



# Digitalization and NEP 2020: A Evolutionary Step ;A Critical Reveiw

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**Chand Babu**

Research Scholar

Dr R.M.L Avadh university, Ayodhya

**Dr. Mirza Shahab Shah**

Associate professor &amp;Head,

Faculty of commerce, K.S.Saket P.G. college, Ayodhya

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**ABSTRACT**

Digitalization means converting the physical document into the digital form. For business “the process of changing the business model and give new earning and value producing by the use of new technologies is known as digitalization”. In India Banking and Non –Banking financial companies, Hospitality, Information technology, Media and Entertainment, Logistics, E-Commerce etc. sector are in the introductory to growth positions. The National Education Policy 2020 is the long awaited policy after 1986. The policy brings a revolutionary change in all the dimensions of education and the importance given to education technology in the NEP is welcome. To develop a knowledge society we have to inculcate the required skills among the children which are our legacy. We have to develop among them the power to imagine, to explore, and create a more sustainable world. In this regard the policy has given some important recommendations in the extensive use of technology in teaching and learning process. Therefore the present paper is based on policy document (NEP2020) analysis and highlighted some important vision, mission, policy goals towards ICT & building a self reliant India by creating an Educational Digital Infrastructure and Capacity in India. But if talk about the digital literacy rates it is 23% of urban household and 4% of rural Household possessing computer. Due to technological backwardness Indians are most employed in that job profile which have less or no connection with the digitalization.

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Key words:- Digitalization, New Education Policy, Digitla Infrastructure

**Introduction**

Our present prime minister has the biggest dream to make India Digital. “**Digital India**” is slogan of our prime minister. Our govt. is providing its services digitally. Indian Govt. has taken the incentive for E-Tender. “*Digital India is a campaign launched by the government Of India in Order to ensure the Government’s services are made available to citizens electronically by improved online infrastructure and by increasing internet connectivity or making the country digitally empowered in the field of technology. The initiative includes plans to connect rural areas with high-speed internet network*”

Digital India consists of three core component: The development of secure and stable digital infrastructure, delivering government services digitally and universal digital literacy. The process of changing the business model and give new earning and value producing by the use of new technologies is known as digitalization.

In the current scenario lots of people are doing their business digitally and provide online service especially hospitality sector such as online food chain, advertisement agencies etc. But the main problem which they face is the infrastructure facility for providing the digital services. India especially semi-urban and rural areas have very poor quality of infrastructure facility and that's why these people have to face the networking issues. Networking issue is the biggest obstacle in digitalizing the India.

Source:-

1. [https://en.wikipedia.org/wiki/Digital\\_India](https://en.wikipedia.org/wiki/Digital_India)

### **Literature Review**

1. Bahjat El-Darwiche, Roman Friedrich Alex Koster, Milind Singh in their paper titled “Digitization for economic growth and job creation regional and industry prospective” by by Booz & Company (2013) told that “Digitization is emerging as a new tool to build and sustain such absolute advantages, and in some cases even to claim the “right to win” and beat the competition in certain sectors—a critical capability that underpins all other national economic efforts”.
2. Mckinsey Global Institute Has published its report titled “Digital India; Technology to transform a Connected Nation” published by in March,2019 in his report they said that “ India is fastest growing economy where lots of people are using the digital payment the banking and non-banking financial companies are also using the digital medium to perform their functions there are many obstacles for digitalization in India especially in the rural areas.

### **Research methodology**

The researcher has done the fundamental research on the above mentioned topic. The researcher tries to build conceptual framework on the topic for further study.

The researcher will use secondary data, research article, reports of different agencies

### **Objective of Study**

1. To understand the meaning and reasons of digitalization.
2. To study the impact of digitalization on employment.
3. To study the obstacles for digitalization.
4. To study the govt. scheme launched for digitalization.

### **FINDINGS:-**

#### **Digital Literacy and Skill Enhancement**

The new education policy defines information and communication literacy in terms of levels of competence. Based on the stage of schooling at which a student or teacher is introduced to ICT. These levels are suggestive and adaptations must be made to suit local conditions. Also these levels must be revised periodically to keep pace with changing technology. However the benefits of online/digital education cannot be leveraged unless the digital divide is eliminated through Digital India campaign and the availability of affordable computing devices equally.

