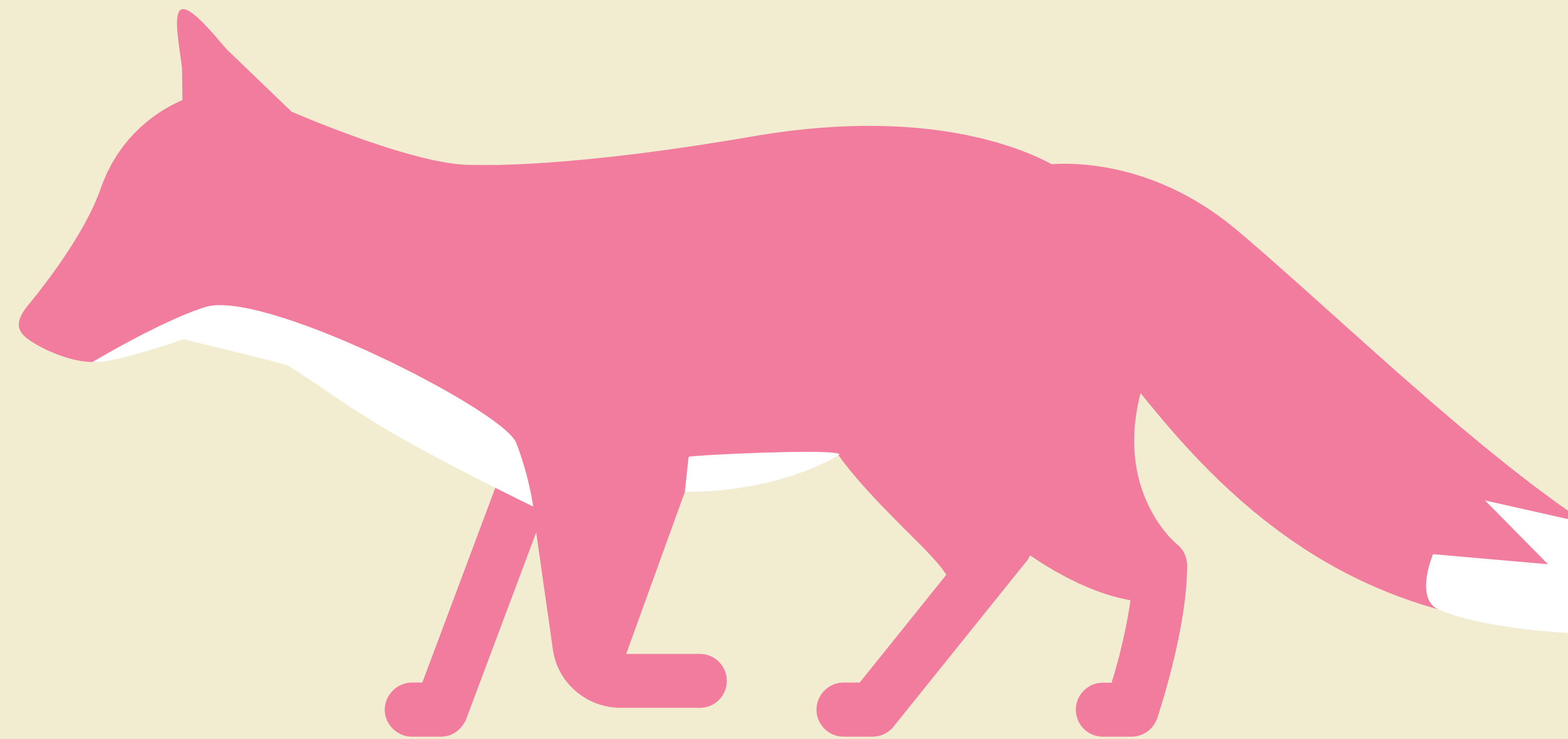


UX research and ethnographic design for humanitarian technology.

Peace building

Crisis response

<http://bit.ly/EF-UXWaterloo>



@erioldoesdesign @uxWaterloo #uxWaterloo

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 and UX.
7 years in humanitarian / third sector.
3 years in (FL)OSS.

PhD student researching Humanitarian OSS and Design.

I'm a human rights centred designer.

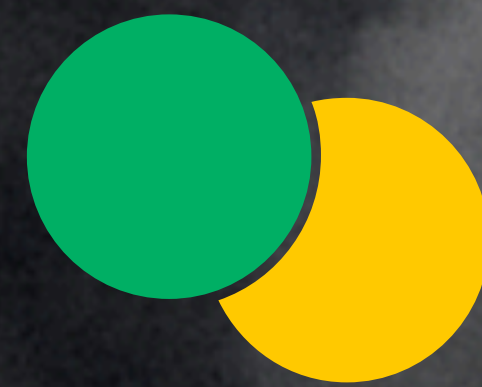
@erioldoesdesign @uxWaterloo #uxWaterloo





