

# Using Crowd-Sourcing to Identify and Solve Community Problems

Craciun Catalin

Cozma Rares

Eminovici Andrei

Fechete David

Group: 30443

# Contents

<b>1</b>	<b>Overview</b>	<b>2</b>
<b>2</b>	<b>Users and Requirements</b>	<b>2</b>
2.1	Types of Users . . . . .	2
2.2	Knowledge Requirements . . . . .	2
2.3	Special User Requirements . . . . .	2
<b>3</b>	<b>Main Challenges Faced by Users</b>	<b>2</b>
3.1	Motivation Issues . . . . .	2
3.2	Engagement Challenges . . . . .	3
<b>4</b>	<b>Context of Use</b>	<b>3</b>
<b>5</b>	<b>Current Applications</b>	<b>3</b>
5.1	Nextdoor . . . . .	3
5.2	CitizenLab . . . . .	3
<b>6</b>	<b>Coordination with Other Tools</b>	<b>4</b>

# 1 Overview

This application aims to develop an interface that facilitates citizen participation in identifying and addressing community issues. By leveraging crowd-sourcing, we will encourage both passive and active users to engage in the problem-solving process, fostering a collaborative environment that contributes to the development of smart cities.

## 2 Users and Requirements

### 2.1 Types of Users

- **Passive:** Individuals who prefer minimal involvement but are open to contributing ideas or feedback.
- **Active:** Engaged citizens who seek to take a proactive role in addressing community problems.
- **Leadership:** City officials, community leaders, and organizations looking to gather insights from citizens.

### 2.2 Knowledge Requirements

- **Application Domain Knowledge:** Users do not need advanced knowledge of civic engagement or community development. However, a basic understanding of local issues and processes is beneficial.
- **Device User Knowledge:** Users should have basic skills in using devices (tablets, mobile phones, computers), including navigating apps and online forms.

### 2.3 Special User Requirements

- **Visually Impaired Users:** The interface will include screen reader compatibility and high-contrast themes.
- **Physically Impaired Users:** Design considerations will include easy navigation through touch or keyboard shortcuts.

## 3 Main Challenges Faced by Users

### 3.1 Motivation Issues

- **Passive Users:** Lack of motivation due to the perception that their contributions are insignificant or will not lead to change.

- **Active Users:** Potential burnout from frequent engagement without visible outcomes, leading to decreased participation.

### 3.2 Engagement Challenges

Users could have difficulties in identifying relevant issues or understanding how to contribute effectively to community solutions.

## 4 Context of Use

- **Environment:** The application may be used in various contexts, including public spaces (parks, community centers) and at home.
- **Interruptions:** Users may be interrupted during tasks due to notifications, social interactions, or environmental distractions.
- **Time-Sensitive Tasks:** Users might need to complete feedback forms or surveys quickly to capture their insights while the context is fresh.

## 5 Current Applications

### 5.1 Nextdoor

- **Motivating Active Users:** Nextdoor keeps active users engaged by emphasizing the immediate impact they can have on local issues.
- **Motivating Passive Users:** Personalized notifications about urgent or relevant community updates re-engage passive users.
- **Engagement:** Social recognition (e.g., "thanks") and content generated by neighbors create a network effect, keeping users engaged.
- **Local Incentives:** Partnerships with local businesses offer tangible rewards, encouraging participation.

### 5.2 CitizenLab

- **Motivating Active Users:** Users are motivated by the opportunity to influence policies and decisions that shape their community.
- **Motivating Passive Users:** Targeted notifications about projects affecting them personally encourage passive users to participate.

- **Engagement:** Transparency in decision-making builds trust and keeps users engaged by showing them the impact of their input.
- **Collaboration:** Collaborative tools like voting and commenting foster ongoing engagement throughout project lifecycles.

## 6 Coordination with Other Tools

Integration with social media will enable users to share insights and participate in community discussions on platforms such as Facebook and Twitter, boosting both visibility and engagement. By allowing users to easily share content, the app can extend its reach to a broader audience while keeping community issues at the forefront.

Design considerations include ensuring a smooth user flow between the app and social media sharing features, providing a seamless experience. Additionally, users should have the option to receive notifications from both the app and integrated platforms, maintaining engagement without overwhelming them.