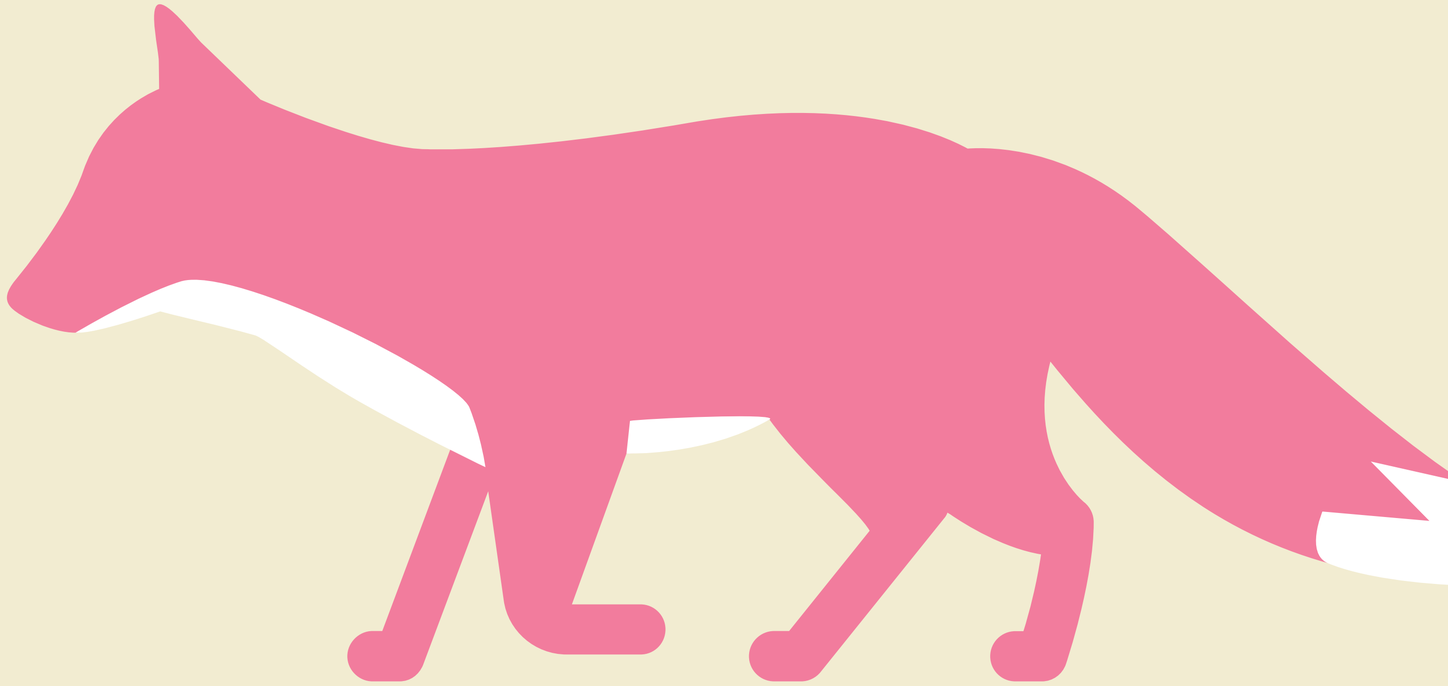
UX research and ethnographic design for humanitarian technology.

Peace building

Crisis response



https://bit.ly/drucampcol-EF-2020

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Content warnings.

Violence against women, the Manchester arena bombing, radicalisation of youth and terrorism, natural disasters, colonisation, racism, education/ social status prejudice.

Some slides will have ‘No photos/copies please’. Please do not take photos/copies of these slides.

Hi, I’m **Eriol.** (Ehh-roll).

They/Them pronouns.

