Title of the Study

Tendency of using ICT among the slum dwellers of Dhaka City

Submitted by

Forhad Hossain Rony

ID: 162-28-223

Supervised by

Sheikh Md. Shafiul Islam

Associate Professor
Department of Journalism and Mass Communication

Date of submission: December 27, 2017

Application for Approval of Dissertation

December 28, 2017

Mr. Sheikh Mohammad Shafiul Islam,
Associate Professor
Department of Journalism and Mass Communication
Daffodil International University
4/2, Sobhanbag, Dhaka 1207

Sub: Application for submission of my dissertation for approval.

Dear Sir,

I have accomplished my dissertation on 'Tendency of Using ICT among the Slum Dwellers of Dhaka City as a course requirement for my post-graduation programme.

I have tried my level best to work sincerely to cover all aspects regarding the matter which I have been assigned.

I believe that this study has enriched both my knowledge and experience. I hope you will assess my report considering the limitations of the study. I shall be highly grateful if you kindly accept my study. Your kind approval is solicited.

Sincerely yours,

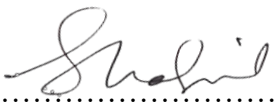
Forhad Hossain Rony
ID: 161-28-223
Department of Journalism and Mass Communication
Daffodil International Universty.

Letter of Approval

This is to certify that Mr. Forhad Hossain Rony ID: 161-28-223 has done his MSS dissertation entitled, 'Tendency of Using ICT among the Slum Dwellers in Dhaka city' under my supervision and guidance.

The study has been undertaken as a part of requirements of the partial fulfillment of the Masters of Social Science (MSS) in Journalism and Mass Communication at Daffodil International University.

The study is expected to contribute in the field of Journalism and Mass Communication as well as in further study about Tendency of Using ICT among Slum Dwellers.



……

Mr. Sheikh Mohammad Shafiul Islam
Associate Professor,
Department of Journalism and Mass Communication
Daffodil International University
4/2, Sobhanbag, Dhaka 1207

Declaration of Authorship

I do hereby declare that the work presented here is, to the best of my knowledge and belief, original and the result of my own investigations, except as acknowledged, and has not been submitted, either in part or whole, for a degree at this or any other University.

Sincerely,

Forhad Hossain Rony
ID: 161-28-223
Department of Journalism and Mass Communication
Daffodil International University

Abstract

The report summarises the findings on the study Tendency of Using ICT among Slum Dwellers of Dhaka City. Four slum areas in Dhaka city were chosen for the study considering time and budget constrain. Total 90 participants and four FGDs were covered under this study.

The study was carried out to explore exposure habit of ICTs by slum dwellers in Dhaka City. The study was designed to identify the purpose of using ICTs and the advantage and disadvantage of using ICTs among the slum dwellers in Dhaka City.

The study reveals that most of respondents thought that they can share information (93.1%) through using ICTs. The respondents thought about the disadvantages of using ICTs that increasing their cost (76.7%). Respondents (66.67%) also thought that they face obstacle to use ICTs and they explained that (71.40%) ICTs costly to use and (57.10%) they do not know how to use ICTs.

Table of Contents

CHAPTER FOUR

CHAPTER FIVE

CHAPTER ONE

Introduction and Background of the Study

Chapter One
Introduction and Background of the Study

1.1 Introduction

Information Communications Technology (ICT) can be described as an 'umbrella' term that describes every appliance that uses technology including telecommunications (FOLDOC, 2008). ICT in today's society is becoming increasingly prominent. Most forms of communication, data storage and even entertainment are being displayed via ICT. Almost all countries in the world today have some sort of access to ICT as shown by a study conducted in 2016 by ITU that showed that almost all 7 billion people have access to 2G connectivity (ITU, 2016).

In Bangladesh, despite having more than 45 years of history the government has only from 1997 officially recognized the potential of the Bangladesh ICT industry and its impact on the development. In collaboration with industry associations (BCS, BCC, BASIS and BACCO) and international trade support institutions the government has taken both short and long term measures (Vision 2012, Digital Bangladesh) to support and enhance development of the domestic sector and increase the export of ICT products and services.

According to the National ICT Policy 2015, there will be no users abstain of using ICT within 2021. The policy also states, 'Promote and facilitate use of ICT in all sectors including economy for transparency, good governance and efficiency improvement. The government also takes initiative to promote usage of ICT by providing special allocations for ICT project implementation in the public sector. There are several programmes initiated by the government to train the decision makers in ICT use and promote ICT culture.

In Dhaka city, around 44% (Bangladesh Bureau of Statistics-2014) of the population live in slum area. And it is not possible to reach the goal of the National ICT Policy without including the slum people in the count. So this study has been designed to know the tendency of using the ICTs among the slum people. It is also necessary to know why the slum people use ICT.

This study engages with dual goals: Firstly, to analyse results from a survey study of everyday ICT adoption of slum people for different purpose such as, entertainment, business, social interaction etc. Secondly, to differentiate the advantages and disadvantages of using ICT among the Slum Dwellers in the Dhaka city.

1.2 Terminology

1.2.1 ICT:

Stands for "Information and Communication Technologies." ICT refers to technologies that provide access to information through telecommunications. Its stresses the role of unified communications and the integration of telecommunications (telephone lines and wireless signals), computers as well as necessary enterprise software, middleware, storage, and audio-visual systems, TV, Radio which enable users to access, store, transmit, and manipulate information

1.2.2 Slum:

Slum is a settlement of a group of five or more households in a very chaotically, messy and unhygienic environment and usually on the lands owned by the government. Typically, these overcrowded settlements are known for very poor housing condition and high density of population and lack of proper water and sanitation facilities

1.3 Rationale of the study

According to the survey in 2016, about 163 million people live in Bangladesh and every year the population is booming. According to the census on slum dwellers and floating population conducted by the Bangladesh Bureau of Statistics (BBS) 2014, 2.23 million people live in slums across the country. Of them, 1.14 million are males, 1.09 million females, and 1,852 transgender people. In Dhaka city there is 24.35 percent (1-fourth of the total population of the Dhaka City) is residing. Among them, 11.76% in Dhaka North and 12.59% in Dhaka South.

The article 19 of the constitution of Bangladesh clearly mandates that the state shall endeavor to ensure equality of opportunity to all citizens. In the second point of the article 19 it states, State shall adopt effective measures to remove social and economic inequality between man and man and to ensure the equitable distribution of wealth among citizens, and of opportunities in order to attain a uniform level of economic development throughout the Republic.

So it is the responsibility of the state to provide the equal right to all in all sector for a unified development. In the 21st century, which is considered as the era of technology, ICT is on the key weapon for development. The slum people also has right to use the ICTs for their every kind of development.

According to the National ICT Policy 2009, Bangladesh is supposed to be digital by 2021 and all the people should be under umbrella of ICT. In this context, it is necessary to understand the tendency of the using ICT among slum people as they are considered as ‘less privileged’. It is difficult to conduct a study on the slum people of across the country. Due to some limitations, the study is designed to understand the ICT using tendency of the slum people in Dhaka City conducting a survey on four major slums of the city.

1.4 Scope of the Study

The study is based on tendency of using ICT among the slum dwellers in Dhaka City, Bangladesh. According to the National ICT Policy 2009 and 2015, by 2021 every citizen should have used ICT. Above 40 percent people of Dhaka City live in slum and it is important to know their present tendency of using ICT.

The study will help to know what ICT tool they used most and what is their preference. This study will help to understand the purposes of the slum dwellers to use ICT and also the obstacle, mertis and the dimerits of using ICT among them.

This study will help in the further research in the field of ICT and the result of the study will also help the policy makers to set policy for the slum people for involving them more in using ICTs.

1.5 Objectives of the study

The Research objective of the study is included bellow.

- To understand the exposure habit of ICTs by slum dwellers in Dhaka City
- To figure out the reasons of using ICTs among Slum dwellers in Dhaka City
- To assess the advantages/disadvantages among Slum dwellers in Dhaka City
- To find out the obstacles of using ICTs and explore way outs

CHAPTER TWO

Literature Review

Chapter Two
Literature Review

2.1 Literature Review

Information and Communication Technology (ICT) helps us to make our life easier. We can utilize the ICT on E-Commerce, E-Government/E-Governance, Legal Issues, Health Care, Agriculture and Poverty Alleviation, Social Welfare, Transportation, Tourism, Judiciary, Regional and International Cooperation etc. On the other hand ICT is using for our lives and development, and it saves our time as well. In addition, our government stated through the National ICT Policy 2009 and 2015 that, by 2021 every citizen should have used ICT. This is great initiative to development of ICT including rural people across the Bangladesh.

According to the O'Farrell (2001) shares Heek's (1999) about development of ICT, they thought that before one can activist for the development of ICTs among the deprived or poor, they must understand the existing information systems of the poor, how they interact with more formal information and the best way to strengthen them before intervening with new information sources and means of access sources. Access to information and knowledge are considered key enablers in poverty reduction. While, O'Farrell (2001) focused on some of the general debates around information and knowledge in relation to development interferences, her study is set in the context of the expanding interest in ICTs. She analysed the existing information and communication needs and constraints facing the rural and urban poor.

On the other hand Chowdhury (2000) stated the position taken by experimenters that in a gradually global village, ICTs have the potential of helping the poor to acquire literacy, marketable skills. And also according to the Barlow (1998) thought that common perceptions of the potential of the digital age are limited by the behaviours of mind one develops in an industrial society. These behaviours are

different for those who have grown up in poverty with no television sets for instance to shape their world view. Most of these people are found in Africa and the developing world in general. The basis of this argument is weak however since Barlow has no empirical evidence to support his assertion, apart from his experiences in the countryside of a developed country.

