

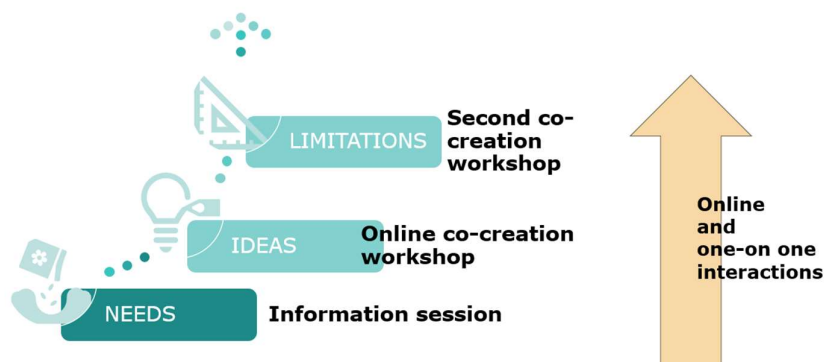
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# PROTECTION CO-CREATION WORKSHOPS MAY 2024

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In the framework of its ProTECHtion project<sup>1</sup>, NCA organized 2 co-creation workshops. The first workshop took place online on the 8<sup>th</sup> of Mai 2024, and the second one, took place in the island of Pemba, Tanzania on the 23<sup>rd</sup> and 24<sup>th</sup> of May. The workshops were preceded by a needs assessment<sup>2</sup> and an information session<sup>3</sup> where the needs identified were presented to actors interested to participate in the project. After an open call for interest, 12 Companies from Africa, Europe and the USA attended the information session.

After the needs were analysed and presented, the first (online) workshop was mainly intended as a brainstorming exercise where participants from the Tech sector were invited to meet separately with NCA staff and brainstorm with them about as many ideas of solutions as they could imagine to specific challenges. The first workshop was attended by 10 companies from Europe and Africa.



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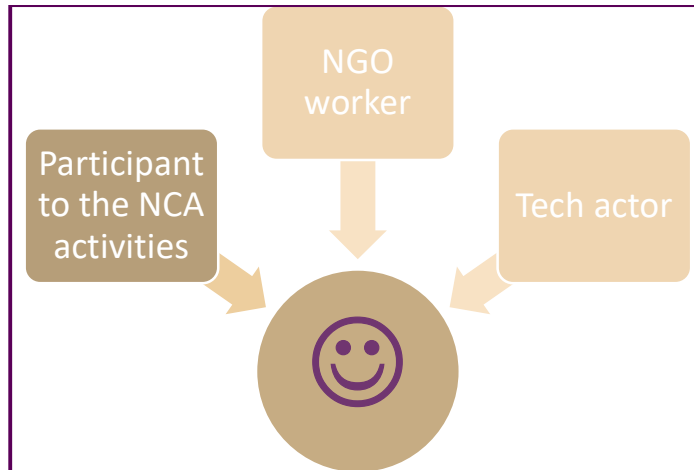
<sup>1</sup> [DIGITALLY POWERProtection: Digitally powered COMMUNITY PROTECTION | Kirkens Nødhjelp \(kirkensnodhjelp.no\)](https://www.kirkensnodhjelp.no/en/about-nca/for-contractors/protection/information-meeting/)

<sup>2</sup> [Microsoft Word - Needs Assessment Report first deliery \(kirkensnodhjelp.no\)](https://www.kirkensnodhjelp.no/en/about-nca/for-contractors/protection/information-meeting/)

<sup>3</sup> <https://www.kirkensnodhjelp.no/en/about-nca/for-contractors/protection/information-meeting/>

The second workshop, in Pemba, the selected pilot location, also started with a session of ideation, but moved quickly into an analysis of the limitations and challenges of the local context in order to assess the feasibility and the cost/benefit of the previously suggested solutions. 7 companies from Africa and Europe attended this second workshop.

To be able to do this, the participants worked on teams with representatives of A. Rights holders from Pemba participating in NCA projects, B. workers of aid agencies and C. Tech actor/companies. This allowed the teams to keep in mind the perspectives, needs, opportunities, and limitations of these three key groups.



Each team worked keeping in mind the needs of the 7 “personas” presented below, that were created before the workshop. These personas are imaginary people whose profiles and needs reflect the challenges identified through the needs assessment and that the ProTECHtion project aims to address.

## Ali

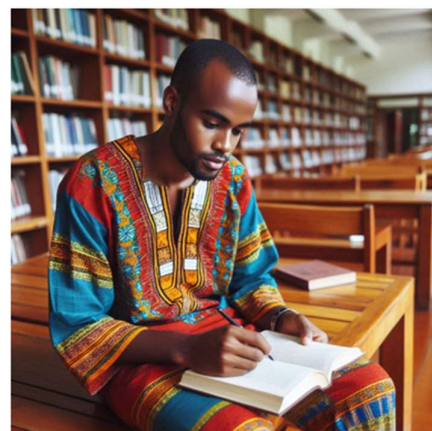
I am a 32 years old man from Mkoani, the biggest town in the south part of Pemba.

Recently, I was trained on leadership and mediation skills thanks to the NCA project and now, I feel more confident to articulate about issues in public spaces.

I have now started to share my political opinions (that are often critical of the national government) with the other participants to the trainings. Sadly, all those who had different opinions, have now stopped talking to me, and have created a separate WhatsApp group to criticize “the opposition”.

We don’t have anymore a space to debate our ideas and differences of opinions.

