



## Role of Information Technology in Society

### KEYWORDS

Information Technology, Society

**Dr.B.Venkatesula Reddy**

Academic Consultant, Dept of Pol. Sci. & Pub. Adm., S.V.U. College of Arts, S.V.University Tirupati-517 502

**ABSTRACT** *Information is a valuable and costly asset that must be planned, protected, preserved and controlled as other valuable assets such as people, money, machines, facilities, etc. A major shift of the power of technologies is to focus on the power of information content. As we reach the threshold of 21st century, managing information involves professional approach to deal with the global dynamic interactive environment with the new policy of liberalization and globalization the professional in an information-based society. Information Technology is the technology portrayed as a major force for managerial and organizational changes.*

### Introduction

It is an old saying the knowledge is power, but new and now trend is information is power. Those who have access to information and the necessary technology can transform it into useful knowledge. The contemporary knowledge worker is one who makes effective use of information in order to master knowledge about knowledge i.e., meta-knowledge. The concept of Information Technology (IT) helps to increase knowledge, skills, capabilities, positive work attitude, and values at both organizational and societal levels. Information Technology is the science and skills of all aspects of computing, data storage and communications. It is a new rapidly growing area that is radically changing the world by making possible new ways of doing business-making entertainment and creating art.

Information is a valuable and costly asset that must be planned, protected, preserved and controlled as other valuable assets such as people, money, machines, facilities, etc. A major shift of the power of technologies is to focus on the power of information content. As we reach the threshold of 21<sup>st</sup> century, managing information involves professional approach to deal with the global dynamic interactive environment with the new policy of liberalization and globalization the professional in an information-based society. Information Technology is the technology portrayed as a major force for managerial and organizational changes. The world today is in transition from industrial age to information age. Computer and communication systems combined to be called as Information Technology are critical in the operation of every business today. The IT revolution is making a tremendous impact on the industry and trade by relentless technology innovation, massive growth in computer power world wide networks and ever-growing electronic factories. The convergence of telecom and computers in networks has further advanced the scope of communication equipment by bringing a wide range of improved products.

### Importance of Information Technology's (IT's) Role:

The relationship between information and socio-economic development was ignored until the 1970s in many developed countries and is still not recognized even today in some of the developing countries. Nonetheless information is one of the major yardsticks to measure socio-economic development of the country and hence its effective management using the latest technological tools is a prerequisite for any nation. Information Technologies now hold potential to change our working and learning patterns, our business, social relationships, academic research institutions and even our cultural spheres. As a part of IT telecommunication has become a major business and it holds the key for the growing

and emerging service industries for all countries of the world.

IT increases knowledge and knowledge is like light-weightless and intangible. It can easily travel across the world enlightening the lives of the people everywhere. It begins with realization that economies are built not merely through accumulation of physical capital and human skills, but on a foundation of information, learning and adaptation.

IT has revolutionized human life across the globe. Now, people even from remote villages do have fast access to knowledge available in any corner of the world at a nominal cost. Still millions of people are living in darkness and poverty. Now the difference between the rich and the poor is not only of the amount of wealth and capital, but also of information and knowledge. Creation of knowledge is still expensive but IT has made its availability cheaper. It helps not only in the spread of knowledge but also in its creation.

### Information Technology, Governance and Economic Development

The inter-connections between Information Technology (IT), Governance and Economic Development are very important. All the three in their own right are of great contemporary significance. Information Technology facilitates better administration and governance and good governance which, in turn, helps accelerate economic development.

### IT and Economy

About 40 years ago, the per capita income of Ghana and the Republic of Korea was almost equal, but by 1990, Korea's per capita income had grown six-folds that of Ghana. It is largely because of IT-based economic development and efficient governance of Korea.

IT based knowledge illuminates every economic transaction, revealing preferences, giving clarity to exchange and informing markets. On the other hand, in lack of knowledge and its networking, markets collapse or they never came into being. Commodity market, money market and factor market are sustained and now are interlinked with the IT. In present times, lack of IT not only arrests development, it also leads to several types of exploitation. Discrimination and injustice plague more than countries which are less literate and where knowledge based society is yet to be created.

### IT and Development

IT has the potential to uplift any specific group or area out of educational backwardness. It can make them aware of modern developments. It can teach them their rights and responsibilities. Modern economic development is a func-

tion of technical knowledge and IT is its carrier. The relative significance of land in economic development has declined by the Industrial Revolution and with the IT revolution the relative significance of physical capital has also declined. The world is now in the age of sophisticated technology – Weightless and quick to travel.

IT has undergone revolutionary changes over the last few years. Its development has largely concentrated in the industrial countries, particularly in USA and in the European countries. But the developing countries in Asia, Africa and Latin America are closely following the developments in the field of IT in USA and Europe.

### IT and Banking

Financial transactions play pivotal role in modern economic activities. The extension and qualitative improvement in banking and financial services is dependent on IT. It connects the world within no times and executes financial transactions promptly and efficiently.

