

# UX research and ethnographic design for humanitarian technology.

**Peace building**

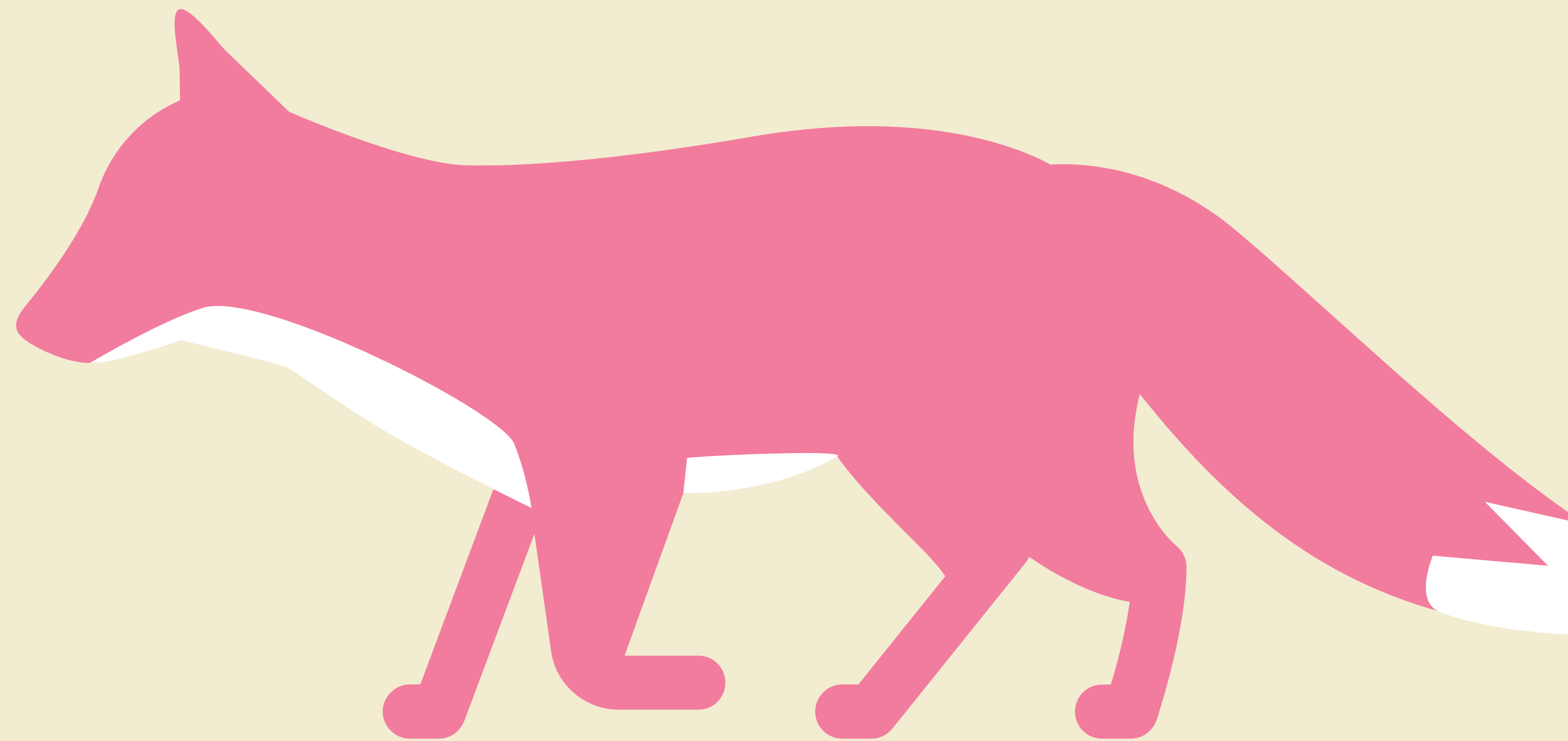
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**Crisis response**

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<https://noti.st/eriolfox/>

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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).