In addition that ICTs develop in agriculture, and the massive majority of poor people lives in rural areas/slum areas and derives their livelihoods directly or indirectly from agriculture. Increasing the efficiency, productivity and sustainability of small-scale farms is an area wherever ICT can make a significant contribution. Farming involves risks and doubts, with farmers facing many threats from poor soils, lack, erosion and pests. ICTs can deliver useful information to farmers about agriculture like crop care and animal husbandry, fertilizer and feedstock inputs, pest control, seed sourcing and market prices.

In according to Kenney & Hendi (2000) is about the use of ICTs in the rural areas because of its title 'The Village Well'. It was a project aimed at exploring the power of the Internet and to assess the extent to which ICTs can be a useful part of CIDA's assistance programmes for international development. The paper draws on V. Cerf's quotation at INET '96 that "the Internet is what happens to you while you are planning something else". The 'well' is metaphorical while the 'village' is with reference to Marshall McLuhan's global village. They set off to launch an ICT electronic discussion/survey and asked how ICTs could be used for sustainable development and were shocked at the responses from all over the world, including 15 developing countries and this is where the 'village well' came in, a place where people of the global village met to dialogue as a community around a common interest. Contributions ranged from the suggestion that ICTs can be used to disseminate vital development information, though the draw-back would be that many may not get access to it because they cannot afford it. The main lesson was that "the World Wide Web is not only a means of accessing and publishing information; more importantly, it is a powerful tool for creating and stimulating dialogue.

Now the discussion on Gender issues in rural areas on that literature review. In according to Pakistani scholar's Abbasi (2001) that those in Pakistan and developing countries in general depend heavily on the government and the private sector to supply social and technical services to the poor. Therefore, when there are systemic failures in these sectors, the poor suffer and in the absence of parallel, formal, knowledge-based social infrastructures, those who suffer the most are women and children. This view is partially supported by Ningo (1999). Although Ningo's study is on governance and ICTs, he emphasizes that one cannot achieve good governance without sensitivity to gender issues in the context of ICT development. Most women are still excluded from access to information, which essentially means access to power.

In all the gender related studies, the focus is on women, except Sharma (2001) that covers both men and women. Women are generally the poorest and least educated in the developing countries. With the development of ICTs, there are many who are raising concern that ICT development is an area women can actively participate in but if certain issues are not taken into consideration, then women will be continually marginalized.

Sharma (2001) believes that ICTs offer many opportunities for poverty alleviation and employment generation for marginalized women and men. The main hindrance to the achievement of these benefits for the poor lies in the problems of access, high costs, and minimal human resources. He argues that the private and civil sectors must work in synergy to enhance the benefits of ICT. The gender studies directly related to women include Mitter & Rowbotham (1995) and other scholers. The last two discuss governance issues, ICTs and women.

CHAPTER THREE

Methodology of the Study

Chapter Three

Methodology of the Study

3.1 Methodology of the Study

In This CHAPTER discusses the qualitative and quantitative research methods used in this study. It explains why the researcher has merged both the qualitative and quantitative research and the methods of sampling.

3.2 Research Methods

Using more than one method in a research is multiple methods research which is also known as multi-methodology. In this study the multiple methods approach is applying both qualitative and quantitative research. The combination of the both methods provides a more in-depth analysis of problems which is quite difficult to achieve with a single method (Creswell & Plano Clark, 2011).

Qualitative research and quantitative research offer different perceptions making the balance between the limitations of one method and strengths of the other method. For example, in quantitative research the voices of participants are not directly heard that we can achieve form qualitative research. At the same time the ability to generalize the results is absent in qualitative research while the quantitative research allows to do so. Therefore, in this research the combination of strengths of a qualitative approach makes up for the weaknesses of a quantitative approach and vice vers.

According to Bronstein and Kovacs (2013), Multiple methods are used “when the purpose of the research dictates it” (p. 355) and are useful when a study demand both to explore and

explain, and when either qualitative or quantitative methods alone seems insufficient for the complexity of a research question.

3.3 Approach: Quantities survey

Surveys are the most used research technique. Surveys provide a large amount of data with relative ease from a variety of people. Surveys allow researchers to scrutinize many variables (demographic and lifestyle information, attitudes, motives, intentions, and so on) and to use a variety of statistics to analyze the data (Wimmer & Dominick, 2011). The intent of quantitative research is to select a large number of individuals who represent a segment of the population (Creswell & Plano Clark, 2011) with the fundamental goal to be able to generalize and say something about a wider population (de Vaus, 2002). This survey was designed to gather information on the tendency of using ICT among slum dwellers in Dhaka.

In this survey, participants were asked several questions to know their opinion and recommendation on the tendency of using ICT among slum dwellers (see Appendix 1 for a copy of the survey questionnaire).

3.4 Survey administration

The study was designed focusing the Slume Dwellers in Dhaka city. But it is difficult to include all slum dwellers of Bangladesh under this survey. So, in this research the stratified random sampling method was used to conduct the survey.

3.5 Sampling

Stratified random sampling method is a probabilistic sampling option. The first step in stratified random sampling is to split the population into strata. The strata are chosen to divide a population into important categories relevant to the research interest. In this study, the participants were chosen from four slums in Dhaka City. Kamalapur Railway Station slum area, Mirpur slum Are, Rayer Bazar slum area and Kawran Bazar slum area were chosen. All slum areas were selected as it is the most known slum areas of Bangladesh and Dhaka as well. There were 20 participants from Kamalapur Railway station, 25 each from Rayer Bazar and Mirpur Slum areas on the other hand 20 participants from Kawran Bazar slum area. The number of the people that selected from each of the four areas was about 34 percent of their total number of people. The survey also maintained the ratio of the male and female as about 65:25.

S/N	Name of the Slum	Total Sample
1	Kamalapur Railway station	20
2	Rayer Bazar slum area	25
2	Mirpur Slum area	25
3	Kawran Bazar slum area	20
Total		90

Table-1: Number of sampling

Age Group

In this study, we have selected the age group of the Respondents. The age group was 13 to 49. And we also made a group to identify easily. The group was 13 to 19, 20 to 29, 30 to 39 and 40 to 49. There were 23.33% Respondents in the age group of 13 to 19. 46.67% Respondents are between 20 to 29, 13.33% Respondents between 30 to 39, and 16.67% Respondents between 40 to 49 age group.

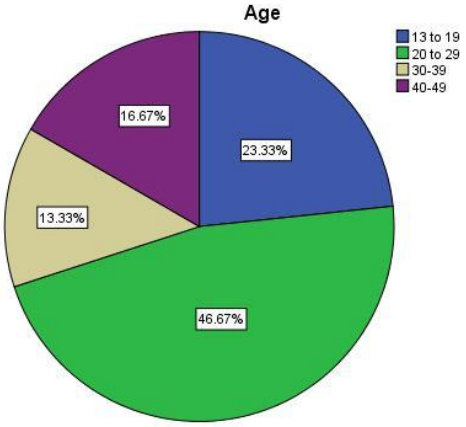


Figure -1: The percentage of age group

Gender

Overall, 90 Respondents from Kamalapur Railway Station slum area, Mirpur Mazar Road and Beribadh slum area, Rayer Bazar slum area and Kawran Bazar Slum area were the respondents of the survey. Figure -2 shows the percentage of the male and female respondents.

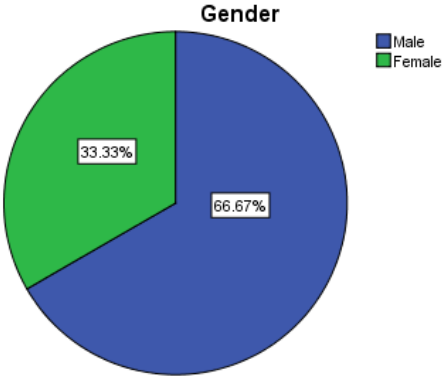


Figure -2: The percentage of male and female

The Figure -2 shows 66.67 percent of the total respondents were male while 33.33 percent of were female.

Monthly Income

The respondents were asked about their monthly income. Among the 90 participants 56.67% people answered that their monthly income is between BDT 5000 to BDT 10000, 23.33% people answered that their monthly income between BDT 11000 to BDT 15000, 3.33% people answered that their monthly income is between BDT 16000 to BDT 20000 and 16.67% people answered that they are not involve in income. Figure -3 exhibits the percentage of the people who are involved in income or not.

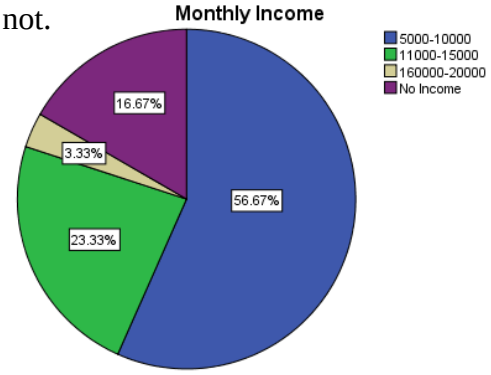


Figure -3: The percentage of monthly income of slum dwellers

Education

The respondents were asked about their Education. Among the 90 participants, we identified about 23.33% people were illiterate. And 30% completed their education till class eight, 30%

completed their education till class eight, 13.33% people completed their education till SSC and 3.33% people completed their education till HSC.

Figure -3 exhibits that the percentage of these people involvement in education.

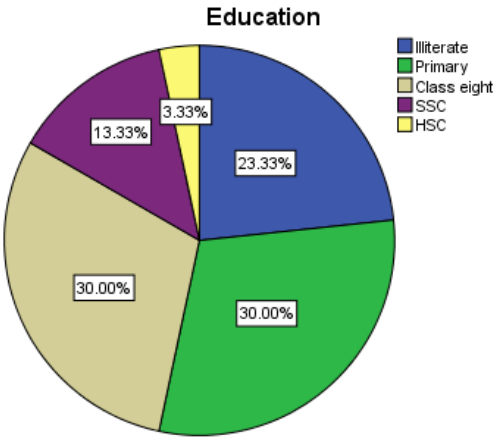


Figure -4: The percentage of education of slum dwellers

3.6 Sampling Consideration Approach Qualitative: Focus Groups Discussion (FGD)

Qualitative research offers a certain kind of data that helps to better understand the ways in which participants think about a problem or issues. Qualitative research uses a flexible questioning approach. A basic set of questions is designed to start the project but the researcher can change questions or ask follow-up questions at any time (Wimmer & Dominick, 2011). Focus groups discussion is one of the most effective techniques of Qualitative research. A focus group discussion (FGD) is a good way to gather together people from similar backgrounds or experiences to discuss a specific topic of interest. The group of participants is guided by a

moderator (or group facilitator) who introduces topics for discussion and helps the group to participate in a lively and natural discussion amongst them.

