# PROTECHTION CO-CREATION WORKSHOPS MAY 2024

In the framework of its ProTECHtion project[1], NCA organized 2 co-creation workshops. The first workshop took place online on the 8th of Mai 2024, and the second one, took place in the island of Pemba, Tanzania on the 23rd and 24th of May. The workshops were preceded by a needs assessment[2] and an information session[3] where the needs identified were presented to actors interested to participate in the project.

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.
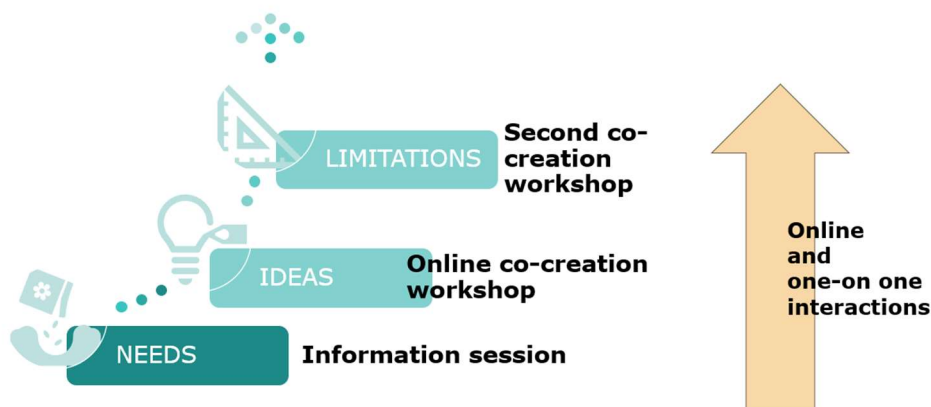
[1] DIGITALLY POWERProtechtion: Digitally powerED COMMUNITY PROTECTION | Kirkens Nødhjelp (kirkensnodhjelp.no)
[2] Microsoft Word - Needs Assessment Report first deliery (kirkensnodhjelp.no)
[3] Online information meeting (17 April 2024) | Kirkens Nødhjelp (kirkensnodhjelp.no)

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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.

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.
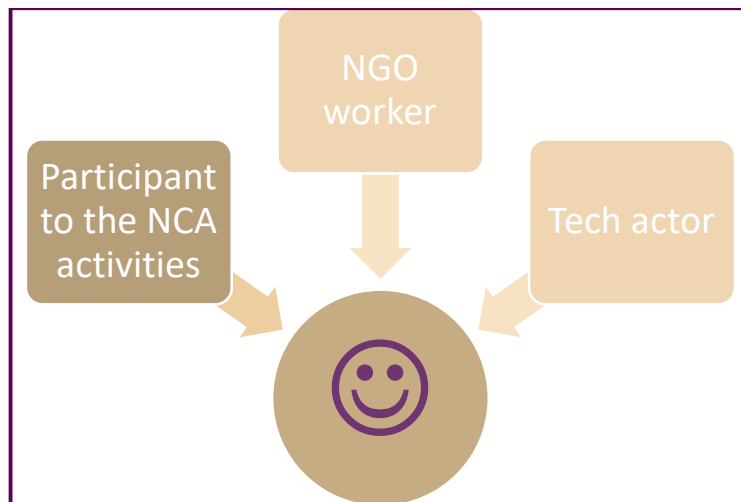
The workshops allowed:

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, prices, 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.