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### **Empowerment of Usability and Technological Utility Criteria as Elements of Social Inclusion in Community Management**

#### **ABSTRACT**

This research is aimed at developing the empowerment of usability and technological utility criteria as elements of social inclusion in community management; taking into account that such tools are framed in social work activities as an enriching component of community work. In this sense, it is pertinent that the community council delve into the proper management of ICT, as organizations that learn and grow as a great team. Among the references mentioned are Zambrano (2008), on endogenous socialist development and popular defense and Martínez (2002), Qualitative, ethnographic research in education. This research is framed within the qualitative approach, based on the phenomenological and interpretive method and a correlational paradigm, adapting to the conception of social transformation; In the same way, it is considered field research, since it takes data from reality, without the use of intermediaries, and in turn collects information through secondary sources. It is concluded that the communal council as a social organization must be closely connected / articulated with the new information and communication technologies; Its interference is linked to the presentation and execution of social projects aimed at producing significant changes in the social environment with the participation of the group, this will undoubtedly improve access to information, and appropriate the useful and use, leading to optimize the issues related to decision making, also achieving new forms of horizontal communication with governmental and non-governmental entities.

**Descriptors:** Empowerment, TIC, Social Inclusion, Technology.

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