

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



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

Find the slides linked on X, instagram and LinkedIn

@erioldoesdesign

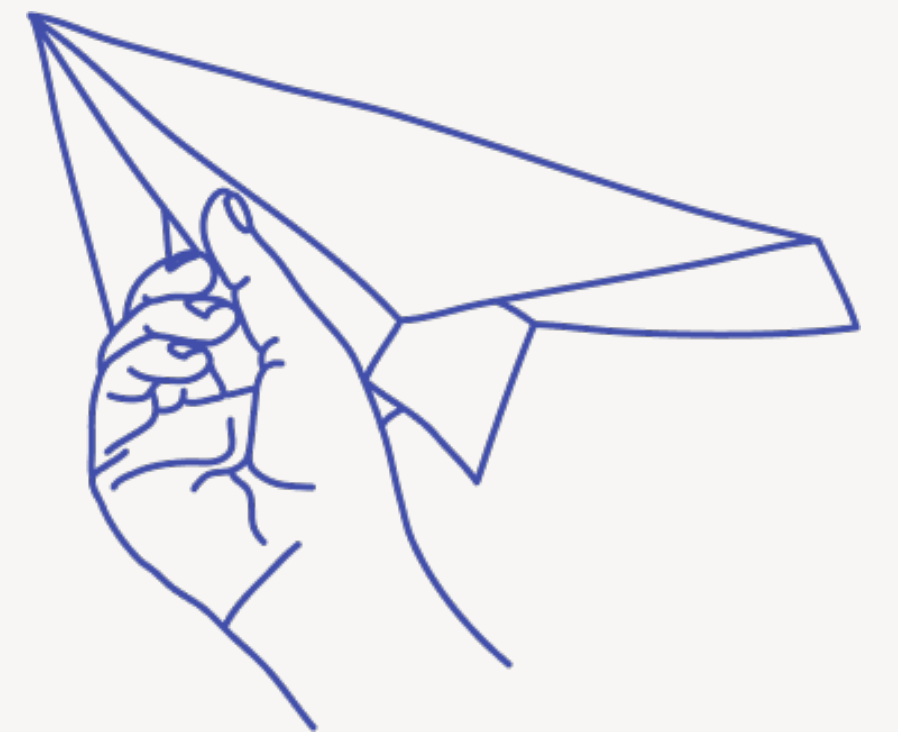


# Content warnings.



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](http://www.superbloom.design)

@erioldoesdesign @designmattersdk

# 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.



senior designer and researcher

**eriol fox**

eriol@superbloom.design

[www.superbloom.design](http://www.superbloom.design)

@erioldoesdesign @designmattersdk

# 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**.



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



# 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>





Team Hotpot

	T1	T2	T3
What happened?	沒有網路	往前走, 但覺得地形陌生	為了找路, 脫離主要道路
feel		緊張	hope!
Struggle:		希望找到正確的方向	意見分歧

情境: 山區沒網路  
 已有物: 水, 手機, 行動電源, 保護物品, +3-5人 (group)  
 目標: \* 被救, \* 安全  
 困難: \* 有限 internet, \* 找到最近定位, \* 電量有限, \* 同路的人意見分歧

Team Cheesecake

情境: 中大飛機在Taiwan 降落, 造成誤會  
 目標: 發佈現況, 讓公眾了解

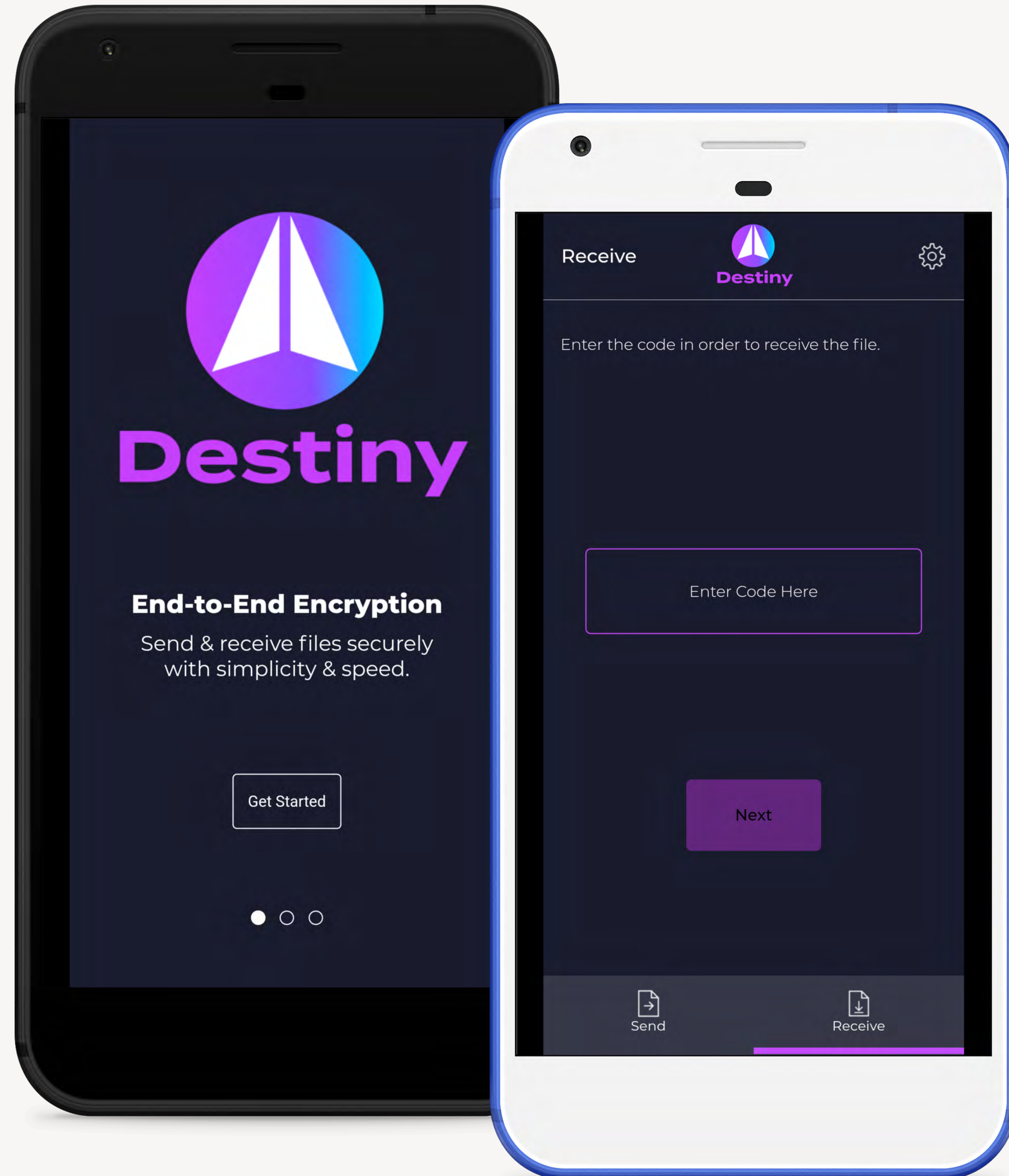
	Touch point ①	Touch point ②
What happened?	中文報 飛機飛領空	連不上線
Feel	警覺, 緊張	焦慮
Think	有新聞 可以報導	高 news 嚴重報
Who involved?	全台 政府 人民	



