Design research, UX and UI in humanitarian and human rights technologies.

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https://bit.ly/EF-DM-Tokyo-24

Find the slides linked on X , instagram and LinkedIn

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Content warnings.

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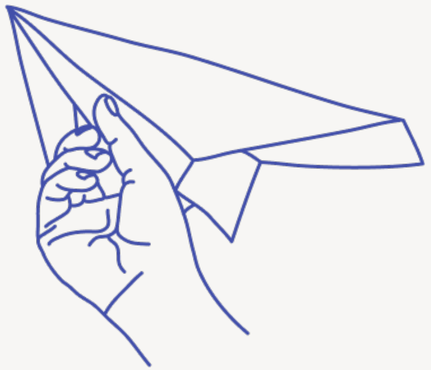
Violence against women, protest, internet shutdowns, terrorism, natural disasters, colonisation, racism, education and social status prejudice, police trauma, device seizer, detainment.

Some slides will have ‘No photos/copies please’.
Please do not take photos/copies of these slides.



senior designer and researcher

eriol fox

eriol@superbloom.design

www.superbloom.design

Hi, I’m Eriol. (Ehh-roll).

They/Them pronouns.

12+ years in digital product design and UX.

6+ years in open source software (OSS).

9+ years in the human rights/humanitarian sector

2 years at Superbloom Design

PhD @Newcastle Universities Open Lab researching how design is done in Humanitarian and Human Rights open source technologies.

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I’m a human rights centred designer.

Being a human-rights centred designer means that while focusing on the humans in design, you also **focus** on **their known** and **unknown human rights** as well as their **privacy** and **security**.

Many people globally do not know their rights or their rights are taken from them.

Designing to prioritise human rights is the **responsibility** of a **human rights centred designer**.

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Superbloom is committed to changing who technology serves by leveraging design to shift power.

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Internet Freedom from censorship design workshop:2023

A workshop at the COSCUP conference in Taiwan 2023 where designers and open source coders/ technologists worked together to understand how and when the open accessible internet might be at risk of censorship in Taiwan. Along with IxDA Taipei Superbloom facilitated design processes that participants explored to help create better technology for citizen safety, access to accurate information and human rights for the future.

https://bit.ly/COSCUP-23-OD

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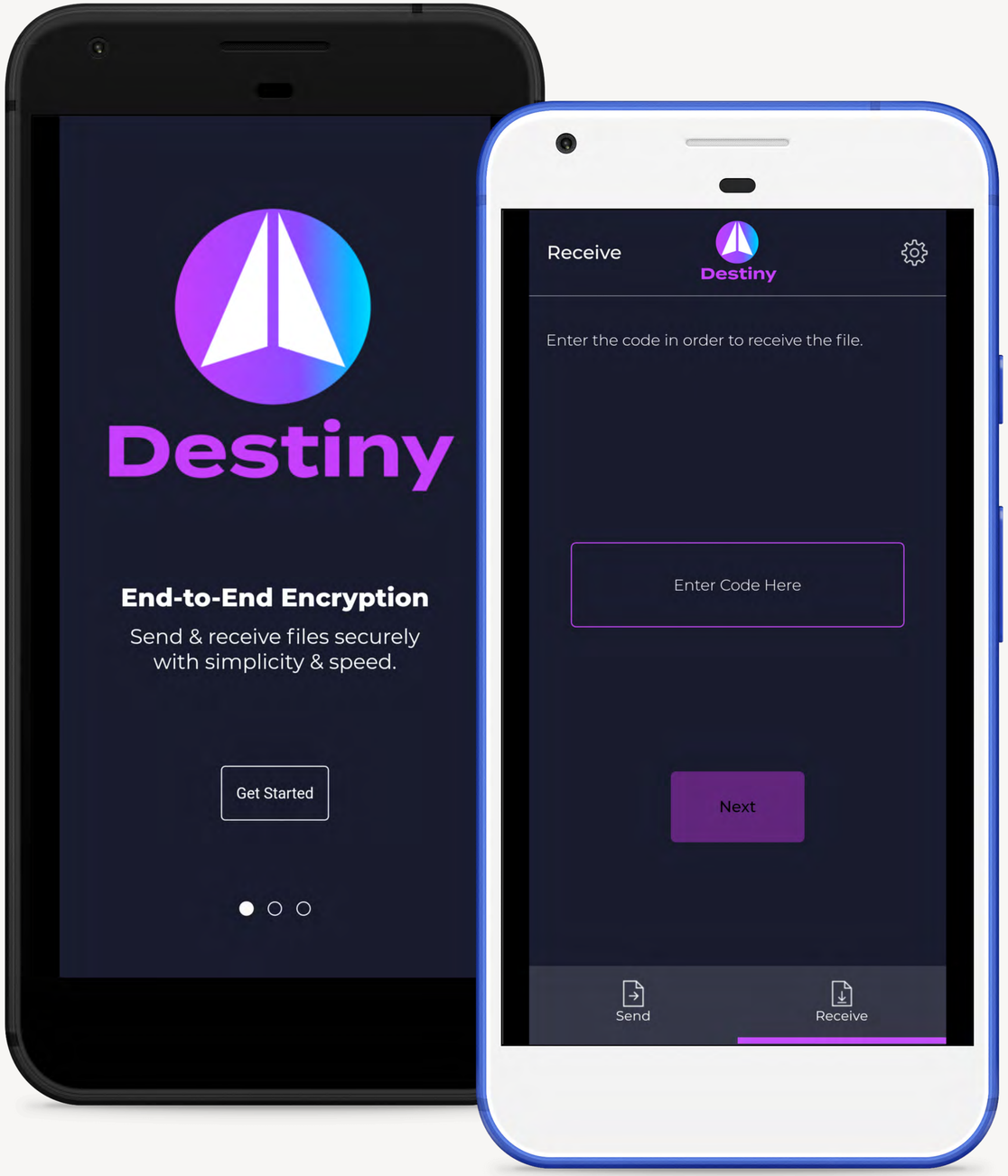
What is Destiny?

