

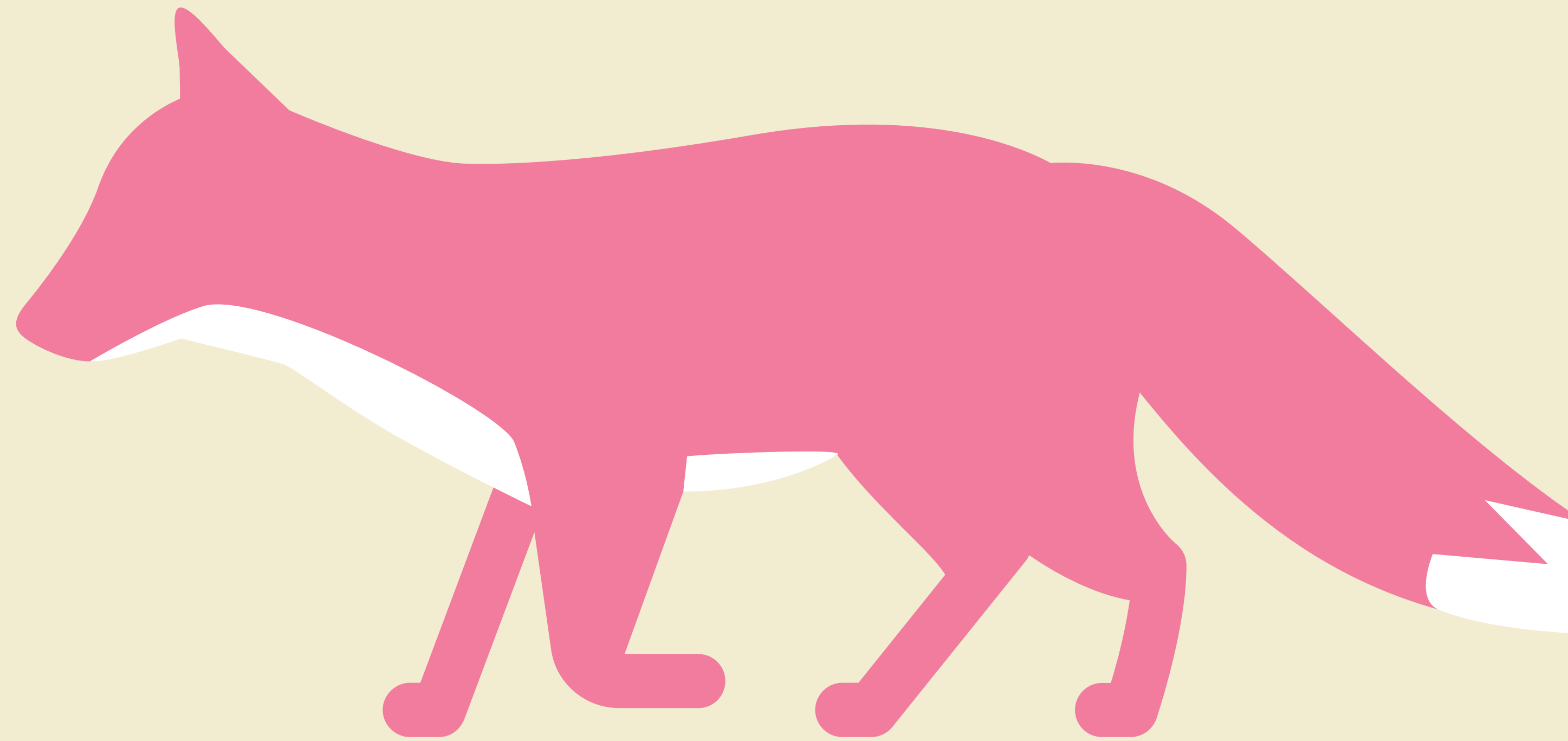
UX research and ethnographic design for humanitarian technology.

