Role of ICT in Effective Sustainable Reporting

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Abstract *Information and Communication Technology (ICT) is the combination of Information Technology and Communication Technology that are used to handle the tele-communications, intelligent management systems, audio-visual processing and network-based control and monitoring functions through gathering, processing, storing and presenting data. Sustainable reporting is the digital reporting mechanism with utmost accountability, transparency and authenticity to overcome major challenges of scrutiny, consistency of information in the corporate world. Effective sustainable reporting ensures the systematic and realistic reporting with comprehensive series of sustainability issues, enabling them to be more transparent about the prospective threats and opportunities they face. The survey was deployed to assess the abundant role of Information and Communication Technology (ICT) in effective sustainable reporting after finding the hidden patterns. The research methodology consisted of identification of key categories of roles of ICT and subsequently the constituent roles under each category through three iteration Delphi Technique wherein the Delphi panel consisted 10 experts having diverse background. Taking these inputs and purposeful contemplation on the part of the researcher the constructs necessary for the questionnaire were formulated. The respondents were asked to rate the level of importance of each question on five-point Likert scales. The study helped to identify the recent trends, requirements and challenges faced by professionals especially in Indian Corporate Sectors when interacting with the roles of ICT in Effective Sustainable Reporting and attract wider stakeholder groups. Majority of the respondents accredited high importance towards role of ICT in Effective Sustainable Reporting. A majority of the respondents agreed that the sustainable reporting mechanism is well-suited and reflect any organizational performance with benchmark.*

Index Terms: *Information Technology, Communication Technology, Information and Communication Technology (ICT), Sustainability, Sustainable Reporting*

I. INTRODUCTION

Effective Sustainable Reporting has become an important part of Corporate Sustainability. The international management experts identified the deficiency of transparency in the existing business practices for corporate sustainable reporting. But maintaining transparency in corporate reporting is the route of building ingenuous relationship among stakeholders. In the present situation, corporate sectors maintain corporate governance that ensures maximum transparency in corporate reporting regarding environmental performance, social performance and governance performance.

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The overall system development in the field of corporate sustainability and sustainable reporting reflect the reputation of corporate sector and its status in global business operations. The effective sustainable reporting can convey the appropriate massage to the society about the seriousness and responsiveness towards sustainable society. The management experts identified that the existing approaches and inspirations are not sufficient to make success of the sustainable reporting system as the normal business practice compared to the financial accounting and reporting

system.The Integrated Management System combines the environmental, economic and social data to prepare the required standard information which are being monitored, codified, analyzed and accumulated into Key Performance Indicators of the specific business operation.

This fact indicates the need an organization and incorporates it into the sustainable reporting. The crucial means of improving the standardization of sustainable reporting are the differing degrees of compliance and sometimes differing interpretations of the best means to apply the standards to their reporting[1][2].

II. REVIEW OF LITERATURE

Various authors and scholars have given their own view related to Information Technology, Communication Technology, Information and Communication Technology (ICT), Sustainability and Sustainable Reporting. The review of literature contains details about few research papers and articles.

Describes in the research article "Corporate Sustainability Reporting and Measuring Corporate Performance", that themeasurement of social responsibility and reporting system especially in e-governance system should have transparency and valid. The same report should disclose among the stakeholders of the organization that creates the good reputation of the corporate sector. Effective reporting system especially in CSR reporting builds confidence among the stakeholders of an organization and facilitates to get competitive advantages and better response from the society[4].

Describes in the research article "Corporate Sustainability Reporting: A Study in Disingenuity?",that thecorporate sectors are bound to focus on corporate social responsibility. The systematic reporting of corporate social performance is an important role for an organization that differentiates its reputation from other organizations.

The corporate sectors should consider the sustainable CSR reporting system with reliable information[5],[6].

