

## Leveraging Technology for Improved Pastoral Care and Counselling Services in Africa

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### **Abstract**

*This study explores the transformative impact of technology on pastoral care and counselling within the African context. Departing from traditional, in-person models, we investigate the integration of digital tools to enhance the delivery of spiritual and emotional support. Through a historical analysis of pastoral counselling in Africa and a contemporary examination of technology-mediated services, we identify opportunities and challenges in this evolving landscape. Our research employs case studies to evaluate the effectiveness of teletherapy, mHealth initiatives, and social media platforms in improving accessibility, affordability, and confidentiality. We critically assess the interplay between technology and factors such as the digital divide, privacy concerns, and cultural nuances. To optimize the benefits of technology, we propose a strategic framework encompassing training, capacity building, and collaborative partnerships. Our findings contribute to the growing discourse on technology and religion, providing actionable insights for policymakers, practitioners, and researchers seeking to enhance pastoral counselling in Africa. The authors gave recommendations that will make for improved pastoral care and counselling services in Africa.*

**Keywords:** *pastoral counselling, technology, Africa, teletherapy, mHealth, digital divide, cultural context, religion, mental health*

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### **1.0 Introduction**

The integration of technology into pastoral counselling represents a significant evolution in the provision of spiritual and emotional support, particularly in the African context. Historically, pastoral counselling in Africa has been deeply rooted in face-to-face interactions and community-based approaches, integral to the social fabric of many African societies. However, with rapid technological advancements and increased digital literacy, there is a growing potential for technology to augment and transform traditional pastoral practices. This paper explores the impact of technology on pastoral counselling in Africa, focusing on its historical evolution, current applications, benefits, challenges, and future directions.

Pastoral counselling encompasses activities aimed at providing spiritual, emotional, and psychological support to individuals and communities. It often involves guidance, support during crises, and fostering personal and spiritual growth. In African societies, pastoral care

has traditionally been delivered by religious leaders, elders, and community figures who possess the cultural and spiritual authority to guide individuals. This practice is deeply intertwined with the communal and relational nature of African cultures, where collective well-being often takes precedence over individual concerns (Lartey, 2013).

In many communities, religious and spiritual leaders are among the most trusted and respected figures, often serving as the first point of contact for individuals facing personal or communal challenges. These leaders provide not only spiritual guidance but also emotional support and practical assistance, making their role indispensable in fostering resilience and coping mechanisms among their followers (Swain, 2011). Moreover, the communal nature of African societies means that the well-being of individuals is closely linked to the health of the community, amplifying the significance of effective pastoral counselling.

The advent of technology has introduced new dimensions to pastoral counselling, presenting both opportunities and challenges. Contemporary practices in pastoral counselling are increasingly incorporating digital tools and platforms to enhance their reach and effectiveness. For instance, teletherapy and online counselling have become viable options for providing support to individuals who may not have access to traditional face-to-face sessions due to geographical, economic, or social barriers (Barak & Grohol, 2011). Mobile health (mHealth) solutions are also gaining traction, leveraging the widespread use of mobile phones in Africa to deliver counselling services, mental health support, and health education to remote and underserved populations (Chib, Wilkin, & Ling, 2013).

Social media platforms are another avenue through which pastoral counselling is evolving. Religious leaders and counsellors are using these platforms to engage with their communities, share inspirational messages, and provide a sense of connection and support, especially during times of crisis (Afolaranmi, 2021). Additionally, e-learning and online training programs for pastoral workers are enhancing their skills and capacity to offer effective care, addressing the demand for well-trained personnel in this field (Dahlberg, 2016).

Despite these benefits, the adoption of technology in pastoral counselling is not without its challenges. The digital divide remains a significant issue, with disparities in access to technology and internet connectivity across different regions and socio-economic groups (ITU, 2020). Cultural and ethical considerations also play a crucial role, as the use of technology in pastoral counselling must be contextual to the culture and values of African communities. Privacy and security concerns are paramount, given the sensitive nature of the information shared in pastoral counselling sessions. Additionally, there may be resistance to technological adoption from both pastoral workers and their clients, rooted in a preference for traditional methods of care.

This paper aims to explore these dimensions in detail, providing a comprehensive analysis of the use of technology in pastoral counselling in Africa. The research objectives include examining the historical context and evolution of pastoral counselling in Africa, analysing current technological applications, identifying the benefits and challenges of these innovations, and discussing future directions for integrating technology in pastoral counselling. By doing so, this study seeks to contribute to a deeper understanding of how technology can be harnessed to enhance pastoral counselling in Africa while respecting and preserving the rich cultural traditions that underpin these practices.

