



# POTENTIAL ROLE OF ICTS IN SOCIAL DEVELOPMENT

Pankhuri Bhatia  
Department of Management  
GRD-IMT, Dehradun, Uttarakhand, India

Abhay Bhatia  
Department of Computer Science & Engineering  
Roorkee Institute of Technology, Roorkee,  
Uttarakhand India

**Abstract:** The use of the internet can be used to make a difference in a number of ways, including through click-through donations to charities, education, community service, signing online petitions, and access to information. The primary objective of this paper is to investigate the social repercussions of electronic commerce, or e-commerce or e comm. 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, particularly those which are of prime social interest? Additionally, the negative effects of e-commerce and IT on society have been investigated in order to support the actual impact of e-commerce on society. Conclusions are offered at the section's conclusion.

**Keywords:** E-Comm, Poverty, Sanitization, Education, Gender Equality, ICT

## I. INTRODUCTION

Fundamentally, electronic business (known as Online business) is a monetary peculiarity; The globalization of markets, the shift toward an economy based on information and knowledge, and the growing prominence of all forms of technology in daily life all form part of a larger process of social change. 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 justify consideration from a public strategy perspective, laying out the social conditions that enable electronic trade to reach its full monetary potential and ensuring that the public recognizes its overall benefits. Consequently, it is essential to comprehend the social processes that will unavoidably influence how electronic commerce develops and how

rapidly it can expand, as well as the areas in which it may have a significant impact on society through a variety of externalities<sup>1</sup>.

## II. 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. But the majority of population now believes in that ICTs have the potential to enable the countries that have missed out on opportunities of revolution in agriculture and industrialization, leapfrog stages of growth. As a result, there has been a significant increase in investment in information and communications technology (ICT) for development over the past ten years. A significant portion of this investment has been directed toward the poor, both in terms of providing ICT[6] access to low-income communities and by utilizing ICTs in numerous other ways

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<sup>1</sup> The rapidity of change, which limits the collection of quantitative data on the growth and implications of new forms of electronic business, and the difficulty of isolating electronic commerce from ICTs more generally hinder analysis of the social dimensions of electronic commerce. The widespread nature of electronic commerce's connection to broader social, institutional, and cultural factors and its pervasiveness in the economy also impede research. In light of these constraints, this section of the study conducts a literature review and examines evidence from a variety of fields to identify areas in which there appears to be a significant relationship between social and economic considerations and, as a result, areas that may require consideration in terms of public policy.



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 Development" World Development Report. The 2000 Millennium Development Goals; The inclusion of information and communication technologies (ICTs) as a component of the Millennium Development Goals (MDGs) highlights the significance of ICTs in the fight against poverty in a worldwide resolution that was unanimously adopted. The Markle Foundation released a report in 2001 with the title "Digital Opportunity Initiative: Creating a Dynamic for Development" to the G-8 leaders at the Genoa Summit in 2001 [1]. A number of initiatives funded by the Markle Foundation looked into ways to achieve the kind of all-encompassing and integrated impact that ICTs have on reducing poverty. These initiatives were based on the findings and framework of that "DOI Report." According to the "E-Commerce and Development Report" of the United Nations Conference on Trade and Development (2003), ICTs can support faster economic growth and thus strengthen the material basis for development by making businesses more competitive, economies more productive, and most importantly by empowering individuals with knowledge. 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 Information Economy Report (2005) emphasizes the extent to which developing nations are attempting to bridge the information "haves and have-nots" divide. In order to achieve the Millennium Development Goals (MDGs), developing nations can benefit from ICTs by closing the digital divide. In the new years data and correspondence advancements have been conveyed in various drives in rustic networks in emerging nations. These new technologies have been lauded by numerous world leaders, including UN Secretary General Kofi Annan, for their enormous potential to improve the lives of the poor. According to Kenneth Keniston, Director of the MIT-India program, organizations as diverse as the United Nations, the G-8, nations, foundations, national, state, and local governments, private companies, and foundations have seized upon the hope that the utilization of ICTs could enable even the poorest of developing nations to leapfrog traditional development issues such as poverty, illiteracy, disease, unemployment, hunger, corruption, and social inequalities in order to swiftly transition into the modern information age. "ICT can help us reach the targets established by world leaders at the Millennium Summit, including the goal of halving poverty by 2015," according to UNDP administrator Mark Maloch Brown'. [1]