3.8 Selection of Focus Group Participant

A purposive sampling method was adopted in selecting focus group participants by using a combination of volunteer and snowball sampling. Random sampling is rarely used in focus group research and can in fact be a real disadvantage, as participants randomly selected may not interact well enough to generate meaningful discussions (Liamputtong, 2011).

Purposive sampling is used when the researcher is interested in exploring the attitudes and beliefs in a particular group (Flick, 2002).

In this study, the participants of the focus group were Slum dwellers. The researcher has selected the participants from the four areas where the survey was conducted. The same areas were selected to sort out the qualitative analysis with the detail opinion of the slum people who represent the same areas as the survey participants does. The participants of focus group vary researcher to researcher. But there is a standard number of participants. From 6 to 12 people are interviewed simultaneously, with a moderator leading the respondents in a relatively unstructured discussion about the topic under investigation (Wimmer & Dominick, 2011). Focus groups are defined as a research technique that collects data through group interaction (Morgan, 1996).

As a qualitative research method, focus groups provide a perception of a wide range of views that people have about a specific issue and how they interact and discuss the issue as well (Liamputtong, 2011). The purpose of using focus groups is to collect rich, detailed data, with participants often providing insights into attitudes and beliefs that underlie behaviour, thus

providing context and perspective that enables experiences to be understood more holistically (Carey & Asbury, 2012).

In a focus group, participants are not individuals; therefore the focus group in itself is a social context where individuals make collective sense, negotiate meanings and elaborate their identities during social interaction with others (Liamputtong, 2011).

In this study Focus groups discussion method was used to explain how the slum dwellers think about the tendency of using ICTs.

Research Questions

The major research questions are included bellow.

1. What ICTs tools are used by the slum dwellers?
2. What are the reasons of using ICT?
3. What context do the slum dwellers use ICT?
4. What are merits and demerits of using ICT?
5. What are perceptions of the slum dwellers about the use of ICTs in their socio- economic development?

CHAPTER FOUR

Findings of the study

Chapter FOUR
Findings of the study

4.1 Findings

This chapter presents the findings of the study against the research questions (RQ)

4.2 What ICTs tools are used by the slum dwellers?

4.2.1 What type of ICT do you use?

Percentage of using different types of ICTs	
Computer	6.70%
Mobile Phone	96.70%
TV	73.30%
Radio	10.00%
Internet	53.30%

Table-1: Percentage of using different types of ICTs

NB: (Multiple responses was acceptable that is why the total percentage cross 100)

From the figure above, we can understand that among the respondents the rates of different types of ICTs. We can see 96. 70% of the people use Mobile phone, 73.30% of the people use TV, 53.30% of the people use Internet, 10% of the people use Radio and 6.70% of the people use computer.

4.2.2 How much time do you use ICTs?

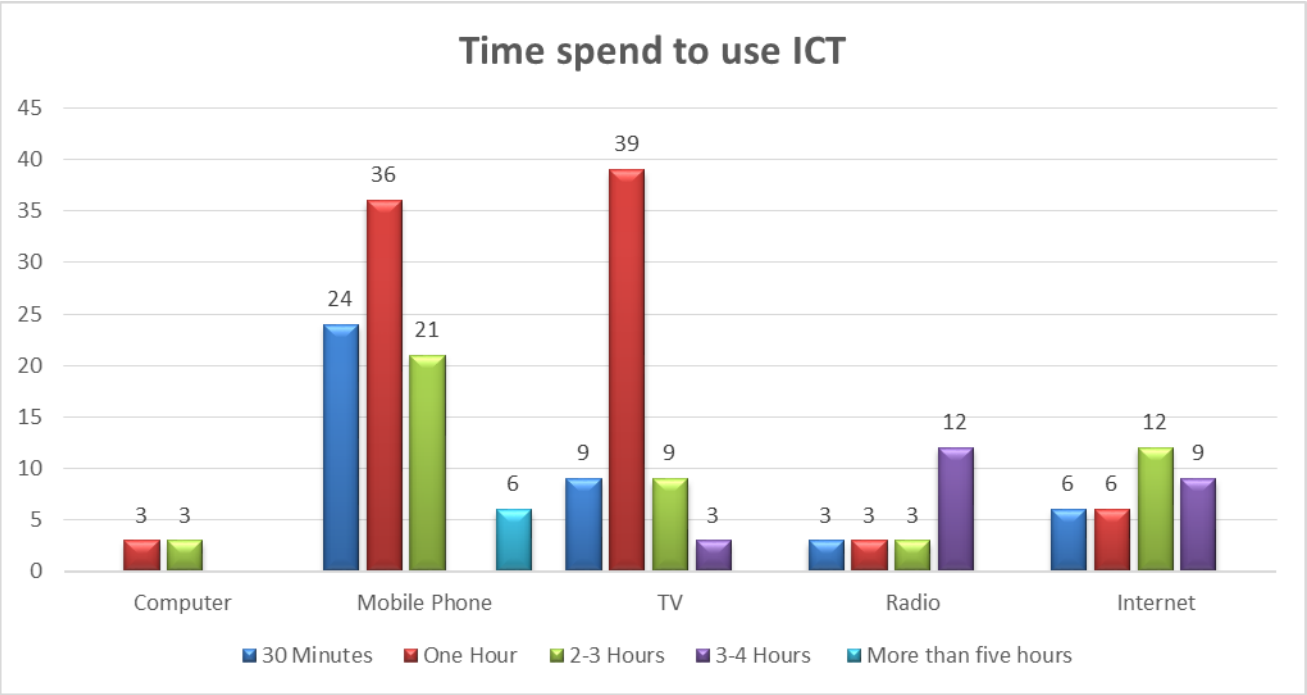


Figure-5: Time spend to use ICTs

From the figure above, we can understand that among the respondents thier rates of time spend of using ICTs. We can see 6 people use computer. Among them, 3 people use the computer for one hour on a daily basis. And 3 people use the computer for 2-3 hours on a daily basis.

In another section, there were 87 people use Mobile phone. Among them, 24 people use the Mobile phone 30 minutes on a daily basis, 36 people use the Mobile phone for one hour, 21 people use the Mobile phone for 2-3 hours on a daily basis, and 6 people use the Mobile phone more than five hours.

There were 60 people were usage the TV. Among them, 9 people use TV for 30 minutes, 39 people use for one hour, 9 people were use for 2-3 hours, and 3 people use TV for 3-4 hours in daily.

There were 21 people were usage Radio. Among them, 3 people were usage the Radio for 30 minutes, 3 people for one hour, 3 people for 2-3 hours and 12 people were usage for 3-4 hours in daily.

On the other hand, there were 33 people use the Internet. Among them, there were 6 people use for 30 minutes, 6 people for one hour, 12 people for 2-3 hours and 9 people were usage internet for 3-4 hours in daily.

4.3 What are the reasons of using ICT?

4.3.1 Why do you use ICTs?

Purpose of Using ICTs	
To share information	86.70%
Entertainment Purpose	76.70%
Education Purpose	40.00%
Social Interaction	56.70%
Business Purpose	10.00%

Table-2: Percentage of why do the slum dwellers use ICTs

NB: (Multiple responses was acceptable that is why the total percentage cross 100)

The figure shows usage of ICTs in slum dwellers. In the questionnaire, the respondents were asked 'Why do you use ICTs?' Most of them answered that they to share information. 86.70% of the total respondents use ICTs for sharing information. 76.70% respondents use ICTs for Entertainment purposes. 40% use for Education purposes, 56.70% respondents use for Social Interaction and 10% respondents use ICTs for business purpose.

4.4 What are merits and demerits of using ICT?

4.4.1 Do you get benefits from the use of ICTs?

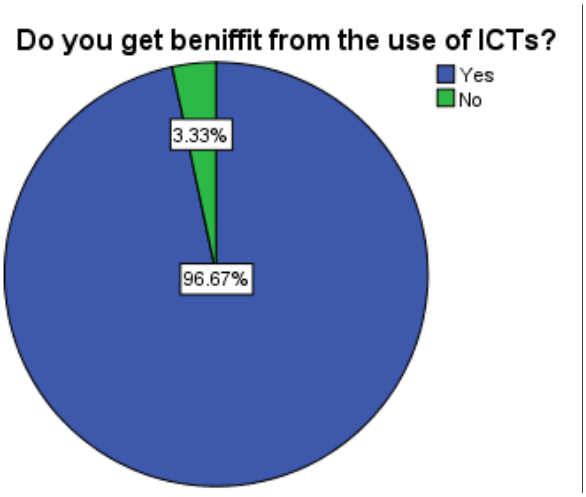


Figure-8: Benefit of using ICTs

From the figure above we can understand that 96.67 percent respond to agree with the statement that we get the benefit to use ICTS. 3.33 percent disagree with the statement.

4.4.2 If yes, why?

Benefits of Using ICTs	
Can share Information	93.1%
Easy access to Entertainment	89.7%
Helps in Education	44.8%
Makes Social Interaction easy	82.8%
Helps in business	17.2%

Table-5: Percentage of benefits of Using ICTs

NB: (Multiple responses was acceptable that is why the total percentage cross 100)

The figure shows benefits of using ICTs in slum dwellers. In the questionnaire, the respondents were asked 'What are the benefits of using ICTs, do you think?' Most of them answered that they can share information. 93.1% of the respondents think that the benefits of using ICTs are that they can sharing information. 89.7% respondents think that they can easy to access to Entertainment. 44.8% think that ICTs helps in Education. 82.8% think that ICTs makes social interaction easy. 17.2% people think that ICTs helps in business.

