

# Hvorfor brukermedvirkning?

Toras tanker om tema

# kap. 1 og kap. 5



## Kapittel 1

### Design for, med og av brukere

- 1.1** Hva er «design for, med og av brukere»?
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  - 1.1.2 Medvirkning for bedre kunnskapsgrunnlag
- 1.2** Kjennetegn ved «design for, med og av brukere»
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  - 1.2.2 Gjensidig læring
  - 1.2.3 Samskaping
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  - 1.3.2 Et sosioteknisk perspektiv
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  - 1.4.2 Alternative teknologier
  - 1.4.3 Design for gevinst og et godt liv
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# Design decisions and the sharing of power in PD

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## ABSTRACT

The paper explores what exactly it is that users participate in when being involved in participatory design (PD). We argue that a focus on decision-making in design is important for understanding participation in design. Building on Schön we see design as involving creating choices, selecting among them, concretizing choices, and evaluating the choices and the design result. We discuss different ways for users to participate in these activities and address issues of participation as the sharing of power.

## Author Keywords

Participation, decision-making in design, power, design moves, decision linkages, power/knowledge

## ACM Classification Keywords

H5.m. Information interfaces and presentation (e.g., HCI): Miscellaneous.

## INTRODUCTION

Participatory Design (PD) is an approach to the design of IT where the designers invite future users to participate in all phases of the design process. Much of the PD literature today explores and provides guidance on how to enroll (prospective) users as co-designers; how to organize the design process; how to develop a common ground and mutually learn from each other; how to develop ideas and evaluate them as a multidisciplinary team, etc. (Simonsen & Robertson, 2012). What is discussed less is what exactly it is that participants influence and how they may recognize their influence.

In this paper our aim is to find a way to discuss and evaluate how participatory a PD project is. To achieve this, we focus on decision-making in design, which in itself is a conceptually challenging issue. The core of PD is design: to make an artefact and to introduce a change in somebody's practice by means of this artefact. In design, making decisions about which changes to make is crucial for the design result. We argue that a focus on issues of choice and decision-making in design is important for understanding how and why an artefact gets its final form, and hence what the participants contribute to in the design. Going back to Schön's notion of 'design moves' we make an analytical distinction between: creating choices, selecting among them, concretizing choices, and

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evaluating the choices and the design result.

The next sections explain our view in more detail, addressing the question of what it is that users participate in. We base this discussion on examples from a number of PD projects that we have participated in. We then elaborate the notion of participation as the sharing of power, before concluding the paper with some reflections on what practitioners of PD can learn from the conceptual tools we propose.

## DECISION-MAKING IN DESIGN

Schön's notion of 'move experiments' captures some aspects of decision-making in design (Schön, 1995). A move experiment includes the designer's evaluation of a situation, a move to change it, and an evaluation of the move. 'Seeing-moving-seeing' is a process, in which problems are set and solutions are found and evaluated. Design moves involve different kinds of seeing: seeing 'what is there' (what has been drawn, built) as well as seeing and judging ('is this how it should be', 'does it work?'), before taking the next move. Schön addresses the important insight that what we call a 'decision' is an integral part of design practice.

PD projects are intensely collaborative, with stakeholders convening to discuss, propose, evaluate solutions etc. These are activities where the 'seeing' of the solitary designer that Schön observed is complemented by argumentation and reflection from several participants, and more explicit types of 'decisions' will be taken. Moreover, in PD much effort is spent on understanding the practices of future users. This involves activities, such as observing the practice and developing shared representations of it, on which the design can build. The fact that a use practice can never be fully represented except through users themselves participating, adds a range of new criteria to the making and evaluating of design choices. Similarly, evaluating an evolving prototype (in use) involves observation, the joint critical assessment of these observations and, eventually, new 'move experiments'.

Some theorists have argued that we can only determine what the decisions were when looking back in an act of 'reflection-on action' (Schön, 1983), trying to reconstruct the process that led to a particular choice. Although both concepts, decision and choice, are used almost interchangeably in economic as well as in organization theory, we prefer to (in line with the philosopher Alfred Schütz) talk about choices, as design (and PD) is about creating alternatives to choose from. Hence, we reserve the term decision to the act of selecting between choices. Schütz argued that choice only happens in situations which 'give rise to a decisive new experience: the experience of doubt, of questioning, of choosing and deciding, in short, of deliberation' (Schütz, 1951, p. 169).

