Justice in design

It is clear as day that technology and software marginalise minorities. Looking at source [1] and [2] cases of this occurring are abundant. Now we know this is undesirable and wish to stop it. I will be looking at why it is happening and then what do we do about it.

Why

It is first and foremost of great import to recognise that the software humans produce , are not born out of and into vacuums. The context surrounding them impacts their development and the software itself impacts the environment around it.

I bring emphasis to this as in the video [2] , believing that software is unbiased, and bears no responsibility is a very "Software Thinking" method. Many entities strive to remove humans from processes to further automise, but these atomisation systems handle other humans and influence them, and the systems currently cannot reason and analys the effects they are having, whilst humans can.

What brings us to these pitfalls, where technology fails us in unforeseen ways, is the unwarranted confidence in software. Although software is an incredible tool it is made by and exists among humans, and so error will occur. To stop this companies must become more hesitant and inquisitive as to how what may seem to be a simple answer to a specific problem, may have affects beyond what we imagine.

Looking at both sources the situations that lead to marginalisation of people could have been avoided with more open minded and inquisitive approaches, with less faith in software solving everything, but I believe the sources do not cover (what is in my opinion) the most important reason. Capitalsim and individualism.

These two driving forces will stamp out a lot (not all) attempts to improve justice within design. Because the bottom line to these forces is whether these solutions will make money. The company often does not exist to provide the world with an enriching product or service, but usually is primarily focused on making more money.

From this I conclude that as much as we may try incorporate better ethics and rules will help , but the problem is rather a cultural one. These companies do not find effectively incorporating inclusive systems to have monetary gain, and it doesn't, so they will not.

What to do

Education much more. Although many of the solutions do not fix the core problem of monetary driven entities, they are still of merit. No matter how small the impact, it is still a step into the right direction.

Regarding education, this course is a prime example. By teaching the people and making them aware of the problems will contribute to the gradual shift of our globalised culture. Creating organisations, and communities will further spread the awareness to people around the world.