_____

Potential Role of ICTs in Social Development

Princy Tyagi

Department of Computer Science & Engineering, Swami Rama Himalayan University

Abstract- The use of internet can be used to make a difference in a few ways, including through click-through donations to charities, education, community service, signing online petitions, and information retrieval. The primary goal of this paper is to investigate the relational repercussions of online platforms. To concentrate on the social ramifications of web-based business and other Information technology-empowered innovations in an efficient way, hardly any regions have been chosen Another term for particular topics of societal importance could be: especially those that are of significant societal relevance? Additionally, the negative effects of the influence of online platforms and IT on societal dynamics have been investigated to support the actual impact of e-commerce on society. Conclusions are offered at the section's conclusion.

Keywords: E-Commerce, Sanitization, Gender Equality, ICT, Social development.

1. INTRODUCTION

In essence, e-commerce (also referred to as online business) embodies an economic phenomenon, showcasing the globalization of markets, change in information and knowledge-driven economy, and the increasing incorporation of technology into daily activities, all contributing to wider societal changes. These significant cultural shifts are currently underway and will likely continue for some time. Electronic trade is both an item and a sign of these changes, and it is impacting and progressively impacting current culture all in all. Thus, social variables will essentially affect its advancement later on. They will also push for recognition from a public policy perspective, delineating the societal conditions that enable the fulfillment of the complete economic potential of electronic commerce and guaranteeing public awareness of its overall benefits. Therefore, it is crucial to understand the social dynamics that will inevitably shape the evolution of electronic commerce and its rate of growth, as well as the domains where it may exert significant societal impact through various externalities[1].

2. SOCIETY AND ITS IMPACTS

According to the GIT Report, 2005/06, there is a historical correlation between technological innovation and higher socio-economic development. But experts say that access to ICTs isn't as bad as malnutrition, not having enough shelter, not having access to medical care, and not having clean water to drink. However, a significant portion of the population now subscribes to the idea that ICTs harbor the capacity to empower nations that have missed opportunities for agricultural and industrial transformation to bypass stages of growth. Accordingly, there has been a significant increase in investment in ICTs for development over the past ten years. A important portion of this investment has been directed toward the poor with respect to providing ICTs access to low-income groups and by utilizing ICTs in numerous other ways that help reduce poverty. Numerous accomplishments, lessons learned, and experiences have been documented.

Since the beginning of the 1990s, efforts have been made to provide low-income individuals and communities with access to ICTs and the Internet. This process was accelerated by the World Bank's 1998/99 "Knowledge for Improvement" World Development Report. The 2000 Millennium Development Goals; The inclusion of ICTs as a component of the MDGs highlights the significance of ICTs in the fight against poverty in a worldwide resolution that was unanimously adopted. Subsequently, several initiatives supported by the Markle Foundation explored methods to achieve the comprehensive and integrated impact that Information and Communication Technologies have on poverty reduction. These endeavors were informed by the insights and framework outlined in the "DOI Report." According to the E-Commerce and Development Report from the United Nations Conference on Trade and Development (2003), ICTs have the potential to facilitate accelerated economic growth, thereby enhancing the foundational elements for development. This is accomplished by fostering greater competitiveness among businesses, enhancing overall productivity in economies, and most notably, empowering individuals through knowledge dissemination. The genuine test is to guarantee that this potential is utilized to create genuine additions in

_____

the worldwide battle against neediness, illness and obliviousness. In addition, The IER (2005) highlights the efforts of developing nations to narrow the gap between information-rich and information-poor populations. To achieve the MDGs, developing nations can benefit from ICTs by closing the digital divide. In the new year's data and correspondence advancements have been conveyed in various drives in rustic networks in emerging nations. These novel technologies have garnered praise from various global leaders, including UN Secretary-General Kofi Annan, for their immense potential to enhance the quality of life for underprivileged populations. According to Kenneth Keniston, Director of the MIT-India program, a wide array of entities, such as the UN, the G-8, national governments, foundation, private enterprises, and non-governmental organizations, have embraced the prospect that leveraging ICTs could enable even the most impoverished developing nations to bypass traditional developmental challenges like poverty, illiteracy, disease, unemployment, hunger, corruption, and social disparities, enabling them to rapidly transition into the modern information era.