**2 min**

Skriv ned hva det er lurt å ha  
brukere med på



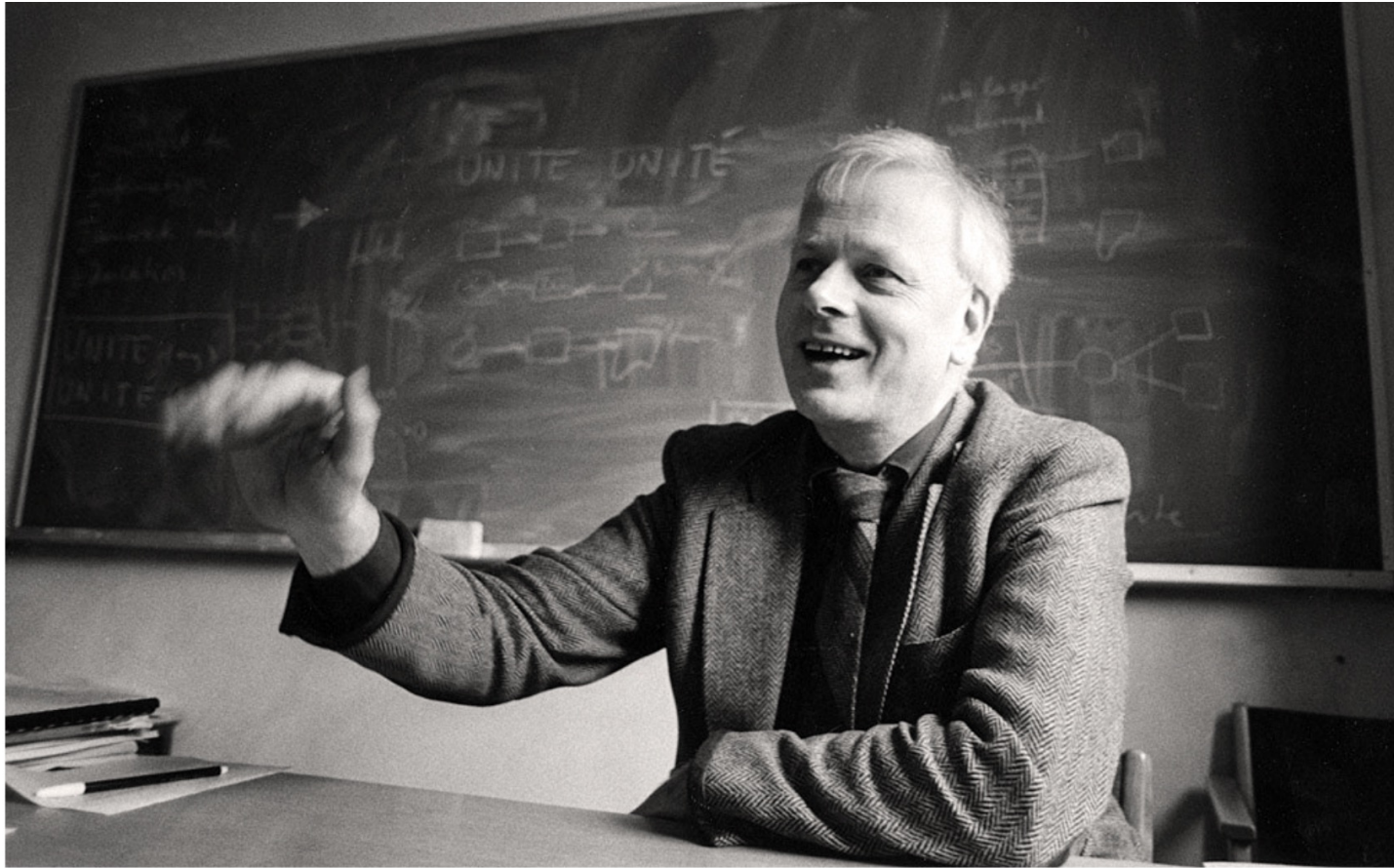
**2 min**

Omformuler til et spørgsmål





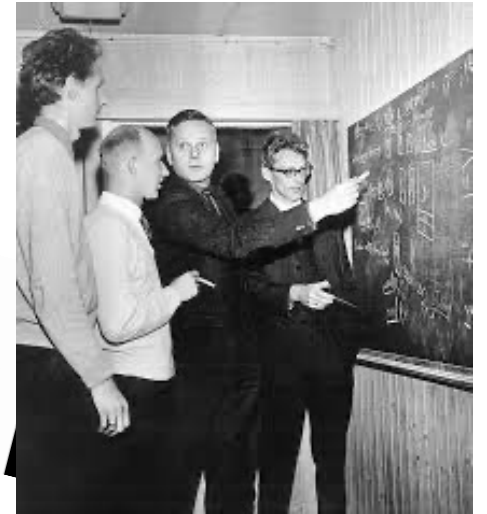
# Kristen Nygaard



Bilde fra Norsk biografisk leksikon

Kristen Nygaard

Av Joanna Butler, 1981/NTB Scanpix ✳.



*Kristen Nygaard & Ole-Johan Dahl*

*2000: kommandør av St. Olavs Orden*

*2001: Turing-prisen*

*2002: von Neumann-medaljen*

We are very sad to inform you that Kristen Nygaard passed away on August 9th 2002.  
A memorial site is at: [http://heim.ifi.uio.no/~gisle/in\\_memoriam\\_kristen/](http://heim.ifi.uio.no/~gisle/in_memoriam_kristen/)

## HOME PAGE FOR HJEMMESIDE FOR KRISTEN NYGAARD



TRE VERDENER - THREE WORLDS  
FARGEKODER - COLOUR CODES

**N** FORSKNING  
RESEARCH

**K** POLITIKK  
POLITICS

**N** PRIVAT  
PRIVATE

NAVIGARE NECESSE EST ...

HJEM-  
SIDE

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PAGE

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FØRSTE BUNN TOPP NESTE

FIRST BOTTOM TOP NEXT

Arbeid/Work:  
Department of Informatics  
University of Oslo, and  
Norwegian Computing Center, both  
located in the Informatics Building



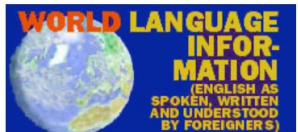
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and Simula Research Laboratory



I have divided this web site into three worlds: RESEARCH, POLITICS and the PRIVATE world. They are reached through the links on the top of this column. (They are carefully color coded: GREEN icons= RESEARCH, RED icons = POLITICS, and GOLDEN icons= PRIVATE.)