4.4.3 What are the disadvantages of using ICTs?

Disadvantage of Using ICTs	
Increasing Cost	76.7%
Killing Times	56.7%
Addiction in Porn	40.0%
Addiction in Social Media	60.0%

Table-6: Percentage of disadvantage of Using ICTs

NB: (Multiple responses was acceptable that is why the total percentage cross 100)

The figure shows disadvantages of usage of ICTs in slum dwellers. In the questionnaire, the respondents were asked ‘What are the disadvantages of using ICTs, do you think?’ 76.7% of the respondents think that the disadvantages of using ICTs are increasing cost. 57.7% respondents think that ICTs kill their time. 40 % think that people with addiction on porn. 60 % think that people with addiction in social media.

4.4.5 Do you face any difficulties?

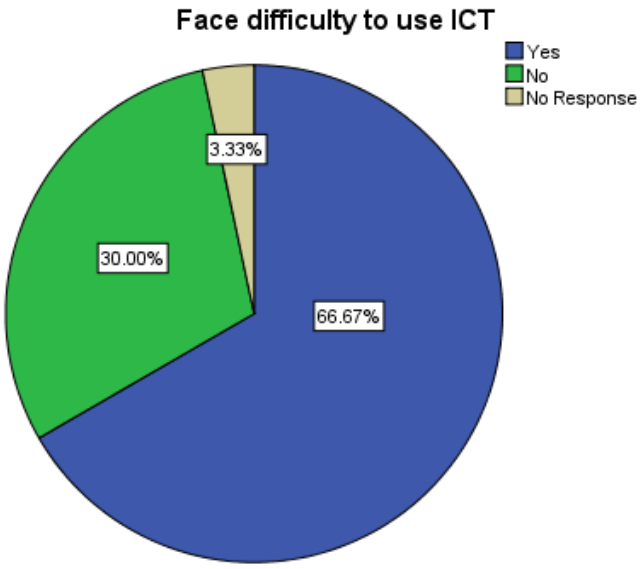


Figure-6: difficulties of using ICTs

From the figure above we come to know that most of the respondents who agreed about the difficulties of using ICTs as 3.33 percent responds neither agree nor disagree that they face difficulties. 30 percent disagree while 66.67 percent agreed. That means maximum respondents agree about the difficulties while they use ICTs.

4.4.6 If yes, what are the difficulties?

Difficulties of Using ICTs	
Don't know how to use	57.10%
Illiteracy	33.30%
Low bandwidth	9.50%
Costly	71.40%
Don't know how to use	57.10%

Table-3: Percentage of difficulties to use ICTs

NB: (Multiple responses was acceptable that is why the total percentage cross 100)

The table shows that 71.40% which is the most among the respondents explained to difficulties of using ICTs for high Cost while 57.10% explained that they do not know how to use the ICT tools. 33.30% of the total participants of the study explained that they are illiterate, that is why the face difficulty to use ICTs. A little portion of the total population numbering 9.50% explained that the difficulty of using ICTs for low bandwidth.

4.4.7 Do you think the use of ICT costly for the Slum Dwellers?

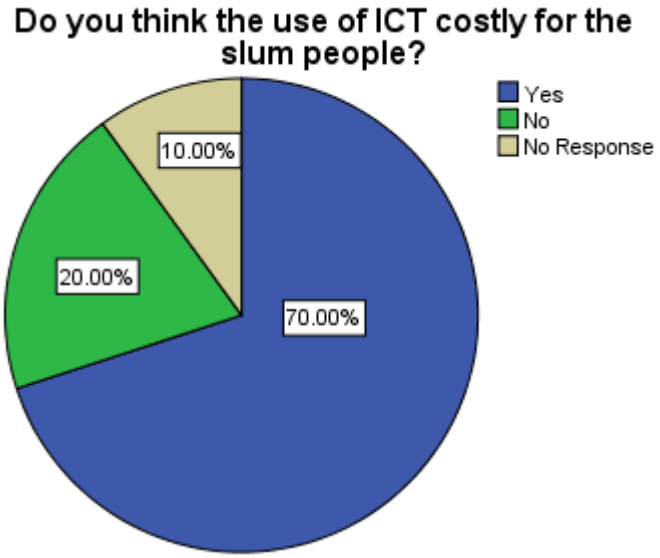


Figure-7: Costly of using ICTs for the Slum Dwellers

From the figure above we come to know that most of the respondents are agreed about costly of using ICTs as 10 percent responds neither agree nor disagree that they face difficulties. 70 percent agree while 20 percent disagreed. That means maximum respondents agree about the costly while they use ICTs.

4.4.8 If yes, why?

Reason for thinking using ICT is costly	
Low Income	84.0%
Dish Connection cost high	20.0%
Call Rate high	28.0%
Bandwidth Costly	32.0%
ICT Tools Cost High	60.0%

Table-4: Percentage of reason for thinking using ICT is costly

NB: (Multiple responses was acceptable that is why the total percentage cross 100)

The table shows that 84% which is the most among the respondents explained the Reason for thinking using ICT is costly for their low income while 60% explained that the ICT tools are too expensive. 32% of the participants of the study explained that the bandwidth cost is high. 28% explained that the call rate of the Mobile phone is high and 20% of the participants of the study explained that the dish connection (Satelite Cables) rent is too high.

4.5 What are perceptions of the slum dwellers about the use of ICTs in their socio-economic development?

4.5. 1 ICTs helps to improve life and Living.

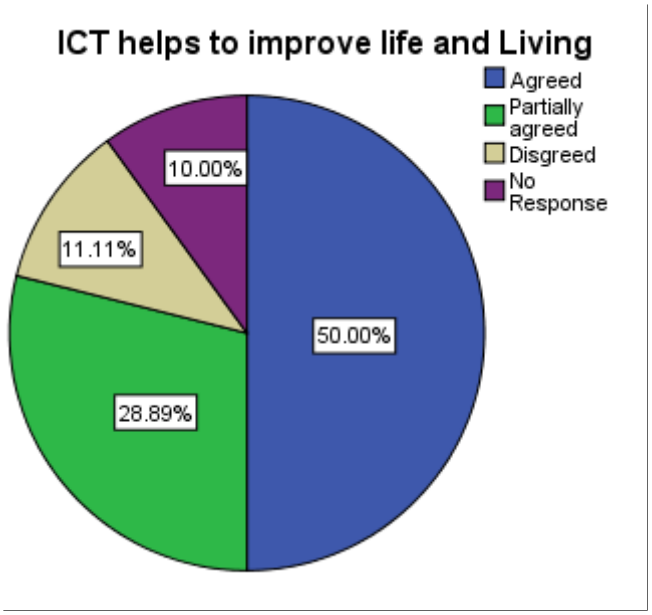


Figure-9: ICTs helps to improve life and living.

The figure shows 11.11% respond disagreed that the ICTs helps to improve life and living while 10 % neither agree nor disagree on that point. There is 50 percent of respond who thinks the ICTs helps to improve life and living while 28.83 percent partially agree with the statement. The figure indicates that the ICTs improve life and living in slum dwellers in Dhaka city.

4.5.2 ICT helps us to link with People.

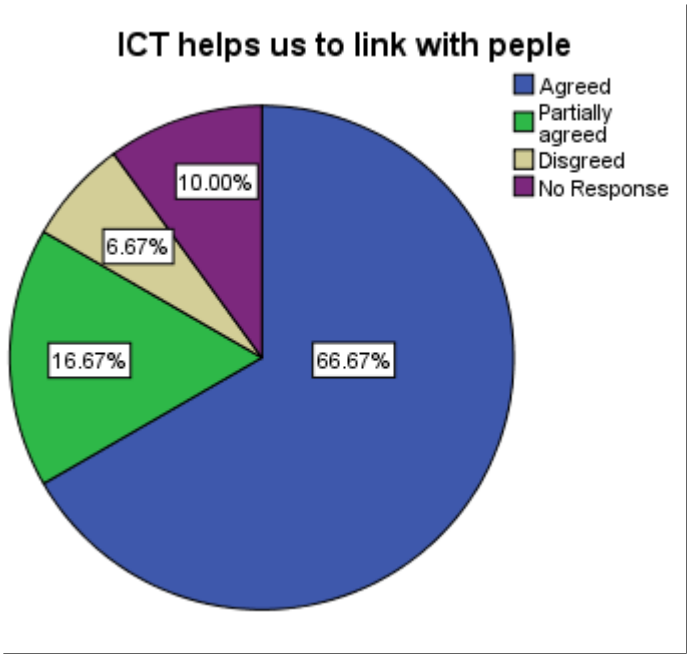


Figure-10: ICT helps us to link with People.

The figure shows 6.67.11% respond disagreed that the ICTs helps to link with people while 10 % neither agree nor disagree on that point. There is 66.67 percent of respond who thinks the ICTs helps to link with people while 16.67 percent partially agree with the statement. The figure indicates that the ICTs link with people.