Described in the article "The Global Reporting Initiative and corporate sustainability reporting in Swedish companies",that the sustainable CSR reporting become the mandatory responsibility for the corporate sectors as like the quality standardization of products or services[3]. The authorized organizations verify the quality and reliability of CSR reporting system and certify the same. The certification helps to communicate the stakeholders in the right way and builds the standard industrial relations. The corporate sectors should take initiative to follow the standard system of preparing and maintaining the sustainable reporting for the long run survival of the organization with good response from society[7].

III. RATIONALE OF THE STUDY

The present study was undertaken due to following reasons:
(i) Curiosity of the researcherrelated to the lack of transparency in the existing system for corporate reporting that has failed to gratify itsstakeholders.
(ii) Thestandard approaches which are being monitored, codified, analyzed and accumulated into Key Performance Indicators of the specific business operations.
(iii) The curiosity of knowing the reasons for actively performing Global Reporting Initiativeby few large corporations but other organizations are not able to perform.
(iv) Scarcity of research works in the Indian context necessitated a humble contribution to fill the gap in the available literature[8].

IV. RESEARCH GAP AND NEED FOR THE STUDY

Sustainability related activities are dynamic in nature because the concept of Roles of ICTin Effective Sustainable Reporting keeps on changing with changes in situation and size of the organizations. In view of dynamic in nature it is required to study the theme in the practical world to arrive at the hidden patterns. Other prominent reasons for taking up the present study is the lack of a comprehensive study Role of ICT in Effective Sustainable Reporting in Indian context as depicted by the literature review, and therefore, the research gap[9].

V. OBJECTIVES OF THE STUDY

With the curiosity of the researcher and the consideration of research title the following objectives were derived:

a. To identify the roles of ICT in Effective Sustainable Reporting with respect to Indian Corporate Sectors.
b. To find out and analyze the requirements of ICT.
c. To identify the recent trends of ICT.
d. To find out various challenges faced by professionals when interacting with the roles of ICT.
e. Based on the study, to list the relevant suggestions and recommendations.

VI. HYPOTHESES FOR THE STUDY

Based on the objectives of the study, following hypotheses were formulated to facilitate the purposeful research methodology:

H_{01}: There is no significant level of difficulties in changing the "Roles of ICT"that influence the Effective Sustainable Reporting.

Or,

Mathematically, **H_{01}:** [the level of difficulties in changing the "Roles of ICT" that influence the Effective Sustainable Reporting] = 0

H_{02}: There is no significant level of difficulties in altering the "Requirements of ICT"that influence the Effective Sustainable Reporting.

Or,

Mathematically, **H_{02}**: [the level of difficulties in altering the "Requirements of ICT"that influence the Effective Sustainable Reporting] = 0

H_{03}: There is no significant level of difficulties in shifting the "Trends of ICT"that influence the Effective Sustainable Reporting.

Or,

Mathematically, **H_{03}**: [the level of difficulties in shifting the "Trends of ICT" that influence the Effective Sustainable Reporting] = 0

VII. SCOPE OF THE STUDY

The scope of the study is outlined through the following points:
(i) The scope of the study is limited to the company having net worth of rupees fivehundred crore or more, or turnover of rupees one thousand crore or more or a net profit of rupees five crore or moreduring any financial year.

(ii) The research was restricted to the organized sector and the concept of "Corporate Social Responsibility" is applicable.

(iii) Due to level of complexities involved and thereby the feasibility of extending the findings, the scope of the present study is limited to large organizations with employees' strength more than 2,000 and which are in existence for at least three years.
(iv) The scope of the study pertains to generally applicable i.e., roles of ICT, requirements of ICT and trends of ICT that influence in Effective Sustainable Reporting[10][11].

VIII. LIMITATIONS OF THE STUDY

The research study is having few limitations which are given bellow:
(i) The study is restricted to the Indian Company having net worth of rupees five hundred crore or more, or turnover of rupees one thousand crore or more or a net profit of rupees five crore or more during any financial year but can be considered MNCs also.
(ii) The data collection is restricted to Indian five big cities like Bangalore, Mumbai, Kolkata, Chennai and Hyderabad but can be selected some other cities also where the organizations' branches are available.

