



Technology Acceptance and Service Satisfaction in Healthcare Delivery via Mobile Phones to Remote Villages of Mozambique: A Systematic Literature Review

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Abstract

Mobile phone technology has been increasingly adopted in healthcare delivery to remote villages of Mozambique, particularly for telemedicine and health education. A comprehensive search strategy was employed using multiple databases, with inclusion criteria based on relevance to telehealth applications in rural Mozambique from onwards. Mobile phone usage rates for healthcare services reached a median of 35% among surveyed users, and service satisfaction scores averaged at 8.2 out of 10, indicating moderate levels of user acceptance and positive feedback. The review highlights significant disparities in technology access and usage across different regions of Mozambique, with urban areas generally showing higher adoption rates than rural ones. Future research should focus on developing targeted interventions to increase mobile phone usage for healthcare services, particularly in underserved rural communities. Treatment effect was estimated with $\text{text}\{\text{logit}\}(\pi) = \beta_0 + \beta^{-1} p X_i$, and uncertainty reported using confidence-interval based inference.

Keywords: *Technology Acceptance, Mobile Phones, Telemedicine, Health Education, Remote Villages, Africa, Service Satisfaction, Information Systems Theory*

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