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

**They/Them** pronouns.

**10 years** in digital product design and UX.

**7+ years** in Community/Humanitarian spaces.

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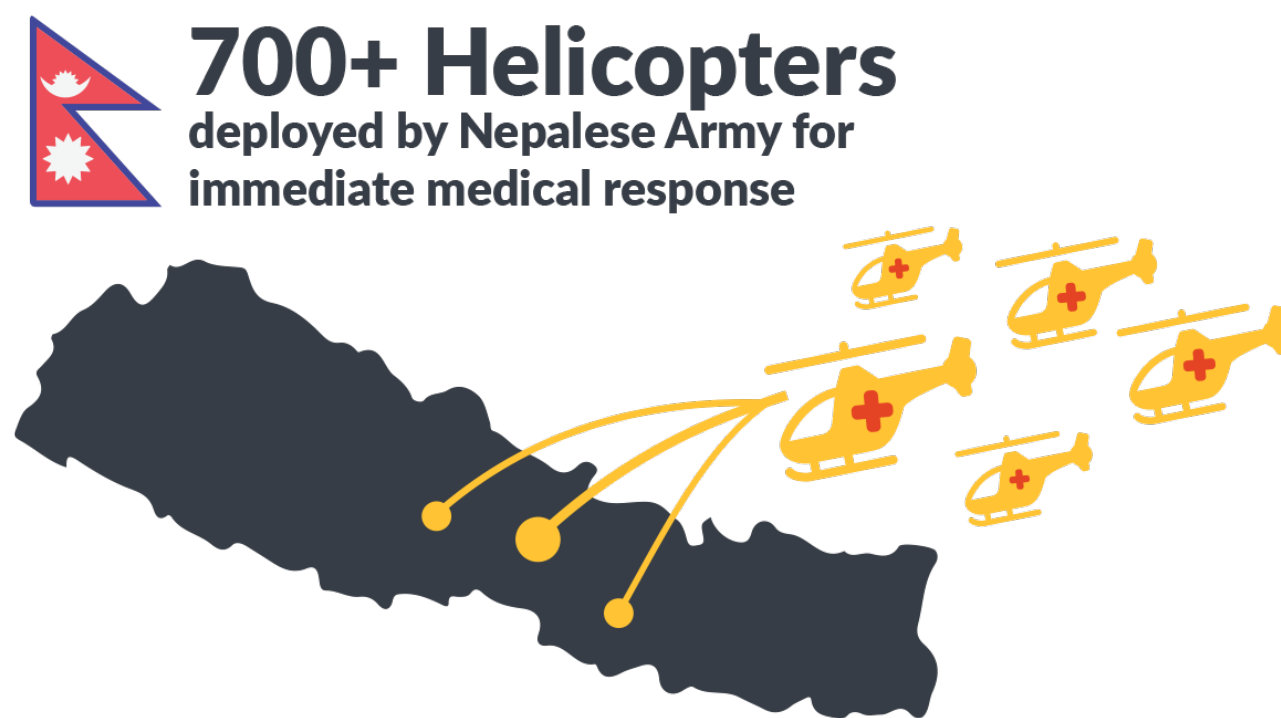
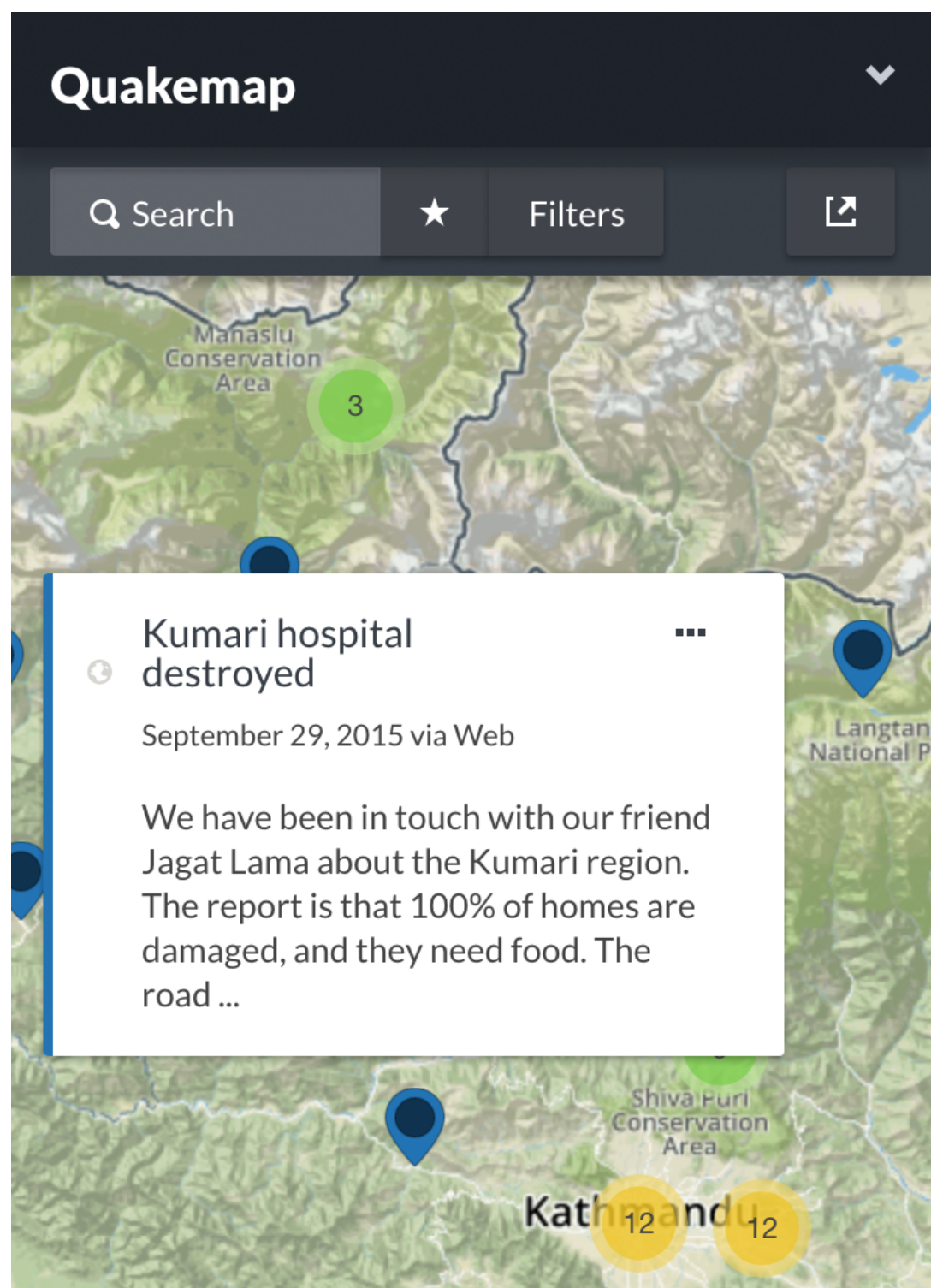
Helping people raise their voice and those who serve them to listen and respond better

