

| RESEARCH ARTICLE

Article DOI: 10.21474/ JNHST01/154

DOI URL: <http://dx.doi.org/10.21474/ JNHST01/154>

DIGITAL MEDIA AND SOCIAL CHANGE: EXPLORING THE IMPACT OF SOCIAL NETWORKING PLATFORMS ON HUMAN RELATIONSHIPS AND CULTURAL VALUES

A. K. Sharma

Corresponding Author: A. K. Sharma

| ABSTRACT

The rapid development of digital communication technologies has transformed the ways individuals communicate, establish relationships, express identities, and participate in social life. Social networking platforms have become important spaces for interpersonal communication, cultural exchange, information sharing, and community formation. However, their growing influence also raises questions concerning the quality of human relationships, the preservation of cultural values, and the changing nature of social interaction. This paper examines the relationship between digital media and social change through a humanities and social science perspective. It explores how social networking platforms influence interpersonal relationships, social identity, cultural practices, community participation, and intergenerational communication. The paper adopts a qualitative, literature-based approach to examine existing scholarly discussions on digital communication and social relationships. The review indicates that digital platforms can strengthen social connections, support cultural expression, and provide opportunities for participation in public life. At the same time, digital communication may create challenges related to superficial interaction, social comparison, misinformation, privacy, and reduced attention to face-to-face communication. These outcomes depend on individual practices, social circumstances, platform design, and the cultural context in which technologies are used. The paper argues that digital media should be understood neither as an entirely positive nor as an entirely negative force. Instead, its social consequences require critical examination, responsible use, and stronger digital literacy. The study concludes that preserving meaningful human relationships in a digital society requires a balance between technological participation and direct interpersonal engagement.

| KEYWORDS

Digital Media, Social Change, Human Relationships, Cultural Values, Social Networking, Digital Identity, Communication, Humanities.

| ARTICLE INFORMATION

RECEIVED: 18 June 2026

ACCEPTED: 22 July 2026

PUBLISHED: August 2026

Introduction:-

Communication has always played a central role in the development of human societies. Through language, storytelling, literature, traditions, and everyday interaction, individuals communicate their experiences, preserve collective memories, and develop a sense of belonging. Historically, interpersonal communication depended largely on physical proximity, written correspondence, public gatherings, and community institutions. The development of digital technologies has expanded these possibilities by allowing people to communicate across geographical boundaries with unprecedented speed. Social networking platforms have become an important feature of contemporary social life. Individuals use digital communication to maintain friendships, participate in professional networks, exchange cultural information, and express personal opinions. These platforms have changed not only the speed of communication but also the social expectations associated with availability, responsiveness, visibility, and participation.

Digital media is therefore more than a collection of technological tools. It is also a social environment in which identities are presented, relationships are negotiated, and cultural meanings are produced. Online communication can connect people who are separated by distance, while digital communities can provide opportunities for individuals to share interests and experiences that may not be represented in their immediate surroundings. Nevertheless, the expansion of digital communication

raises important questions. Does increased connectivity necessarily produce stronger relationships? How does online self-presentation influence the understanding of personal identity? Can digital communication preserve traditional cultural values while encouraging new forms of cultural expression? What responsibilities do individuals and institutions have in promoting healthy digital participation?

These questions are relevant to the fields of sociology, cultural studies, communication studies, philosophy, and the humanities. They demonstrate that the social significance of technology cannot be understood solely through its technical capabilities. It must also be examined through the values, behaviours, institutions, and relationships that develop around it. Dredge and Schreurs (2020), in their systematic literature review, identify both beneficial and challenging associations between young people's social media use and their offline interpersonal experiences. Their review highlights the importance of examining the particular outcomes of digital communication rather than assuming that social media has one uniform effect on social relationships. Similarly, research on online literary socialisation demonstrates that digital environments can provide young people with opportunities to develop interpretive practices, express identities, and participate in collaborative cultural activities (Santa María et al., 2022). Against this background, the present paper explores digital media as an instrument of social transformation, with particular attention to interpersonal relationships, cultural continuity, identity formation, and social responsibility.

Objectives of the Study:-

The primary objective of this paper is to examine the influence of digital media on human relationships and cultural values in contemporary society.

The specific objectives are:-

1. To examine how social networking platforms have transformed interpersonal communication.
2. To analyse the relationship between digital identity and personal self-expression.
3. To explore the role of digital media in preserving and transforming cultural practices.
4. To identify the potential benefits and challenges of online social interaction.
5. To discuss the importance of digital literacy and responsible communication.
6. To suggest directions for future research on technology and social change.

