



DEVELOPING SOFTWARE FOR LOW SOCIO-ECONOMIC END USERS

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At a glance



Background

Due to low socio-economic status, levels of digital and general literacy and similar factors, Bangladeshi fisherfolk are very diverse as software end users - uncovered in the exploratory research of PROTIC II.



Goal

Understand the unique characteristics of fisherfolk and develop software to address their needs.



Strategies

Adopt a Double Diamond approach to understand the needs of boat captains and develop a prototype to help preserve and share their tacit knowledge.

Key outcomes



Livelihood

We identified all stakeholders and prepared a classification associated with fishing in Bangladesh.

We also identified livelihood challenges of fisherfolk such as insufficient government support during fishing bans, limited representation in the union and exploitation.



Insights into tacit knowledge

We discovered that tacit knowledge of fishing is lost with time.



Transfer prototype

We developed a tacit knowledge transfer prototype for boat captains.

Summary of findings



Recommendations to customise Double Diamond approach to design software for end users from low-socio economic backgrounds.



Evaluated mid-fidelity prototype for boat captains



Proposed incremental software development with Scrum.



User modelling with persona and identified requirements for software.

Learn more

Contact the [HumaniSE Lab](#) or scan the QR code.



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