

Northumbria Research Link

Citation: Brodersen Hansen, Nicolai, Klerks, Gwen, Menendez, Maria, Maye, Laura, Strohmayer, Angelika, De Waal, Martijn and Schouten, Ben (2020) Making civic initiatives last: Ecosystems, technologies, approaches and challenges. In: DIS' 20 Companion: Companion Publication of the 2020 ACM Designing Interactive Systems Conference. ACM, New York, NY, pp. 433-436. ISBN 9781450379878

Published by: ACM

URL:

This version was downloaded from Northumbria Research Link:
<http://nrl.northumbria.ac.uk/id/eprint/42957/>

Northumbria University has developed Northumbria Research Link (NRL) to enable users to access the University's research output. Copyright © and moral rights for items on NRL are retained by the individual author(s) and/or other copyright owners. Single copies of full items can be reproduced, displayed or performed, and given to third parties in any format or medium for personal research or study, educational, or not-for-profit purposes without prior permission or charge, provided the authors, title and full bibliographic details are given, as well as a hyperlink and/or URL to the original metadata page. The content must not be changed in any way. Full items must not be sold commercially in any format or medium without formal permission of the copyright holder. The full policy is available online: <http://nrl.northumbria.ac.uk/policies.html>

This document may differ from the final, published version of the research and has been made available online in accordance with publisher policies. To read and/or cite from the published version of the research, please visit the publisher's website (a subscription may be required.)



**Northumbria
University**
NEWCASTLE



UniversityLibrary

Making Civic Initiatives Last: Ecosystems, Technologies, Approaches and Challenges

Nicolai Brodersen Hansen
Gwen Klerks

Dept. of Industrial Design
Eindhoven University of
Technology, Netherlands
n.b.hansen@tue.nl
g.klerks@tue.nl

Maria Menendez Blanco
Computer Science Department
University of Copenhagen
Denmark
maria.mb@di.ku.dk

Laura Maye
School of Computer Science
and Information Technology
University College Cork
Ireland
laura.maye@ucc.ie

Angelika Strohmayer

School of Design
Northumbria University
United Kingdom
angelika.strohmayer@northumbria.ac.uk

Martijn de Waal

Play and Civic Media
Amsterdam University of Applied
Sciences
b.g.m.de.waal@hva.nl

Ben Schouten

Dept. of Industrial Design
Eindhoven University of
Technology, Netherlands
b.a.m.schouten@tue.nl

Abstract

Civic initiatives aim to create impact, often beyond the initial (design) activity or process. HCI practice and research has turned toward exploring methods, technologies, processes, to work toward lasting initiatives that can continue effectively beyond the project or grant timeline. Nonetheless, there is a growing need to create a forum where researchers and practitioners can share their approaches so as to shed light on opportunities and challenges of supporting lasting civic initiatives moving forward. This workshop aims to bring together researchers and practitioners interested in how to make civic initiatives have lasting impact: either by supporting and sustaining such initiatives or by focusing on how their outcomes increase people's capacity to act on their ideas and wishes.

Author Keywords

civic initiatives, sustainability, infrastructuring, participation, digital civics, participatory design, civic technologies, design methods, design tools.

CCS Concepts

•**Human-centered computing** → **Participatory design**;
Empirical studies in HCI;

Paste the appropriate copyright statement here. ACM now supports three different copyright statements:

- ACM copyright: ACM holds the copyright on the work. This is the historical approach.
- License: The author(s) retain copyright, but ACM receives an exclusive publication license.
- Open Access: The author(s) wish to pay for the work to be open access. The additional fee must be paid to ACM.

This text field is large enough to hold the appropriate release statement assuming it is single spaced in a sans-serif 7 point font.

Every submission will be assigned their own unique DOI string to be included here.

WORKSHOP GOALS

The workshop lasts a full day, split into two parts: (1) site visits in the city of Eindhoven and (2) a reflective session linking the site visits with the theories and cases brought in by participants using a participatory design format. These efforts aim to identify issues and opportunities for design, HCI, and other fields to do further work on sustaining citizen-driven initiatives. Concretely the outcomes will be a) matrix of similarities and differences between the case studies brought in b) an aggregated set of theory-informed insights by combining the perspectives of participants c) purposeful networking for the participants.

Introduction

In the last forty years, the impact of digital technologies have moved from professional, to personal, and societal contexts. This focus on societal contexts is evidenced, for example, by the rise of the term digital civics to designate the blend of citizen efforts and digital technologies, and their role in supporting relational models of organization and citizen empowerment. This focus is in line with recent interests in supporting lasting citizen initiatives (see e.g. [12]).