It is possible to use the internet to make a difference in a number of 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 can now expect approximately 5000 people to respond within a few days, with people signing up for the urgent appeals in a rate of two minutes. Today, the response rate for each appeal has been rapidly increasing. Amnesty International is now able to reach people who otherwise would have been unable to become involved with the organization by targeting users via the internet.

Few areas, particularly those that are of the greatest social interest and where the impact of these technologies can be seen widely, have been selected for systematic study of the social implications of electronic commerce and other IT-enabled technologies. The most significant of these include:

- i. Health and sanitization:** Data innovation and electronic business medical services applications can assume a necessary part in the advancement of righteous cycle. According to Industry Canada (1998)[8], it may assist in achieving cost savings while simultaneously broadening the scope of the health care system. Through structural and functional rationalization of the delivery system, the Internet and other IT-enabled technologies can also help the overall health system become more cost-effective. Additionally, the widespread implementation of ICT will result in improved availability and quality of health 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, as they stand to gain the most from improved health conditions.
- ii. Human Resource Development with education enhancement:** Integrating ICTs into primary, secondary, and tertiary education is one of the primary goals of ICT projects. The SchoolNet 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 per model, where SchoolNet is focusing in on commonly ruined schools, close to 3000 schools are at this point drew in with the drive (Spence, 2003). Another area in which ICTs have a significant impact is distance education, which is



currently the most relevant to reducing poverty. E-learning removes several obstacles that distance education has faced in the past and makes education more accessible to those who have access to ICTs: inadequate learning support systems, lengthy development cycles, inflexible materials, and a lack of interactivity (UNESCO, 1996) [12]. Access to online journals and other data via the internet (www) has altered research opportunities in countries with limited resources during tertiary education.

**iii. Impacts of poverty:** By enhancing the flow of information and communication, information and communication technologies, or ICTs, 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), no ICT in its entirety is relevant to the fight against poverty. At the micro, intermediate, and macro levels, ICTs have the potential to reduce poverty. By utilizing ICTs at the micro level, the poor can directly address their information requirements, 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 macro level, ICTs can facilitate more participatory governance, more efficient and transparent markets, and new economic and social innovations that benefit the poor. Major ICTs based changes in Chile have diminished the level of individuals beneath destitution 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) [6] found that information and communication technologies (ICTs) are a powerful tool 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) [9] 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. However, the evidence suggests that

technology is merely a means of achieving development objectives rather than a goal in and of itself, poverty alleviation.

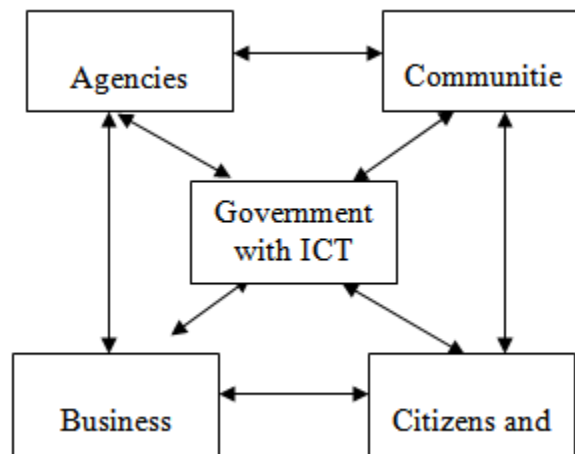
**iv. Gender based Equality:** Gender is becoming less of a concern as recent studies indicate that the proportion of men and women using the Internet may soon approach equality. There is abundant evidence to suggest that women make up the majority of the poor, and there is a strong correlation between gender equality and poverty reduction today. Therefore, it is emphasized that gender equality should be incorporated into all ICT projects, programs, and policies. Empowerment initiatives at the local level and national and regional networks are examples of experiences. However, determining how IT will affect women's empowerment is not an easy task. According to Spence (2003), women face particular obstacles to utilizing ICTs. As a result, it's critical that ICT projects specifically target women. On a community level, experiences demonstrate that radio favors women over men due to its low operating and broadcasting skill requirements (Gerster and Zimmermann, 2003). 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 permits 'People for Change' to keep in contact with what's going on locally, territorially and universally and utilization of data and assets so assembled in aiding the country Zambian ladies. A website and online content have been created to spread the information to make networking easier.