I often use my smartphone and have internet. Maybe it could be used to re-build those lost bridges?





## **Mwajuma**

I am 25 years old lady from Mitamani, Pemba. I live in a rural area, it is very beautiful, but it is far from town and most services.

Although I have not completed primary school, and I don't read or write, I participated to a community conversation about gender-based violence.

I don't know who organized this community conversation, but for me, it was eye-opening and I would like to know more about this project and ask a lot of questions to the organizers. Other girls in the village have many questions too.

If I knew a phone number, I could call, as there is a feature phone in my home that belongs to my sister-in-law and I can use in case of need.

## **Hassan**



50 years old, I am an Imam and a recognized faith leader for the people in the main city of Pemba, Chake Chake.

Thanks to the NCA project, I was recently trained on some interesting "conflict management" techniques. Subsequently, I became part of an "interfaith" group of trained religious leaders, that has the mission of identifying early signs of violence and responding to them.

I am equipped with a smartphone, which allows me to communicate with the other leaders with no problem about those incidents of violence. However, I am concerned about our privacy and safety, as I have heard that it would be very easy for ill-intended persons to access the information that we communicate through phone apps and social media.

## Asha

Hi! I am a 40 years old teacher in a school in Wete, the biggest town in the northern part of Pemba.

As a female teacher, it was great to help ,last month, with the organization of a session with information about comprehensive sexuality education for my students. Also, thanks to NCA, I have been trained in sexuality education to be able to organize these sessions myself in the future.

I have a lot of ideas about how to promote more healthy life for our youth. I tried to mobilize the other teachers participating in the NCA project, but my ideas are never considered because I am a woman.

I have a smartphone that I use everyday, and I wonder if I could use it to promote my ideas more effectively.



## Juma

Hi, I am a 21 years old man from the Ukutine area where most of the community works in agriculture, like I do.

Thanks to this project, I am now part of a "Community Microfinance Group" and I have received training on digital financial literacy. Soon, I hope, I will be able to access a small credit to improve the productivity of my crops.

I have many ideas and suggestions about how we could improve the work of the microfinance group. However, I don't have a way to suggest these ideas to NCA and the other participants.

I am sure, others like me have their own initiatives and I would like to know more about them.

I am sure that putting our ideas together we could improve much.

I have a feature phone that maybe could be used for this?



## Jane



I have been working as an NGO worker for the past 15 years.

To do my work in Pemba with good quality, I need to know more about the needs of rights holders, but also their capacities, their suggestions for improvement, ideas for solutions, what motivates and interest them, and what not.

We often talk to the rights holders. We have one-to-one interviews, organize focus groups, and even surveys. The problem is that it is too much subjective information, and too disorganized to be able to use it for project management.

With all these computers that we have in the office I am sure something could be done about this!

## Fatma

I am an 18 years old girl. I work in a market in the city of Wete, where many farmers come to sell their produce.

Some weeks ago, I participated to a "business forum", where I am supposed to build links with other youth and women who are farmers and primary producers.

They have initiated some meetings and a group chat that we can use to maintain this network.

However, I almost never check any messages because I find the meetings and the conversations very boring. I think that others find it boring too, because there is not a lot of activity.

I rather play «snake» on my feature phone.



The workshops allowed:

1. For NCA staff to better understand the different solutions for community participation that the Tech sector can offer, as well as their limitations and conditions of use.
2. For NCA staff to obtain feedback from rights holders, and from staff from other NGOs, about the potential use of different digital solutions for community participation.
3. For potential Tech partners for the ProTECHtion project to understand more clearly the needs of NCA and the rights holders, as well as their limitations.
4. For other actors such as local authorities in Pemba and other NGOs to understand better the potential of using digital technologies for community participation and the scope of the ProTECHtion project.

## CONCLUSIONS

After assessing the needs, all the suggested ideas and their limitations, participants to the workshop narrowed down to the following ideas that could be used in designing a community participation tool for the project:

### Ideas for:

#### Accessibility

- Linking with local radios
- Option to use the platform offline.
- Linking the platform to “in person” meetings and fora
- Possibility to use the platform through feature phones and smart devices through, for example:
  - SMS
  - USSD
  - Mobile Applications such as Whatsapp
  - VOIP
  - Dedicated web and smartphone app.
  - Voice calls
- Option to use the platform through text or voice (voice-to-text; text-to-voice)
- Linking to a “hotline” answered by staff.
- Using less text and more symbols, images and voice over.
- IVR to share information with persons who can’t read or write.
- Multilanguage functionality

#### Data analysis and administration

- Development of an administrator’s dashboard presenting relevant information to aid workers.
- Using AI to store, analyse and summarize data.
- Using AI to recognize and classify images.

**Increasing attractiveness for users**

- Link the platform to potential sources of local revenue or services ex. classified adds.
- Possibility to stay anonymous for users.
- Video and audio streaming options.
- Use of AI chatbots to keep conversations alive.
- Gamification, including contests, quizzes, prizes, and educational games.

**Improving communication quality among community members**

- Possibility to be used by existing community-based groups (Makani groups)
- Public dashboards for transparency with users.
- Possibility to provide supporting document for every “information” shared.
- Option of contacting specific people or groups depending on the topic
- Structured templates tailored to specific topics.
- Generative AI chatbot to ask more sensitive questions and answers.

**Safety and data protection**

- Strong and secure registration system.
- Possibility to stay anonymous for users.
- Secure channel to report incidents, or other sensitive information.
- Encrypted input and output channels.
- Secure data storage and management.