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.

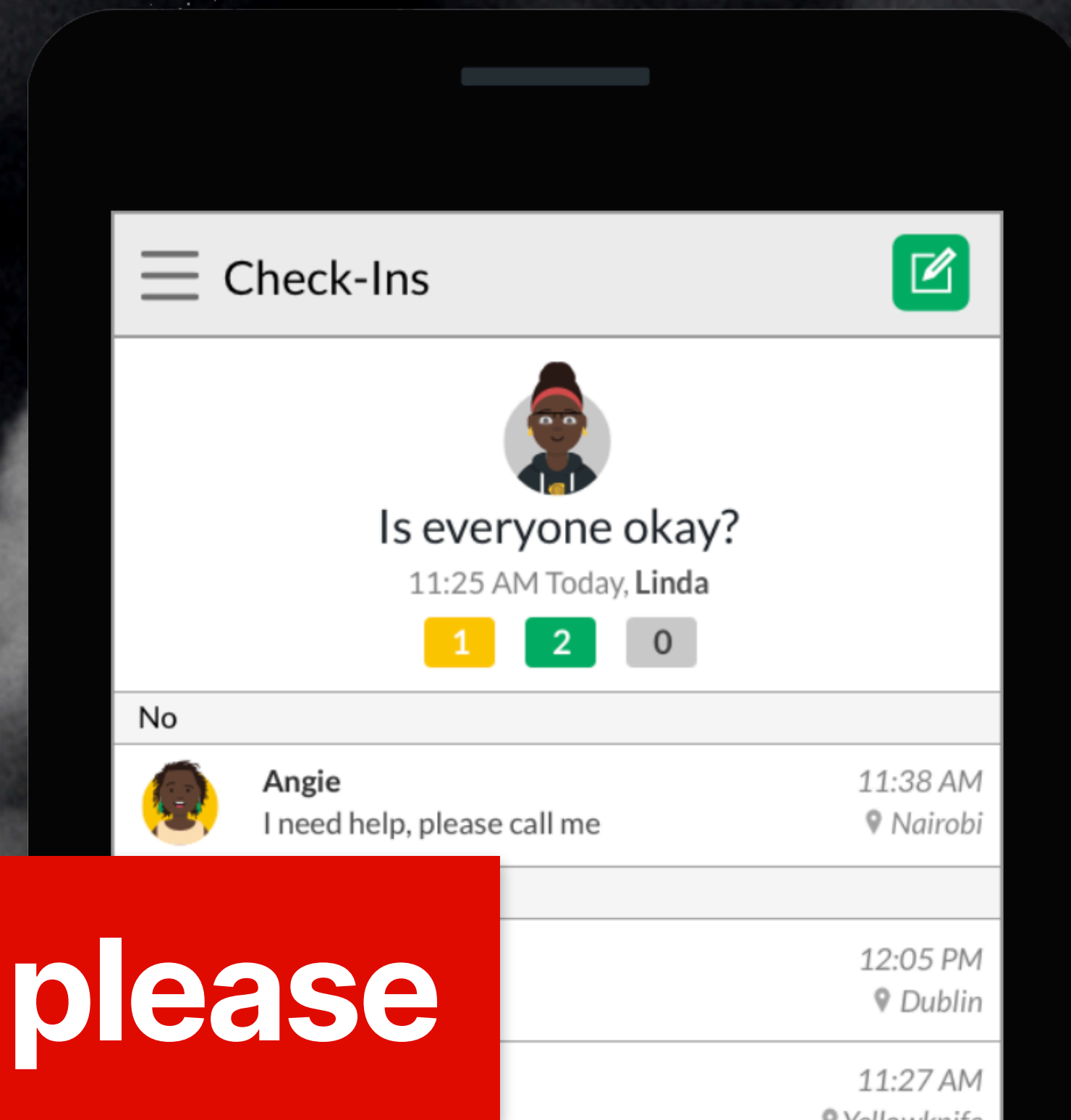


TenFour  
by Ushahidi

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](https://isooko.eu)

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# Dispatcher.

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# Crisis Response + Tech.



# Dispatcher's aim

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**“ 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](https://bit.ly/ush-dispatcher)

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# Why Rwanda and Kenya?

