



# Role of Social Media in documenting human rights violations during conflict

Angela Oduor  
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[@angienicoleod](https://twitter.com/angienicoleod)





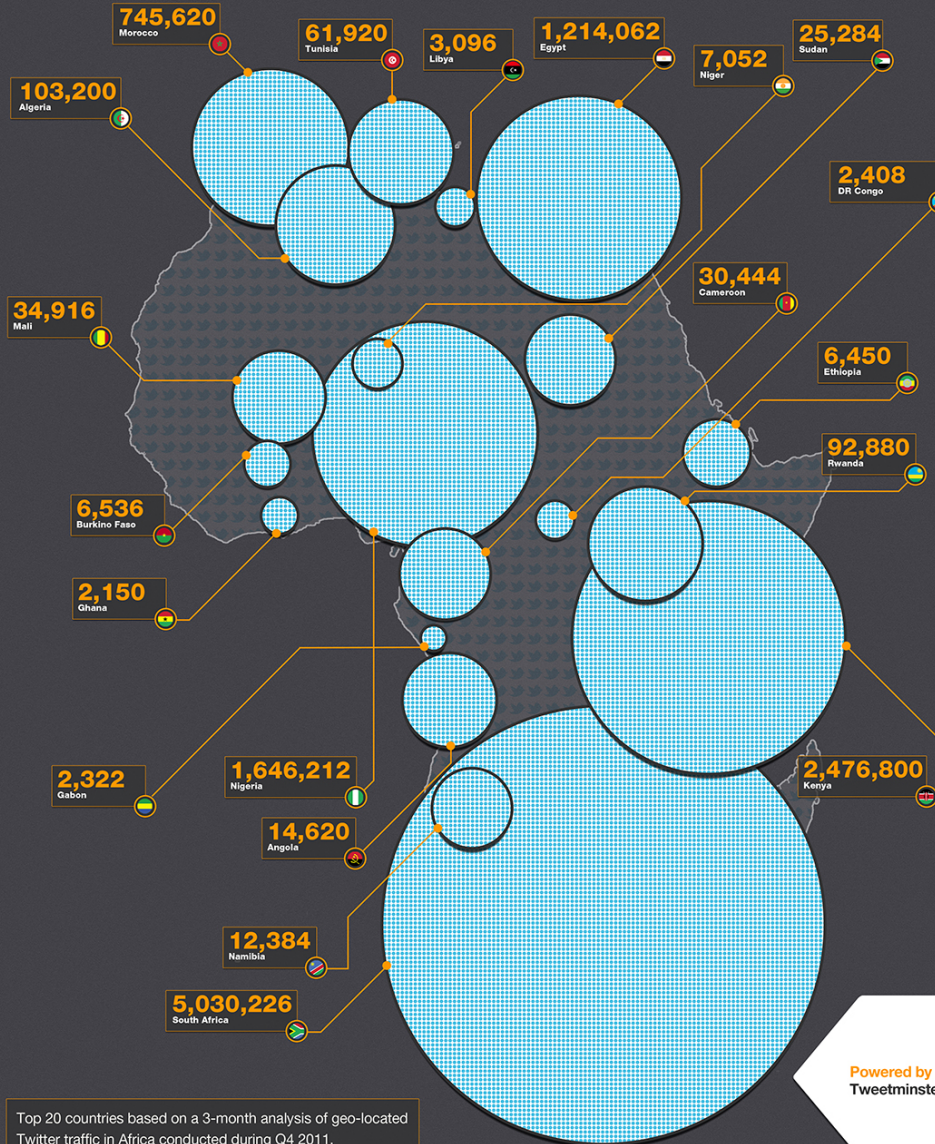


# How Africa Tweets

3 months of geo-located Tweets from Africa

Follow us on Twitter: @portlandcomms  
Site: <http://www.portland-communications.com/>  
Powered by @tweetminster

57% of Tweets sent from mobile phones 11,518,582 total number of Tweets analysed



Top 20 countries based on a 3-month analysis of geo-located Twitter traffic in Africa conducted during Q4 2011.


Powered by  
Tweetminster

Citizen reporting is about  
people telling stories of their  
location. And of finally having a  
say in what stories get told  
about their location

Wambura Kimunyu






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English  
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“ The Global Voices network gives me tools to keep me inspired and fighting for my beliefs.

Diego Casaes, Brazil 


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Featured stories


**Do Arab Men Hate Women? Mona Eltahawy Faces Firestorm**


 Egyptian-American columnist Mona Eltahawy has once again sparked controversy with an article in Foreign Policy magazine entitled "Why Do They Hate Us?", in which she argues that Arab societies are fundamentally misogynistic.


[read »](#)

**Malaysia Prepares for Bersih 3.0 Sit-Down Protest** 24 April 2012 


**Panama: Poor But Not Forgotten Thanks to Online Videos** 23 April 2012 


**Mexico: Netizens Speak Out Against Geo-Location Law** 23 April 2012 


**Bahrain: One-Woman Demo!** 22 April 2012 


**Bahrain: Tear Gas, Violence Surround F1 Grand Prix Race** 22 April 2012 

Special Coverage


  
**Egypt Elections**  
2011/12

  
**Caucasus Conflict**  
Voices

  
**Europe in Crisis**

  
**Indigenous Rights**

Updates

 The art collective Invisible Society in Bogotá brought together 53 artists who set up art installations or performance arts, and the process and result can be seen in [their video](#).