(iii) It is limited to Indian public and private organizations.
(iv) The present study is constrained by the limitation of time and availability of suitable responses.

IX. RESEARCH METHODOLOGY

The present study makes an attempt to identify the important roles of ICT in Effective Sustainable Reporting along with the requirements and the recent trends of ICT. The requisite data is collected both from primary and secondary sources. A set of questionnaire and consequent semi-structured interview schedules were employed to collect the primary data. The secondary data sources included web literature, journals, periodicals and newspaper reports to get a picture about the prevailing context. The CV analysis and frequency distribution methods were employed for data analysis and finally interpretations taken place with the consideration of summary of results.

X. HYPOTHESIS DEVELOPMENT

Hypothesis Development consists of the following actions and implemented the same during the data analysis:

Action-1: Information and Communications Technology (ICT) is an extensional term for information technology that stresses the role of unified communications and the integration of telecommunications and computers. ICT plays important roles through the convergence of audiovisual and telephone networks with computer networks to Indian Corporate sector especially in CSR reporting. ICT ensures the authenticity and transparency of preparing and maintaining reports. But the roles, requirements and trends of ICT that influence the Effective Sustainable Reporting may change based on time and situation. The hypothesis has formulated to verify the level of difficulties in changing the roles, requirements and trends of ICT that influence the Effective Sustainable Reporting.

Action-2: The formulation of hypothesis ensures the testability, i.e., the necessary evidence through the expert opinion and the concern stakeholders' responses are found the validity of the statement.

Action-3: The Hypothesis provides a research study with focus and tells the researcher the specific scope i.e., challenges faced by professionals when interacting and implementing the roles of ICT.

Action 4: The Hypothesis helps the researcher in prioritizing data collection, hence providing focus on the research study.

Action-5: Finally, the Hypothesis enables the formulation of theory for the researcher study to specifically conclude what is true and what is not. The majority of the results indicate there is no significant level of difficulties in changing the roles, requirement and trends of ICT that influence the Effective Sustainable Reporting which are relevant and true.

Level of Difficulties

The hypothesis (H_{01}) is based on the CV Value. If the CV value is less than 0.25, then there is no significant level of difficulties in changing the roles of ICT that influence the Effective Sustainable Reporting.

Similarly, the hypothesis (H_{02}) is based on the CV Value. If the CV value is less than 0.25, then there is no significant level of difficulties in changing the "Requirements of ICT" that influence the Effective Sustainable Reporting. In case the CV value is more than 0.25, then there is a significant level of difficulties in changing the "Requirements of ICT" that influence the Effective Sustainable Reporting.

The hypothesis (H_{03}) is based on the CV Value. If the CV value is less than 0.25, then there is no significant level of difficulties in changing the "Trends of ICT" that influence the Effective Sustainable Reporting.

Normality Test

With the 5% level of difficulties, the null hypothesis (H_0) involved is "there is NO deviation from expected normal distribution i.e., Dexp = 0". Non Significance indicates NOT REJECTING (Accepting) this null hypothesis.

XI. DATA ANALYSIS

The collected data were arranged systematically with required tables. The arranged data were analyzed by employing the statistical techniques of CV Analysis and frequency of distribution to obtain the hidden patterns with respect to role of ICT in Effective Sustainable Reporting for establishing hypotheses and achieving objectives of the research.

A. Analyzing the Level of Difficulties in changing the "Roles of ICT" that influence the Effective Sustainable Reporting.

The analysis related to the levels of difficulties in changing the role of ICT in Effective Sustainable Reporting from the view point of concerned stakeholders. The degree of difficulties levels encountered in changing the existing behaviour of Regular Employees, Decision-makers and Other Stakeholders(Shareholders, Suppliers, Dealers and Customers).

The results of the Table no. 1 point out the comparison of basic statistics among different category of respondents with respect to role of ICT.

H_{01}: There is no significant level of difficulties in changing the "Roles of ICT"that influence the Effective Sustainable Reporting.