"Destiny is a free and open source (you can view the code) secure file transfer application that does **not reveal identities** – neither between participants nor towards the service provider. It's used by human rights **activists** and **whistle-blowers** worldwide."

https://bit.ly/LA-destiny



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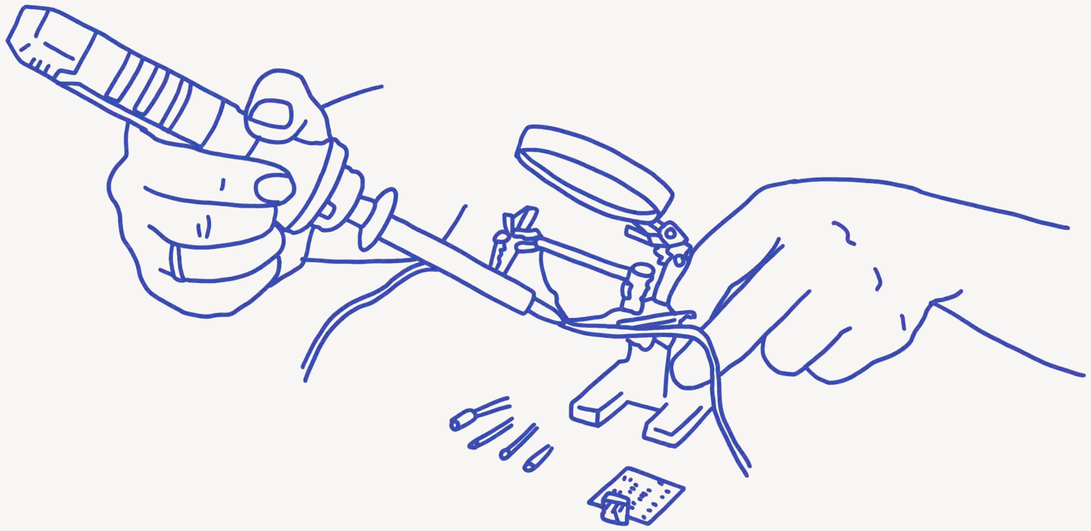
Logistics of UX research.

Technical onboarding and cultural context clues.



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What is an unsafe environment for high risk users?