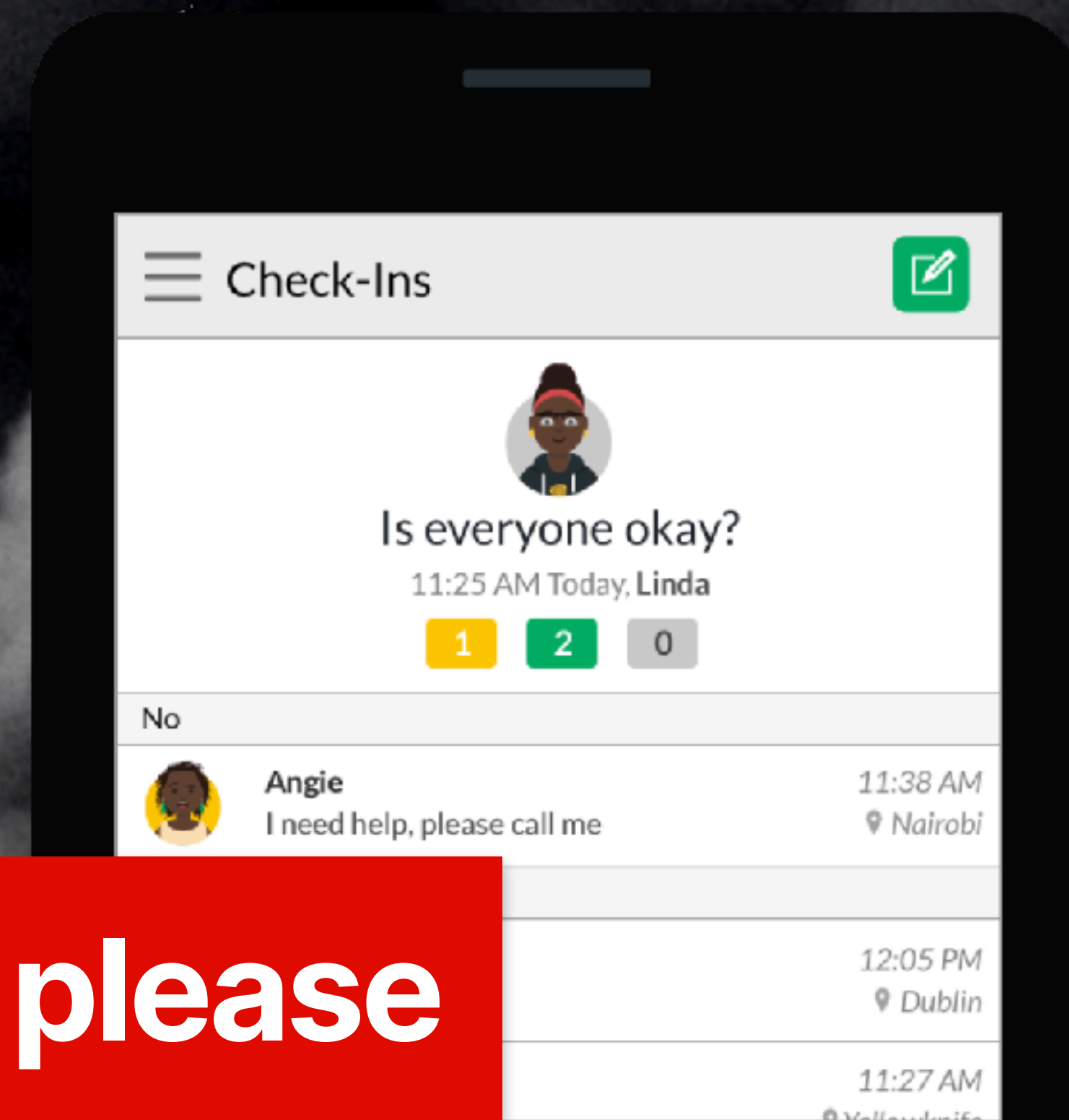
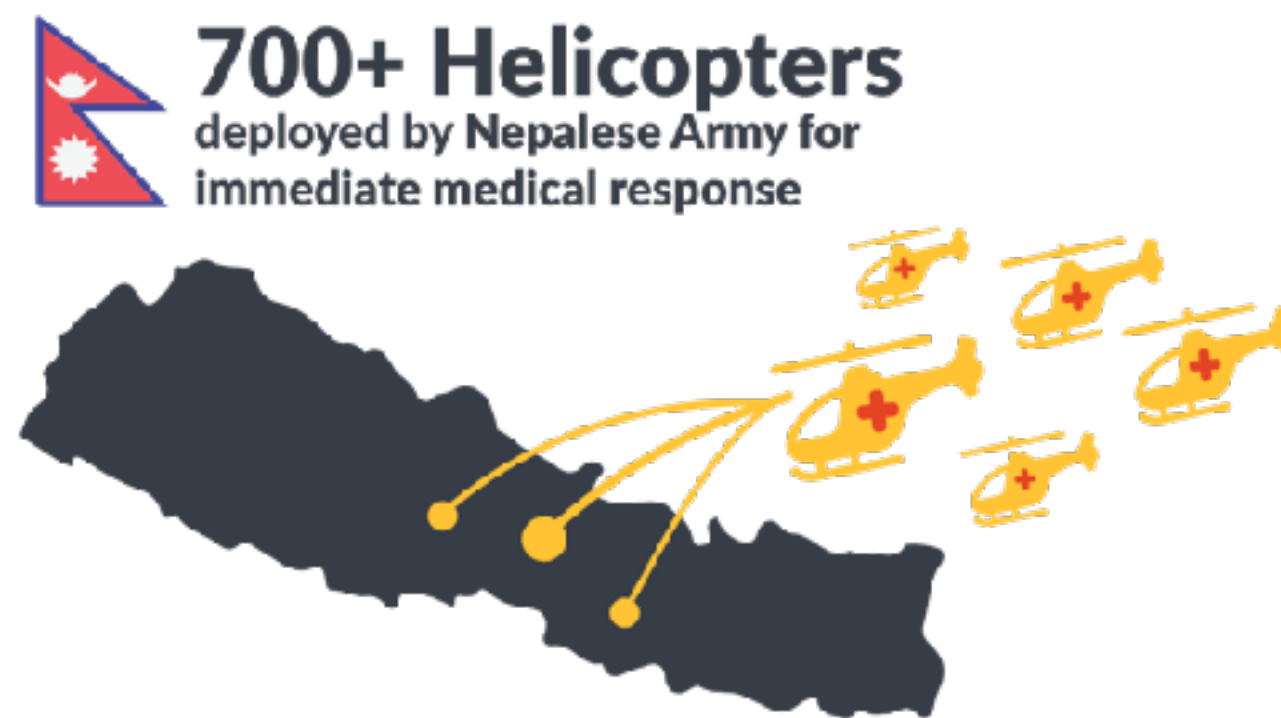
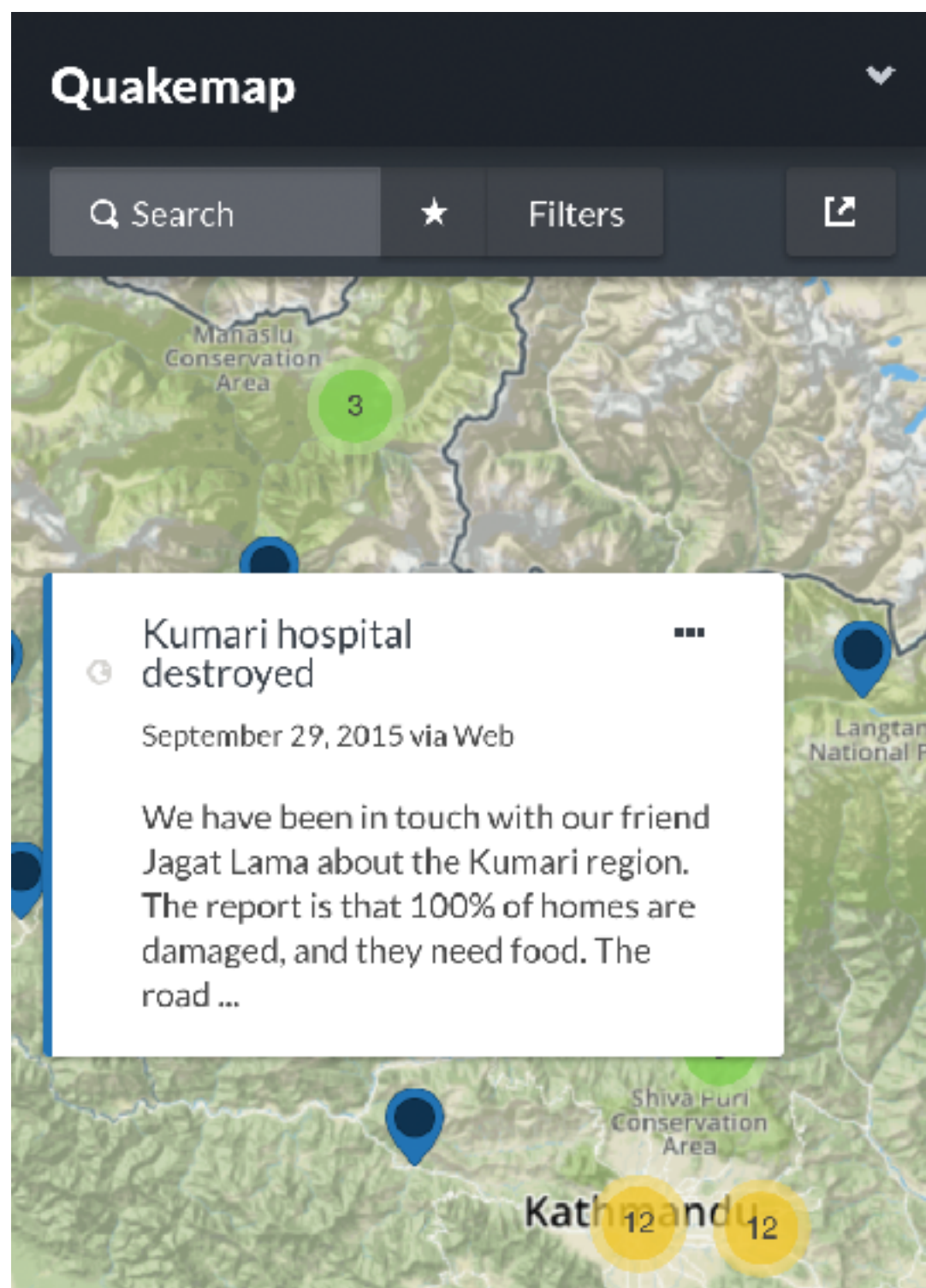
Helping people raise their voice and those who serve them to listen and respond better