Research Questions:-

The study is guided by the following research questions:-

1. How have digital communication technologies transformed everyday human relationships?
2. In what ways do social networking platforms influence personal identity and cultural expression?
3. What opportunities and challenges arise from the increasing use of digital communication?
4. How can individuals and communities maintain meaningful relationships in a digitally connected society?
5. What role can education and digital literacy play in encouraging responsible online behaviour?

Review of Literature:-

Digital Communication and Interpersonal Relationships:-

Digital communication has significantly expanded the opportunities available for maintaining social relationships. Messaging applications, social networking platforms, and video communication tools allow individuals to remain in contact even when they live in different cities or countries. These technologies can be especially useful for families separated by migration, students living away from home, and friends whose daily circumstances limit opportunities for direct interaction. However, the relationship between online communication and interpersonal well-being is complex. Dredge and Schreurs (2020) reviewed 49 studies examining social media use and offline interpersonal outcomes among young people. Their findings identified both potential benefits, including belonging and social connection, and challenges, including perceived isolation and difficulties in relationship quality.

This suggests that the social consequences of digital communication depend on how people use technological platforms and the circumstances surrounding their interactions. Online communication may support an existing friendship when it enables regular conversation, emotional support, and the sharing of experiences. Conversely, digital interaction may be less satisfying when communication becomes dominated by misunderstandings, competition for attention, or superficial exchanges. Ehrenreich (2022) also discusses how social media features, including constant availability and the visibility of peer activity, can influence adolescent relationships. These features may create opportunities for connection while also changing expectations concerning social participation and popularity. The literature therefore supports a balanced approach: digital communication can complement face-to-face relationships, but the number of online interactions alone does not establish the depth or quality of a relationship.

Digital Identity and Self-Expression:-

Personal identity develops through interactions between individual experiences and social environments. People communicate aspects of their identity through language, appearance, beliefs, interests, occupation, and cultural participation. Digital platforms provide additional spaces in which these identities can be expressed and negotiated. Users may share photographs, creative work, opinions, personal achievements, and cultural experiences. Such activities can support self-expression and help individuals discover communities with similar interests. For people who feel underrepresented in their immediate environment, online communities may provide opportunities to participate in wider conversations.

At the same time, digital platforms encourage users to make choices about which aspects of their lives become visible. Profiles and posts may present carefully selected versions of everyday experience. The resulting difference between public presentation and private experience raises questions about authenticity, recognition, and social expectations. The visibility of other people's achievements and lifestyles may also encourage comparison. Users may interpret online popularity as an indication of personal worth or social acceptance, even though online visibility does not necessarily reflect the quality of a person's relationships or experiences. A humanities perspective encourages critical reflection on these developments. It asks whether identity should be understood primarily through public recognition or through broader dimensions of personal character, ethical conduct, and meaningful social participation.

Digital Media and Cultural Transformation:-

Culture consists of shared meanings, traditions, languages, artistic expressions, customs, and collective memories. Cultural practices are transmitted through families, educational institutions, community gatherings, literature, music, and everyday communication. Digital media has introduced additional ways to preserve and circulate cultural knowledge. People can share traditional songs, regional stories, local histories, literary works, and community celebrations with audiences far beyond their geographical locations. Digital archives and online educational resources can also help preserve cultural material that might otherwise become difficult to access.

These possibilities are especially significant for linguistic and cultural communities whose traditions receive limited attention in mainstream institutions. Digital communication can make regional languages and cultural expressions more visible and encourage younger generations to engage with their heritage. Nevertheless, cultural transmission through digital platforms is not always straightforward. Short-form content may simplify complex traditions, while commercial incentives can favour material that attracts rapid attention. Cultural expressions may also be removed from their original historical or social context. Santa Maria et al. (2022) examined youth literary socialisation in online environments and identified practices involving fluid identities, connected learning, and collaborative forms of cultural engagement. Their work illustrates how digital environments can support new ways of participating in literature and cultural meaning-making. Digital media should therefore be understood as a space where cultural practices are both preserved and transformed. The challenge is to encourage innovation without treating cultural heritage as disconnected content that can be separated from its social significance.

Digital Communities and Social Belonging:-

Human beings generally seek opportunities to develop social connections and participate in communities. Traditionally, community belonging has been shaped by geographical proximity, shared occupations, religious and cultural institutions, educational settings, and family networks. Digital technologies have expanded the meaning of community. Individuals can participate in online groups organised around literature, education, local development, hobbies, professional interests, and social causes. These networks may provide information, encouragement, practical assistance, and a sense of shared purpose.