Peace building

Crisis response

<http://bit.ly/LWD-BRS-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**

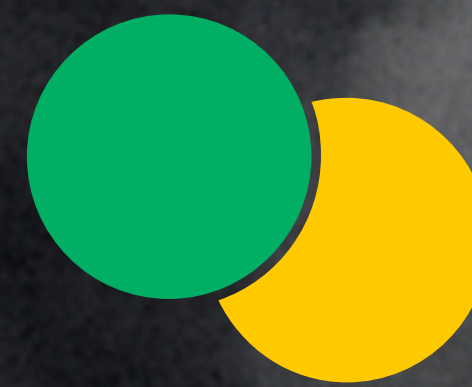
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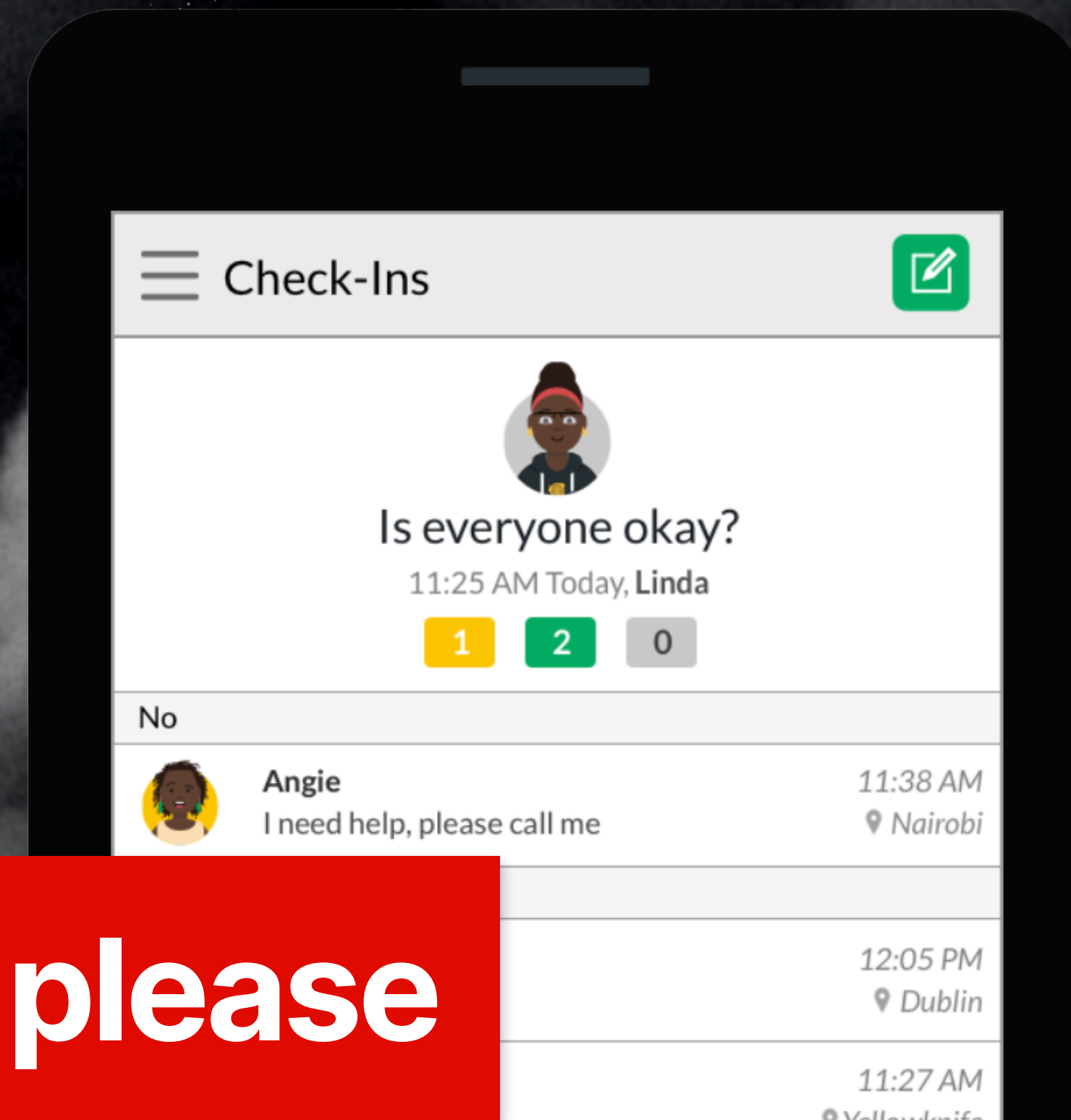
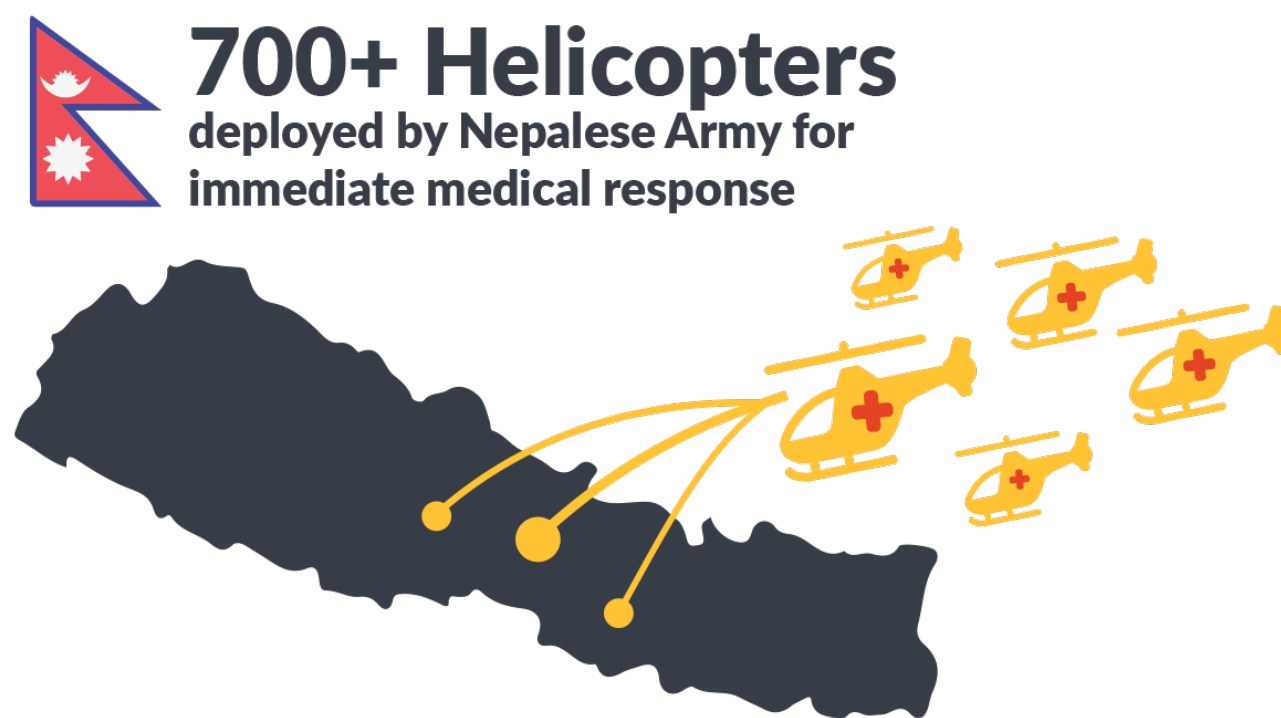
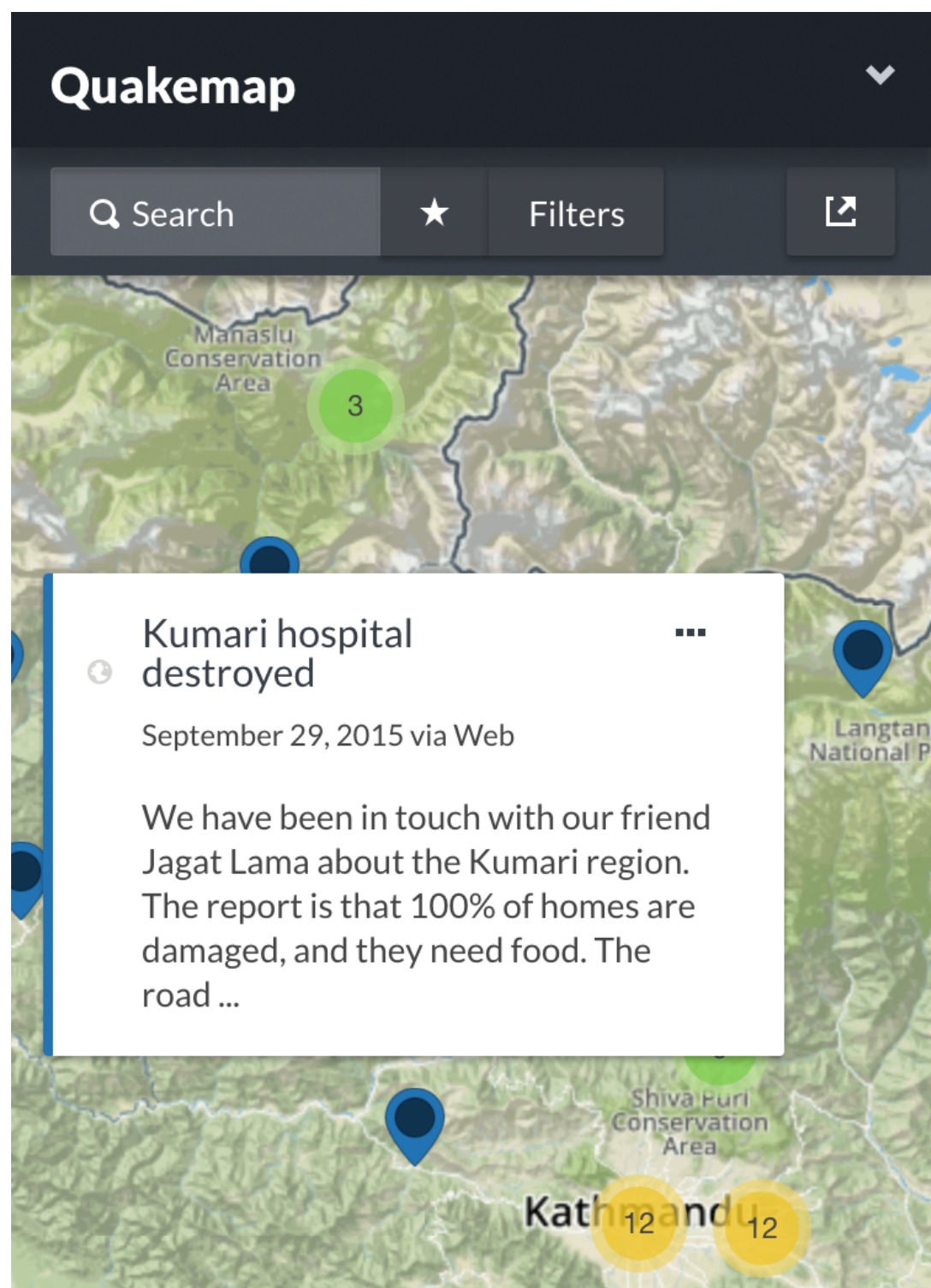
Helping people raise their voice and those who serve them to listen and respond better