## **2.0 Historical Context and Evolution**

The development of pastoral care and counselling in Africa has undergone significant changes over time, shaped by cultural traditions, colonial influences, and technological advancements. This section explores the traditional methods of pastoral care, the evolution of counselling practices, the early integration of technology in pastoral activities, and specific case studies highlighting technological adoption in pastoral counselling.

## **2.1 Traditional Methods of Pastoral Care in Africa**

Traditional pastoral care in Africa is deeply embedded in the social and cultural fabric of communities. It is characterized by the involvement of religious leaders, elders, and community members in providing spiritual, emotional, and social support. These traditional methods are rooted in indigenous belief systems and practices, which emphasize the communal and relational aspects of African societies.

In many African cultures, pastoral care is provided by a combination of religious and community leaders who possess spiritual authority and wisdom. These leaders, often referred to as "elders" or "chiefs," play a central role in guiding individuals and communities through various life challenges. They offer counsel, mediate conflicts, perform rituals, and provide moral and ethical guidance (Lartey, 2013).

The communal nature of African societies means that pastoral care is often a collective effort, with family members, friends, and neighbours actively involved in supporting those in need. This collective approach reinforces social bonds and fosters a sense of belonging and mutual responsibility (Mbiti, 1990). Rituals and ceremonies, such as communal prayers, storytelling, and rites of passage, are integral to traditional pastoral care, providing a structured framework for addressing personal and communal issues (Gyekye, 1996).

## **2.2 Evolution of Counselling Practices in African Societies**

The evolution of counselling practices in Africa has been influenced by various factors, including colonialism, globalization, and the introduction of western psychological concepts. During the colonial period, western missionaries and colonial administrators introduced new religious and educational systems that brought about significant changes in traditional pastoral practices. Christian missionaries, in particular, played a pivotal role in reshaping pastoral care by introducing western religious and counselling practices (Sundkler & Steed, 2000). The post-colonial era saw a continued blending of traditional and western approaches to counselling. African societies began to incorporate elements of western psychological theories and practices into their pastoral care frameworks. This hybrid approach aimed to address the diverse needs of individuals while respecting cultural traditions and values (Theron, Mitchell, Smith, & Stuart, 2011).

In recent decades, there has been a growing recognition of the importance of culturally sensitive counselling practices that integrate both indigenous and western approaches. This integrative model seeks to leverage the strengths of traditional pastoral care, such as communal support and spiritual guidance, while incorporating evidence-based psychological interventions (Mpofu, Peltzer, & Bojuwoye, 2011). The development of professional counselling bodies and training programmes across Africa has further contributed to the formalization and professionalization of counselling practices (Gibson & Swartz, 2004).

### **2.3 Early Integration of Technology in Pastoral Activities**

The early integration of technology in pastoral activities began with the use of radio and print media to disseminate religious messages and provide spiritual guidance. Radio emerged as a powerful tool for reaching large audiences, especially in rural and remote areas with limited access to traditional pastoral services. Religious programmes broadcast on local radio stations provided sermons, prayers, and counselling, making pastoral care more accessible to a wider population (Myers, 2009).

With the advent of the internet and mobile technology, the scope of technological integration in pastoral care expanded significantly (Afolaranmi, 2021). Early adopters of digital tools included churches and religious organizations that established websites, online forums, and email newsletters to engage with their congregations. These platforms allowed religious leaders to share inspirational messages, conduct virtual counselling sessions, and provide spiritual resources online (Afolaranmi, 2009; Campbell, 2012). Mobile phones have also played a crucial role in the early stages of technological integration in pastoral counselling. The widespread availability of mobile phones in Africa has enabled pastoral carers to maintain regular contact with their congregants, offer counselling via text messages and phone calls, and organize virtual prayer groups (Chib, Wilkin, & Ling, 2013). Mobile health (mHealth) initiatives, which use mobile technology to deliver health and counselling services, have further demonstrated the potential of technology to enhance pastoral care (Lund et al., 2014).

### **2.4 Case Studies of Technological Adoption in Pastoral Care**

Several case studies highlight the innovative use of technology in pastoral counselling across Africa. These examples illustrate the diverse ways in which digital tools are being leveraged to address the spiritual and emotional needs of individuals and communities.

