

The Impact of Social Media on Business Growth and Performance in India

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Abstract

Until the late 1990's the main type of media known to organizations were TV, papers and radio, anyway in the mid 2000s, an upheaval in media was seen and the world was acquainted with Social Media. Internet based life is simply like some other type of media is an apparatus utilized for correspondence however at the bigger scale for social association utilizing very available and versatile correspondence procedures. Internet based life affects the organization just as the clients. Online life is turning into a fundamental device for advertisers, which is at the very least speculation. In today's situation buyers judge an organization dependent on their online nearness, consequently organizations can advance and at the same time make a solid social nearness by continually taking into account their clients' needs and concerns. Globally, organizations have received Social Media as a basic instrument for their promoting effort; anyway the equivalent isn't adjusted in India to an enormous degree. What are the advantages of Social media? What are the instances of Social media? This investigation comprehends the advantages, effect and significance of Social Media on business execution and development.

The present age is considered as the "Data Age" wherein ICTs (Information and Communication Technologies) have turned out to be fundamental in creating, transmitting, preparing and utilizing data of monetary and social worth. It is realized that the current social framework in both rustic and urban territories, has colossal fundamental imbalances and defects related with it. There emerges an issue of how these ICTs can be utilized to lessen these fundamental imbalances and defects through satisfactory institutional instruments. Improving the occupation of the poor is one urgent issue in social advancement. There are a few activities wherein ICTs have been utilized for upgrading jobs. In this paper, one ICT for Development (ICT4D) social business undertaking called "eKutir" in provincial Odisha is examined from an employment point of view utilizing a structure called the "Maintainable Livelihoods/SL" system through a contextual investigation strategy. From this examination, derivations are drawn which may be helpful for improving other ICT based social organizations activities in employment just as in different zones of advancement.

The use of Information and Communication Technology (ICT) in horticulture is progressively significant. E-Agriculture is a rising field concentrating on the upgrade of rural and provincial advancement through improved data and correspondence forms. All the more explicitly, e-Agriculture includes the conceptualization, plan, improvement, assessment and use of creative

approaches to utilize data and correspondence advancements (ICT) in the rustic space, with an essential spotlight on horticulture.

ICT guarantees an essential change in all parts of our lives, including learning scattering, social communication, financial and strategic approaches, political commitment, media, training, wellbeing, relaxation and stimulation. ICTs are most common partners to encourage the effort of Agricultural Extension framework in the nation. Regardless of enormous, knowledgeable, well-prepared and efficient Agricultural augmentation labor, around 60% of ranchers in the nation still remain un-came to, not served by any expansion organization or functionary. Data is crucial to handle environmental change impacts: therefore, a move is required in the horticulture division to spread suitable learning at the perfect time to the ones who are at the cutting edge in the fight: the ranchers, in both created and creating nations. Simultaneously, data in essence isn't sufficient, yet fitting interchanges frameworks are expected to guarantee that data come to ranchers in a viable, exact and clear way. The present papers attempts to catch a portion of the ICT activities in horticultural segment, with reference to Indian farming.

Key Words

Social Media, Impact, influence, Brand awareness, Business performance and growth Livelihoods, ICTs, eKutir, Social Business, Odisha.

Introduction

"You can purchase consideration (promoting). You can ask for consideration from the media (PR). You can bug individuals each one in turn to get consideration (deals). Or then again you can gain consideration by making something fascinating and important and after that distributing it online for nothing." – David Meerman Scott, Marketing strategist/Author, *The New Rules of Marketing and PR*. Until the late 1990's the main type of media known to organizations were TV, papers and radio, anyway in the mid 2000s, an unrest in media was seen and the world was acquainted with Social Media. Internet based life is a simply like some other type of media is an apparatus utilized for correspondence yet at the bigger scale for social connection utilizing exceedingly open and versatile correspondence procedures. As per Ann Handley – Marketing Profs, Author with C.C. Chapman of *Content Rules*, "Internet based life is a consistently developing and advancing gathering of online instruments and toys, stages and applications that empower we all to collaborate with and share data. Progressively, it's both the connective tissue and neural net of the Web"