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

@erioldoesdesign @uxWaterloo #uxWaterloo



Dispatcher.

Crisis Response + Tech.

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

@erioldoesdesign @uxWaterloo #uxWaterloo



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. ”

@erioldoesdesign @uxWaterloo #uxWaterloo



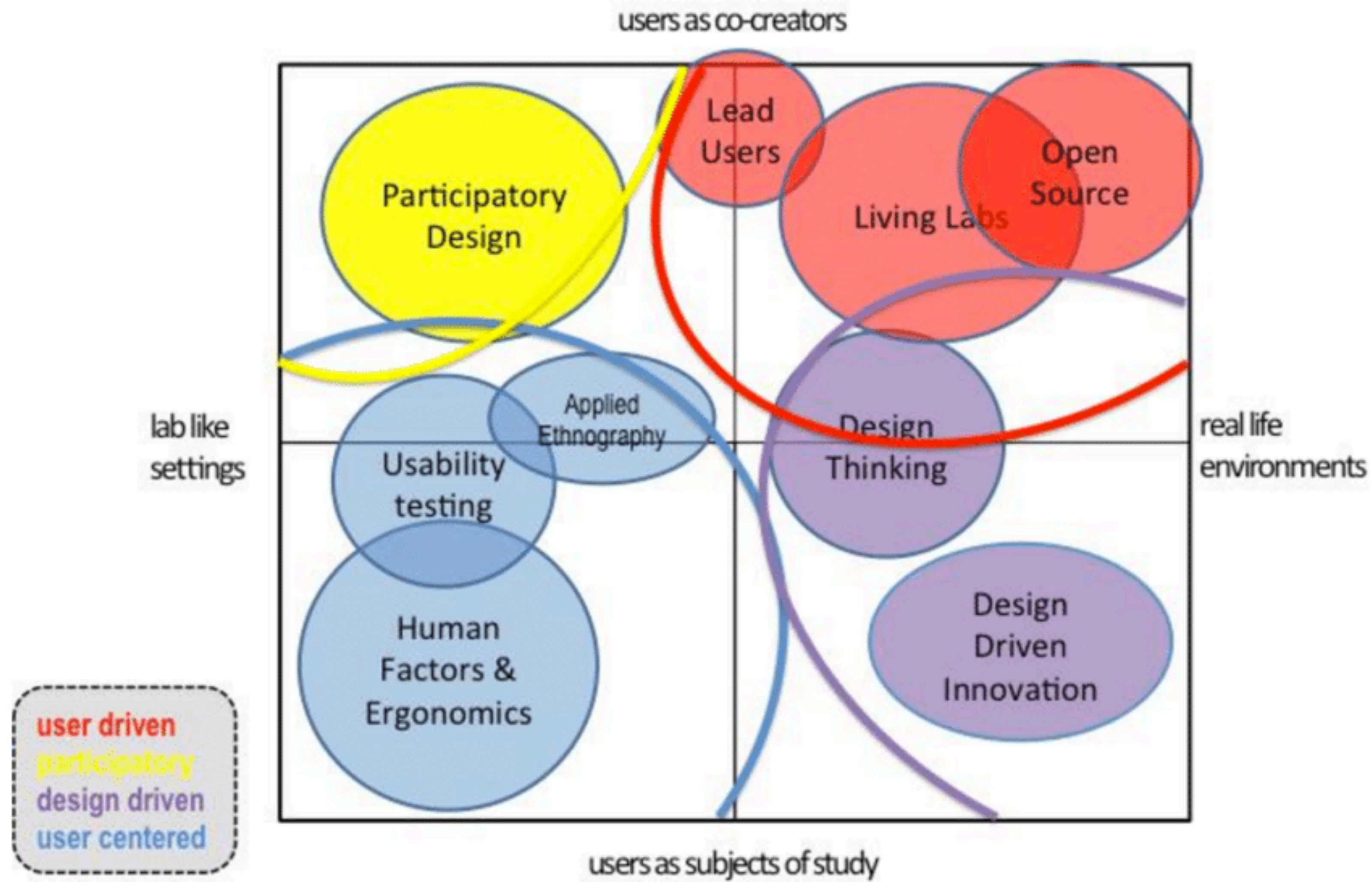
Grant funded activity is...

**...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.

‘Civil Society Orgs’ (CSO’s)

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.

@erioldoesdesign @uxWaterloo #uxWaterloo

No photos/copies please

BEFORE

DURING

AFTER

- I was at home
 - Normal programs running on
 - Listening to music
 - singing along

Very hopeful
 Determined
 Sense of humanity
 Success

- I was at home
 - Normal programs running on
 - Listening to music
 - singing along

- Even smiling
 - Hope
 - Calm
 - Safety

TRIBE
 &
 WAR

- Shared
 - Terror
 - sounds of bullets
 - sounds of killings
 - Bad news from media
 - breath profuse
 - Tribal war
 - High fuel prices
 - Goods from community

Time past
 few groups
 KIBERA

- Loss of items
 - Robbery
 - Crime

Displacement

- Increased
 - Sad
 - Worried
 - Hopeless
 - And help others
 - Schooled

- Born to be used
 - No food
 - No home
 - Living next to death

- had our people have been to school

free
 part of that

After people
 came back
 it was
 home
 there was
 hope

Education
 Responsibility
 - Respect

- Safe space
 - PEACE day to
 celebrate Kibera

- Love
 - Business started
 operating

Hope
 - promises
 - calm

HOPEFUL

Human life was

No photos/copies please

TRIBE

φ

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

few
months

- Shocked.
- Bullets.
- Fearful.
- Church board

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/copies please

Homework*

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

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

No photos please

Schooling your reaction

@erioldoesdesign @uxWaterloo #uxWaterloo

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

Can I relate to you?

