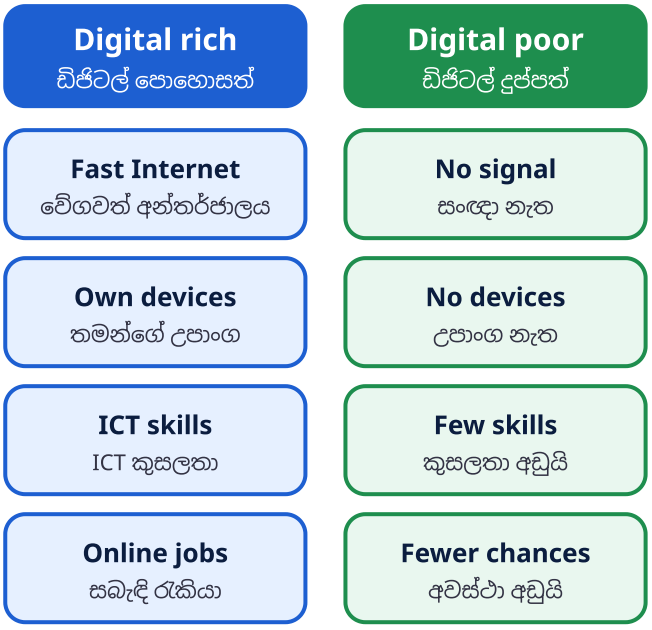
G.C.E. O/L Grade 11 ICT · Lesson 6

6.10 ICT and Society: Digital Divide, Jobs, Equal Opportunities and Social Media

Syllabus 15.10. ICT changes the way people live and work. Some changes are good and some cause problems. You will learn about the **digital divide** and **digital bridge**, **de-skilling**, **techno-rich jobs**, **equal opportunities**, and how to use **social media** safely.

1. Digital divide

The **digital divide** is the gap between people who **can** use computers and the Internet and people who **cannot**. Causes include money, place (city or village), age, education, language and disability.

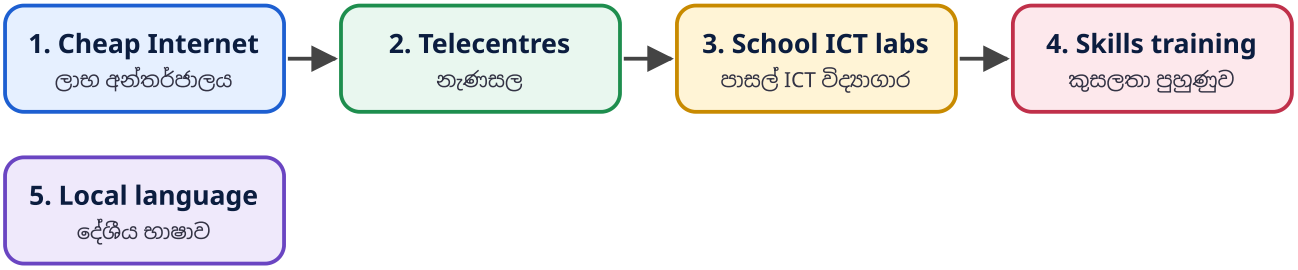


Causes of the digital divide.

2. Digital bridge

A **digital bridge** is any step that closes the digital divide and helps everyone use ICT.

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Ways to build a digital bridge.

- Village IT centres (e.g. Nenasala) and school computer labs.
- Cheap data packages and mobile coverage in rural areas.
- Software and websites in **Sinhala and Tamil**.
- Free training for older people and assistive tools for people with disabilities.

3. Changes in employment

Idea	Meaning	Example
De-skilling	A machine does the skilled part, so workers need fewer skills or lose jobs	A typesetter replaced by desktop publishing; a cashier replaced by self-checkout
Techno-rich employment	New jobs that need ICT skills	Software developer, web designer, network engineer, data analyst, cyber security officer

> 💡 To stay employed, keep learning new ICT skills – this is called **lifelong learning**.

4. Equal opportunities

ICT can give **everyone a fair chance**: people can study online from villages, work from home, and people with disabilities can use **screen readers**, voice typing and large text. Women and men, rich and poor, can all apply for jobs online.

5. Misuse of social media and precautions

Misuse	Precaution
Cyberbullying – hurting or threatening someone online	Do not reply; block, report and tell a trusted adult
Fake news and rumours	Check the source before you share
Sharing **personal details** and photos	Use privacy settings; never share address, school or location
Meeting **online strangers**	Never meet them alone; tell your parents
Addiction – scrolling for hours	Set screen-time limits

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NEW 2026 2026: AI-made **deepfakes** and fake news spread fast, so check before sharing. The **Online Safety Act No. 9 of 2024** deals with harmful online statements. Report serious abuse to the police or Sri Lanka CERT.

Key Words

Digital divide – The gap between people who can and cannot use ICT.

Digital bridge – Actions that close the digital divide.

Nenasala – Village ICT centres that give people computer and Internet access.

De-skilling – When machines do skilled work so workers need fewer skills.

Techno-rich employment – New jobs that need ICT skills.

Lifelong learning – Continuing to learn new skills all through life.

Equal opportunities – Everyone getting a fair chance to learn and work.

Screen reader – Software that reads screen text aloud for blind users.

Cyberbullying – Hurting or threatening someone online.