The present age is the "Data Age" or the Post-Industrial age. This alludes to two viewpoints. One viewpoint is the blast in the age of data and its expanding significance in all circles of human action. The subsequent perspective is the creation and expansion of ICTs (Information and Communication Technologies) which has helped the previous angle. It is realized that the current social framework has enormous difficulties of destitution and imbalance related with it. There emerges an issue of how these new ICTs can be utilized to handle these difficulties. While the

topic of utilizing ICTs as an enchantment wand or silver projectile for every one of the issues of improvement is certainly discounted, the subject of utilizing ICTs to tackle a portion of the advancement issues with a reasonable comprehension of its potential remains. One vital issue being developed is upgrading the occupation of poor people.

ICT has brought better approaches for making jobs for individuals (Doong and Ho, 2012). Currently there are a few extrapolations recommending that versatile communication has made in excess of 7,00,000 employments in Pakistan and in excess of 3,000,000 occupations in Africa, of which maybe around 70 percent are employments, for example, telephone call affiliates and broadcast appointment retailers of the sort found in poor networks (PTA 2007 and GSMA 2008). In an investigation in Zimbabwe, it was discovered that ICTs were compelling in the spread of farming data (Tinashe, Mostert and Ocholla, 2015). Hence it is comprehended from all the above activities that the potential for upgrading famers' work, improving other sort of jobs, and improving personal satisfaction by and large for destitute individuals through an innovative utilization of ICTs is high.

In this paper, one ICT for Development social business task called "eKutir" in Odisha is examined with respect to how ICTs are helping the employment and different needs of the ranchers and other country inhabitants. A "social business" activity is one which contains inside itself a business rationale and furthermore a component which makes social incentive for the network. The job of ICTs in improving the job prospects of ranchers is investigated through a structure called the Sustainable Livelihoods/SL system. This system is one of the standard structures utilized in the improvement part.

There is both a diagnostic job and a practical job of data and ICTs versus the reasonable vocations structure (Duncombe, 2007). The scientific job is for getting vocations and the utilitarian job centers around the genuine job of data in upgrading occupations. Both these jobs have been investigated in this paper. From this investigation, derivations are drawn for other social organizations with a huge ICT part in vocation as well as in different regions of improvement.

Literature Review

Chen, S. (2001) in his paper 'Assessing the effect of the Internet on brands', evaluates the case that online business will spell the finish of brand the board. Proof from market studies is surveyed, and the paper distinguishes some key factors that make this situation impossible. To start with, the impact relies upon various different elements, for example, sort of item and kind of procurement. Brands serve an alternate job in every one of these cases, and the effect of the Internet will fluctuate as indicated by the job that the brand plays. Furthermore, there are an assortment of Internet advancements which will influence marks in an assortment of ways. Thirdly, the Internet is prompting some auxiliary impacts in the market structures that influence

brands. The blend of these components, a long way from prompting the passing of brand the board, will much of the time lead to an expanded job for brand the executives.

Corcoran, Cate et al (2009) in their paper ,'_Brands plan to adjust to internet based life world', report on the utilization of web-based social networking by brands and retailers in the U.S. It expresses that low to high brands and retailers are grasping web based life and use it in boosting deals and brand awareness. According to New York University educator of promoting and Red Envelope originator Scott Galloway, extravagance brands are presently constructing connections through Facebook, client surveys and culminating the exchange on the web. It noticed that organizations are currently constructing their own informal organizations.