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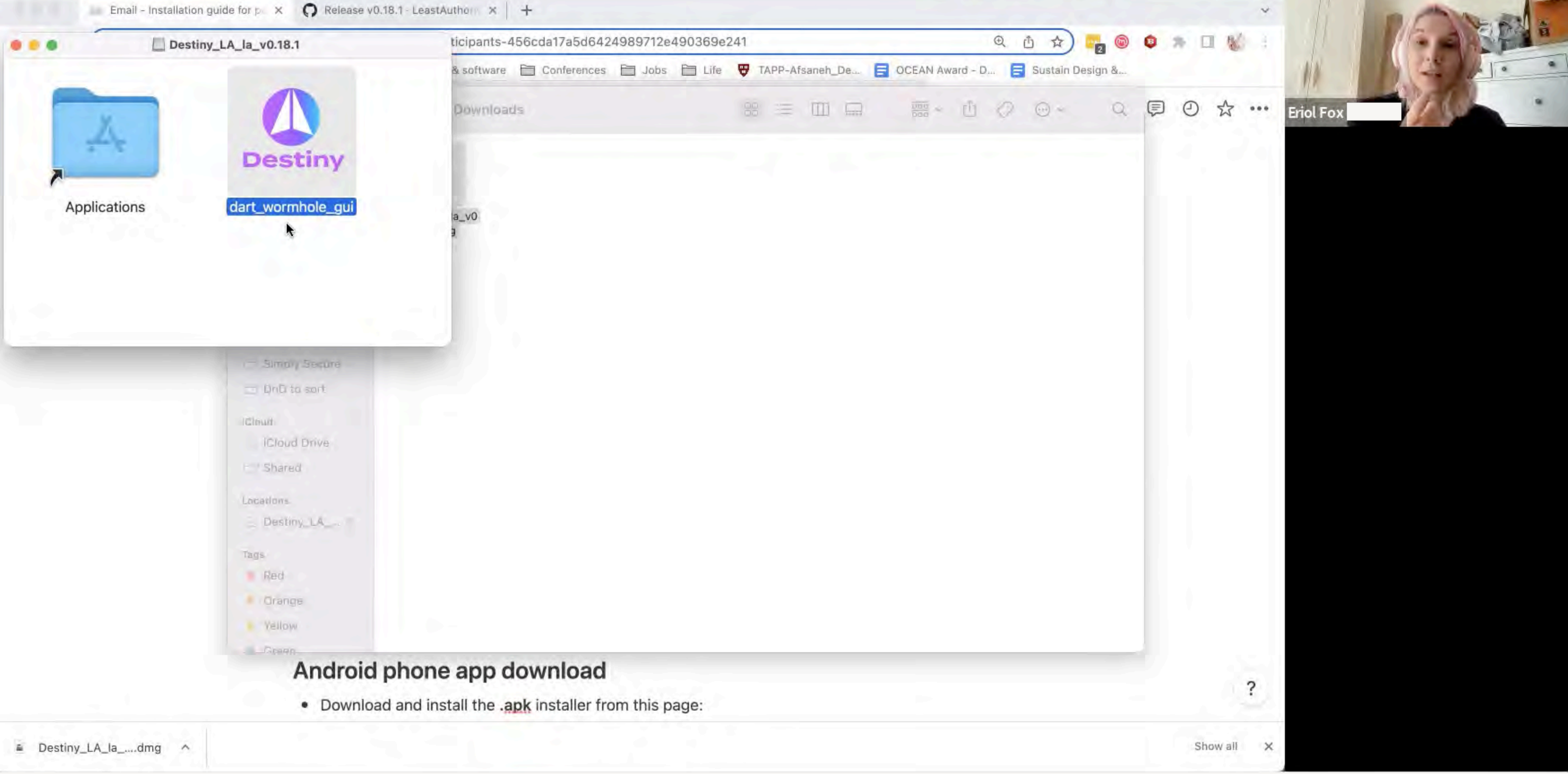

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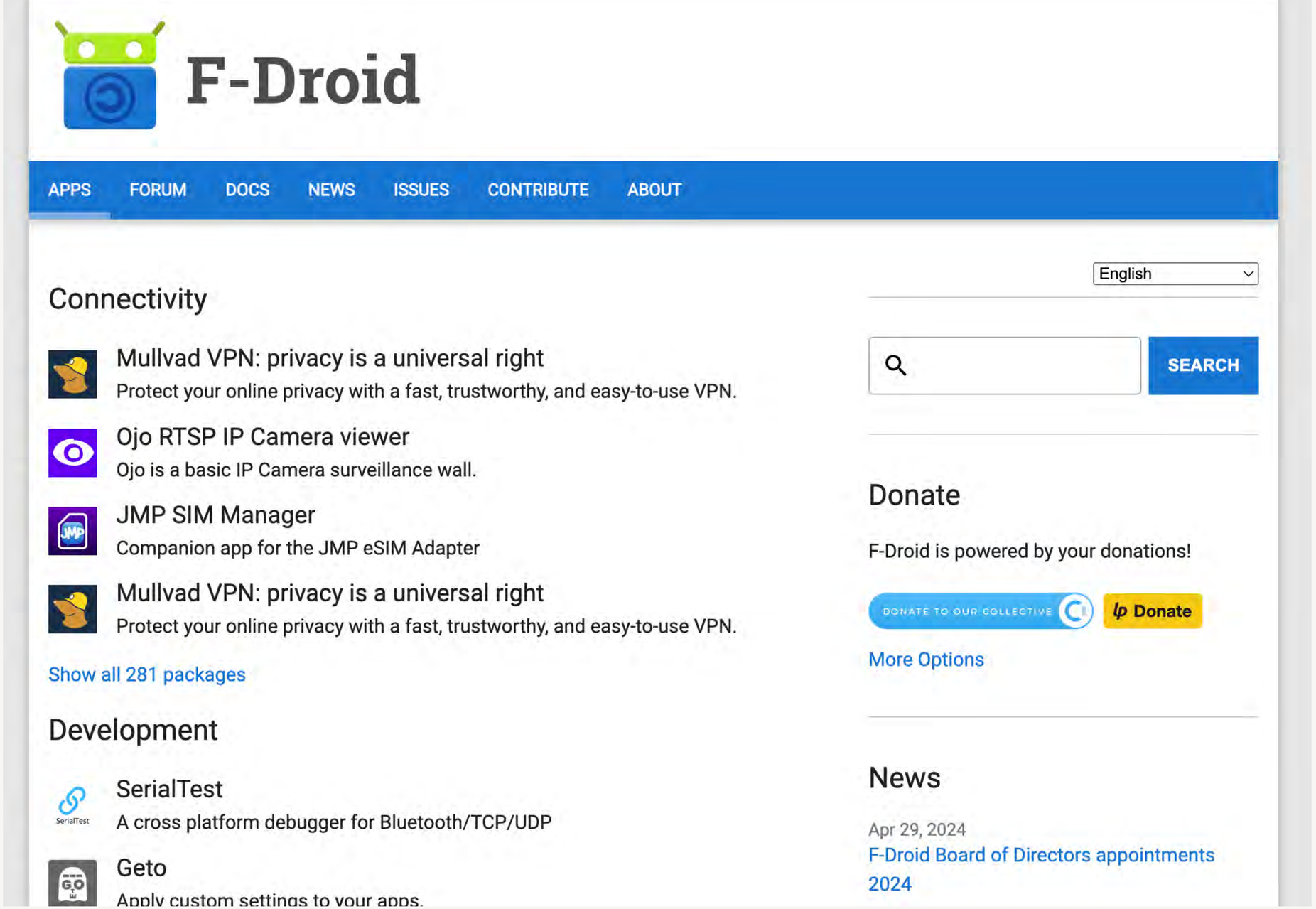