10 years in digital product design & UX.
7 years in **humanitarian sector** 2 years in **(FL)OSS.**

PhD student researching **Humanitarian OSS + Design**

Designer at **Open Food Network**

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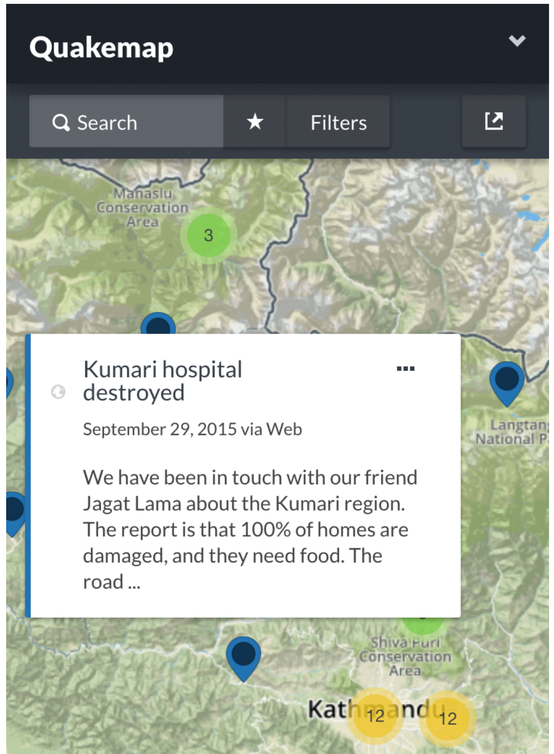
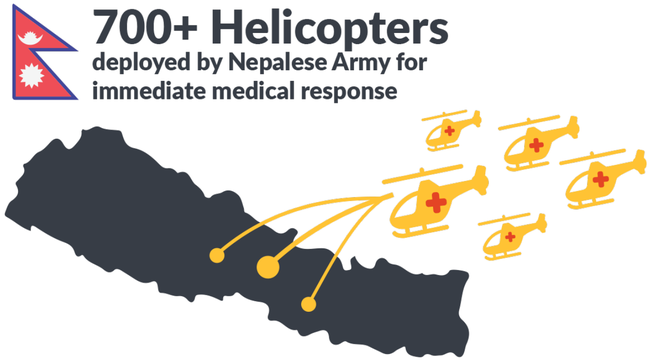
Ushahidi

Helping people raise their voice and those who serve them to listen and respond better

We were able to map all the health facilities in Kathmandu Valley before the earthquake, which will undoubtedly help the relief workers' ability to deliver supplies and help save lives.

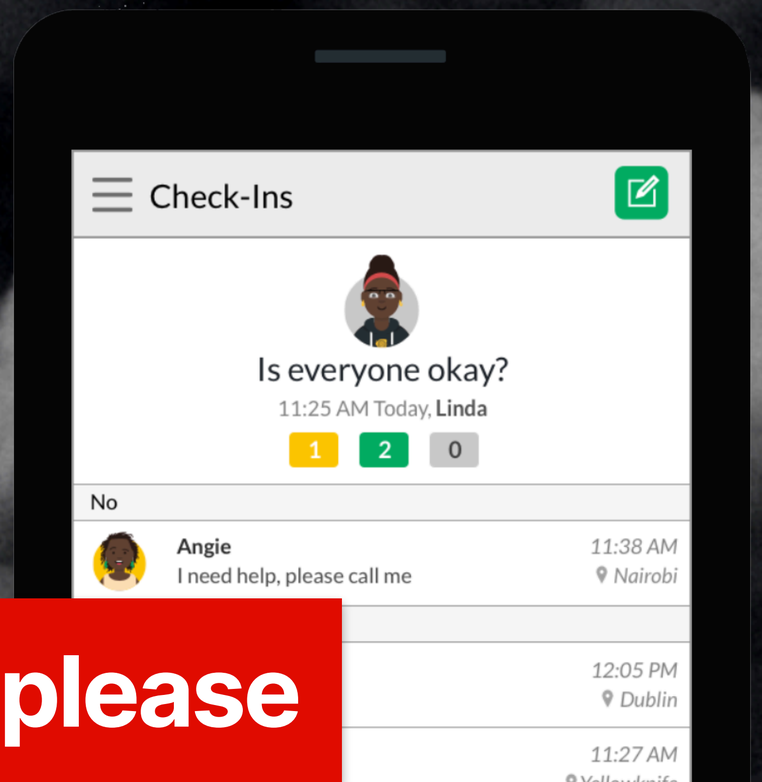




TenFour

by Ushahidi

A tool to help other teams reach each other everyday and in a crisis. On any device.



