literacy. Problems of information and communication technologies are excluded as objectives in national reforms programs and that’s why a wider reclamation of it is supported.

Lithuania became an active participant of “e-Europe 2005” (e-Europe... 2002) initiative after entry the European Union. Information technologies, implanting in different fields of life, open new and more comfortable, effective opportunities of receiving different services and information. Modernisation of state government becomes the main factor ensuring a coherent development of society.

Knowledge society among safe society and competitive economy is the first of three permanent priorities of state development, which are firmned in National permanent development strategy (Lithuanian... 2002b). The main purpose of this strategy is to create environment for developing material and morale, welfare of state, the knowledge society; a safe society and competitive economy are generally outlined in it.

One of the main purposes of Lithuanian National Conception of Development of Information Society (Lithuanian... 2001) is to modernise the state government by using computerising information sources, improving e-government, supplying for citizens the opportunity to ease to get information from all state and local government institutions. Improving e-government is important to coherently develop electronic context, to stimulate service offering by electronic ways, to ensure for citizens and business subjects the opportunity to use such services. For solving this task, it is important to ensure the acceptance of modern technologies for all willing persons.

“Electronic government conception” (Lithuanian... 2002c) confirmed by Lithuanian Republic Government, presents the attitude towards the phenomenon of electronic government (further – e. government) in Lithuania; it is seeking to improve (using digital technologies) offering of public services for state and municipality institutions, citizens of Lithuanian Republic and business subjects. The specific Lithuanian conditions and the European political initiative, regarding e. government, are considered in the conception. The attitude that in distant ways of supplement of public services involve all measures for supplying public

services, permissive to communicate, ask and get public service without a direct connection of conveyor and recipient of public services. The conception pointed to the huge importance for disabled persons then digital technologies are used for public services.

Realisation of electronic government's projects will increase efficiency of administration system, reduce the amount of state servants, and improve quality and expedition of administration. Application of accomplishments of information technologies for state administration will discover new opportunities of citizens' cooperation with state institutions.

All citizens should have equal opportunities to use information technologies for social demands. Public services of information character should be presented with orientation to customers.

Public services to Internet move step by step – from services with information character (state and local authority institutions present public information by internet) to complete interactivity (customers deliver electronic query and get valid electronic public service). More and more available Internet and computer techniques apace change life of many people. New public services are created and the existing services start supply new ways. Information technologies applied in a proper way help create the better access to information technologies and public services, to supply public services in different distance ways, to better pander purposive demands of citizens groups.

According to the of European Commission, Lithuania is in the 13th place among all 25 members of European Union concerning the attainability of the main public services by Internet. Government of Lithuanian Republic confirmed the plan forecasting that 90 % of the main public services will be moved to the electronic space till 2008.

In such an attitude, Internet sites have an extraordinary importance and can provide all public information concerning state institutions, its functions and public administration services for citizens and enterprises.

### **3. Principle of equal opportunities of Lithuanian sustainable development strategy**

Sustainable development in Lithuanian Sustainable Development Strategy (Lithuanian... 2003a) is treated as a compromise between environmental, economic and social society tasks, a formative opportunity to reach Commonwealth for recent and future generations not exceeding limits of effect on environment. Priorities and tasks of Lithuanian Sustainable Development Strategy were formulated based on national interests, valid documents and norms of European Union Sustainable Development Strategy. It is forecasted that Lithuania according to social indexes should reach a recent average of European Union states. A high attention should be paid to prevention of disability, social disjuncture. Such priorities, as the reduction of unemployment, poverty and social disjuncture, increasing the role of education and science, are excluded in Lithuanian Sustainable Development Conception.

Lithuanian Sustainable Development Strategy and measures of its realisation based on several main principles, one of it – principle of equal opportunities: equal opportunities to use results of economic and social development and to have a clean and healthy environment should be provided for all recent and future generation and citizens of all regions and other territorial parts. The highest attention to realisation of the principle of equal opportunities is paid for forecasting means of social development (employment, education, social protec-

tion) and measures of reduction of region solitariness. By solving the problem of social disjuncture it is pointed that it should be ensured for citizens groups of social disjuncture the opportunities to receive a proper education, to choose and influence the most important solutions of their life.

