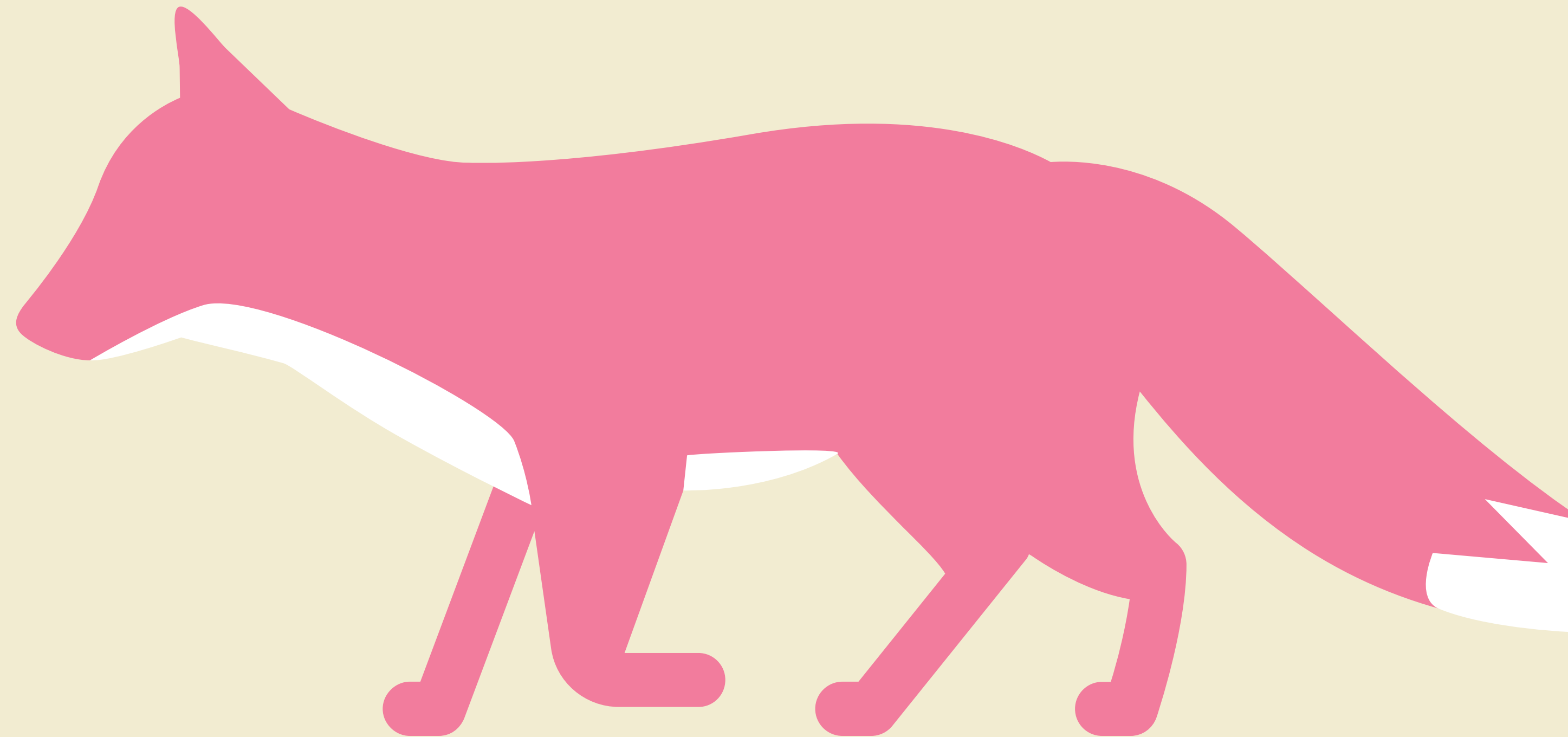


UX research & ethnographic design for humanitarian technology.

Peace + Tech.

Disasters + Tech.



Content warnings.

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

**Some slides will have 'No photos please'.
Please do not take photos of these slides.**

Hi, I'm Eriol. (Ehh-roll).

**I'm humanitarian designer
or a human rights centred designer.**

They/Them pronouns.

10 years in digital product design & UX.

7+ year in community development work.

