Designing User Interfaces for Low-Literacy Populations in Kenyan Contexts: A Methodological Framework

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Abstract

Low-literacy populations in Kenya face significant barriers to accessing digital services effectively. A mixed-methods approach was employed involving surveys $(N=200) \wedge usability\ testing\ sessions\ (N=30)$. Findings indicate a direction towards incorporating visual aids and simplified language in user interfaces for better comprehension among low-literacy populations, with a proportion of 85% preferring clear visuals over text-based explanations. The design framework developed provides insights into improving digital access for underserved communities. Future research should explore scalability and long-term impact of the proposed user interface designs in various Kenyan settings. User Interface Design, Low-Literacy Populations, Digital Accessibility, Kenya

ABSTRACT-ONLY PUBLICATION

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