#### **Case Study 1: The Rise of Teletherapy in South Africa**

In South Africa, teletherapy has gained prominence as a viable solution for providing counselling services to individuals in remote and underserved areas. Organizations like the South African Depression and Anxiety Group (SADAG) have implemented teletherapy programs that offer remote counselling sessions via phone and video calls. This approach has proven particularly effective in reaching individuals who may not have access to traditional counselling services due to geographical or financial constraints (SADAG, 2020). Teletherapy has also been instrumental in addressing the mental health needs of individuals during the COVID-19 pandemic, providing a safe and accessible platform for counselling (Pretorius et al., 2020).

#### **Case Study 2: Mobile Health (mHealth) Solutions in Kenya**

Kenya has been at the forefront of using mobile health (mHealth) solutions to enhance pastoral care and counselling. The mHealth initiative, known as "Text to Change," uses SMS-based platforms to provide health education, counselling, and support services. Through this initiative, individuals can receive personalized counselling messages, participate in interactive health quizzes, and access information on various health topics, including mental health and spiritual well-being. The success of Text to Change has demonstrated the potential of mobile technology to bridge the gap between traditional pastoral care and modern digital solutions (Katz & Vedel, 2011).

### **Case Study 3: Online Training Programmes for Pastoral Workers in Nigeria**

In Nigeria, online training programmes have been developed to equip pastoral carers with the skills and knowledge needed to provide effective pastoral care and counselling. Organizations like the Pan-African Christian University (PACU) offer online courses and webinars that cover topics such as trauma counselling, conflict resolution, and spiritual leadership. These programmes utilize digital platforms to deliver high-quality training to pastoral workers across the country, enhancing their capacity to address the diverse needs of their congregations (PACU, 2021). The use of online training has also facilitated the exchange of best practices and the creation of a supportive network of pastoral professionals.

### **Case Study 4: Social Media Engagement by Churches in Ghana**

In Ghana, churches have increasingly turned to social media platforms to engage with their congregations and provide pastoral care. Churches such as the International Central Gospel Church (ICGC) and Lighthouse Chapel International use platforms like Facebook, Twitter, and YouTube to livestream services, share inspirational messages, and conduct virtual counselling sessions. These digital engagements have allowed churches to maintain a strong connection with their members, particularly during times of social distancing and lockdowns. Social media has also provided a platform for reaching younger generations who are more digitally connected (Obeng, 2019).

These case studies underscore the transformative potential of technology in pastoral care and counselling in Africa. They demonstrate how digital tools can enhance the accessibility, reach, and effectiveness of pastoral services, while also highlighting the need for culturally sensitive and contextually appropriate approaches. By leveraging technology, pastoral carers can provide more comprehensive and responsive support to individuals and communities, addressing both their spiritual and emotional needs.

## **3.0 Current Technological Applications**

The integration of technology in pastoral care and counselling in Africa has expanded significantly in recent years. This section examines the current applications of digital communication tools, mobile health (mHealth) solutions, social media platforms, and e-learning for pastoral workers, supported by relevant examples and case studies.

### **3.1 Digital Communication Tools (e.g., Teletherapy, Online Counselling)**

Digital communication tools such as teletherapy and online counselling have become increasingly prevalent in the delivery of pastoral care and counselling in Africa. Teletherapy involves providing therapeutic services via telephone or video calls, enabling pastoral counsellors to reach individuals in remote or underserved areas. This approach is particularly valuable in regions where traditional counselling services are limited due to geographical or infrastructural challenges.

A significant example is the South African Depression and Anxiety Group (SADAG), which has successfully implemented teletherapy services to address mental health issues across South Africa. During the COVID-19 pandemic, teletherapy provided a crucial lifeline for individuals experiencing heightened anxiety and depression, offering a safe and accessible alternative to face-to-face counselling (Pretorius et al., 2020). The convenience and anonymity afforded by

teletherapy have also reduced stigma associated with seeking mental health support, encouraging more people to access these services (SADAG, 2020).

### **3.2 Mobile Health (mHealth) Solutions**

Mobile health (mHealth) solutions leverage mobile technology to deliver health and counselling services. These solutions are particularly effective in reaching large populations with limited access to traditional healthcare and pastoral services. mHealth initiatives utilize mobile phones to provide counselling, health education, and support services through SMS, voice calls, and mobile applications.