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Reading

freeDictionaryApp
a simple app for Free Dictionary API

DPC
Digital pedigree and chronicle

Myne: Download & Read eBooks
Android application to download & read ebooks from the Project GutenBerg.

Show all 255 packages

Science & Education

Nihonoari: Hiragana & Katakana
A little and minimalist Japanese Kana training

Petals
Take control of your weed consumption

words.hk 粵典
A Cantonese Dictionary for Everyone

Show all 389 packages

Graphics

Les Pas - Photo Album for Nextcloud
A photo album that saves all your precious memory in your private cloud

Souvenirs
Make photo albums and share them on Nextcloud. Support for image, sound, video,

Imagepipe
removes exif data and modifies images to reduce size before sharing.

FreePaint
A vector graphics drawing app for Android.

Show all 89 packages

My Expenses
Easy to use personal finance manager: rich functionality and Open Source

Catima — Loyalty Card Wallet
For your barcodes, memberships, loyalty programs, coupons and tickets.

Monly
Monly is an awesome budget planner

My Expenses
Easy to use personal finance manager: rich functionality and Open Source

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Logistics of UX research.

Technical onboarding and **cultural context clues**.

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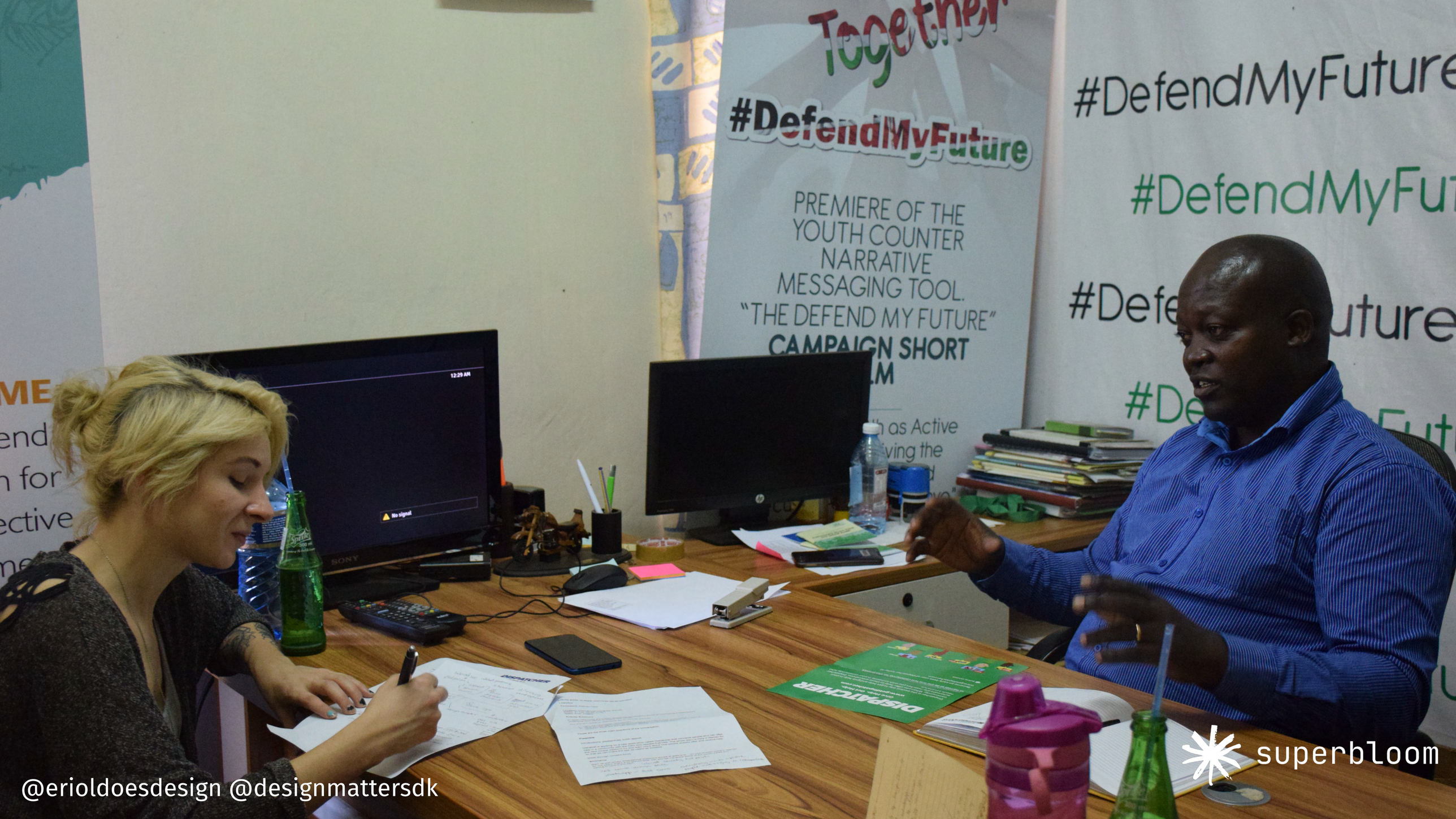
Together
#DefendMyFuture
PREMIERE OF THE
YOUTH COUNTER
NARRATIVE
MESSAGING TOOL.
"THE DEFEND MY FUTURE"
CAMPAIGN SHORT
#DefendMyFuture
#DefendMyFuture
DISPATCHER
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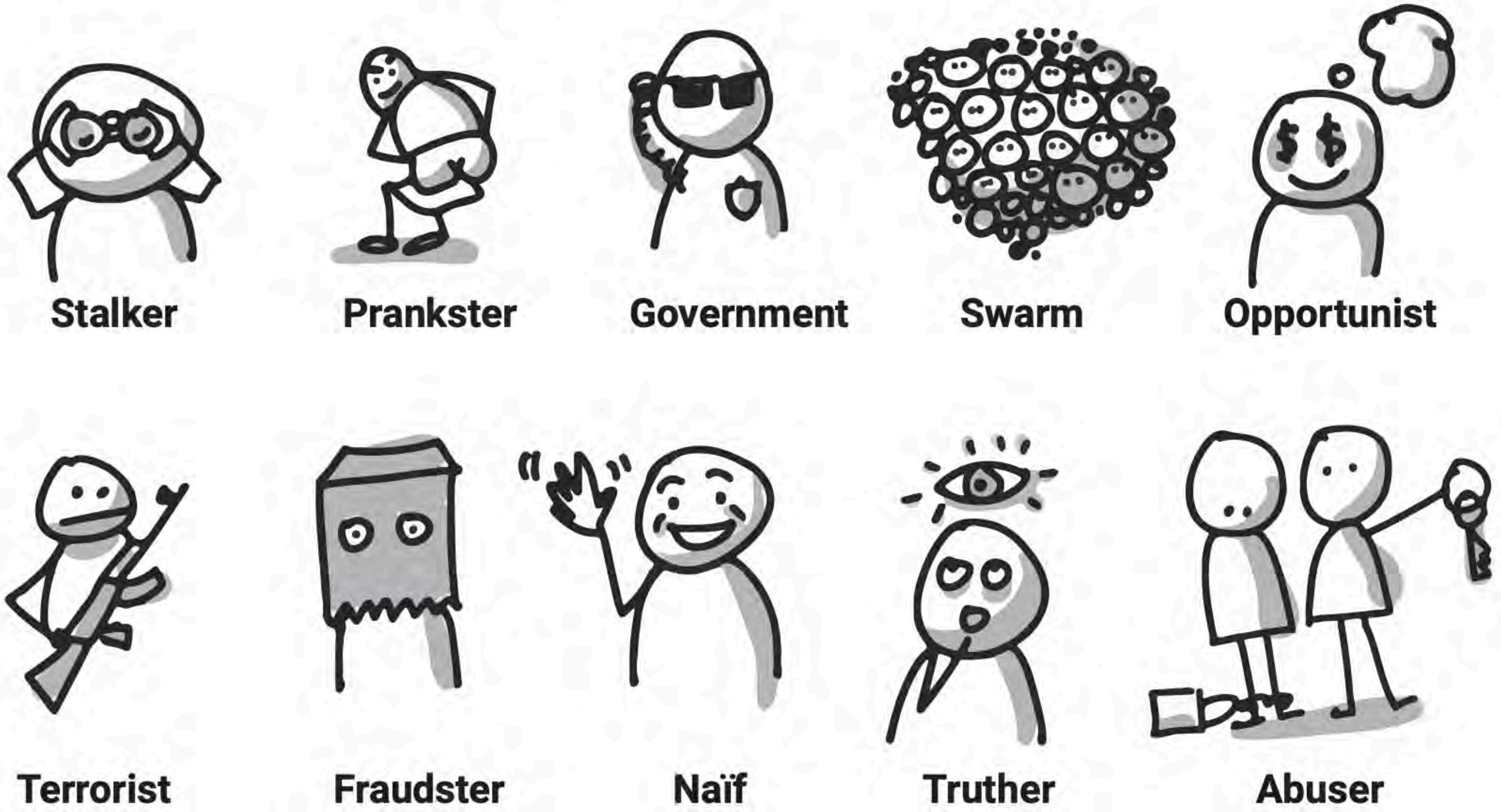
Personas Non Grata