### **Addressing the Digital Divide:**

Addressing the digital divide the policy said to give educational programmes that will be made available 24/7 different languages to cater to the varying needs of the student population. Emergence of digital technologies ICT policy in Education suggested to conduct pilot studies for online education, development online teaching platforms and tools with existing e-learning platforms such as SWAYAM, DIKSHA, will be extended to provide teachers with a structured ,user friendly, rich set of assistive tools for monitoring progress of learners. Tools such as ,two way video and two way audio interface for holding online classes are a real necessity as the present pandemic has shown.

### **Content Creation, Digital repository and dissemination:**

A digital repository of content including creation of course work, learning games and simulations ,Augmented reality and virtual reality will be developed with a clear public system for rating by users on effectiveness and quality. For fun bases learning student appropriate tools like apps, gamification of Indian art and culture, in multiple languages with clear operating instructions will also be created. A reliable backup mechanism for disseminating e-content to students will be provided.

### **Virtual Labs:**

There is a need with existing e-learning platforms such as SWAYAM, DIKSHA, will also be leveraged for creating virtual labs so that all students have equal access to quality practical and hands-on experiment based learning experiences. Online Assessment and examinations:

### **Blended models of Learning:**

While promoting digital learning and education, the importance of face to face in person learning is fully recognized. Accordingly different effective models of blended learning will be identified for appropriate replication for different subjects.

### **Training and Incentives for teachers:**

Teachers will undergo rigorous training in learner-centric pedagogy on how to become high quality online content creators themselves using online teaching platforms and tools. There will be emphasis on the teacher's role in facilitating active student engagement with the content and with each other.

**Laying down standards:**

The policy gives some important recommendation to lay down the standards .As research on online /digital education emerges, National Technology Forum (NETF) and other appropriate bodies shall setup standard of content, technology and pedagogy for online /digital teaching learning. These standards will help to formulate guidelines for e- learning by states, Boards schools and school complexes, Higher Education Institutions etc

**IntroductionOfIndianEconomy**

Indian economy is the lower-middle income country which is agriculture based a developing nation. According to the 2011-2012 survey of ISO, Indian agriculture contributes14.1%of the Gross Domestic Product (GDP). It was 55.4%in 1950-1951. The literacy rate of India is 74.04% in which urban literacy rate is 87.7% and rural literacy rate is 73.5% but if we talk about the digital literacy rate it is only 23% in urban areas while 4% in the urban rural areas.

Distribution of Workforce Across economic Sector from 2015-2020

Table1

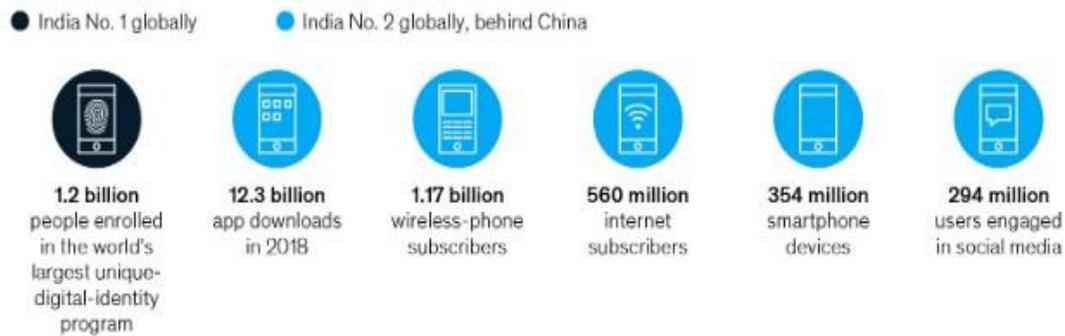
Year	Agriculture	Industry	Services
2020	41.49%	26.18%	32.33%
2019	42.39%	25.58%	32.04%
2018	43.33%	24.95%	31.72%
2017	44.05%	24.7%	31.25%
2016	45.14%	23.98%	30.87%
2015	45.67	24.06%	30.27%

Source: [www.Statista.com](http://www.Statista.com)

**How Digitalization is Effecting Employment**

Digitalization and automation has a significant impact on the employment opportunity in India many new jobs are creating due to the digitalization but lots of people who are employed in different sector of economy have to losses their jobs because of automation and new technology. According to *Brookings Institution's* 2019 Report -25% jobs will disappear; Business times Aug 13, 2019. As the data shown above shows that the most of the Indian population is digitally illiterate. They are not technology friendly. The process of unemployment due to technology is known as Technological Unemployment