Online communities can be particularly valuable when individuals have limited access to people with similar experiences in their immediate surroundings. Digital platforms can also help community organisations circulate announcements, coordinate activities, and bring attention to local concerns. However, online belonging may remain fragile when participation depends primarily on platform visibility or rapid reactions. Disagreements can become intensified through public comments, while exclusion and harassment can undermine the sense of safety that communities are intended to provide. A meaningful digital community requires more than shared membership. It also depends on trust, mutual respect, fair participation, and the ability to manage disagreements constructively.

Digital Media, Education, and Social Awareness:-

Digital communication has changed the circulation of educational and social information. Students can access online libraries, academic discussions, lectures, and cultural resources that may not be readily available in their immediate environment. Teachers and educational institutions can use digital platforms to encourage collaboration and provide learning materials beyond the classroom. Digital media also allows social issues to reach wider audiences. Discussions concerning environmental protection, public services, cultural preservation, and community welfare can attract participation from individuals who might otherwise remain disconnected from public debate. However, the accessibility of information does not guarantee its accuracy. Misleading claims, incomplete information, and emotionally charged content can circulate widely before they are carefully

evaluated. Users may encounter information that confirms existing assumptions while overlooking credible alternative perspectives. Education therefore has an important role in developing digital literacy. Students and other users need opportunities to learn how to evaluate sources, distinguish evidence from opinion, protect personal information, and communicate respectfully. The purpose of digital education should not be limited to teaching technical skills. It should also develop critical thinking, ethical awareness, and the capacity to participate responsibly in public life.

Theoretical Framework:-

This paper draws on three broad perspectives to understand the relationship between digital media and social change.

Social Interaction Perspective:-

The social interaction perspective emphasises that human behaviour develops through communication and relationships with others. People interpret messages, respond to social expectations, and modify their behaviour according to the situations in which they participate. Digital platforms create new settings for such interaction. Likes, comments, messages, and shared posts become forms of social communication that can convey recognition, agreement, disagreement, or support. However, digital messages may lack some of the contextual information available in face-to-face conversation, including tone of voice, immediate feedback, and body language. Consequently, the same message may be interpreted differently by different individuals. This perspective helps explain why online communication can strengthen relationships while also producing misunderstandings.

Social Capital Perspective:-

Social capital concerns the resources and opportunities that arise through social relationships, networks, and shared trust. Relationships can provide emotional support, information, cooperation, and access to opportunities. Digital platforms may expand social capital by helping people maintain existing relationships and establish new connections. They can also connect individuals with educational, professional, and community resources. Nevertheless, the existence of a large online network does not automatically mean that an individual has strong social support. The quality of relationships, the reliability of information, and the willingness of people to help one another remain important.

Cultural Perspective:-

A cultural perspective examines how people produce, share, interpret, and transform meanings. Digital communication enables cultural expressions to circulate across geographical and social boundaries. This process can encourage cultural exchange and support the visibility of regional identities. At the same time, cultural practices may change as they enter new digital settings and respond to platform conventions. The cultural perspective therefore encourages researchers to examine not only which technologies people use but also how they interpret those technologies within their own historical and social circumstances.

Research Methodology:-

Research Design:-

The paper adopts a qualitative, narrative literature-review approach. This design is appropriate for exploring the conceptual and social dimensions of digital communication, particularly where the subject involves relationships, cultural values, identity, and social participation. Rather than collecting new survey or interview data, the study examines existing scholarly literature and develops a thematic discussion of the principal issues.

Sources of Information:-

The discussion draws on published academic literature concerning digital communication, interpersonal relationships, youth socialisation, and cultural participation. Relevant sources include peer-reviewed research articles and scholarly chapters that examine the social implications of digital technologies. The literature used in the paper includes a systematic review of social media and offline interpersonal outcomes by Dredge and Schreurs (2020), a discussion of peer relationship processes in digital environments by Ehrenreich (2022), and a systematic review of online literary socialisation by Santa María et al. (2022).

Analytical Approach:-

The literature is organised around five broad themes:-

1. Interpersonal communication and relationship quality.
2. Digital identity and personal expression.
3. Cultural preservation and transformation.
4. Community participation and social belonging.
5. Education, critical thinking, and digital responsibility.