E-Banking has become a common feature at the national and international levels. It has increased the pace and efficiency of transactions. Private banks in India have taken a lead in this regard. Public sector banks are also not far behind. Their potential contribution is definitely, more than that of the former. E-commerce has evolutionized the world of trade. Commercial establishments and trading houses are new interlinked. They are now in direct contact with consumer market and can know easily the consumers' taxes and preferences by their on-line orders and electronic market surveys.

### IT and Good Governance

Good governance itself depends on a range of factors – including administrative capacity, the country's stage of development, the external conditions that it takes and the state of IT available to it for taking decisions. Governance is often described as good government of society. The quality and effectiveness of governance enhances State's capacity in strategic areas that are vital to the process of development. It has many dimensions: a) the just exercise of authority, b) the problem solving and conflict resolving capacity, and the efficient performance of its functions based on involvement of a societal coalition for development.

### IT's Main-fold Role

Putting differently, the three dimensions of governance are – political, technical and institutional. Establishing objectives and exercising leadership clearly came under the political dimension. The constraints imposed by resource – endowments, levels of education, manpower skills and installed industrial capacity represent the technical dimensions. And, the ability to get things done involves the institutional and managerial dimension.

### The role of IT in improving the governance is manifold as follows:

- 1) It helps in improving the management of public resources.
- 2) It supports development and maintenance of a transparent and stable economic and regulatory environment, conducive to efficient private sector activities (for example, price systems, exchange and trade regimes and banking systems and their related regulations).

- 3) It helps in institutional reforms of treasury, budget preparation and approval procedures, tax administration, accounting and audit mechanisms, central bank operations and official statistical function.
- 4) It provides assistance in the regulatory and legal areas with focus on taxation, banking sector laws and regulations, establishment of free and fair market (for instance, tax codes commercial and central bank laws).
- 5) It injects efficiency and transparency into the entire economic reforms programme presently being implemented in many countries, including India.

IT will continue to change at a mind boggling speed in terms of price performance, leading to significant shrinkage of time and space. In the context of administration, it has to be used as an 'enabling technology' to achieve the broader goal of good governance. But to have an idea of how to go about it, let us take a look at some of the agenda items of good governance as follows.

- 1) Enhancing effective and efficient administration;
- 2) Improving quality of life of citizens;
- 3) Establishing legitimacy and Credibility of institutions;
- 4) Making administration responsive, citizen friendly and citizen caring;
- 5) Ensuring accountability;
- 6) Securing freedom of information and expression.
- 7) Reducing cost of governance;
- 8) Making every department result-oriented.
- 9) Improving productivity of employees.
- 10) Eradication of corruption to re-establish Credibility of Government by ensuring integrity of individuals.
- 11) Removal of arbitrariness in exercise of authority; and
- 12) Use of IT-based services to de-mystify procedures and improve the citizen-government interface.

### Conclusion

Information Technology is the engine used to drive useful information systems. This includes computer, software, internet, intranet and telecommunication systems. Information Technology provides the means for collection, storing, encoding, processing, analyzing, transmitting, receiving and printing text, audio, or video information. This universal applicability of information systems has created unprecedented demand for qualified IT professionals. The projected demand for trained IT professionals is estimated at over 5,00,000 per year in India itself. All over the world information technology has become the most important part of all technological curricula.

The feature of global economy and democratic polity in the 21<sup>st</sup> century is likely to depend on skilled and educated workers and enlightened citizens. There is an urgent need to train and empower government officials with IT tools of computers and telecommunications. Investment on IT products and services has to be treated not as expare or cost serving, but investment for future growth. It is an investment in the vision for future.

### REFERENCE

- 1) Aparna Viswanathan, "The Hindu" Daily News Paper, January 22, 2013. | 2) Mahajan, S.L. Information Technology in Distance Education in India, A Challenge, Indian Journal of Open Learning, 2002, pp.269-77. | 3) Mauli Halan, Ground Control of Satellite Imagery, Information Technology, Electronic for You, New Delhi, May 2005, pp.47-49. | 4) Mukhopadhyaya, D. Information Technology for Quality Education of Learning Society, University News, November 2002, pp.11-16. | 5) Pandey, G.P. and Joya Chakraborty, Role of Information Technology in Higher Education in the 21st Century, University News, February 25 to March 13, 2002, pp.11-14. | 6) Pesai, P.G. Information Technology at Regional Level, Productivity, April-June 2003, pp.55-62. | 7) Preethi, J., Technology Levels the Learning Field, Information Technology, Electronic for You, New Delhi, January 2005, pp.47-49. | 8) Radha Krishna, P. Information Technology and Numerical Methods, the Hitch Publishing, Hyderabad 2002-03, pp.4-5. | 9) Ranjit, Mettoth, Pathways sets kids Free, Information Technology, Electronic for You, New Delhi, October 2004, pp.64-66. | 10) Teena Gomes, IT Education for the Rich and the Poor, Information Technology, Electronic for you, February 2004, pp.28-32.