Also, Dutta, Soumitra (2010) in his article on Social media system in Harvard Business Review says that online networking are changing the manner in which we work together and how pioneers are seen, from the shop floor to the CEO suite. In any case, while the best organizations are making thorough procedures around there, investigate proposes that not many corporate pioneers have an internet based life nearness state, a Facebook or LinkedIn page-and that the individuals who do don't utilize it deliberately. The present heads must grasp web based life for three reasons. In the first place, they give a minimal effort, exceptionally available stage on which an individual brand can be manufactured, and furthermore imparts our personality inside and outside the organization. Second, they permit to connect quickly and all the while with companions, representatives, clients, and the more extensive open so as to use connections, show responsibility to a reason, and exhibit a limit with regards to reflection. Third, they offer a chance to gain from moment data and unvarnished criticism.

Aula, Pekka.(2010), in his article, centers around the danger and danger of online life to 5 the notoriety of business organizations. It makes reference to instances of occasions where it includes the impact of internet based life and how exposure can give negative effect to the notoriety of an organization. It notes on the most famous and intriguing internet based life administrations based from the corporate point of view which incorporate Facebook, MySpace, and Twitter. In any case, it says internet based life grows the extent of notoriety dangers and lifts hazard elements.

Hunt, Kristin Gunderson. (2010) in his article examines the significant job of internet based life in the enlistment of workers among organizations. It specifies that web based life are not only for socialization as it could likewise be utilized in contracting and presenting some data about the organizations. It makes reference to that organizations that doesn't hold onto internet based life, for example, Facebook, LinkedIn, and Twitter as an enlistment apparatus may lose quality competitors.

Andreas Kaplan and Michael Haenlein (2010) in their examination titled Users of the world join together! The difficulties and chances of online networking state that the idea of Social Media is top of the plan for some business officials today. Chiefs, just as advisors, attempt to

recognize manners by which firms can utilize applications, for example, Wikipedia, YouTube, Facebook, Second Life, and Twitter. However in spite of this enthusiasm, there is by all accounts very constrained comprehension of what the term —Social Media precisely implies; this article plans to give some explanation. It starts by depicting the idea of Social Media, and talk about how it varies from related ideas, for example, Web 2.0 and User Generated Content. In view of this definition, it at that point gives an order of Social Media which gatherings applications as of now subsumed under the summed up term into progressively explicit classifications by trademark: collective undertakings, online journals, content networks, informal communication locales, virtual game universes, and virtual social universes.

Methodology

A contextual investigation based procedure has been pursued. Contextual analysis has been picked on the grounds that the experimental truth of ICT based social business is changing quickly in the ebb and flow setting and contextual analysis research configuration is most appropriate to catch the nuanced parts of this evolving reality (Yin, 1989).

The essential information for this examination was gathered from the field by this creator in 2010 and in 2012. Optional information has likewise been gathered and utilized for this examination. Since a similar field zone was learned at two diverse timespans, a longitudinal report was conceivable. In any case, the impediment is that, this may not fit the bill for being a thorough longitudinal examination. In this way, basically a contextual investigation technique has been pursued. During 2010, an exploratory contextual investigation was done on the eKutir model and in 2012, a clear contextual investigation was done on a similar model. The case is characterized as the eKutir model comprising of the eKutir association, the FIGs (Farmer Interest Groups) and the social business visionaries related with every FIG. The principle unit of examination is the center and spokes model of eKutir. The sub-ordinate units of examination are the FIGs, the eKutir association, the horticultural information and yield supply chains.

Significance

Web associates the world and makes correspondence exceptionally quick and straightforward. The equivalent with connected for business, makes clients, inventors, providers and everybody who is related with the organization associated. This examination comprehends Social media as a medium to interface business with world and its positive results on execution and development.

Social Media's Importance

Agreeing to University of Communications and Marketing, South Florida, Social media is a web based type of correspondence. Online life stages enable clients to have discussions, share data and make web content. There are numerous types of web-based social networking, including web journals, miniaturized scale online journals, wikis, person to person communication locales, photograph sharing destinations, texting, video-sharing locales, digital recordings, gadgets,

virtual universes, and then some. Web based life is utilized all around the globe to make associations and offer data.