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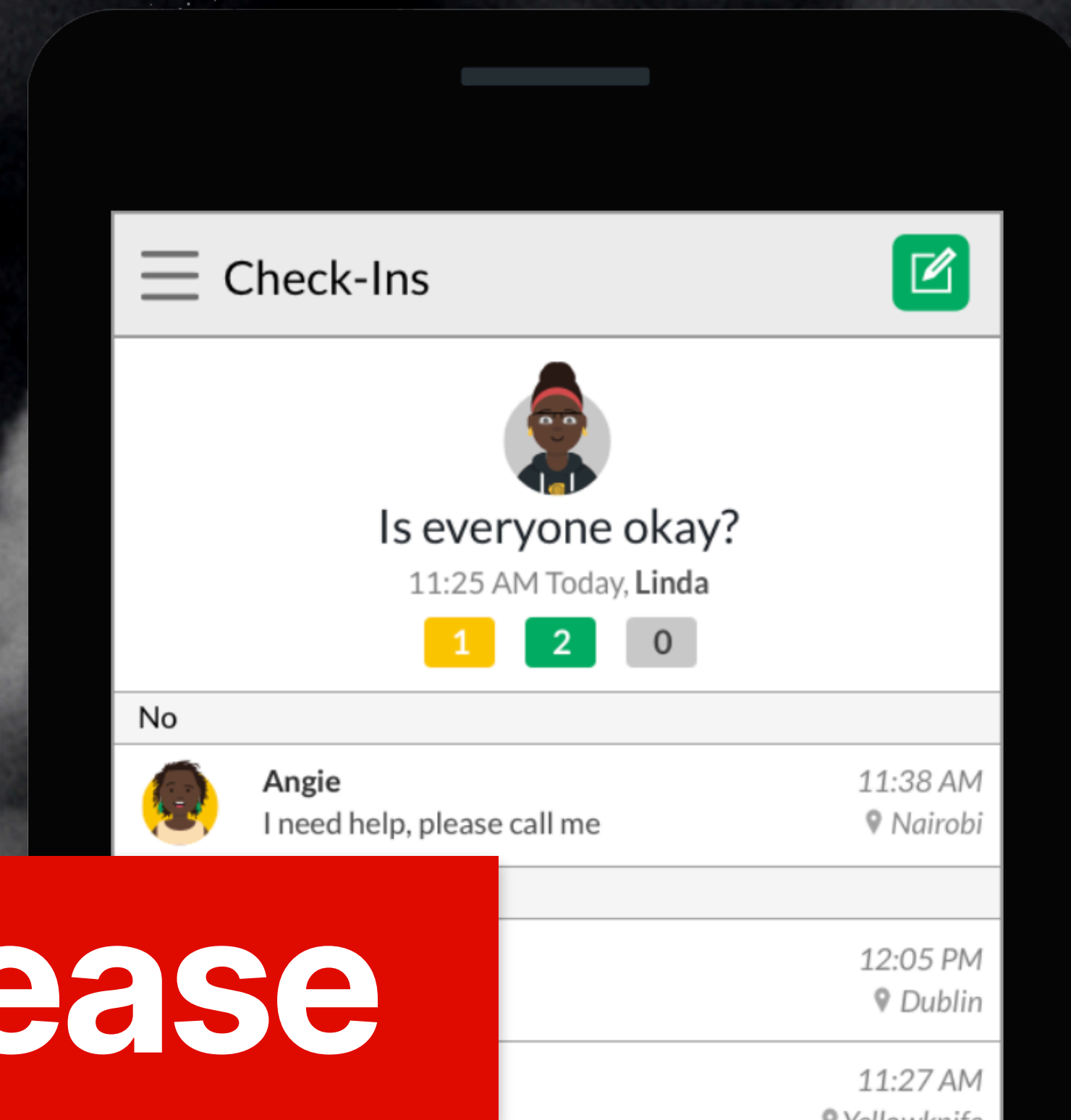
