



Patient Satisfaction and Technological Acceptance in Rural Burkina Faso: A Qualitative Study on Digital Healthcare Delivery

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Abstract

Rural communities in Burkina Faso face significant challenges in accessing healthcare services, often necessitating long journeys to urban centers for medical consultations and treatments. A qualitative study was conducted through semi-structured interviews with a sample of patients from selected villages in Burkina Faso, focusing on their experiences with online health platforms. The preliminary analysis reveals that approximately 70% of participants expressed high satisfaction scores for digital healthcare services, particularly regarding convenience and reduced travel time. While initial feedback indicates promising acceptance rates, further research is needed to validate these findings and address potential barriers to technology adoption in rural settings. Investment should be prioritised on enhancing internet connectivity and training local populations in digital health literacy to maximise the benefits of digital healthcare delivery systems.

Keywords: *Sub-Saharan, Ruralism, Anthropology, Ethnography, Participatory Action Research, Digital Divide, Indigenous Knowledge Systems*

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