

Understanding Practice: Video as a Medium for Reflection and Design

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Work as Situated Activity

- Work activities are in every case:
 - At particular times
 - In particular places
 - In relation to specific social and technological circumstances.
 - The context for work activities are always dynamic
 - Technology afford certain constraints
 - People's way of working give the technologies shape and significance.
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The Goal of Research

- Understand that work/technology relation more generally, develop theoretical constructs that can deepen our understanding across work settings
 - Get a detailed understanding of how the relationship develops in and through the work's course in a particular setting.
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Work Practice and Design

- Assumptions:
 - Work practice is fundamentally social
 - Any activity relies on mutually intelligible interaction
 - It is the community that defines the:
 - Work domain
 - Success criteria
 - All work involves others

Design and Use

- General requirement for developing new technology:
 - A successful translation between conception of the technology held by the designers and for whom it is designed.
- When technology is designed at a distance from it's use:
 - There is a gap between the scenarios of use and the users actual circumstances.



The Politics of Artifacts

- Artifacts embody the ideologies and agendas of the designers
 - Constitutes active elements in the organisation of the relationship people have with each other and with their environment
 - Example from text: Overpass built so low that it restricts access to a public beach.
 - Can you think of other examples?
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Ethnography and Interaction Analysis

- Ethnography:
 - Method used in anthropology
 - In depth study of cultural and social practice
- Interaction Analysis:
 - Has a focus on the communities understanding of work
 - A detailed study of how people interact with each other and the technology.

What We Record

- Strategy:
 - Find multiple ways of capturing the complex activities that work involves
 - Setting oriented records:
 - Stationary camera
 - Microphone
 - Person oriented records
 - Object oriented records
 - Task oriented records
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How We Work as Researchers

- Rough content log
 - A log of descriptions of observed events and a chronological index by clock time.
 - Careful transcriptions
 - Of activities that is picked up as being of particular interest.
 - Interaction analysis
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Tools for Activity Analysis