“Disability” in Lithuania means condition of a person stated by competent institutions that a person cannot totally or partly take care of his personal and social life, to implement his rights and accomplish his duties because of his natural or acquired physical or psychical disadvantages. According to Lithuanian state medical social examination commission, the index of disablement reaches 10 %, so the common amount of disabled persons is about 340 000 inhabitants. About 40 000 of disabled persons cannot accept and process information in usual ways.

The task of Lithuanian Republic Law on Social Integration of Disabled Persons (The Lithuanian... 1991) is to ensure equal rights and opportunities of disabled persons in society, to determine principles of social integration of disabled persons, to determine a social integration system and its grounds and circumstances. Social integration of the disabled persons is organised according to principles of equal rights and opportunities.

The main institution implementing social integration of disabled persons is Lithuanian Republic Government.

#### **4. Problems of disabled persons and their solution in information society**

When information technologies expand, information becomes the one of the most important person's work tool, communication means, forming the perception of the world. We need information on independent and active life. Disabled persons have the same rights and freedoms as other citizens.

Socially excluded groups are those most likely to be digitally excluded - least likely to access or benefit from information and communication technologies. Problems with these groups include: unemployment, homelessness, health issues and learning difficulties. Frequently, individuals and families who are socially excluded have complex and multiple needs, which need strategically targeted resources and support (Foley 2005).

Seeking to diminish the information isolation of the disabled persons, provide equal opportunities to take part in the process of information society development, the implementation of information technologies for demands of disabled persons should be forwarded. Access to information lets them to get and provide information and have equal rights for taking part in social development process (Kim 2007).

Lisbon strategy pointed that social and economical integration should be secured for all people. If information and communication technologies will be not implemented for disabled persons, they will be more disjunctured from the main labour market. Economical and social integration of disabled persons is possible only if principles and practice of e. accessibility will be totally and effectively implemented.

The main task of information environment for the disabled is to eliminate difficulties that disturb these persons to receive, use, process and transmit information. All possible information resources should be available universally. Special portals could be created in common different information systems, for example, in state portals.

Plans of information development activities certified by EU – e-Europe 2002, e-Europe 2005 pointed the attitude to implement Internet sites of public destination for disabled persons in European Union. EU Commission points in communiqué “e-Europe: Access to public websites and its content” recommendations prepared by Word Website consortium W3C “Recommendations of accessibility of websites content” (Web... 1999) as standard on that should be based adaptation of websites for the disabled. The main purpose of these directives is to increase accessibility of Internet and both to make its content available for all customers independently of their technical equipment.

European Commission in i2010 plan forecasts till 2010 to supply all citizens an easy and comfortable approach to e. services, to fight against digital disjuncture, to solve problems connected with such phenomena. Application of information environment for the disabled is presented in National program of disabled person’s integration in 2003-2010 (Lithuanian... 2002a).

Information society development committee created in 2002 “Conception of adaptation of information environment for disabled persons”, in which modern measures are presented that allow integrating old systems, databases with latest architecture and means solutions. Provisions of this conception pointed that creating information society demands of disabled persons should be considered. For example, alternative way (together with printing or image’s providing on monitor) - synthesis of sound or Braille script should be offered for persons with disability of sight. It should be considered that speed of information reception, process and usage of disabled persons is less than others customers, when software and services are projecting (Kaye 2000).

## **5. ES and world states institutions’ websites in the context of valid requirements**

eGovernment strategies rarely consider the needs of people who have become socially excluded, and social inclusion strategies rarely consider the role of ICT. Most eGovernment services fail to reach socially excluded groups. The benefits of digital transformation have not extended to all groups in society. However, the benefits offered by technology do not need to bypass individuals who have become socially and digitally excluded. Technology can produce benefits even for those who cannot or will not use technology themselves. It is often forgotten that the largest users of government services are individuals who have become socially excluded (Foley 2005).