In addition, e-commerce is contributing to the reduction of the gender gap. More and more women are finding work in IT-enabled service industries as a result of their rise. 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.

**V. Access of Information level to different Communication:** We are continuing on from IT to ICT and from ICT to Data Society (IS), as per Richard Heeks. Electronic Business and ICTs annul distance and change the idea of local area. The establishment of new online communities with potential global membership, the maintenance of closer ties with far-flung friends and family, and the creation of new connections with new people are among the positive changes. The term "e-governance" is a

product of this development and has emerged as a result of

the growing interest of citizens and governments worldwide.



**Figure. 1. E-Governance for Development**

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). [11]

- Make it easier for individual citizens to access services and information that allow them to influence government. operations.
- 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.
- Openness in the work of the judiciary and the administration. All notifications as well as circulars can be made online, so that the disposal of cases can be fasten up.
- 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 on the grounds that the Web permits networks important to impart and share information in manners never before conceivable, unlimited by past geological limits.

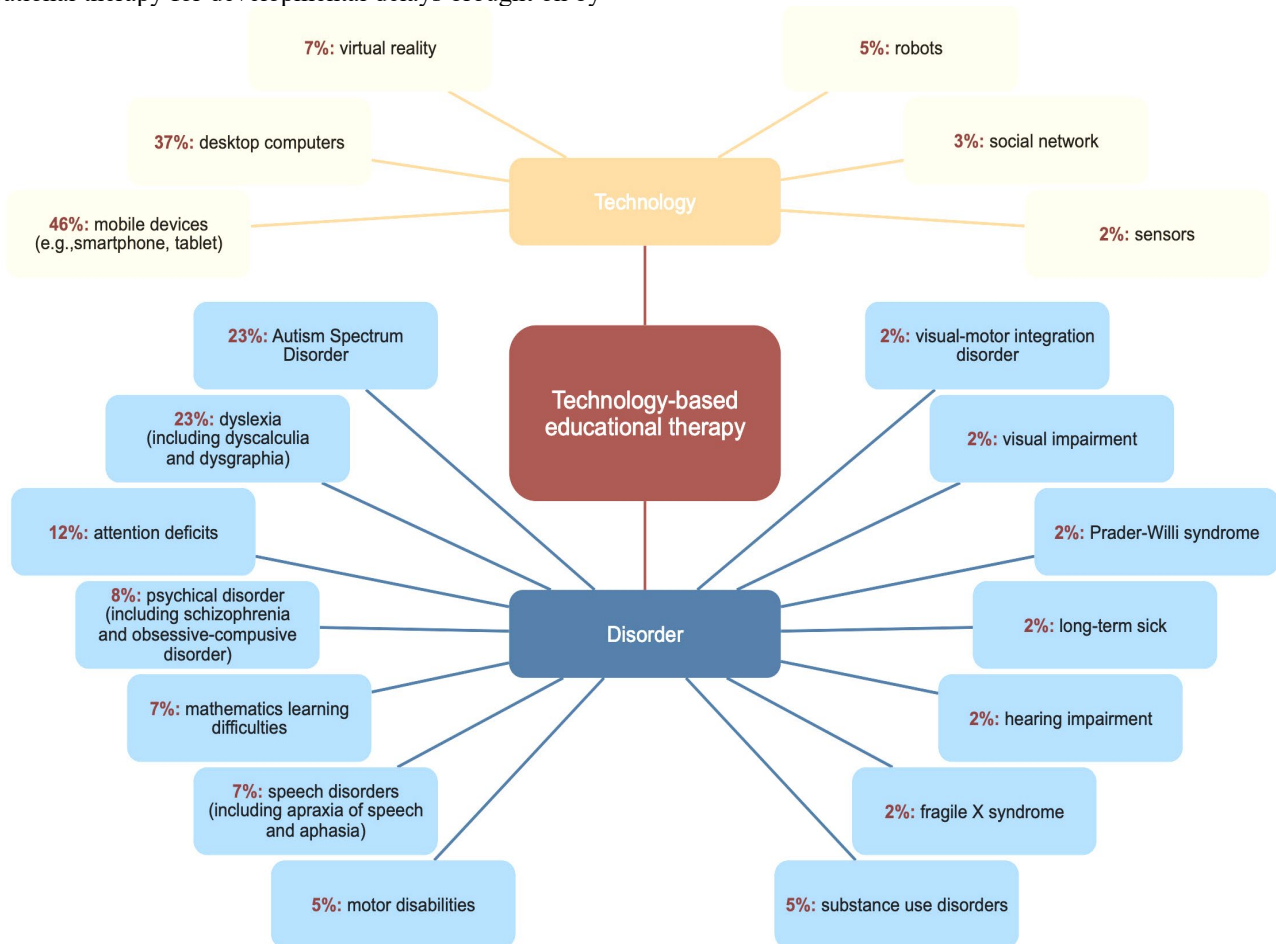
Information technology users tend to be well-educated and to have household incomes that are higher than the average in many countries (IDC, 1998).[8]