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Personas Non Grata / By Simply Secure, CC-BY-SA 2020

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Working with trauma.

Handling difficult subject matter in user research.

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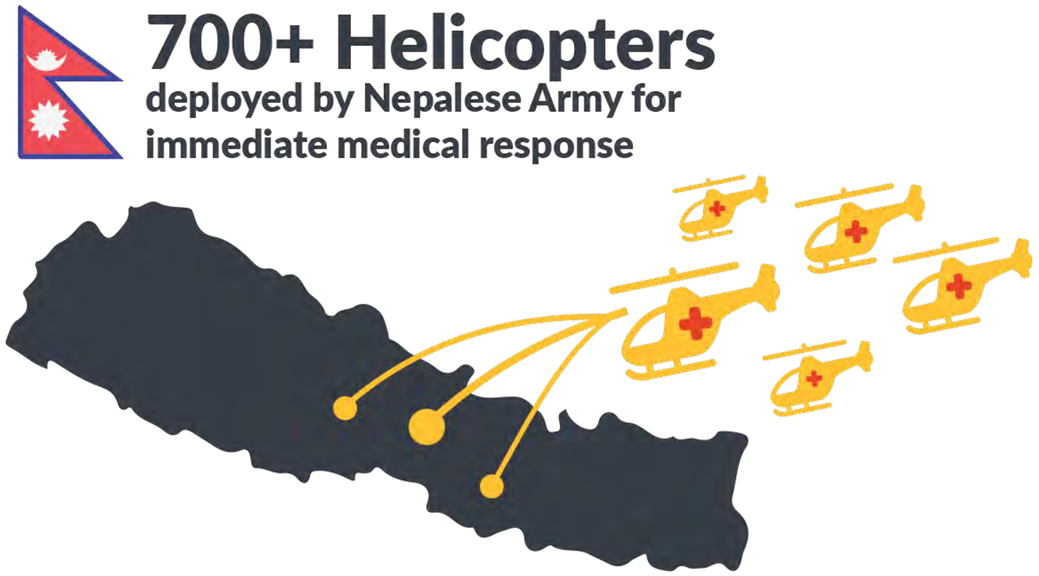
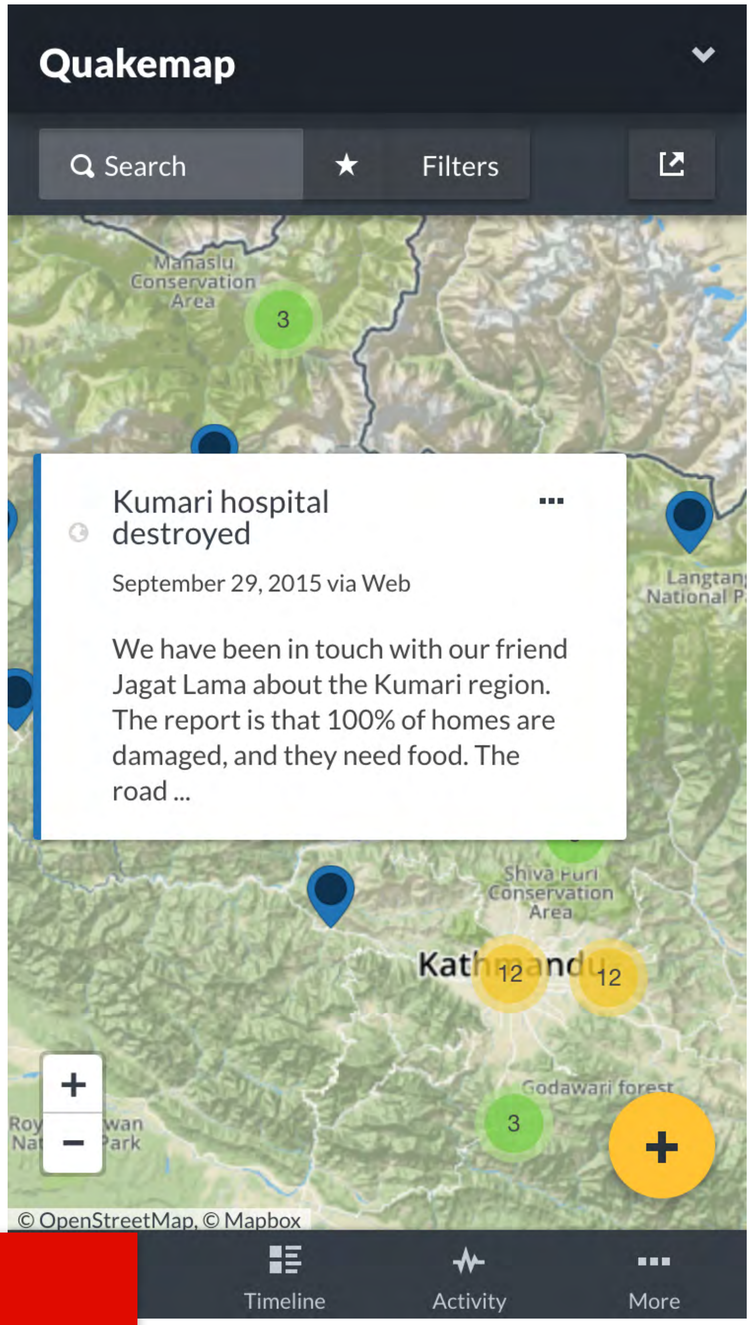
Ushahidi

