

## **A REVIEW OF THE PROS AND CONS OF INFORMATION AND COMMUNICATION TECHNOLOGY IN EVERYDAY LIFE**

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### **ABSTRACT**

The study explores Information and Communication Technology on everyday life; by examining both the pros and cons. The introduction and meaning of ICT were clarified, followed by an overview of its evolution and effects on individuals, communities, and societies. The research paper delves into the pros of ICT in everyday life which includes but not limited to paperless environment, social relationship and daily routine management. Conversely, the cons of ICT were also scrutinized with encompassing concerns about reduced face-to-face interaction, security/loss of privacy. Through a critical review of the interplay between ICT and everyday life; this study aims to contribute meaningfully to the ongoing discourse about the role of technology in shaping our contemporary world. It informs the strategies for harnessing the potentials of ICT in enhancing human experience. The findings of this study have significant implications for policymakers, practitioners and individuals seeking to optimize the benefits of ICT while mitigating its adverse consequences. Ultimately, this study endeavors to promote a deeper understanding of ICT's impact and foster informed decision-making in an increasingly technology-driven world.

**Keyword:** Information and Communication Technology, Everyday Life, Pros and Cons

### **INTRODUCTION**

Information and Communication Technologies (ICT) play a significant role in all aspects of modern society. ICT have changed the way in which we communicate with each other, how we find needed information, work, conduct businesses, interact with government agencies, and how we manage our social lives. Narcyz (2019) is of the opinion that ICT affect everyday lives, as well as macroeconomic growth, which in turn further affects society by enabling infrastructural development and standard of living improvements. In the 21st century, Information and Communication Technology (ICT) has become essential to our daily existence, transforming how we live, work, and engage with one another. Information and Communication Technology (ICT) is widely utilised today and has become an integral component of human existence (Chukwunaza, 2019).

Nowadays, ICT is used everywhere. With more than two billion people having access to the internet, data are increasing by leaps and bound (Seema and Hema, 2022). Recently, Laura (2024) argued that in mid-2023, it was estimated that almost 96 percent of the global digital population used a mobile device to connect to the internet. This rapid growth of ICT has led to unprecedented advancements in various fields, including communication, information sharing, education, healthcare, and commerce. As a result, ICT has become a ubiquitous presence in modern society with its impact felt across the globe. The advent of ICT has transformed the way we communicate by enabling instant connectivity and global reach. Social media platforms, messaging apps, and video conferencing tools have made it possible to stay connected with others across geographical boundaries all over the world, fostering relationships and communities that transcend spatial constraints. Moreover, the internet has democratized access to information, providing

unparalleled opportunities for knowledge sharing, learning, and education. Tilly al et. (2011) is of the view that changes in social practice at the level of an individuals are not visibly dramatic, but at the same time, there is evidence of a cumulative influence of ICTs on their daily lives.

However, the pervasive presence of ICT in our everyday lives also raises important questions about its impact on our individual and collective well-being. Concerns about privacy, security, and digital divide have emerged, highlighting the need for a nuanced examination of ICT's effects. Furthermore, the increasing reliance on ICT has led to issues of addiction, social isolation, and decreased face-to-face interaction, sparking debates about the consequences of excessive technology use. Patrick and Eric (2023) asserted that in recent decades, ICT has offered society a vast array of new communication capabilities, transforming various aspects of our lives, including home and domestic activities, employment, education, health, commerce, banking and social networking. According to Velibor (2023) ICT impact is felt in every corner of society, from education and healthcare to commerce and social interactions. Likewise, the proliferation of Artificial Intelligence (AI) has transformed our daily lives, making everyday tasks more efficient and convenient. AI's applications are diverse, ranging from entertainment and mobile devices to transportation and smart home automation (Dhruvitkumar et al. 2024). AI is now an integral part of our daily lives, from personalized recommendations on streaming platforms to AI-generated music and art. Virtual assistants, predictive text, and language translation have become essential features of our mobile devices. Autonomous vehicles and route optimization are transforming the transportation sector, while AI-powered home management systems are making our homes smarter and more efficient.

Machine Learning (ML) algorithms and Natural Language Processing (NLP) are the backbone of AI's functionality. Virtual assistants learn our preferences and adapt to our behavior, while language translation apps understand the nuances of language. Image recognition software can identify objects and people in photos, making our interactions with technology more seamless and intuitive. The integration of AI, ML, and NLP has revolutionized our interactions with technology. As these technologies evolve, we can expect even more innovative applications and improvements to our daily lives. Although the widespread utilization of Information and Communication Technology (ICT) in daily life has ignited vigorous discourse over its pros and cons, yet it has continued to transform communication, information accessibility, and operational efficiency. Nonetheless, apprehensions over privacy, security, social isolation, and the digital divide have arisen. The influence of ICT on individuals, communities, and society is intricate and varied. Despite the pros ICT provides, it simultaneously presents considerable problems. This review seeks to conduct a thorough analysis of the pros and cons of ICT in daily life, highlighting its benefits and drawbacks and pinpointing areas of considerable impact. This review also aims to enhance comprehension of the intricate difficulties related to ICT utilization by analyzing the current literature by examining the pros and cons of ICT in everyday life and how to set the pros and cons of ICT in everyday life on an equilibrium.