No photos/copies please

developing countries, global south, emerging markets, third world, aid reliant, the next billion, new readers, socially excluded, migrant population, global margins, the west,economic peripheries, poor, sub-

Isooko.

Peace Building + Tech.

Isooko's aim

> “Isooko explores the potential of digital technologies to support peace through testing and development in Rwanda and Kenya.”

You can find more info at isooko.eu

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Dispatcher.

Crisis Response + Tech.

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Dispatcher's aim

> “ **Can technology help people create and maintain resilience in times of crisis? What kinds of technology aids rather than overwhelms? ”**

You can find more info at bit.ly/ush-dispatcher

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Why Rwanda and Kenya?

> “Rwanda’s history with Genocide led to a number of social policies and projects that worked on peace. Kenya's history of tribal/political conflict allow exploration into crisis.”

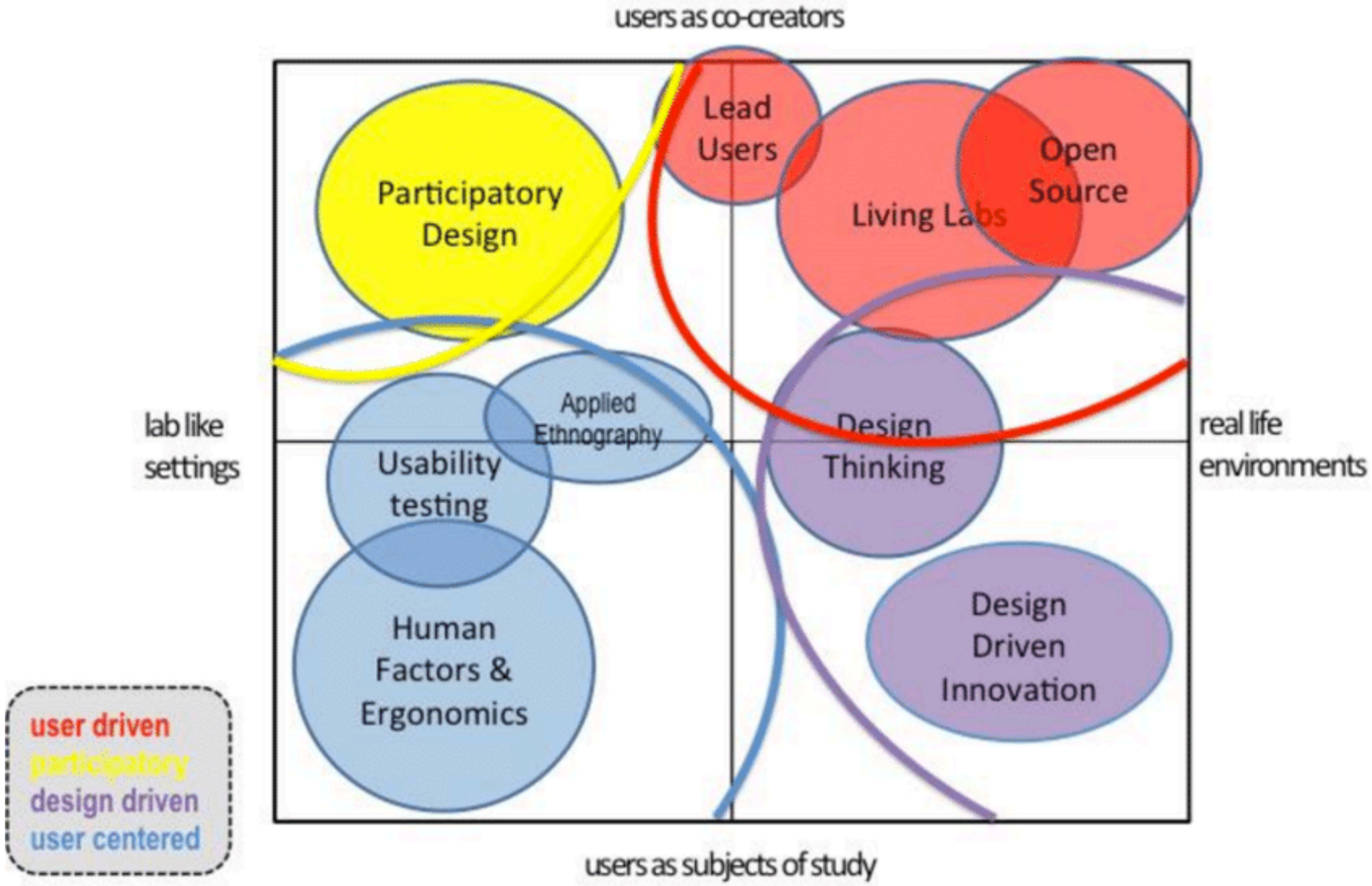
Grant funded activity is...

