Multidimensional Factors Enabling Digital Inclusion in Marginalised Communities of a Developing Economy

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Abstract

Fully participating in the digital economy involves understanding enabling factors for digital inclusion. The chapter analyzed and synthesized existing knowledge on factors that could enhance digital inclusion in marginalized communities. The factors that enable digital inclusion for marginalized communities in developing economies were extracted and mapped into a taxonomy table using thematic analysis and constant comparative analysis, and they were clustered into five multidimensional constructs: digital access, attitude, digital skills, actual usage, and impact of digital inclusion. These factors act as enablers in speeding up digital inclusion—they form a vigorous model for driving digital inclusion and evaluating digital initiatives in marginalized communities. A model to ensure digital inclusion initiatives to address the realities faced by those who have been marginalized from the digital economy by moving away from an inclusive digital approach that is grounded on a technological perspective is developed.