# 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. //

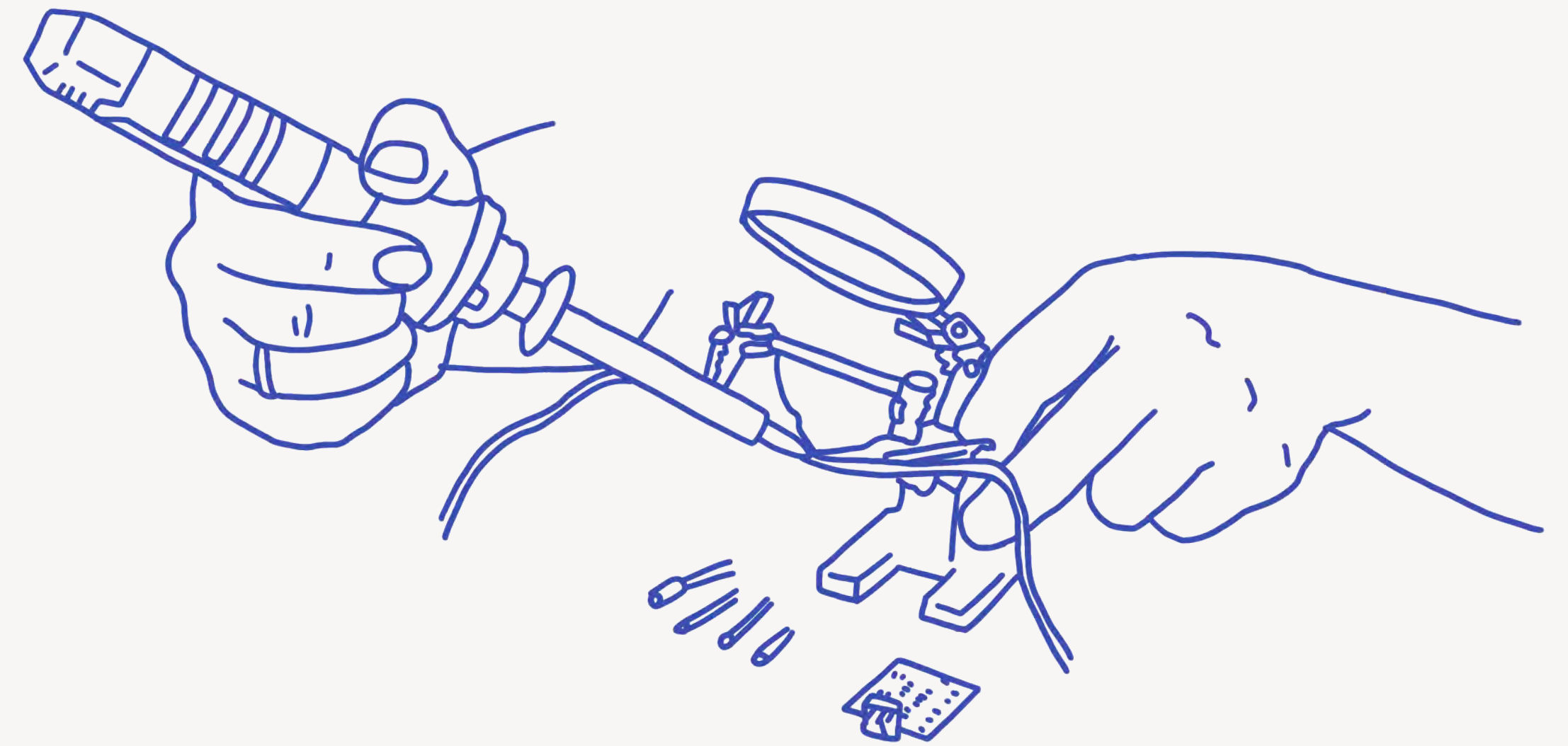
<https://bit.ly/LA-destiny>





# Logistics of UX research.

## Technical onboarding and cultural context clues.



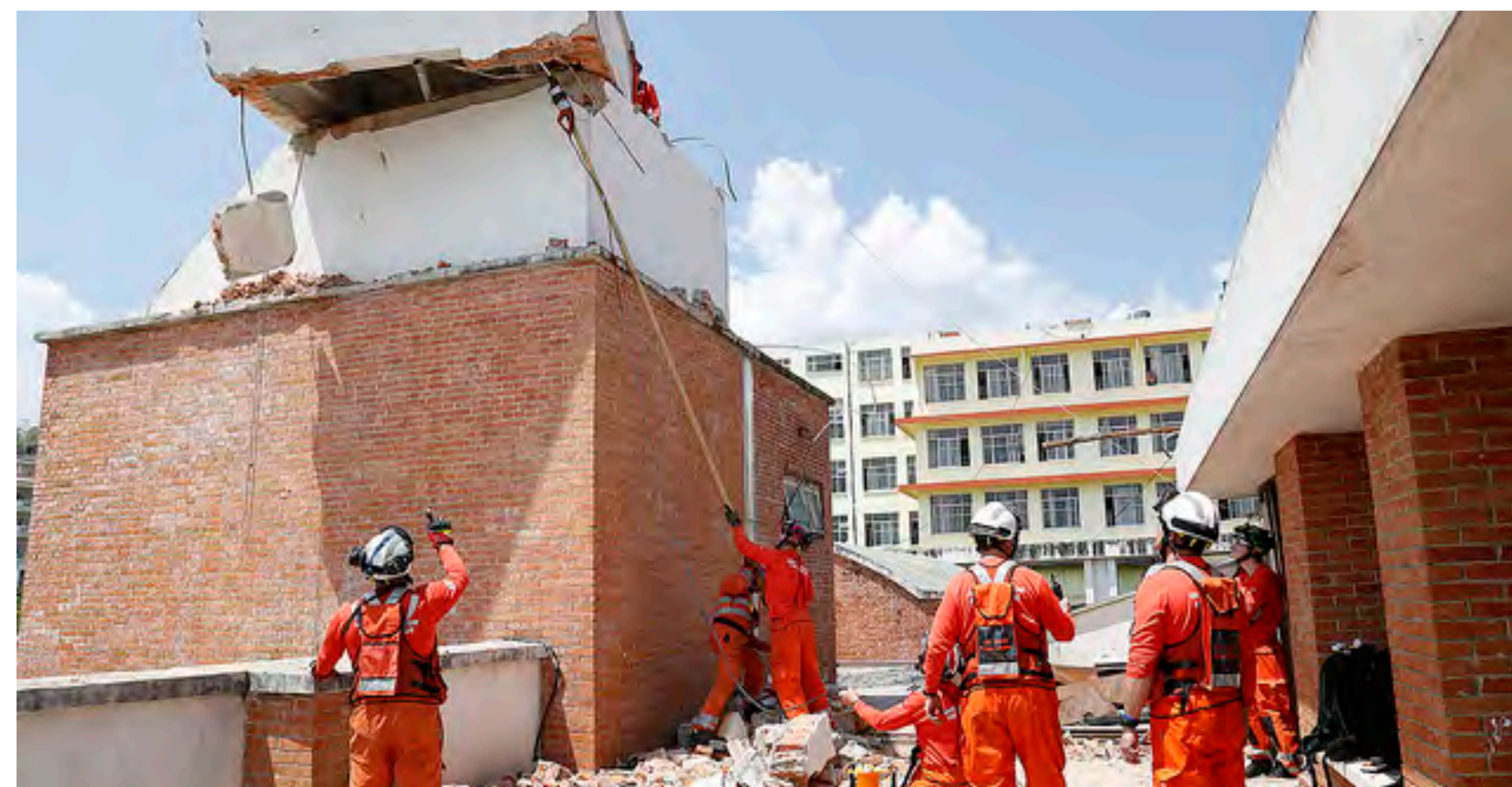
# What is an unsafe environment for high risk users?







@erioldoesdesign @designmattersdk





Email - Installation guide for p... x Release v0.18.1 - LeastAuthor... x +

Destiny\_LA\_la\_v0.18.1

Participants-456cda17a5d6424989712e490369e241

Applications

dart\_wormhole\_gui

Downloads

Destiny

Simple Secure

DnD to sort

iCloud

iCloud Drive

Shared

Locations

Destiny\_LA...

Tags

Red

Orange

Yellow

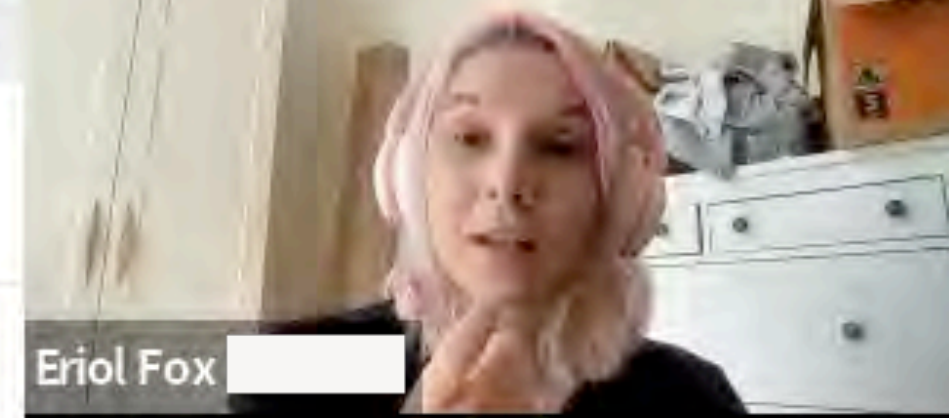
Green

### Android phone app download

- Download and install the [.apk](#) installer from this page:

Destiny\_LA\_la\_...dmg

Show all x







English ▾

## Connectivity



### Mullvad VPN: privacy is a universal right

Protect your online privacy with a fast, trustworthy, and easy-to-use VPN.



### Ojo RTSP IP Camera viewer

Ojo is a basic IP Camera surveillance wall.



### JMP SIM Manager

Companion app for the JMP eSIM Adapter



### Mullvad VPN: privacy is a universal right

Protect your online privacy with a fast, trustworthy, and easy-to-use VPN.

[Show all 281 packages](#)

## Development



### SerialTest

A cross platform debugger for Bluetooth/TCP/UDP



### Geto

Apply custom settings to your apps.

## Donate

F-Droid is powered by your donations!



[More Options](#)

## News

Apr 29, 2024

[F-Droid Board of Directors appointments 2024](#)