4.5.3 ICT helps us to link with Market.

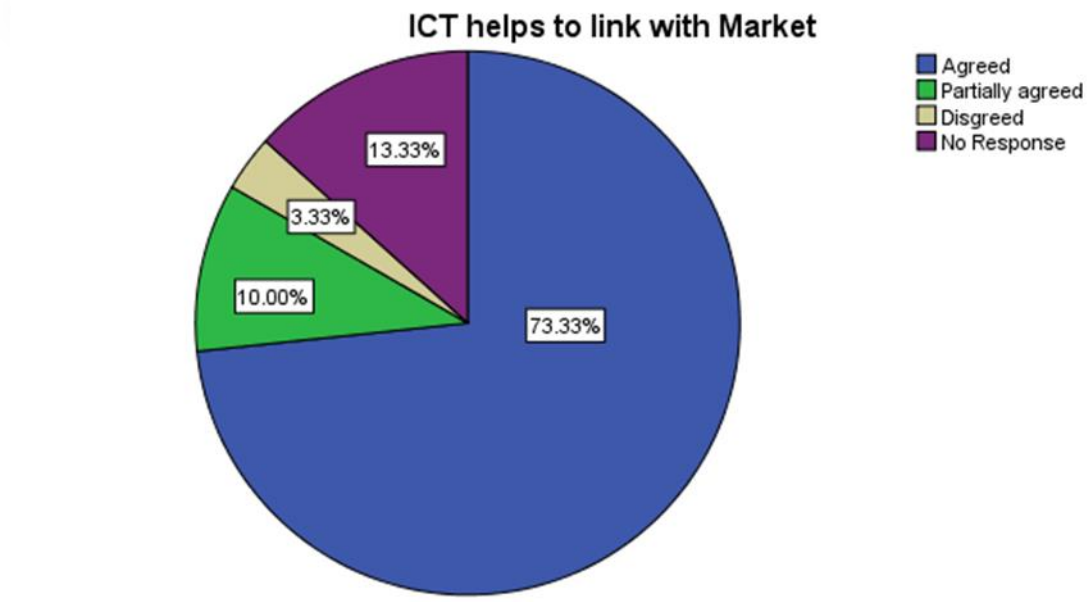


Figure-11: ICT helps us to link with Market.

The figure shows 73.33% respond agreed that the ICTs helps to link with people while 13.33 % neither agree nor disagree on that point. There is 3.33 percent of respondents who do not think the ICTs helps to link with the market while 10 percent partially agree with the statement. The figure indicates that the ICTs helps to link with the Market.

4.5.4 ICT helps us to use Social Media (Facebook, Twitter, IMO, Whats App)

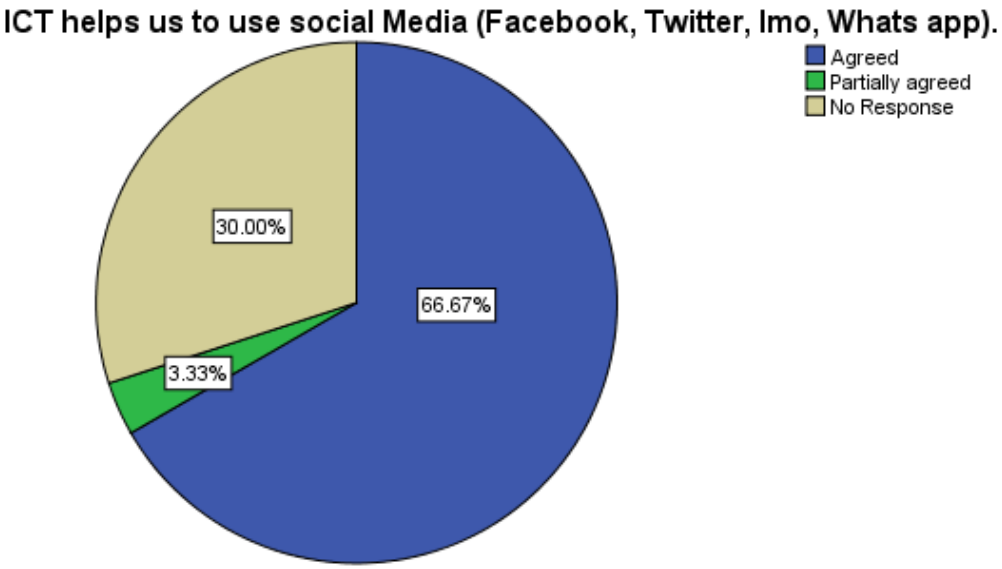


Figure-12: ICT helps us to use Social Media (Facebook, Twitter, IMO, Whats App)

.

The figure shows 66.67% respondents agreed that the ICT helps us to use Social Media (Facebook, Twitter, IMO, Whats App) while 30 % neither agree nor disagree on that point. There is 3.33 percent of respondents who partially think the ICT helps us to use Social Media (Facebook, Twitter, IMO, Whats App) while no one disagrees with the statement. The figure indicates that the ICTs helps us to use Social Media (Facebook, Twitter, IMO, Whats App).

4.5.6 ICT helps us to connect with the whole world.

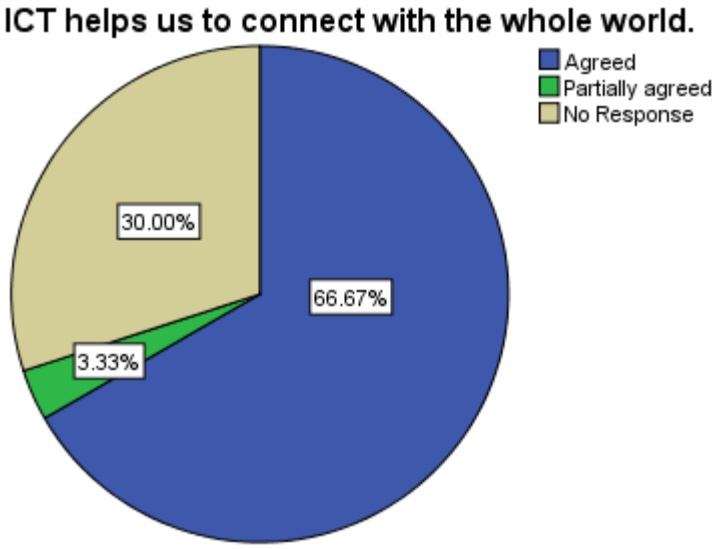


Figure-13: ICT helps us to connect with the whole world.

The figure shows 66.67% respondents agreed that the ICT helps us to connect with the whole world while 30 % neither agree nor disagree on that point. There is 3.33 percent of respondents who partially think the ICT helps us to connect with the whole world while no one disagrees with the statement. The figure indicates that the ICT helps us to connect with the whole world.

4.5.7 In which areas, ICTs can be used for slum People

a) To inform about health and hygiene.

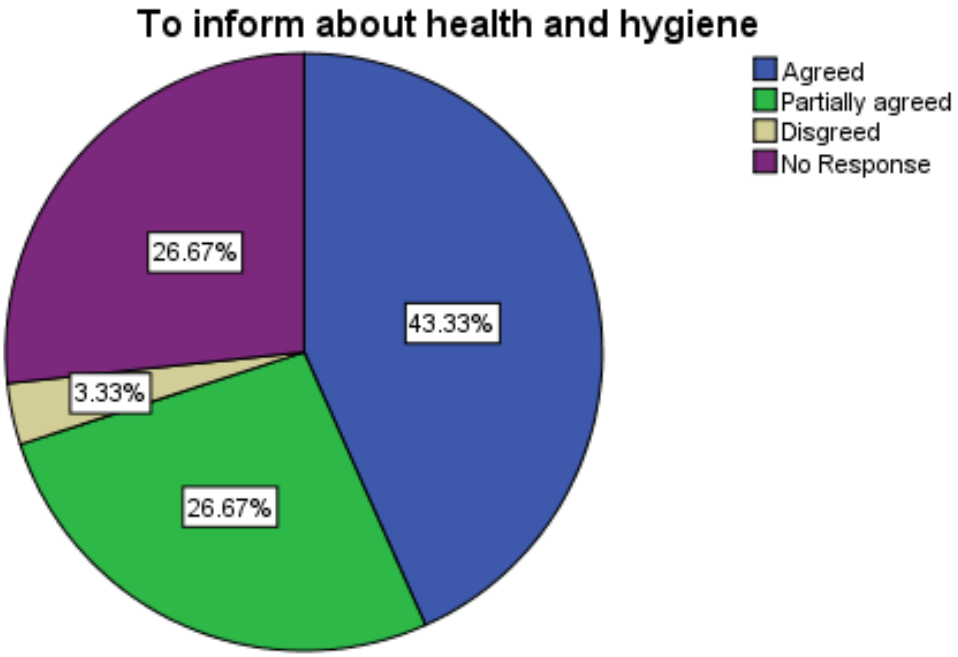


Figure-14: ICT can be used to inform about health and hygiene

The figure shows 43.33% respondents agreed that the ICT can be used to inform about health and hygiene while 26.67% neither agree nor disagree on that point. There is 26.67% of respondents who partially think the ICT can be used to inform about health and hygiene while 3.33% disagrees with the statement.

4.5.9 To educate the bad effects of drug.

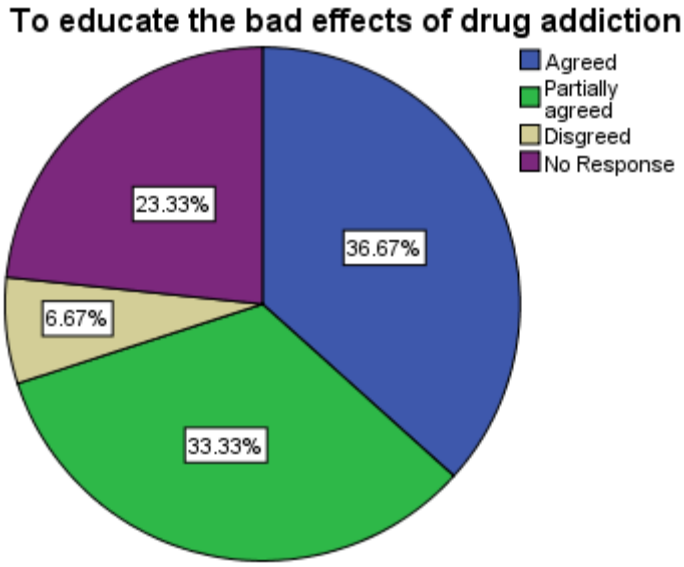


Figure-15: ICT can be used to educate the bad effects of drug.

