

TICT 3142 Social and Professional Issues in IT

Lesson 06 IT and Life

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Introduction to IT & ICT

- Information Communication Technology (ICT) refers to the **creation, processing, storage, transmission, and retrieval of information** using computer systems, software applications, networking technologies, and digital communication tools.

-  IT includes components like hardware, software, data, procedures, and personnel involved in managing digital information.

-  Relevance to Modern Life:

IT plays a foundational role in our daily activities:

- From communication and entertainment,
- To education and employment,
- To healthcare and governance.

II. Positive Impacts of IT on Life



1. Personal Life



Communication:

- Tools like WhatsApp, Telegram, Zoom, and FaceTime allow **real-time, low-cost communication** globally.
- Social media platforms like Facebook and Instagram foster social connections, especially in secret communities.

Positive Impacts of IT



Convenience:

- E-commerce (Amazon, Flipkart) offers **24/7 access to goods/services**.
- E-banking simplifies bill payments, fund transfers, and financial planning.
- E-learning platforms like Duolingo, Udemy help **learning on-the-go**.

Positive Impacts of IT



Health & Wellness:

- Wearable devices (e.g., Fitbit, Apple Watch) help track steps, heart rate, and sleep.
- Telemedicine enables remote medical consultations.
- Mobile apps offer mental health support (e.g., Calm, Headspace).

Entertainment:

- OTT platforms (Netflix, YouTube, Spotify) provide content on demand.
- Gaming platforms connect players globally, fostering virtual communities.



2. Professional Life



Remote Work:

- Cloud-based tools (Google Drive, MS Teams, Slack) enable virtual collaboration and hybrid work models.
- Employees work across time zones, creating global workforces.



Automation:

- AI-driven systems improve productivity in industries like manufacturing, logistics, and healthcare.
- Reduces human error, increases precision in repetitive tasks.



Job Opportunities:

- New fields: Cybersecurity, Cloud Computing, Blockchain, Data Science, UI/UX Design, and Web/Mobile App Development.
- Gig economy platforms (Fiverr, Upwork) support freelance careers.



E-learning & Upskilling:

- Platforms like Coursera, LinkedIn Learning offer certified courses to build technical and soft skills.
- IT democratizes access to knowledge and self-improvement.

3. Social Life

Connectivity:

- Connect with friends, family, and communities worldwide via social networks.
- Maintain cultural ties through virtual gatherings, religious services, or group chats.

Awareness:

- Access to real-time global news and trends.
- IT tools enable fact-checking and citizen journalism.



Activism:

- IT empowers voices through hashtag movements (#MeToo, #ClimateStrike).
- Platforms like Change.org allow for digital petitions and civic engagement.



Inclusion:

- Screen readers, voice assistants, captioning, and adaptive keyboards make digital life accessible.
- IT supports equal opportunities in education and employment for differently-abled people.

III. Negative Impacts of IT on Life

1. Personal Challenges

Privacy Erosion:

- Apps and services collect large volumes of personal data (location, browsing behavior, contacts).
- Often shared with third parties without user consent (example: Cambridge Analytica scandal).

Mental Health:

- Social media can cause anxiety, comparison-driven depression, and FOMO (Fear of Missing Out).
- Overuse of screens leads to insomnia, low attention spans, and addiction.

Digital Divide:

- Disparity in access to IT between urban and rural areas.
- Economic inequality prevents marginalized groups from benefitting equally.

2. Professional Challenges

Job Displacement:

- AI and robotics replace routine jobs (cashiers, factory workers, data entry).
- Workers must reskill to remain relevant.

Overwork:

- "Always online" culture leads to work-life imbalance and stress.
- Lack of boundaries in remote work increases burnout risk.

Surveillance:

- Employers monitor employee behavior, screen time, and performance.
- Raises questions about trust, autonomy, and workplace ethics.

3. Social Challenges

Cyberbullying & Harassment:

- Online platforms can enable anonymous abuse, especially among teenagers and public figures.
- Leads to psychological trauma and real-world consequences.

Misinformation:

- False or misleading content spreads rapidly (e.g., health myths during COVID-19).
- Deepfakes, AI-generated text blur the line between truth and fiction.

♂ **Loss of Real Interaction:**

- Dependence on virtual communication reduces empathy and emotional bonding.
- Digital relationships lack the depth of face-to-face interactions.



IV. Ethical and Legal Considerations



Digital Rights:

- **Fundamental rights include:**
 - Right to privacy
 - Freedom of expression
 - Right to access information



Cybersecurity Laws:

- Governments implement laws to protect users from breaches, fraud, and cybercrime.
- Examples: GDPR (Europe), IT Act (India), CCPA (California).



Digital Citizenship:

- Encourages responsible behavior online:
 - Respecting others
 - Avoiding plagiarism
 - Reporting abuse



Ethical Use of Technology:

- AI ethics: Avoiding algorithmic bias in policing, hiring, or healthcare.
- Informed consent in data usage.
- Corporate social responsibility (CSR) in the tech sector.



V. Balancing IT and Life



Digital Well-being:

- Use screen-time management tools (e.g., Digital Wellbeing app, iOS Screen Time).
- Practice "tech detox" days and mindfulness breaks.



Work-Life Balance:

- Promote flexible schedules and mental health days.
- Encourage clear boundaries (e.g., no-work emails after hours).

Education & Awareness:

- ICT curriculum should include ethics, safety, and digital rights.
- Train users to identify phishing, misinformation, and unsafe sites.

Inclusive Design:

- Technology must serve people of all ages, languages, and abilities.
- Use of universal design principles in websites and applications.

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VI. Summary

- IT is deeply woven into modern society, influencing every aspect of life.
- While it brings enormous **benefits in communication, healthcare, education, and productivity**, it also introduces challenges like **privacy violations, misinformation, and job displacement**.
- A **balanced and ethical approach**, focusing on inclusivity, responsibility, and mental well-being, is key to ensuring that IT continues to serve humanity positively.

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