## 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



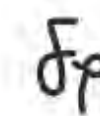
### Souvenirs

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



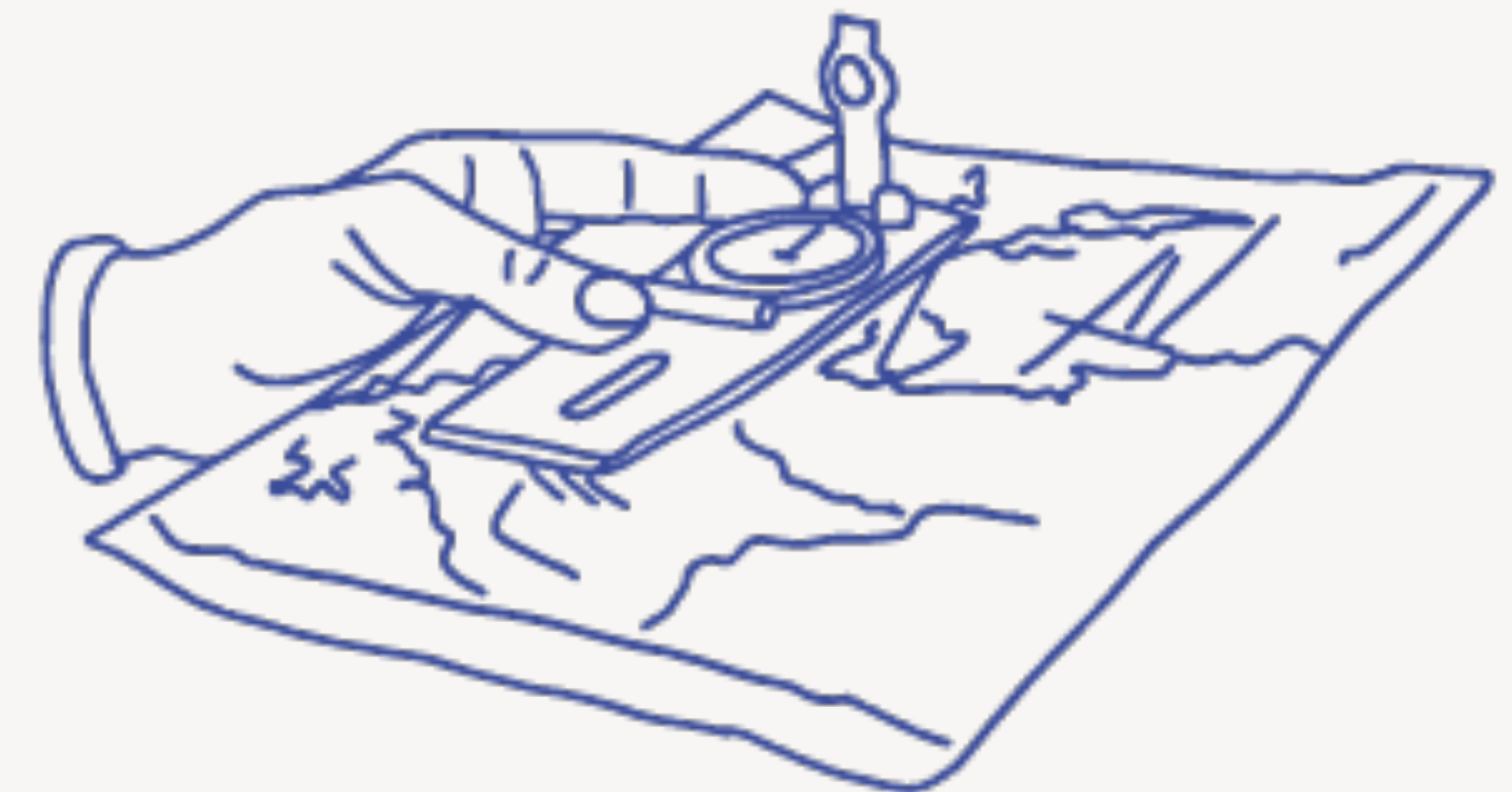
### My Expenses

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

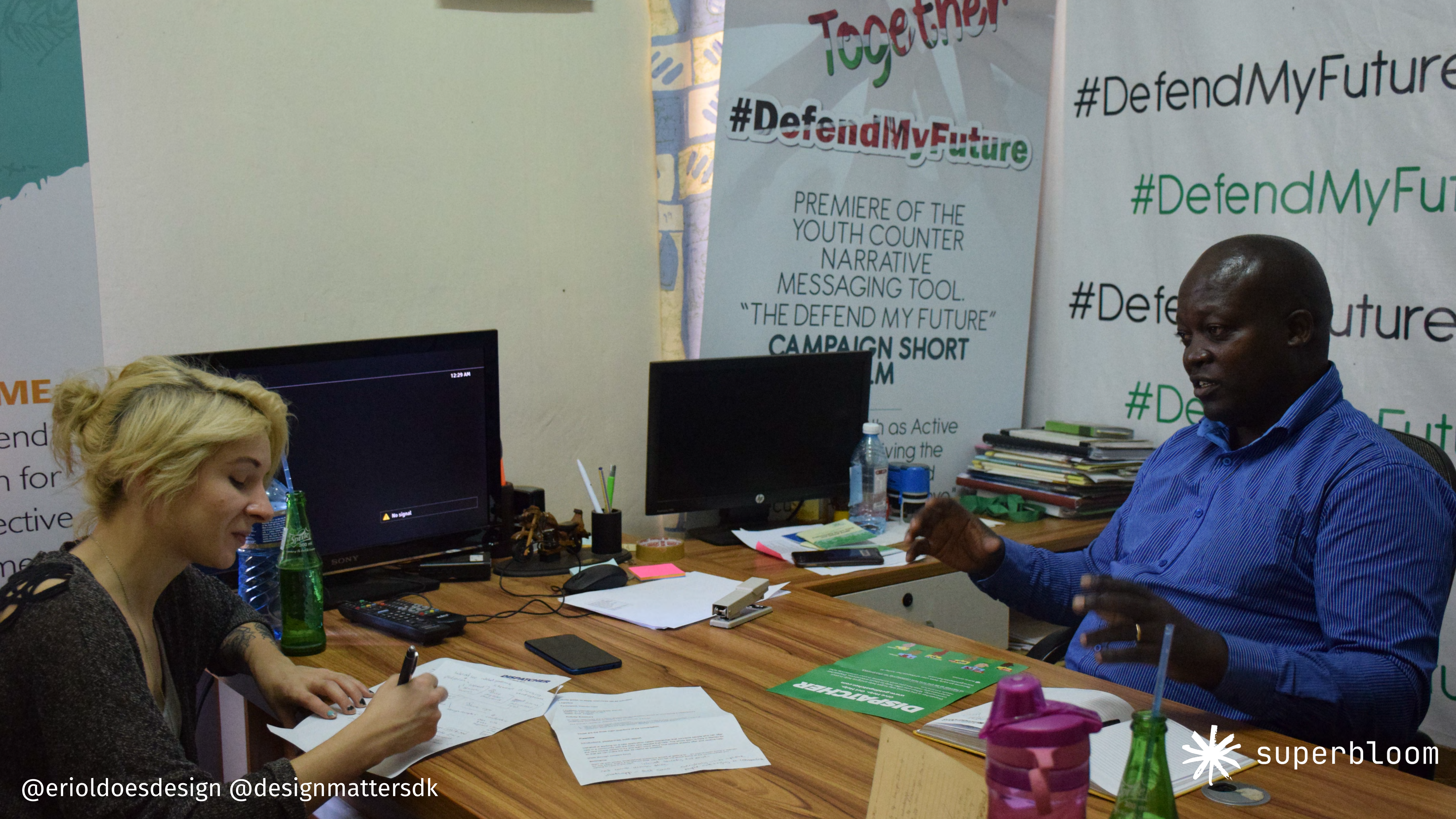


# Logistics of UX research.

Technical onboarding and **cultural context clues.**







