University of Applied Sciences and Arts Northwestern Switzerland
School of Social Work

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SmartLiving - LBS and Social Media for Comprehensive Democratic Positions in Urban Development

Hans-Jörg Stark***, Matthias Drilling*, Stella Gatziu-Grivas**, Timo Huber*, Ruth Röhm**, Holger Wache**, Robert Wüest***

* Institute for Social Planning and Urban Development, School of Social Work, University of Applied Sciences and Arts Northwestern Switzerland, Basel

** Institute for Information Systems, School of Business, University of Applied Sciences and Arts Northwestern Switzerland, Olten

*** Institute of Geomatics Engineering, Civil Engineering and Geomatics School of Architecture, University of Applied Sciences and Arts Northwestern Switzerland, Muttenz

Agenda

- Idea
- Technical Architecture
- User Interface
- Field Tests
- Results / Lessons Learnt

Idea

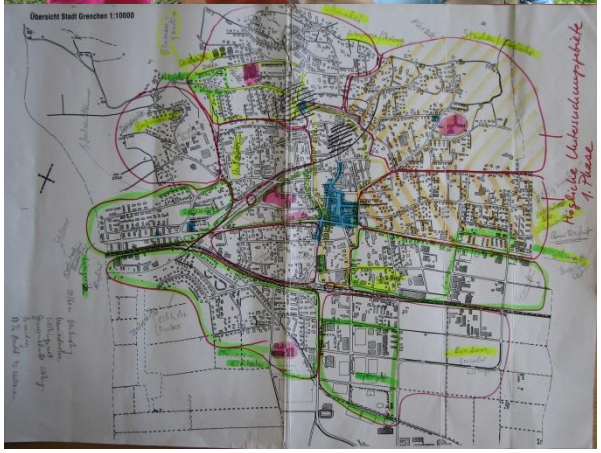
- The “communicative turn” in planning disciplines framed a new understanding towards urban development tasks. Today an informal participation process belongs to urban design projects in nearly every municipality.

- However, criticism spread. Classical procedures like forums, round tables and meetings reach only few and require a high level of intellectual ability. Several social groups like migrants and the youth belong to the excluded.