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“ 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. ”





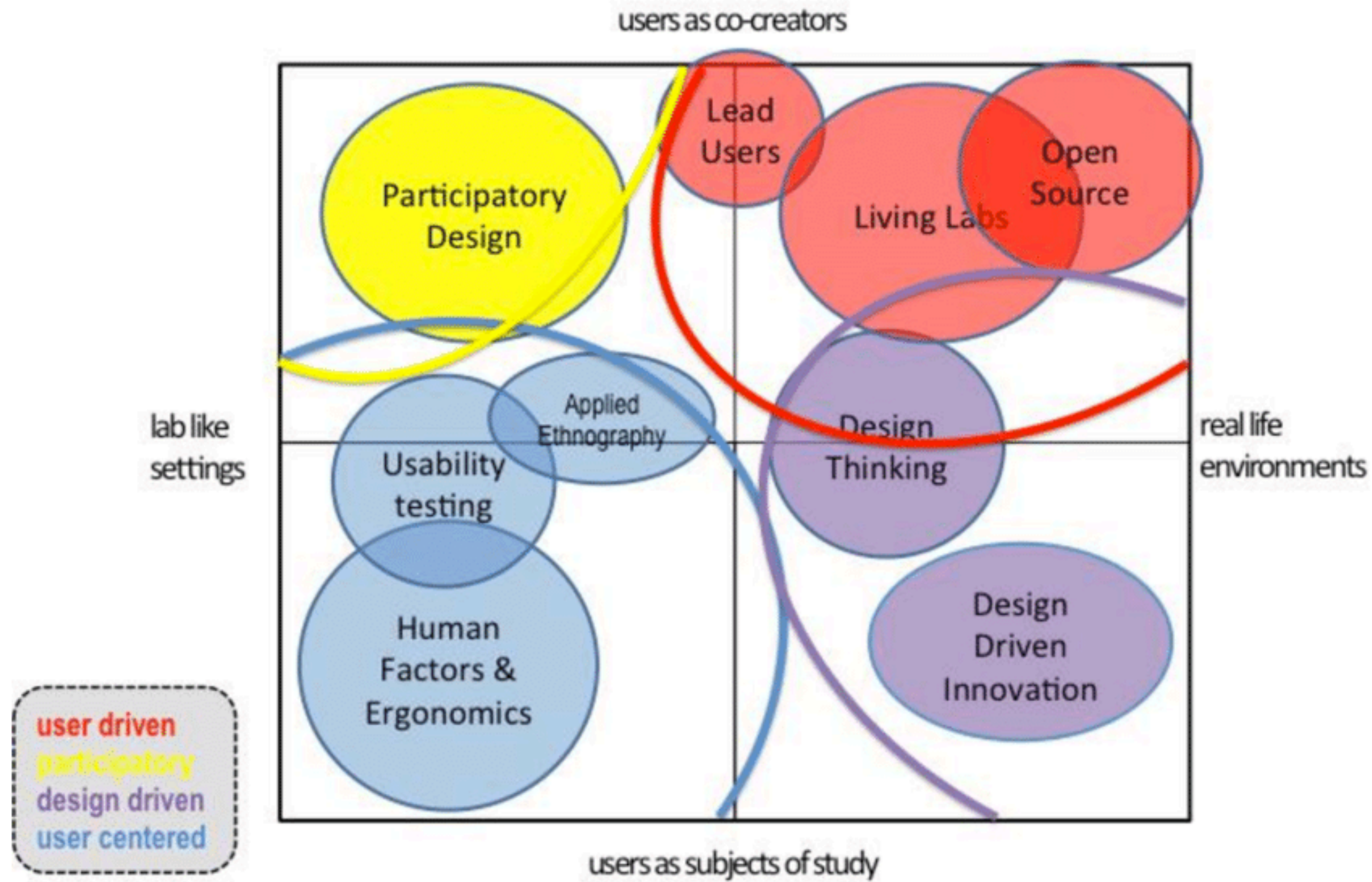
# **Grant funded activity is...**

**...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](https://facebook.com/polycomdevelopmentproject)

# Working with trauma in design activities.

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# BEFORE

# DURING

# AFTER

- I was too happy  
 - playing with friends and neighbors  
 - Smiling - peace  
 - Energetic - love  
 - I was at home - study  
 - Kibera - Togetherness  
 - A student at primary  
 - My own primary

- Respect  
 - peaceful neighbors  
 - Love and unity  
 - promises of good governance and security

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

Very hopeful  
 Determined  
 Sense of humanity  
 Success

Feelings  
 Hopes  
 - Ever smiling  
 - Calm  
 - Hope  
 - safety

TRIBE  
 &  
 WAR

- Shattered  
 - Terror  
 - sounds of bullets  
 - Images of killings  
 - Bad scenes from media  
 - Death pictures  
 - Tribal war  
 - High food prices  
 - Threats from community

Time passed  
 few months  
 KIBERA

- Death  
 - List of items  
 - Robbery  
 - crime

Displacement

- confused  
 - Sad  
 - Worried  
 - Hopeless  
 - Can't help others  
 - Shattered