@erioldoesdesign @designmattersdk

 superbloom



# Personas Non Grata



**Stalker**



**Prankster**



**Government**



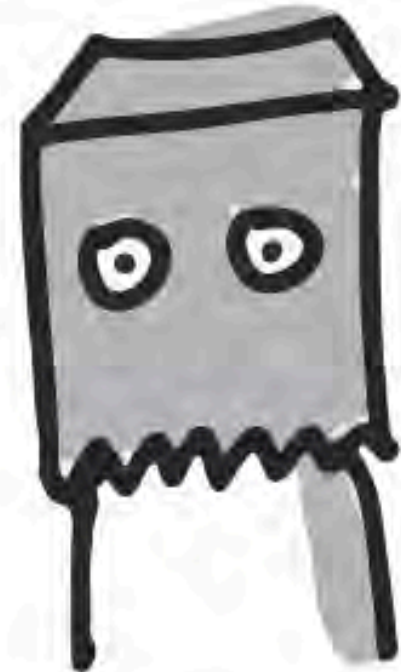
**Swarm**



**Opportunist**



**Terrorist**



**Fraudster**



**Naïf**



**Truther**

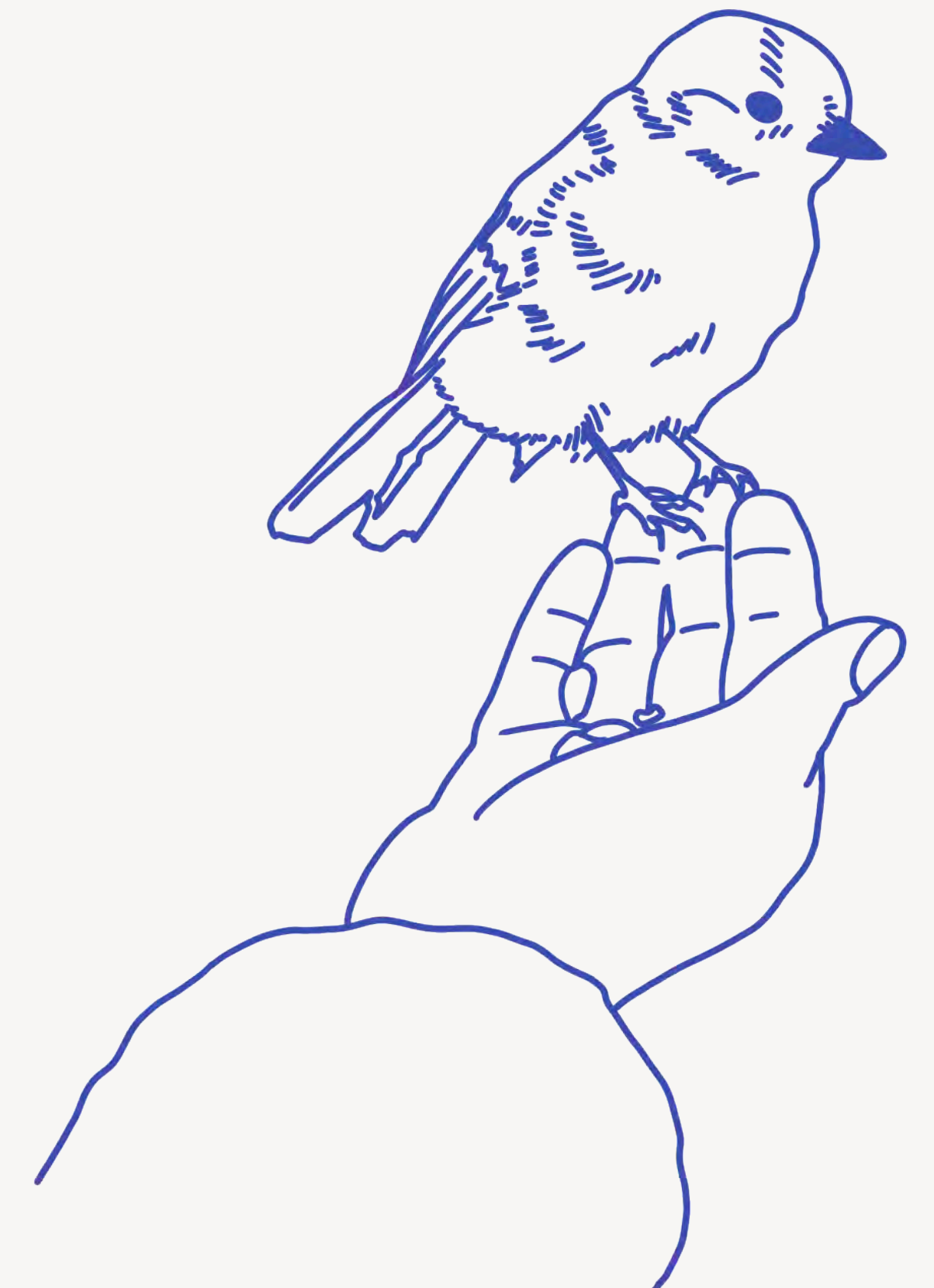


**Abuser**



# Working with trauma.

Handling difficult subject matter in user research.