Most of those sharing my RESEARCH interests will not be interested in my POLITICAL world and vice versa. (Those sharing my POLITICAL interests may of course not at all share my views!) The PRIVATE world is mainly for friends and family, both groups being quite large, I am happy to say.

 Jeg har delt sidene opp i tre

I am doing research in Informatics (Computer Science) and have together with [Ole-Johan Dahl](#) invented [OBJECT-ORIENTED PROGRAMMING](#). I have also done research on [SYSTEM DEVELOPMENT](#) processes and on [SOCIAL IMPLICATIONS OF INFORMATION TECHNOLOGY](#).

I have been active in politics and was the national leader of the successful [CAMPAIGN AGAINST NORWEGIAN MEMBERSHIP IN THE EU](#).

These pages tell you what I am working on, professionally and politically, and what I have done in the past.

 Jeg er forsker i informasjonsteknologi (IT) og har sammen med [Ole-Johan Dahl](#) oppfunnet [OBJEKT-ORIENTERT PROGRAMMERING](#). Har også forsket om [ARBEIDSFORMER I SYSTEMUTVIKLING](#) og [VIRKNINGER AV IT PÅ SAMFUNNET](#).

Jeg har vært politisk aktiv på en rekke områder og var leder av Nei til EU under [EU-KAMPEN](#) fra 1988 fram til seieren i 1994

Disse sidene forteller litt om hva jeg arbeider med faglig og politisk nå og om hva jeg har gjort tidligere. [Dessuten kan du lese om kursene](#)

# teknologi er ikke nøytral

- den kunne vært annerledes
- den preges av designerne og oppdragsgiveren
- teknologi er politikk



samarbeid med fagbevegelsen  
(Jern & Metallarbeiderforbundet)



# Innovasjonsprosjekt ”Active on Wheels”



*ref. Rune Rosseland*



# Å si opp abonnement...

Å ordne seg et abonnement er  
ikke så vanskelig

MEN...