...often restrictive, prescriptive and at it's worst 'proposal first' instead of 'human first'.

Academia ≠ Practice

What works in the ‘lab’ doesn't always work in the field.

Living Labs Methodology.



Public + Civil Society Orgs

What works for public might not work for CSOs.

‘Public’

User Journeys. Personas.
Stakeholder mapping.
Rapid prototyping.
~~User Scenario.~~

‘CSO’

Defining peace.
Understanding User Journeys and Personas.
Tech tool demos.
Impact mapping.

Flexibility within boundaries.

Be willing to adapt activities for good reasons.

‘Aid’ Language.

Countries used to an ‘aid’ presence are ‘non-profit’ language proficient.

Working with trauma.

Practice working with difficult subject matter allows better handling of it when witnessed.

facebook.com/polycomdevelopmentproject

Working with trauma in design activities.

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BEFORE
DURING
AFTER
TRIBE
&
WAR
during
Time period
few
Months
KIBERA
Displacement
Healing
&
Sharing of
Feelings
Safety
Hope
Calm
Ever smiling
Very hopefull
Determined
Sense of humanity
Success
I was at home
Normal programs
running on
Listening to music
singing along
Peace
Love
Unity
Togetherness
Respect
Peaceful campaigns
Love and unity
Promises of good
governance and
security
Shocked
Terror
Sounds of bullets
Sirens of ambulances
Dead stones from media
Death pictures
Tribal War
High food prices
Threats from community
Death
List of items
Robbery
Crime
Confused
Sad
Worried
Hopeless
Could help others
Schooled
Back to basics
No food
No home
Loosing new friends
Fear
Lack of food
Safe Space
PEACE Org to
Human Kibera
Love
Business started
operating
Hope
Promises
Calm
Education
Responsibility
Respect
HOPEful
Human life was
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No photos/copies please