Or,

Mathematically, H_{01}**:** [the level of difficulties in changing the "Roles of ICT" that influence the Effective Sustainable Reporting] = 0

The above hypothesis (H_{01}) is based on the CV Value. More CV value is the indication of more difficulties to change. If the CV value is less than 0.25, then there is no significant level of difficulties in changing the roles of ICT that influence the Effective Sustainable Reporting.

In case the CV value is more than 0.25, then there is a significant level of difficulties in changing the roles of ICT that influence the Effective Sustainable Reporting.

The CV values of various roles of ICT i.e., Disclose Information about Corporate Performance, Follow the Global Reporting Initiative Standards, Intelligent Management Systems, Sequential Managerial Functionswere less than 0.25 in the Regular Employees point of view. The results from Table No. 1 indicate there is no significant level of difficulties in changing the roles of ICT that influence the Effective Sustainable Reporting. So, the Null Hypothesis is not rejected.

FACTOR	Regular Employees (N_1 = 400)			Decision-makers (N_2 = 200)			Other Stakeholders (N_3 = 200)		
	Mean	SD	CV	Mean	SD	CV	Mean	SD	CV
Disclose Information about Corporate Performance	17.475	3.214	0.184	19.645	1.962	0.101	18.990	1.962	0.103
Follow the Global Reporting Initiative Standards	12.378	1.404	0.113	14.065	2.435	0.173	13.435	1.096	0.082
Response to Corporate Social Responsibility	5.333	1.439	0.270	6.205	0.405	0.065	5.855	1.082	0.185
Intelligent Management Systems	6.100	1.446	0.237	5.780	0.983	0.170	6.205	1.387	0.223
Network-based Communication	5.355	1.684	0.314	6.405	1.033	0.161	6.015	1.049	0.174
Improving Resource Efficiency	4.952	1.737	0.351	6.205	1.179	0.190	5.565	1.347	0.242
Operating Transparency System	6.055	2.114	0.349	6.395	0.490	0.077	6.895	1.029	0.149
Sequential Managerial Functions	5.805	1.206	0.208	5.620	0.787	0.140	5.920	0.942	0.159

Table No. 1 Source: Compiled By the Researcher

On the other hand, the CV values of various roles of ICT i.e., Response to Corporate Social Responsibility, Network-based Communication, Improving Resource Efficiency, Operating Transparency System were more than 0.25 in the Regular Employees point of view. The results from Table No. 1 indicate there is significant level of difficulties in changing the roles of ICT that influence the Effective Sustainable Reporting. So, the Null Hypothesis is rejected.
The CV values of all roles of ICT i.e., Disclose Information about Corporate Performance, Follow the Global Reporting Initiative Standards, Response to Corporate Social Responsibility, Intelligent Management Systems, Network-based Communication, Improving Resource Efficiency, Operating Transparency System and Sequential Managerial Functions are less than 0.25 in the Decision-makers point of view. The results from Table No. 1 indicate there is no significant level of difficulties in changing the roles of ICT that influence the Effective Sustainable Reporting. So, the Null Hypothesis is not rejected[12].

The CV values of all roles of ICT i.e., Disclose Information about Corporate Performance, Follow the Global Reporting Initiative Standards, Response to Corporate Social Responsibility, Intelligent Management Systems, Network-based Communication, Improving Resource Efficiency, Operating Transparency System and Sequential Managerial Functionsare less than 0.25 in the Other Stakeholders point of view. The results from Table 4.2 indicate there is no significant level of difficulties in changing the roles of ICT that influence the Effective Sustainable Reporting. So, the Null Hypothesis is not rejected.

B. Analyzing the level of difficulties in altering the "Requirements of ICT" that influence the Effective Sustainable Reporting.

The analysis related to the levels of difficulties in changing the Requirements of ICT" that influence the Effective Sustainable Reporting from the view point of concerned stakeholders. The degree of difficulties levels encountered in changing the existing behaviour of Regular Employees, Decision-makers and Other Stakeholders. Table No. 2 indicates the comparison of basic statistics among different category of respondents with respect to the Requirements of ICT.