[f](#) [t](#) [l](#) [i](#) [u](#) [l](#) [i](#) [a](#) [n](#) [a](#) [R](#) [i](#) [n](#) [c](#) [ó](#) [n](#) [P](#) [a](#) [r](#) [r](#) [a](#)

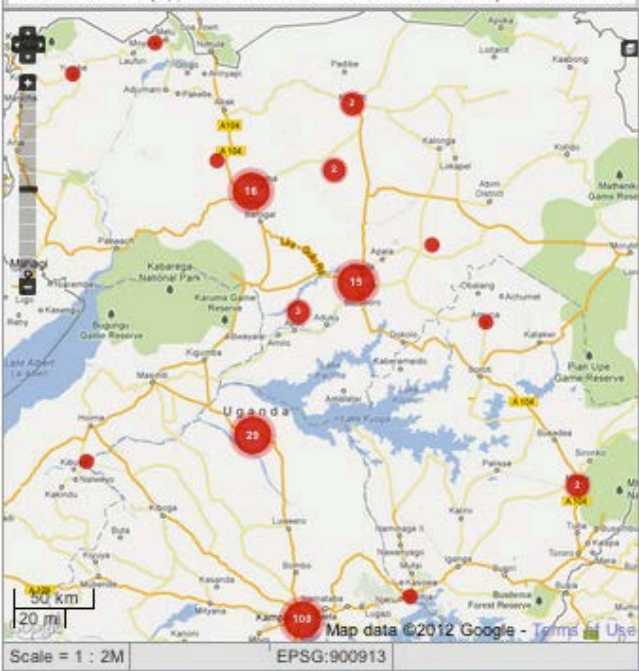


# Uganda Speaks

[HOME](#) [REPORTS](#) [SUBMIT A REPORT](#) [CONTACT US](#) [BIG MAP](#)

[VIEW FULL MAP](#)

To embed this map in your own site use this HTML:  
<iframe src="http://ec2-46-51-135-144.eu-west-1.compute.amazonaws.com" data-bbox="251 313 583 345"></iframe>



Scale = 1 : 2M EPSG:900913

[#ugandaspeaks](#)

**CATEGORY FILTER [HIDE]**

- ☒ ALL CATEGORIES
- ☐ KONY 2012

**SMS: +256 790 893828**  
**SMS: +256 790 840728**  
**SMS: +974 550 78998**

**ABOUT THIS PROJECT**

During the last few days, many people across the globe have been talking about Joseph Kony and the LRA. There have also been conversations about the young people affected - those "Invisible Children" kidnapped by Kony's soldiers.

The boys have been forced to kill and maim, and the girls sexually abused. But people are arguing over the facts and over the portrayal of the brutalised communities.

There has also been a debate over the ethics and intentions of those calling for an awareness campaign around the LRA issue.


The rest of the world has had their say, and now Al Jazeera wants to hear voices from inside Uganda. What do you think about the situation and what solutions do



# Somalia Speaks

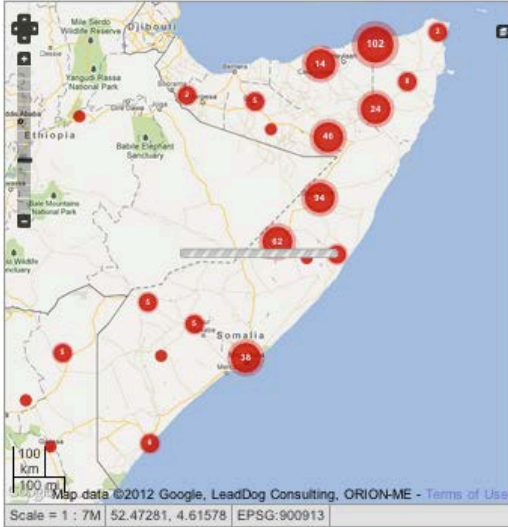
[News](#) [In Depth](#) [Programmes](#) [Video](#) [Blogs](#) [Business](#) [Weather](#) [Sport](#) [Watch Live](#) [Somali](#)

[Opinion](#) [Features](#) [In Pictures](#) [Interactive](#) [Spotlight](#) [Briefings](#) [Your Views](#)



[Like](#) [Tweet](#) [93](#) [21](#) [Share](#) [78](#)

[MAP](#) [REPORTS](#) [CONTACT US](#) [TRANSLATION](#)



Map data ©2012 Google, LeadDog Consulting, ORION-ME - Terms of Use  
Scale = 1 : 7M 52.47281, 4.61578 EPSG:900913

[CATEGORY FILTER \[HIDE\]](#)

- ☒ ALL CATEGORIES
- ☐ LONDON CONFERENCE
- ☐ SOMALIA SPEAKS

**SMS: +45609910303**  
**ABOUT THIS PROJECT**

The London Somalia Conference takes place on 23rd February 2012 with the aim of structuring a new international approach to solve the Somalia issue. The conference taking place many miles away from Somalia will include delegates from over 40 states.

As a continuation of our Somalia Speaks project we aim to give Somalis an opportunity to tell us what they would like to see happen in their country in the future.