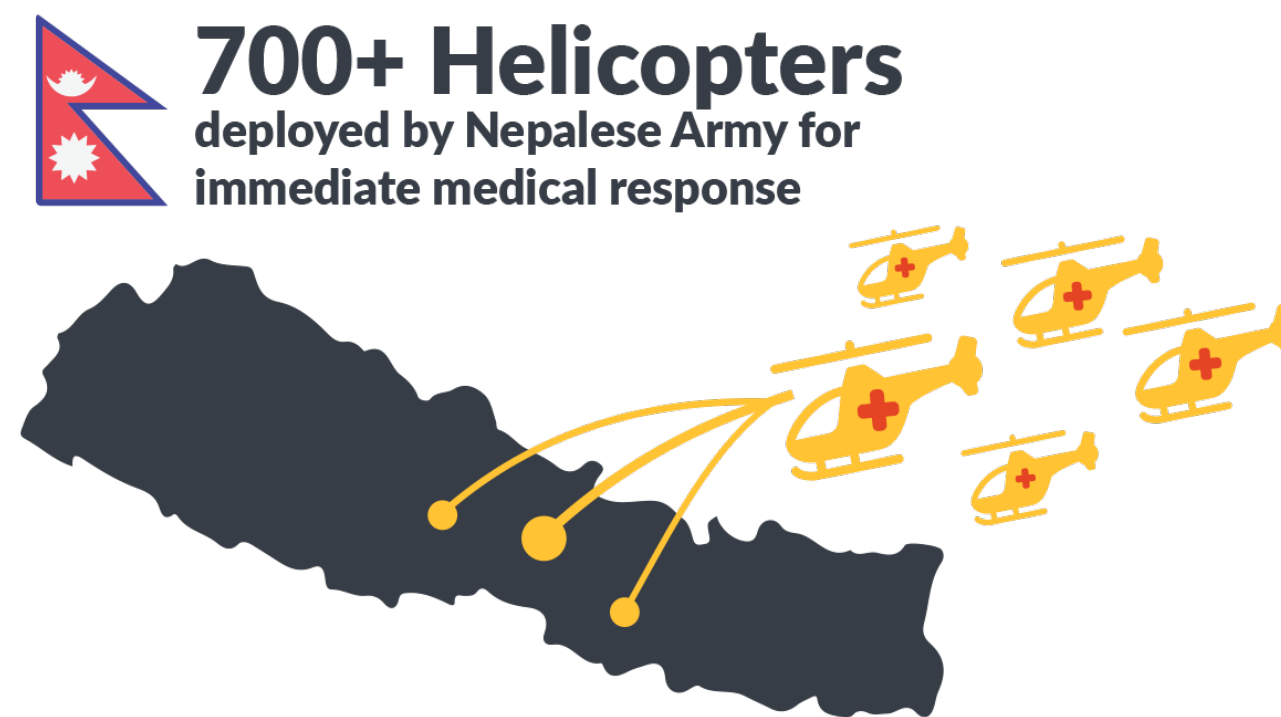
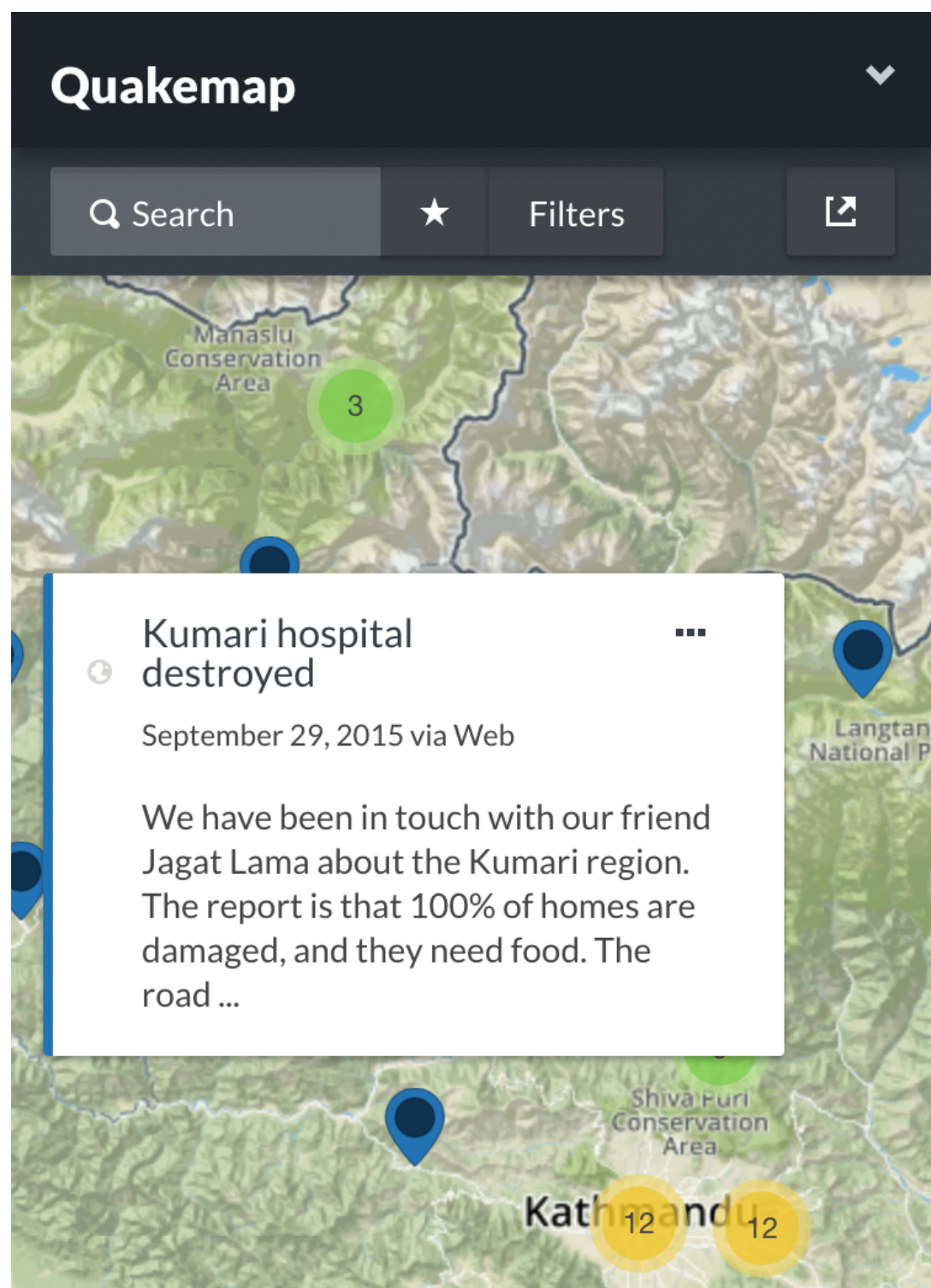


