

Problems and question: Working doc

WIP

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This is a working document for the [Humanitarian Open Mapping contributors and communities research](#).

Problems and questions

(please, don't edit this section without alignment, see [brainstorming area](#) below)

Core questions

Core questions are things we want to understand at a global level and that affect the wider movement, they can apply to any present or future hub.

They are divided into different buckets and then prioritized based on 3 levels: P1 (important for next year's work), P2 (2 years horizon), P3 (5 years horizon).

Their type can be "community" if it's a general question about the community/group or "contributor" if it's information that needs to be answered at an individual level.

Please note these are the topics/questions we want to have answers on, not the actual questions we might end up asking contributors directly.

Reference: [This jamboard](#) is being used for live brainstorming sessions within the Community Team.

WHO

Question	Type	Priority	Sources
What's the contributors' demographic diversity? (age, gender, location, language, studies...)	Contributor	P2	OSMF survey- https://wiki.openstreetmap.org/wiki/Foundation/Surveys Voting membership survey - we have one from 2019 and then 2021 (% VM Chair, Matt Gibb) Geochicas survey and Write up Some hot_tech tools eg TM might have stat on this?
What's the size of each group or community?	Community	P1	Look through individual channels (eg group chats, mailing list) and see how many? Interview community leaders? https://openstreetmap.community/
Who is coordinating the community?	Community	P1	Reach out to individual channels (eg group chats, mailing list) and ask who coordinates? https://openstreetmap.community/ I believe microgrants awardees and alumni are

			coordinators or their respective community too?
What are contributors' roles/responsibilities within the community?	Community	P1	
Are there individual contributors not connected to any group?	Contributor	P2	
What's their governance and decision making process?	Community	P1	Community-specific CoC? OSM Code of Etiquette, OSMF/HOT organization structure. State of OpenStreetMap in Africa survey results OSM wiki~?
What other groups or communities are they connected to?	Community	P1	
What's the group/community category? (local, regional, urban, rural, formal, informal, corporate?) - Can we define categories/types of communities?	Community	P1	OSMF Local chapters, different community channels where we can ask about this
Who are the communities or contributors we don't know about?	Community	P2	

ACTIVITY

Question	Type	Priority	Sources
Have they been active in the past months?	Contributor	P2	Map edit Contributions: Stats per OSM username For Tasking Manager, per user there is a tab for contributions Note: both data sources need a

			login account Non-map contrib: Working Groups/Community meeting/webinar attendance via Agenda notes/RSVPs?
Did they stop contributing? If so, why?	Contributor	P2	Stats per OSM username For Tasking Manager, per user there is a tab for contributions - can be seen if they stopped contributing but wont answer the why
When was the first time they contributed?	Contributor	P2	Stats per OSM username: - can see when they registered For Tasking Manager, per user there is a tab for contributions Non-map contrib: Working Groups/Community meeting/webinar attendance via Agenda notes/RSVPs?
How often do they contribute? (and maybe volume for quantitative types)	Contributor	P2	Map edit Contributions:

			Stats per OSM username For Tasking Manager, per user there is a tab for contributions Note: both data sources need a login account Non-map contrib: Working Groups/Community meeting/webinar attendance via Agenda notes/RSVPs? comments/emails on OSM-related discussions/channels?
What types of contributions are they involved with?	Contributor	P2	Generally, I think we can categorize it as map or non-map edits, or direct/indirect contributions?
What other contribution types are there? (from remote/local edit and validation, promotion, talks, events, teaching, partnerships, mobilization, documentation, localization, data usage...)	Contributor	P2	
How active are their community channels?	Community	P1	lists of "active" channels per community - this needs to be updated as some channels

			are not active (based from interviews with some local community members)
How many people have been active in the past X months in their community/group? (if applies)	Community	P1	
Do they contribute only to local map efforts or also others?	Contributor	P2	Map edit Contributions: Stats per OSM username: For Tasking Manager, per user there is a tab for contributions: Both have stats on project countries where mappers contributed

WHERE

Question	Type	Priority	Sources
What's their location?	Contributor	P2	very close to accurate, for example. Singapore has no communication channel because there's no mapping community there Meetings notes/webinar registration data on location
What are their languages?	Contributor	P2	

Which tools do they use to contribute? (TM, others?)	Contributor	P2	Editors: https://wiki.openstreetmap.org/wiki/Editors (might not be updated) List of tools from hot_tech
Which OSM channels do they follow?	Contributor	P2	https://openstreetmap.community/ - Country specific: for example, Philippines: https://wiki.openstreetmap.org/wiki/Philippines/Local_Community_Channels
If part of a community/group? Which one?	Contributor	P2	Depends on their location/nationality?
What's their website, email, other channels?	Community	P1	
Which tools/platforms types do they use to coordinate the community or engage with other contributors? (messaging, forums...)	Community	P1	https://openstreetmap.community/ ?

