



User Satisfaction Rates in Mobile-Based Mental Health Support Services for Rural Senegalese Refugees: A Theoretical Framework

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Abstract

User satisfaction rates are crucial in evaluating mobile-based mental health support services for rural Senegalese refugees. In recent years, such services have gained prominence as a means to address mental health needs within vulnerable populations in sub-Saharan Africa. This study employs a comprehensive review of existing literature on mobile health applications (mHealth) and mental health interventions in refugee contexts. Qualitative analysis will be used to interpret data from interviews with users and stakeholders. This theoretical framework provides a solid foundation for understanding the dynamics of user satisfaction in mHealth interventions for mental health support among rural Senegalese refugees. It highlights areas requiring further investigation and suggests directions for service improvement. Future research should focus on longitudinal studies to track changes in user satisfaction over time, and implementation strategies should prioritise culturally tailored services and robust technical infrastructure.

Keywords: *Sub-Saharan, refugee, qualitative, ethnography, participatory, indigenous, cultural adaptation*

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