Helping people raise their voice and those who serve them to listen and respond better

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.



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



No photos please

Isooko.

Peace + Tech.

Isooko.eu

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

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Team

**Design Academics, 'Theory of Change'
professors, tech professionals, Design
'practicioners', Program officers, Impact
specialists...**

Why Rwanda & Kenya?

“ Rwanda’s history with Genocide led to a number of social policies and projects that worked on peace as with Kenya’s history of tribe-based, political conflict. ”

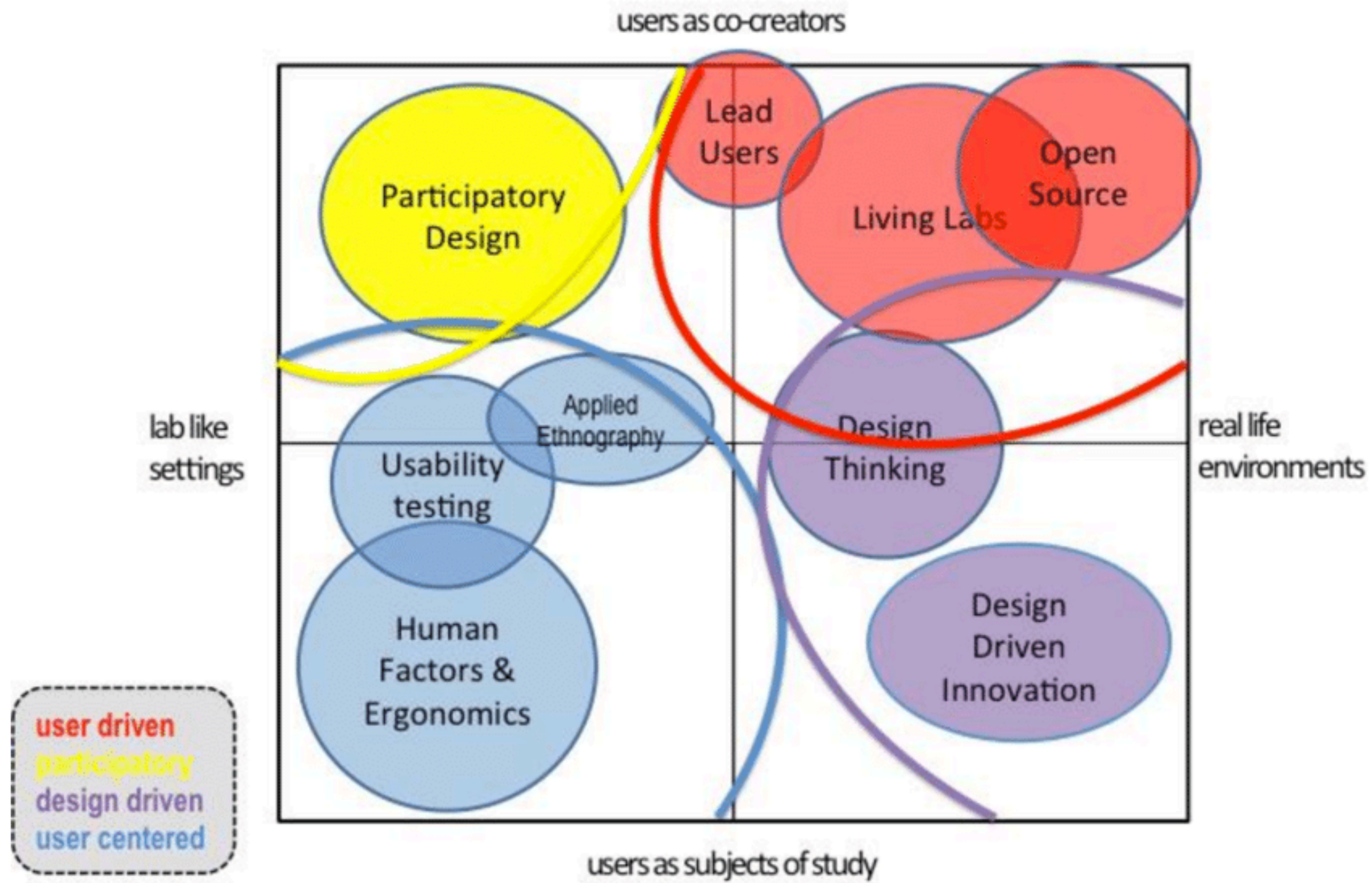


Grant funded activity is...

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

Living Labs Methodology.

“‘Living Lab’ is a term that was first used at the Massachusetts Institute of Technology (MIT). It proposes a research methodology that is not only user-centred but “carried by the users” permitting the formulation, prototyping and validation of complex solutions in a multifaceted real-life environment. „



Academia ≠ Practice

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

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.



facebook.com/polycomdevelopmentproject

Working with trauma in design activities.

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Homework*

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

No photos please

BE TO

FR

- I was too happy
- playing with friends and neighbors
- Swelling
- Energetic
- I was at home
- Kibera
- A student at primary
- My own primary

- Airport
- Peaceful
- Love and unity
- Promises of food
- Generous and security

- I was at home
- Normal programs
- Listening to music
- Singing along

Very hopeful
Determined
Sense of humanity
Success

Feelings

- Ever smiling
- Calm
- Safety

Waking & Slaving of results

- Shooked
- Terror
- Sounds of bullets
- Deaths of killings
- Bad scenes from media
- Death pictures
- Tribal war
- High food prices
- Threats from community

TRIBE & WAR

Time period
Few months

- Shoot
- Bullets
- Traps
- Church burnt

KIBERA

- Deaths
- List of items
- Robbery
- Crime

Displacement

- Confused
- Sad
- Worried
- Hopeless
- Can't help others
- Shooked

- Back to basics
- No food
- No home
- Losing new friends

- heard that people have been to Kibera
- police provides assistance to return safely

free lack of trust

After people came back at their homes there was hope

Education
Responsibility
- Respect

- Safe space
- PEACE Org for Aman Kibera

- Love
- Business started operating

- Hope
- Promises
- Calm

HOPEFUL

Human life was valued

No photos please

TRIBE

+

WAR

during

- Shocked
- Terror
- sounds of bullets
- Deaths of killings
- Bad scores from media
- Death pictures
- Tribal war
- High food prices
- Threats from community

Time period

FPW

products

- Shocked.
- Bullets
- Fraggers
- Church burnt

How did we make sure we did this ethically?

- ~ Researchers went through the same process
- ~ Researchers examples used in workshop for compassion
- ~ Attendees notified pre-workshop of subject matter
- ~ Psychological support on site
- ~ Confidentiality
- ~ Researcher supported post workshop

MANCHESTER BOMBING : MY JOURNEY

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

Doing/Thinking

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

Happy/alooof

Before the incident

Doing/Thinking

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

Scared/worried

During the incident

Doing/Thinking

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

Desperate to help

After the incident

Doing/Thinking

I checked twitter

Bored

Directly before the incident

Doing/Thinking

Asked people if they were safe on facebook etc.

Panicked

Directly after the incident

No photos please

General tip #1

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

General tip #2

Don't assume written, spoken or listening language level.

General tip #3

Can I relate to you?

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

General tip #4

**Be willing to adapt activities
for other groups.**

Fixers.

“Someone who's typically hired by a journalist foreign correspondent or researcher to make arrangements in an unfamiliar place to them. They are experts at navigating, politically difficult and sometimes unsafe landscapes.”

Dispatcher.