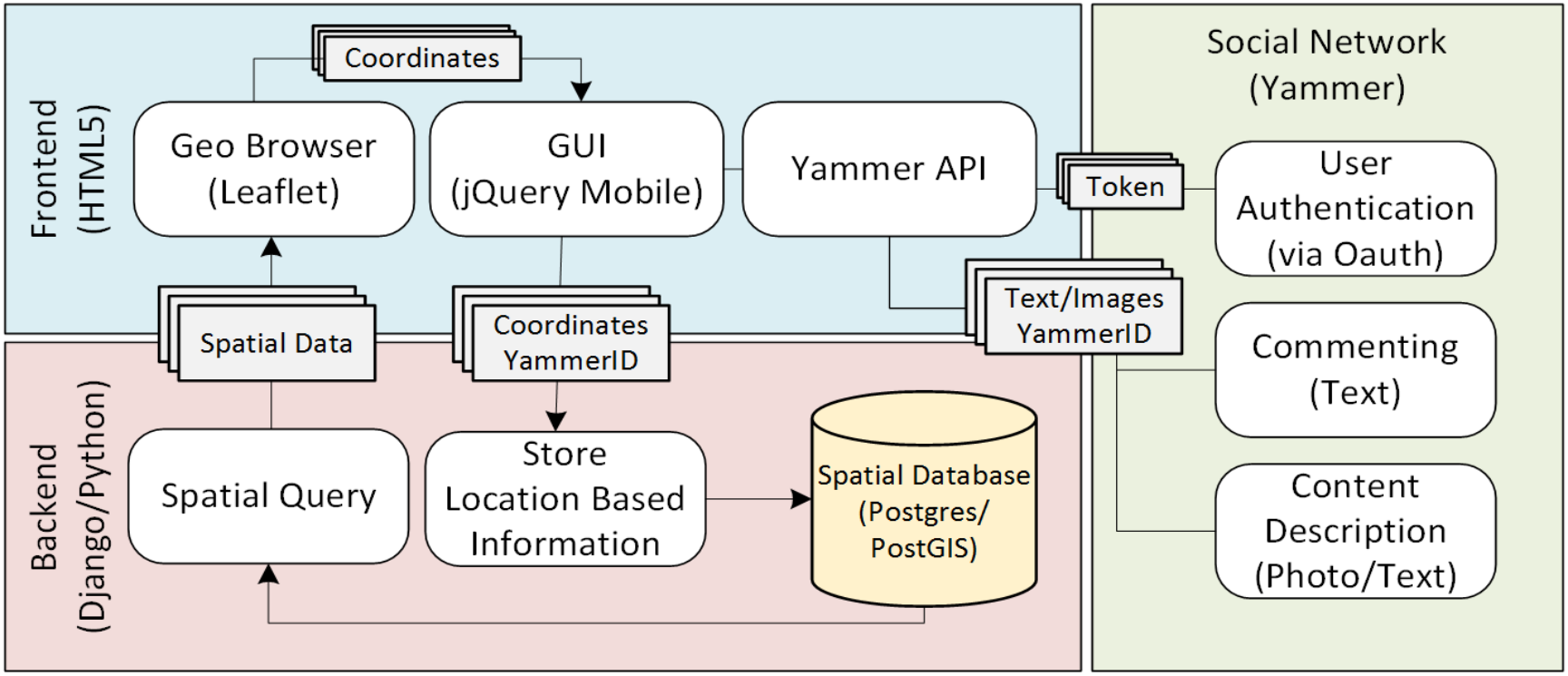
Idea

Thesis:

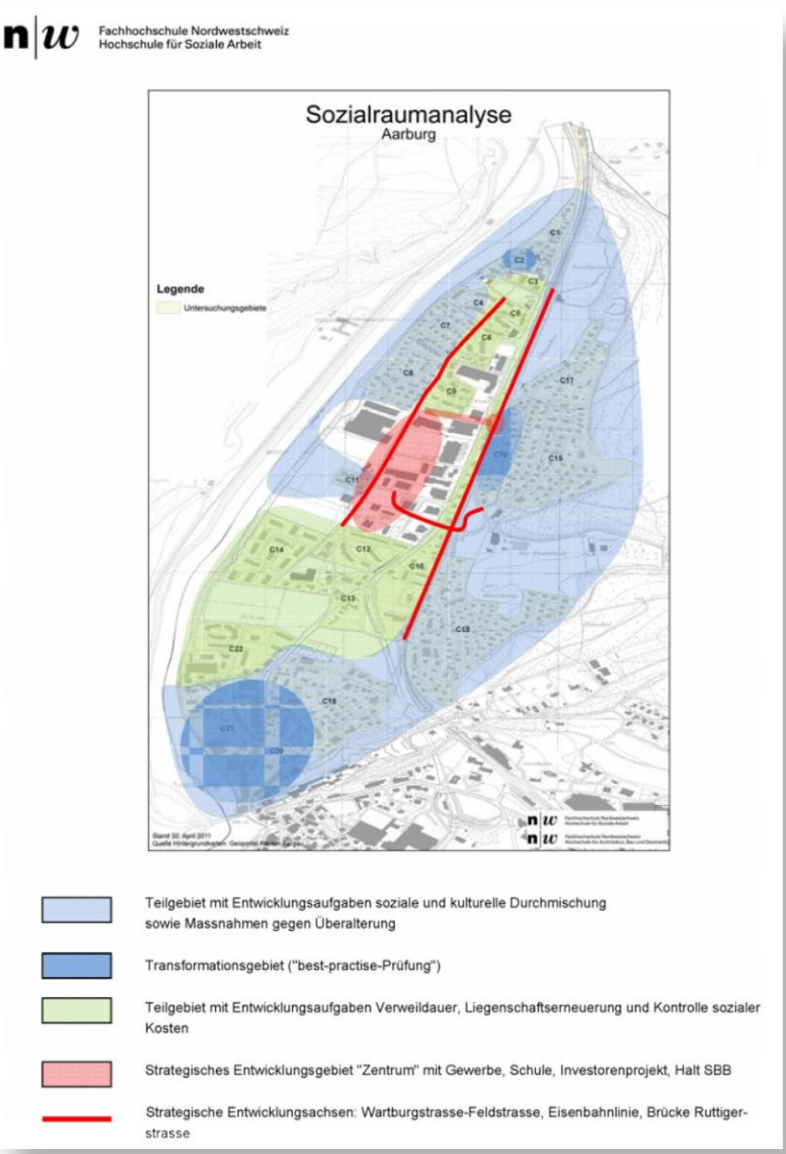
With the usage of social media based applications within the urban development project new and direct forms of an urban development dialogue arise.