The figure shows 36.67% respondents agreed that ICT can be used to educate the bad effects of drug while 23.33% neither agree nor disagree on that point. There is 33.33% of respondents who partially think the ICT can be used to educate the bad effects of drug while 6.67% disagrees with the statement.

4.5.11To prevent child marriage.

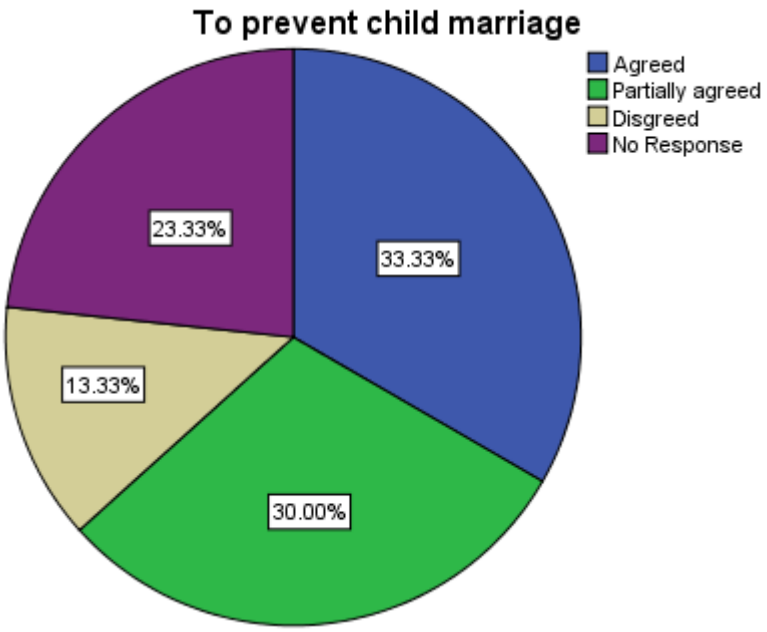


Figure-16: ICT can be used to prevent child marriage.

The figure shows that 33.33% respondents agree that ICT can be used to educate about the bad effects of drug while 23.33% neither agree nor disagree on that point. There is 30% of respondents who partially think the ICT can be used to educate the bad effects of drug while 13.33% disagrees with the statement.

4.5.12 To educate bad effects of drug the slum dwellers.

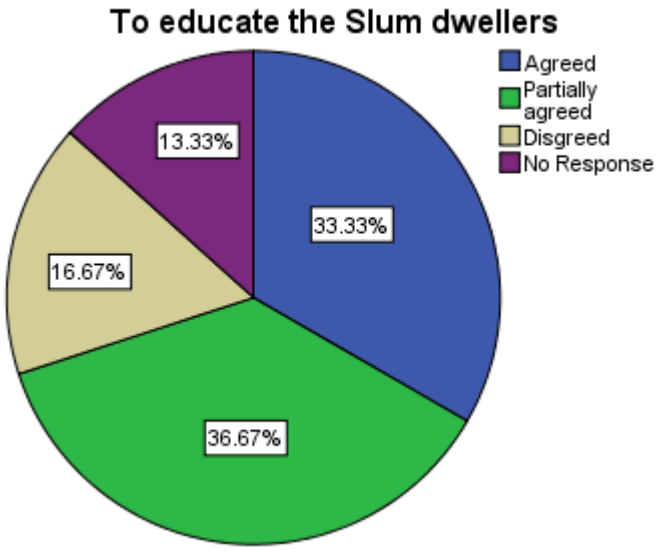


Figure-17: ICT can be used to educate the bad effects of drug.

The figure shows 33.33% respondents agree that ICT can be used to educate about the bad effects of drug while 13.33% neither agree nor disagree on that point. There is 36.67% of respondents who partially think the ICT can be used to educate the bad effects of drug while 16.67% disagrees with the statement.

4.5.13 To entertain the slum dwellers.

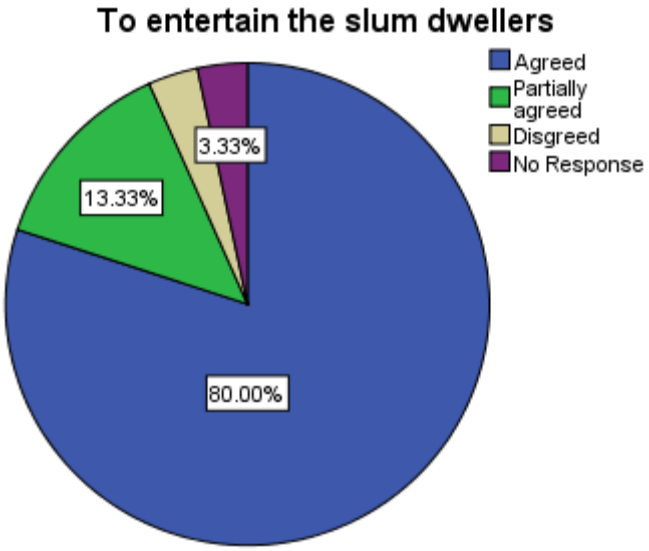


Figure-18: ICT can be used to entertain the slum dwellers.

The figure shows 80% respondents agree that ICT can be used to entertain the slum dwellers while 3.33% neither agree nor disagree on that point. There is 13.33% of respondents who partially think the ICT can be used to entertain the slum dwellers while 3.33% disagrees with the statement.

4.6 Cross Tabulation

4.6.1 ICT Tools usage in Slum area

Age * Education * What type of ICT do you use? Cross tabulation					
What type of ICT do you use?			**Education**		**Total**
			SSC	HSC	
Computer	**Age**	13 to 19	3	3	6
	Total		3	3	6

Table-7: Cross tabulation of using different types (Computer) of ICTs

NB: (Multiple responses was acceptable that is why the total percentage cross 100)

The respondents were asked about the usage of ICTs in slum area. Among the 90 participants, 6 people answered that they use Computer. There were six people between 13-19 years old use computer. 3 people completed their education till SSC and three People completed their education till HSC as well.

Age * Education * What type of ICT do you use? Cross tabulation								
What type of ICT do you use?			Education					Total
			Illiterate	Primary	Class eight	SSC	HSC	
Mobile Phone	Age	13 to 19	3	3	9	3	3	21
		20 to 29	3	18	12	9	0	42
		30-39	6	3	3	0	0	12
		40-49	6	3	3	0	0	12
	Total		18	27	27	12	3	87

Table-8: Cross tabulation of using different types (Mobile phone) of ICTs

NB: (Multiple responses was acceptable that is why the total percentage cross 100)

The respondents were asked about the usage of ICTs in slum area. Among the 90 participants, 87 people answered that they use Mobile phone. There were 21 people between 13-19 years old who use Mobile phone, among them three were illiterate, three were completed their primary level education, nine were completed their education till class eight, three were completed their education till SSC and 3 were completed their education till HSC.

And 42 people between 20-29 years old use Mobile phone, among them three people illiterate, 18 people completed their education till primary education, 12 people completed their education till class eight and nine people completed their education till SSC as well.

On the other hand, 12 people between 30-39 years old use Mobile phone, among them six people illiterate, among them, three people completed their education till primary education, and three people completed their education till class eight.

In addition, 12 people between 40-49 years old use Mobile phone, among them six people illiterate, three people completed their education till primary education, and three people completed their education till class eight.

Age * Education * What type of ICT do you use? Cross tabulation								
What type of ICT do you use?			Education					Total
			Illiterate	Primary	Class eight	SSC	HSC	
TV	Age	13 to 19	3	3	6	3	3	18
		20 to 29	0	18	9	0	0	27
		30-39	6	0	0	0	0	6
		40-49	9	3	3	0	0	15
	Total		18	24	18	3	3	66

Table-9: Cross tabulation of using different types (TV) of ICTs

NB: (Multiple responses was acceptable that is why the total percentage cross 100)

The respondents were asked about the usage of ICTs in slum area. Among the 90 participants, 66 people answered that they use TV. There were 18 people between 13-19 years old who use TV. Among them three people illiterate, three people completed their primary level education, six people completed their education till class eight, three people completed their education till HSC and three people completed their education till HSC.

And 27 people between 20-29 years old use TV. Among them, 18 people completed their education till primary education and nine people completed their education till class eight.

On the other hand, six people between 30-39 years old use TV. Among them all people illiterate

In addition, 15 people between 40-49 years old use TV. Among them nine people illiterate, three people completed their education till primary education, and three people completed their education till class eight.

Age * Education * What type of ICT do you use? Cross tabulation					
What type of ICT do you use?			**Education**		**Total**
			Illiterate	Class eight	
Radio	**Age**	13 to 19	0	3	3
		20 to 29	2	0	2
		30-39	4	0	4
	Total		6	3	9

Table-10: Cross tabulation of using different types (Radio) of ICTs

NB: (Multiple responses was acceptable that is why the total percentage cross 100)

The respondents were asked about the usage of ICTs in slum area. Among the 90 participants, nine people answered that they use Radio. There were three people between 13-19 years old who use Radio. All of them completed their education till class eight,

And two people between 20-29 years old use Radio. Among them, all people were illiterate.

On the other hand, four people between 30-39 years old use Radio. Among them all people were illiterate.

Age * Education * What type of ICT do you use? Cross tabulation							
What type of ICT do you use?			**Education**				**Total**
			Primary	Class eight	SSC	HSC	
Internet	**Age**	13 to 19	0	9	3	3	15
		20 to 29	12	6	9	0	27
		30-39	3	0	0	0	3
		40-49	3	0	0	0	3
	Total		18	15	12	3	48

Table-11: Cross tabulation of using different types (Internet) of ICTs

NB: (Multiple responses was acceptable that is why the total percentage cross 100)

The respondents were asked about the usage of ICTs in slum area. Among the 90 participants, 48 people answered that they use Internet. There were 15 people between 13-19 years old who use the Internet. Among them nine people completed their education till class eight, three people completed their education till SSC and three people completed their education till HSC.