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

- heard that people have  
 back to Kibera

few  
 lack of trust

After people  
 came back  
 at their  
 home  
 there was  
 hope

- Safe space  
 - PEACE Org for  
 Kibera

- Love  
 - Business started  
 operating

- Hope  
 - promises  
 - calm

Education  
 Responsibility  
 - Present

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](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

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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'

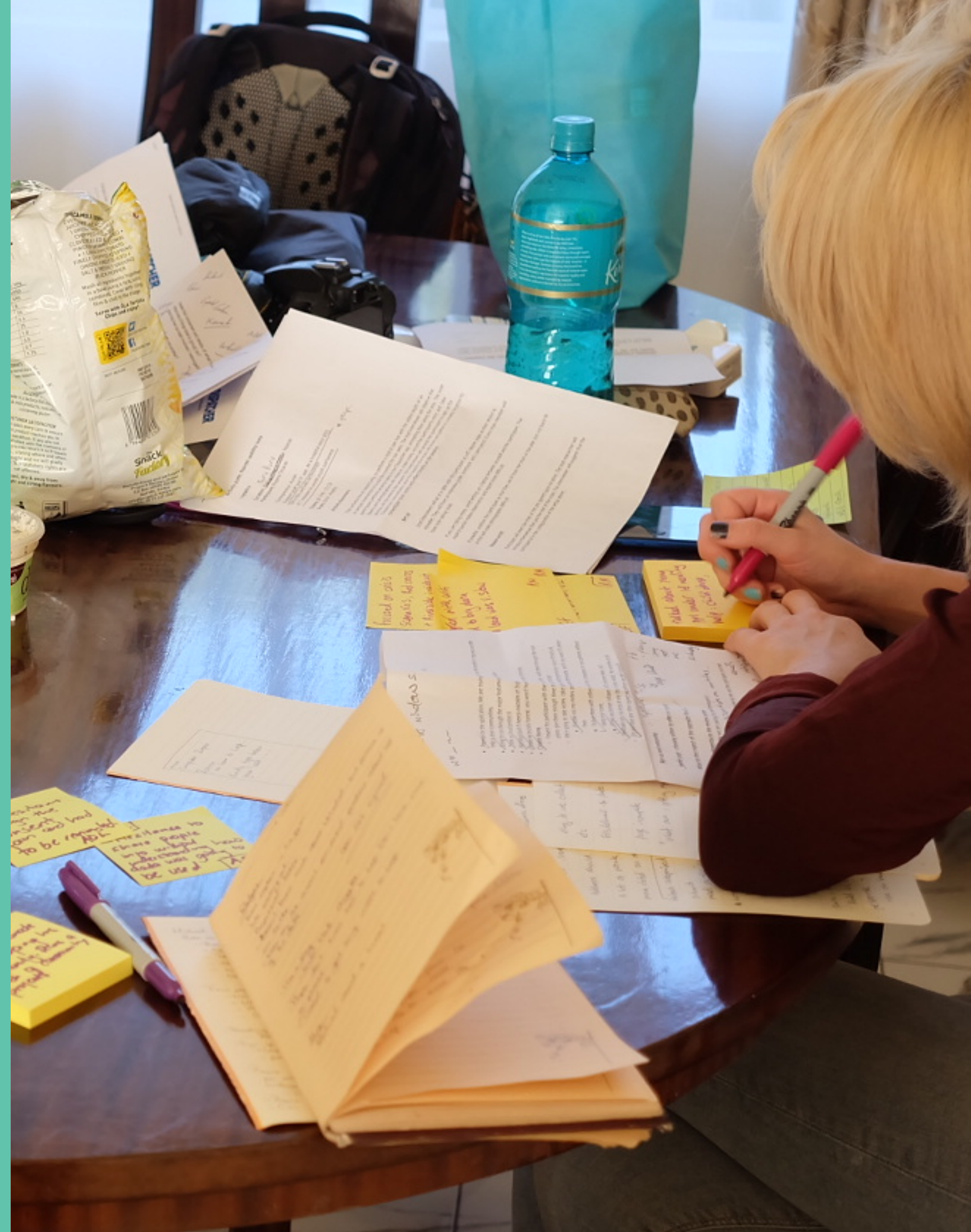
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vs