Technical Architecture I



Field Tests in Aarburg-Nord



Field Tests in Aarburg-Nord

10 teenagers, 12 years and 16 years old living in Aarburg Nord or South

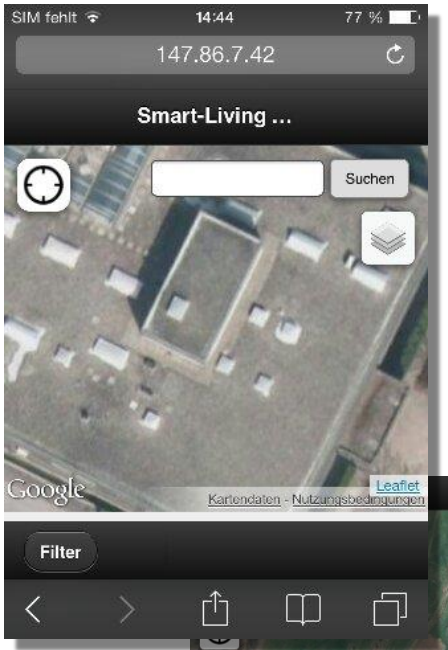
First meeting: field inspection, app testing

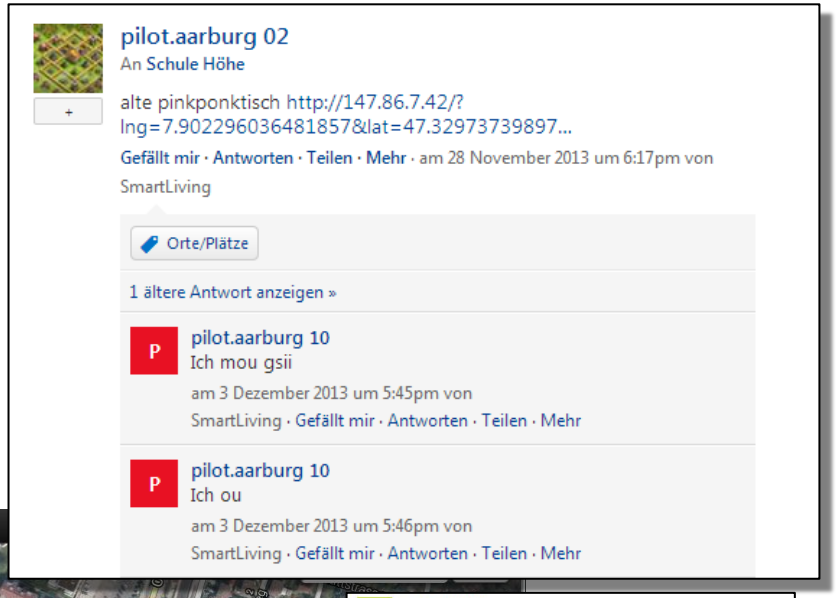
Followed by: teenagers map and comment their relevant leisure locations

