Technology for Social Good: Promises and Potentials

Harshvardhan J. Pandit

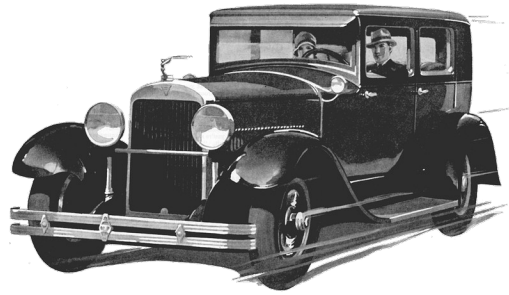PhD Researcher, Theme E, TCD

harshvardhan.pandit@adaptcentre.ie | @coolharsh55
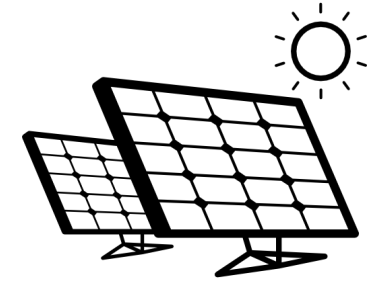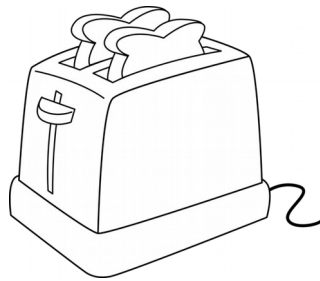
"practical application of knowledge"
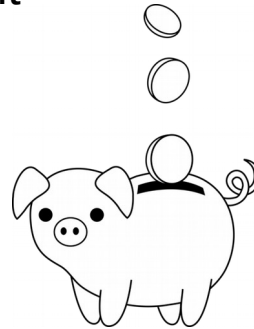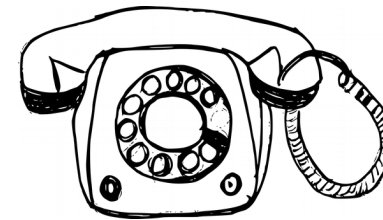
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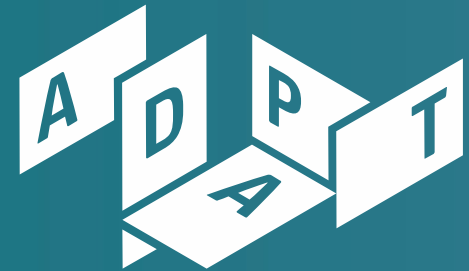
entertainment

health / medicine

energy

food

finance

communication

Technology is anything invented after you were born, everything else is just stuff

Alan Kay

Human-Computer Interface pioneer

ADAPT

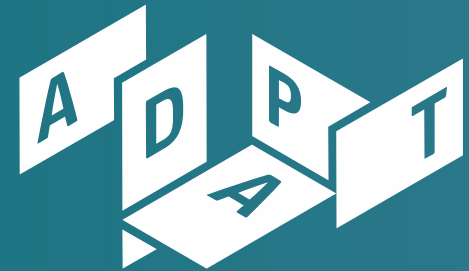**Engaging Content**
Engaging People

- Privacy!

- Surveillance!

- Morality! Ethics!

- Safety!

- Security!

- Terrorism!

- Compensation! Copyright!

- Dependance!

Can we re-apply lessons learned in developing one area of technology to another?

