CHALLENGES OF INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) TOOLS FOR COMMUNICATING AMONG FAMILIES. A SPECIAL REFERENCE WITH KALMUNAIKUDY, AMPARA.

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Abstracts

The purpose of this research is to examine the challenges of Communication in Kalmunai Kudy families by using Information and Communication Technologies.Information and Communication Technologies (ICTs) performs an ultimate role in every phase of daily life. Today, the ways how we interact with family members dramatically formulated in to technologize. And there is no way to doubt about it. In order to keep in touch with each other and incorporating their functionalities in their daily lives especially in this study area, many families have begun to make the practice of Information and Communication Technologies (ICT). Exploratory and descriptive methods were used in this research as well as, a non-probabilistic sampling technique also applied in this research, where 150 people were selected from different families and under different age category as well in this area. The study used the methodologies are primary data collection as the questionnaire, interview, and observation for getting a better result. In this analysis, it was observed that long distance relationship(living abroad) is engaged in healthy conversations thought ICT that ultimately form strong relationships on the other hands it distracts the relationship of nearby.

Keywords: Information and Communication Technologies (ICTs), Exploratory-descriptive, Non-probabilistic,   Family, Sampling.

1. Introduction

About 30 years ago families were used these methods for communication, Birds like a Pigeon and raven were used to carry short messages, handwritten Letter sent by Mail, Lanterns/light—based signals, Telegraph, passed love notes in class, folded into a paper football, Landline telephone, Facsimile, Hieroglyphs, Smoke signals and the central mode of communication was based on face to face.

Today, the ways communicate with our family members dramatically changed and there is no doubt about it. Contemporary technologies such as computers, the internet, smartphones, and other ICTs have brought about fluctuations that influence how we live, work, and socialize today. We now live in a world where the Internet is reachable every nook and corner. A period before, for communication Video calling, text messaging, blogging, and emails were not the approaches in a family. Extensively, the old methods were replaced by ICTs tools they are

used by families around the world in this century. In an offline world, the internet is an extension of broader social roles, which could help to improve social lives.

In this respect, parents use different mechanism using these ICTs communication tools to perform as a curfew to watch their children activities. Also, they use ways to greet their parents and share photos.

In this generation, newly married couples tend to practice a variety of technological tools to communicate with each other. The whole day they used to communicate using their smartphones Viber, Instagram, are the names but a few.

New technologies have changed the way of renewing and newly formatting the friend's groups, those who can consume the Internet facilities. Nowadays all most all the families recognized that the ICTs based communication dramatically changed the way for keeping in touch with family members who live far away or even for keeping better tabs on those who live nearby.

These are just a few of them in which technology has transformed the way of communication in a family with one another in this modern world.

2. Problem statement

Kalmunai kudy is one of the places where different ethnic groups are living together. Family and cordial relationship among family members are an essential part to formulate a productive nation. By the way, there is no records or researches were not conducted to depict the challenges of communication on a family. Therefore there is a need and necessity to conduct such research in this area.

3. Objectives

The main intention is to examine the challenges of ICT based communication on a family. In order to short out the issues related to this area in an amicable manner. Also, spread the awareness and wakefulness to make a healthier relationship in families in this area.

4. Literature Review

Several pieces of researches were conducted in these areas of ICT for individuals and families to improve their overall environment. Research indicates that while initiatives that provide access to ICT have proven to be beneficial, they may not be completely adequate for bridging the digital divide.

A.R. Senyurekl [Idot] and D. F. Detzner, in their studies they have suggested that ICT impacts on families especially those who are living in remote areas and also those impacts can be noticeable in those families [1]. Another study of J. Harwood (2000) suggested these technologies have the potential to improve intergenerational communication [2], as well as A. R. Senyurekl [Idot] & D. F. Detzner, and R. Ballagas, J. "Jofish" Kaye, M. Ames, J. Go, and H. Raffle, denoted in their studies, that ICTs based Communication makes the family members as a nearby and reduce the distances within the family member..

In this respect, the study of Alvarez, Rodrigo, Padilla, and Rodriguez (2012) represents that among the strategies most used by parents is communication followed by blocking. In contrast, the least used is to share time together while children are browsing [9]. Some studies suggested that ICTs are becoming a central dimension in the various stages of the family life cycle.

