Fetishizing Technology at the Expense of Building Relationships?
ICTs for Accountability in Typhoon Haiyan

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How do ICTs enable the participation and inclusion of affected people in the recovery process?
How do affected communities experience agencies’ efforts to be accountable to them?
technologies for accountability?
voice as feedback to humanitarian agencies

Good morning. I’m asking Oxfam if you can also help trisikad drivers. My name is XXX from barangay XXX.
“Foreigners have no obligation to help us. Our government yes—but them, no. I’d be embarrassed to complain to them because they’ve already done so much help”

(Alita, 42, Tacloban)
“These NGOs have only caused quarreling among my neighbours. Whenever I receive help and my neighbor does not, they’ll stare me down and look at me from head to toe like it’s all my fault!” (Liza, 40s, Estancia)
TARGETED AID AS CULTURALLY INCOMPATIBLE WITH LOCAL CONTEXT?

“When the typhoon hit, it had no selection criteria. Why do agencies have selection criteria? We believe everyone should get a little something.”
ROXAS CITY EXCLUDED

“It was heartbreaking. They would drive past us and wave at us from their trucks [headed for other areas]. But they don’t stop to come here.”

(Low-income female, 30s, Roxas)
digital distortions

* Feedback captured digitally more likely to be counted as feedback
* Redress of digital feedback can at most lead to individual response and tweaks of existing programs. No evidence that digital feedback is used for strategic decision-making
* Digitized feedback is better suited to serve donors’ needs than those of affected people
conclusions

* Best practices of accountability were in villages where agency workers were embedded in the community and some members were assigned as liaisons.

* Technologies offer opportunities for participation but create new inequalities through exclusions and distortions.

* Efficiencies can be technologized but compassion is much harder to mediate.
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