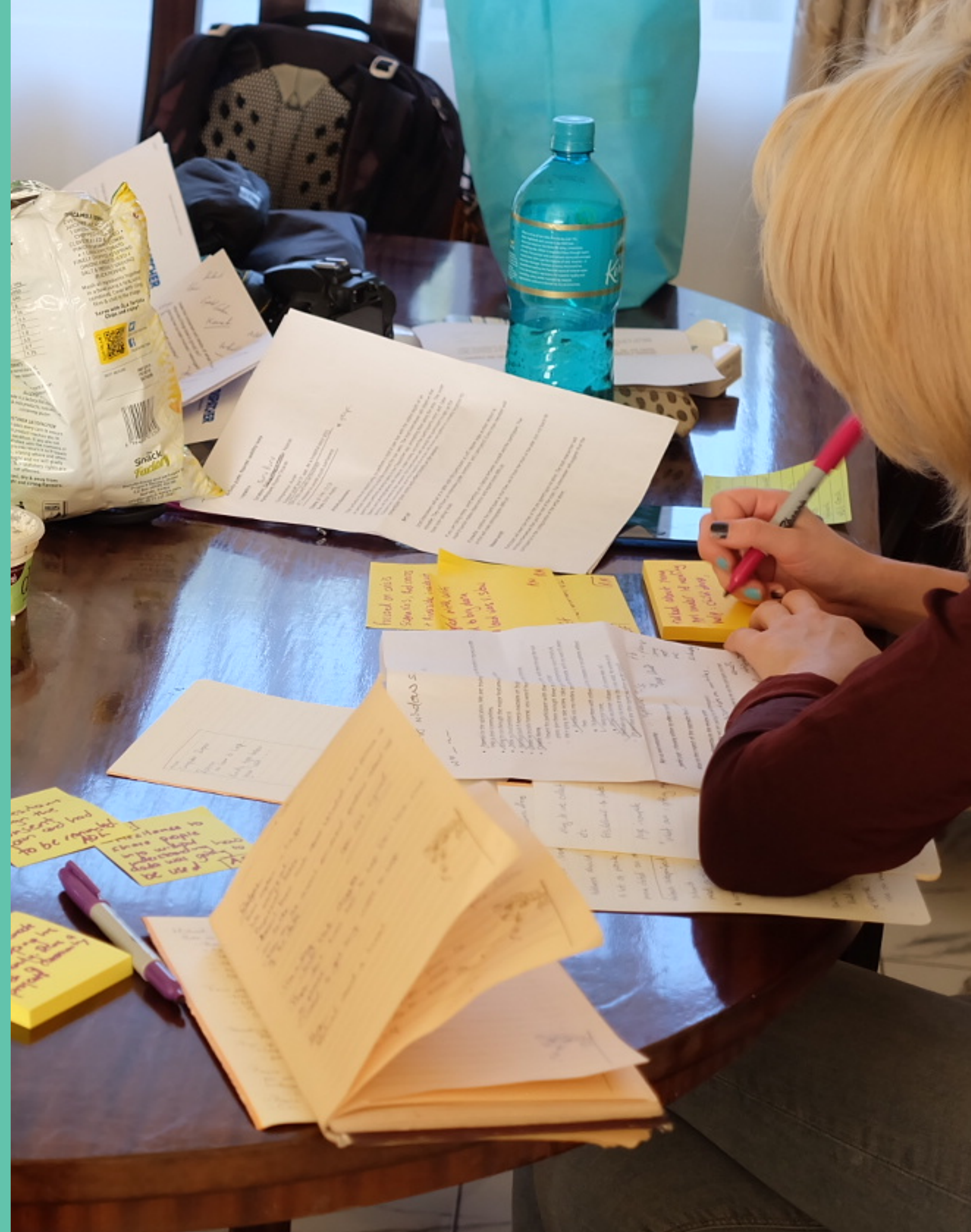
Disasters + Tech.

'Deep ethnographic'

vs

'Ephemeral researcher'

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No photos please

Kathmandu living labs

Deep ethnographic.

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Fox Lane Project: Adamsdown

Deep ethnographic.

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WSAAG, Homework club, Community garden

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Team Rubicon UK

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Marmalade trust, SARAID

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Dispatcher

'Ephemeral' researcher.

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@LadiesThatUXBRS

#ladiesthatux

Problem statement:

In a crisis, discovering the needs of people who are affected is complicated and communities come together in times of crisis.

Crisis, incident, disaster.

Disaster:

Typically natural disaster like a hurricane/cyclone/typhoon/earthquake/flood/fire.

Crisis/Incident:

Can include human made disasters like terrorism, community violence, hate crime, govt. organisational corruption.

X Time elapse



Before

During

After



'Resilience'

'Response'

'Recovery'



Local research

Nailsea Firestation: www.avonfire.gov.uk

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Desk research. Research Q's.
Dev scope. Fundraising.
Design+Dev iteration x 5.
Field Work prep. QA testing.
In-country field.
Funder reporting.

Research questions

What are the deep motivations for helping members of your community?

What are the opportunities for our system to supplement / enhance those existing practices?

How do users mitigate risk to their safety?

What are the micro decisions you make in a voluntary exchange?

How might we use ML/AI to semi-automate some of the friction points in response?

Why Nairobi?

“ Nairobi gave us access to people who had experienced a breath of incidents that were a mix of historical/tribal, and political. We had an existing local fixer. ”

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Evaluative & Foundational

**“ 10 × 45 minutes task based interviews.
6 × 2 hour in-depth semi-structured interviews. ”**

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Explorative & Promotional

“ 1 day exploratory group workshop + 2 days on-site ‘promo-research’ activity. ”

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Sense making

“ 1 day sense-making from research and 1 day of story writing as a team. ”

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General tip #5

Safety + Health.

General tip #6

**Resist the temptation to do
back to back research trips.
Build in breaks.**

A photograph of a man and a woman in conversation. The man, on the left, is Black, has a shaved head, and is wearing a dark blue sweater. He is leaning forward with his hand to his chin, looking at the woman. The woman, on the right, is white with blonde hair tied back, wearing a grey sweater and a necklace. She is holding a pen and looking at the man. The background is split: a white wall on the left and a red wall on the right.

Schooling your reaction

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Mitigating surprises

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General tip #7

Many subjects come into play when researching, history, culture, politics. But some surprising subjects can arise.

General tip #8

Take a note book
everywhere.

