



User Satisfaction in Digital Mental Health Platforms for Urban Youth in Kampala: A Snapshot Analysis

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Abstract

Digital mental health platforms have emerged as a promising tool for addressing the growing need for accessible mental healthcare in urban settings, particularly among young populations. User satisfaction surveys were conducted online and through focus groups with a diverse sample of youth aged 15-24 years. Survey data focused on factors such as usability, effectiveness, and perceived value of the platforms. The findings suggest that digital mental health platforms can be effective in engaging urban youth, provided they offer tailored and supportive features to meet specific needs. Future research should explore how to integrate more interactive elements and personalization into these platforms to enhance user satisfaction and engagement.

Keywords: *African geography, urbanization, digital divide, qualitative research, mental health disparities, youth engagement, accessibility studies*

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