It is possible to use the internet to make a difference in several ways, including signing an online petition, assisting the community, or making a click-through donation to a charity. One such scheme is Amnesty International's launch of a website that lets people express their support for various cases via email and SMS. Amnesty International can now anticipate approximately 5000 individuals responding in a few days, with people mobilizing for pressing appeals at a rate of one new participant every two minutes. Currently, the response rate for each appeal has been experiencing a significant increase. Amnesty International has expanded its reach to individuals who would have otherwise been unable to engage with the organization by strategically targeting internet users.

Selected focal areas, particularly those of paramount social importance where the pervasive influence of these technologies is most apparent, have been earmarked for systematic examination of the social ramifications of digital commerce and technological enablers. Among the most notable are:

3. HEALTH AND SANITIZATION

Data innovation and electronic business medical services applications can assume a necessary part in the advancement of the righteous cycle. According to Industry Canada (1998), It may aid in achieving cost efficiencies while simultaneously expanding the reach of the healthcare system. By streamlining both the structure and operations of the delivery system, cyber infrastructure can also improve the overall cost-effectiveness of the healthcare system.

Moreover, the widespread integration of ICT is poised to enhance the accessibility and caliber of healthcare services (European Commission, 1996). It has the potential to boost economic prosperity by expanding services and service delivery options and reducing administrative and management costs associated with health care. This is especially true if the most disadvantaged members of society are given access to these improved services, given that they have the most to benefit from enhanced health conditions.

HR Development with education enhancement

Incorporating ICTs into primary, secondary, and tertiary education is a key objective of ICTs initiatives. The School Net drive, which plans to associate schools to the Web and train educators in agricultural countries, is one unmistakable venture. They collaborate with donors, non-governmental organizations, the government, and the private sector. In South Africa's per model, where School Net is concentrating on frequently neglected schools, nearly three thousand school are currently involved in the initiative (Spence, 2003).

Another domain greatly influenced by ICTs is distance education, which holds particular relevance in poverty alleviation efforts. E-learning mitigates several historical challenges encountered in distance education, rendering education more accessible to individuals with ICT access: inadequate learning support systems, lengthy development cycles, inflexible materials, and a lack of interactivity (UNESCO, 1996). Accessing online journals and other data via the WWW has revolutionized research opportunities in regions with limited resource during tertiary education.

Impacts of poverty

By enhancing the flow of information and communication, information and communication technologies can help alleviate poverty. New technologies like the Internet and mobile phones have received a lot of recent attention for their role in development. However, according to Chandra (2003), The entirety of ICT is not pertinent to combating poverty. At the micro, intermediate, and macro scales, ICTs possess the capacity to alleviate poverty. By utilizing ICTs at the micro level, The impoverished can directly meet their information needs, come up with their own plans and ideas to improve their lives, and express their interest in the institutions and societal processes that have an impact on them. ICTs can improve the efficiency and ability of a number of intermediary organizations and actors to better serve the needs of the poor at the intermediate level.. Wellbeing laborers can get to the most recent data; utilize ICTs to better target intervention and resources and receive

_____

diagnosis assistance. At the macroscopic level, ICTs can enable increased participatory governance, enhance market efficiency and transparency, and foster new economic and social innovations that favor impoverished populations.

Substantial changes facilitated by ICTs in Chile have decreased the percentage of individuals below the poverty line from 40 percent to 17 percent. In a similar vein, Taiwan's prudent policies have been maintained over the past few decades, resulting in a significant drop in poverty and the nation's advancement to the ranks of progressive, competitive economies. Elder (2003) found that information and communication technologies are effective resource for eradicating poverty by boosting job creation and income; improved information use; enhancements in agricultural production and the development of individual capacity. Based on empirical data gathered from South Asia and sub-Saharan Africa (SSA), Pigato (2001) investigated the connection between ICT and poverty. In order to develop appropriate policies for the dissemination and access to ICTs in developing nations, the study argues that an integrated framework is required. Nevertheless, evidence indicates that technology serves as a tool for attaining development objectives rather than being an end goal in itself, particularly in the context of poverty alleviation.