On an individual front web based life enables clients to speak with loved ones, on an expert front, web-based social networking gives clients a chance to speak with experts from the business. Online networking additionally gives clients a chance to take into account customer needs and criticism at the soonest. Web based life has opened roads for advertisers that did not exist previously or were excessively muddled. Web based life is an integral asset at the fingertips of advertisers and they can impart a bit of substance to the world like a flash. Online networking is significant for the business as it helps Showcase the organization's image and make a brand picture by dealing with a solid web based life nearness. By normally refreshing insights regarding the organization and its social happenings, planned clients are radiantly vigilant for the organization.

Web based life prompts enormous presentation because of its overall access, sharing capacities, and tremendous measure of every day clients. It conveys moment data in the computerized commercial center, subsequently enabling organizations to promote their items, going past separation. Measurements have demonstrated that interfacing in web based life systems even 2-3 times each week can altogether increment online nearness in both the conventional and computerized market space, while organizations are fabricating new connections outside the four dividers of your office. Web based life channels are proactive instruments with regards to expanding organization dependability.

By intently speaking with clients on a web based life level, the organization become a confided in wellspring of data which makes it an incredible resource when making organization mindfulness and brand believability. Web based life can be an incredible wellspring of client administration, changing negative client's involvement into a positive result for your business. Online networking enables organization to get customize their items to their clients. With expanded reaction to client criticism imminent clients are bound to wind up potential clients as the organization is accessible to cook and react to their particular prerequisites and desires Lastly web-based social networking is the most cost productive approach to market and brand any business. Advancing any business through online life will just expand rate of return. It likewise permits inventive publicizing openings and stimulating advertising without a tremendous fiscal duty.

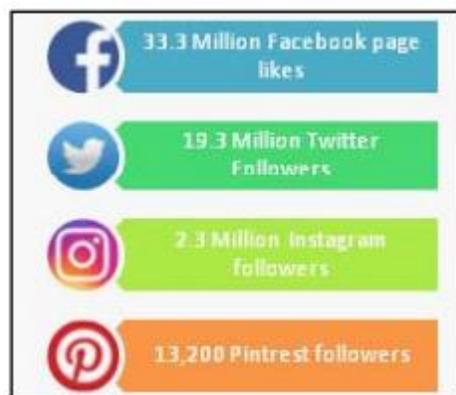
Impact of Social Media

Internet based life has a significantly affected the world and business. There is a progressive change in the manner individuals interface and convey, Ali Kinston Mwila, Mining Information Technology at Barrick Gold Corporation says Social systems help the organizations in an assortment of ways. Customary advertising mediums, for example, the radio, TV plugs and print promotions are totally out of date now and interest for a great many dollars. Nonetheless, with

web based life the organizations can associate with their focused on clients for nothing, the main expense is vitality and time. Through Facebook, Twitter, LinkedIn or some other social site you can bring down your showcasing cost to a critical level. He additionally referenced in his article 'Constructive and Negative Effects of Social Media on Society', Oct 2015 that long range informal communication destinations are to join individuals on an enormous stage for the accomplishment of some particular target. This is imperative to acquire the positive change society.

Internet based life has had its huge impact on Politics too. Head administrator Narendra Modi has potentially been one of the most dynamic and early adopters of online life. During the general decisions a year ago, Modi Ji had the whole online networking buzzing. His selfie with his mom and a tweet that pursued saying, "Looked for favors from my mom," immediately became a web sensation. One latest model was the Prime priests latest visit to the USA and as indicated by The New Digital, advanced administrations organization that joins the intensity of innovation, examination, imaginative and content for computerized change, Twitter for all intents and purposes detonated with movement. From September 22nd to 28th the absolute commitment for #Modiinusa contacted 147,038.

