

Embedded Citizen Participation

Matthias Korn





Citizen Participation



Who will talk?

Themenbereich 'Sandkasten / Spielwiese'

Du bist Mitglied Neues Thema anlegen Delegation für Themengebiet festlegen

Hier darf getestet werden.

Themen Mitglieder Delegationen

Filter: Alle Neu In Diskussion Eingefroren Abstimmung Abgeschlossen Abgebrochen
Filter: Alle Interessiert
Sortieren nach: Max. potentielle Unterstützer Max. Unterstützer Grundgesamtheit Neueste Älteste

1	2	Thema	Zustand	Initiativen
		Issue #42	Abgebrochen	Sortieren nach: <u>Potentielle Unterstützung</u> Unterstützung Neueste Älteste Wiki-Test
		Issue #4	Abgeschlossen	Sortieren nach: <u>Rang</u> Potentielle Unterstützung Unterstützung Neueste Älteste ✗ <u>Test-Thema</u>
		Issue #44	Diskussion	Sortieren nach: <u>Potentielle Unterstützung</u> Unterstützung Neueste Älteste <u>Reins in the Cost of Health Care</u>
		Issue #41	Abgebrochen	Sortieren nach: <u>Potentielle Unterstützung</u> Unterstützung Neueste Älteste <u>Mehr Flexibilität bei der Raumsuche für den Landesparteitag</u>
		Issue #39	Abgebrochen	Sortieren nach: <u>Potentielle Unterstützung</u> Unterstützung Neueste Älteste

When will you use it?

				✗ <u>Freibier für alle</u>
		Issue #6	Abstimmung	Sortieren nach: <u>Potentielle Unterstützung</u> Unterstützung Neueste Älteste
		Issue #43	Abstimmung	Sortieren nach: <u>Potentielle Unterstützung</u> Unterstützung Neueste Älteste



Embedded into everyday life!

Agenda

- ▶ Motivation
- ▶ Embedded WHAT?
- ▶ Two Cases
- ▶ Methodological Challenges
- ▶ Conclusion



Act I: Embedded WHAT?

Banksy

Embedded Citizen Participation

- information & participation “on the spot”
 - “on the spot”:
time and place where it makes sense for citizens to engage in the solution of an issue
- situatedness: “where you are when you do what you do matters” (Gero, 1998; cf. Clancey, 1997)
- decision-making processes benefit through
 - local knowledge and local conditions
 - real-life impact of interventions

Embedded Citizen Participation

- Argyris & Schön (1974):
distinction between theory-in-action and espoused theory
--> different views in situ vs. ex situ
- Schön (1983):
distinction between reflection-in-action and off-loop reflection
--> different results in situ vs. ex situ

In Situ vs. Remote Discussions

- in situ discussions: being spatially co-located with the physical object or place that is being negotiated, i.e. citizens are situated in what they discuss about
- yet! reflection-in-action is not all
 - citizens are busy & stressed when “on the run”
 - mobile devices are after all constrained due to their limited capabilities
- combination of in situ and remote elements of discussions