We have asked residents of Somalia the following question in their local language via SMS ("Waa maxay farrinta aad u direyso ergada shirka Soomaaliya ee London? Fadlan soo raaci halkaad joogto iyo magacaagaba. Waa suurtagal in aragtidaada la baahiyoo")








*the*  
default  
device



# *Ushahidi* = Testimony

A photograph of a man in the foreground, seen from the side, holding a large, flat, brown stone high in his right hand. He is looking upwards. In the background, a large blue and red banner is being hoisted by a complex metal scaffolding structure. The banner features a portrait of Barack Obama and the text 'THE PEOPLE'S PRESIDENT'. The scene is filled with dust or smoke, suggesting a protest or a moment of civil unrest. The sky is clear and blue.

Born out of the post-election violence in Kenya in 2008, used to map reports of violence and peace efforts throughout the country. TV was realtime fail.





We build tools for **democratizing** information, increasing **transparency** and lowering the barriers for individuals to share their stories.

We're a **disruptive** organization that is willing to take risks in the pursuit of changing the traditional way that information flows in the world.

openness | innovation | community



# Social Impact

Enabling the wider coverage of crisis, elections and political movements that would otherwise be **unreported** or underreported

Create an easy-to-use tool that is **freely** and **instantly available** to individuals, NGOs and other organizations allowing them to focus on mobilizing the content and the response

Facilitate **transparency** and **accountability** by amplifying citizen voices with a consumer-focused tool, designed with areas with limited access in mind

Developing ability for stakeholders in a particular situation to **share** and **find** data





# Disaster Response

**sinsai.info**  
東日本地震 | みんなでつくる復興支援プラットフォーム

レポートを投稿

このサイトは震災情報をみんなで集めて公開しているサイトです。被災地復興を願うボランティアスタッフが運用しています。ご利用方法は [こちら](#)

レポートを地図から探すをクリックすると、そのエリアで投稿されたレポートがご覧になります。

カテゴリ  
 ニュース  
 その他  
 信頼できる情報  
 利用可能なサービス  
 インフラの状態  
 被災地  
 交通機関  
 物資調達  
 災害支援センター・避難所  
 救援要請  
 日本語以外での提供  
 含む！

March 2011 - 4,000+ reports, 144,974 views  
Monitor fallout of tsunami and nuclear crisis

**Haiti**  
The 2010 Earthquake in Haiti

Translating to Noulah  
Our local partner, Noulah company Solutions, has the most up-to-date reports for final responders -- please visit their site for the most current data.

SUBMIT INCIDENT

HOME REPORTS SUBMIT INCIDENT GET ALERTS CONTACT US HOW TO HELP ABOUT

ALL CATEGORIES  
 1. URGENCES | EMERGENCY  
 2. URGENCES LOGISTICS | VITAL LINES  
 3. PUBLIC HEALTH  
 4. MENACES | SECURITY THREATS  
 5. INFRASTRUCTURE DAMAGE  
 6. NATURAL HAZARDS  
 7. SERVICES | SERVICES AVAILABLE  
 8. AUTRE | OTHER

How to Report  
 SMS/Text Local: 4938  
 SMS/Text International: +44 782 480 2524  
 Email: [haiti@ushahidi.com](mailto:haiti@ushahidi.com)  
 Web Form: [Submit Report](#)

January 2010 - 3,584 reports, 500,000 views  
Allowed Haitians to report location and needs

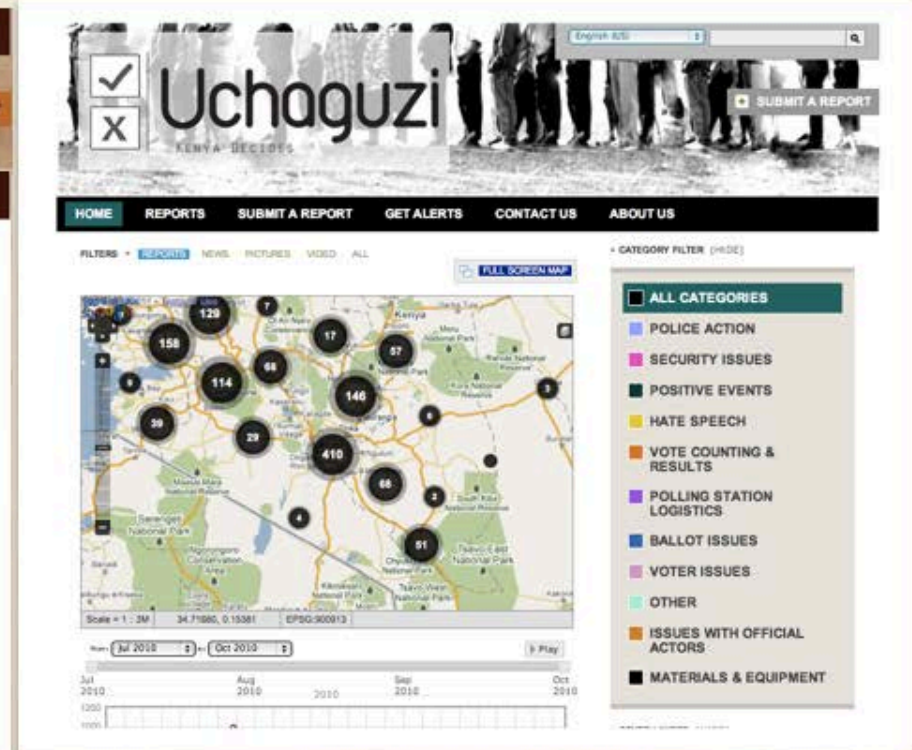


# Election Monitoring



September 2011 - 238 reports

Allow citizen reporting during election, radio ads with SMS short code number



August 2010 - 1525 reports, 20,000 views  
Monitor Kenya referendum election





# Citizen Journalism



December 2010 - 319 reports, 156,859 views  
Help bring awareness to sexual harassment in Egypt



