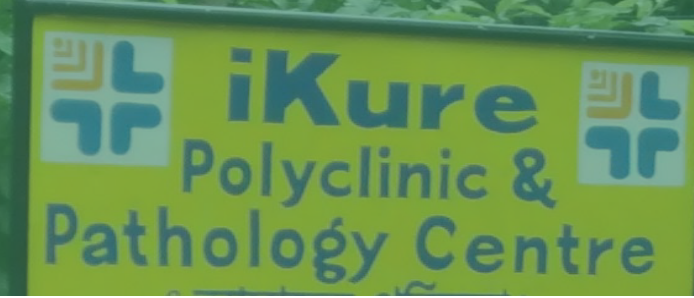
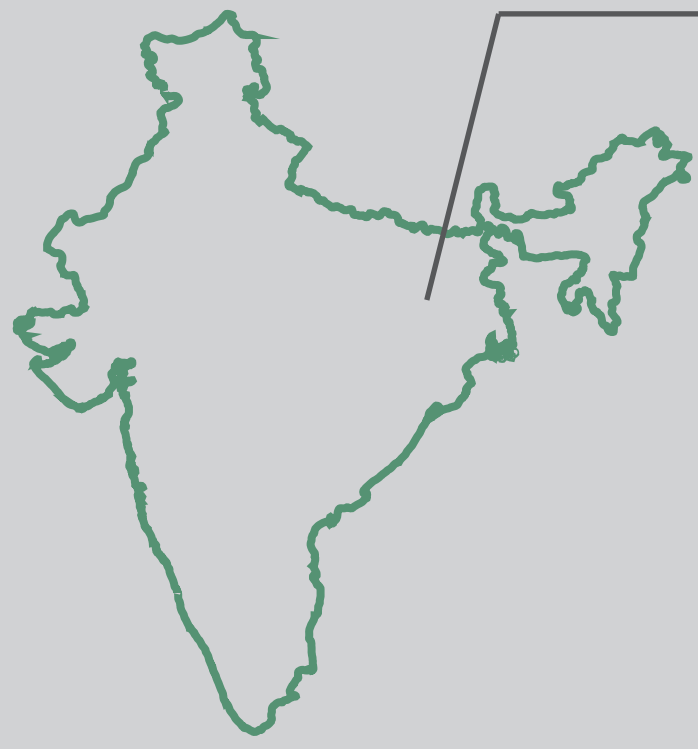


# USABILITY IN THE FIELD: REFLECTIONS FROM AN HCI4D PROJECT IN RURAL WEST BENGAL



## CONTEXT



### FIELD SITE

Tabageriya, West Bengal, India  
200 kms from Kolkata, India

\*\* Partnered with iKure, a health focused start-up delivering last mile healthcare in rural West Bengal



### OBJECTIVE

Understand usability of the ODK mobile application from an end-user and organization perspective



### METHODS

Usability Tests with 7 Community Health Workers + Post-Test Survey and Interview.

## FINDINGS



### POWER HIERARCHIES

"CHWs were stressed during the usability tests. This was particularly visible when iKure superiors walked past the room during tests. Some CHWs asked me if I would inform their superiors in case of mistakes." - Reflection Notes



### INFRASTRUCTURAL DEMANDS

"The office lacked internet and electricity. There were frequent distractions and interruptions, hindering the flow of the usability tests." - Field Notes



### LOST IN TRANSLATION

"The interpreter found it challenging to translate the questions to the participants often asking me for alternate English words/phrases that would convey a similar meaning." - Reflection Notes

## QUESTIONS WE ASK AS ONE CROSSES BORDERS

- How can tried and tested methods designed primarily for western contexts be effectively adapted to the Global South?
- Is there a need for new research methods? What would these look like?



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