A Quick glance at Prime Minister Narender Modi's Social Media Presence as on 11th April 2016:

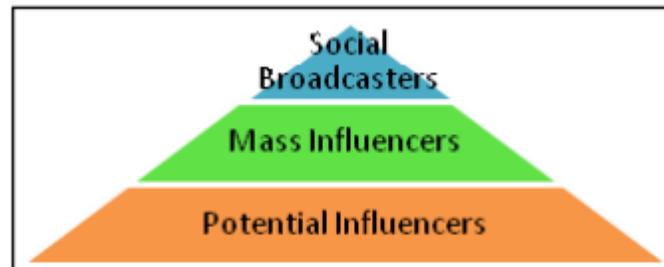


Source:

Which Restaurants are winning on Social Media, by Brooke Baumgartner McDonalds' oversees being an investor in the cheap food business has a tremendous internet based life nearness. McDonalds' the general victors with it comes to establishing an online connection, having the greatest number of devotees and is additionally known for its commitment with buyers. On account of its online nearness, McDonalds' a worldwide brand and has a positive effect as its business and execution.

Impact of Social Media on Business Growth and Performance

With Social media developing at a cosmic rate, there is a gigantic effect on business and the matter of advertising. Web based life creates business strategies. Celebrated sites like facebook, twitter, linkedin and pinetrest demonstrate an open door for business to catch the eye of the clients and all the while fabricate brand picture. These informal organizations enable business to utilize and demonstrate numerous strategies and make a brand profiles like fan pages, challenges, sweepstakes, and so forth.



Web based life additionally demonstrates what are the preferences and inclinations of our loved ones and in like manner settle on the item dependent on their companions inclination over lustrous magazine notice. At the point when there is a miserable client he writes and expounds on it on the numerous long range interpersonal communication locales, with a solid online nearness, any organization can handle that circumstance by utilizing their own exceptional method for advancement the item and its client administration. When making an online networking showcasing technique, it merits considering who is being focused on. There will be individuals inside the informal organizations who may not really be clients, however who by and by can massively affect the advertising endeavors. Forrester Analyst, Augie Ray broke the different kinds of internet based life influencers into three particular classes

Social media influencers on the business

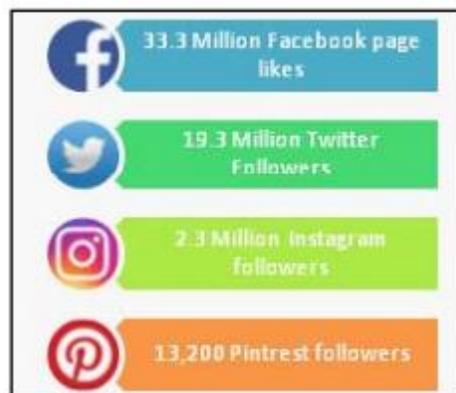
More than 80 percent of that populace is comprised of "potential influencers". It merits trying to distinguish who these individuals are in your system and interface with them to pull in offers and likes which at last assistance to spread your image name. One site which is magnificent for recognizing these individuals is Klout. Klout gives social organizers a score out of 100 which demonstrates how powerful an individual is over their system while likewise distinguishing who the telecasters and influencers are inside that system

Social Media as an Essential Marketing Tool

Conventional types of promoting included print media, internet based life and communicate media. This had its own downsides. TV commercials, pamphlets, post office based mail and email never again appear to have a similar effect as they used to. One of the significant disadvantages was that they had a similar ad system or a similar commercial rehashed over

numerous years. Organizations utilizing web based life as a way to advertise their item permit development and inventiveness. Web based life enables the organization to have a solid online nearness by continually connecting with their clients and furthermore giving extraordinary administration. Organizations can embrace crisp new way to deal with all their item development and increment mindfulness among their intended interest group. Social apparatuses can likewise reinforce brand observation by conveying fundamental beliefs to a more extensive group of spectators. This, thusly, opens up the chance to begin discussions, develop business associations and extend the online network to win new devotees and potential clients. Online life requests advancement and innovativeness in each public statement the organization needs to make. Organizations additionally need to stay aware of different organizations to battle rivalry and take into account the requesting clients' needs and needs. So as to stand out from rivalry, organizations must tune in and gain from their clients to delineate needs against what else is going on in the web based life space. Endeavors must be put to go past what is as of now existing and convert their corporate goals in to existing and unique online life exercises.