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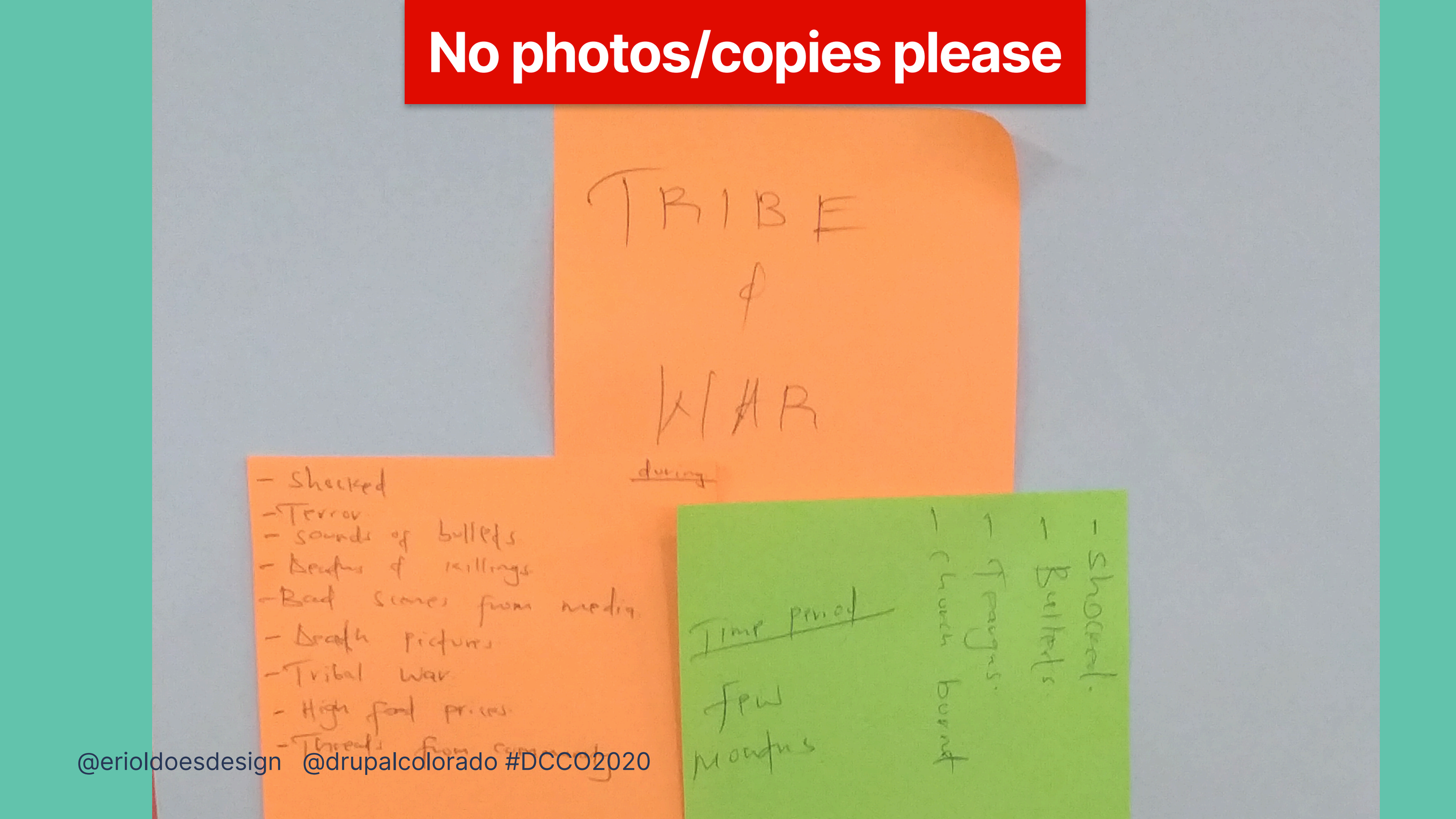

MANCHESTER BOMBING : MY JOURNEY

https://en.wikipedia.org/wiki/Manchester_Arena_bombing

Before the incident

Doing/Thinking

I was working on my laptop. In a different city.

Happy/aloof

During the incident

Doing/Thinking

After hearing what happened, I watched the news and read twitter.

Scared/worried

After the incident

Doing/Thinking

I contacted my friend who had a brother in the incident. Started a slack support group.

Desperate to help

Directly before the incident

Doing/Thinking

I checked twitter

Bored

Directly after the incident

Doing/Thinking

Asked people if they were safe on facebook etc.

Panicked

Ushahidi

No photos/copies please

Homework*

Think of a deeply upsetting event in your life and try to begin to ‘Journey map' this event.

* Very optional homework

How did we make sure we did this ethically?

~ Researchers went through the same process
~ Researchers examples built a compassionate connection
~ Attendees notified pre-workshop of subject matter
~ Psychological support on site
~ Confidentiality
~ Researchers were supported post workshop

Schooling your reaction

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Surprising subjects can arise.

Many subjects come into play when conducting research: History, culture, politics, poverty.

Can I relate to you?

~ Race/Ethnicity
~ Perceived Gender/Sex
~ Social Status
~ Interest/Circumstance
~ Education

'Deep ethnographic'

vs

'dip-in, dip-out researcher'