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.



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developing countries, global
south, emerging markets, thi-
rd world, aid reliant, the next
billion, new readers, socially
excluded, migrant population,
global margins, the west, eco-
nomic 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.

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. ”

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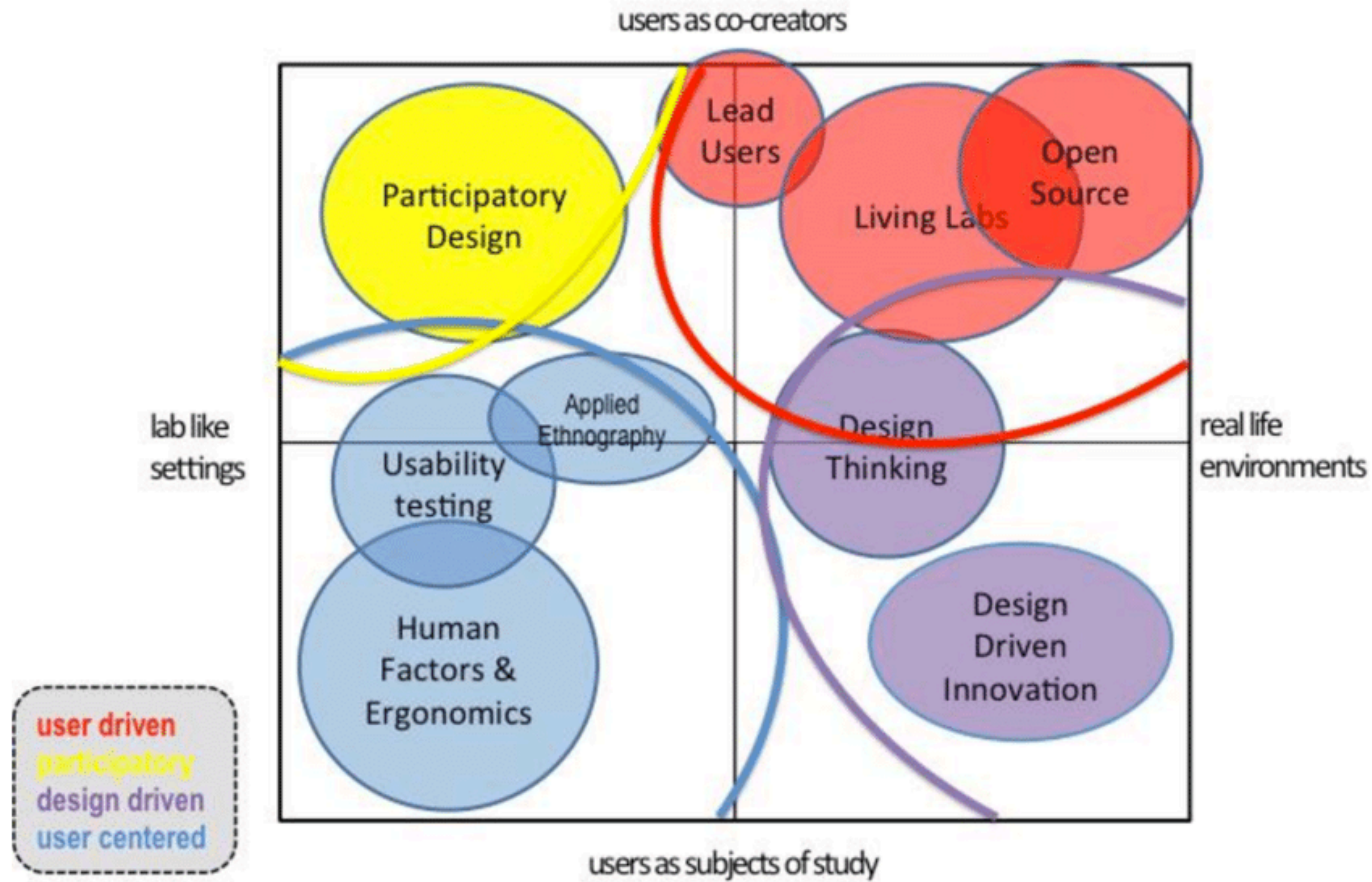
Grant funded activity is...

**...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.

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BEFORE

DURING

AFTER

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

- Respect
 - peaceful neighbours
 - 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

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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

FW

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

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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

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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?

