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# Thesis Design

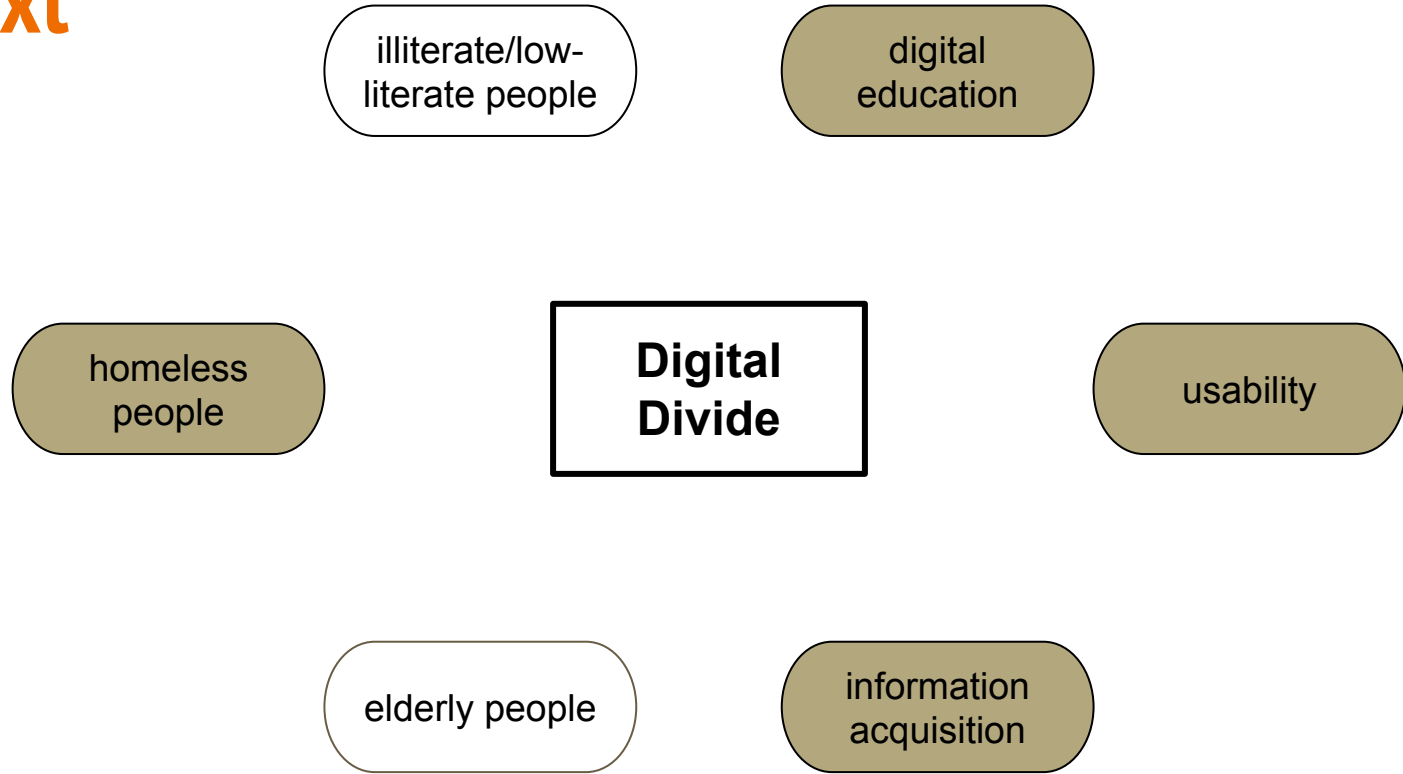
— Digital Divide - Social Inclusion of  
homeless people in the  
Netherlands —

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Carlbandro Edoga

# Context



# Related Work & Status quo

*“31 000 people live in the Netherlands without a permanent place to stay.” (Centraal Bureau voor de Statistiek, 2015)*

*“ICT can enhance communication and collaboration between homeless people and the rest of the community.” (Roberson and Nardi, 2010)*

*“Homeless people use mobile phones rather for social interaction than recreation and information retrieval.” (Guadagano et al., 2013)*

*“Roughly Half of the homeless youth in the US use mobile phones.” (Rice et al., 2011)*

*“Digital inclusion does not necessarily mean social inclusion.” (Buré, 2006)*

# What? - Research questions

- **How can mobile technology efficiently support homeless people in urban areas of the Netherlands?**
  - **RQ1: Which is the most relevant and most useful information homeless people would like to retrieve via their mobile phones?**
  - **RQ2: How can applications be developed and designed to facilitate and encourage their usage among homeless people?**

# How? - Context analysis

- Which actions have already been taken to examine RQ1 and to find possible technical solutions for RQ2. What was the result?
- Where can members of the target group be found and how should they be approached appropriately?

**Huis van Sant'Egidio - Municipality of Amsterdam - Lost Lemon**

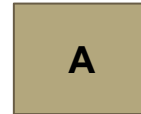
# How? - Needs Assessment

## RQ1 (interview)

- Which applications do you frequently use on your phone?
- Which one of them would you consider the most helpful?
- Which information do you get offline because you could not find it online?

## RQ2 (questionnaire)

- Which of the following designs do you prefer?



- Which of the following steps are in your opinion the easiest to follow?

A → B → C      D → E → F      G → H → I

# In a nutshell: Timetable

		January	February	March	April	May	June
<b>Context Analysis</b>							
<b>Requirement Analysis</b>	<b>Interview</b>						
	<b>Questionnaire</b>						
<b>Engineering and Design</b>							
<b>Sustainability Analysis and Testing</b>							
<b>Evaluation</b>							