

Information System Development (ISD) for Social Inclusion

A case on developing mobile apps for Chinese immigrants in Hong Kong

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Social inclusion has become an increasingly important issue in recent years (Bailey, 2005), which may be addressed by various ICT innovations (Yue, Pan, & Tan, 2017). One of the commonly excluded group is new immigrants, which may be isolated from mainstream society due to the lack of understanding of local culture and language. The difference between culture and language may lead to conflicts between locally-born residents and these new immigrants. In the worst case, these conflicts may even escalate to political issues (Cesari, 2005).

Considering the increasing penetration and decreasing costs of smartphones, it may become feasible to utilize smartphone applications as a medium for facilitating social inclusions (Shchiglik, Barnes, & Scornavacca, 2016). In this polishing research idea, we have chosen the context of Chinese immigrants in Hong Kong. A significant portion of immigrants from China is unable or unwilling to speak Cantonese and have a limited understanding of the culture of Hong Kong, which may intensify the conflicts between the immigrants and local people.

Our primary research question is, “How can ISD enhance social inclusion?” In fact, the conflicts between immigrants and locally-born residents are not seen only in Hong Kong but also in other places such as Europe. It is hoped that our research may unveil the practices and mechanism of ISD for social inclusion and advance our understanding of ISD.

References

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