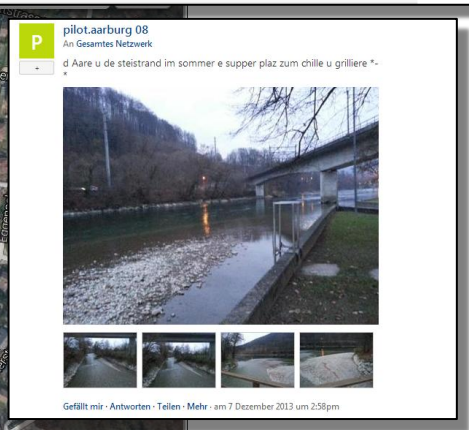
Second and third meeting: Evaluation of both app and data/results

Time extension for two weeks, implementation of a WhatsApp group

Field Tests in Aarburg-Nord







Results – Critcally reviewed

- Comments: only single words, fragments
- Few pictures
- Few Pictures with comments
- Hardly any comments on comments
- Quantity instead of quality

Results – Critcally reviewed

Technical issues:

- External SM-App Yammer for feed overview
- Two apps for commenting (SM) and Map view
- Too little use of tags/topics
- System crashes :o(
- Bandwidth: map-refresh took sometimes a lot of time
- Pictures being stored externally – laborious usage
- POI-information only visible when clicking on point
- No easy App set-up