And 27 people between 20-29 years old use the Internet. Among them, 12 people completed their education till primary education, six people completed their education till class eight and nine people completed their education till SSC.

On the other hand, three people between 30-39 years old use Internet. Among them, all people completed primary education.

In addition, three people between 40-49 years old use Internet. Among them, all people completed primary education.

4.6.2 Do you face any difficulty in using ICTs

Age * Education * Do you Face any difficulty in using ICTs? Cross tabulation								
Do you Face any difficulty in using ICTs?			**Education**					**Total**
			Illiterate	Primary	Class eight	SSC	HSC	
Yes	**Age**	13 to 19	3	0	3	3		9
		20 to 29	3	12	9	3		27
		30-39	6	3	3	0		12
		40-49	6	3	3	0		12
	Total		**18**	**18**	**18**	**6**		**60**
No	**Age**	13 to 19	0	3	3	0	3	9
		20 to 29	0	6	3	6	0	15
		40-49	3	0	0	0	0	3
	Total		**3**	**9**	**6**	**6**	**3**	**27**
No Response	**Age**	13 to 19			3			3
	Total				**3**			**3**

Table-12: Cross tabulation of face any difficulty in using ICTs

NB: (Multiple responses was acceptable that is why the total percentage cross 100)

The respondents were asked about the difficulty of using of ICTs in slum area. Among the 90 participants, 60 people answered that they face difficulties to use ICTs, 27 people do not face difficulties to use ICTs and three people neither agree nor disagree on that point.

Among the 60 people who agreed in that point, there were nine people between 13-19 years old. Among them three people illiterate. Three people completed their education till class eight and three people completed their education till SSC.

And 15 people between 20-29 years old who agreed use Mobile phone. Among them three people were illiterate, 12 people completed their education till primary education, nine people completed their education till class eight and three people completed their education till SSC as well.

And 30 people between 30-49 years old who agreed use Mobile phone. Among them six people were illiterate, three people completed their education till primary education and three people completed their education till class eight.

Among the 27 people who disagree in that point, among them nine people between 13-19 years old, three people illiterate. Three people completed their education till class eight and three people completed their education till HSC.

And 15 people between 20-29 years old who disagree in that point. Among them six completed their education till primary level education, three people completed their education till class eight, and three people completed their education till SSC as well.

On the other hand, three people between 40-49 years old u who disagree in that point, among them all people were illiterate.

In addition, three people between 13-19 years old neither agree nor disagree on that point. Among them all were completed their education till class eight

4.7 Focus Group Discussion (FGD) results

I used a basic question structure across all four focus groups to filter important data and to allow for comparisons between groups. After listening to the focus group transcripts, responses were repeated or similar answers/comments across the focus groups were identified as key themes. Four overarching themes were identified:

4.7.1 A large number of participants who use ICTs in Slum dwellers.

When asked why they do use the ICTs, focus group participants largely agreed that they use ICTs for sharing and getting Information. Where participants mentioned that they use ICTs for get easy to access and it is provide the immediate update. For example:

Moderator: Why do you use ICTs?

"ICT gives us information. I can get the information through Internet, TV Radio whenever and wherever I want."

"I get the immediate update of any news"

Moderator: Can you explain it?

"ICTs makes our live easy and almost all of us have Mobile phone and TV as well. And we can use it from anywhere and we also get the information from the social media and Internet, News and Phone call that is why we get the information easily."

"For example, I love sports and want to get the immediate update of it. And online news portal provide the immediate update of sports that is easy to get the actual information.

4.7.2 Using ICTs in family

I have chosen four slum areas in Dhaka city. There are, Kamalapur Railway Station slum area, Mirpur Mazar Road and Beribadh slum area, Kawran Bazar slum area and Rayer Bazar slum area. I asked them about their population. This four areas almost 40000(approximately) people are living. And approximately 10000 family are living there.

Moderator: How many people are living in this slum area?

Kamalapur Railway Station slum area: We are almost 220 families staying here and approximately 2000-3000 people are living here.

Mirpur Mazar Road and Beribadh slum area: We are almost 5000-6000 people are living here.

Kawran Bazar slum area: In this area we are approximately 15000 people are living till Nakhal Para 1st lane.

Rayer Bazar slum area: we are living almost 20000 people in this slum area.

All most all the slum areas in Dhaka use ICTs but majority of them use Mobile phone and TV. The participants also mentioned that a few may not be involved themselves in ICTs because of extreme poverty. I have mentioned some answer from various slum areas.

Moderator: How many family involve in ICTs in this slum area?

"I think every family use the ICTs in Kamalapur Railway Station slum area, because we know Mobile price is affordable that is why everybody can buy the mobile easily."

"We live in approximately 1000 families in Mirpur Mazar Road and Beribadh slum area. Almost all are involve in ICTs except some extreme poverty families. "

"Almost all families are using ICT but some family does not use the ICTs."

I asked them this question who were literate and know about minimum level of ICTs.

The participants were also asked that 'why some people does not use ICTs?' Answering the question most of the participants explain the reason that poverty and do not know how to use ICTs tools. For example:

Moderator: Why some people does not use ICTs?

"Some people is too far from ICT because of their extreme poverty"

"In my area they do not know how to use ICT tools properly even TV."

"I think, because of extreme poverty some of us cannot use ICTs."

"Extreme poverty and do not know how to use ICTs tools is the cause I think."

4.7.3 Obstacles to use ICTs

The participants were asked that ‘do they face any obstacles to use ICTs?’ Answering the question most of the participants agreed that they face obstacles. For example:

“When I am using the mobile or any ICTs devises I am facing some problems. Some function I do not understand.”

“I and my wife are not educated, that is why we cannot read and write Bangla or English both, So that we cannot use ICTs tools properly.”

“I cannot understand how to use it.”

“Nobody from expertise came to teach us how to use ICTs.”

CHAPTER FIVE

Discussion and Conclusion

Chapter Five
Discussion and Conclusion

5.1 DISCUSSION

The discussion of the integrated results is structured around the research questions that are based on my key objectives on the tendency of using ICT among slum dwellers. The key questions of the study are:

- To understand the exposure habit of ICTs by slum dwellers in Dhaka City.
- To figure out the reasons of using ICTs among Slum dwellers in Dhaka City.
- To assess the advantages/disadvantages among Slum dwellers in Dhaka City.
- To find out the obstacles of using ICTs and explore way outs.

I will now move on to this discussion, to know about the tendency of using ICT among slum dwellers it was important to know understand of the audience profile it is provided by the respondents. The study result shows us most of the respondents (97 percent) were in the habit of using cell phones while watching television stood second with 73 percent respondents. The study reveals that about 53 percent slum people used internets especially on their cell phones for social media purposes. Among the respondents, the young group whose age is between 20-29 used internet more than others. About the purposes of using ICTs, the slum people (93 percent) viewed that they could share information through using ICTs. After this, 77 percent slum dwellers used the ICTs for entertainment purposes while the percentage is only 40 for education purposes. Only 10 percent respondents used ICTs for business

purposes. The study findings suggest that the slum people were less caring about the education and business with the use of ICTs. From the study I have found that most of the respondents (86.70%) use ICTs for sharing Information through social Media.

5.2 Conclusion

The research was conducted to study the tendency of using ICT among slum dwellers in Dhaka. Based on the research, it is fair to say that most of the people cannot use ICTs properly because of their illiteracy on ICTs and poverty. The research findings refer that without strong initiative and monitoring/training the slum dwellers cannot fulfil the twenty 21 vision.

The study shows the slum dwellers of using ICTs. The ICTs become a platform of getting the information through ICT devises. Mobile phone and TV is the mostly used device to get the information. The study also shows most of the slum dwellers face difficulties to use ICTs tools or devises and also shows that most of slum dwellers do not know how to use the ICTs devises even TV and Radio.

So, the government take major initiatives to fulfil the vision which is stated though the ICTs policy 2009 and 2015 that, Bangladesh is supposed to be digital by 2021 and all the people should be under umbrella of ICT.

5.3 Reference:

ICT Division of Bangladesh, (2015, August 05 of Publication). ICT Policy 2015. Retrieved from URL: https://www.ictd.gov.bd/main/policy

ICT Division of Bangladesh (2015, July of Publication). ICT Policy 2009. Retrieved from URL: https://www.ictd.gov.bd/main/policy

The Daily Janakhantha (2015, July 14 of Publication). বাংলাদেশের বস্তি ও ভাসমান লোকগোষ্ঠী. Retrieved from URL: https://goo.gl/Tto53u.

Worldometers (2017, December 25 of Publication). Population of Bangladesh. Retrieved from URL: http://www.worldometers.info/world-population/bangladesh-population

Tech Terms (2017, December 25 of Publication). Home : Internet Terms : ICT Definition. Retrieved from URL: https://techterms.com/definition/ict

Foldoc.FODC. (2017, December 25 of Publication). Information and Communication Technology. Retrieved from URL: http://foldoc.org/Information+and+Communication+Technology

Jhurreev, V. (2005)"Technology Integration in Education in Developing Countries: Guidelines to Policy Makers". International Education Journal [Electronic],6(4):467-483. Retrieved from URL: http://ehlt.flinders.edu.au/education/iej/articles/v6n4/jhurree/paper.pdf

Kozma, R. (2003) (ed.). Technology, Innovation, and Educational Change: A Global Perspective. Eugene: International Society for Technology in Education.

