

# UX research and ethnographic design for humanitarian technology.

**Peace building**

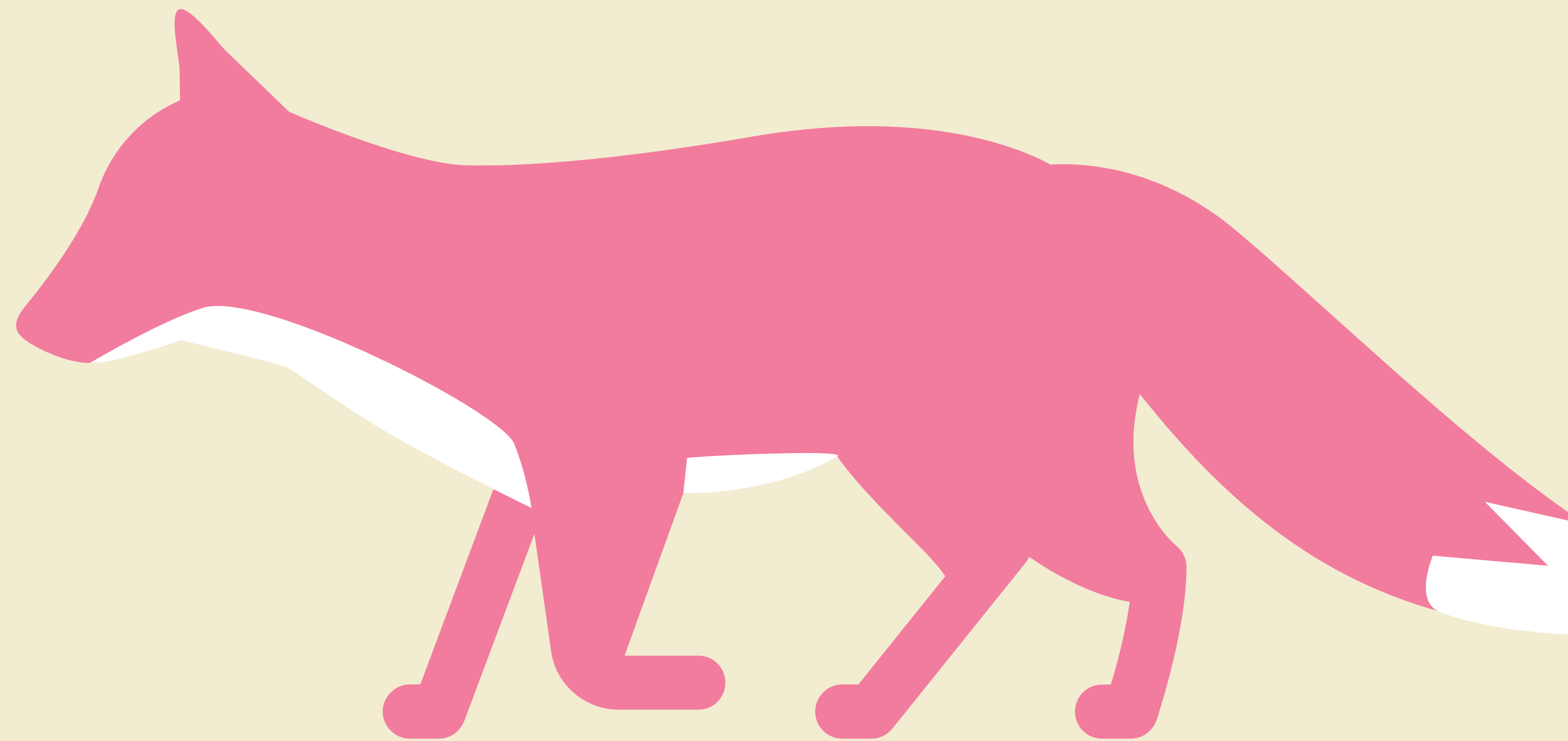
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**Crisis response**

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<http://bit.ly/Eriol-RAS-2021>

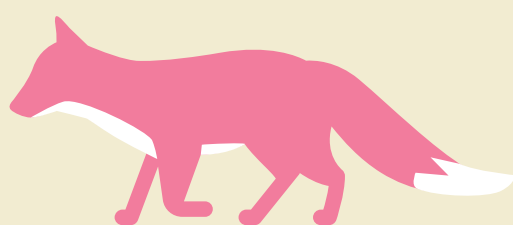
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# Content warnings.