Powerfully utilizing internet based life is perhaps the most straightforward approaches to arrive at a huge client base and get the organization or brand name in the heads of existing or potential clients. Not exclusively completes an officially settled system help to make new reaches, it will likewise develop associations that have been framed. Despite the fact that this is extremely well-known to customary promoting methods, online life has given it another wind. Organizations that neglect to adjust to another increasingly associated and intelligent market, will unavoidably fall behind. At the point when Media Group led an examination on advertising endeavors for one of their long haul customers, they unveiled their promoting consumption subtleties more than 5 years.



The above figures shows us the marketing expenditure for Media Groups long term client, that Internet/online marketing has the least amount of expenditure and the most amount of exposure.

Role of Information and Communication Technologies in Indian Agriculture

The farming segment in India is as of now going through a troublesome stage. India is moving towards an agricultural crisis because of absence of consideration, deficient land changes, faulty

land the executives, non-giving of reasonable costs to ranchers for their yields, insufficient interest in irrigational and agrarian foundation in India, and so forth. India's nourishment creation and profitability is declining while its sustenance utilization is expanding. The position has further been declined because of utilization of sustenance grains to fulfill the needs of bio powers. Indeed, even the solution of import of sustenance grains would be irksome, as India does not have ports and logistical frameworks for huge scale nourishment imports.

ICT or Information and Communications Technology in straightforward terms, can be characterized as the crate of innovations, which help or backing away, preparing of Data/Information, or in dispersal/correspondence of Data/Information, or both. ICT hence incorporates advances such as work area and PCs, peripherals and association with the Internet that are expected to satisfy data handling and correspondence capacities

ICTs unequivocally incorporate the field of electronic correspondence, notwithstanding IT. The term IT is characterized as "the investigation, structure, advancement, execution, backing or the executives of PC based data frameworks, especially programming applications and PC equipment." IT manages the utilization of electronic PCs and PC programming to convert, store, ensure, process, transmit and recover data, safely. The importance of ICTs for Agricultural Development by and large and for Agricultural Extension specifically is amazingly high for a nation like India.

The utilization of Information and Communication Technology (ICT) in farming is progressively significant. E-Agriculture is a rising field concentrating on the upgrade of rural and rustic advancement through improved data and correspondence processes. More explicitly, e-Agriculture includes the conceptualization, plan, improvement, assessment and utilization of imaginative approaches to utilize data and communication technologies (ICT) in the country space, with an essential spotlight on farming. All partners of horticulture generation framework need data and information about these stages to oversee them proficiently.

Conclusion

The agrarian part in India is at present going through a troublesome stage. India is moving towards a rural crisis because of absence of consideration, lacking area changes, damaged land the board, non-giving of reasonable costs to ranchers for their harvests, insufficient interest in irrigational and agrarian framework in India, and so forth. India's sustenance creation and profitability is declining while its nourishment utilization is expanding. The position has additionally been intensified because of utilization of nourishment grains to fulfill the needs of bio energizes. Indeed, even the arrangement of import of nourishment grains would be inconvenient, as India does not have ports and strategic frameworks for enormous scale sustenance imports.

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The significance of ICTs for Agricultural Development when all is said in done and for Agricultural Extension specifically is very high for a nation like India. The utilization of Information and Communication Technology (ICT) in horticulture is progressively significant. E-Agriculture is a rising field concentrating on the upgrade of farming and country advancement through improved data and correspondence forms.

All the more explicitly, e-Agriculture includes the conceptualization, structure, improvement, assessment and utilization of imaginative approaches to utilize data and correspondence advancements (ICT) in the country space, with an essential spotlight on agribusiness. All partners of horticulture generation framework need data and information about these stages to oversee them proficiently.

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