General tip #9

**Designated photographers
and note takers.**

No photos please

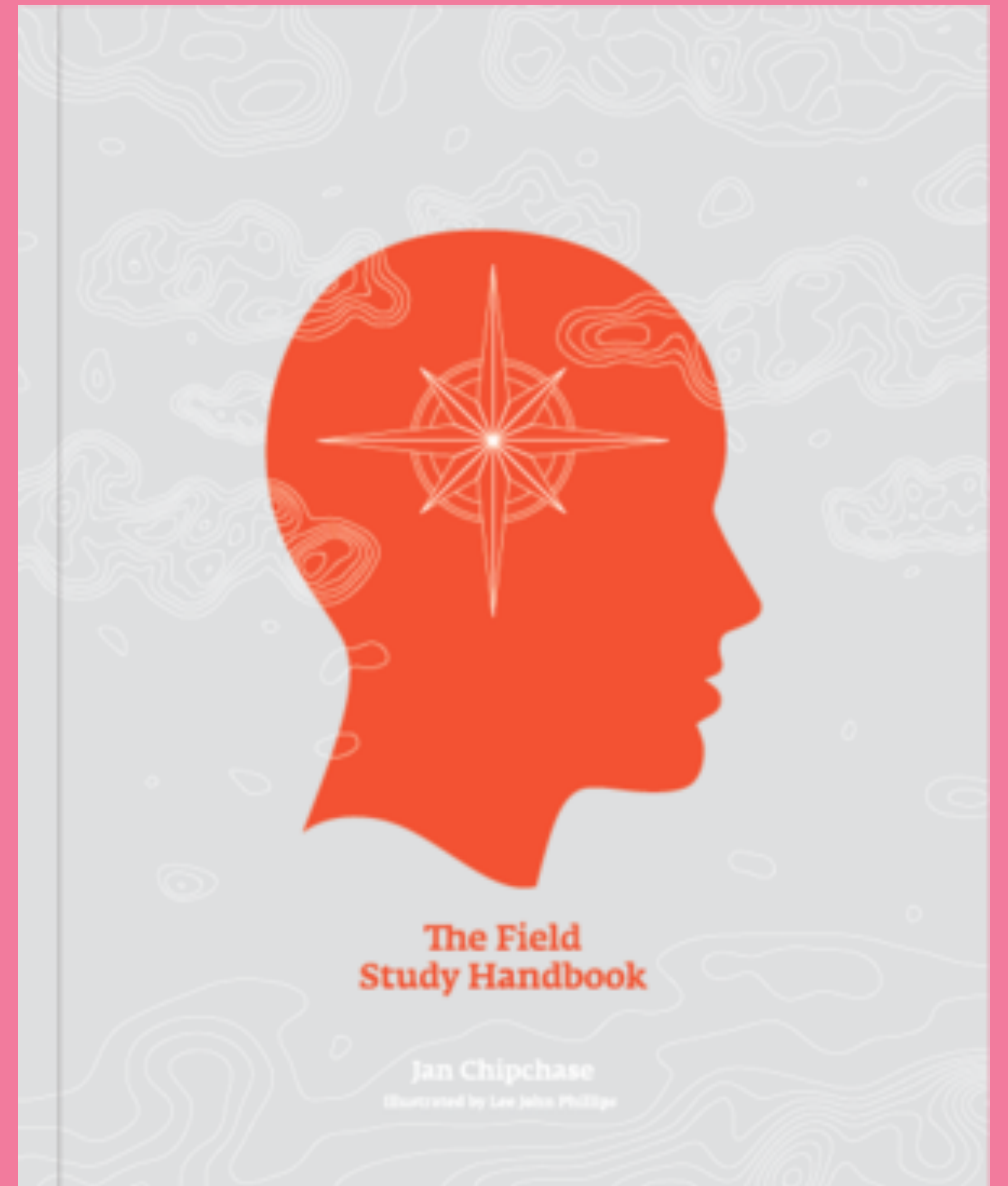
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developing countries, global south, emerging markets, third world, aid reliant, the next billion, new readers, socially excluded, migrant population, global margins, the west, economic peripheries, poor, sub-

**Doing your own field study
in a emerging market.
Some resources + tips.**

Jan Chipchase

studiodradiodurans.com



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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/>