**Violence against women, the Manchester arena bombing, 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.**



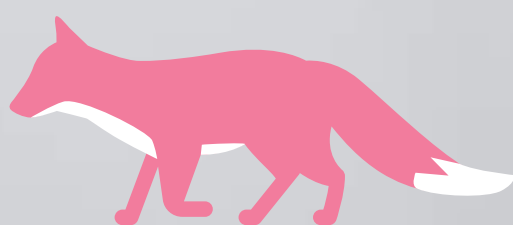
**Hi, I'm Eriol.** (Ehh-roll).  
They/Them pronouns.

10 years in digital product design and UX.  
7 years in humanitarian / third sector.  
3 years in open source software (OSS).

PhD student researching Humanitarian OSS and Design.

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

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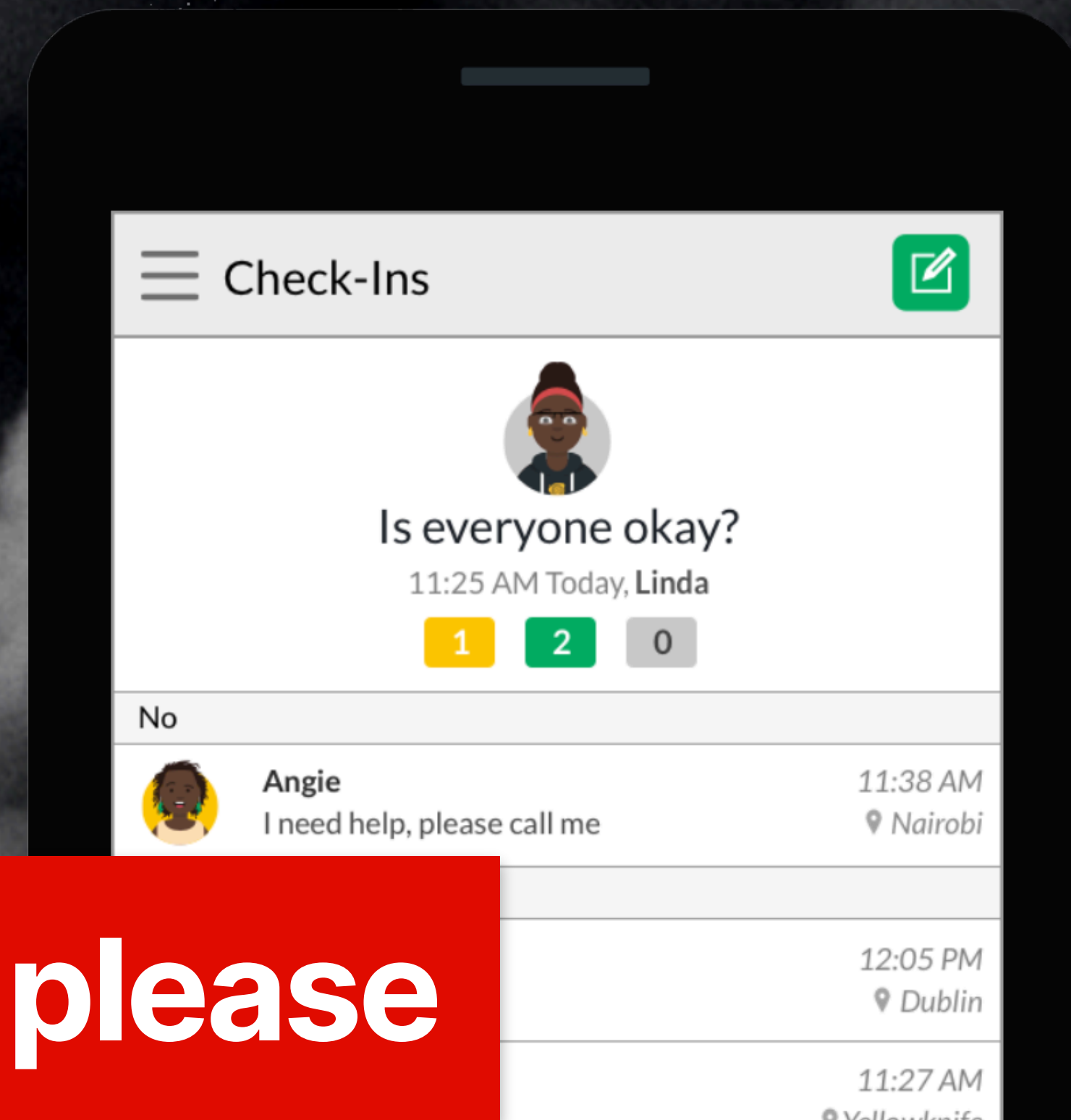
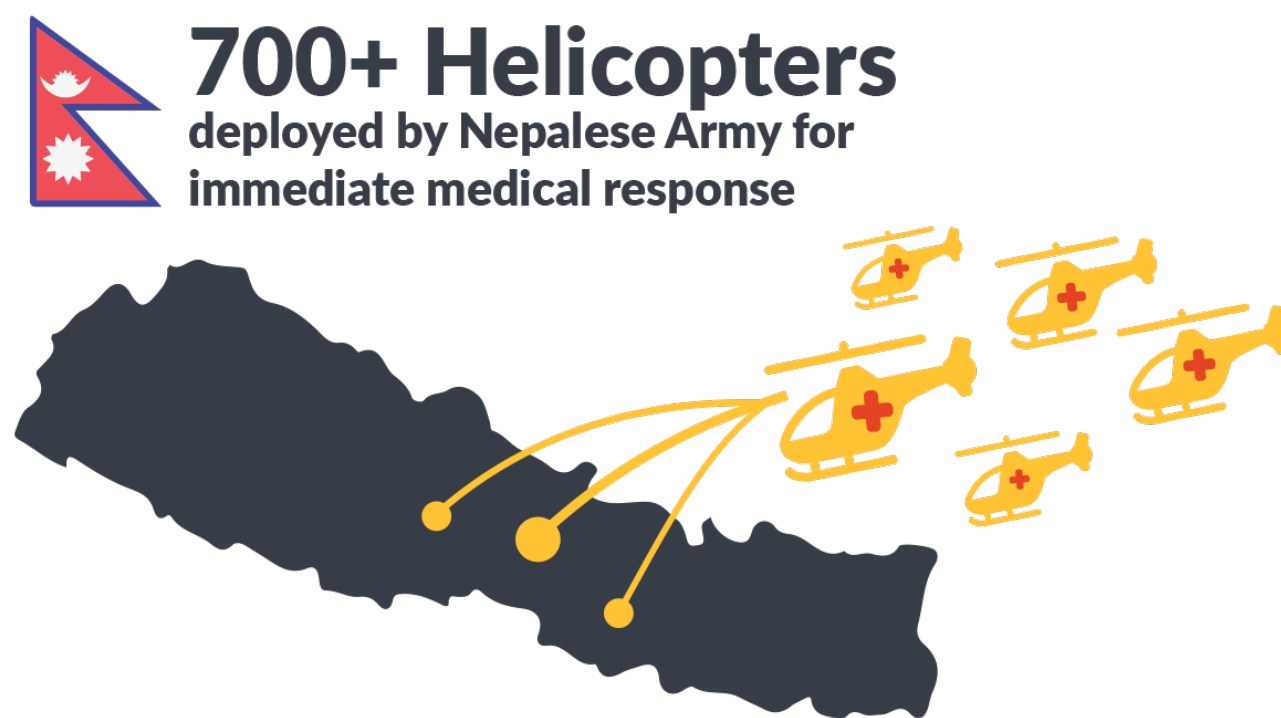
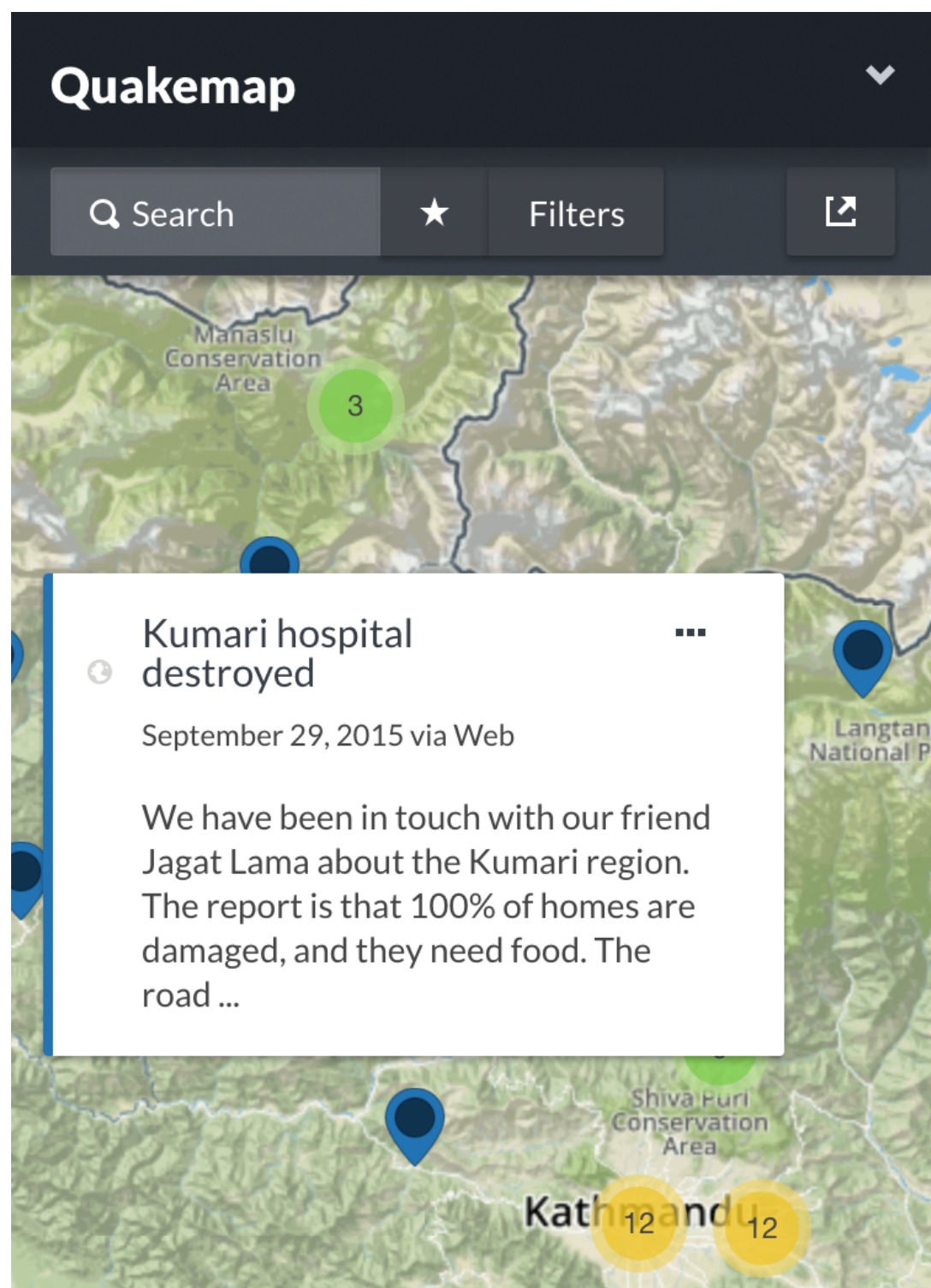
Helping people raise their voice and those who serve them to listen and respond better