# 'dip-in, dip-out researcher'

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**No photos please**

**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



# 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

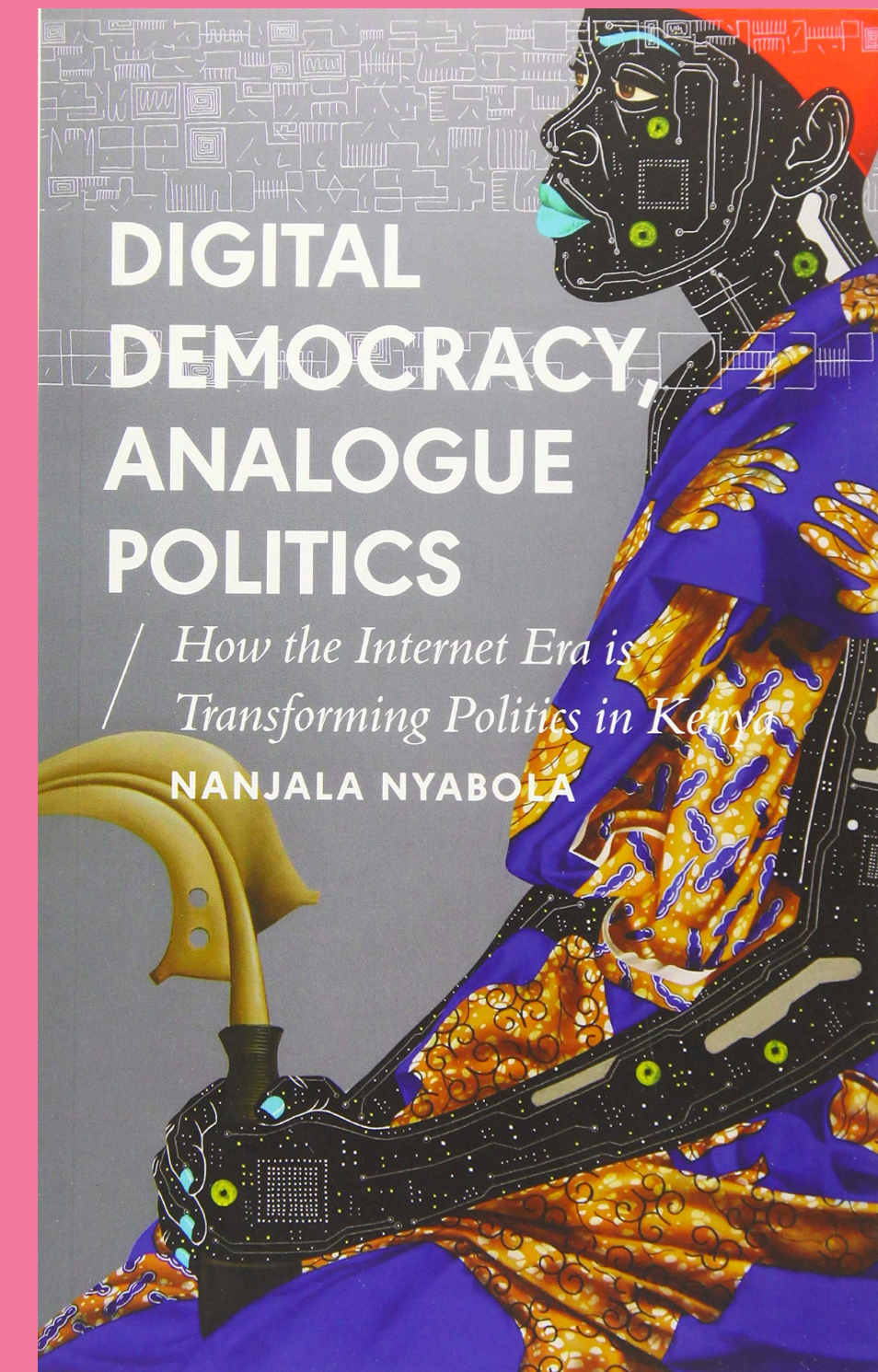