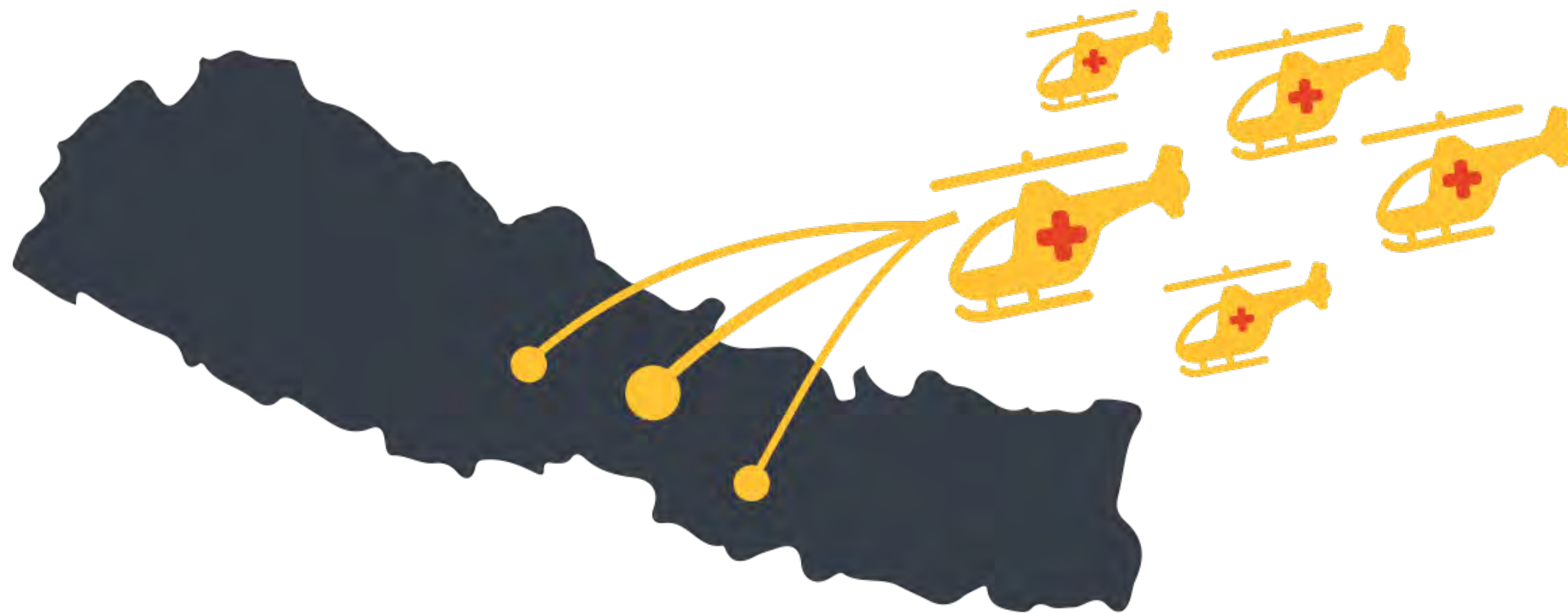


**Helping people raise their voice and those who serve them to listen and respond better**

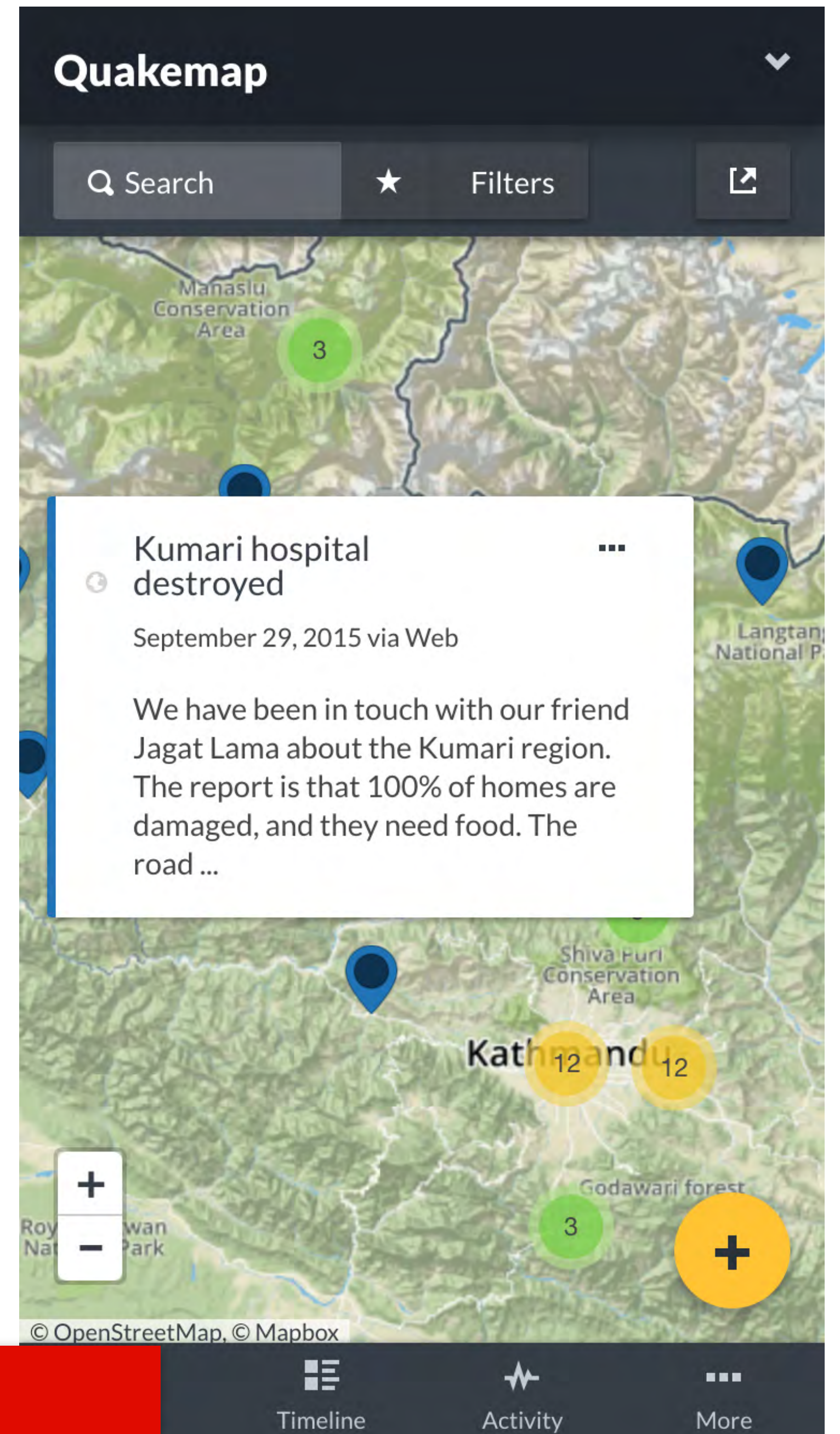
“We were able to map all the health facilities in Kathmandu Valley before the earthquake, which will undoubtedly help the relief workers’ ability to deliver supplies and help save lives.”