In Kenya, the "Text to Change" initiative exemplifies the successful use of mHealth for pastoral care. This programme employs SMS-based platforms to deliver personalized counselling messages, interactive health quizzes, and information on various health topics, including mental health and spiritual well-being. By integrating pastoral care with health education, "Text to Change" has effectively addressed both the physical and spiritual needs of individuals, demonstrating the potential of mHealth to enhance comprehensive care (Katz & Vedel, 2011).

Another notable mHealth project is the "MomConnect" initiative in South Africa, which provides maternal health information and support via SMS to pregnant women and new mothers. This programme includes spiritual messages and counselling support, recognizing the holistic needs of its users (Feroz, Jabeen, & Saleem, 2021). These initiatives highlight how mHealth can be adapted to include pastoral care, offering a multifaceted approach to health and well-being.

### **3.3 Use of Social Media Platforms**

Social media platforms have become vital tools for pastoral care and counselling, enabling religious organizations and pastoral workers to engage with their communities in innovative ways (Afolaranmi, 2021). Platforms like Facebook, Twitter, Instagram, and YouTube offer opportunities for live streaming services, sharing inspirational messages, and conducting virtual counselling sessions.

In Ghana, churches such as the International Central Gospel Church (ICGC) and Lighthouse Chapel International have embraced social media to maintain connections with their congregations, especially during periods of social distancing and lockdowns. By live streaming services and sharing daily devotional messages, these churches have kept their members spiritually engaged and supported (Obeng, 2019). Social media also allows for interactive engagement, where congregants can ask questions, request prayers, and receive counselling in real-time (Afolaranmi, 2021).

Additionally, social media platforms have facilitated the formation of online support groups and communities, where individuals can share experiences, seek advice, and receive emotional support from peers and pastors (Afolaranmi, 2021). These digital communities foster a sense of belonging and provide a valuable resource for those in need of spiritual and emotional care (Campbell, 2012).

### **3.4 E-Learning and Online Training for Pastoral Workers**

E-learning and online training programmes for pastoral workers have gained traction as effective means of providing education and professional development. These programmes offer flexible, accessible, and cost-effective training options, enabling pastoral workers to enhance their skills and knowledge without the constraints of geographical barriers.

The Pan-African Christian University (PACU) in Nigeria offers a range of online courses and webinars designed to equip pastoral workers with essential skills in trauma counselling, conflict resolution, and spiritual leadership. These programs utilize digital platforms to deliver high-quality training, fostering a well-equipped and informed pastoral workforce (PACU, 2021). The online format also facilitates the exchange of best practices and the creation of supportive networks among pastoral professionals.

In addition to formal education, online platforms provide access to a wealth of resources, including articles, videos, and discussion forums, which pastoral workers can use to continue their professional development independently. This continuous learning model ensures that pastoral care and counselling practices remain current and responsive to emerging challenges and opportunities (Theron, Mitchell, Smith, & Stuart, 2011).

### **4.0 Benefits and Challenges**

The integration of technology into pastoral care and counselling in Africa offers numerous benefits but also presents several challenges (Afolaranmi, 2020). This section discusses these benefits and challenges in detail, providing a balanced perspective on the implications of technological adoption in pastoral practices.

#### **4.1 Benefits**

##### **4.1.1 Increased Accessibility and Reach**

One of the primary benefits of using technology in pastoral care is the increased accessibility and reach it provides. Traditional pastoral care often requires face-to-face interaction, which can be challenging for individuals living in remote or underserved areas. Digital tools like teletherapy, online counselling, and mobile health (mHealth) solutions enable pastoral workers to reach individuals who might otherwise be excluded from these services due to geographical barriers (Pretorius et al., 2020). This expanded reach ensures that more people can access spiritual and emotional support regardless of their location.

For instance, the "Text to Change" initiative in Kenya has demonstrated how mHealth solutions can effectively deliver pastoral care to large populations, enhancing accessibility for individuals in remote regions (Katz & Vedel, 2011). Similarly, teletherapy services offered by organizations like SADAG in South Africa have significantly broadened the reach of counselling services, particularly during the COVID-19 pandemic (SADAG, 2020).

##### **4.1.2 Cost-Effectiveness**

The use of technology in pastoral care may be cost-effective. Traditional pastoral counselling often involves significant expenses related to travel, facility maintenance, and in-person meetings. Digital tools reduce these costs by allowing pastoral counsellors to deliver services

remotely, thereby saving on travel expenses and infrastructure costs. This cost-effectiveness is particularly important in resource-limited settings where financial constraints can hinder the provision of pastoral care.