April 2012 2010 - 208 reports, covering 476 locations  
Reporting incidences of crimes against women in Bangladesh





# Egyptian Revolution



“The use of social media and Facebook in particular is increasingly enabling the youth to engage in a political scene that normally opts for the physical elimination of the opposition. Blogs and Facebook groups are clearly taking the place made empty by the lack of a real political debate in Egypt, and are more increasingly emerging as an alternative political scene where a discussion on democracy and human rights is still possible.”

- Development and Institutionalization Support Center (DISC)



# Libya Crisis

The Libya Crisis Map deployed by request of UN Office for Coordination of Humanitarian Affairs (OCHA)

Excellent **#Libya** "Crisis Map" can help **#UN** **#WFP** plan **#humanitarian** **#food**, also 4 borders w/ **#Tunisia** **#Egypt** - <http://libyacrisismap.net/main>

about 3 hours ago via Twitter for BlackBerry®  
Retweeted by 11 people



**JosetteSheeran**  
Josette Sheeran

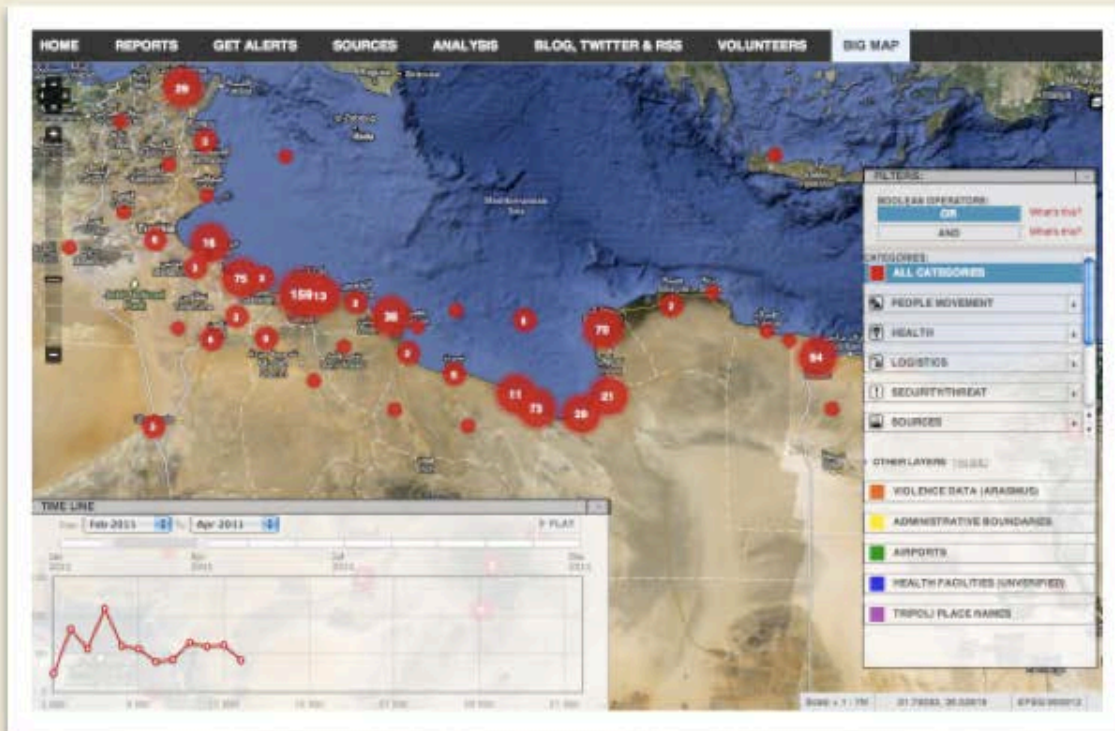
The crisis map of **#Libya** is run by **@SBTaskForce** & partners, not Ushahidi, so full credit goes to them & their outstanding volunteers

11:10 AM Mar 4th via Seismic: behtl  
Retweeted by 9 people

Reply Retweet



**ushahidi**  
Ushahidi





# Syria

English (US)

## Syria Tracker

*Missing, Killed, Arrested, Eyewitness, Report*

[+ SUBMIT A REPORT](#)

[HOME](#) [REPORTS](#) [SUBMIT A REPORT](#) [GET ALERTS](#) [CONTACT US](#) [ABOUT US](#) [INSTRUCTIONS](#) [BIG MAP](#)