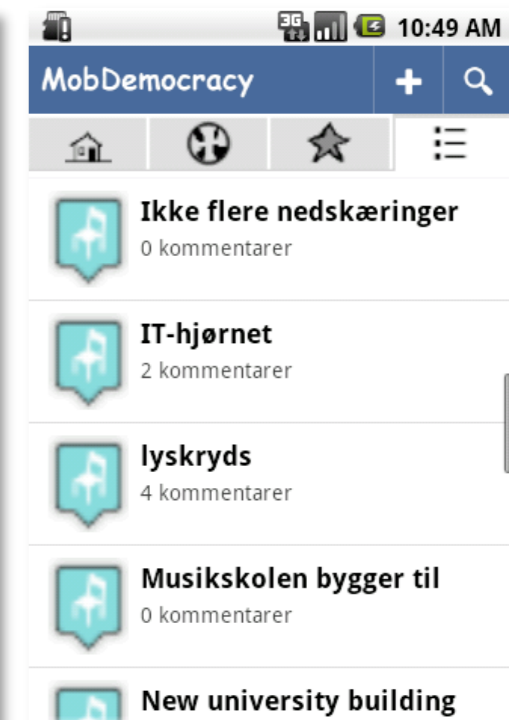
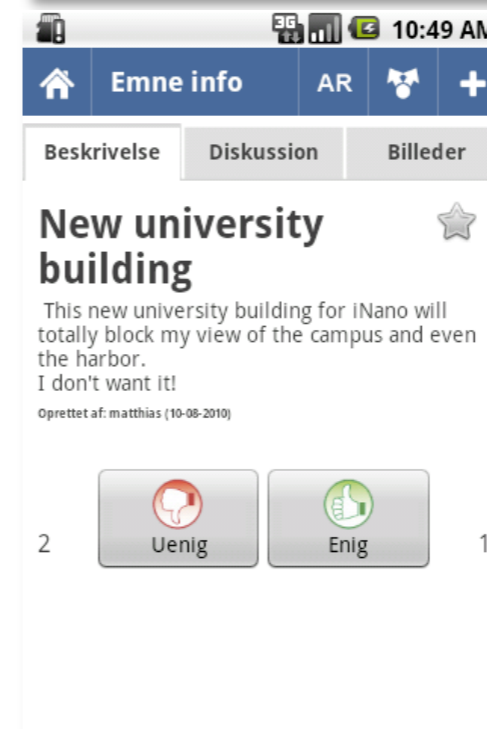
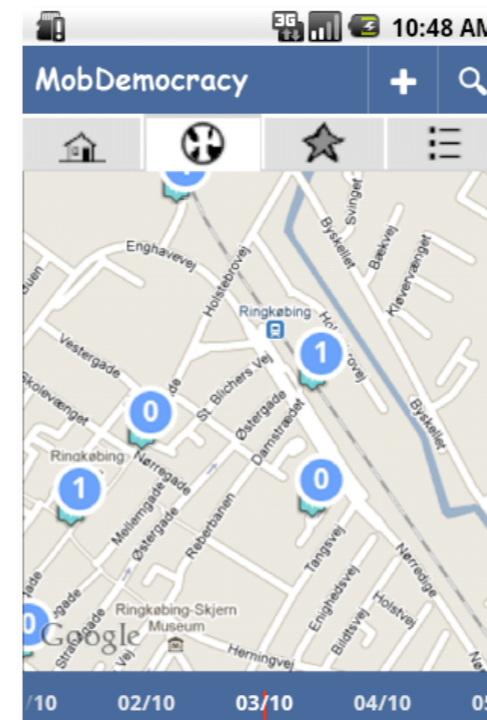