H_{02}: There is no significant level of difficulties in altering the "Requirements of ICT"that influence the Effective Sustainable Reporting.

Or,

Comparison of Basic Statistics among Different Category of Respondentsthe "Roles of ICT" that influence the Effective Sustainable Reporting

Mathematically, **H_{02}**: [the level of difficulties in altering the "Requirements of ICT"that influence the Effective Sustainable Reporting] = 0

The above hypothesis (H_{02}) is based on the CV Value. More CV value is the indication of more difficulties to change. If the CV value is less than 0.25, then there is no significant level of difficulties in changing the "Requirements of ICT" that influence the Effective Sustainable Reporting. In case the CV value is more than 0.25, then there is a significant level of difficulties in changing the "Requirements of ICT" that influence the Effective Sustainable Reporting.

The CV values of Requirements of ICT i.e., ICT Infrastructure, Digital Television, Artificial intelligence, Robotics Support are more than 0.25 in the Regular Employees point of view. The results from Table No. 2 indicate there is significant level of difficulties in changing the "Requirements of ICT" that influence the Effective Sustainable Reporting.So, the Null Hypothesis is rejected.

The CV values of Requirements of ICT i.e., ICT Infrastructure, Digital Television, Artificial intelligence, Robotics Support are less than 0.25 in the Decision-makers point of view. The results from Table No. 2 consider there is no significant level of difficulties in changing the "Requirements of ICT" that influence the Effective Sustainable Reporting. So, the Null Hypothesis is not rejected.

The CV values of Requirements of ICT i.e., ICT Infrastructure, Digital Television, Artificial intelligence, Robotics Support are less than 0.25 in the Other Stakeholders point of view. The results from Table No. 2 consider there is no significant level of difficulties in changing the "Requirements of ICT" that influence the Effective Sustainable Reporting. So, the Null Hypothesis is not rejected.

Table No. 2

Comparison of Basic Statistics among Different Category of Respondents related to level of difficulties in altering the "Requirements of ICT" that influence the Effective Sustainable Reporting

FACTOR	Regular Employees (N_1 = 400)			Decision-makers (N_2 = 200)			Other Stakeholders (N_3 = 200)		
	Mean	SD	CV	Mean	SD	CV	Mean	SD	CV
ICT Infrastructure	5.16	1.49	0.29	5.605	0.49	0.09	5.855	1.09	0.19
Digital Television	5.39	1.59	0.3	5.44	0.95	0.18	6.02	1.08	0.18
Artificial intelligence	5.502	1.54	0.28	5.79	0.8	0.14	6.01	1.01	0.17
Robotics Support	5.677	1.66	0.29	6.285	0.91	0.15	6.395	0.92	0.14

Source: Compiled By the Researcher

C. Analyzing the level of difficulties in shifting the "Trends of ICT" that influence the Effective Sustainable Reporting.

The analysis is based on the levels of difficulties in changing the Trends of ICT" that influence the Effective Sustainable Reporting from the view point of concerned stakeholders. Table No.3 points out the comparison of basic statistics among different category of respondents with respect to different trends of ICT.

H_{03}: There is no significant level of difficulties in shifting the "Trends of ICT"that influence the Effective Sustainable Reporting.
Or,
Mathematically, **H_{03}**: [the level of difficulties in shifting the "Trends of ICT" that influence the Effective Sustainable Reporting] = 0

The above hypothesis (H_{03}) is based on the CV Value. More CV value is the indication of more difficulties to change. If the CV value is less than 0.25, then there is no significant level of difficulties in changing the "Trends of ICT" that influence the Effective Sustainable Reporting. In case the CV value is more than 0.25, then there is significant level of difficulties in changing the "Trends of ICT" that influence the Effective Sustainable Reporting.