Å si opp et abonnement er en  
helt annen sak

Prinsipper for design for, med og av brukere



Medbestemmelse

Gjensidig læring

Samskaping

Prinsipper for design for, med og av brukere



## Medbestemmelse

Demokrati

Få informasjon de kan forstå, i tide

Si sin mening – have a voice

Være med på å ta beslutninger – «have a say»

## Gjensidig læring

Toveis læring

Lære om hverandre

Lære av hverandre

Utvikle ny og bedre kunnskap og mulige løsninger underveis

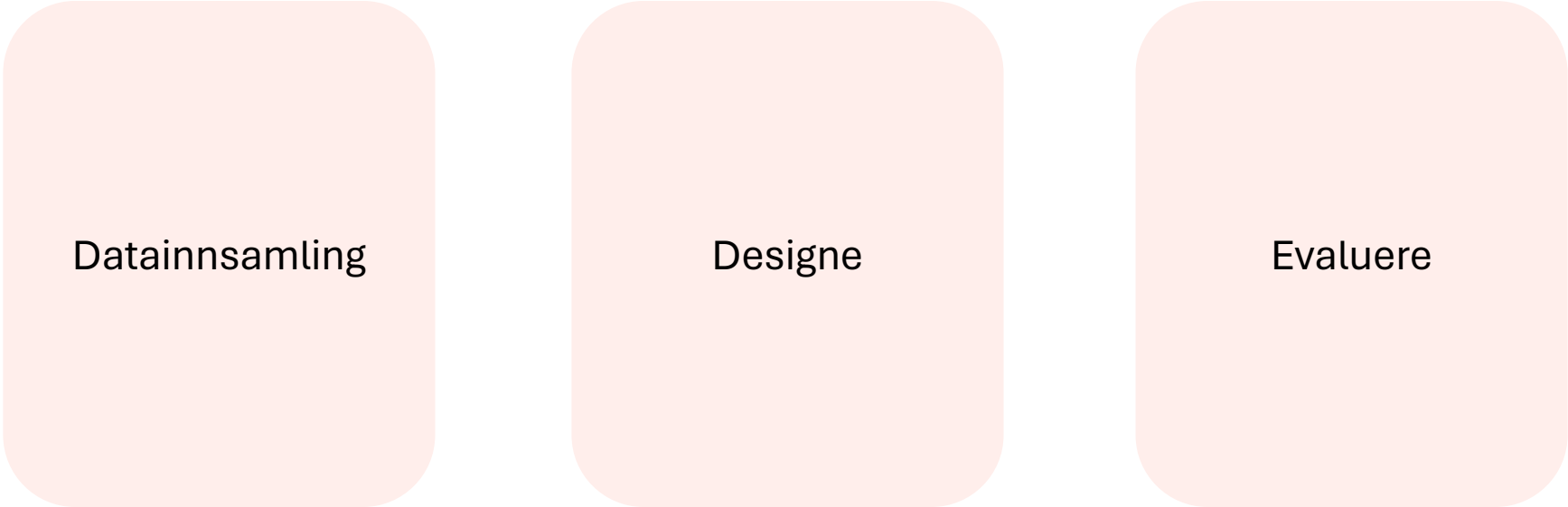
## Samskaping

Legge til rette for at ikke-designere kan være med på å designe

Kan kunne bruke sitt eget språk (eller bare vise)