Godwin, J. P; Philip, P (2014) (ed.) Improving living conditions in Slums Dwellers Retrieved from URL: http://www.iosrjournals.org/iosr-jhss/papers/Vol19-issue6/Version-2/K019626265.pdf

Jhurree, V. (2005)"Technology Integration in Education in Developing Countries: Guidelines to Policy Makers". International Education Journal [Electronic],6(4):467-483. Retrieved from URL: http://ehlt.flinders.edu.au/education/iej/articles/v6n4/jhurree/paper.pdf

Ojuondo, G. ; Kwanya, T (28-34, October 2014) (ed.) Improving living conditions in Slums Dwellers Retrieved from URL: http://www.isca.in/IJSS/Archive/v3/i10/5.ISCA-IRJSS-2014-185.pdf

Godwin, J. P; Philip, P (2014) (ed.) Improving living conditions in Slums Dwellers Retrieved from URL: http://www.iosrjournals.org/iosr-jhss/papers/Vol19-issue6/Version-2/K019626265.pdf

Information Technologies and International Development, (2017, December 25 of Publication). Anthropology, Development, and ICTs: Slums, Youth, and the Mobile Internet in Urban India URL: http://itidjournal.org/index.php/itid/article/view/1052/432

Rao Subba, S. V. 5, No 1 (2009). Role of ICTS in India Rural Communities .URL: http://www.ci-journal.net/index.php/ciej/article/view/313/429

Creswell, J. W., & Plano Clark, V. L. (2011). Designing and conducting mixed methods research (2nd ed.). California: Sage.

BD Halchal, (2010, June 24 of Publication). slums in the Dhaka City. Retrieved from URL: http://bd-halchall.blogspot.com/2010/06/slums-in-dhaka-city.html

BD News24, (2015, June 29 of Publication). Number of slum dwellers in Bangladesh increases by 60.43 percent in 17 years. Retrieved from URL: https://bdnews24.com/bangladesh/2015/06/29/number-of-slum-dwellers-in-bangladesh-increases-by-60.43-percent-in-17-years

economicsbd, (2011, March 06 of Publication). Slum of Bangladesh: An Overview. Retrieved from URL: https://economicsbd.wordpress.com/2011/03/06/a-brief-history-of-economics/#_edn1

One Young World, (2016, February 08 of Publication). Slum Dwellers: Unwanted in Bangladesh. Retrieved from URL: https://www.oneyoungworld.com/blog/slum-dwellers-unwanted-bangladesh

Dhaka Tribune, (2017, October 30 of Publication). Bangladesh's urban underbelly a cause for concern. Retrieved from URL: https://www.oneyoungworld.com/blog/slum-dwellers-unwanted-bangladesh

Wyche, W. V. L. (2015). Exploring Mobile Phone and Social Media Use in a Nairobi Slum: A Case for Alternative Approaches to Design in ICTD. California: Sage.

Bangladesh Investment Development Authority (BIDA), (2017, December 25 of Web). Over view of Digital Bangladesh. Retrieved from URL: http://boi.gov.bd/about-bangladesh/government-and-policies/digital-bangladesh-overview

Creswell, J. W., & Plano Clark, V. L. (2011). Designing and conducting mixed methods research (2nd ed.). California: Sage.

Bronstein, L. R., & Kovacs, P. J. (2013). Writing a mixed methods report in social work research. Research on Social Work Practice, 23, 354-360.

Dominick, R., Wimmer, D. (2011).Mass Media Research: An Introduction (9th ed). Survey Recearch, 184-185.

Liamputtong, P. (2011). Focus group methodology: Principles and practice. London: Sage.

O'Farrell, C. (2001) 'Information Flows in Rural and Urban Communities: Access, Processes and

People'. International and Rural Development Department (IRDD). The University of Reading (UK). URL: http://www.bham.ac.uk/DSA/conf01ofarrell.doc

Bronstein, L. R., & Kovacs, P. J. (2013). Writing a mixed methods report in social work research. Research on Social Work Practice, 23, 354-360.

Dominick, R., Wimmer, D. (2011).Mass Media Research: An Introduction (9th ed). Survey Recearch, 184-185.

Liamputtong, P. (2011). Focus group methodology: Principles and practice. London: Sage.

O'Farrell, C. (2001) 'Information Flows in Rural and Urban Communities: Access, Processes and People'. International and Rural Development Department (IRDD). The University of Reading (UK). Retrieved from URL: http://www.bham.ac.uk/DSA/conf01ofarrell.doc

Chowdhury, N. (2000) 'Information and Communications Technologies and IFPRI's Mandate: A Conceptual Framework.' Sept. 18, 2000.

Barlow, John Perry (1998) 'Africa Rising: Everything you Know about Africa is Wrong.' Wired, Jan. 1998.46

Kenney, G. (1999) 'Communicating for Empowerment in Rural Areas.' Forum on Innovations in Development Communications, Bangalore, India, March 1999. Kenney, G. and K. Hendi (2000) 'The Village Well'. CIDA, Jan. 2000

Appendix

Appendix 1: Questionnaire

ঢাকা বস্তিবাসীদের তথ্য ও যোগাযোগ প্রযুক্তি(আইসিটি) ব্যবহারের প্রবণতা

জরিপ প্রশ্নমালা

উত্তরদাতার নাম:			**বয়স:**
শিক্ষাগত যোগ্যতা :			
মাসিক আয়:	**নারী**	**পুরুষ**	**অন্যান্য:**

তথ্য সংগ্রহকারীর

নাম:_____স্বাক্ষর:_____তারিখ:_____

বস্তির নাম:_____

ক) আইসিটি ব্যবহারের অভ্যাস:

১। আপনি কি কম্পিউটার; মোবাইল ফোন; টিভি; রেডিও; ইন্টেরনেট-এর কোনটি ব্যবহার করেন?

ক) হ্যাঁ	খ) না	গ) কোন উত্তর নেই

২। আপনি কোন ধরনের আইসিটি ব্যবহার করেন? একাধিক উত্তর গ্রহণযোগ্য:

১. কম্পিউটার	২. মোবাইল ফোন	৩. টিভি	৪. রেডিও	৫.ইন্টারনেট	৬. অন্যান্য.....

৩। আপনি দিনে আনুমানিক কতসময় আইসিটি ব্যবহার করেন?

আইসিটি টুল	৩০ মিনিট	**১ ঘন্টা**	**২-৩ ঘন্টা**	**৩-৪ঘন্টা**	**৫ ঘন্টার বেশি**
কম্পিউটার	১	২	৩	৪	৫
মোবাইল ফোন	১	২	৩	৪	৫
টিভি	১	২	৩	৪	৫
রেডিও	১	২	৩	৪	৫
ইন্টেরনেট	১	২	৩	৪	৫
অন্যান্য	১	২	৩	৪	৫

৪। আপনি কেন আইসিটি ব্যবহার করেন?

কারণ	কোড
তথ্য আদান-প্রদানের জন্য	১
বিনোদনের জন্য	২
শিক্ষার জন্য	৩
সামাজিক যোগাযোগের জন্য	৪
ব্যবসার জন্য	৫
অন্যান্যঃ	৬

৫। আপনি কি আইসিটি ব্যবহারে কোন অসুবিধায় পড়েন?

ক) হ্যাঁ	খ) না	গ) উত্তর নেই

৬। যদি হ্যাঁ উত্তর হয়, তাহলে কী কী অসুবিধার সম্মুখীন হয়েছেন?

১	
২	
৩	
৪	
৫	

৭। আপনি কি মনে করেন আইসিটি ব্যবহার বস্তিবাসীদের জন্যে ব্যয়বহুল?

ক) হ্যাঁ	খ) না	গ) উত্তর নেই

৮। যদি উত্তর হ্যা হয় তাহলে কেন?

১	
২	
৩	
৪	
৫	

খ) আইসিটি ব্যবহার সম্পর্কে মতামত/ধারণাঃ

১. আপনি কি আইসিটি ব্যবহার করে উপকার পান।

ক) হ্যাঁ	খ) না	গ) উত্তর নেই

২. উত্তর যদি হ্যাঁ হয় তাহলে কী কী উপকার পাচ্ছেন?

সুবিধা সমূহ	কোড
তথ্য(ইনফরমেশন) সুবিধা	১
বিনোদনের সুবিধা	২
শিক্ষা সুবিধা	৩

সামাজিক যোগাযোগ সুবিধা	৪
ব্যবসায়ীক সুবিধা	৫
বহির্বিশ্বে যোগাযোগের সুবিধা	৬
অন্যন্য সুবিধা:	৭

৩. আইসিটিতে ব্যবহারের অসুবিধাগুলো কী কী?

অসুবিধা সমূহ	**কোড**
	১
	২
	৩
	৪
	৫
	৬

গ) মতামত

১.দয়াকরে আপনার মতামত দিন।

	একমত	**আংশিক একমত**	**একমত নই**	**কোন উত্তর নেই**
আইসিটি জীবন ও জীবিকার উন্নতির জন্যে সাহায্য করে				
আইসিটি মানুষের সাথে সম্পর্ক তৈরিতে সাহায্য করে				
আইসিটি ব্যবসার কাজে যোগাযোগ করতে সাহায্য করে				
আইসিটি সোশ্যাল মিডিয়া (ফেসবুক, ইউটিউভ, ইমো, হোয়াটস অ্যাপ) ব্যবহার করতে সাহায্য করে				
আইসিটির মাধ্যমে বহির্বিশ্বে যোগাযোগ করা যায়				

২. বস্তিবাসীদের সার্বিক উন্নয়নে কোন কোন ক্ষেত্রে আইসিটি ব্যবহার করে যেতে পারে বলে মনে করেন।

	সম্মতি	**আংশিক সম্মতি**	**অসম্মতি**	**কোন উত্তর নেই**
স্বাস্থ্য এবং স্বাস্থ্যবিধি সম্পর্কে তথ্য দিয়ে সাহায্য করে				
মাদকাসক্ত থেকে বিরত থাকার শিক্ষাদান করে				
বাল্য বিবাহ রোধে কাজ করে				
বস্তিবাসীদের শিক্ষিত করতে সাহায্য করে				
বিনোদন দিতে সাহায্য করে				

আপনার মূল্যবান মতামতের জন্যে ধন্যবাদ।