The CV values of trends of ICT i.e., Quality Related Trends and Quantity Related Trends are less than 0.25 in the Regular Employees point of view. The results from Table No. 3 indicate there is no significant level of difficulties in changing the "Trends of ICT" that influence the Effective Sustainable Reporting. So, the Null Hypothesis is not rejected.
The CV values of trends of ICT i.e., Quality Related Trends and Quantity Related Trends are less than 0.25 in the Decision-makers point of view. The results from Table No. 3 indicate there is no significant level of difficulties in changing the "Trends of ICT" that influence the Effective Sustainable Reporting. So, the Null Hypothesis is not rejected.

The CV values of trends of ICT i.e., Quality Related Trends and Quantity Related Trends are less than 0.25 in the Other Stakeholders point of view. The results from Table No. 3 indicate there is no significant level of difficulties in changing the "Trends of ICT" that influence the Effective Sustainable Reporting. So, the Null Hypothesis is not rejected.

Table No. 3
Comparison of Basic Statistics among Different Category of Respondents regarding the level of difficulties in shifting the "Trends of ICT" that influence the Effective Sustainable Reporting

	Regular Employees			**Decision-makers**			**Other Stakeholders**		
	(N_1 = 400)			**(N_2 = 200)**			**(N_3 = 200)**		
FACTOR	**Mean**	**SD**	**CV**	**Mean**	**SD**	**CV**	**Mean**	**SD**	**CV**
Quality Related Trends	10.1	1.36	0.13	9.605	1.36	0.14	10.6	1.28	0.1
Quantity Related Trends	8.33	2.05	0.25	8.605	0.49	0.06	9.16	1.01	0.1

Source: Compiled By the Researcher

10.4 Analysis regarding the challenges faced by professionals when interacting with the roles of ICT.

Various challenges were extracted by talking to corporate experts. The corporate experts have given their valuable opinion and the most frequent opinion occurrence related to challenges faced by professionals when interacting with the roles of ICT arrived at.

Table No. 4

The challenges faced by professionals when interacting with the roles of ICT.

Sl. No.	Challenges faced by Professionals on ICT	Frequency of Occurrence in Percentage
1	ICT and Human Capital	27
2	Sustainability and scale	19
3	Lack of knowledge	17
4	Resistance to change	14
5	Adequate Funding	12
6	Changing roles and norms	11

Source: Compiled By the Researcher

XII. INTERPRETATION

The interpretation is based on the summary of results and the attempt to explain the results by considering the practical realities, the previous works and the experts' opinions.

11.1 The interpretation based on summary of the results that contain roles of Information and

Communication Technology (ICT) that influence the Effective Sustainable Reporting are Disclose Information about Corporate Performance, Follow the Global Reporting Initiative Standards, Response to Corporate Social Responsibility, Intelligent Management Systems, Network-based Communication, Improving Resource Efficiency, Operating Transparency System and Sequential Managerial Functions.

The degree of difficulties levels encountered in changing the existing behaviour of Regular Employees was found higher than Decision-Makers with respect to Disclose Information about Corporate Performance, Response to Corporate Social Responsibility, and Intelligent Management Systems. The Decision-Makers believe that the Sustainable Reporting is an effective initiative for the company strategy choice of sustainable success of an organization. But, Regular Employees don't believe the same because the decision-makers don't share the real time information with regular employees regarding the bright part of the sustainable reporting system.

The degree of difficulties levels come across in changing the existing behaviour of Regular Employees was found higher than Other Stakeholders (Shareholders, Suppliers, Dealers and Customers) with respect to Disclose Information about

Corporate Performance, Response to Corporate Social Responsibility, and Intelligent Management Systems. The Other Stakeholders believe that effective sustainable reporting facilitates the transparency of business operations especially in CSR initiatives and the contribution towards society.

11.2 The interpretation based on summary of the results that contain Requirements of Information and Communication Technology (ICT) that influence the Effective Sustainable Reporting areICT Infrastructure, Digital Television, Artificial intelligence, and Robotics Support.