There are some individual accounts of the difference that access to the Internet has made in terms of choice and opportunities to be included in the social world. The European Union (EU) institutions promote inclusive accessibility for government websites throughout the EU, and maintain that most barriers could be overcome if web designers (Pilling *et al.* 2004).

The study of web accessibility across the EU public sector at the national and EU levels, i.e. central government and European institutions. The results of the study of web accessibility across the EU public sector at the national and EU levels policy survey indicated that, whilst there is considerable strategic support for eAccessibility, there is significant diversity in approach and in many instances, little in the way of incentives, training or accreditation.

Given the cultural and governmental diversity across EU Member States, this comes as no surprise, but there is much that governments can learn from each other due the variety of approaches taken. Current incentives range from legal requirements (e.g. in France, Germany, Italy, Ireland) to the less formal, peer-group approach (e.g. in Austria, Denmark, Malta, UK) (Report... 2005).

Since December 2006, all public authorities in Britain have had a duty to actively promote equality of opportunity for disabled people, including a requirement to review their policies and services. Developments in information and communications technology offer opportunities, but also the risk of new patterns of disadvantage emerging (Creating... 2007).

In December 2006 UK-based web accessibility agency Nomensa released the results of the first ever global website accessibility survey today. This is the first ever global survey to measure the extent to which people living with disabilities are able to benefit from technological developments online. The report, which was commissioned by the United Nations (UN), reveals that 97 % of websites tested fail to achieve the minimum web accessibility level (First... 2006).

The 20 countries audited in the Nomensa-led United Nations survey were: Argentina, Australia, Brazil, Canada, Chile, China, France, Germany, India, Japan, Kenya, Mexico, Morocco, Russia, Singapore, South Africa, Spain, United Arab Emirates, United Kingdom and United States of America.

Using a combination of manual and automated testing against the Web Content Accessibility Guidelines (WCAG), Nomensa examined the leading website in 5 different sectors in 20 countries, including its Head of State and leading airline, bank, newspaper and retailer. In all, the survey comprehensively tested 100 websites based on generally agreed upon international standards.

While only 3 websites made it onto the first rung of the accessibility ladder, many websites were in grasping the distance of achieving minimum levels of accessibility.

The three websites achieving the minimum standards were the German Chancellor's website, the Spanish Government website, and the British Prime Minister's website.

The problems of poor web accessibility extends even to sites specifically aimed at people with disabilities, according to one IT charity.

It found 4 dating websites aimed specifically at disabled people lacked the fundamental features required to make the sites accessible (Greek 2007).

Most of the leading websites in Quebec are unusable by people with disabilities, a scathing new report shows. 85 % of the 200 most popular sites for Quebec francophones fail standards of accessibility, the study from AccessibilitéWeb and the Institut Nazareth et Louis-Braille for the blind found. This chasm prevents disabled people from obtaining information and participating in society as able-bodied people can, despite the technologies available to aid them (Rocha 2007).

The most accessible sites for Quebecers are those of the Canadian government. It was followed by the government's main portal and Environment Canada. The top non-government site belongs to the Mozilla Foundation, makers of the popular Firefox Web browser. Groupe Desjardins had the highest-rated website for a commercial organization.



## **6. Lithuanian state institutions' websites in context of valid requirements**

Lithuanian state institutions' websites should ensure an easy access to even 4 essential types of information of European state sector: legal, administrative, cultural and information of environment protection and to data of recent conditions of traffic and traffic jams. Lithuanian Republic state institutions widely present public information on its websites. Purpose of portal "Government Electronic Gates" is submission of public services of administration institutions and public information to residents, business subjects and others interested groups and maintenance by principle of "one window".

The purpose of state institutions' websites is to spread information regarding state institution's activity by Internet, to stimulate citizens actively take part in state government, to ensure clarity of state institutions' activity, to supply public services by electronic communication measures, both to ensure consultations of government with residents. It is important to adapt such websites to the disabled persons. Because of such purpose Lithuanian Republic Government stated provision that state institutions' websites should fit recommendations of adaptation of Internet to disabled persons.