Practice on your next holiday*

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

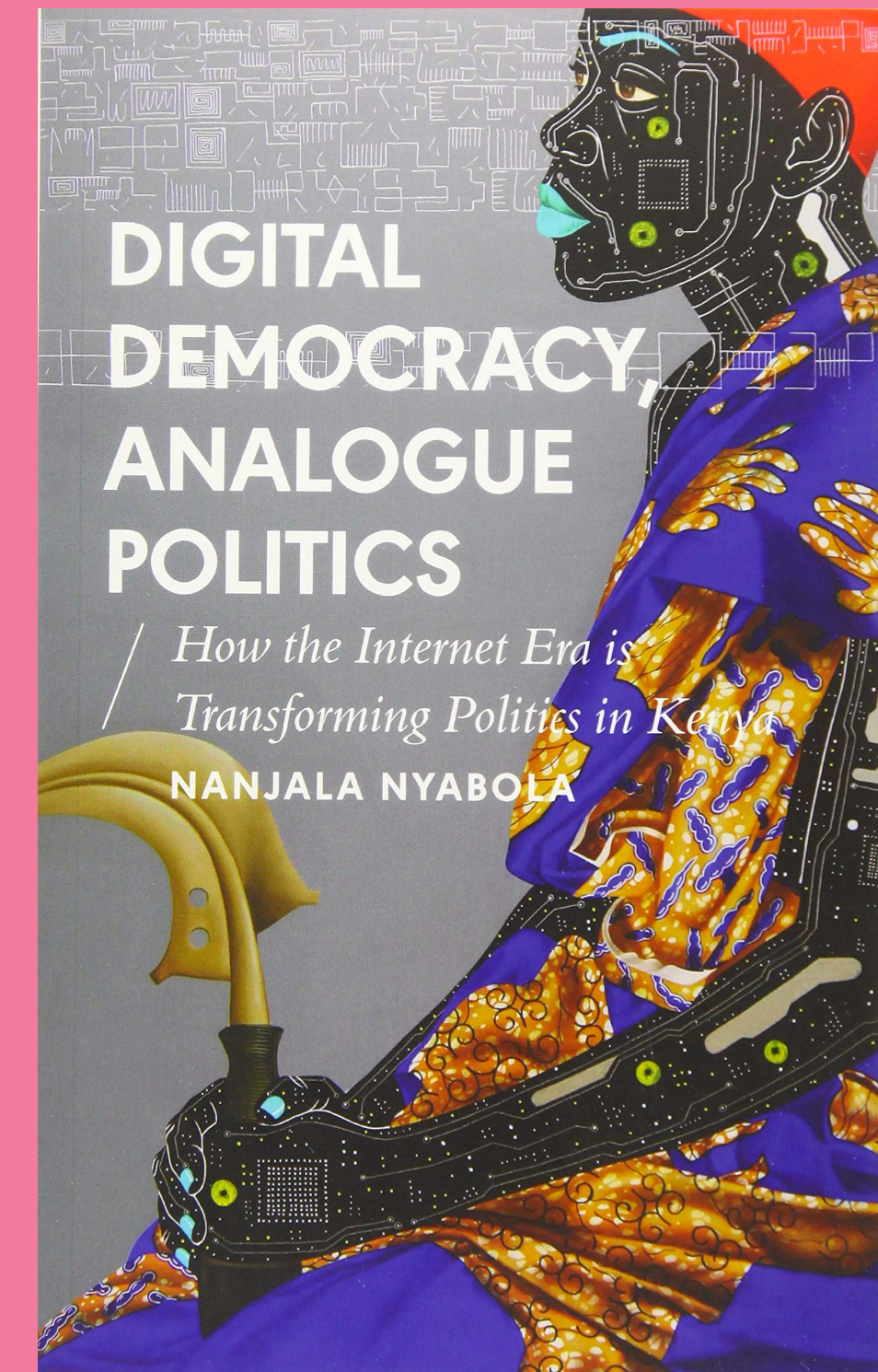
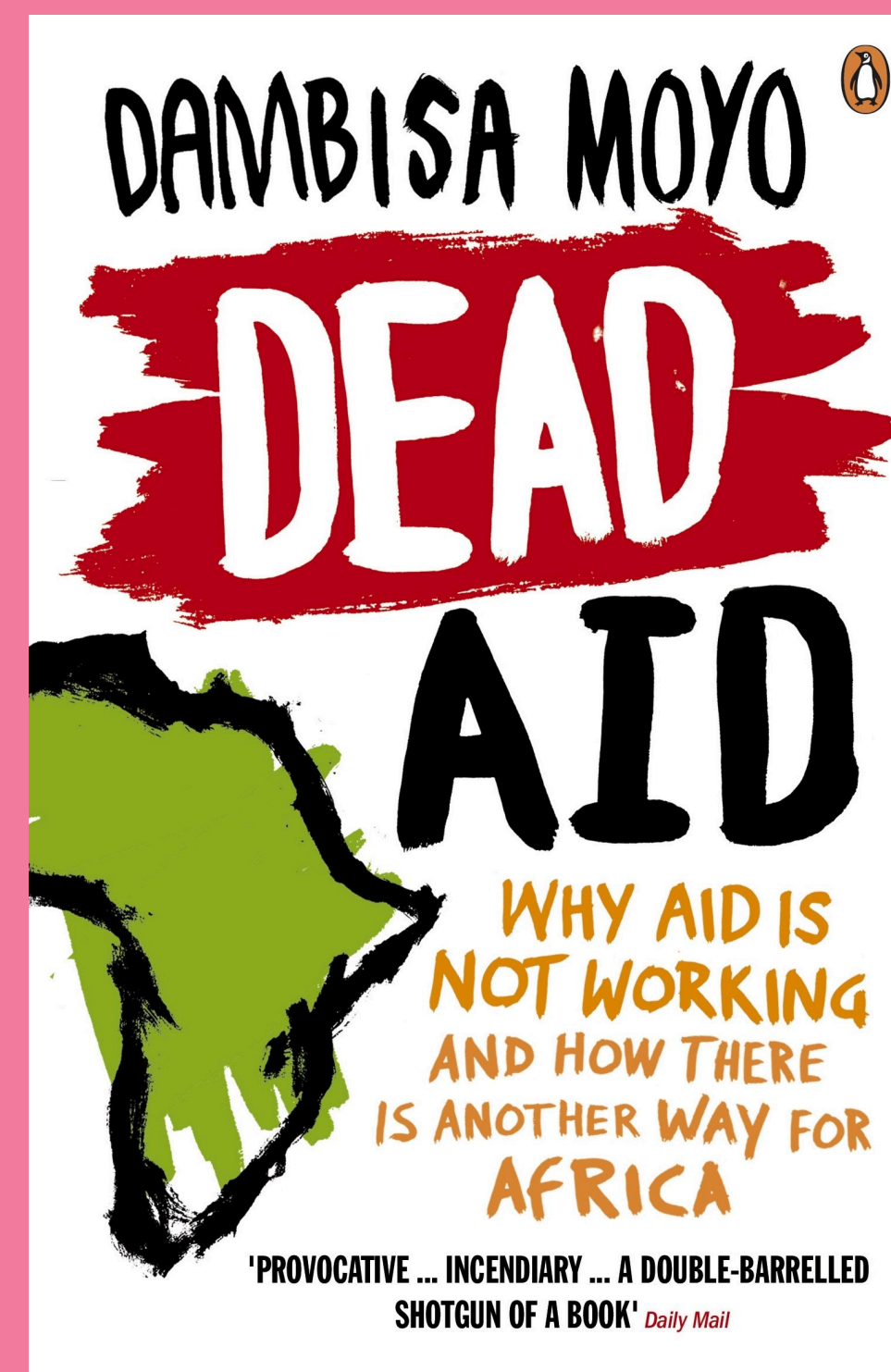
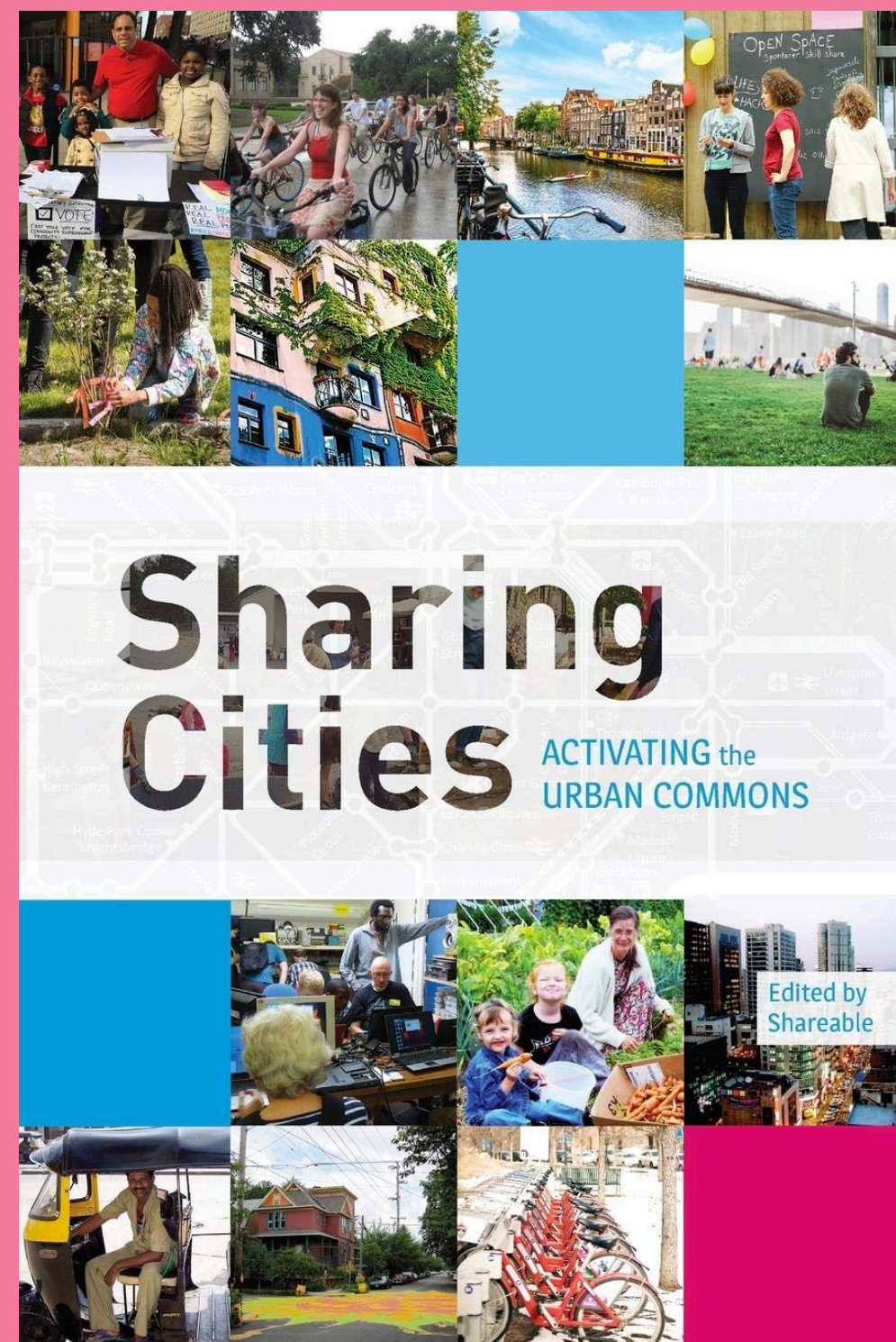