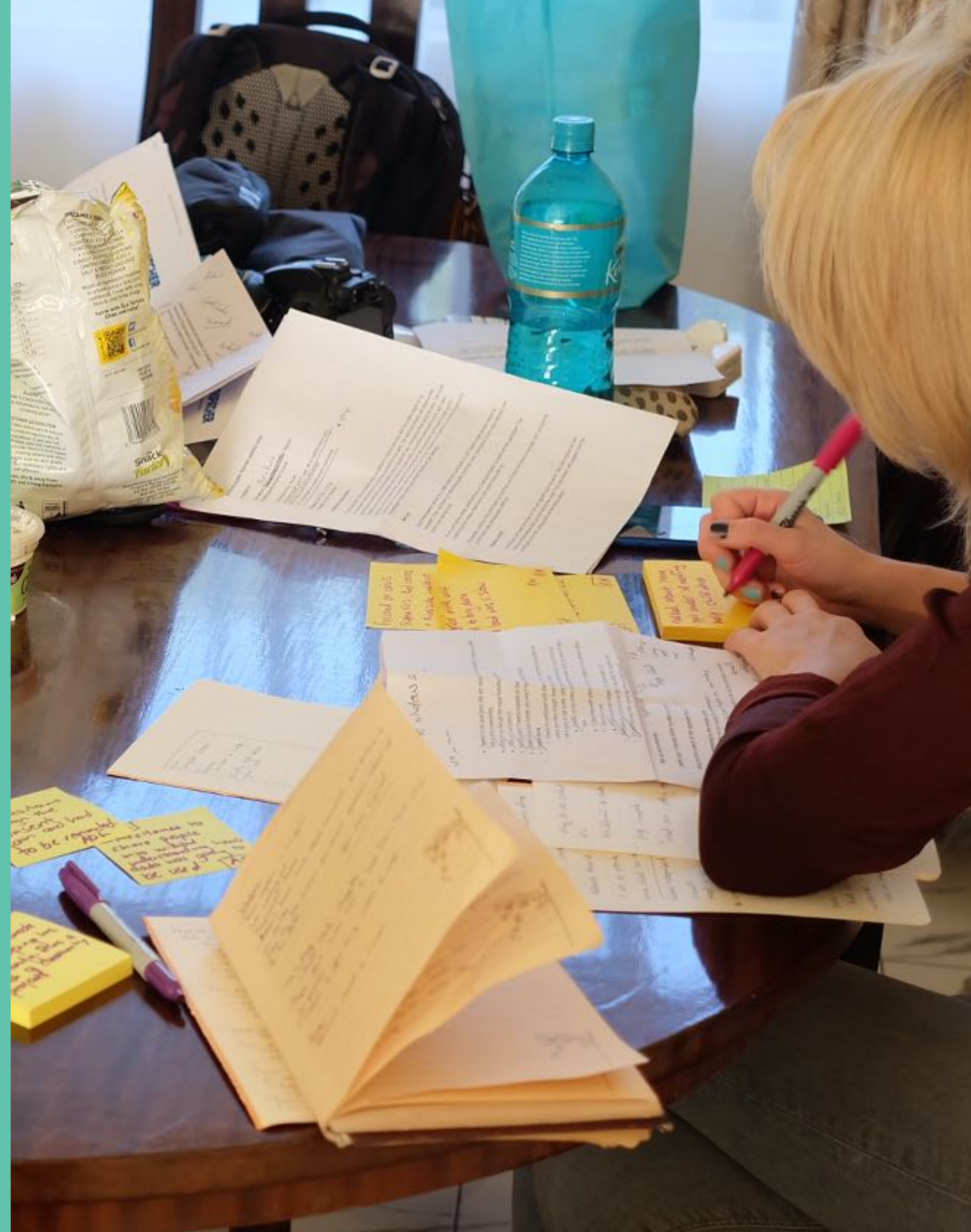
- ~ Race/Ethnicity
- ~ Perceived Gender/Sex
- ~ Social Status
- ~ Interest/Circumstance
- ~ Education

'Deep ethnographic'

vs

'dip-in, dip-out researcher'

@erioldoesdesign @uxWaterloo #uxWaterloo



A group of people are sitting around a round table covered with a colorful, patterned cloth. They appear to be in a meeting or workshop. There are several papers, notebooks, and pens on the table. The people are dressed in warm clothing, suggesting a cooler environment. The background shows a brick wall and some other people sitting nearby.

No photos please

Deep ethnographic.

Kathmandu living labs

@erioldoesdesign @uxWaterloo #uxWaterloo



Team Rubicon UK and SARAID Community resilience team

@erioldoesdesign @uxWaterloo #uxWaterloo



'Dip-in, Dip-out' researcher.

Dispatcher by Ushahidi.

@erioldoesdesign @uxWaterloo #uxWaterloo



'Dip-in, Dip-out' researcher.

Isooko public workshop.

@erioldoesdesign @uxWaterloo #uxWaterloo

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

Reports and Guides.

Leaving no one behind: Lessons from the Kerala disasters

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

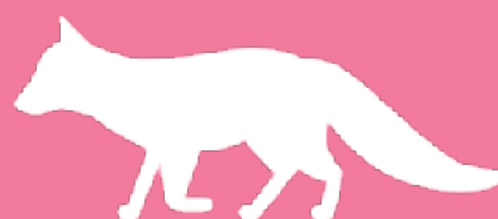
Safe sisters - Digital security challenges faced by women human rights defenders.

<https://safesisters.net/resources/>

The Human Rights, Big Data and Technology Project

<https://www.hrbdt.ac.uk/publications/>

@erioldoesdesign @uxWaterloo #uxWaterloo



Conferences + Events

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

Human rights Centred Design community.

<https://hrcd.pubpub.org/>

An initiative that brings together people at the intersection between human rights and design, tool development, and user education. All efforts aim to foster and extend the community.

@erioldoesdesign @uxWaterloo #uxWaterloo



Resources and tools.