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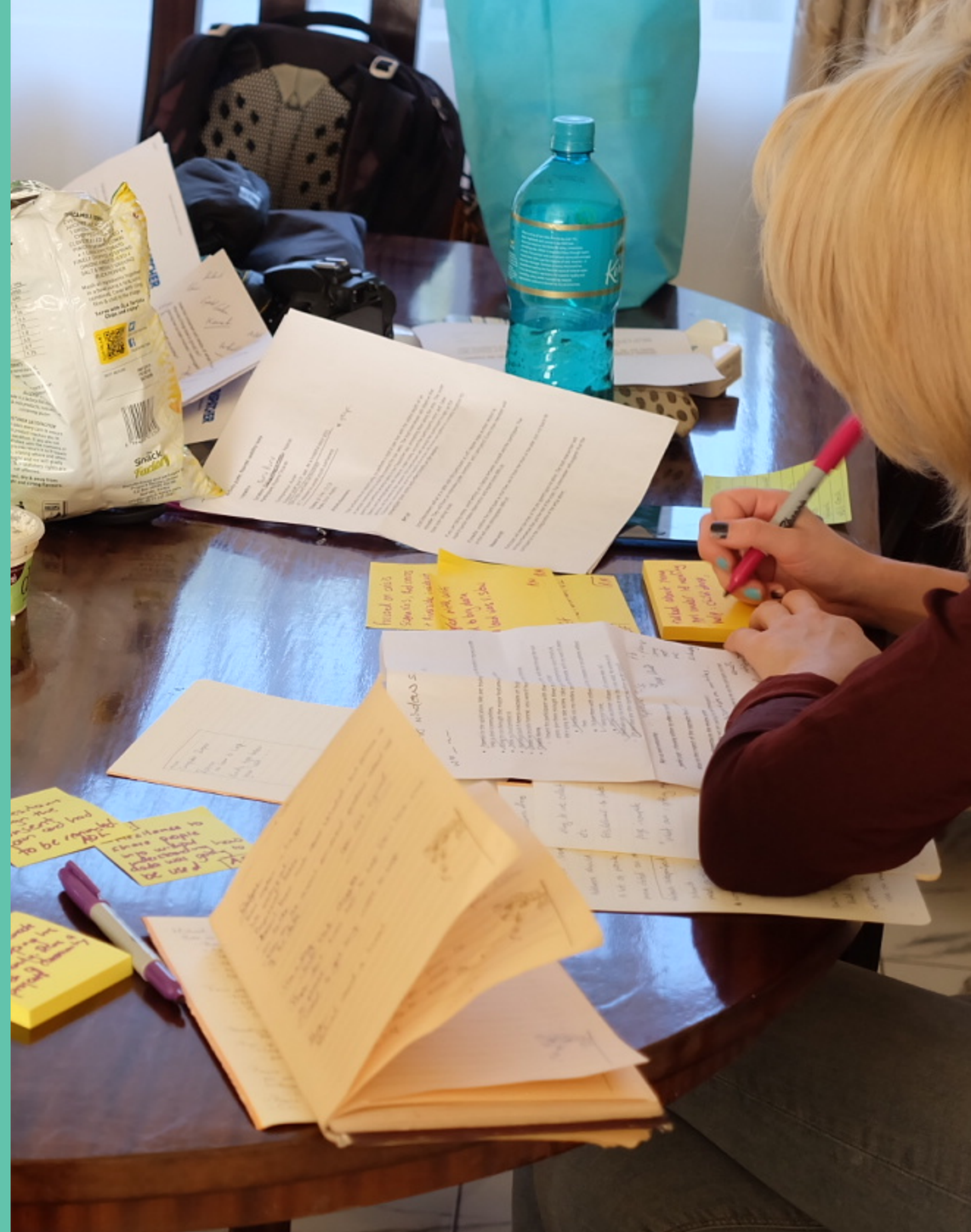

Deep ethnographic.

Kathmandu living labs

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Team Rubicon UK and SARAID Community resilience team

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‘Dip-in, Dip-out’ researcher.

Dispatcher by Ushahidi.

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‘Dip-in, Dip-out’ researcher.

Isooko public workshop.

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Stay safety, stay healthy.

Take burner phones, extra devices, do interviews in pairs or threes

Doing your own field study in an emerging market.

Practice on your next holiday*

~ Community research online
~ Photography
~ Ask taxi drivers about your topic

*Optional. This activity may frustrate who you're on holiday with

Read reports.

