

18.09.19 //

PARTICIPATION & VALUES

DART 631
RILLA KHALED

DESIGNERS AND USERS: CLINICAL RELATIONSHIP

designers “diagnose”
the users’ problems
and “prescribe” a
solution



DESIGNERS AND USERS: SERVICE RELATIONSHIP

users know best, it
is the designers
responsibility to
make the “right”
product/service



THE EMERGENCE OF PARTICIPATORY DESIGN (PD)

- action research in the 1970s in Scandinavia
- workers concerned that introduction of IT into the workplace would dislocate, de-skill, disempower, worsen conditions, and limit their influence
- (software) design researchers argued that computers were another tool for management to exercise control over workers



THE PD WORLDVIEW

- democratic endeavour that gives stakeholders a voice in building and exploring their present and future practice
- assumption of equality between designers and users
- negotiation
- interpretivist view of reality over positivist view

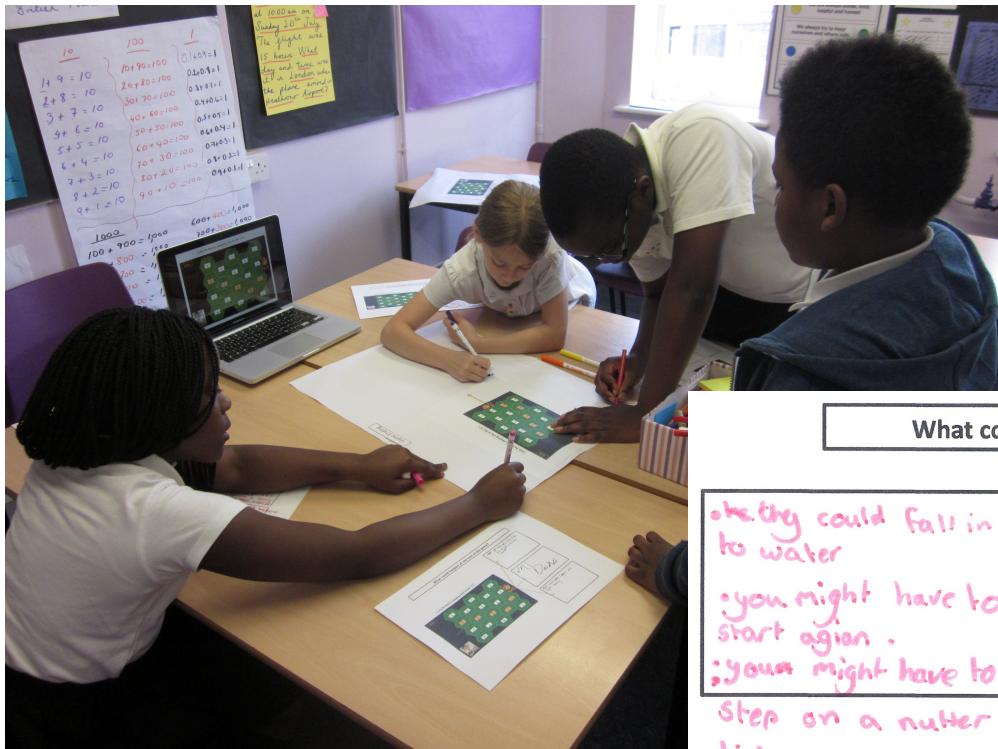


METHOD: FUTURE WORKSHOPS



1. **Critique:** Criticise the current practice.
2. **Vision:** Create visions that address the concerns.
3. **Implementation:** Work out actions, obstacles, and resources required to realize the vision.

METHOD: CO-DESIGN ACTIVITIES



What could happen when the player steps on the wrong tile?

Kayla Buckingham

• they could fall in to water
• you might have to start again.
• you might have to step on a nuttier tile.

• try again you will
• don't give up.
• opsey

don't get eaten by the coven masters

Cross the field by stepping only on the "d's"

.don't be a son saw laser
.go again.
>

METHOD: DESIGN GAMES

- games can create environments where power distance is flattened
- PD games for:
 - conceptualisation
 - exchanging perspectives
- designer-designer, designer-stakeholder, stakeholder-stakeholder, etc.



USER-CENTERED + CONTEXTUAL DESIGN

- US origins
- overlap with PD - focus on users, incorporation in the design process
- capitalist
- intention: disrupt workers as little as possible
- workers make only minor changes and suggestions

“Customers aren’t technologists – they don’t know the range of possibilities that technology could support. They may be either unrealistic or excessively cautious as a result. And they don’t know what it takes to make a design hang together. And why should they, after all? It’s their job to do their job, not to design systems”

- Hugh Beyer and Karen Holtzblatt