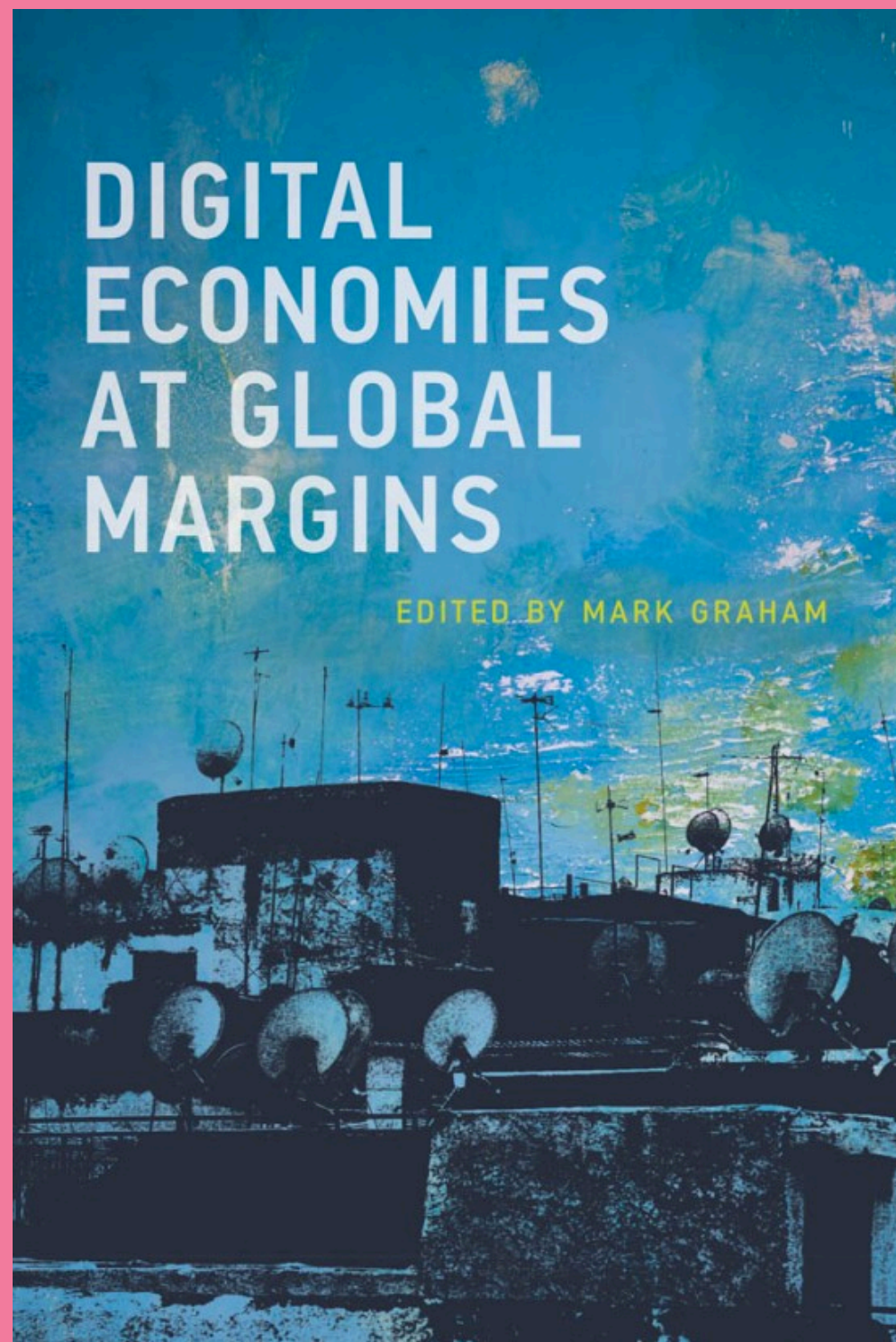
Conferences + Events

- ~ 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!



Thanks folks.

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