The degree of difficulties levels encountered in changing the existing behaviour of Regular Employees was found higher than Decision-Makers and Other Stakeholders (Shareholders, Suppliers, Dealers and Customers) with respect to ICT Infrastructure, Digital Television, Artificial intelligence, and Robotics Support. The Regular Employees feel that the fulfillment of ICT requirements are expensive and time consuming to provide proper training to the existing employees. But the decision-makers and other stakeholder think in another way. The proper system to establish and implement may take some time and consume initial investment but advantages for the longer period of time and build good reputation in the corporate world.

The interpretation based on summary of the results that contain Trends of ICT that influence the Effective Sustainable Reporting are Quality Related Trends and Quantity Related Trends.

In case of Quality Related Trend, CV value with respect to decision-makers is greater than regular employees and other stakeholders. The result of the CV value indicates that the decision-makers don't feel the Quality Related Trend is the major Trends of ICT that influence the Effective Sustainable Reporting. Regular Employees and outsourced employees believe the positive impact regarding the direction of changes happening in an organization in terms of number of persons, distribution of manpower, the amount of money spent that resultant layers of workforce.

In case of QuantityRelated Trend, the CV value with respect to the regular employees is greater than decision-makers and other stakeholders. The CV values indicate that the regular employees don't feel the Quantity related trend is the major factor. Decision-makers and outsourced employees believe that direction of changes happening in an organization in terms of changing employee composition, preferred methods of preparing sustainable reporting and the level of corporate reporting with a view to improve the outcomes of the organization.

11.4 The interpretation based on challenges faced by professionals when interacting with the roles of ICT are ICT and Human Capital, Sustainability and scale, Lack of knowledge, Resistance to change, Adequate Funding and Changing roles and norms.

The corporate experts believe that the major challenge of implementing ICT is to identify and assign the task to the effective human capital. Apart from the same the Sustainability and scale, Lack of knowledge, Resistance to change, Adequate Funding and Changing roles and norms are also consider the challenges of professionals when interacting with the roles of ICT.

XIII. FINDINGS, SUGGESTIONS AND CONCLUSIONS

A. FINDINGS

The findings of the study are listed with respect to each individual objective of the study. The findings of the study are summarized in the following points:

- Findings with respect to identify the roles of ICT in Effective Sustainable Reporting with respect to Indian Corporate Sectors are Disclose Information about Corporate Performance, Follow the Global Reporting Initiative Standards, Response to Corporate Social Responsibility, Intelligent Management Systems, Network-based Communication, Improving Resource Efficiency, Operating Transparency System and Sequential Managerial Functions.

- Findings regarding the requirements of ICT are ICT Infrastructure, Digital Television, Artificial intelligence, and Robotics Support.
- Findings related to the recent trends of ICT are Quality Related Trends and Quantity Related Trends.
- Findings with respect to the challenges faced by professionals when interacting with the roles of ICT are ICT and Human Capital, Sustainability and scale, Lack of knowledge, Resistance to change, Adequate Funding and Changing roles and norms.

B. SUGGESTIONS

The important suggestions to the related corporate sectors which can be implemented in the broader area are as follows:

- Preparing effective sustainable reporting is the collective and collaborative work of top level managerial personnel, regular employees and other stakeholders. With the consideration of the reputation of the organization, all the stakeholders should take initiative of implementing the Information and Communication Technology to maintain effective sustainable reporting with respect to CSR.
- Adequate funding is an important aspect for fulfilling the ICT requirements. The management should take responsibility of ensuring the required ICT Infrastructure, Digital Television, Artificial intelligence, and Robotics Support that guarantee the quality sustainable reporting system.
- The decision-makers should play major role with respect to the challenges faced by professionals when interacting with the roles of ICT such as ICT and Human Capital, Sustainability and scale, Lack of knowledge, Resistance to change, Adequate Funding and Changing roles and norms.

XIV. CONCLUSIONS

The Information and Communication Technology (ICT) plays a key role in its corporate strategic policy and sustainability of success through sustainable reporting. The creation of consistent methods of corporate performance builds the good reputation of the organization and simultaneoussubstitute of multiple factors which is in play and can be considered a prerequisite for success not only in decision making, but also with regard to corporate governance, comparison possibilities, and development of fruitful competitive environment.

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