Leaving no one behind: Lessons from the Kerala disasters

https://www.preventionweb.net/publications/view/69992

The Mobile Economy Sub-Saharan Africa 2019

https://www.gsma.com/r/mobileeconomy/sub-saharan-africa/

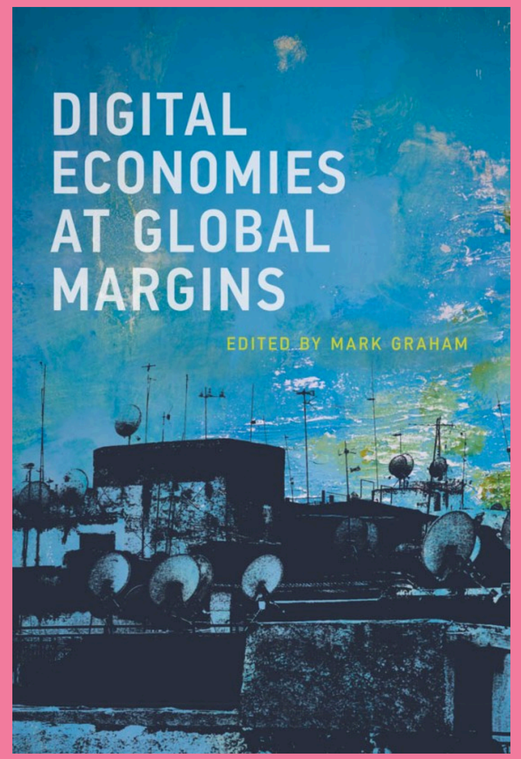
Conferences + Events

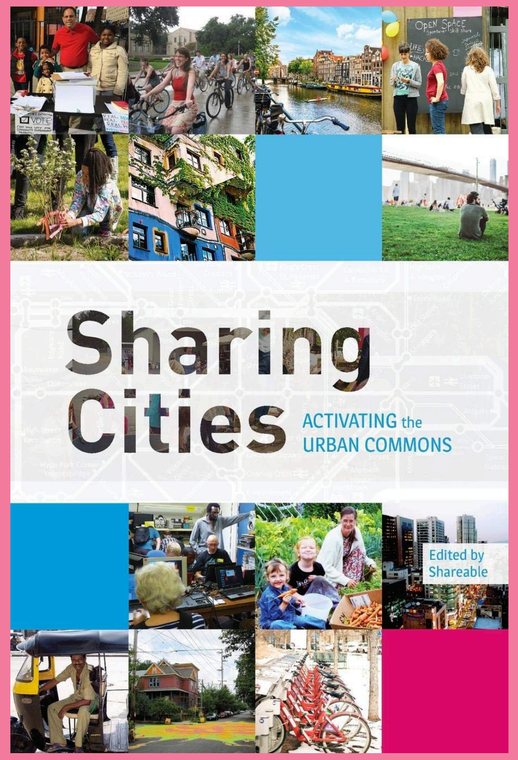
~ Rightscon
~ Internet Freedom Festival
~ Mozfest
~ Peace tech labs
~ Tech4Good

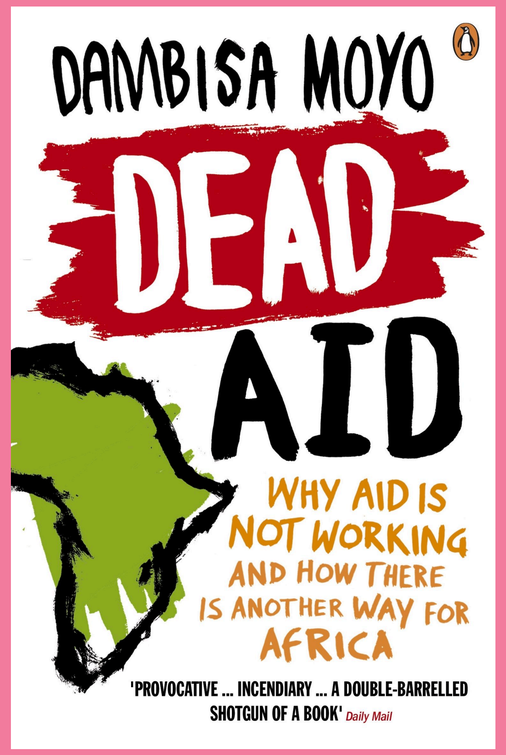
Good orgs to follow.