## India is among the top two countries globally on many key dimensions of digital adoption.



Source: PwC; Strategy Analytics; Telecom Regulatory Authority of India; Unique Identification Authority of India; We Are Social; McKinsey Global Institute analysis

McKinsey  
& Company

### Reasons For digitalization

1. To Make workflow more efficient
2. Focus on skills and core services
3. More control and better insight
4. Electronic document do not fade!
5. It provide extra time for strategy and policy making
6. Save of time and money

### Jobs Created Due to Digitalization

1. Software developer
2. Web Analyst
3. Digital Analyst
4. E-Recruitment Manager
5. Marketing Specialist
6. Data Analyst
7. Cyber Security Analyst
8. Jan Seva Kendra Operator
9. FinancialAdvisor
10. Media professionals etc.

### Government Scheme for Digital India Campaign

1. AADHAR Enabled payment system
2. DigidhanAbhiyan

3. MYGOV
4. Nation mission on education using ICT
5. North East BPO promotion Scheme.
6. NAEGA\_SOFT
7. OPENFORGO
8. PAHAL(DBTL)
9. PAYGO INDIA
10. PradhanMantriGramin Digital SakshartaAbhiyan
11. PradhanMantri JAN-DHAN-Yojana
12. Targeted Public Distribution System
13. BHIM etc.

### **Obstacle For Digitalization**

1. Inability to Experiment Quickly
2. Legacy systems.
3. Inability to work across silos.
4. Inadequate collaboration between IT and Lines of business Risk Aversive culture.
5. Change management capabilities
6. Lack of a corporate vision for digital.
7. Lack of technological knowledge
8. Insufficient budget
9. Cyber security
10. Infrastructure inadequacy

### **Digitalization Impact on Different Sector**

- a. **Business:**Due to digitalization business have to change their fundamental model. It is minimizing the barriers to entry and enlarges market reach for business enterprises.
- b. **Go-to-market:** Due to digitalization the process of building brand &product, provides services and communication with the customer has changed. Companies are more relying on social media to build brands. More and more, customers are making their purchase online, even for items that they can and in the brought offline. Due to this social relationship is declining between people.
- c. **Production:** The process of production has also change due to the automation and digitalization. It has enabled companies to move toward machine-incentive technique from labor-intensive technique but due to this lots of people have to lose their job because of technological backwardness..
- d. **Operations:** Finally,Digitalizationhadthegreatestimpactin thecompanies organize and operate to generate competitive advantage.Digitizationhascreatedmoreglobalentities, seamlessly in touch across continents, and has redefined the concept of office space.  
Theimpactof digitalization in differentsectorofthe economy is determined mainly by the

interaction of the four areas outlined above. For example, if digitization significantly enhances market access, then job growth will be more likely in that sector. However, if digitization primarily drives efficiency growth but does not lead to new market creation, then that sector is likely to lose jobs.

### **Conclusion**

1. As we all know that there are too many trade theory for trade and we have a set of principle of management. But in the era of digitalization all these theory and principle require some change.
  2. Digitalization is the need for future to build up the competitive advantage but for digitalization; Strong Network Facility with Maximum digital literacy is required
  3. From the above facts and discussion we have find that that's true that people are losing their jobs but this is not the fault of technology because if one job is eliminating from the market then other form of jobs are also created but that require the technological knowhow.
  4. The govt. is also requiring restructuring its educational institutions and policy to develop the manpower for future.
  5. The govt. should also see those people who are very senior by age and if they lose their jobs due to technology then what kind of relief govt. going to provide them.
  6. Govt. also needs to make strong rule and provision against the cybercrime and for cyber security.
  7. The policy is a novel and progressive document, acknowledging the invaluable role of technology in facilitating learning and teaching.
- There are numerous challenges to conducting online examinations at scale, including limitations on the types of questions that can be asked in online examinations, handling network problems and power disruptions and preventing unethical practices. Certain types of courses/subjects such as performing arts and science practical classes have limitations in the online /digital education mode, which can be overcome to a partial extent with innovative measures.
- Further, unless online education is blended with experiential and activity based learning, it will tend to become a screen based education with limited focus on the social, affective and psychomotor domains of learning.

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