

Inclusive Digital Transformation for the Marginalized Communities in a Developing Context

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Abstract

This chapter looks at Zimbabwe, a developing country in Sub-Saharan Africa that aspires to reach an upper-middle-income economy by 2030 through digital inclusiveness. Digital transformation (DT) and digital innovation (DI) may be the fundamental foundation to attain economic growth and productivity. To transit to Society 5.0, nations should develop robust technological systems, powerful, knowledgeable human resources, and a strategic direction policy by harnessing (DT) and (DI). A qualitative stance is applied using in-depth interviews and focus group discussions. Digital innovation identifies issues characterizing marginal communities in Zimbabwe that must be addressed to ensure that digital transformation targets rural areas, border posts, the informal sector, smallholder farmers, artisanal miners, vendors, and women (rural). The chapter then climaxes with a framework that if implemented may usher in Society 5.0, which may ensure that people, things, and technologies are all interconnected and intersect in the cyber and physical spaces.