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

# 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's aim

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

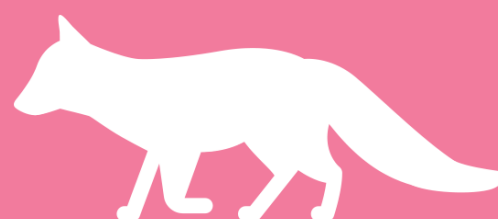
You can find more info at [bit.ly/ush-dispatcher](https://bit.ly/ush-dispatcher)

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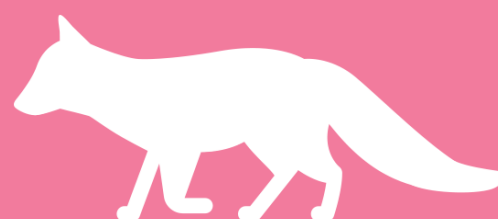
# Grant funded activity is...

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



# Public + Civil Society Orgs

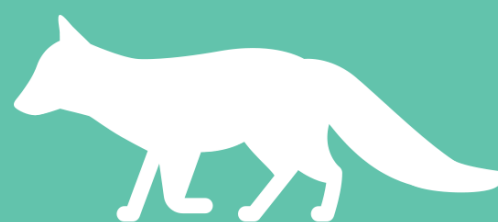
What works for public might not work for CSOs.





**Working with trauma.**

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



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[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 - safety  
 - Kibara - Togetherness  
 - A student at primary  
 - My own primary

- Airport  
 - peaceful atmosphere  
 - Love and unity  
 - promises of food, shelter and security

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

Very hopeful  
 Determined  
 Sense of humanity  
 Success

Feelings  
 BH  
 Happy:  
 - Ever smiling  
 - Hope  
 - Calm  
 - Safety

TRIBE  
 &  
 WAR  
 during

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

Time passed  
 few months  
 KIBERA  
 - Shoots  
 - Bullets  
 - Fear  
 - Church burnt

Death  
 - List of items  
 - Robbery  
 - Crime

Displacement  
 - Back to basics  
 - No food

Violence & Slowing of Resilience

few  
 lack of trust

After people came back at their homes there was hope

- Safe space  
 - PEACE Org in Lamani Kibara

- Love  
 - Business started opening

- Hope  
 - promises  
 - calm

Education  
 Prosperability  
 - Present

HOPEFUL

Human life was valued

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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

FW

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.

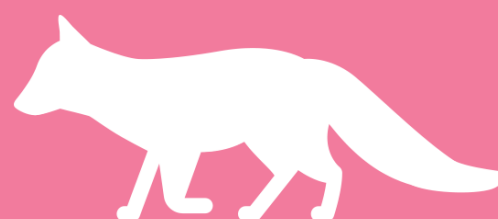
Panicked

Directly after the incident

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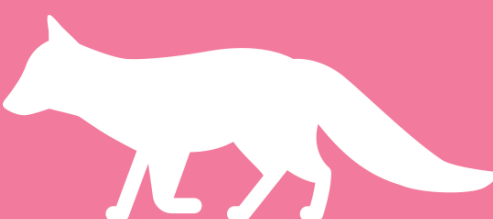
# Homework\*

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



# 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.

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# Thanks folks.

[noti.st/eriolfox](https://noti.st/eriolfox)

[linkedin.com/in/eriolfox](https://linkedin.com/in/eriolfox)

[github.com/Erioldoesdesign](https://github.com/Erioldoesdesign)

[medium.com/@EriolDoesDesign](https://medium.com/@EriolDoesDesign)