# Prinsipper for design for, med og av brukere

Prinsippene gjennomsyrrer aktivitetene vi gjør

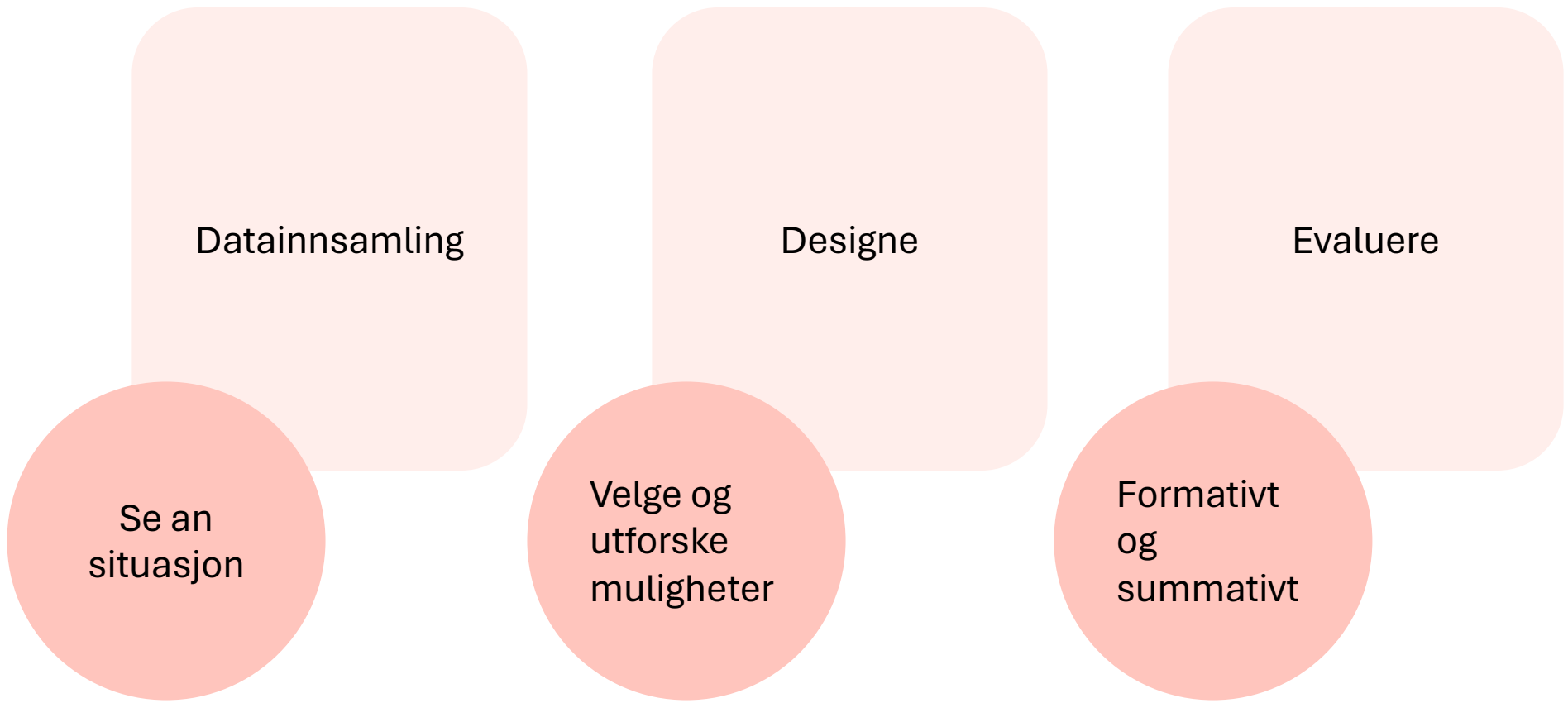


Datainnsamling

Designe

Evaluere





Datainnsamling

Se an  
situasjon

Designe

Velge og  
utforske  
muligheter

Evaluere

Formativt  
og  
summativt

Brukes for å beskrive valg i designprosessen



Brukes for å beskrive valg i designprosessen



Valgene kan dere ta **sammen med brukere**

... eller som **gruppe**

Fallgruben

Dere er designere og har **kompetanse**...

ikke bare gjør det de ønsker!

Fallgruven



Kommer ikke det de ønsker til å fungere?

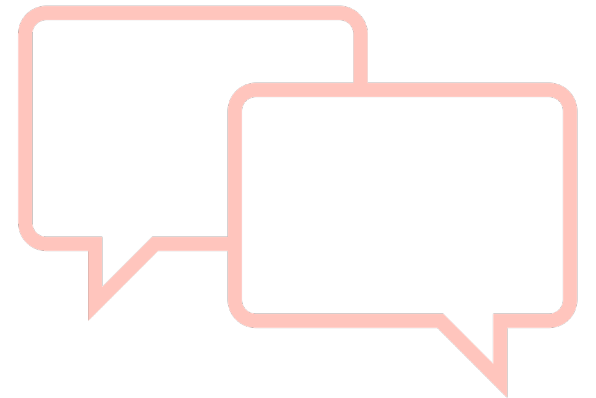
**Snakk sammen** og kom frem til en felles løsning

Fallgruven

# 3 min

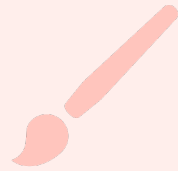
Tenk på prosjektet

- Hva tenker dere at brukerne bestemme?
- Hvordan skal dere involvere dem?
- Hadde dere tenkt noe på deltakelse før i dag?
- Har det endret seg?

