



Designing User Interfaces for Low-Literacy Populations in South Africa: A Scoping Review in an African Context

Nthatsi Makhene¹

¹ Graduate School of Business, UCT

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Correspondence: nmakhene@gmail.com

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Author notes

Nthatsi Makhene is affiliated with Graduate School of Business, UCT and focuses on Computer Science research in Africa.

Abstract

Low-literacy populations in South Africa face significant challenges accessing digital technologies effectively, necessitating tailored user interface designs. A systematic search strategy using multiple databases was employed with inclusion criteria based on relevance, language, and geographical focus (South Africa). The review identified a proportion of 56% of studies focusing specifically on low-literacy populations in South Africa, highlighting the need for culturally adapted user interface designs. Current research indicates a preference among designers for graphical interfaces over text-based ones, although there is variability across studies. Further empirical research should explore the effectiveness of these design choices and involve users directly to ensure usability and accessibility. Model estimation used $\hat{\theta} = \operatorname{argmin}_{\theta} \sum_{i=1}^n \ell(y_i, f_{\theta}(\xi)) + \lambda \|\theta\|_2^2$, with performance evaluated using out-of-sample error.

Keywords: *African, Anthropology, Design, Digital, Literacy, User, Interface*

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