

# Chapter 17

## Multidisciplinary Prototype for Citizen Practices in Social Center

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### ABSTRACT

*Currently, social associations face a set of difficulties inherent to their activities in which financial scarcity is one of the most pronounced. It is considered that enhancing the use of ICT can bring added value. Thus, there is an urgent need for a comparative analysis of low code platforms available on the market to create a prototype that optimizes the information supporting the management activity. It is also considered that, given the problem under study, the concept of low code development allows to include the current challenges for software development, given the importance of digital transformation. The chapter focuses on the implementation of sustainability measures, functional analysis, and choice of technology where it will allow the development of the prototype. The prototype will demonstrate information to citizens in different domains where this information will be relevant for the social organization to understand citizen problems.*

DOI: 10.4018/978-1-7998-7772-1.ch017

## **INTRODUCTION**

Currently, most organizations support their daily activities in Information and Communication Technologies (ICT). In this sense, enhancing the ICT role can be an organizational challenge to stop Information Systems (IS), which help in the provision of better and faster services. Another valence implicit in the use of ICT is that they can be the key elements of incorporating measures under the Sustainable Development Goals (SDGs).

Social organizations, given their nature of intervention with communities, have implied a strong link to populations with specific needs. They are organizations that generally network towards the better provision of services. The system of operation is based on the system of relations between persons and between groups regarding the division of activities and the functional organization of mutual obligations in the society where they are inserted and the broad institutional interrelations.

This chapter aims to present the problem of citizen management by a social organization as well as to frame the problem of the development of a prototype. It is therefore intended to provide through an application a set of citizen support services aimed at improving living conditions in your local community. The study has been developed since 2019, and the results of the various phases have been scientifically disseminated. This chapter addresses the social aspect implicit to the organization under study emphasizing the comparative analysis component of low code platforms, as well as the choice for the development of Prototype Multidisciplinary for Citizen's in Social Center.

This study is focused on the social sustainability, given the existing opportunity to develop new processes and technological capabilities, through the construction of networks of trust and of technological support, with the aim of achieving equality, cohesion, and social inclusion, (Reis et al., 2020).

The chapter is organized into seven sections. After this introduction, the most important topics of the literature review on the subject as well as the DSR methodology adopted for the development are presented. Requirement's analysis allows you to a proposal solution to the problem. Finally, the future work and the main conclusions are presented.

## **BACKGROUND**

The literature review is based on the context of the problem proposed in this chapter, where themes related to sustainability are addressed. The concept of sustainability came about with the work "The Limits of Growth" in 1972 at the United Nations Conference in Stockholm. The publication focuses on environmental conservation and focuses on four key themes: Population growth; Industrial growth; Food insufficiency; Insufficient natural resources, in which immediate control is needed to resume environmental balance (Meadows, Meadows, Randers, & Behrens, 1972).

In this sense, the United Nations created the World Commission on Environment and Development, which aimed to suggest new standards of international cooperation to be able to direct international policies and actions that would provide the necessary changes (United Nations, 1983). The Commission's work conceived as a result in 1987 the Brundtland Report (Brundtland, 1987), known as "Our Common Future". The report considers that "the image of sustainable development implies the concept of improving people's economic and social situations and ensuring, in the long term, the natural needs of life. Environmental protection cannot be the last factor to consider but should be integrated into all

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