**11,813 Individuals killed, March 18, 2011 thru March 25, 2012** Please help us **document the crimes** in Syria. Here is a **short tutorial** on how to report. In addition, please see the **Instructions page** for security precautions to take while submitting reports from the field. Reports can be submitted anonymously or you have the option to provide your personal information [يمكنك إدخال التقرير بدون الكشف عن شخصيتك] (أو إذا أردت يمكنك إدخال معلوماتك الشخصية). You can also submit reports via email to [syriatracker@gmail.com](mailto:syriatracker@gmail.com) or by adding the hashtag #basharcimes to your tweet(s) (please make sure you include the location or geo-location of the report when submitting via email or twitter). Learn to protect your security online ([Arabic version](#) - [English version](#)) Reports can be downloaded [here](#). You can subscribe to alerts [here](#). To report cases of human rights violations of sexualized violence, please visit [Women Under Siege](#) [here](#)

To embed this map in your own site use this HTML:

```
<iframe src="http://wdmap.com/iframemap" width="515px" height="430px"></iframe>
```

Filter Reports By

Scale = 1 : 7M EPSG:300013

Map data ©2012 Basarsoft, GIS Innovatsia, Google, Maps GIS, OpenStreetMap, Tele Atlas, etc.

### Reports

TITLE	LOCATION	DATE
محسّن القادة الثورة بريف دمشق - مكتب		Mar 29 2012
مصابيات العجوز بشار تصور نفسها وتعارف		Mar 29 2012
محسّن القادة الثورة بريف دمشق - مجلس معصية		Mar 29 2012

### Official & mainstream news

TITLE	SOURCE	DATE
Two journalists killed in Syria, media watchdog	HeathMap: Cria...	Mar 29 2012
Two Syrian colonels killed in attack in...	HeathMap: Cria...	Mar 29 2012