A Social Theorem

Promises

- Efficiency

- Reliability

- Automation

- Convenience

- Scale

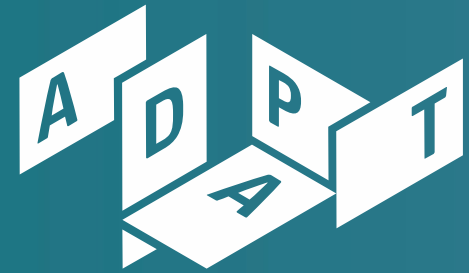- Resource Utilisation

Pitfalls

- Safety

- Security

- Accountability

- Privilege

- Trust

- Social Impact

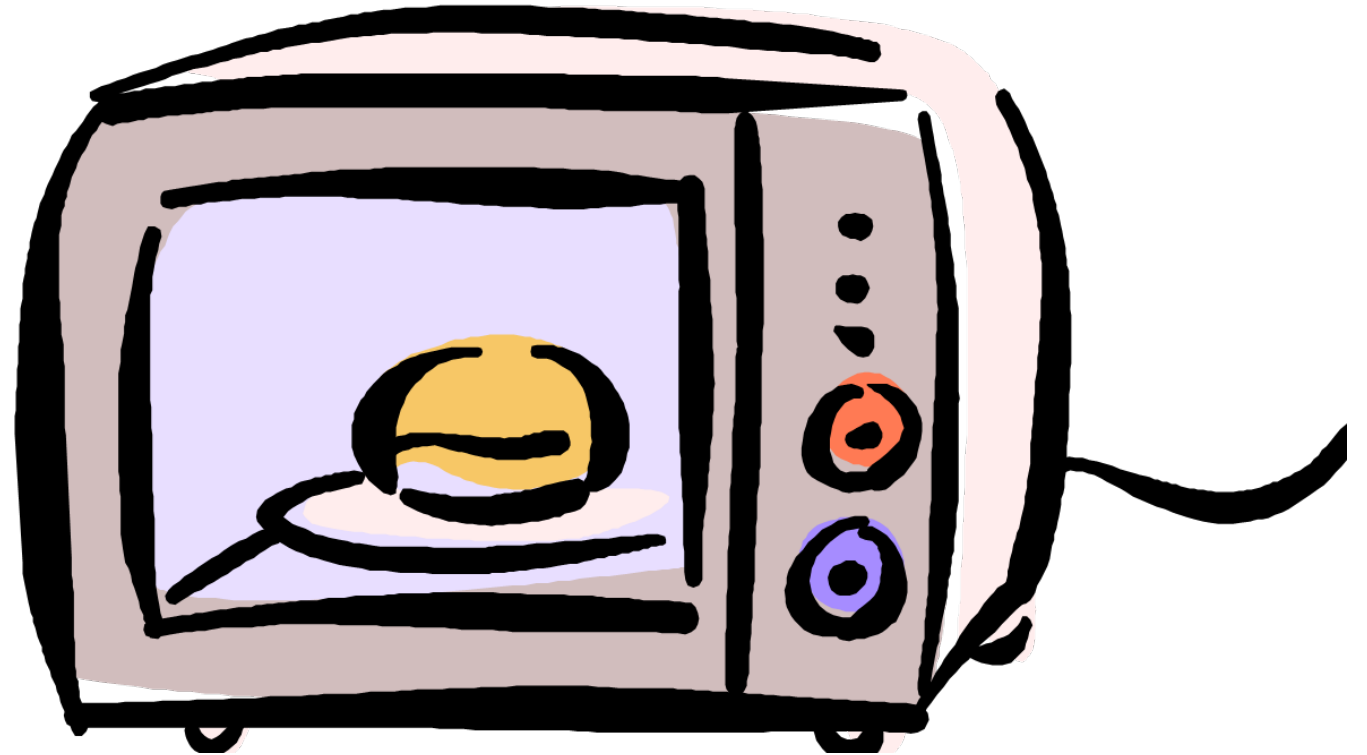# Technology is a useful servant but a dangerous master

Christian Lous Lange

historian, political scientist, 1869-1938
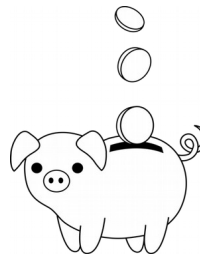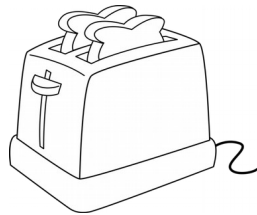
Engaging Content
Engaging People
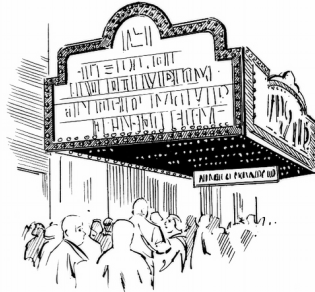
We start with benefits and then add safety measures...

Social interaction with Technology

1) Laws / Regulations e.g. safe limits of radiation in phones

2) Engineered features e.g. auto-shutoff when phones get hot

3) Social Demand e.g. transparent reports, independent verification
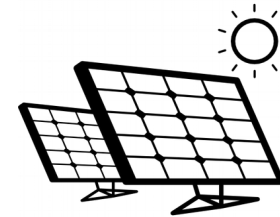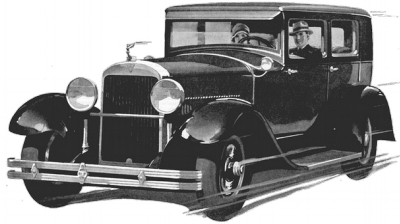
We believe everyone should do the 'right thing', but disagree on what is right