Gender based Equality

Gender is becoming less of a concern as recent studies suggest that the ratio of men to women using the Internet may soon reach parity. There is abundant evidence to suggest that women make up the majority of the poor, and there is a strong correlation between gender equality and poverty reduction today. Therefore, it is emphasized that gender equality should be incorporated into all ICT projects, programs, and policies. However, determining how IT will affect women's empowerment is not an easy task. According to Spence report, women face particular obstacles to utilizing ICTs. As a result, it's critical that ICT projects specifically target women. At the grassroots level, evidence suggests that radio privileges women over men owing to its minimal operational and broadcasting skill demands. Women for Change is a non-profit organization based in Zambia that works to empower rural communities, particularly women, in remote areas. The pith of systems administration for the 'Individuals for Change' is to share assets and activity techniques for ladies' strengthening. Organizing allows 'People for Change' to stay informed about local, regional, and global events, and to utilize the information and resources gathered to assist Zambian women in the nation. A digital platform has been established to disseminate information and foster networking.

In addition, e-commerce is contributing to the reduction of the gender gap. Increasingly, women are securing employment in IT-enabled service industries due to their upward trajectory. In these fields, women have the same opportunities as men, sometimes even more so. Therefore, it makes perfect sense to conclude that e-commerce and information technology aid in closing the gender gap.

4. ACCESS OF INFORMATION LEVEL TO DIFFERENT COMMUNITY

We are progressing from IT to ICTs and from ICTs to the Data field, as per Richard Heeks. Electronic Business and ICTs erase geographical barriers and Reconceptualize the notion of locality. The creation of novel online communities with the potential for global membership, the strengthening of bonds with distant friends and family, and the establishment of connections with new individuals are among the positive transformations. The term "e-governance" has emerged from this evolution, reflecting the growing engagement of citizens and governments worldwide.
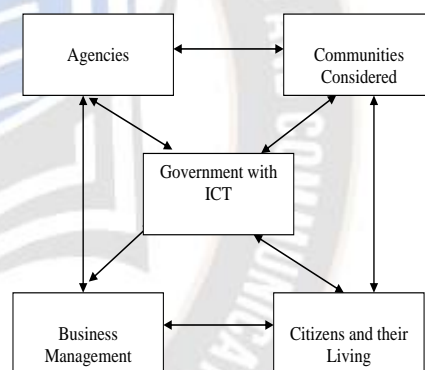
Figure. 1. Digital Governance for Development

In figure 1, It includes recent trends of authority, better approaches for appearing and choosing strategy and speculation, getting to schooling, paying attention to residents and arranging and conveying data and administrations. E-governance has the following advantages, according to Sumanjeet (2006).

- Facilitate citizens' access to services and information, empowering them to impact government operations more effectively.
- Opportunities in the knowledge-based economy to learn new skills and earn a living.
- Providing the same level of output at lower total costs.
- Opportunities for online banking and trading.
- Decrease in time and administrative work.
- Facilitates an efficient flow of information, facilitating efficient decentralized decision-making.

_____

- Various government agencies Departments have no trouble carrying out their responsibilities, such as tax collection, water charges, professional taxes, and so on.
- Improve admittance to data and correspondence across enormous distance.
- Convey fundamental administrations to residents.
- Increasing agricultural output.
- Enhances resource administration.
- Enhances public services and enables marketization by providing market-related information.
- Transparency in the functions of the judiciary and administration. All notifications and circulars can be published online, expediting case resolutions.
- Contributing to the improvement of citizens' self-assurance and that of the government apparatus.
- The macroeconomic impact of market expansion and organized job creation.
- Change from cumbersome clearance procedures to expedited approvals that improve relations.
- It is a novel approach to administration. It works with simple observing and following of documents. Red tape has no place in this world.