The analysis compares the opportunities and challenges discussed in the selected literature and relates them to broader questions in the humanities and social sciences.

Scope and Limitations:-

This paper is a conceptual literature-based study, not an empirical investigation. It does not report original interviews, surveys, experiments, or statistical analyses. Its discussion should therefore be understood as a synthesis of selected scholarly literature rather than a measurement of the experiences of a specific population. Because digital practices vary across cultures, age groups, socioeconomic circumstances, and geographical regions, the arguments presented here cannot be assumed to apply equally to every community. A more comprehensive systematic review or field study would be required to establish more specific conclusions.

Discussion:-

Connectivity and the Quality of Relationships:-

One of the most significant changes associated with digital communication is the separation of communication from physical proximity. People can exchange messages, share experiences, and offer support without being present in the same location. This development can help maintain relationships across distance and make everyday communication more convenient. Families separated by employment or education, for example, can use digital communication to remain involved in one another's lives. Nevertheless, frequent communication should not automatically be equated with emotional closeness. Relationships also require trust, understanding, empathy, and sustained attention. A person may receive many online messages but still feel that their relationships lack meaningful conversation. The important distinction is between the availability of communication and the quality of communication. Digital platforms provide opportunities for interaction, but the participants determine how those opportunities are used. A balanced approach combines the convenience of digital contact with opportunities for direct conversation, shared activities, and attentive listening.

Social Comparison and Public Recognition:-

Digital platforms make aspects of social life visible to broad audiences. Users may observe the achievements, celebrations, opinions, and lifestyles of people within and beyond their immediate social circles. Such visibility can be informative and inspiring. Individuals can discover new interests, learn from others, and recognise experiences different from their own. However, online content often presents selected moments rather than complete accounts of everyday life. When users compare their private difficulties with the carefully presented experiences of others, they may develop unrealistic expectations about success, popularity, or happiness. This issue has broader social significance because public recognition can become associated with numerical indicators such as followers, reactions, and views. These indicators can provide information about online engagement, but they do not provide a complete measure of a person's social contribution or personal value. Digital literacy should therefore include the ability to interpret online content critically and recognise the limitations of visible indicators of popularity.

Cultural Continuity in a Digital Society:-

Digital communication offers opportunities to maintain cultural connections across generations. Family histories, local stories, traditional music, regional expressions, and literary traditions can be shared through online archives and community platforms. These practices may support cultural continuity by making heritage more accessible to younger people and members of geographically dispersed communities. At the same time, preservation requires context. A traditional practice may have historical, linguistic, or communal meanings that cannot be fully understood through a short video or isolated image. Cultural education can help address this challenge by connecting digital materials with historical explanation, oral traditions, literature, and community knowledge. Schools, libraries, researchers, and cultural organisations can collaborate to document and interpret heritage responsibly. The objective should not be to prevent cultural change. Cultures have always evolved through interaction and adaptation. Rather, the objective should be to ensure that technological change does not erase the knowledge and social meanings through which communities understand their histories.

Social Inclusion and Unequal Access:-

Digital communication can create opportunities for participation, but these opportunities are not distributed equally. Access to reliable internet services, suitable devices, digital skills, and accessible online content varies between individuals and communities. People with limited access may face disadvantages in education, professional communication, and participation in digital public life. Language barriers and inaccessible platform designs can create additional difficulties. Social inclusion therefore requires attention to both technology and the conditions under which it is used. Expanding connectivity is important, but so are digital education, accessible design, relevant language resources, and support for people with limited technical experience. A socially responsible approach recognises that digital participation should not become a new condition for exclusion from essential educational and community opportunities.

Ethics, Privacy, and Responsibility:-

Digital participation raises questions about privacy, consent, respectful communication, and accountability. Personal information and photographs can be shared beyond their intended audiences, while online discussions may expose individuals to harassment or unwanted attention. Responsible digital behaviour requires users to consider the possible consequences of their

actions. Before sharing information about another person, individuals should consider consent and privacy. Before forwarding a claim, they should examine its source and accuracy. During disagreements, they should avoid abusive language and recognise the dignity of other participants. Institutions and technology providers also have responsibilities. Clear privacy policies, effective reporting mechanisms, transparent moderation practices, and appropriate safeguards can help create safer digital environments. Ethical participation should be treated as an essential element of digital literacy rather than as an optional personal preference.