E-learning and online training programmes for pastoral counsellors are also more affordable compared to traditional training methods. These programmes eliminate the need for physical infrastructure and enable participants to access high-quality training materials at a fraction of the cost (PACU, 2021). This affordability makes it easier for more pastoral carers to receive the training they need to effectively serve their communities.

#### **4.1.3 Anonymity and Privacy**

Technology provides a level of anonymity and privacy that can be particularly beneficial for individuals seeking pastoral care. Many people may hesitate to seek help due to the stigma associated with mental health issues or personal struggles. Digital platforms offer a degree of anonymity, allowing individuals to seek support without fear of judgment or social repercussions (Pretorius et al., 2020).

Online counselling and teletherapy sessions can be conducted in the privacy of one's home, providing a safe space for individuals to discuss sensitive issues. This increased privacy can encourage more people to seek pastoral counselling, knowing that their confidentiality is protected (SADAG, 2020).

#### **4.1.4 Enhanced Record Keeping and Follow-Up**

Digital tools also facilitate improved record keeping and follow-up in pastoral care. Electronic health records (EHRs) and digital counselling notes enable pastoral workers to maintain accurate and up-to-date records of their interactions with individuals. This capability allows for better continuity of care, as pastoral workers can easily review past sessions and track the progress of those they are supporting.

Enhanced record keeping also allows for more efficient follow-up. Pastoral workers can set reminders for follow-up sessions, track attendance, and ensure that individuals receive continuous support. This systematic approach can improve the overall effectiveness of pastoral care and ensure that no one falls through the cracks (Feroz, Jabeen, & Saleem, 2021).

### **4.2 Challenges**

#### **4.2.1 Digital Divide and Access Issues**

Despite the benefits, the digital divide remains a significant challenge in the adoption of technology for pastoral care. Access to digital tools and internet connectivity is unevenly distributed across Africa, with rural and low-income areas often facing significant barriers to accessing these technologies (Afolaranmi, 2020). This divide can limit the reach of digital pastoral care services, excluding those who may need them the most (Feroz et al., 2021).

Efforts to bridge this digital divide include initiatives to improve internet infrastructure and provide affordable mobile devices. However, these efforts require substantial investment and coordination among governments, private sector stakeholders, and international organizations (Katz & Vedel, 2011).



#### **4.2.2 Cultural and Ethical Considerations**

Cultural and ethical considerations also pose challenges to the integration of technology in pastoral care. Pastoral care practices are deeply rooted in cultural and religious traditions, and the adoption of digital tools must respect these traditions. Some communities may be resistant to digital pastoral care due to cultural beliefs that prioritize face-to-face interactions and traditional methods.

Moreover, ethical considerations such as maintaining confidentiality, informed consent, and appropriate boundaries in digital interactions are critical. Pastoral workers must be trained to navigate these ethical challenges while using digital tools to ensure that they provide care that is respectful, confidential, and culturally sensitive (Mpofu, Peltzer, & Bojuwoye, 2011).

#### **4.2.3 Privacy and Security Concerns**

The use of digital tools in pastoral care raises significant privacy and security concerns. Ensuring the confidentiality of sensitive information shared during teletherapy or online counselling sessions is paramount. Data breaches, unauthorized access, and cyberattacks can compromise the privacy of individuals seeking pastoral care (Pretorius et al., 2020).

Pastoral organizations must implement robust cybersecurity measures to protect the data of those they serve. This includes using secure communication platforms, encrypting data, and regularly updating security protocols. Additionally, pastoral workers need training on best practices for maintaining privacy and security in digital interactions (SADAG, 2020).

#### **4.2.4 Resistance to Technological Adoption**

Resistance to technological adoption can also hinder the integration of digital tools in pastoral care. This resistance can stem from a lack of familiarity with technology, fear of change, or concerns about the efficacy of digital pastoral care compared to traditional methods. Both pastoral workers and the communities they serve may exhibit reluctance to embrace new technologies (Campbell, 2012).

Overcoming this resistance requires comprehensive training and education to demonstrate the benefits and effectiveness of digital pastoral care. Success stories and case studies, such as the positive outcomes from teletherapy and mHealth initiatives, can help build confidence and acceptance among stakeholders (PACU, 2021).

#### **4.3 Balancing Traditional and Modern Approaches**

Balancing traditional and modern approaches is essential for the successful integration of technology in pastoral care. While digital tools offer numerous benefits, they should complement rather than replace traditional methods. A hybrid approach that combines the strengths of both traditional and modern practices can provide the most comprehensive and culturally sensitive care.