Fake news – False information shared as if it were true.

Privacy settings – Options that control who can see your posts.

Online Safety Act – Sri Lanka's Act No. 9 of 2024 about harmful online statements.

Sample Q&A

1. What is the digital divide?

Answer: The gap between people who can use ICT and people who cannot.

2. Give two causes of the digital divide.

Answer: Not enough money; living in a village with poor coverage (also age, language, disability).

3. Give two ways to build a digital bridge.

Answer: Village IT centres such as Nenasala and software in Sinhala and Tamil.

4. What is the difference between de-skilling and techno-rich employment?

Answer: De-skilling: machines take skilled work. Techno-rich: new jobs needing ICT skills.

5. How does ICT give equal opportunities to people with disabilities?

Answer: Screen readers, voice typing and large text let them study and work.

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6. What should you do if you are cyberbullied?

> **Answer:** Do not reply; block, report, keep evidence and tell a trusted adult.

MCQ

1. The gap between people who can and cannot use ICT is the

A. fair use
B. digital bridge
C. de-skilling
D. digital divide

2. Opening a Nenasala centre in a village is an example of a

A. digital bridge
B. digital divide
C. key-logger
D. piracy

3. Self-checkout machines replacing cashiers is an example of

A. telemedicine
B. techno-rich employment
C. de-skilling
D. fair use

4. Which is a techno-rich job?

A. hand typesetter
B. bullock cart driver
C. cyber security officer
D. telegram messenger

5. A blind student uses software that reads web pages aloud. This is a

A. screen reader
B. key-logger
C. firewall
D. spam filter

6. Before sharing a shocking news post you should

A. check the source
B. share it quickly
C. add more rumours
D. send it to strangers

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7. Someone keeps sending you hurtful messages. The best action is to

A. reply angrily
B. share your password
C. meet them alone
D. block, report and tell an adult

8. The Sri Lankan law about harmful online statements is the

A. Right to Information Act 2016
B. Online Safety Act 2024
C. Intellectual Property Act 2003
D. Electronic Transactions Act 2006

9. Which term means: “The gap between people who can and cannot use ICT”?

A. De-skilling
B. Lifelong learning
C. Cyberbullying
D. Digital divide

10. Which term means: “Actions that close the digital divide”?

A. Techno-rich employment
B. Digital bridge
C. Fake news
D. Equal opportunities

11. Which term means: “Village ICT centres that give people computer and Internet access”?

A. Screen reader
B. Lifelong learning
C. Nenasala
D. Privacy settings

12. Which term means: “When machines do skilled work so workers need fewer skills”?

A. Equal opportunities
B. De-skilling
C. Cyberbullying
D. Online Safety Act

13. Which term means: “New jobs that need ICT skills”?

A. Techno-rich employment
B. Screen reader
C. Fake news
D. Digital divide

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14. Which term means: “Continuing to learn new skills all through life”?

A. Cyberbullying
B. Lifelong learning
C. Privacy settings
D. Digital bridge

15. Which term means: “Everyone getting a fair chance to learn and work”?

A. Online Safety Act
B. Nenasala
C. Equal opportunities
D. Fake news

Structured Questions

1. What is the digital divide? Give two causes. *(3 marks)*

> The gap between people who can and cannot use ICT (1); money (1); place, age, language or disability (1)

2. Suggest three ways the government can build a digital bridge. *(3 marks)*

> Village IT centres or school labs (1); cheap data and rural coverage (1); local-language software and free training (1)

3. Explain de-skilling and techno-rich employment with one example each. *(2 marks)*

> De-skilling: machines do skilled work (1), e.g. self-checkout (1); techno-rich: new ICT jobs (1), e.g. web designer (1)

4. Give two ways ICT provides equal opportunities. *(2 marks)*

> Online learning from any place (1); assistive tools such as screen readers for people with disabilities (1)

5. Name three ways social media is misused and give a precaution for each. *(3 marks)*

> Cyberbullying – block and report (1); fake news – check sources (1); sharing personal details – privacy settings (1)

Summary

- Digital divide = gap between ICT haves and have-nots.
- Causes: money, place, age, education, language, disability.
- Digital bridge: Nenasala, cheap data, local languages, training.
- De-skilling: machines take skilled work.

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- Techno-rich jobs need ICT skills – keep learning.
- ICT gives equal opportunities, e.g. screen readers.
- Social media misuse: bullying, fake news, oversharing, strangers.
- Precautions: block, report, check sources, privacy settings.

MCQ answer key – 6.10

1. **D** – Divide = gap.
2. **A** – It closes the gap.
3. **C** – Machines take the skilled task.
4. **C** – It needs ICT skills.
5. **A** – Assistive technology gives equal opportunities.
6. **A** – Stop fake news.
7. **D** – Never fight back online.
8. **B** – Act No. 9 of 2024.
9. **D** – Digital divide – The gap between people who can and cannot use ICT.
10. **B** – Digital bridge – Actions that close the digital divide.
11. **C** – Nenasala – Village ICT centres that give people computer and Internet access.
12. **B** – De-skilling – When machines do skilled work so workers need fewer skills.
13. **A** – Techno-rich employment – New jobs that need ICT skills.
14. **B** – Lifelong learning – Continuing to learn new skills all through life.
15. **C** – Equal opportunities – Everyone getting a fair chance to learn and work.

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