



Figure 7: Authors Perceived Spanner and Nut Model of the Role of ICT in Social Inclusion

The ICT is the spanner used to screw and tighten back the Nut into the system (enhance inclusion). Each bolt requires the right spanner. The size and type of the spanner is dependent on the size and shape of the Nut's head. Just like the type of ICT and how it is used should be determined by the form of inclusion we want to achieve. Using the wrong spanner in the work may spoil the Nut and even loosen it further. Just as using the wrong technology or using it wrongly may lead to further exclusion. In other words, it's not how the having the spanner that fixes the Nuts, it's how well they are used that does the job and so are the ICTs.

8. Conclusion

The paper looked at the social inclusion/exclusion discourse. Unlike Earlier approaches, Social inclusion is multidimensional and seeks to create an inclusive society. A society that "...rises above differences of race, gender, class, generation and geography..." ensures equal opportunity no matter where one comes from. From the literature, there are many form of exclusion. One form of exclusion leads to another. This may lead to an exclusion cycle. Social inclusion may require a strategy to break or reverse the cycle. Knowing where to break the cycle is critical. ICT is playing a big role to enhance social inclusion. but the technology has to chosen right and applied right for the right results, just like a nut and a spanner. Lack of access to the right technology by some is also leading to a new form of exclusion. "The digital Exclusion"

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