Implications that can be seen

Over the past few years, the Internet has also played a significant role in empowering consumers, and citizens now have a tremendous opportunity to do the same. Today, numerous networks have utilized the Web to impact change in the things that make a difference to them. This is because the Web permits networks important to impart and share information in manners never before conceivable, unlimited by past geological limits.

Users of information technology generally exhibit higher levels of education and household incomes compared to the average population in numerous countries (IDC, 1998).

Last but not least, information and communication technology can help notional management, which relies heavily on accurate data and information, particularly for the delivery of social services, health care, and education. In addition, ICTs play a critical role in increasing awareness of human and constitutional rights, as well as laws and regulations. Through the use of ICTs like radio and the Internet, government programs have been monitored, Increasing the accountability of the influential and empowering the economically disadvantaged to have a voice—for example, through rural radios. As a result, the political system's transparency and accountability can be greatly enhanced by ICTs.

ICT AS THERAPY

From 2014 to 2019, the patterns in research on technologically driven educational interventions were analyzed. By scrutinizing thousands of abstracts across twelve extensively used databases, the prevailing areas of focus in technology-driven educational interventions were identified. Interestingly, There is a paucity of research on online education interventions for developmental challenges associated with cortical malformation, despite the availability of numerous ICT-based therapies for a range of disorders.
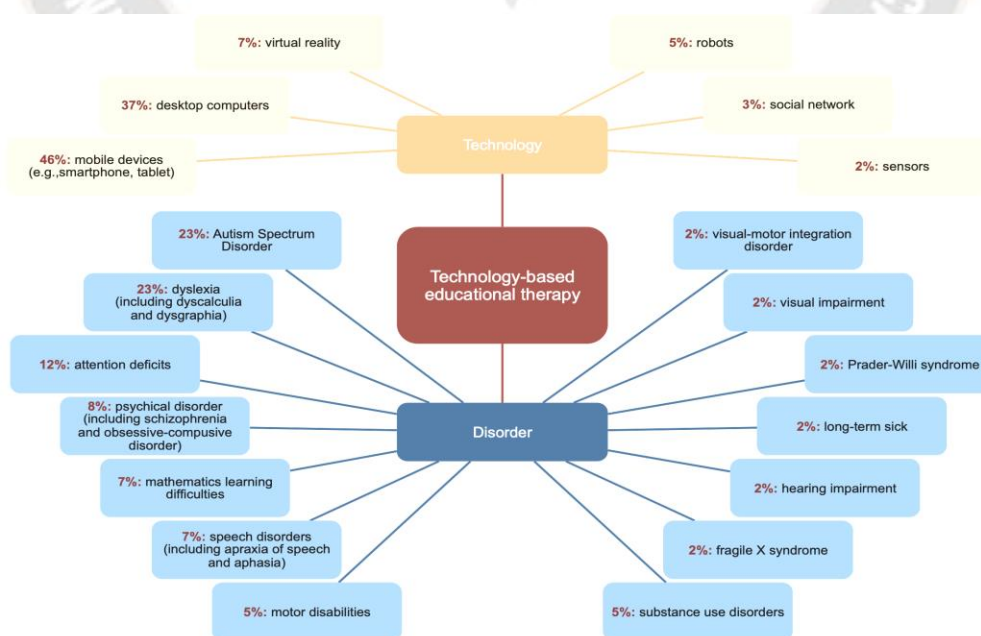
Figure 2: ICT as therapy

_____

In figure 2, information and communication technologies (icts) offer innovative avenues for therapy, enabling remote counseling, telemedicine, and virtual support groups, expanding accessibility and efficacy in mental health treatment.