**700+ Helicopters**  
deployed by Nepalese Army for  
immediate medical response



**No photos/copies please**





# 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>

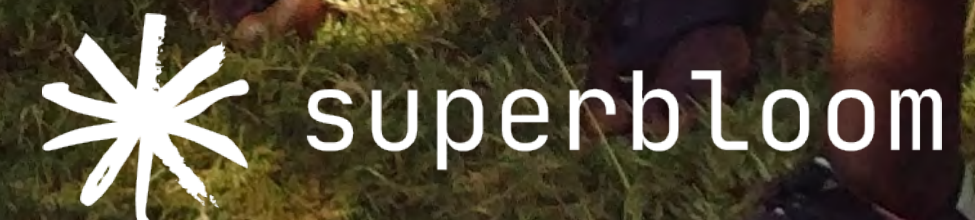




No photos/copies please

[facebook.com/polycomgirls](https://facebook.com/polycomgirls)

# Working with trauma in design activities.



@erioldoesdesign @designmattersdk



# BEFORE

We were watching television following the results of the election (Persidetal Elections)

The results came out unexpected that broke hearts of many

Through Radios

I came to learn about the information through the media and the television

# DURING

happy peaceful prayerful.

Crowding of people

Tension: burning of tires Breaking of peoples properties

Very Calm Peaceful Joyful

Tribal conflict e.g. kikuyu vs Luo's

looting/burning of properties

It was peaceful I had been happy since it was going to be my first time to cast a vote

Police men all over

Learned a lot of information on the social media (facebook)

Gunshot  
↓  
shoot to kill

Police men Residents Community

Relaxed Calm. Patient.

Tear gas / throwing of stones in schools.

Schools closed immediately.

Afraid. Shaking. stressed since maybe what I expected would never happen.

I was still tensed I wasn't moving around much.

cut out electricity

Tensed. worried sad frightened

I was so stressed I felt sad I felt like am in other world

hungry

I felt sad because they was no food  
I felt sad because young children were killed

worried Tension sad not having enough sleep/no peace-ful

many pple lost their lives (children)

# AFTER

low tension

Security all over

Public address by the opposition leader

Court proceeding

Back to the ballot

Newspapers Magazine

I felt secured because security was everywhere to guard us

Relaxed at my mind.

-Calm  
-happy at peace  
-Relax  
-not tensed

I felt happy ahead peace came

I felt happy because I was following through television

but unfortunately we had black out and on my feelings

Security was tight It was a peaceful day

No photos/copies please



No photos/copies please



TRIBE

φ

WAR

during

- Shocked
- Terror
- sounds of bullets
- Deaths of killings
- Bad scenes from media
- Death pictures
- Tribal war