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.”





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What is Isooko?

"Isooko explores the potential of digital technologies to **support peace** through testing methods and tools in Rwanda and Kenya."

Talk by co-creators: https://bit.ly/isooko-youtube
Horizon 2020 project page: https://bit.ly/H2020-EU

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facebook.com/polycomgirls
Working with trauma in design activities.
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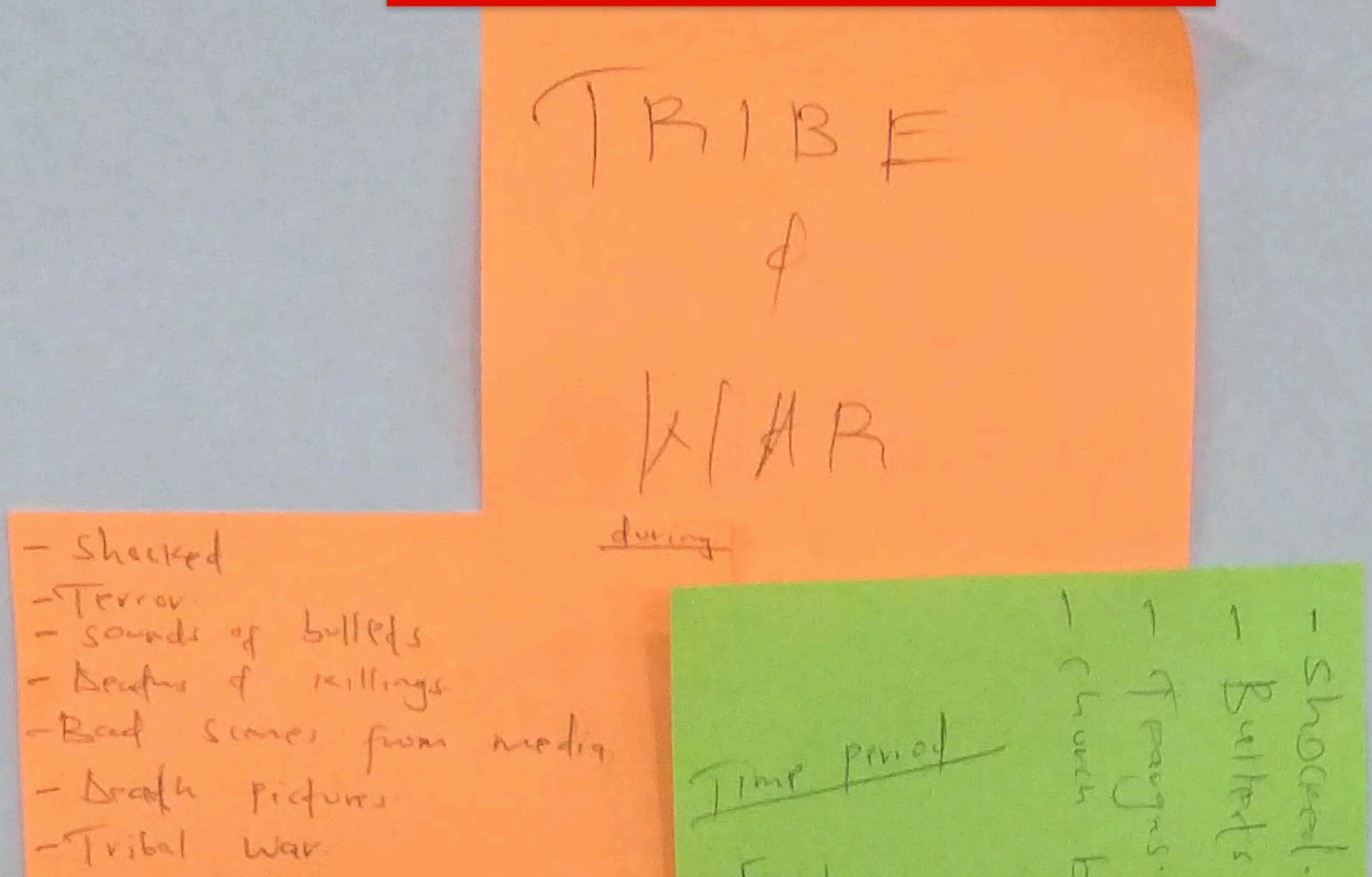