In this workshop, we respond to these recent trends and contribute shared discussions among practitioners and researchers on the ways in which digital technologies can support democracy and social organising. We critically inquire the lasting impacts of civic initiatives, such as issue-driven communities, grassroots initiatives, and co-governance arrangements between civil society and local institutions. How do we ensure that initiatives last beyond the time of a research grant or municipal project? What strategies can be applied to build long term capacity among people, enabling them to draw on networks, knowledge, project exemplars or toolkits? Researchers and practitioners are keenly aware of the importance of analytically investigating how collective engagements can develop over time [11] while enabling the conditions for those engagements to exist, with an emphasis in the long-term. Indeed, it is at the core of Participatory Design to be concerned with particular mechanisms and effects that lead to sustainable change [6].

A range of tools have been proposed, spanning from apps to digital platforms, as well as an emerging body of theoretical contributions, and a plethora of fascinating case studies. In the workshop, participants will bring examples of practice and research methods, tools, techniques which they perceive to be integral to the process of supporting sustain-

able implementations of democratic processes and forms of social organising.

Citizen Initiatives and Ecosystems

There has been growing research into how citizens can self-organise and effect change in their lives. Such work has gathered speed in the last decade in different related fields such as HCI, Participatory Design, justice-oriented interaction design, or urban and rural interaction design. Especially interesting themes for the purpose of this proposal are the organizational and relational arrangements among people and institutions (e.g. [8]) and the transformative potential of long term engagements.

The design and HCI community has a growing interest in enabling communities to participate in citizen initiatives, decision making, and local development projects. Such efforts emerge, for example, in the preservation of local heritage, culture, and identity [5]. Other domains of interest include rural areas, where the goal is to sustain design that emerges "from the rural" and participate in local issues that are often overlooked by policymakers in urban centres [7]. Particularly in rural areas, lasting engagements may also require processes and technologies that enable participation of locals who may not be geographically present, but remain to have a psychological connection with a locality (see e.g. [10]). In urban contexts, De Waal and De Lange discuss how novel technologies and digital platforms might support collaborative city-making [2]. A fundamental concern for longevity is understanding the impact that new technologies, processes, or structures may have on existing local dynamics[3].

Sustained engagement is one of the core issues in such research projects, and researchers and practitioners have identified key approaches, opportunities, and challenges for encouraging such engagement (see e.g. [12]). How-

WORKSHOP GOALS

The workshop lasts a full day, split into two parts: (1) site visits in the city of Eindhoven and (2) a reflective session linking the site visits with the theories and cases brought in by participants using a participatory design format. These efforts aim to identify issues and opportunities for design, HCI, and other fields to do further work on sustaining citizen-driven initiatives. Concretely the outcomes will be a) matrix of similarities and differences between the case studies brought in b) an aggregated set of theory-informed insights by combining the perspectives of participants c) purposeful networking for the participants.

ever, it is of importance to look beyond individual projects, researchers, or participants and instead explore "broader ecological infrastructures that affect social issues" [4]. Looking towards approaches such as collective action, design publics [9] or a prefigurative politic may become useful here to form "effective alliances" [1] and draw on the resources offered by public or private actors; to subvert and act in opposition to the status quo. The goal of this workshop is to build on these discussions designed to make civic initiatives last, as well as to provide a forum for people to share experiences, challenges, and lessons learnt in order to consider steps forward for sustainable engagement of collectives.

Workshop Themes

To guide the discussions and begin to unravel ways in which digital technologies can support democracy and social organising over time, we have selected 5 themes, informed by the literature discussed in the introduction.

Tools and technologies

Designed technologies can empower people: for example, an app or game might help structure and organize citizen initiatives. At other times, tools and technologies may also be used in more distant ways, for example digital platforms to bring people together. What are the qualities of these developments and how can they empower citizens?

Roles and responsibilities

In this workshop, we are interested in the ecosystems that arise in citizen efforts, often involving a wide range of parties, individuals, and organizations. Because of this diversity, teamwork, and communication can be challenging. Questions arise, such as: what roles do stakeholders play in citizen initiatives? What are each of their responsibilities? How can we balance different roles, desires, and responsibilities in citizen initiatives?

Methods, approaches, processes and activities

Just designing a beautiful tool or technology and deploying it in its context does not guarantee its use. Without a suitable and clear process or activity, a tool or technology can easily fall short of living up to its promises. How can we develop tools and technologies that also deliver a fitting experience? Moreover, what processes could be applied that could increase the chances of lasting engagement?