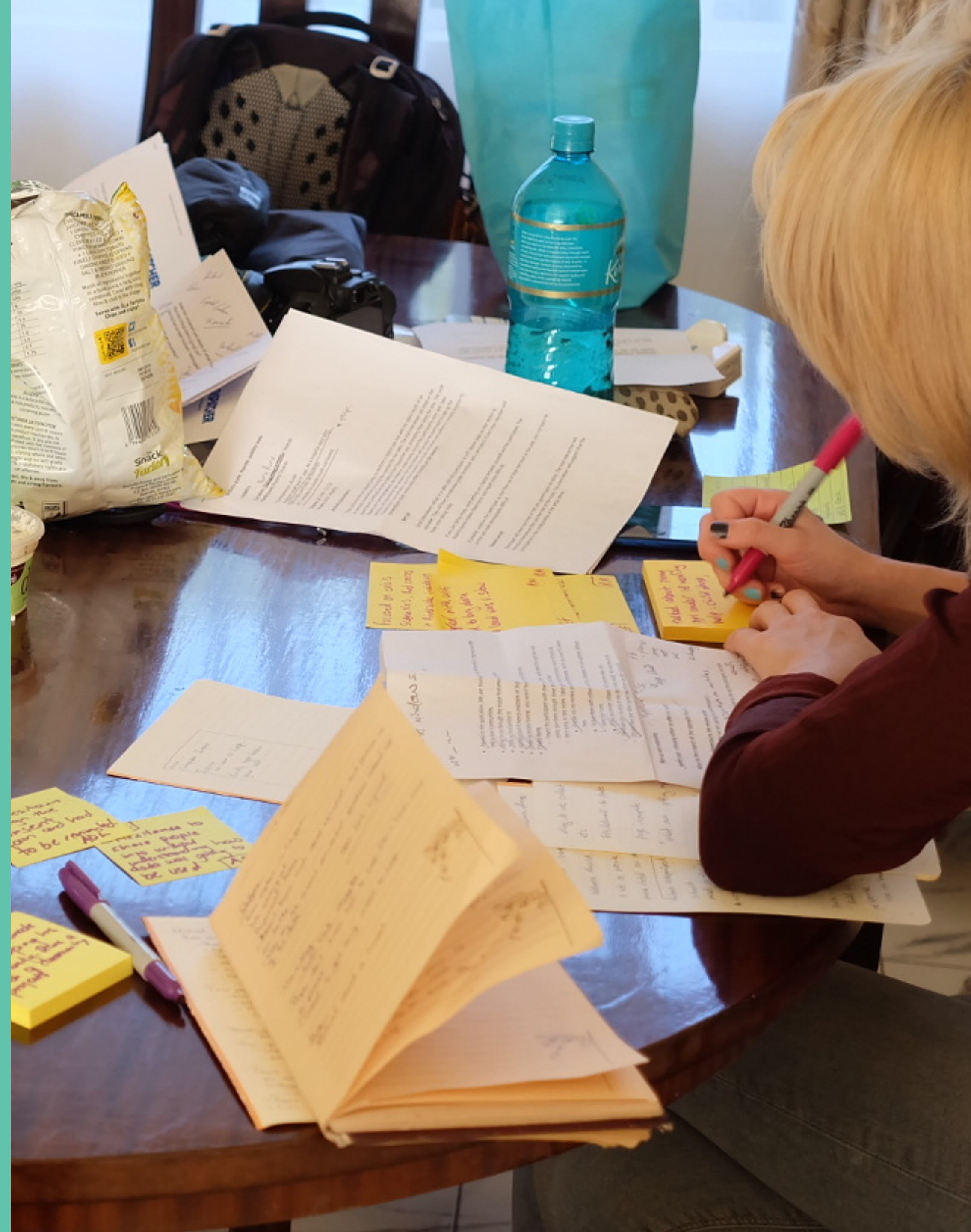
- ~ Race/Ethnicity
- ~ Perceived Gender/Sex
- ~ Social Status
- ~ Interest/Circumstance
- ~ Education

'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

Read reports.