5. CONSLUSION

In social terms, e-commerce and information and ICTs undoubtedly hold the potential to empower the underprivileged, amplify their voices, and link them with the global community. Moreover, these technologies can contribute to attaining basic levels of nutrition, healthcare, and education. This aspect also includes the capacity to participate in democratic decision-making. Yet, it is hard to anticipate the degree to which these advances will change the emerging nations. Based on different investigations, it is seen that, there is exceptionally significant expenses and generally low advantages of the immediate Web and internet business technologies to poor people. In summary, The widespread adoption of e-commerce and information technology profoundly influences not just economic advancement, but also contributes significantly to socioeconomic progress. However, unless the benefits of these technologies are made available to the general public, their development would never be finished.

REFERENCES:

[1] Brown, M.M. (2001), "Can ITCs Address the Needs of the Poor?", Choices, accessed on http://www.undp.org/dpa/choices/2001/june/index.html

[2] Chandra, Rakesh (2003), *Information Technology: A Revolutionary Change*, New Delhi: Kalpaz Publication.

[3] Commerce Net/Neilson Study as cited in "Starting Increase in Internet Shopping", Business Wire, December 31, 1997.

[4] Deva, Vasu (2003), *E-Learning: Search for Excellence,* New Delhi: Commonwealth Publishers.

[5] European Commission (1996), The Market for Electronic Information Service in the European Economic Area, European Report on the Member State's Study (MSSTUDY), October.

[6] Elder, Laurent (2003), "ICT for Poverty in East Africa", accessed on http://www.uneca.org/disd/events/accra/GKPAFIRCA/256,1,Workshop: ICTs and Poverty in East Africa

[7] Gerster, R. And Zimermann, S. (2003), *"Information and Communication Technologies (ICTs) and Poverty Reduction in Sub Saharan Africa: A Learning Study",* accessed on http://www.gersterconsulting.ch/doecs/synthesis_report.pdf.

[8] Global Information Technology Report (2005/06), *"Leveraging ICTs for Devlopment"*, World Economic Forum.

[9] IDC (1998), *"Internet Commerce Defined: Current State and Future"*. Outlook; Presentation Material prepared for the Internet Commerce Breakfast, June.

[10] Industry Canada (1998), Sector Competitiveness Framework Series: Tele-Health Industry, Sector Competitiveness Framework Services, Ottawa.

[11] Keniston, K. (2001), *"Grassroots ITC Projects in India: Preliminary Hypotheses",* Information Technology Development, Vol. 11, No.3, pp 45-67.

[12] Pigato, Miria (2001), *"Information and Communication Technology, Poverty and Development in Sub Saharan Africa and South Asia",* The World Bank, The Africa Working Paper Series, Washington.

[13] Spence, R. (2003), *"Information & Communication Technologies (ICTs) for Poverty Reduction: When, Where and How?",* accessed on http://www.idrc.ca/uploads/user/S/107402457518469203RS_ICT_Pov_18July.pdf.

[14] Sumanjeet (2006), *"E-Governance: The Overview in the Indian Context",* Indian Journal of Political Science, Vol. LXII, No. 4, pp 857-866.

[15] UNESCO (1996), *Information and Communication Technologies in Development: A UNESCO Perspective*, accessed on http://www.unesco.org/webworld/telematics/uncstd.htm

[16] World Bank (1998-99), "World Development Report 1998-99", accessed on http://www.Worldbank.org/wdr/wdr98/contents.htm.

[17] World Bank, (1993), *World Development Report 1993: Investing in Health,* Oxford University Press, New York.

[18] P Jain, G Chaturvedi, A Kumar, A Bhatia, S Bhardwaj Role of Computer Technology in Developing India and Its Impact's On Up-Lifting Of Various Fields" published in Webology (ISSN: 1735-188X) Volume 17, Number 2, 2020.

[19] Rakesh Patel, Mili Patel (2013). Applications of cloud Computing in Agricultural Development of Rural India.

[20] Neuro-Edu-Techno (NET) Approach in Studies on Educational Therapy for Developmental Delays: A Case of Focal Cortical Dysplasia DOI: 10.14746/se.2019.52.7

140