Electronic Frontier Foundation eff.org

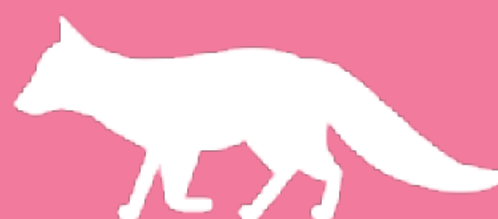
AccessNow accessnow.org

Advocacy Assembly advocacyassembly.org

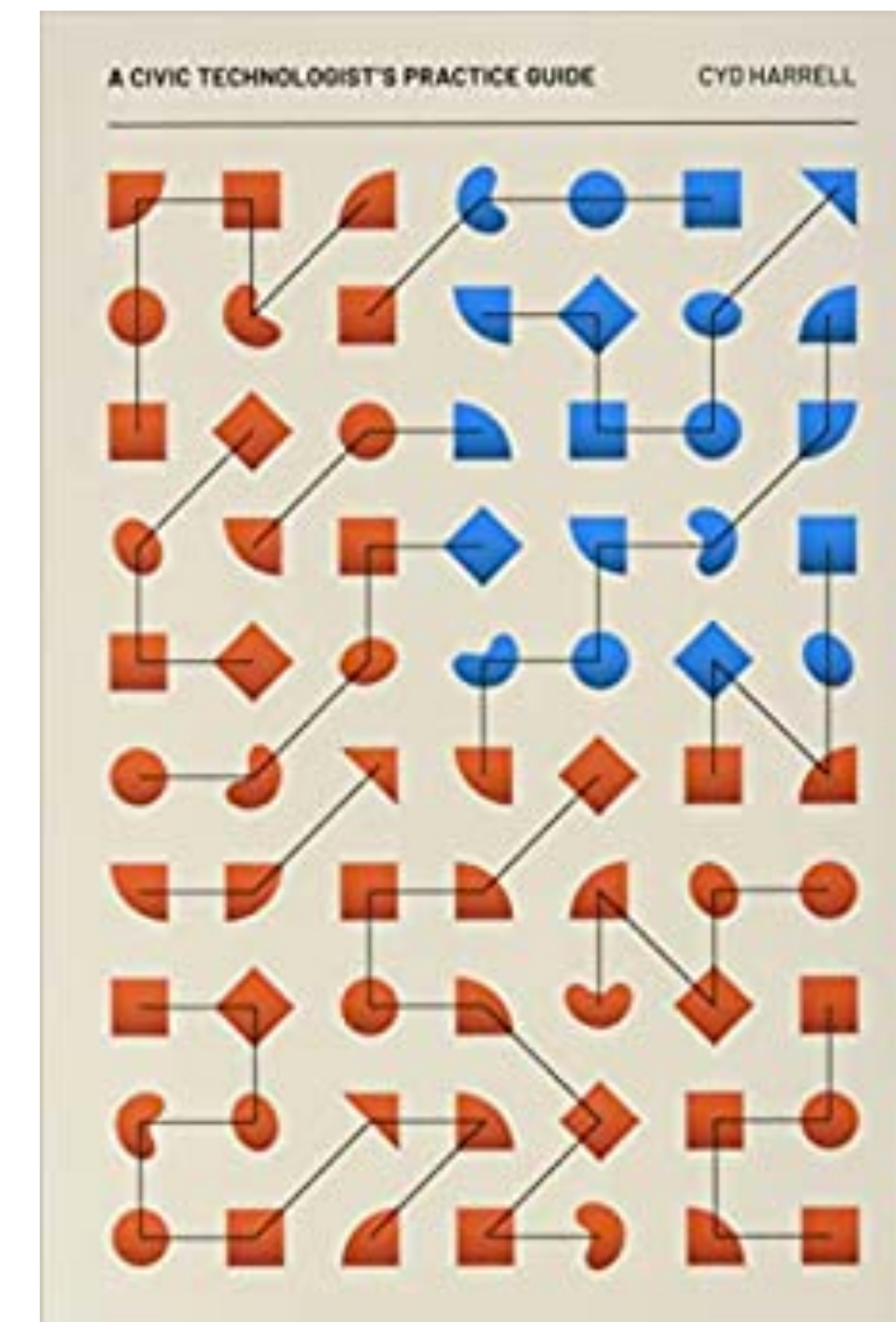
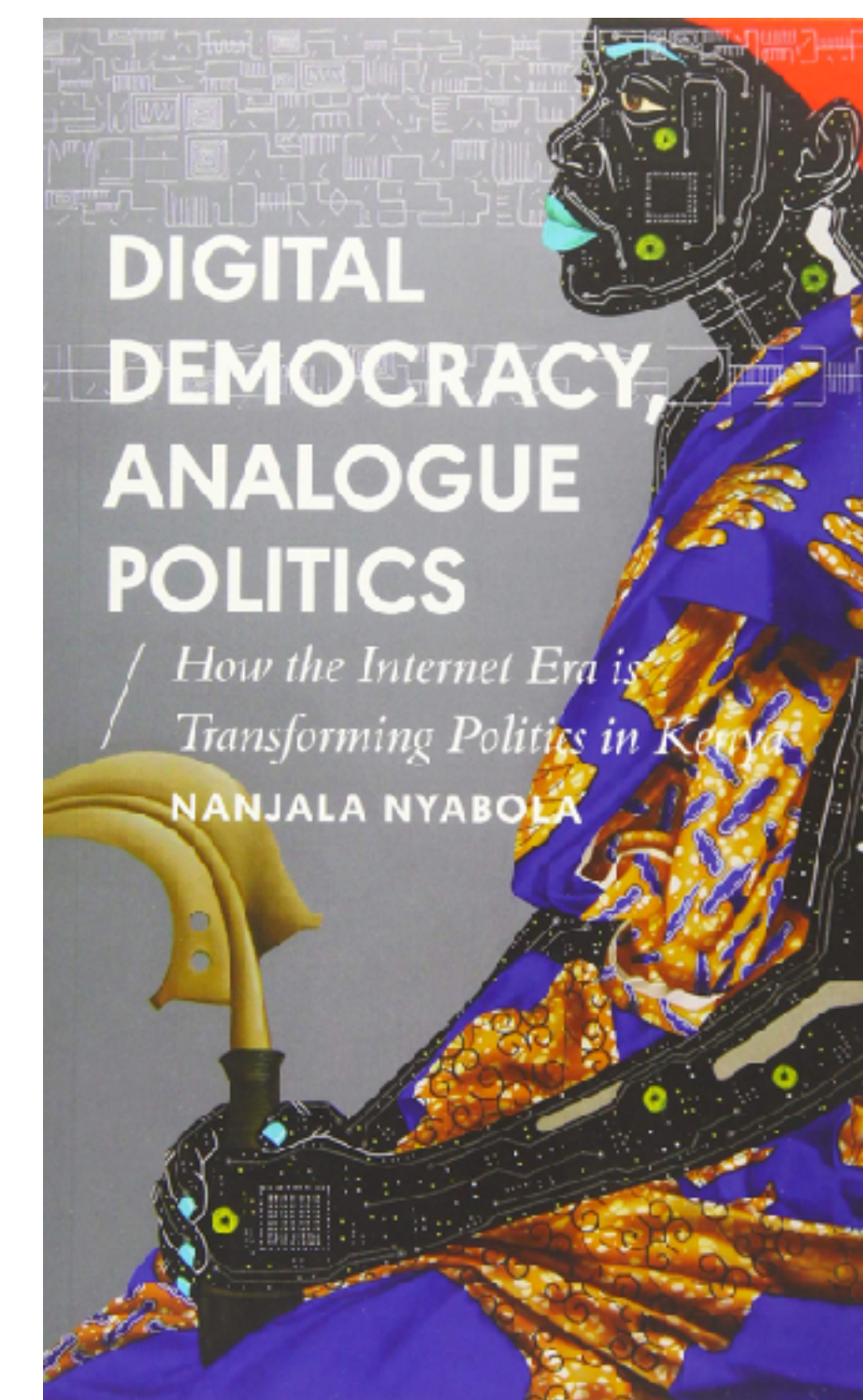