Last but not least, information and communication technology (ICT) 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 crucial role in expanding awareness of human and constitutional rights, laws, and regulations. Through the use of ICTs like radio and the Internet, government programs have been monitored, making the powerful more accountable and giving the poor a voice—for example, through rural radios. As a result, the political system's transparency and accountability can be greatly enhanced by ICTs.

**3.ICT as therapy:** From 2014 to 2019, the trends in technologically based educational therapy research by examining several thousand abstracts from twelve widely

used databases, we were able to pinpoint the most well-liked areas of study in the field of technology-based educational treatment. There is no research on such technology-based educational therapy for developmental delays brought on by

focal cortical dysplasia, despite the fact that we were able to find several types of [8] ICT-therapy for a range of disorders.



**Figure 2: ICT as therapy**

### III. CONCLUDING

On the social front, e-commerce and information and communication technologies (ICTs) [9] can unquestionably made the poor to get empowered, give them a rich voice, and connect them to the entire world. Additionally, these technologies may assist in achieving a minimum level of nutrition, health, and education. This category may also include 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 or the other penniless individuals. Admittance to

radio and telephone utilities show a higher advantage cost proportion and lower the general expenses as the options to and delegates for the Web and web based business in neediness mitigation and other social up-liftment programs. In a developing nation [15] like India, it is especially important to find out if these benefits can reach the poor and even help alleviate poverty-related deprivations in some way. For instance, better admittance to schooling, agrarian market, data or to taxpayer supported organizations might be somewhat more important for the needy individuals who can't stand to utilize the traditional methods or correspondences media, or to pay for the administrations of traditional facilitating delegates. In short, the growth of e-commerce and information technology has a significant impact not only on economic



growth but also on human and social progress. It improves economic and social infrastructure, generates revenue, creates jobs, and many other things. However, unless the benefits of these technologies are made available to the general public, their development would never be finished.  
 [16]

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