Leaving no one behind: Lessons from the Kerala disasters

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

The Mobile Economy Sub-Saharan Africa

<https://www.gsma.com/mobileeconomy/>

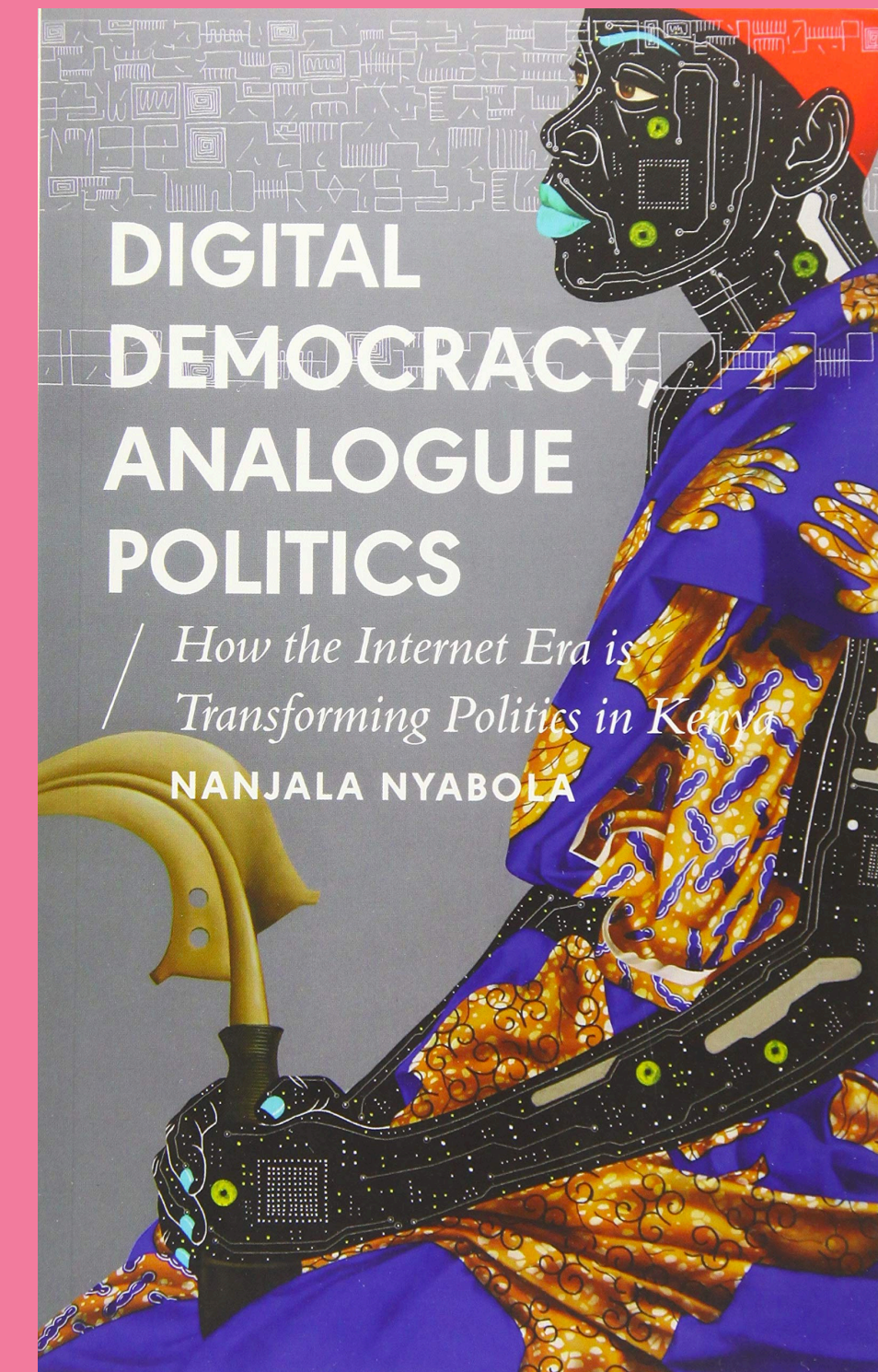
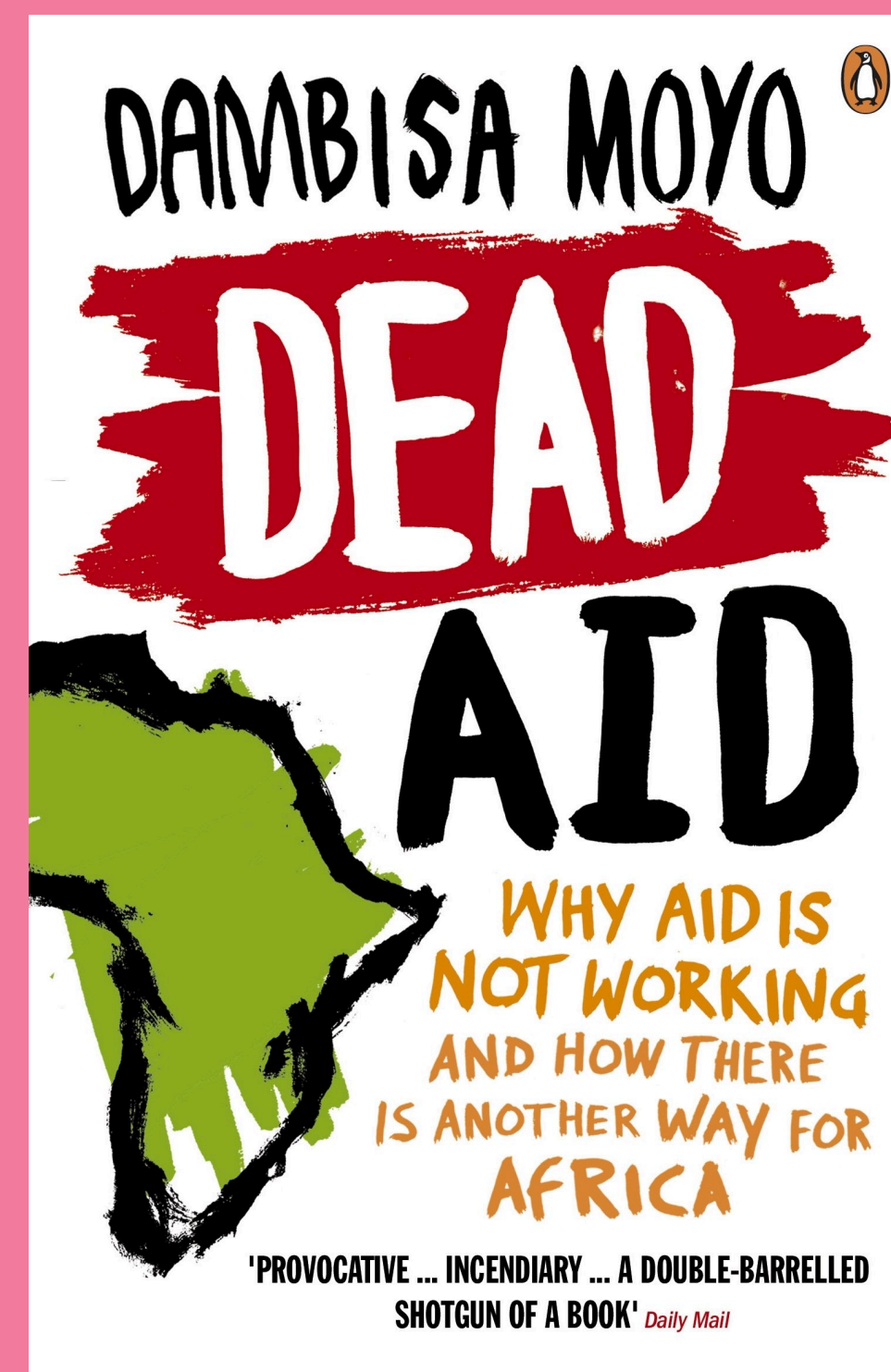
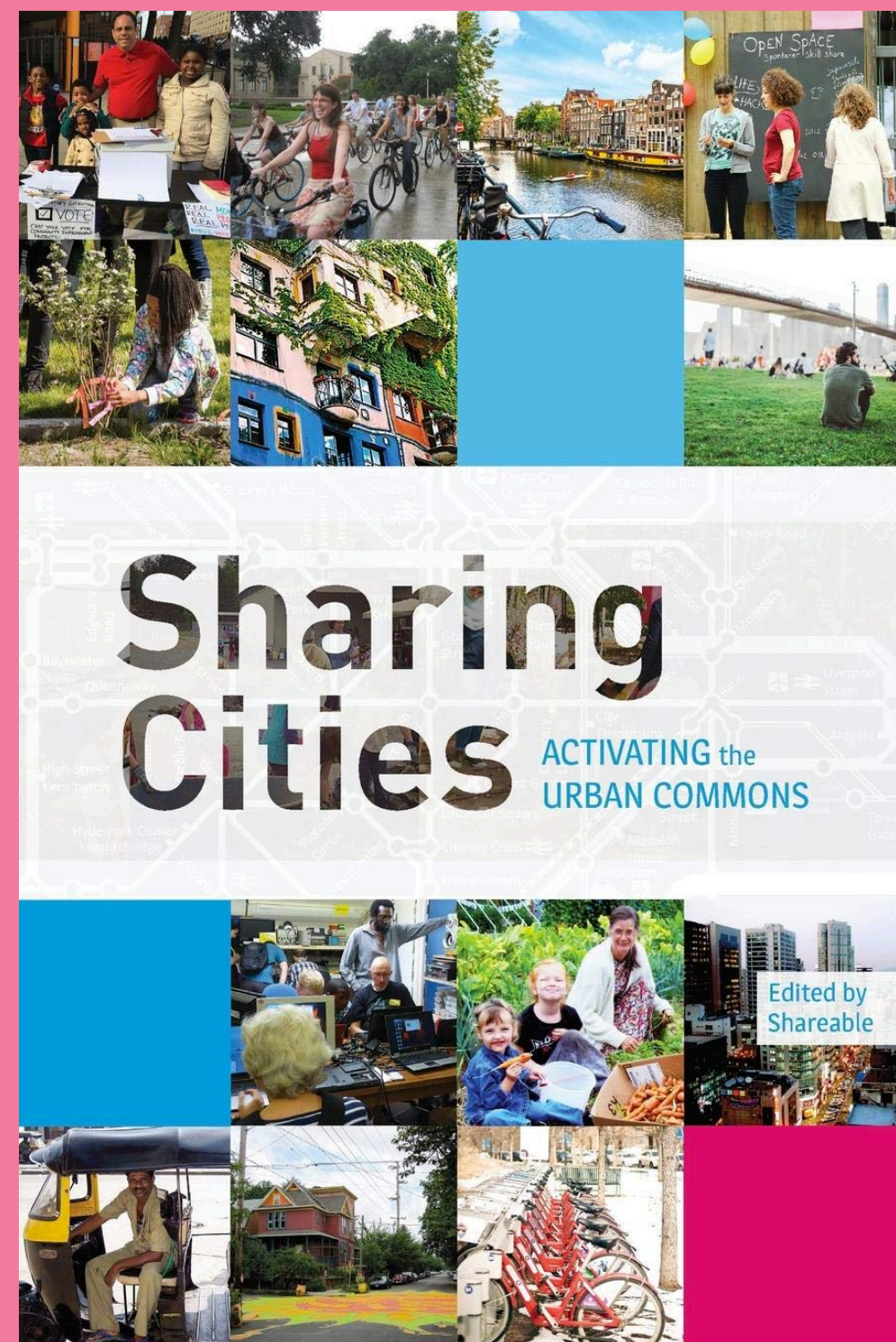