# Syria

English (US) SEARCH

## WOMEN'S MEDIA CENTER'S WOMEN UNDER SIEGE

Documenting sexualized violence in Syria  
توثيق الاعتداءات الجنسية في سورية

SUBMIT A REPORT

HOME REPORTS SUBMIT A REPORT CONTACT US ABOUT/من نحن DIGITAL SECURITY & SUBMISSIONS

Filter Reports By

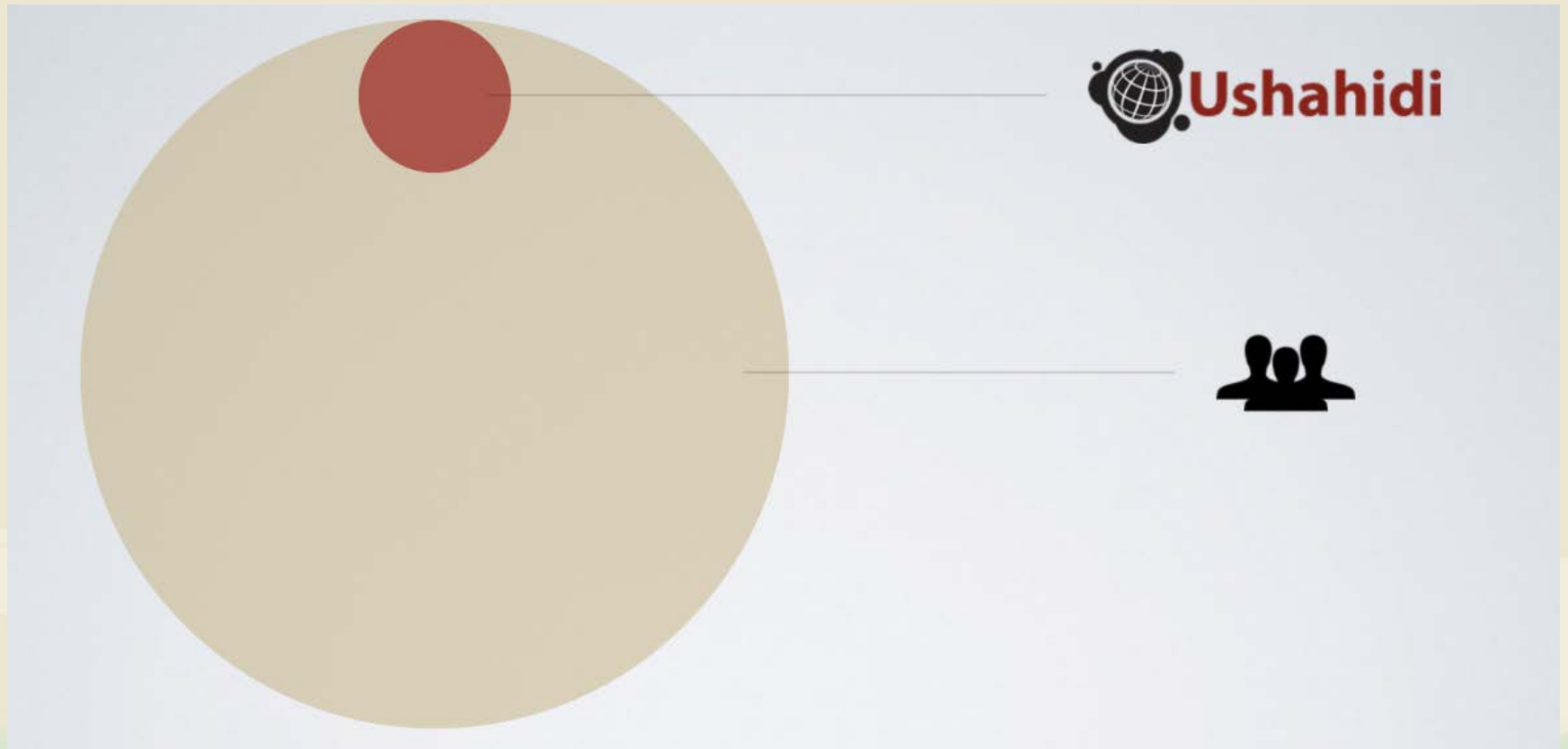
Scale = 1 : 7M

Map data ©2013 Basarsoft, Google, Mapa GISrael, ORION-ME

# It Is Not About The Technology



# Technology = 10%

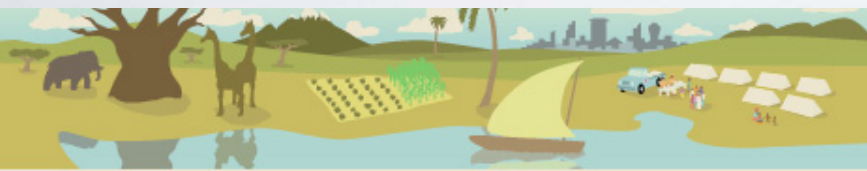


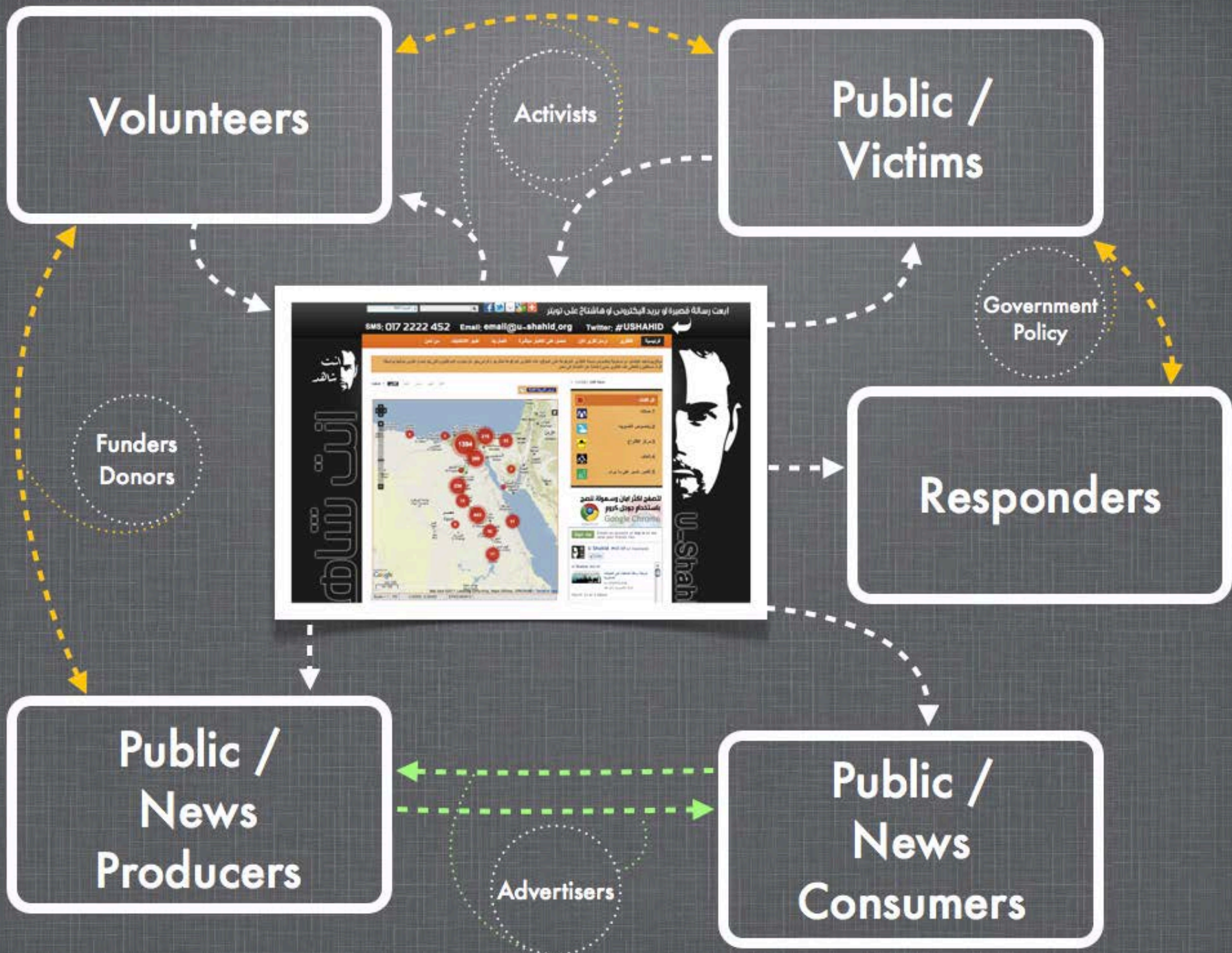


# Technology: Vital 10%



Capturing  
Storing  
Calculating  
Media monitoring  
Sourcing  
Geo-localizing  
Categorization  
Analysis  
Report authoring  
Verification