Value and meaning

Next to tools, processes, and contextual knowledge, the initiatives and activities need to be valuable for the participants to join in in the first place. How is this value created? What does it mean to participate?

Processes to bridge the participation divide

Civic engagement is about promoting inclusion and infrastructuring opportunities for participation. However, citizen initiatives could end up being counter-productive if the resources required to participate are not equitably available[3]. How do we design, develop, and implement technologies and toolkits that promote the inclusion of alternative perspectives?

References

- [1] Danielle Allard and Shawna Ferris. 2015. Antiviolence and Marginalized Communities: Knowledge Creation, Community Mobilization, and Social Justice through a Participatory Archiving Approach. *Library Trends* 64, 2 (2015), 360–383. DOI : <http://dx.doi.org/10.1353/lib.2015.0043>
- [2] Martijn de Waal and Michiel de Lange. 2019. Introduction—The Hacker, the City and Their Institutions: From Grassroots Urbanism to Systemic Change. In *The Hackable City: Digital Media and Collaborative City-Making in the Network Society*,

- Michiel de Lange and Martijn de Waal (Eds.). Springer Singapore, Singapore, 1–22. DOI :
http://dx.doi.org/10.1007/978-981-13-2694-3_1
- [3] Jessa Dickinson, Sheena Erete, Mark Diaz, and Denise Linn Riedl. 2018. Inclusion of Underserved Residents in City Technology Planning. In *Extended Abstracts of the 2018 CHI Conference on Human Factors in Computing Systems (CHI EA '18)*. Association for Computing Machinery, Montreal QC, Canada, 1–6. DOI :
<http://dx.doi.org/10.1145/3170427.3188583>
- [4] Sheena Lewis Erete. 2013. Empowerment Through Community Crime-prevention Technologies. *Interactions* 20, 6 (Nov. 2013), 27–31. DOI :
<http://dx.doi.org/10.1145/2517444>
- [5] Kyungsik Han, Patrick C. Shih, Mary Beth Rosson, and John M. Carroll. 2014. Enhancing community awareness of and participation in local heritage with a mobile application. In *Proceedings of the 17th ACM conference on Computer supported cooperative work & social computing (CSCW '14)*. Association for Computing Machinery, Baltimore, Maryland, USA, 1144–1155. DOI :
<http://dx.doi.org/10.1145/2531602.2531640>
- [6] Nicolai Brodersen Hansen, Christian Dindler, Kim Halskov, Ole Sejer Iversen, Claus Bossen, Ditte Amund Basballe, and Ben Schouten. 2019. How Participatory Design Works: Mechanisms and Effects. In *Proceedings of the 31st Australian Conference on Human-Computer-Interaction*. ACM, Fremantle WA Australia, 30–41. DOI :
<http://dx.doi.org/10.1145/3369457.3369460>
- [7] Jean Hardy, Chanda Phelan, Morgan Vigil-Hayes, Norman Makoto Su, Susan Wyche, and Phoebe Sengers. 2019. Designing from the rural. *Interactions* 26, 4 (June 2019), 37–41. DOI :
<http://dx.doi.org/10.1145/3328487>
- [8] Liesbeth Huybrechts, Henric Benesch, and Jon Geib. 2017. Institutioning: Participatory Design, Co-Design and the public realm. *CoDesign* 13, 3 (July 2017), 148–159. DOI :
<http://dx.doi.org/10.1080/15710882.2017.1355006>
- [9] Christopher A. Le Dantec. 2016. Design Through Collective Action / Collective Action Through Design. *Interactions* 24, 1 (Dec. 2016), 24–30. DOI :
<http://dx.doi.org/10.1145/3018005>
- [10] L. Maye, S. Robinson, N. Pantidi, L. Ganea, O. Ganea, C. Linehan, and J. McCarthy. 2020. Considerations for Implementing Technology to Support Community Radio in Rural Communities. In *to be presented at*. Honolulu, Hawaii.
- [11] Maria Menendez-Blanco. 2017. *Processes in the formation of publics: A design case study on dyslexia*. phd. University of Trento.
<http://eprints-phd.biblio.unitn.it/2581/>
- [12] Nick Taylor, Keith Cheverst, Peter Wright, and Patrick Olivier. 2013. Leaving the wild: lessons from community technology handovers. In *Proceedings of the SIGCHI Conference on Human Factors in Computing Systems (CHI '13)*. Association for Computing Machinery, Paris, France, 1549–1558. DOI :
<http://dx.doi.org/10.1145/2470654.2466206>