

Human connection and ICT

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INTRODUCTION

Background

- Developed Information Communication Technology (ICT)
- Communication on social media
- Spending much time and frequently on social media
- Less face-to-face (FTF) communication

Decreasing human connection

S. Greenfield (2015) ¹

- ❑ FTF communication and body language best establish empathy, which develops trust.
- ❑ Excessive Internet use could lead greater distrust of people.
- ❑ A preference for online rather than FTF communication could result in a decline in deep and meaningful relationships with others.

¹ Susan Greenfield (2015) *Mind change: how digital technologies are leaving their mark on our brains*, Random House

Decreasing human connection

S. Turkle (2016) ¹

- ❑ Empathy or social action is decreasing by avoiding FTF conversation.
- ❑ Checking smartphones frequently leads to ignore a person in front of them.

¹ Sherry Turkle (2016) *Reclaiming conversation – The power of talk in a digital age*, Penguin Press (日暮雅通訳(2017) 『一緒にいてもスマホ – SNSとFTF –』 青土社)

Question and conclusion

- Is it able to keep human connection in the highly developed ICT age?
 - Human connection means mentally deep connection with others established through FTF communication.
- I will conclude that it is increasingly difficult (especially for coming generation people) to keep it.
- Rather, connection with artifacts would be a possible relationship.

Question and conclusion

The conclusion is derived from considering the following questions.

1. How has ICT changed chances of FTF communication?
 - ICT does not mean only smartphones or social media.
2. Why is human connection important?

LIVES CHANGED BY ICT

ICT for further development of societal welfare

ICT does not mean only smartphones or social media.
They are just a part of ICT.

L. Floridi (2014) ¹

For some people around the world, ICTs and their data-processing capabilities are not just important but **essential conditions** for the maintenance and **any further development of societal welfare, personal well-being, and overall flourishing.**

E.g. each country of the G7: at least 70% of the GDP depends on intangible goods, which are information-related, rather than on material goods.

¹ Luciano Floridi (2014) *The Fourth Revolution – How the Infosphere is reshaping human reality*, Oxford University Press.

ICT for further development of societal welfare

E.g. Labor shortage

self-checkout machines in a supermarket

Respect for individual life, various lifestyles/needs

Workplace : telework (work anytime and anywhere)

- nursing care / childcare
- living in favorite place / cutting the cost of commuting

School : e-learning, online school

- For children who do not want to go to local school
- Curriculum depended on each student's leaning level, ability, and interest

a difference between a supermarket and school/workplace

People usually spend much time in their lives, get acquainted with others and establish human connection at school or workplace.

Turkle (2016) gives many examples of students indicating decreasing human connection
→students have chances to meet others.

If future students or workers use online education or telework more, they have less chances of FTF communication.

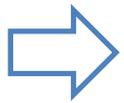
IMPORTANCE OF HUMAN CONNECTION

Importance of human connection

Human being evolution

Homo sapiens (human being) is weak species.

They are threatened by Homo neanderthalensis.



In order to survive and prosper, human beings had to make a group.¹

¹ Yuval Noah Harari (2015) *Sapiens: A Brief History of Humankind*, Harper

Importance of human connection

Each human being needed cooperation, caring about others, and morality to get trust from others and to be a member of a group.

As a result, cooperative humans could survive.

Importance of human connection

Many people generally think that human connection is still important.

- to ask for help of others easily when they are in trouble
- to have better social life

... Is *human connection* necessary for these reasons?

Asking for help without human connection

- People Google or ask on BBS if they have in trouble.
- There are some systems in need.
 - Social insurance
 - Home service, Agency service in a daily life (housekeeping, to line up, to attend a wedding ceremony)

Good social life

companion robot, care robot, social robot

many types are developing, and expression, emotional reaction or touch texture etc. are being researched.

My prospection

I do not think that relationships with robots can substitute for that with humans.

I acknowledge that FTF communication and human connection have some positive aspects.

My prospection

If people more rely on ICT, and to establish human connection increasingly difficult,
I suggest finding a way to establish connection with artifacts.

Although it is not the same as human connection, it may be another possible form of connections in highly ICT age.

- Some people think that human connection, which is established through FTF communication is important.
- However, in ICT age, places without FTF communication are provided.
- If ICT develops further in this line, It would be a possible option to establish connection with artifacts.

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