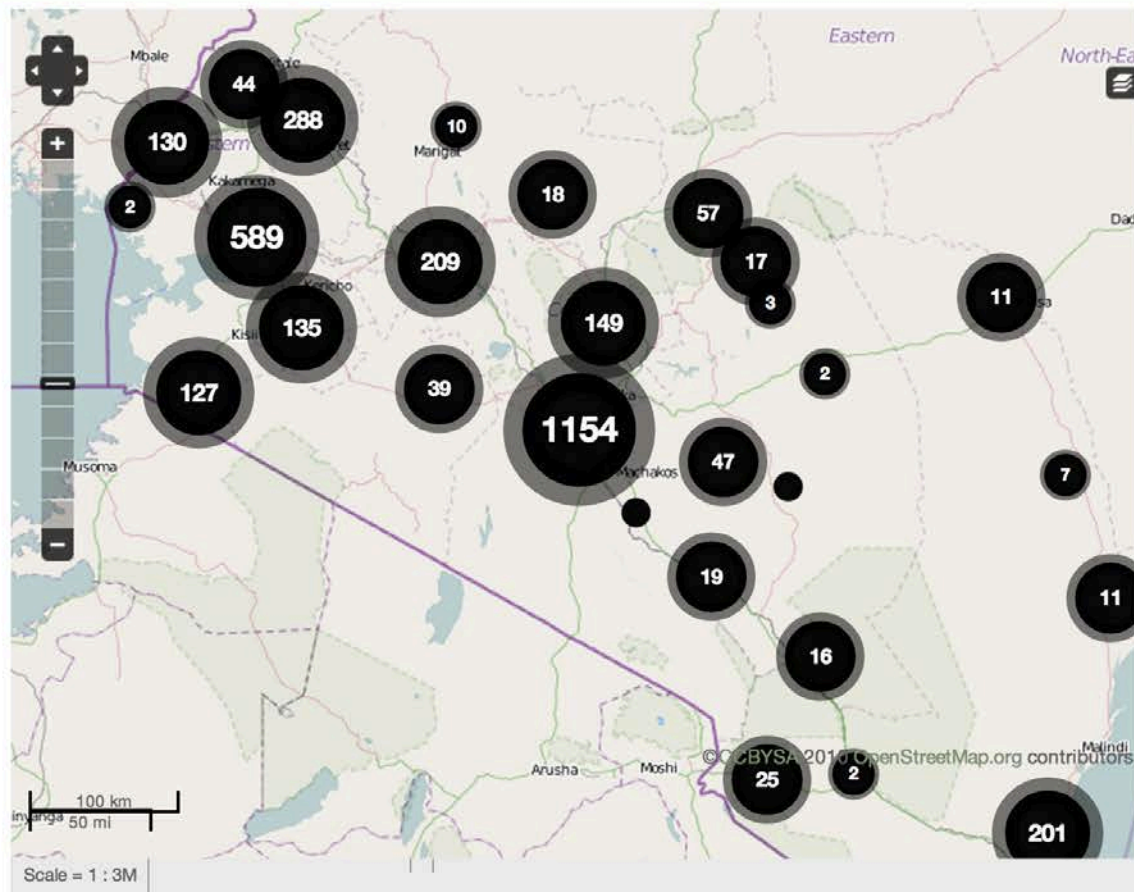






# UACHAGUZI





## FILTER REPORTS

### CATEGORY

- ☒ All Categories
- ☐ POSITIVE EVENTS
- ☐ Counting + Results
- ☐ Voting Issues
- ☐ URGENT
- ☐ Staffing Issues
- ☐ Polling Station Administration
- ☐ Security Issues
- ☐ Polling station logistical issues

### COUNTY

<https://uchaguzi.co.ke>



\*iHub\_

It takes a TEAM!

Ushahidi

Made in Africa

ON  
OMIDYAR  
NETWORK

people  
unlimited  
Hivos





The diagram illustrates the Uchaguzi Workflow, a process for gathering and analyzing citizen feedback. It begins with two main input channels: the Media Monitoring Team and the SMS Team. The Media Monitoring Team uses social media (Facebook, Twitter, RSS) for search, filtering, editing, and initial categorization, then translates relevant messages. The SMS Team receives input from partners and the crowd, creating reports and sending urgent messages. Urgent reports are immediately geo-located and categorized, leading to an Emergency response. The workflow then moves to Geo Location, where reports are located. This is followed by categorization, editing, and approval of reports, leading to a Report. The Report is then analyzed, providing situation room data. The final step is Analysis, which feeds back into the Uchaguzi platform. Technical support is also provided to the platform. The diagram is branded with '03faee' and 'Uchaguzi WORKFLOW'.

```

graph TD
    subgraph Inputs
        direction TB
        A[Media Monitoring Team] --> B[search, filtering, editing and initial categorization]
        C[SMS Team] --> D[partners]
        C --> E[crowd]
    end
    B --> F[translate relevant messages]
    D --> G[creation of report out of SMS]
    E --> H[send urgent messages]
    F --> I[Translation]
    G --> I
    H --> J[urgent reports are immediately geo-located and categorized]
    J --> K[Emergency]
    I --> L[locate reports]
    L --> M[Geo Location]
    M --> N[categorization, editing and approval of reports]
    N --> O[Report]
    O --> P[analyzing information received in the platform provide situation room data]
    P --> Q[Analysis]
    Q --> R[Uchaguzi]
    R --> S[technical support]
    S --> T[Tech]
    T --> R
    R --> U[03faee]
    U --> V[Verification]
    V --> N

```





We've been posting numbers all week about reports, types of reports, awaiting approval, awaiting verification etc. But the big community story is how we collectively made this possible.