MANCHESTER BOMBING : MY JOURNEY

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

Before the incident

Doing/Thinking

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

Happy/aloof

During the incident

Doing/Thinking

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

Scared/worried

After the incident

Doing/Thinking

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

Desperate to help

Directly before the incident

Doing/Thinking

I checked twitter

Bored

Directly after the incident

Doing/Thinking

Asked people if they were safe on facebook etc.

Panicked

Ushahidi

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Homework*

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

A miro template if you’d like:

bit.ly/trauma-UJ-map

* Very optional homework

How did we make sure we did this ethically?

- Researchers went through the same process
- Researchers examples built a compassionate connection
- Users notified pre-workshop of subject matter
- Psychological support on site
- Confidentiality
- Researchers were supported post workshop

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Facing the Ocean is...

A Joint Hackathon in East Asia (Japan, Taiwan, Korea)

Facing the Ocean is a non-competitive hackathon event jointly organized by civic tech community organizers from Japan, Taiwan, and South Korea.
The event was first held in Okinawa, Japan, in 2019, followed by Tainan in the winter of the same year. After the pandemic, it took place in Jeju Island in 2023. This year, it is scheduled to be held in Yokohama, Japan.

ⓒ Code for Japan

Project Example #2:Fact-Checking

Collaboration between projects operating in each of the three countries

Projects focused on fact-checking and disinformation countermeasures were brought from each country. The participants shared the current states of their respective countries. The team from Taiwan was also invited to a symposium at the University of Tokyo.

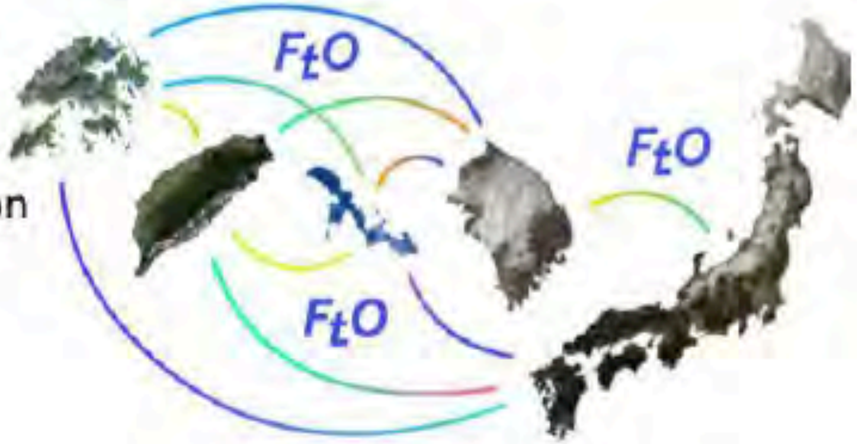
Fact-checking + Research

Data-sharing
- IORG Archive Query
- [...]

Doc Translation
- DeepL
- ChatGPT
- [...]

Working Group consultation
- Welcome!

Anything else :)



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For more information About facing the ocean and monthly online hackathons

Join Code for Japan Slack Community

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Thanks folks.

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Watch my reels on Instagram @erioldoesdesign

Connect on linkedin.com/in/eriolfox

Get in touch

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