



Women-Owned Businesses' Access to ICT Services in Nairobi Slums: A Policy and Technological Analysis

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Abstract

This research examines the barriers faced by women-owned businesses in Nairobi slums regarding their access to information and communication technology (ICT) services. Qualitative interviews were conducted with 50 women-owned business owners in Nairobi slums to gather insights into their experiences and challenges. A mixed-methods approach was employed, including both structured questionnaires and semi-structured interviews. The analysis revealed a significant proportion (38%) of respondents faced issues related to inadequate ICT infrastructure in their areas, particularly concerning internet connectivity speed and reliability. Women-owned businesses in Nairobi slums face substantial challenges in accessing ICT services, with technological deficits being one of the primary barriers. Digital literacy training programmes have shown promise in addressing these gaps. Policymakers should prioritise investments in digital infrastructure to improve internet connectivity and accessibility for women-owned businesses. Additionally, targeted training initiatives are recommended to enhance their ICT usage skills. Model estimation used $\hat{\theta} = \text{argmin}\{\theta\} \text{sumiell}(y_i, f\theta(\xi)) + \lambda \text{Vert}\theta_r \text{Vert}^2$, with performance evaluated using out-of-sample error.

Keywords: *African Geography, Women's Entrepreneurship, Technological Barriers, Access Studies, ICT Policy Analysis, Qualitative Research, Slum Dynamics*

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