Why Good People Do Bad Things: Understanding Our Darker Selves - James Hollis
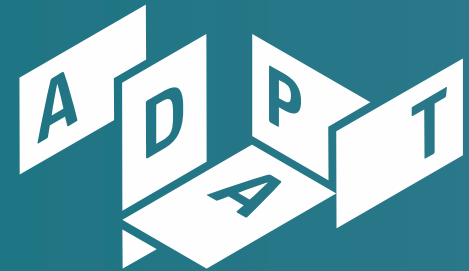
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Hofstede's cultural dimensions theory
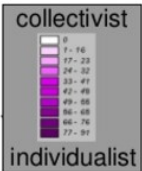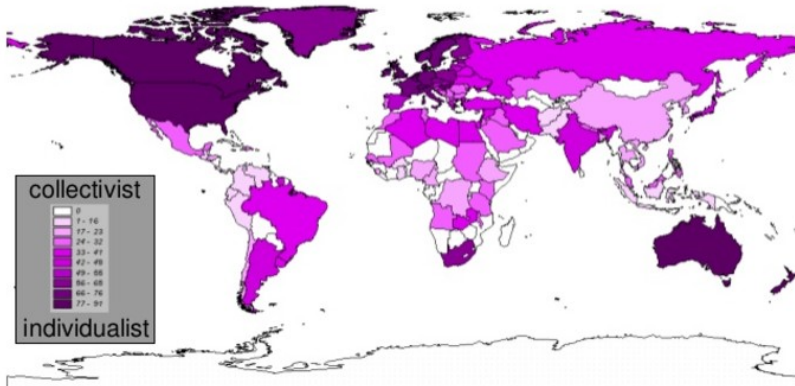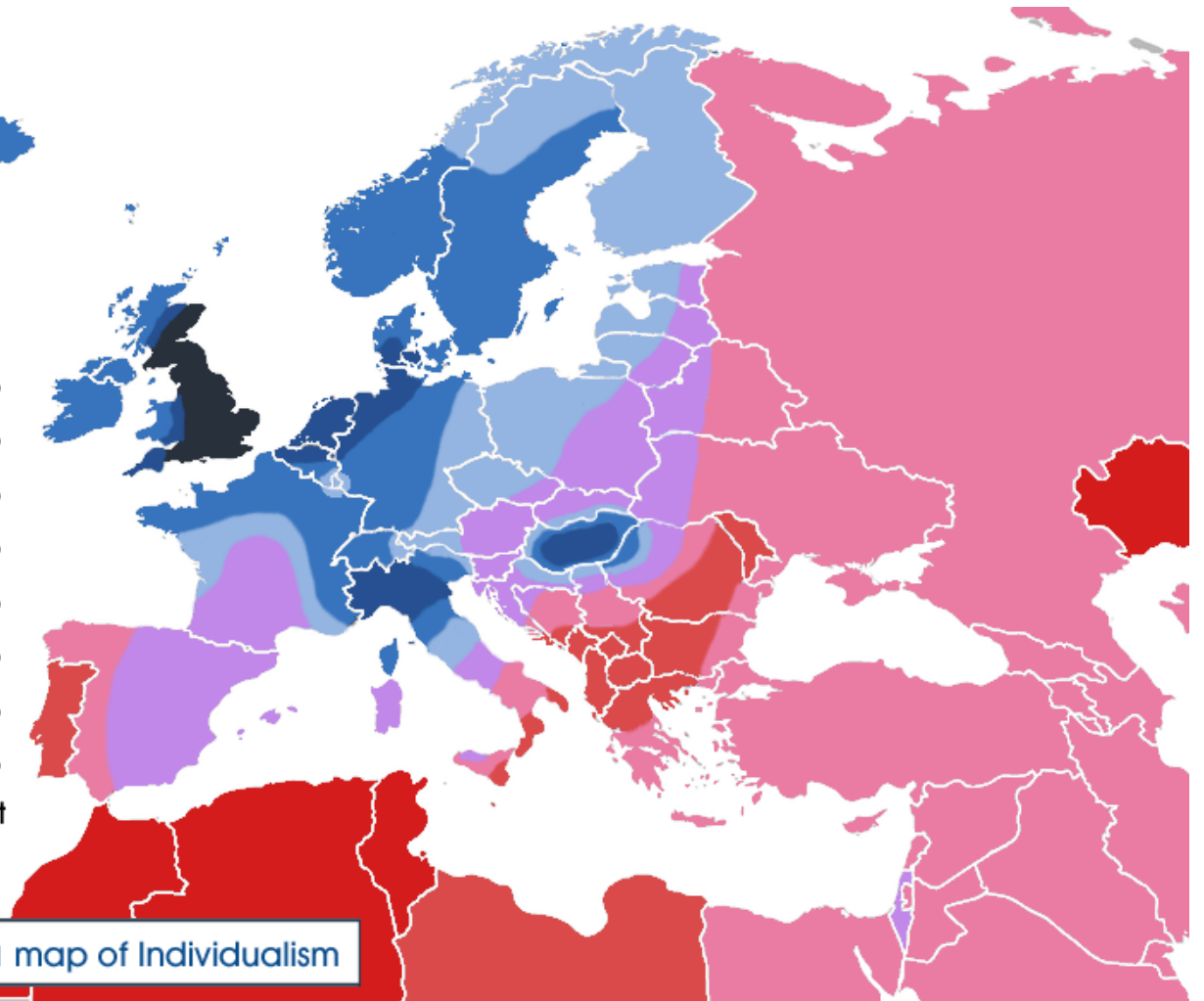
- Benefit ← *the hidden agenda*

  - Who will *not* benefit?

  - Is it *disproportionate*?

- Accountability ← *who to look for when things go wrong*

  - Who will be *responsible*?

  - Can there be a *vaccum* of responsibility?

- Legality ← *how to enshrine a social agreement*

  - Should something *immoral* also be *illegal*?

  - What should be the *punishment* for deviating from the law?

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