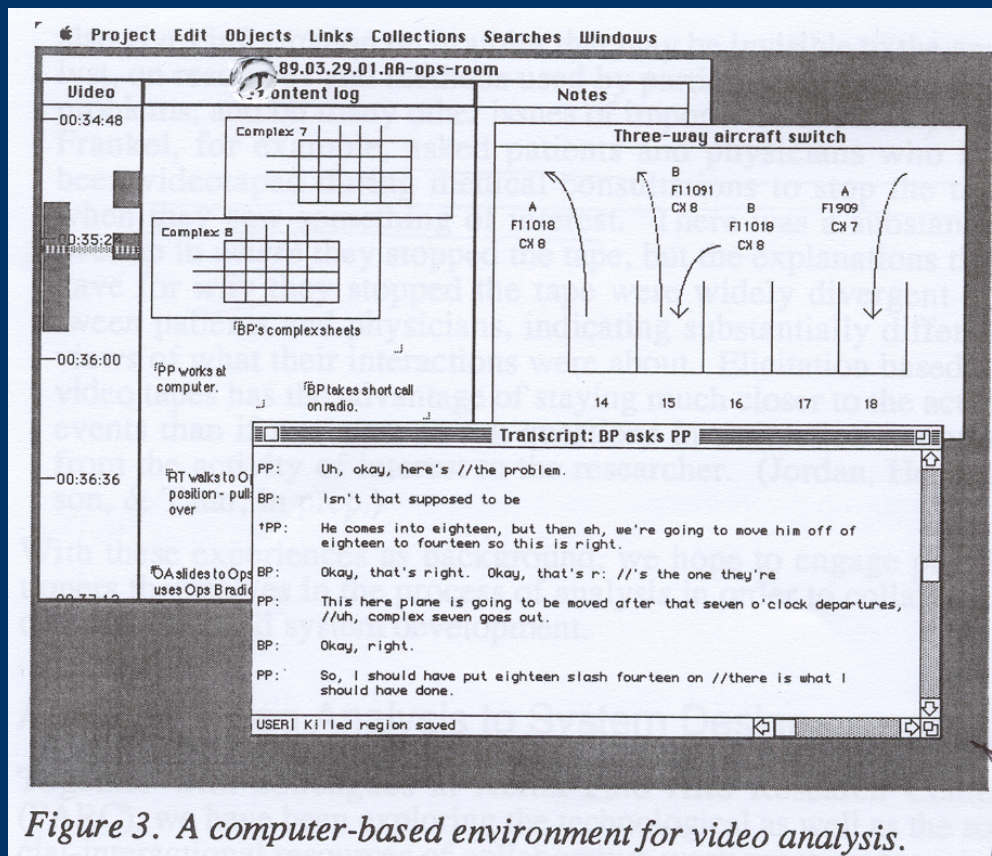
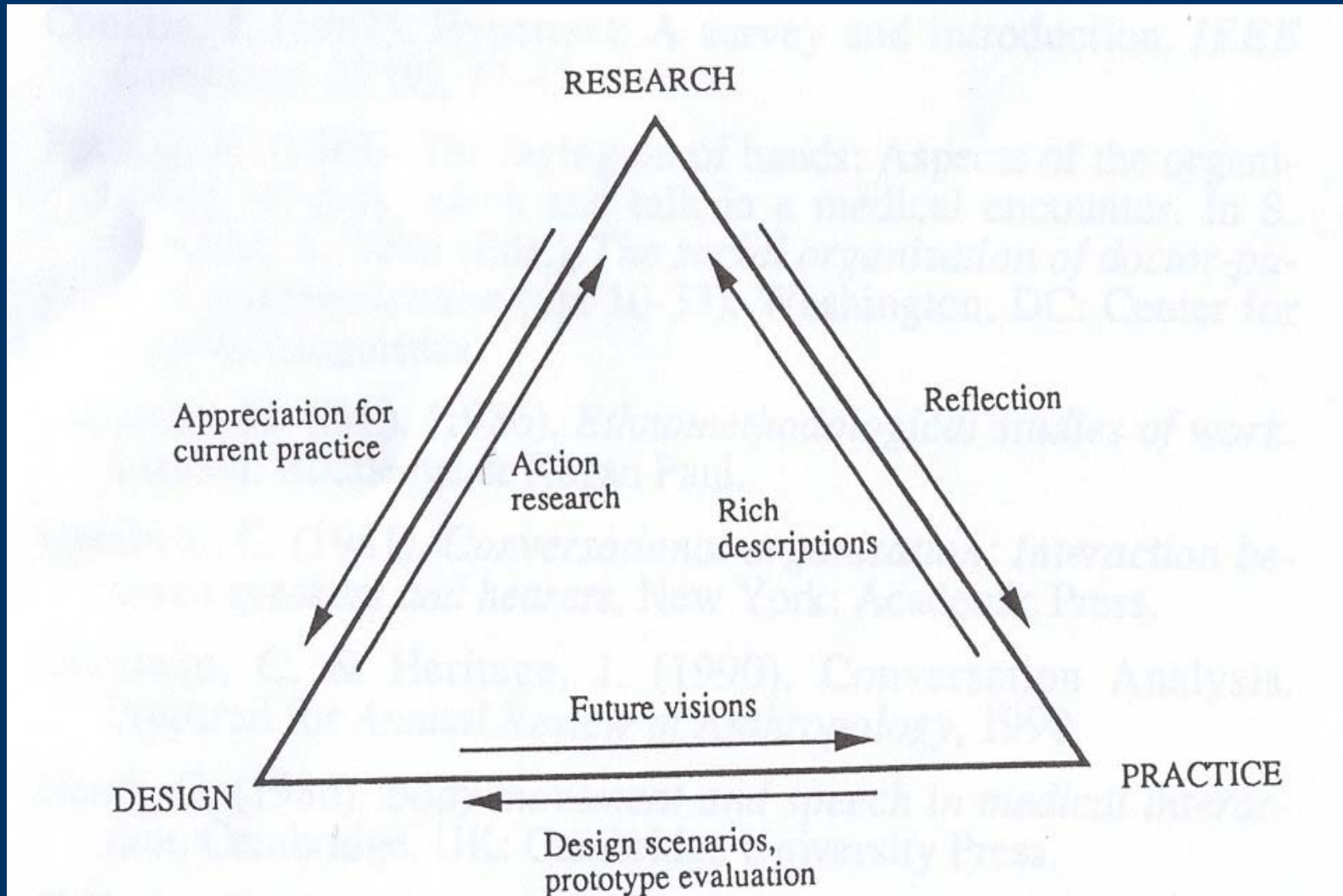


Figure 3. A computer-based environment for video analysis.

- Possibilities for computer support for analysis
- Hypermedia system
 - Videos
 - Transcripts
 - Annotations
- Maintain and Interrelate multiple perspectives on a work activity
- Do you see any issues with the use of this tool?

Reflection and Design



Discussion points:

- Using video analysis as described in this article is costly both in terms of time and money. Is it worth it? Can you think of any dirty short cuts?
 - This research project took three years. How about projects that runs over a shorter time? 3 months? 3 weeks? 3 days?
 - What did you learn? What needs to be considered?
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