- Time period
- Church
  - Terrorists
  - Bullets
  - Shocked



# 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



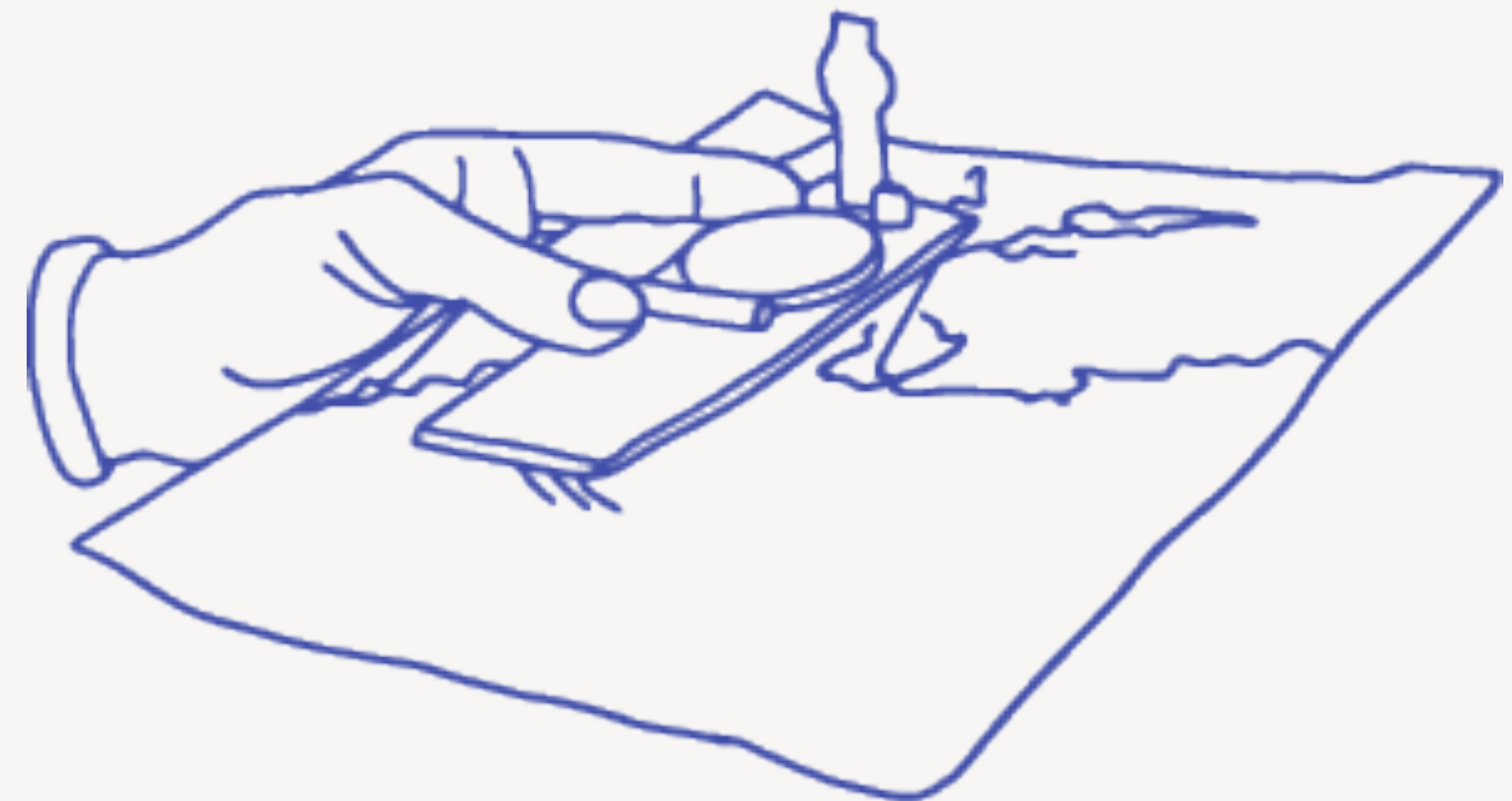
# Homework\*

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](https://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





# Facing the Ocean

An illustration of a sandy beach with a blue sky and city skyline in the background. The text 'Facing the Ocean' is rendered in large, bold, yellow 3D letters with blue shadows. Several stylized human figures are shown interacting with the letters: one is jumping near 'Facing', one is standing by 'Ocean', one is sitting on the 'O', and another is jumping near 'the'.

Code for Japan, g0v, Code for Korea

2024.8.17-18

**Yokohama, Japan**

Pacific Convention Plaza Yokohama



# Facing the Ocean is...

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

g0v x Code for Japan x Code for Korea

**FTO**

2023/6/9-11

Jeju Island, South Korea  
Jeju NIA Global Center

**FACING  
THE**

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.



# 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
- [...]

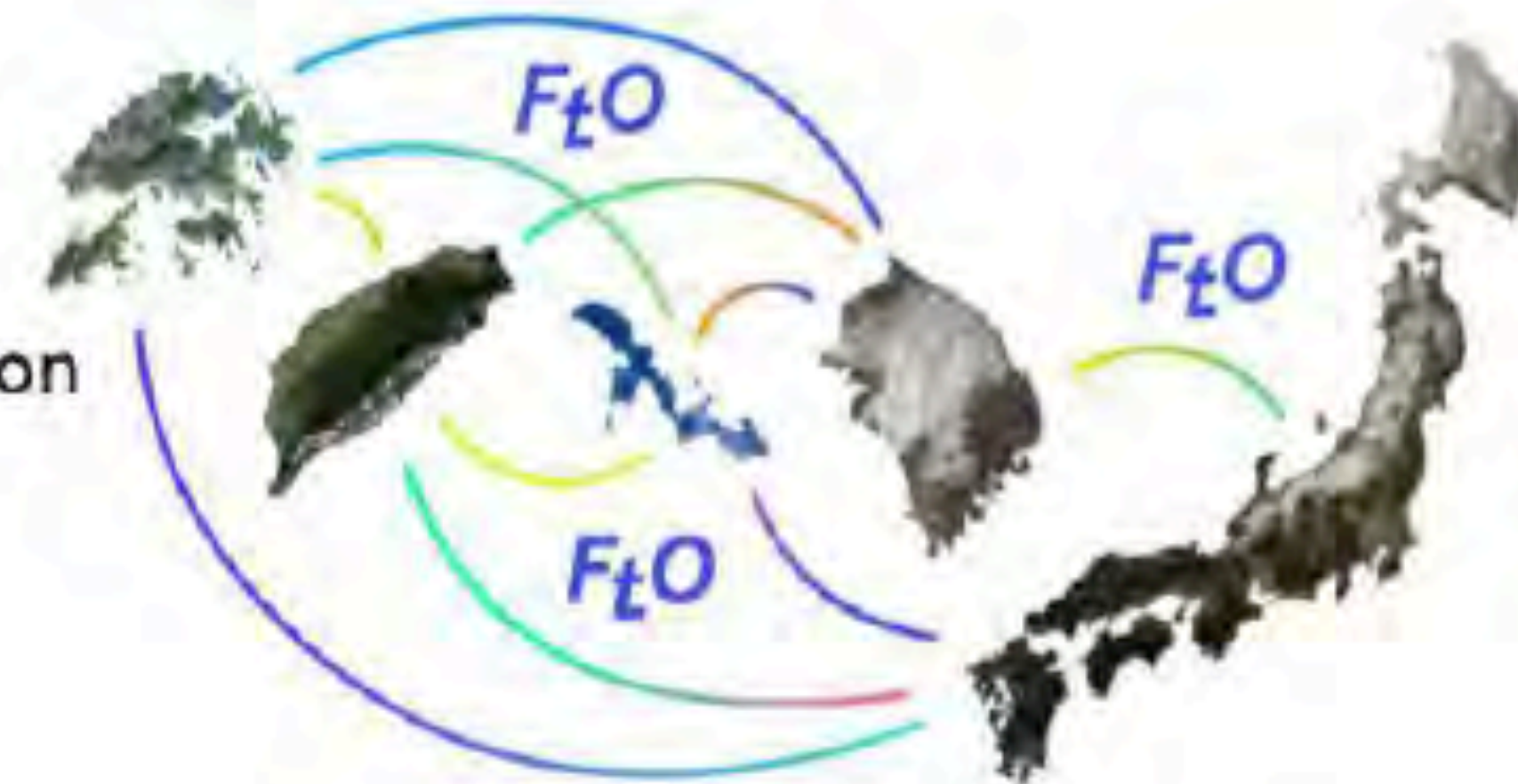
### Doc Translation

- DeepL
- ChatGPT
- [...]

### Working Group consultation

- Welcome!

Anything else :)





**For more information  
About facing the  
ocean and monthly  
online hackathons**

**Join Code for Japan  
Slack Community**





# Thanks folks.



Watch my reels on Instagram [@erioldoesdesign](https://www.instagram.com/erioldoesdesign)



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

Get in touch

@superbloom

contact@superbloom.design

superbloom.design