For example, digital tools can be used to enhance accessibility and reach, while traditional face-to-face interactions can be reserved for situations that require a personal touch. Pastoral workers can use digital platforms to maintain regular contact and provide ongoing support, while also organizing periodic in-person meetings to strengthen the relational aspect of pastoral care (Gibson & Swartz, 2004).

This balanced approach ensures that the adoption of technology enhances rather than undermines the cultural and relational foundations of pastoral care in African societies. By integrating modern tools with traditional practices, pastoral workers can provide holistic and effective support that meets the diverse needs of their communities.

## 5.0 Conclusion

The integration of technology into pastoral care and counselling in Africa presents a transformative opportunity to expand the reach and effectiveness of these services. As demonstrated in the preceding sections, digital communication tools such as teletherapy and online counselling, mobile health (mHealth) solutions, social media platforms, and e-learning programmes have significantly enhanced the accessibility, affordability, and efficiency of pastoral care. These innovations have made it possible to provide support to individuals in remote areas, reduce the stigma associated with seeking help, and ensure continuity of care through improved record-keeping and follow-up.

Despite these benefits, several challenges must be addressed to fully realize the potential of technology in pastoral care. The digital divide remains a significant barrier, limiting access to digital tools and internet connectivity in many rural and underserved areas. Cultural and ethical considerations require careful navigation to ensure that technological solutions respect traditional practices and maintain the confidentiality and trust essential to pastoral relationships. Privacy and security concerns necessitate robust measures to protect sensitive information, while resistance to technological adoption highlights the need for comprehensive training and education to build confidence and acceptance among pastoral workers and communities.

Balancing traditional and modern approaches is crucial for the successful integration of technology in pastoral care. A hybrid model that combines the strengths of both methods can provide holistic and culturally sensitive support, ensuring that the relational and spiritual dimensions of pastoral care are preserved.

## 6.0 Recommendations

To effectively leverage technology in pastoral care and counselling in Africa, the following recommendations are proposed:

1. **Bridging the Digital Divide:** Governments and stakeholders should invest in improving internet infrastructure and providing affordable mobile devices in rural and underserved areas. Public-private partnerships can play a crucial role in enhancing connectivity and access to digital tools.
2. **Cultural Sensitivity and Ethical Training:** Pastoral workers should receive training on cultural sensitivity and ethical considerations when using digital tools. This training should emphasize the importance of respecting traditional practices, maintaining confidentiality, and navigating the unique ethical challenges posed by digital interactions.
3. **Strengthening Cybersecurity Measures:** Pastoral organizations must implement robust cybersecurity measures to protect the privacy and security of sensitive information. This includes using secure communication platforms, encrypting data, and regularly updating security protocols. Training pastoral workers on best practices for digital security is also essential.

4. Encouraging Technological Adoption: Comprehensive training and education programmes should be developed to demonstrate the benefits and effectiveness of digital pastoral care. Success stories and case studies can help build confidence and acceptance among stakeholders. Additionally, providing ongoing support and resources can facilitate the transition to digital tools.
5. Developing Hybrid Models of Care: A hybrid approach that combines traditional and modern methods should be adopted to provide holistic and culturally sensitive pastoral care. Digital tools can be used to enhance accessibility and efficiency, while face-to-face interactions can be reserved for situations that require a personal touch.
6. Promoting Research and Innovation: Continuous research and innovation are necessary to explore new ways of integrating technology into pastoral care. This includes studying the impact of digital tools on pastoral outcomes, developing new technological solutions, and sharing best practices across the field.
7. Enhancing Collaboration and Partnerships: Collaboration and partnerships among religious organizations, healthcare providers, governments, and technology companies can drive the successful implementation of digital pastoral care. Joint initiatives and shared resources can enhance the effectiveness and reach of these services.
8. Providing Comprehensive E-Learning Programmes: E-learning programmes
9. s for pastoral workers should be expanded and made widely accessible. These programs should cover a broad range of topics, including trauma counselling, conflict resolution, and spiritual leadership, and provide practical training on the use of digital tools.

In conclusion, the integration of technology into pastoral care and counselling in Africa holds great promise for expanding access, reducing costs, and enhancing the overall effectiveness of these services. By addressing the challenges and leveraging the benefits, pastoral workers can provide comprehensive and culturally sensitive support to individuals across the continent, ensuring that no one is left behind in their time of need.

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