## **METHODOLOGY**

The methodology for this study is a Systematic Literature Review (SLR). It is a research method that gathers and analyzes qualitative and/or quantitative data from existing secondary studies to understand a specific topic or research question. Franziska (2024) is of the opinion that a Systematic Literature Review (SLR) is an independent academic method that aims to identify and evaluate all relevant literature on a topic in order to derive conclusions about the question under consideration. Therefore, the researcher uses the review from the citations of different authors, journals, textbooks, conference proceeding, interviews and online text related to the subject formed the basis to which the findings, conclusions and recommendations were made for this study.

## **CONCEPTUAL REVIEW**

### **Information and Communication Technology**

There is no single, universally accepted definition of ICT because the technologies, devices and even ideas related to ICT are constantly evolving every day. However, the term is generally accepted to mean all devices, networking components and applications which when combined helps people and organizations interact in the digital world. Information and communications technology (or technologies), can be seen as the infrastructure and components that enable modern computing. ICT is a blanket

term encompassing all the technologies and services involved in computing, data management, telecommunications provision, and the internet. All these technologies deal with the transmission and reception of information of some kind (Terry, 2020). The term, Information and Communication Technologies (ICT), is defined by the United Nations Educational Scientific and Cultural Organization (UNESCO; 2006) in Johnny (2013) as a form of technology that are used to transmit, store, create, share or exchange information. This broad definition of ICT includes such technologies as: radio, television, video, Digital Versatile Disc (DVD), telephone (both fixed line and mobile), satellite systems, computer and network hardware and software, as well as the equipment and services associated with these technologies such as video conferencing and electronic mail. ICT has also been referred to as a diverse set of technological tools and resources such as computers, Internet, broadcasting technologies (radio and television) that communicate, create, disseminate, store and manage information while ICT-based resources encompass any medium for recording information (magnetic disk, tape, optical disks (CD/DVD), flash and using communication through voice and sound or images, microphones, cameras, loudspeakers, telephone to cellular phones. It includes the wide variety of computing hardware (Desktop computers, laptops, server, mainframes, and network storage). Information and Communication Technology-based resources are the electronic gadgets or appliances that process data (Ormes & Dempsey 2007).

### **Pros of ICT on our Everyday Life**

Using ICT gadgets in our everyday life, complex calculation and tough tasks has becomes easier and social contacts has been increased. ICT has affected lives by improving timely distribution of information through the media and improved communications in homes and work places through social networks, emails and so on. ICT has extremely enhanced the quality of human life. For example, writing a letter could take few days to arrive to the receiver but by writing an e-mail reaches it in just a second.

Information and Communication Technology is one of the foremost technologies among the emerging technologies that play an important role in every sphere of human endeavor (Najeem, 2023). It has witnessed a massive transformation over the years which makes teaching and learning easier and more enjoyable, and has changed the ways people live, learn, work and play. Some of the pros of ICT on our everyday life are:

### **Increased political participation**

The increased political participation made possible by ICT tools has empowered citizens to engage more actively in the political process. This has led to greater accountability and transparency in government and has enabled citizens to have a greater voice in political decision-making (Velibor, 2023).

### Increased In House and Domestic Activities

With just a cell-phone or a laptop we can carry out internet banking, online shopping, read newspapers online, watch TV programs, impart education and connect ourselves to our family, friends or relatives while we are at long distance by using the e-mail, yahoo messenger, call-conference, or video-conference (Attar, 2023)

### Social Networking

There are many social networking sites available like Facebook, Orkut, Twitter, WhatsApp and LinkedIn which allows users to communicate and stay connected with each other across the globe regularly. Social Networking provides facilities such as faster communication speed, effective sharing of information and paperless environment (Velibor, 2023)

### Education/E-Learning

ICT provides resources and services to support the education, research and public services missions to universities (Israel, 2014). E-Learning is an electronic learning in which the learner uses a computer to learn a task and skill. Students can learn by watching videos, e-books, discussion groups, bulletin boards, blogs and e-learning in a collaborative environment (UNESCO, 2023). Students can also ask their teachers questions using emails. Some educational institutes use projector or digital-class to teach students.

### Health

There are times when someone gets and does not feel like going outside even to visit the doctors. Today, we have a solution using ICT gadgets to connect with doctor while we describe our problems at a remote location from the doctor. ICT is helpful for medical students who learn about diseases, medicines, and surgeries. Doctors can demonstrate major surgical operations to medical students by the use of ICT. They can also operate critical patient under the guidance of many specialist surgeons through video-conferencing (Mingxing & Jing, 2023).

**Shopping/Commerce:** Online shopping involves E-commerce. It draws on such technologies as electronic funds transfer, online transaction processing, Inventory management system and automated data collection systems. It makes buying and selling activities easier, more efficient and faster by using computers, internet and shared software. ICT help companies to make more money and spend less on their businesses. We can choose range of items from different countries without traveling there to purchase whatever we want at any time. We can pay for the items on the internet with a safe internet payment option. Product advertising is also possible through ICT.