Mesch G (2006), mentioned in his work, these revolutions in human communication can lead to disruptions in family routine [3], In the face of the measures taken to face ICTs' challenges of Communication on families, Ferreira (2008) [5] and Sanchez (2006) [6] identify that parents are often confused and worried about the dependence of youths on technology and seldom choose to experiment with technological substitutions used by their children, which problematic the effective Communication between family members. Both children and adolescents are "digital natives" and often they are the ones who teach and educate their parents in this area, which generates an amendment in the family hierarchies and leaves the youths at risk of use and exposure, since the parents have few strategies for adequate supervision and monitoring them (Arab & Diaz, 2015; CEPAL & UNICEF, 2014) [7,8].

However, the literature reviewed is revealed that how these Studies focused on different ICTs tools and it is influenced by family functioning and different activities conducted with ICTs (meeting, shopping interaction with family members).

5. Methodology

Techniques also applied in this research, where 150 people were selected from different families and under different age category as well in this area. The study used the methodologies are primary data collection as the questionnaire, interview, and observation for getting a better result. Semi-structured interviews were conducted, with different people of selected families in this area.

This research techniques mainly focused on ICT based communicational challenges on families in kalmunai kudy-10. Based on the analysis of interviews, could be possible to understand the perspectives of different categories of generation and the positive and negative impacts of each ICT tools. Information was composed relating to age, gender, and family size. Based on this research a set of 18 questions was designed to guide the interviews. At the commencement of each interview, a questionnaire was used to collect the information, such as family background, nature, the role of each family members, distance, quality of relationship bond, the amount of time that they spent to communicate with family members.

The questions were envisioned to establish the benefits gained from computer usage, communication manner, their attitudes towards Communication aspects, maintenance of their relationship, family schedules, access issues, and whether the respondent continued with internet use after the free period expired. The remaining questions aimed to seek information about factors that would encourage usage and reasons for participants not using the internet after the end of the free period. Each interview took 15 to 25 minutes. For these aspects interviews were recorded using a digital recorder and transcribed verbatim.

6. Results and Discussion

Interviews were undertaken regarding this research subjected altogether with 150 participants from a different family background in Kalmunai Kudy 10. A summary profile of the participants is shown in table 1.

Table 1: Summary of participants ordered by Age.

Age Category	Gender	
	Male	Female
20-29	16	14
30-39	20	18
40-49	22	24
Over 50	16	20

Here in this table 1, denoted the details of the participants' age-category. Under the age category (20-29) 16 male participated and 14 were females' students and the next age group (30-39) they were the working as well as a most expected group too. In this range 20 males and 18 were Females. Another classification of age group is (40-49).22 males and 24 were females involved in this research session. The final category was classified as over 50. Here 16 were male students and 20 female were joined in it.

Also interviewed and distributed questionnaires and the results of observations clearly depicts the challenges of communication-based on ICT. Majority of them realized and recognized the positive usages and pointed in their replies that this ICT facilitate communication in an acceptable way.

Table 2: Depicts the details of ICT on Communication

The Influence of Information Communication Technology Tools on Communications with Family Members.		
	Increased	Decreased
Family members those who are living in abroad	88.5%	9.5%
Nearby or (household members)	19%	76.5%
Friends	80.5%	28%
Neighbors	23%	7.5%
Formulating New Contacts	66.5%	5%
Renovating former contacts	69%	14%

Most respondents realized and cherished this as a positive influence on the quality of communications with Family members those who are living abroad living in abroad, relationship maintenance, Formulating New Contacts, and Renovating New Contacts. By Comparing with an earlier mechanism of communication and relationship maintenance procedures and its challenges have changed as pretentiously.

The ICT based communicational tools positively influenced family members those who are living far away, in such ways of formulating new contacts and renovating new contacts these ICT tools were shown a slighted positive impacts too. According to the respondents' statements, an optimistic finding was achieved and identified throughout this research that on family relationships, with a reinforcement of the bonds, in addition, the time saved in family communication. Based on the results attained by this study area and it's results also revealed the positive impact of ICTs tools in many cases, but in this household relationship becomes an uncertain, disputed stage due to some indications were indicated in this research's findings that the amount of time that spend with the household relationship is minimized.

