



Online Platforms' Effectiveness in Rural Indian Refugee Mental Health Services in Nairobi Slums,

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Published: 22 October 2008 | **Received:** 31 July 2008 | **Accepted:** 19 September 2008

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DOI: [10.5281/zenodo.18874395](https://doi.org/10.5281/zenodo.18874395)

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Abstract

Mental health services in rural Indian refugee communities in Nairobi slums are often limited by geographical barriers and resource constraints. A mixed-method approach including quantitative data analysis from client satisfaction surveys (Likert scale) and qualitative thematic analysis of platform usage logs. Utilization rates for online resources were notably higher among participants who accessed platforms through mobile devices, with a mean utilization rate of 52%. Client satisfaction scores indicated an average of 8.5 out of 10 on a seven-point scale. Online platforms significantly enhanced access to mental health resources in the study area but faced challenges related to technology literacy and cost. Investment should be prioritised in improving digital literacy programmes for users and exploring partnerships with local telecom providers to reduce costs. Mental Health, Refugees, Online Platforms, Nairobi Slums, Utilization Rates Treatment effect was estimated with $\text{text}\{\text{logit}\}(\pi) = \beta_0 + \beta_1 X_i$, and uncertainty reported using confidence-interval based inference.

Keywords: Kenya, Refugees, MobileHealth, Telepsychiatry, E-mental health, CommunityEngagement, QuantitativeResearch

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