Oversigt over område 8000C Kommuneplan

Case I: Mobile Democracy

Mobile Democracy

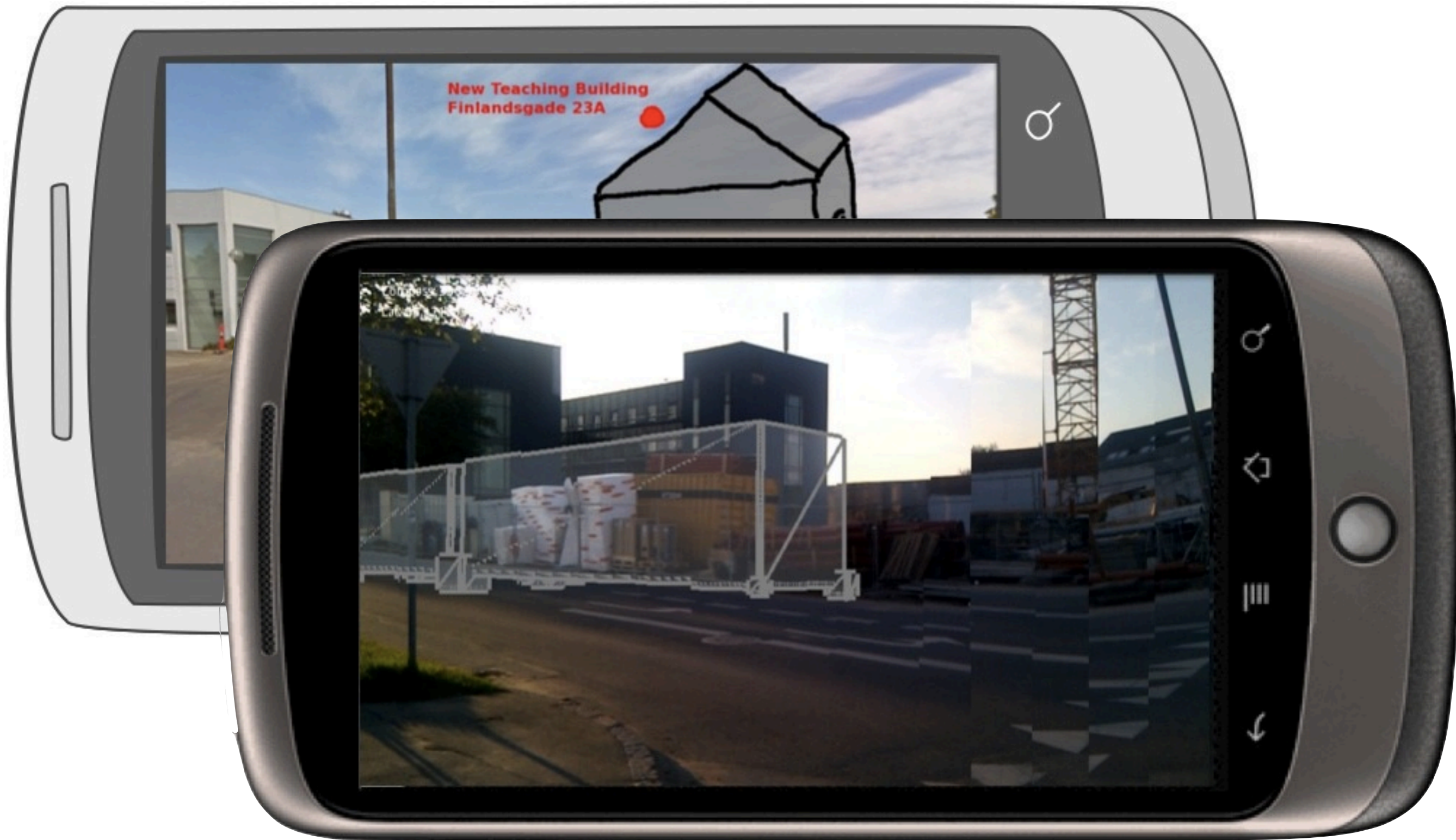
- Mobile app to engage citizen participation in municipal planning
- Citizens suggest changes to the plan or react to proposed changes
- Location-aware notifications
- Mobile app to take first steps while in the situation
- Desktop interface for reflection and deeper engagement at home



Augmented Reality City Tour



Augmented Reality City Tour



Augmented Reality City Tour

- before participating comes informing
 - according to the ladder of citizen participation (Arnstein, 1969)
- immersive information about the current local environment
- displays planned buildings in the local environment on top of a mobile phone's live camera feed
- better understanding of future changes to the cityscape
- architectural drawings and textual descriptions often unapt or insufficient to communicate plans to interested residents



Case II: Shaping Mols

Shaping Mols

- involving the people living, working or visiting the parks in its development process
 - citizen participation through mobile social technology that is embedded in their everyday life in the park
1. understanding the nature of citizens' interest in the process
 2. understanding ongoing involvement efforts
 3. technological interventions in future citizen involvement activities

Act III: Methodology



Studying (Mobile) Situated Use “in the wild”

- new challenges & opportunities for methods that are in situ with regards to actual use
- technology being embedded into the physical environment or integrated in our everyday life
- several relevant workshops
 - Mobile UX Research @ CHI '09
 - Observing the Mobile UX @ NordiCHI '10
 - Research in the Large (App Stores) @ UbiComp '10

(1) Contextual Experience Sampling Method

- prompt users using your application in their everyday life for input
- prompting is triggered depending on various context variables of the use situation
- participants report experiences while in the moment
- existing examples: MyExperience, CAES

(2) Walkshops

- Observing use “in the wild”
- Observing sense-making processes of the users
- Walkshops enable the study of context paired with the micro-processes of sense-making
- Walking as a tool for thinking & closer relation to the context of use
- Complementary method for early on in the design process

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Conclusion

Conclusion

Embedded Citizen Participation:

- information “on the spot”
- participation “on the spot”
- in situ & remote discussions
 - being spatially co-located with the physical object or place that is being negotiated, i.e. citizens are situated in what they discuss about

Methodology: studying mobile situated use “in the wild”

- methods that are in situ with regards to actual use

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