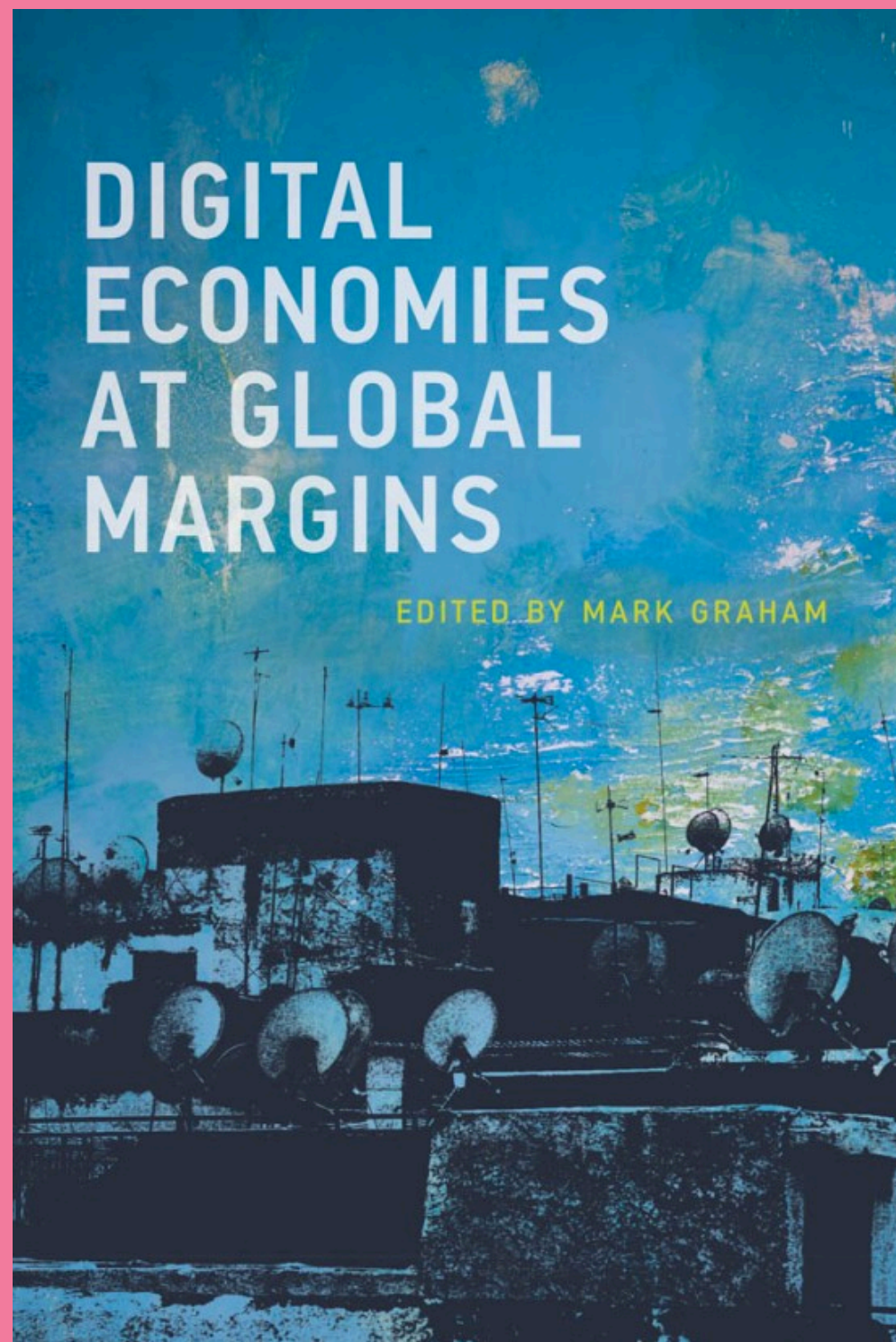
Conferences + Events

- ~ 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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