MOTIVATION AND RETENTION

Question	Type	Priority	Sources
Why are they contributing, what are their incentives?	Contributor	P2	
Are they satisfied with the overall experience?	Contributor	P2	
Would they recommend contributing to other people? (NPS)	Contributor	P2	
Are there any barriers that decrease their motivation?	Contributor	P2	

What would motivate them to be more engaged?	Contributor	P1	
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IMPACT

Our goal is not to measure actual impact but a perception of impact from contributors that will contact their motivations and retention.

Question	Type	Priority	Sources
What/who's influencing where to focus their contributions?	Contributor	P2	
Who is data they created helping?	Contributor	P2	
How is data they created helping?	Contributor	P2	
What's blocking them to have more impact with the data they generate?	Contributor		
Where/who do they see untapped potential?	Contributor		

INCLUSIVE AND WELCOMING

Question	Type	Priority	Sources
How safe, inclusive and welcoming do they feel participation is in their community?	Contributor	P2	
How diverse do they think their community is?	Contributor	P2	
What are their main sources of conflict?	Contributor	P2	
How do they handle conflict within their communities and contributors?	Community	P1	
What's missing for their environment to feel safer, more inclusive and welcoming?	Contributor	P2	
What's missing for their community to be more diverse?	Contributor	P2	

Brainstorming area

(please add content in suggestion mode below)

HOT-wide

- What are the most important unknowns for being successful in the next 3 months and why?
- We don't quite understand who is using the data we create and we have the assumption that's important at many levels, not only to show impact and attract and retain contributors, but also to get the attention of media, new partners and funding.
 - What are the reasons why we don't have this visibility?
 - Do we know where to ask about who's using our data?
 - How do communities and partner organisations understand the impact of the contributions/data?

Hubs

General

- What are the questions we have about local contributors and communities/groups?
 - Who they are?
 - How long have they been involved?
 - Are they active?
 - What do they do?
 - Where?
 - What contributions do they make?
 - Other ideas out there: [Contributor comment](#),
- What are the most important unknowns for being successful in the next 3 months and why?
 - Asia hub plans to run their own internal brainstorming about this during the first half of February.
- How can we get local communities and groups to raise their own unknowns and questions?
 - Asia Hub plans to engage with VMs to explore this.
 - Q: How do we engage/talk with them?
 - Q: Who should we talk to?
 - Q: How can we make this process productive?
 - Q: What's the best way to do this consultation?
 - Q: Who can facilitate?

- What training or capacity building potential exists already in communities and groups across the E Africa and Asia regions (that could be delivered in collaboration with the hubs)?

Asia specific

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East Africa specific

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Community Team

- Online engagement
 - Who is our online engagement community?
 - *Pete: Actual HOT Community*
 - *first level: actual/existing communities and potential people to engage: VM, WG members, HOT volunteers/contributors to mapping, activations, validating*
 - *Second level: new/existing local communities in places where we don't have Hub support...*
 - *Staff as Community team responsibility*
 - How do we know if there is someone else?
 - How active is our online community?
 - Where are they?
 - How long have they been contributing?
 - [What are the different channels communities are using online \(for communication, engagement, etc\)?](#) How can we reach them?
 - Who should be engaging them? Who should communicate with them?
 - How can we provide support to these communities virtually / how do we make online space accessible?
 - Volunteer management?
 - How can we keep them motivated or sustain them?
 - How can we optimize their user experience or mapping journey with HOT tools?
 - Where should we put our efforts?
 - Monetary terms? minigrants/funds for mapathons?
 - Who do we want to interact with and which channel should we use / best to use?
 - What are their current limitations? opportunities?

- How does this research react to the community / partnerships venn diagram?
- This research itself
 - How can we limit our scope to deliver short term (3 months) conclusions to our priority areas? (minimum viable data set?)
 - Is there any past research we can tap into to inform our needs? How do we pool this so that it becomes a body of work?
 - How do we align with the most immediate Hubs needs?

Other teams

- [Tech, MERL, Comms] How do we align with other parts of the org who are already (or plan to) running research on the movement?
- [Disaster Services]
 - How much of the contributor population comes from disaster response? Or, asked another way: what influence does disaster response have on the contributor population?
 - Does a disaster response have an impact on the number of contributors, or amount of contributions, coming from the area, or is it mostly non-local contributors? What can we glean or leverage if we know disaster response does (or does not) increase local participation?
 - What is the impact of having local participation on disaster response? What is the impact of having partner organization(s) or communities/groups on disaster response?