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CITIZENS' PERSPECTIVE

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ICT FOR SOCIO-ECONOMIC DEVELOPMENT: A CITIZENS' PERSPECTIVE

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Paper Highlights

- We build a theoretical framework for the socio-economic impacts of ICT.
- A model to describe the socio-economic impacts of ICT on citizens is developed.
- The study uses the interpretive approach and the *narrative research method*.

ABSTRACT

There is a widespread belief that information and communication technologies (ICTs) can play a significant role in the socio-economic development of a developing country. ICT has the potential to affect many aspects of economic and societal activities such as GDP growth, employment, productivity, poverty alleviation, quality of life, education, and healthcare. While the literature provides a myriad of definitions and elements of socio-economic development, the focus tends to be on theoretical conceptualizations from various disciplines and impacts from isolated individual projects. In particular, the impact of ICT on socio-economic development has not been carefully examined from the viewpoint of the ultimate stakeholder, the *citizens* of a

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