The multiple negative effects that can be built up by the inappropriate use of ICT in the form of challenges of communicational are acknowledged.
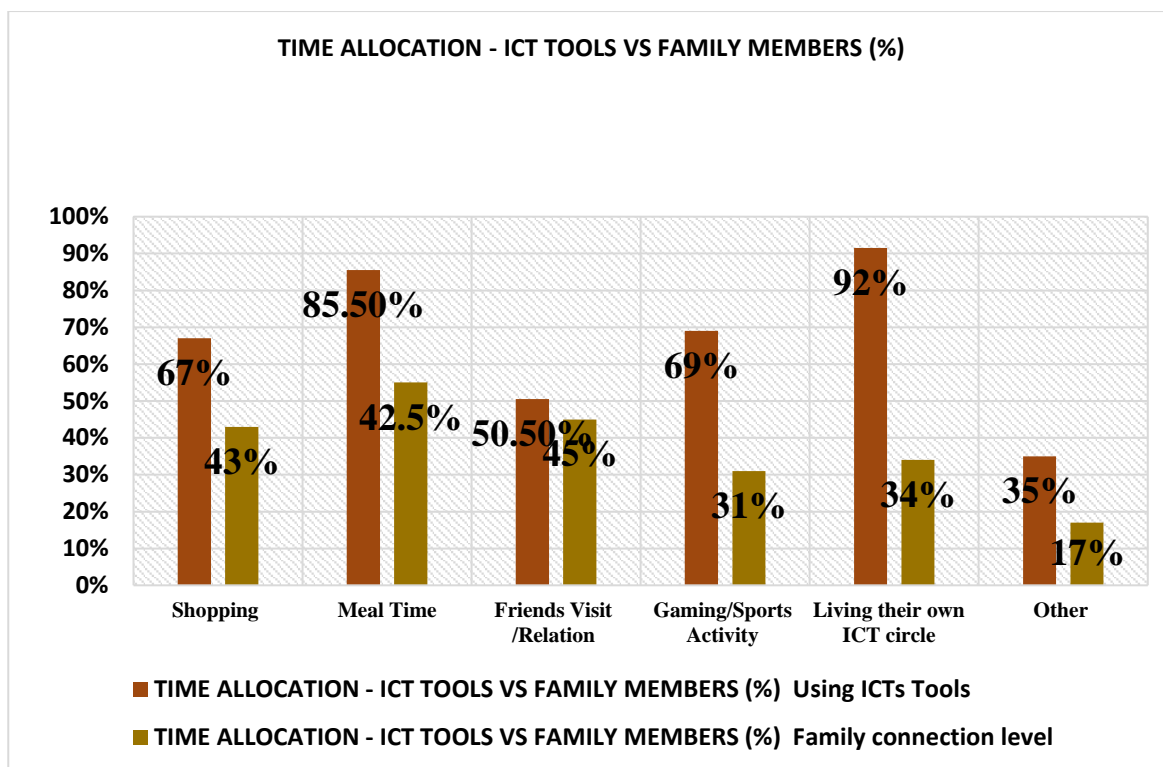
Figure 1: Summary of Time Allocation.

Based on the respondent's view the above-shown bar charts clearly depict the details that how the current generation of kalmunaikudy 10 utilized the Time.

Normally when we think about early days that how we went for shopping each family members spend time discussing selecting things. So there may be chances that each family members can express their feelings, ideas, and interests with each other. As same as shopping Meal time Especially dinner time, family visit, gettogether, gaming activities.are the privileges that enable the family members to interact with each other. But the situation is totally changed due to the arrival of ICTs.

For the shopping 67% ICT communications tools facilitated positively for families, on the other hand, the time duration is reduced to 43%. And the meal time mostly they used their ICT tools 85.5% of them. For family 42.5%. 50.50% they have spent for relation and friends throught ICTs communication tools.At the same time for family, this ICTs tools distracted by 45%.

Same manner online gaming throughtICTs tools 69% supported but for the physically and mentally they couldn't intermingle each other. Therefore based on their responses 31% was gained. The family member living their own ICT cycle even they don't have enough time to smile and say hi to others those who are nearby sitting. Therefore 92% living their own circle and 34% for family.

Most of the respondents accepted that the ICTs based Communication Tools decreased the period of time to intermingle with family. Because they use these technological tools in another to save their times on online shopping and door deliveries. playing online games and without physically visiting the family functions parties over the video call text messages there are collaborating their presence.

7. Conclusion

As shown in this research findings, technologies have become gradually important in preserving family relationships. Because of the assumption and endures of smartphones, it becomes an essential component to stay in touch and manage their family relationships as well.

Therefore, in this current society, ICTs have become an indispensable and essential resource for them and in turn, have been proven to be useful in different phases of life. In this aspect, immediately we should conduct some awareness programs and works shop regarding the issues behind the challenges of communication tools. Such as hospitality of families, and way of interaction spending time with family and while eating using those ICT tools make a distance within the nearby relationship.

Overall, this research highlighted the way, how the family members intermingled with each other in this area. From a familiar perception, the ICTs has generated an unexpected effect as it is the hostility of the families, but also it is priceless its capacity to unite those that at the instant was absent like those separated by the gap and the distance. The Internet also offers many new features for social interaction through social networking sites, online support groups, and chat rooms.

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