



## **Towards ICT as an enabler for direct community influence in urban reconstruction programmes**

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### **Abstract text**

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ICT innovations have created new possibilities for humanitarian organizations to collect, process and disseminate information [1][2]. However many of these innovations are sustaining in nature: supporting current practices in post-disaster programming. Disruptive ICT innovations extend beyond this supporting role, changing existing practices and processes. One of these potential innovations is the empowerment of a disaster affected community to directly influence humanitarian interventions [3-5]. This relates to Cordaid's objective of integrated community-driven recovery and reconstruction, which has partnered with Propus to develop a tool for direct engagement. This paper demonstrates this potential, describes the lessons learned and challenges faced in this project.

We defined 4 required development stages, based on information systems maturity stages [6]. Given the high frequency and complexity of urban programs, we first provide transactional support: collecting and combining data in a structured way. These data are transformed into indicators, providing management information. Next access is provided to this information to the community using various technologies. Finally options are implanted for the community to act on this information, for example contacting the NGO, or propose new projects themselves.

The development is still ongoing, but using a combination of common off-the-shelf applications, such as Google Maps or MS Access, a system can be built which allowing beneficiaries to provide direct input to Cordaid. And while these innovations also give rise to new considerations, such as privacy and ownership, the initial results indicate an improved efficiency and impact of the programs. In conclusion, ICT has the potential not only to provide support to manage programs but also to change the way NGOs engage and interact with affected communities.

### **References**

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## Roundtable theme

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- Disasters in urban context
- Housing and beyond: reconstructing lives, reconstructing cities
- Linking a past, present and future: histories, urban imaginaries, urban design and its influence on urban recovery
- Supporting urban risk reduction through reconstruction
- Relocation from hazardous areas

## Author's Biography



### **Kenny Meesters**

Kenny Meesters is a PhD-student at the School of Economics and Management at Tilburg University (the Netherlands). Kenny has a Bachelor degree in Engineering Management, and a Master's degree in both Information and Strategic Management.

In his research he focusses on the use of community driven information in the decision making process during crisis response and management. Among others, he works on the COBACORE project, focused on bridging gaps between the affected, responding communities, and professionals. Kenny has been active in the ISCRAM summer school, deployments of the Standby Task Force and Disaster Resilience Lab.

Kenny is an experienced ICT consultant, designing, developing and implementing information systems for several humanitarian NGOs, centred around information exchange with communities and stakeholders.



### **Anna Wachtmeister**

Over the last decade Anna has lived in ten cities including Stuttgart, Nairobi, Cairo, Caracas, Erbil and Port-au-Prince where she worked at, among others, UN-HABITAT, the GTZ's Participatory Urban Development Programme and Urban-Think-Tank.

Her work relates to people and their built environment in post disaster / conflict settings, focussing on stakeholder liaison and housing. Taking a particular interest in communities' own building practices, as well as their abilities to organize themselves.

In Iraqi Kurdistan, she was involved with the urban revitalisation of the ancient city Erbil and until recently she led a process from post -earthquake shelter interventions towards sustainable urban development in Port au Prince. Currently she is the Project Coordinator for an Urban Resilience programme in post-Yolanda Philippines.

She trained as an architect.