11

Number of Skype Subteams Active



50

Number of Training and Meeting Sessions with Field Partners



14

Number of Community Working Group and Digital training team sessions.

239

Number of people trained for digital teams from Feb 11th - Mar 3rd



218

Number of people added to skype teams from Mar 3-7th

24/7

UCHAGUZI COMMUNITY

Live mode: Mar 2-5th 2013  
Monitoring mode: Mar 1, Mar 5 - ongoing

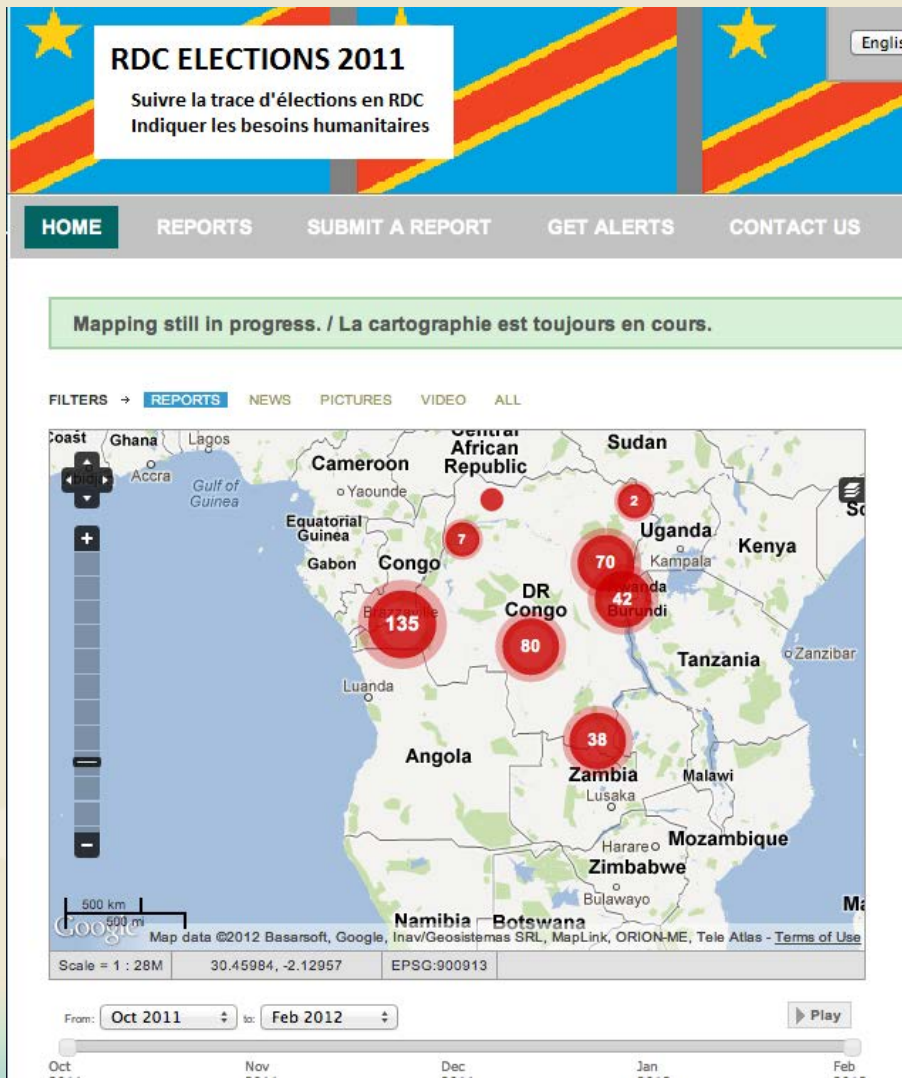


# UACHAGUZI





# Partnerships: DRC



Institute for War and Peace Reporting, trained + organized local women journalists to SMS or email direct reports. Collectif D' Actions Pour La Defense Des Droits Humains (CADDHOM), local human rights NGO + official partner of the CENI, 200 monitors in South Kivu. Catholic Agency for Overseas Development (CAFOD) - collected reports from the 30,000 network of Catholic Bishop monitors RDC2XTE, U.S. based diaspora group, supportive actions to improve accountability and advancement Center for Forced Migration Studies at Northwestern University (CFMS) organizing partner

# Quote

"We are undergoing a major technology paradigm shift.

Citizens that were once only passive recipients of information, are now contributors to the story.

In the case of crisis mapping, it's the people on the ground that best know the local situation.

Enabling a two-way conversation between affected communities and support groups can allow a faster, more effective response.

The key point is that affected groups have a voice, we only need to listen."

-Dale Zak, Ushahidi mobile developer





# Thank You