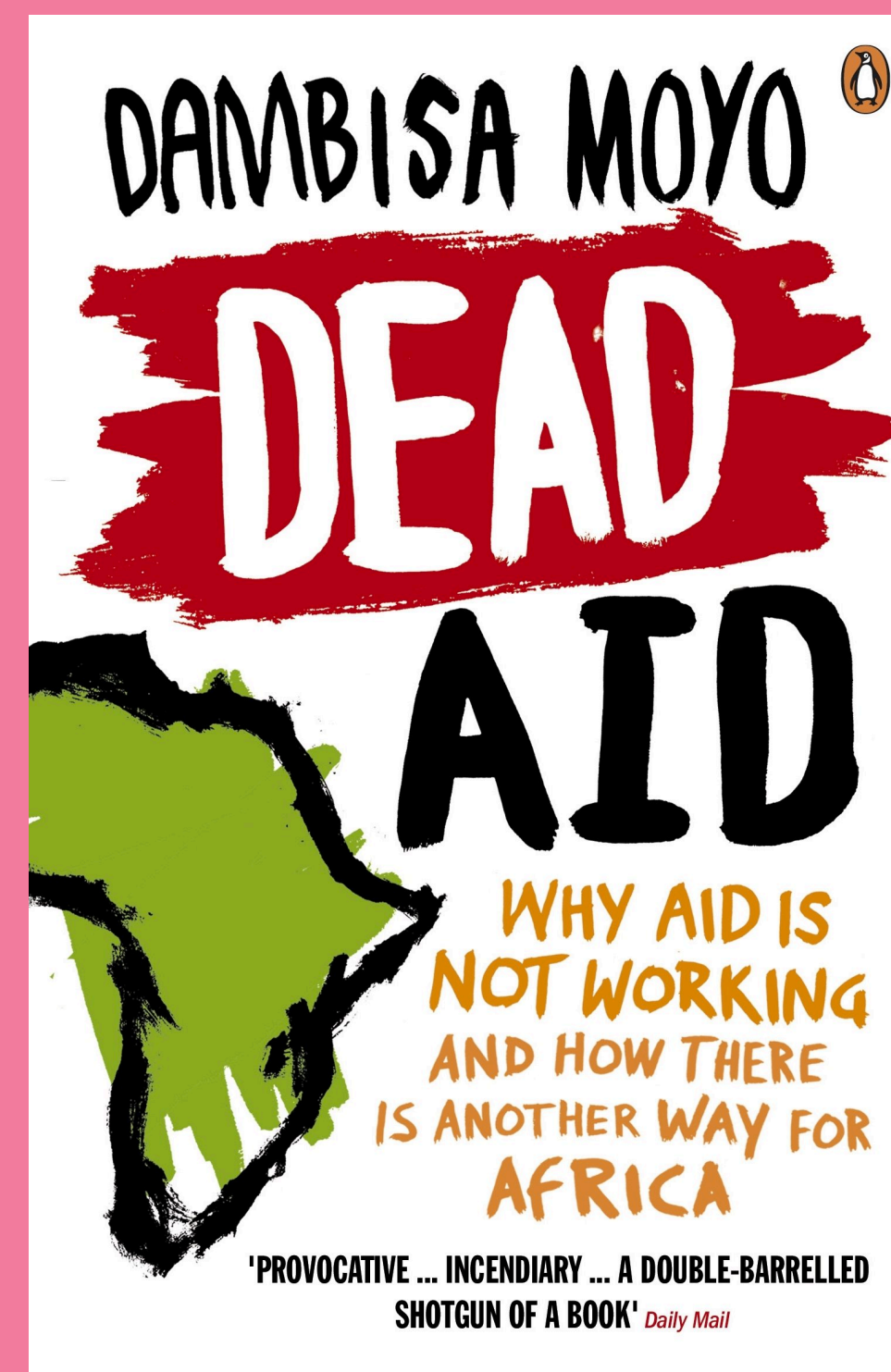
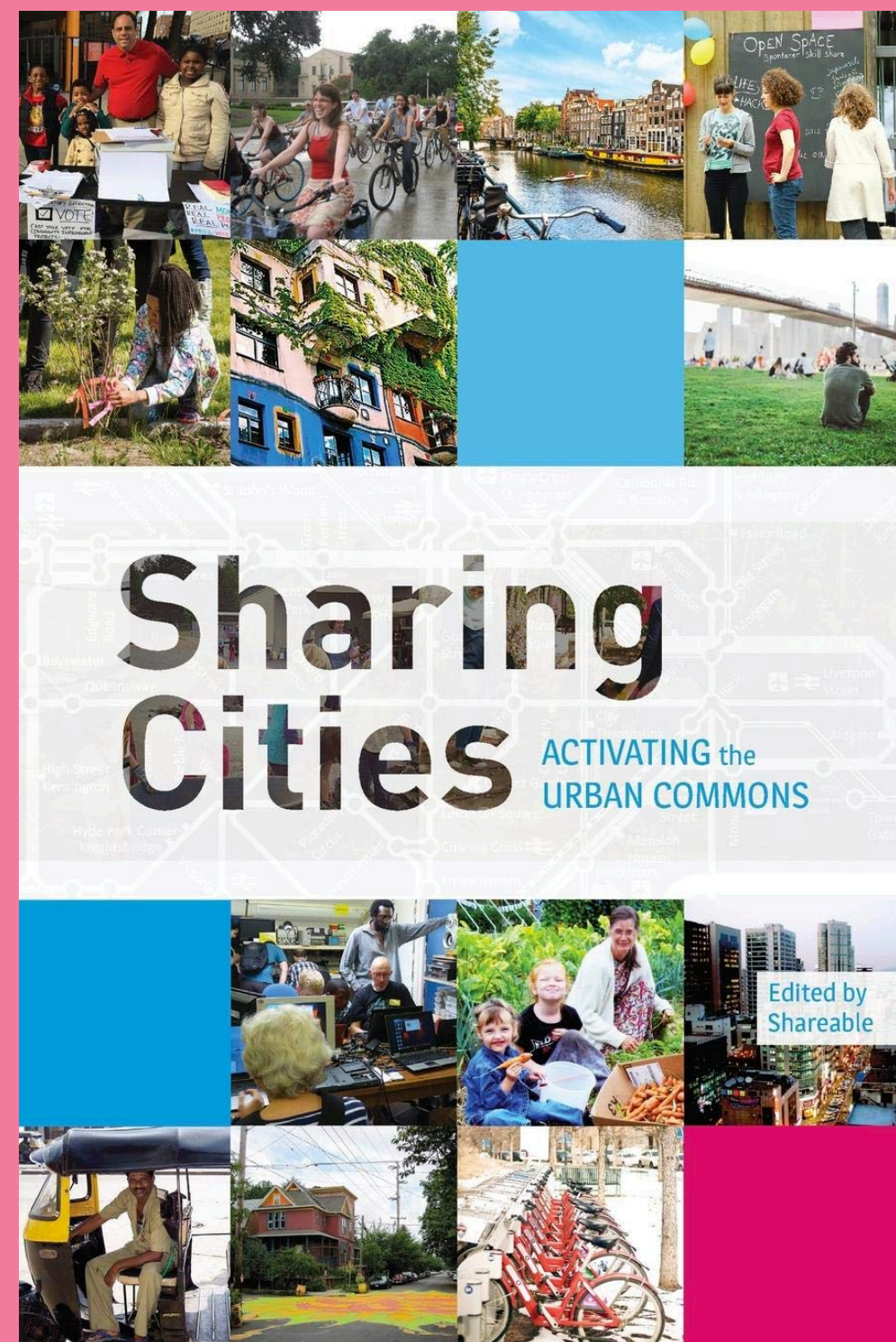
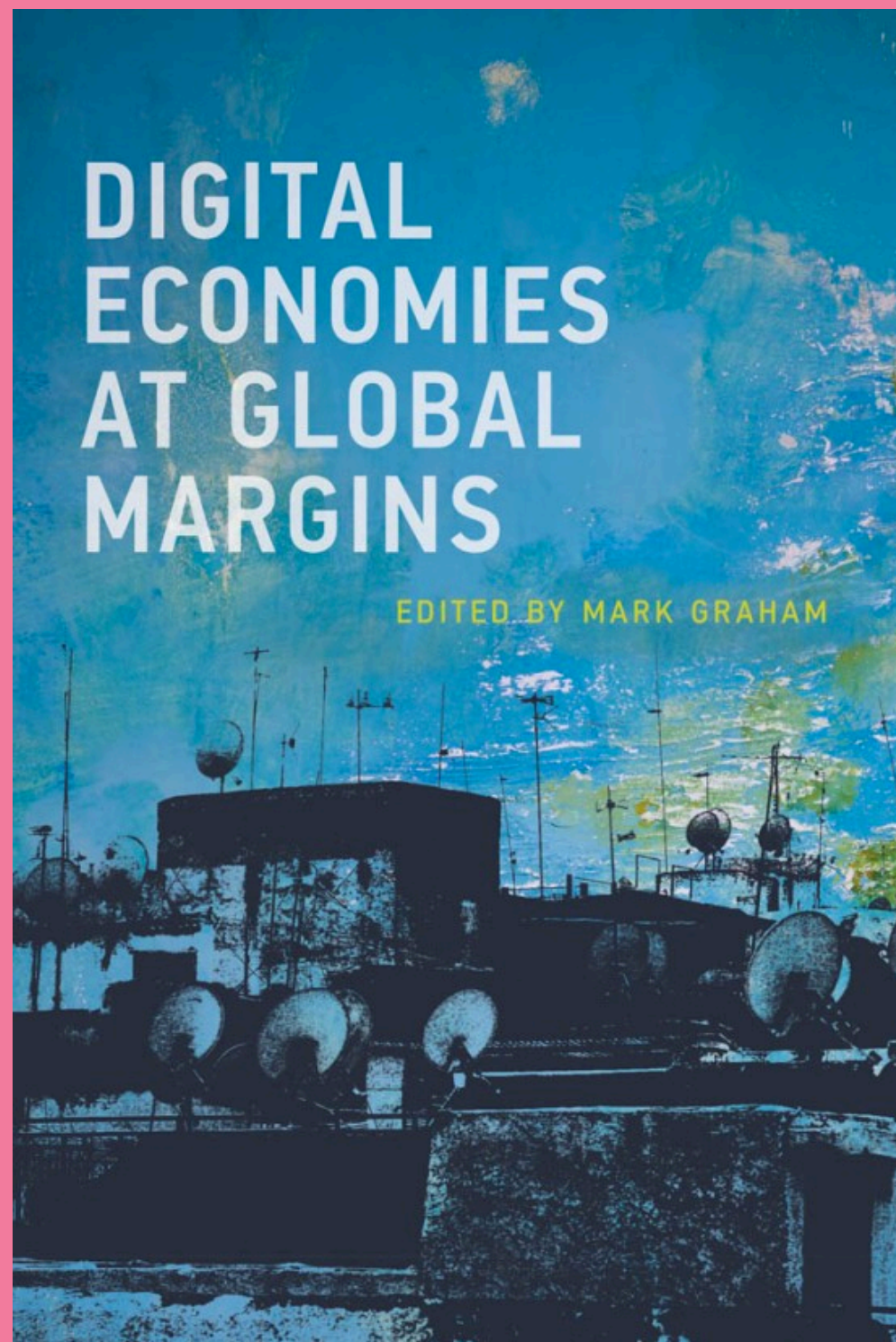


# Good orgs to follow.

- ~ **Electronic Frontier Foundation [eff.org](http://eff.org)**
- ~ **AccessNow [accessnow.org](http://accessnow.org)**
- ~ **Advocacy Assembly [advocacyassembly.org](http://advocacyassembly.org)**
- ~ **Centre for humanitarian data [centre.humdata.org](http://centre.humdata.org)**



# Books!





# Thanks folks.

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