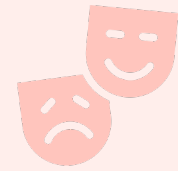




Fortelle



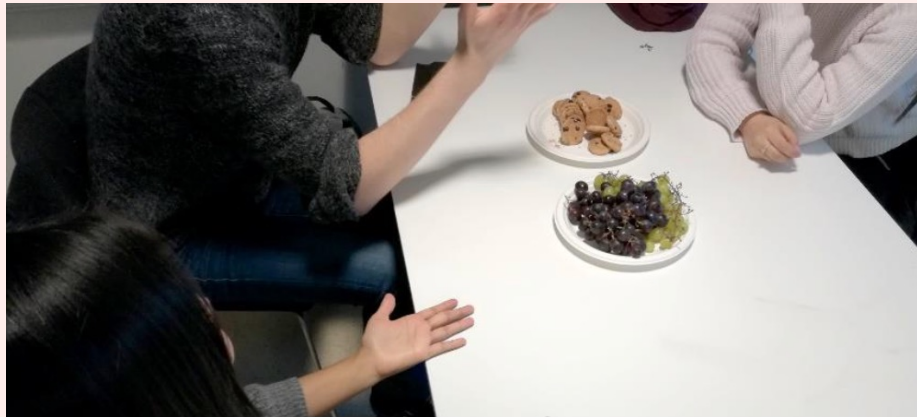
Lage



Spille

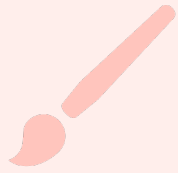


Fortelle

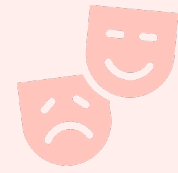




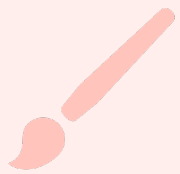
Fortelle



Lage



Spille



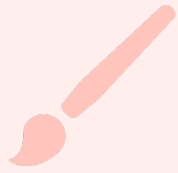
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Fortelle



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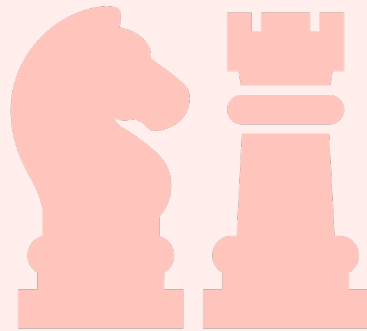


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Vil en annen interaksjon være bedre  
for innlevelsen?

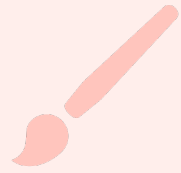


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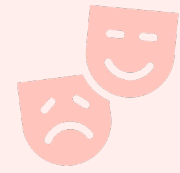




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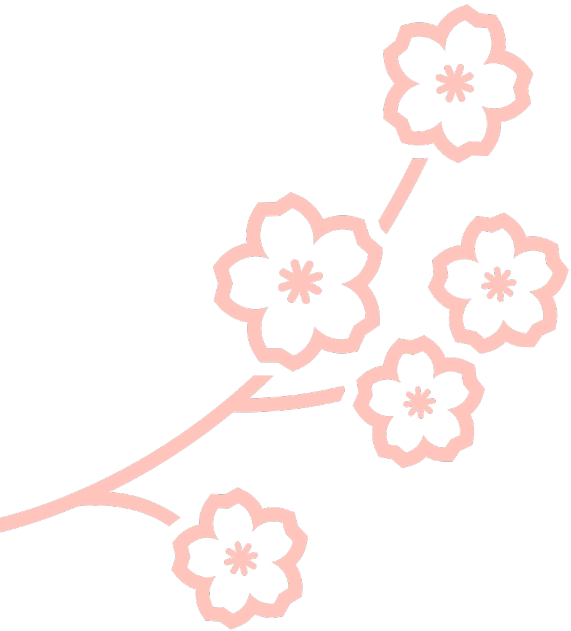


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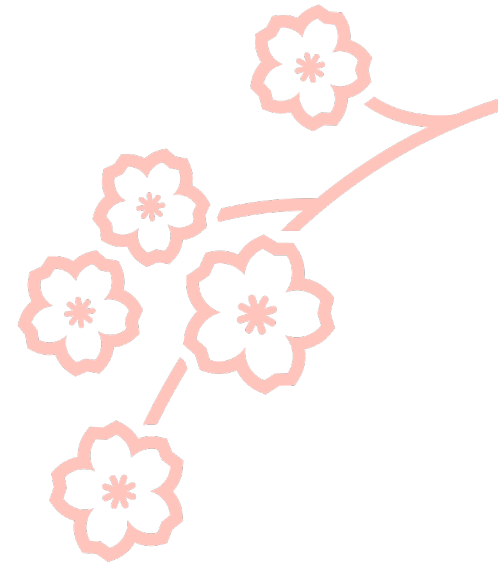
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Når skal vi ha med brukermedvirkning?