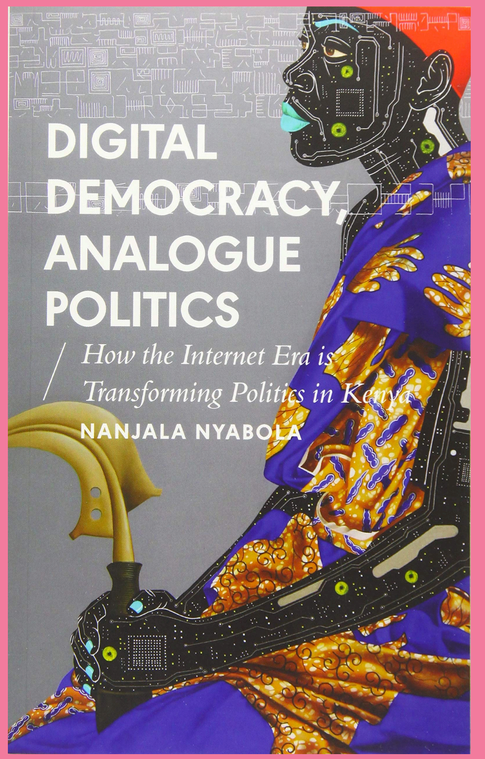
~ Electronic Frontier Foundation eff.org
~ AccessNow accessnow.org
~ Advocacy Assembly advocacyassembly.org
~ Centre for humanitarian data centre.humdata.org

Books!









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Thanks folks.

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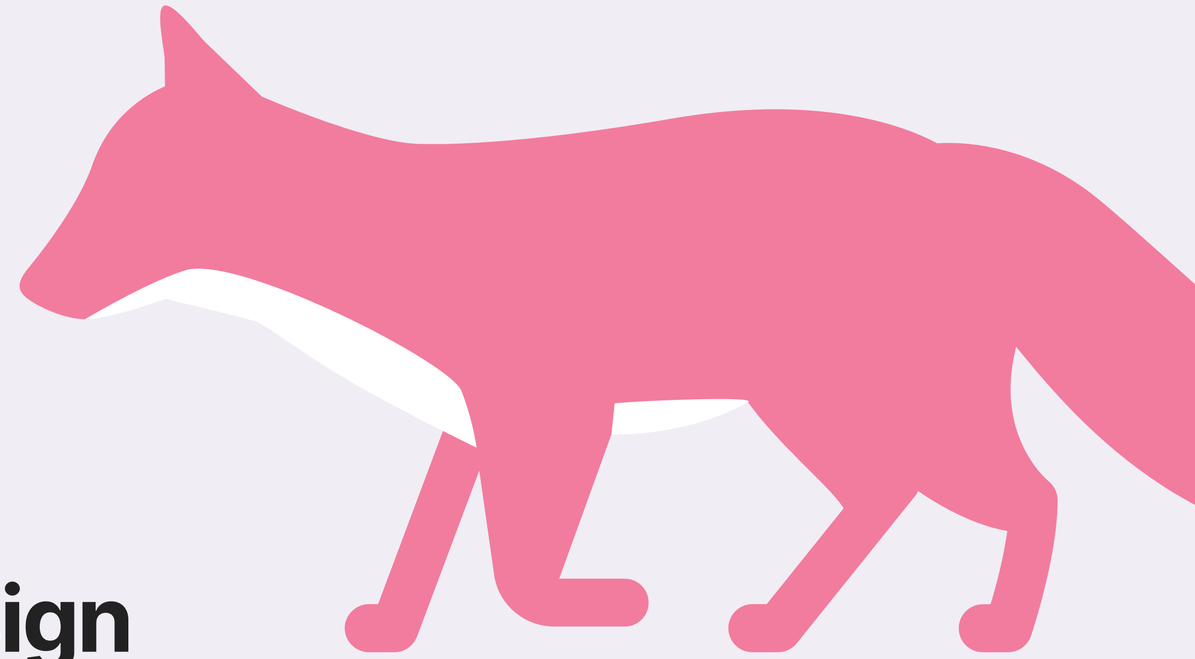
medium.com/@EriolDoesDesign