Common requirements to state institutions' websites (Lithuanian... 2003b) were certified seeking to standardize the state institutions' websites, to ensure its functionality, actuality, trustworthiness, and search opportunities on providing information. It presents attitudes concerning the structure of state institutions' websites, adaptation to disabled persons and administration of information.

Committee of Information Society Development of Lithuanian Republic Government certified "Methodical recommendations of websites' adapted to disabled persons creation, testing and evaluation" (Instructions... 2004) in 2004, and in 2005 - Rules of working of "Government Electronic Gates" providing public electronic services, where standards of adaptation of websites for disabled persons are forecasted.

## **7. Lithuanian state websites adaptation for disabled persons**

During research the main Lithuanian state websites were analysed. It means that websites of Lithuanian Republic Parliament and its administration, of Lithuanian Republic President and his administration, of Lithuanian Republic Government, of ministries and other state institutions were analysed. Links to these institutions are presented on Government site in point "Links". The purpose of analysis was to establish how these websites are adapted for disabled persons. Authors did not analyse particular technical solutions using on certain websites. If website is adapted for the disabled, it was decided by a particular link. Amount of analysed objects was 120.

We could notice, only one website of the 3 main state websites has link "adapted for disabled" – Government website ([www.lrv.lt](http://www.lrv.lt)). Lithuanian Republic Parliament's website has link "text version".

Only 9 websites of ministries' websites have such link, it means only 69,2 %. If we analyse both websites of ministries and its institutions, this amount markedly increases. Eleven of 13 groups (85 %) – or ministry's website or its institution's websites are adapted for disabled persons (but from all 74 websites only 21 are adapted - 29 %). Only three websites (13,6 %) of

22 Parliament institutions are adapted for the disabled – it is Office of Parliament Controller and Investigation Centre of Genocide and Resistance, Lithuanian national radio and TV. 33 websites (28 %) of all 120 analysed institutions are adapted for disabled persons.

It is interesting to analyse what particular websites have such links. Sites of Environment Ministry ([www.am.lt](http://www.am.lt)) – both website of Ministry and of Agency of Environment Protection, of Environment Protection Inspections; Treasury Ministry ([www.finmin.lt](http://www.finmin.lt)) – website of Taxes Inspection is adapted. Social Protection and Labour Ministry's website ([www.socmin.lt](http://www.socmin.lt)) is not adapted for disabled persons, but sites of Service of Labour Market Education and Invalid Affairs Service are adapted. But the site of Social Insurance Fond is not adapted. Sites of Roads Direction and State Transport Inspection of Communication ministry ([www.transp.lt](http://www.transp.lt)) are adapted; site of State Patient Till of Health Protection Ministry ([www.sam.lt](http://www.sam.lt)) is adapted. Websites of Education and Science Ministry ([www.smm.lt](http://www.smm.lt)), Economy Ministry ([www.ukmin.lt](http://www.ukmin.lt)), Ministry of Foreign Affairs ([www.urm.lt](http://www.urm.lt)), Justice Ministry ([www.tm.lt](http://www.tm.lt)) are adapted for disabled persons. But portal of Legal Information Centre ([www.infolex.lt](http://www.infolex.lt)) isn't adapted to the disabled.

We can notice that websites of environment protection, cultural and education institutions are adapted for disabled persons in the best way. Both websites of such important institutions as Taxes Inspection, Patient Till, and Statistical Department are adapted. But some very important institutions' websites as Social Protection and Labour Ministry, Social Insurance Fond, Labour Market are not adapted. And portal "Government Electronic Gates" has not link "adapted for disabled persons". Internet site of Lithuanian Republic Prosecute Office ([www.lrgp.lt](http://www.lrgp.lt)) is adapted for disabled persons.

## **8. Conclusions**

Lithuanian National Sustainable Development Strategy and measures of its realisation are based on several main principles; one of them is the principle of equal opportunities. It means that for solving the problem of social disjuncture it should be ensured the opportunity for social groups of residents to assume a proper education, to choose and influence the important solutions in their life.