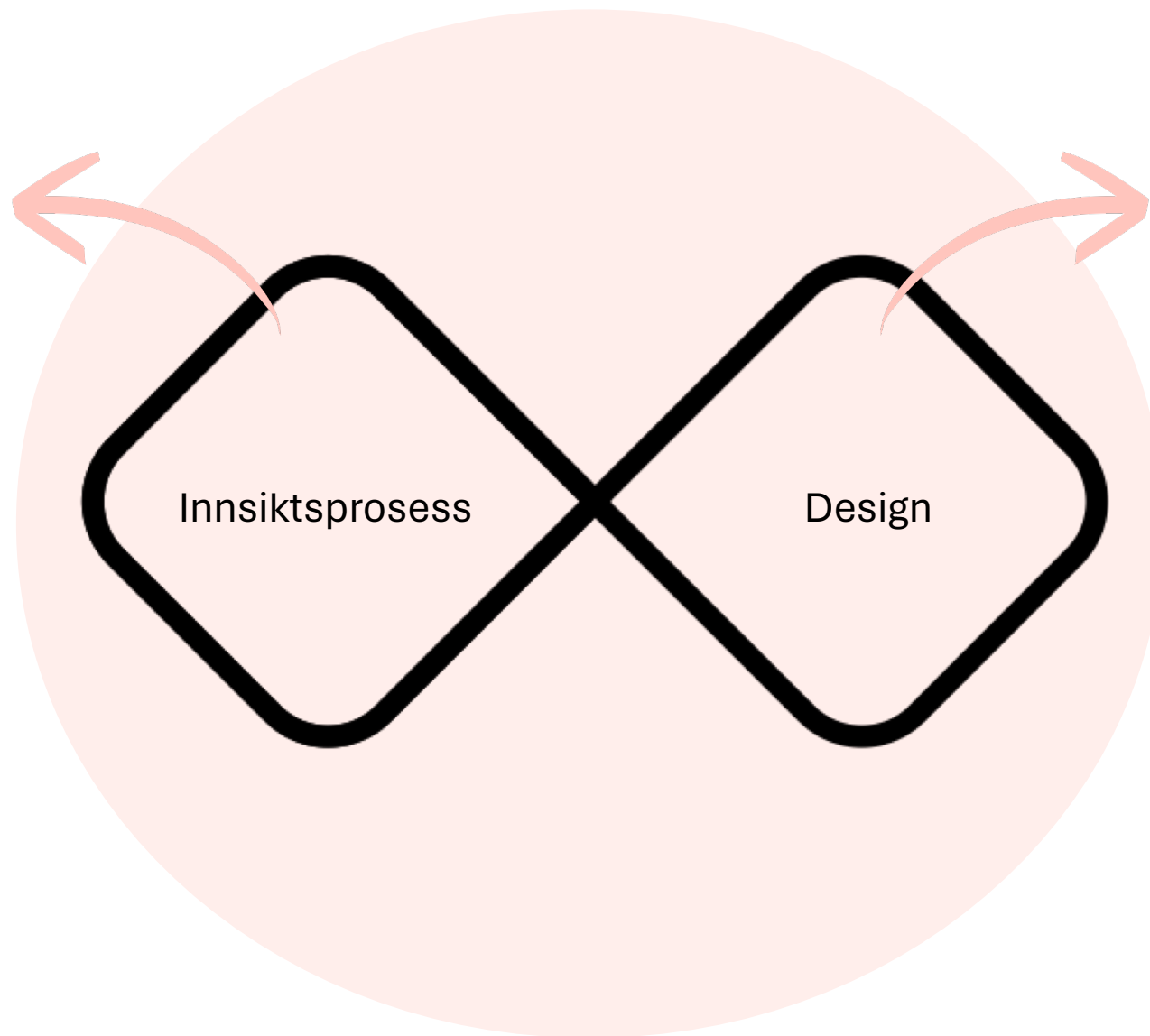
Når dere kan...