Results

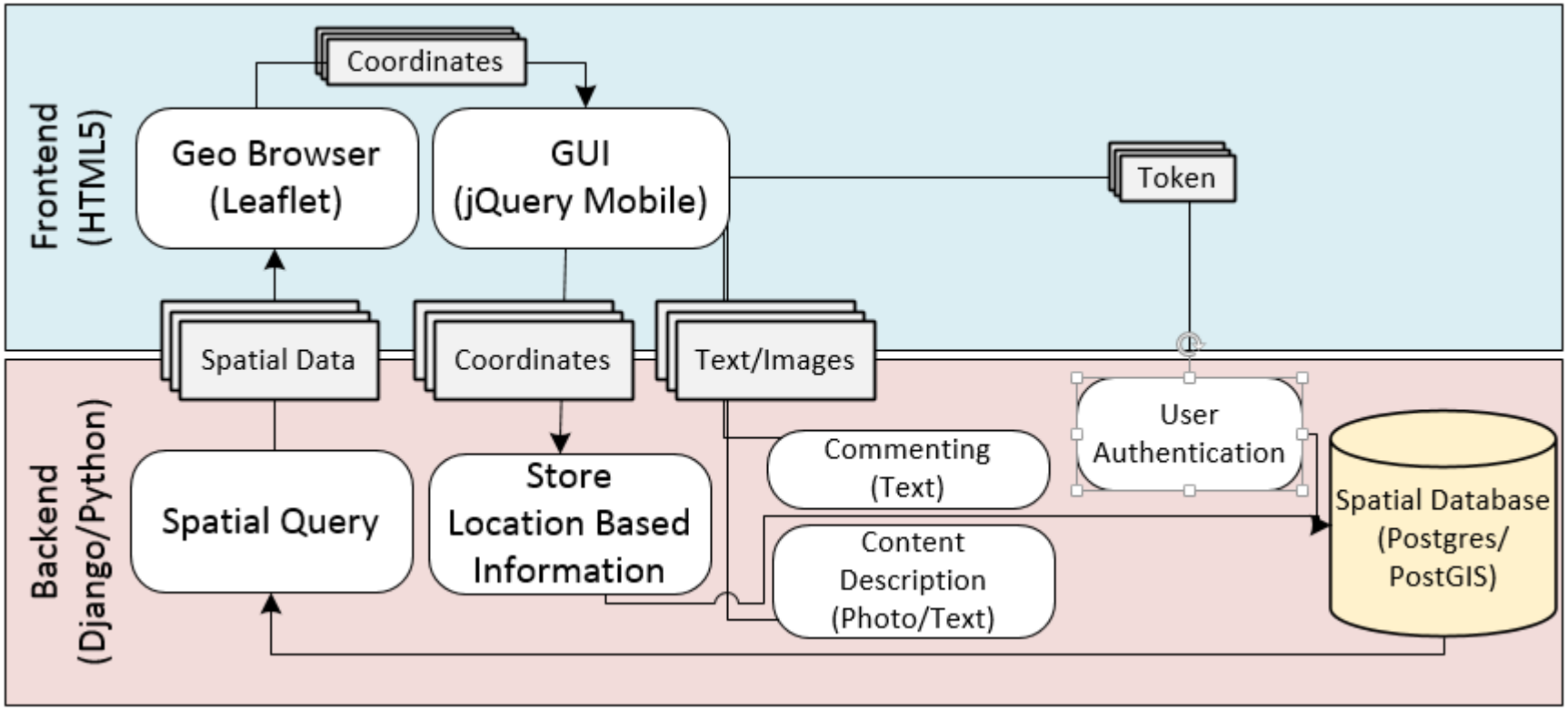
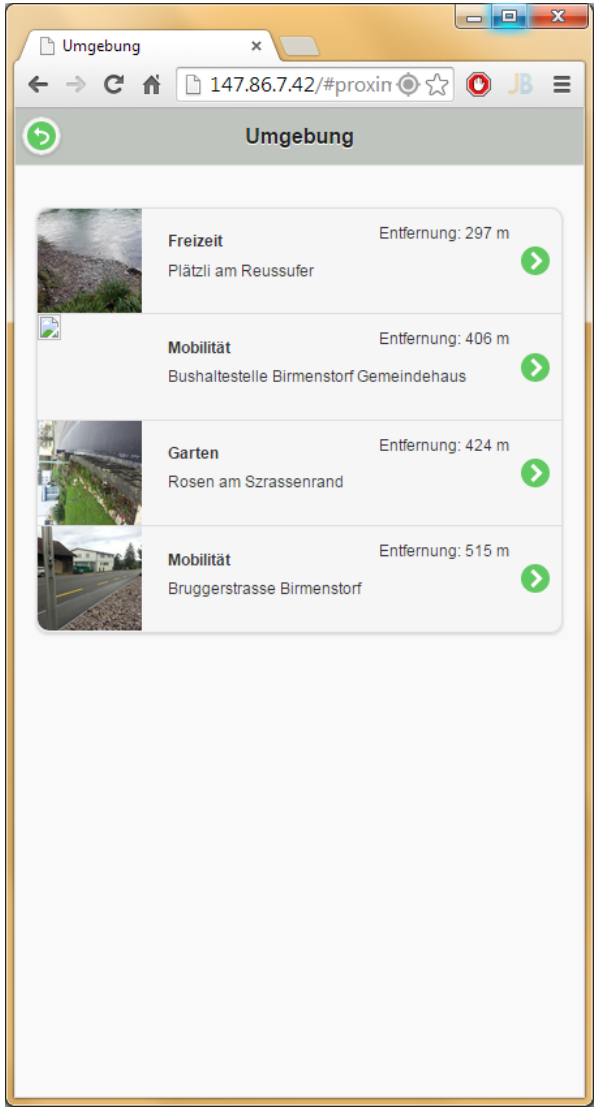
Possible Causes:

- Extensive written instruction – with little attention
- Too much emphasis on extrinsic motivation (voucher)
- Teenagers integrated only in testing process but not in app design process
- Bad time context: end of semester, bad weather, short days

→ Revision of both app and instructions!

Lessons Learnt

Redesign Technical Architecture



Lessons Learnt