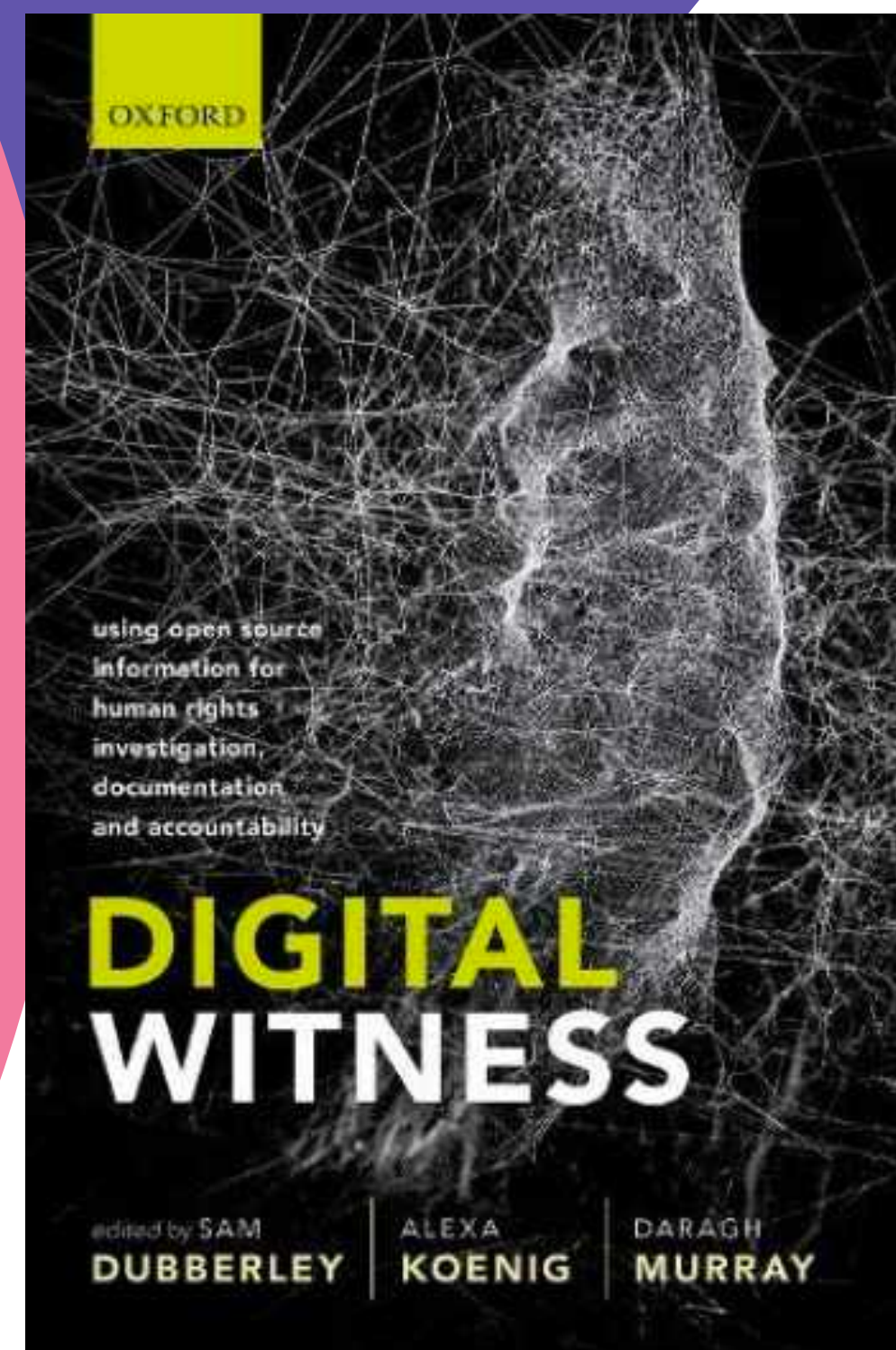
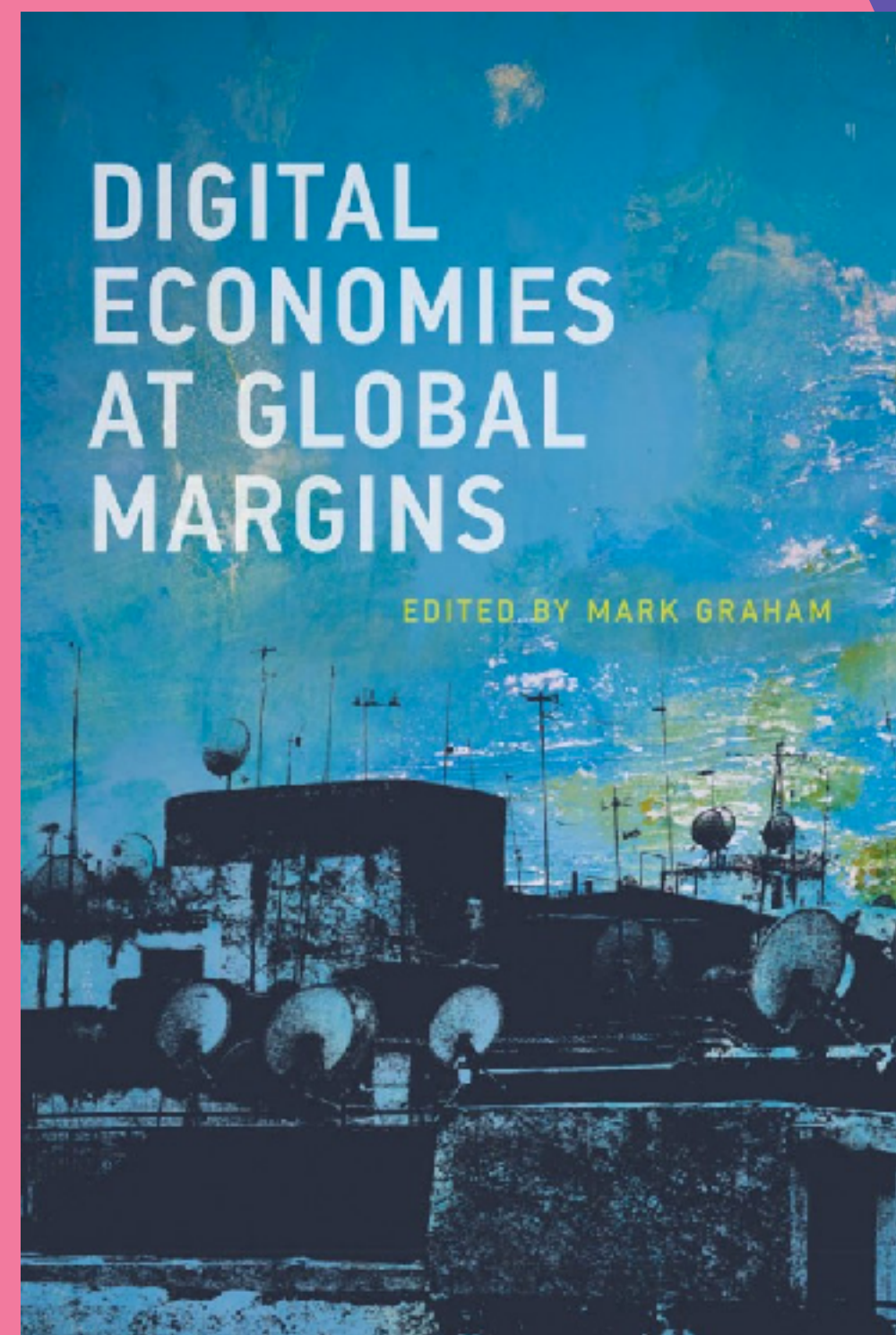
Code for America - [Qualitative research guide](#)

AXIS tools - <https://usable.tools/guidebook/>

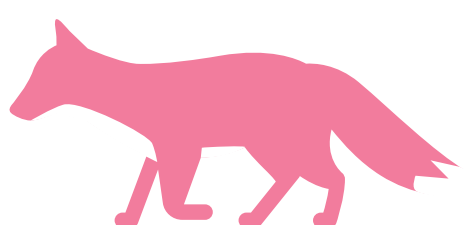
[Design Justice Network - https://designjustice.org/](https://designjustice.org/)



Books!



@erioldoesdesign @uxWaterloo #ux



Thanks folks.

noti.st/eriolfox

linkedin.com/in/eriolfox

github.com/Erioldoesdesign

medium.com/@EriolDoesDesign