og der det passer



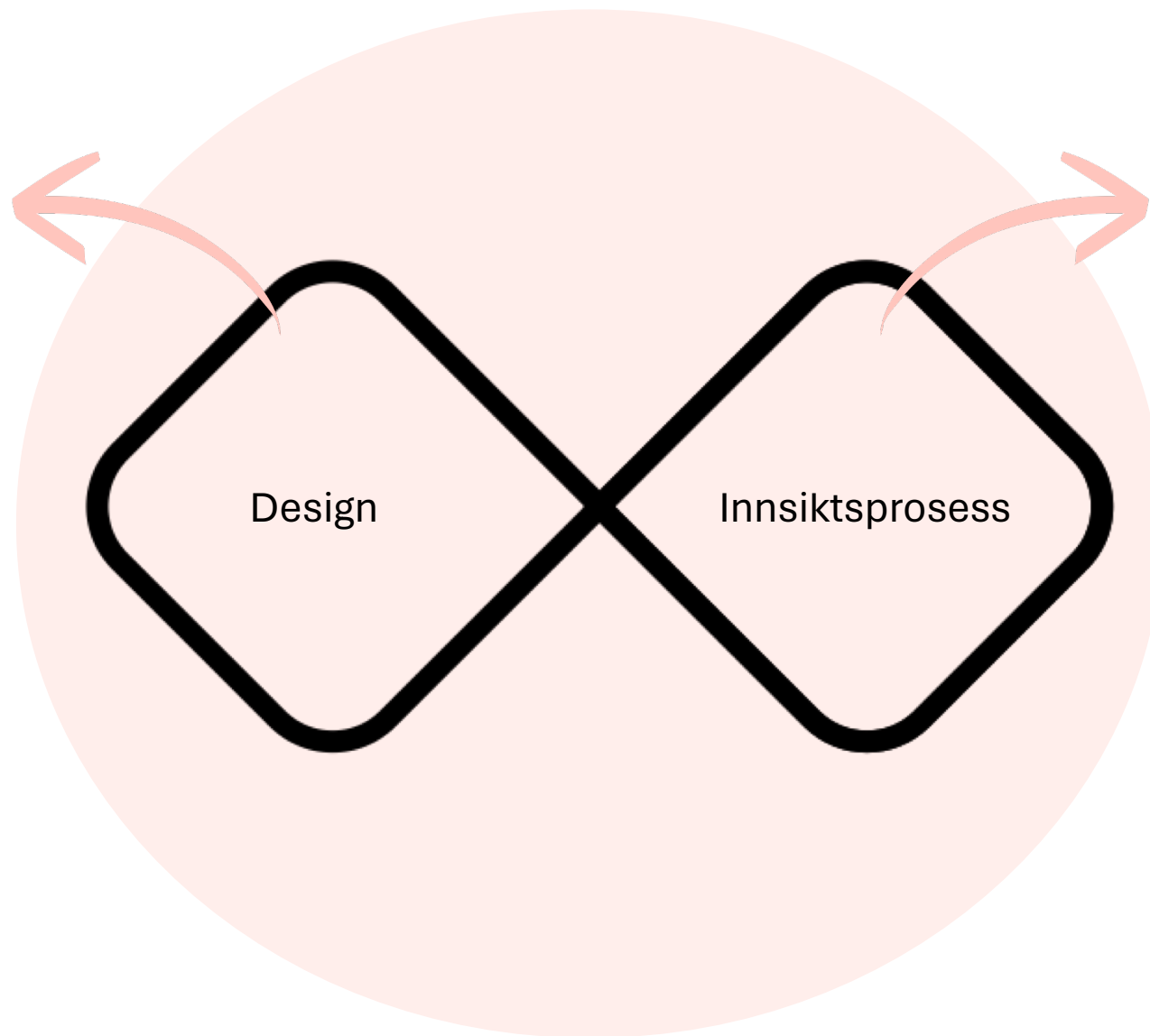
Når skal vi ha med brukermedvirkning?

Designe  
**den rette**  
tingen



Designe tingene **rett**

Lage noe  
**av og på**



Hvordan kan  
**av og på**  
passe inn?



En liten evaluering...

Fortsette med samme format  
som dette?

ELLER

Mer forelesning direkte fra  
pensum?

En liten evaluering...