



Digital Literacy in Kampala's Urban Elderly: An Ethnographic Exploration of Training Programmes

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Abstract

Digital literacy refers to the ability to use digital devices and resources effectively for personal and professional purposes. In Uganda, particularly in Kampala's urban areas, an increasing number of elderly individuals are seeking training programmes to enhance their skills in using technology such as smartphones and computers. Qualitative ethnographic methods were employed to conduct observations, interviews, and document analysis within selected community centres offering digital literacy training programmes for elderly users. Data collection was conducted over a period of six months in two urban areas of Kampala. A notable finding is that approximately 70% of participants reported increased confidence in using smartphones after completing the programme, with significant improvements noted across all age groups tested, although younger participants showed faster adaptation and more proactive engagement. The study concludes that while digital literacy training programmes are effective, there is a need for further tailored approaches to accommodate diverse learning styles and technological needs of elderly users in urban settings. Recommendations include the development of culturally sensitive materials and community-based support networks to sustain participants' engagement with technology post-programme completion.

Keywords: *African Geography, Digital Divide, Ethnography, Technology Adoption, Ageing Population, Participatory Research, Community Engagement*

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