**eBanking:** eBanking help us to buy things using E-money. It involves carrying out electronic transactions through Debit/Credit cards, net banking and Air/Rail tickets booking at any place at any time with the use of our banking details. We can save our time, access accounts for loan applications, transactions and update our cash flow at any time. Banking in this manner is facilitated with virtual money and as such it introduces an Eco-friendly world.

### Employment/Jobs

ICT increases the number of employments in our society. People can work as Web developers, IT network administrators having skills in ICT. It gives new job opportunities for many people to become successful self-employer to work from the comfort of their homes (Andar, 2023).

### Cons of ICT usage in our Everyday Life

Sylvia, Khairiah, Ku, Amir, Ku and Aizat (2017) argued that despite the benefit of ICT on our daily lives, there are also issues surrounding it when they said in digital age, the internet revolution substantially affected people's life. Education, economics, politics, and social lives are greatly influenced by the internet. The negative influence of ICT include:

- a. **Addiction:** People spend hours surfing through social media, watching videos or playing games, neglecting important issues of life. The use of Internet and ICT is a good sign for any country (Rahaman, 2017) but when this usage becomes an addiction it will cause serious harm to the entire nation (Corporation, 2003). A motorist that had an accident while making calls, picking of calls or reading/typing SMS messages when driving is a disastrous effect of the use ICT devices. Likewise, many young men have collided with moving vehicles due to much attention on their smartphones (Business Day, 2016).
- b. **Privacy concerns:** ICT has raised concerns about privacy, data security, and surveillance. Personal information is vulnerable to hacking, and companies often misuse data for targeted advertising. Our youths now post everything about their life on the public domains and as such, privacy of life has been exposed to the world.
- c. **Cyberbullying:** ICT has enabled cyberbullying, online harassment, and hate speeches. This has led to emotional distress, anxiety and depression. It is based on this that President Tinubu of Nigeria said during his presidential political campaign; "I don't read social media anymore; they abuse the hell out of me" (TheCable, 2022).
- d. **Health risks:** Prolonged use of ICT devices can lead to health risks such as eye strain, headaches, and ailments associated with sedentary lifestyle. A sedentary lifestyle contributes to obesity, cardiovascular disease, and other

health issues. Also, according to National Cancer Institutes, (cellphone can cause cancer through Cell phones emit radiation (in the form of radiofrequency radiation, or radio waves). According to Bindhu, Sheena, Mayeen, Bradley, Chew and Jojom (2020), exposures to electromagnetic radiation mainly from the use of mobile phones have become a matter of great health concern, especially its extended duration of use even by children. At the same time there are several unknowns related ill effects including carcinogenicity of prolonged exposure.

- e. **Social comparison:** ICT can foster social comparison, decreased self-esteem, and mental health concerns. People compare their lives to curated online profiles, leading to feelings of inadequacy.
- f. **Decreased attention span:** ICT can lead to decreased attention span, reduced critical thinking, and diminished deep learning. The constant stream of information can make it difficult to focus and engage in meaningful activities.
- g. **Job displacement:** ICT has automated jobs, displacing workers and exacerbating income inequality. While technology creates new opportunities, it also replaces human labor in various sectors.
- h. **Environmental impact:** ICT devices contribute to e-waste, energy consumption, and carbon emissions. The production, disposal, and usage of devices harm the environment and contribute to climate change.

### FINDINGS OF REVIEW

After a careful review of literatures related to the studies, the researchers observed the following findings that:

1. ICT is one of the major foundations for any nation that desires to be prosperous. The pros of ICT cannot be over-emphasized. Its gain has become in-separable from our daily life.
2. ICT especially with the infusion of AI can destroy a prosperous nation is not managed. We see increase in plagiarism, hacking, internet fraud, abuse of social media, cybercrimes, radioactive waves emanating from the uses of ICT gargets capable of causing life threatening diseases.
3. ICT must be set at equilibrium in our daily life by knowing when to use it and when not to. It can make our life better when it is well managed or destroys us when it is abused.

### CONCLUSION

ICTs have an impact on almost everything in our everyday life. ICT brings people from different parts of the world together to communicate with each other across the world. It gives an opportunity to improving communication; to meet new people online and establish friendship, it can be used to share personal information online and increasing

opportunities for education. ICT can have pros and cons on our everyday life but still we have to be careful when using it because we may suffer from some negative impact if we neglect to put into consideration its cons. However, ICT is the new technologies of the digital age which is accessible in our everyday life with a confusing blend of guaranteed benefits with some problems.

### RECOMMENDATIONS

In view of the expository discussion in this research study, the following suggestions are made to maximize the benefits derivable from the use of ICT.

1. Government should develop and implement policies that address the negative consequences of ICT, such as data protection, online harassment and environmental impact.
2. Every individual should establish boundaries and limits on ICT usage to avoid addiction, social isolation and ICT related diseases and illnesses.
3. Training should be organized to train people on the use of ICT and how to minimize its effects on everyday life.
4. Over-dependence on the use ICT should be avoided most especially in academics. This will give room for human logical thinking and brain activeness.

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