

# **Opportunities, Challenges, and Digital Inclusion in Marginalized Societies**

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## **Abstract**

The developments in digital technology and information communication technology (ICT) have increased over the past 20 years and improved livelihoods, especially in developed countries with 97% access level to the internet and digital technology. However, those in African countries have had challenges accessing the internet, and the advent of the COVID-19 pandemic exacerbated the situation. The remote areas in Zimbabwe have not been spared as they experience challenges in the adoption of digital technology. Globally people are increasingly using information and communication technology (ICT) as a way of life to communicate, study, and access healthcare and entertainment, amongst other things. Investigating the causes of digital exclusion in general and also in the context of social exclusion in Zimbabwe is pertinent. This chapter seeks to fill a gap in the existing literature by exploring the opportunities and challenges that digital inclusion and exclusion bring to the marginalized societies in Zimbabwe.