Processes of information society development are directly connected with state institutions activities. These institutions, according to valid acts, accomplish different means for modernisation of public administration by implementation of information technologies. Application of information technologies and new opportunities of supplement of public services by electronic channels should provide the opportunity to better serve residents.

New information technologies ensure a cheaper and simpler process of information acceptance, process, keeping and transmitting. All kinds of institutions and enterprises more and more of its activities and information relations move to electronic communication space.

Seeking to provide an equal rights and opportunities for disabled persons to use measures for their social and economic integration in society life, it is important to reduce disjuncture of disabled persons. One of the most important grounds for reduction of this disjuncture is adaptability of Internet information environment for them. Information networks, e-mail become measures of education, communication, social integration of disabled persons.

Accessibility of information services for the disabled should be ensured during projecting

time, norms of adaptation of elements of social destination information for disabled persons should be regulated in legal acts. Stream of electronic information diffusive from governmental institutions should be available for everyone.

As researches of foreign authors show, problem of application of internet sites for disabled persons is actual till then in European countries and the whole world.

It is important to reduce the disjuncture of disabled persons, seeking to create for them equal rights and opportunities to use measures for their social and economic integration, being involved in social life. One of the important bases for it is adaptation of information environment to the disabled. Lithuanian state institutions websites are not enough adapted for requirements of disabled persons. Only 28 % of all analysed websites have link "adapted for disabled". Websites of environment protection, cultural and education institutions are adapted to disabled persons in the best way. But most of Lithuanian state institution should adapt its websites to disabled persons' purposes. We should notice that 69,2 % of Lithuania ministries' Internet sites are adapted for disabled persons. We can notice the positive dynamics of adaptation of public administration Internet sites for those persons.

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## DALYVAVIMO ELEKTRONINĖJE VALDŽIOJE PROBLEMOS

### E. Kažemikaitienė, T. Bilevičienė

Santrauka

Europos Sąjungos darnaus vystymosi strategijos pagrindą sudaro aplinkosauga, ekonominis ir socialinis vystymasis, siekiant sukurti sveiką aplinką ir geresnę gyvenimo kokybę dabartinėms ir ateinančioms kartoms. Pereinant prie informacinės visuomenės, gausi informacija tampa prieinama naujais, įvairiais formatais ir gali būti pateiktas nepriklausomai nuo vietos ir laiko bei pritaikoma pagal atskirų asmenų poreikius ir reikalavimus. Informacinės visuomenės kūrimas yra pirmasis iš trijų Lietuvos valstybės prioritetų, įtvirtintų Valstybės ilgalaikės raidos strategijoje, tai atitinka Europos Sąjungos siekius. Lietuvos informacinės visuomenės plėtros tikslai yra suderinti su Lisabonos strategija bei iniciatyvos „e-Europe – informacinė visuomenė visiems“ nuostatomis bei reikalavimais. Tobulinant e. valdžią, svarbu skatinti paslaugų teikimą elektroniniais būdais, užtikrinti gyventojams galimybę naudotis šiomis paslaugomis. Sprendžiant šį uždavinį, svarbu užtikrinti prieigą prie šiuolaikinių technologijų visiems norintiesiems. Lygių galimybių principo įgyvendinimas socialinės atskirties gyventojų grupėms turi užtikrinti galimybę

rinktis ir paveikti svarbiausius gyvenimo sprendimus. Žmonės, kurie negali naudotis informacinėmis technologijomis, praranda galimybę gauti tam tikrą informaciją ir viešąsias paslaugas. Neįgalūs dėl nepritaikytos fizinės aplinkos dažnai neturi galimybių pasinaudoti sveikajai visuomenės daliai prieinama informacija ir pasiekti informacijos šaltinį. Viena iš svarbių prielaidų neįgaliųjų atskirčiai mažinti yra interneto informacinės aplinkos pritaikymas žmonėms, turintiems negalią. Straipsnyje pateikiama svarbiausių Lietuvos valstybinio valdymo institucijų interneto svetainių analizė siekiant nustatyti, kaip šios svetainės yra pritaikytos neįgaliesiems.

**Reikšminiai žodžiai:** neįgalieji, e.valdžia, interneto svetainė.

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