The Role of Families and Educational Institutions:-

Families and educational institutions can help individuals develop balanced communication habits. Open discussions about online experiences may encourage users to identify misinformation, recognise inappropriate behaviour, and seek help when necessary. Educational institutions can integrate media literacy into existing subjects, including language, social studies, literature, and civic education. Students can analyse online representations of culture, compare sources, discuss digital ethics, and learn how communication influences social relationships. Families can also encourage a healthy balance between digital interaction and shared activities. The aim should not be to reject technology but to develop an understanding of when digital communication is useful and when direct interaction may be more appropriate. Such approaches are more constructive than treating all online communication as harmful or assuming that technological convenience resolves every social difficulty.

Major Findings and Implications:-

The literature-based analysis supports several broad observations:-

First, digital media expands opportunities for communication, but relationship quality depends on trust, emotional support, and meaningful interaction rather than on the frequency of online activity alone.

Second, social networking platforms provide opportunities for self-expression and identity exploration, while also encouraging selective self-presentation and social comparison.

Third, digital communication can support cultural preservation and exchange, especially when regional languages, literary practices, and community histories are documented with appropriate context.

Fourth, online communities can strengthen belonging and cooperation, although exclusion, misinformation, and hostile communication may weaken these benefits.

Fifth, digital literacy requires critical thinking and ethical awareness alongside technical knowledge. Users need the ability to evaluate information, protect privacy, respect others, and understand the social consequences of online participation. These observations have practical implications for education, community development, cultural preservation, and platform responsibility. They also suggest that future research should investigate how social and cultural circumstances shape people's digital experiences instead of assuming that all users experience technology in the same way.

Recommendations:-

Based on the literature discussed, the following recommendations are proposed:-

1. Promote digital literacy. Educational institutions should teach students how to evaluate online information, recognise misleading content, and communicate responsibly.

2. Encourage meaningful communication. Individuals should use digital tools to support, rather than automatically replace, attentive conversation and shared experiences.

3. Preserve cultural heritage. Community organisations, libraries, and researchers should document regional languages, oral histories, literature, and traditional practices with suitable historical context.

4. Strengthen privacy awareness. Users should understand consent, information-sharing risks, and the importance of respecting the personal boundaries of others.

5. Support inclusive digital access. Policymakers and institutions should address inequalities in connectivity, accessibility, digital skills, and language resources.

6. Encourage responsible platform design. Technology providers should strengthen privacy protections, improve reporting mechanisms, and promote transparent policies for managing harmful content.

7. Expand future research. Researchers should conduct context-specific studies using interviews, surveys, and comparative approaches to understand how digital communication affects different communities.

Conclusion:-

Digital media has become an influential element of contemporary social life. It has transformed how individuals communicate, develop relationships, express identities, preserve cultural knowledge, and participate in communities. These changes offer significant opportunities for connection, education, cultural exchange, and public engagement. At the same time, digital communication creates challenges related to social comparison, privacy, misinformation, unequal access, and the quality of interpersonal relationships. These challenges demonstrate that technological connectivity does not automatically produce social well-being or cultural understanding. The central argument of this paper is that digital media should be understood as a social

environment whose consequences depend on human choices, cultural circumstances, institutional practices, and technological design. Its value cannot be judged solely by the speed or quantity of communication it enables.

A balanced digital society requires individuals who can communicate critically and respectfully, educational institutions that promote media literacy, communities that preserve cultural knowledge, and technology providers that take social responsibility seriously. From the perspective of the humanities and social sciences, the most important question is not whether society should accept or reject digital technology. It is how people can use technology while preserving the values that sustain meaningful human life: empathy, trust, dignity, cultural understanding, and shared responsibility. Future research should examine these questions across diverse social and cultural settings. Such work can contribute to a deeper understanding of the relationship between technological development and human experience, helping societies pursue innovation without neglecting the importance of meaningful relationships and cultural continuity.

References:-

1. Dredge, R., & Schreurs, L. (2020). Social media use and offline interpersonal outcomes during youth: A systematic literature review. *Mass Communication and Society*, 23(6), 885–911. <https://doi.org/10.1080/15205436.2020.1810277>
2. Ehrenreich, S. E. (2022). Peer relationship processes in the context of digital media. In J. Nesi, E. H. Telzer, & J. J. Prinstein (Eds.), *Handbook of adolescent digital media use and mental health*. Cambridge University Press.
3. Santa María, L., Aliagas, C., & Rutten, K. (2022). Youth's literary socialisation practices online: A systematic review of research. *Learning, Culture and Social Interaction*, 34, Article 100628. <https://doi.org/10.1016/j.lcsi.2022.100628>