



THE DSP-FRAMEWORK: COMPARING SHARING PLATFORMS FOR SOCIALY INCLUSIVE NEIGHBOURHOODS

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Motivation

- Local governments all over the world are seeking to create socially inclusive cities and neighbourhoods.
- Digital sharing platforms may be important tools to achieve this goal, but social planners struggle to differentiate between alternatives.
- Efforts to develop digital platforms that strengthen community ties should not focus solely on the virtual dimension. They should also take account of existing social relationships and the physical properties of the communities where they will be used.

Saupstad neighbourhood, Trondheim, Norway



- Case study focusing on the Saupstad area of Trondheim city.
- Cooperation between Trondheim municipality, SINTEF and NTNU.
- Three year research project, financed by the Norwegian Research Council (BYFORSK).

Main hypotheses

Hypothesis 1: There are three main dimensions to consider when evaluating digital sharing platforms: The **digital**, **social** and **physical** dimensions.

Hypothesis 2: The three dimension can be utilized to make meaningful **comparisons** of alternative relevant sharing platforms.

Hypothesis 3: The three dimesions provide a usefull framework for constructing **implementation strategies** for sharing platforms.

H1: Defining the three dimensions

Social: The social dimension refers to the social relationship between individuals who make up the target population. The relationships may be both formal and informal, weak or strong, positive or negative, onesided or mutual, short or long term. A social relation between two people is defined by expectations about the other persons values, thoughts and/or behavior, and is strongly related to *trust* and the sense of *belonging*.

Physical: The physical dimension covers factors related to *mobility* of goods and people, and *places* for interaction. Examples are geographical distance, barriers (e.g. stairs, locks, snow) and infrastructure (e.g. pedestrian crossings, benches, parks, meeting places).

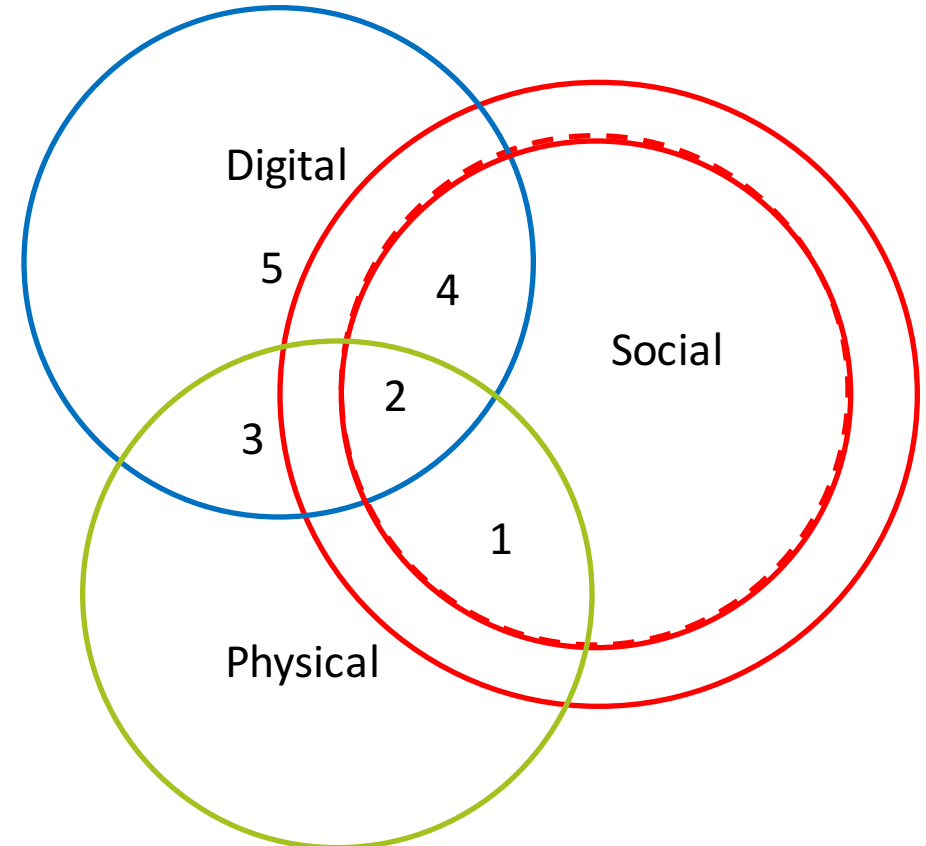
Digital: The digital dimension involves the interaction with technology that depends on microprocessors. Relevant factors to consider are hardware, software and it-infrastructure, as well as users' *competency* and *ability* to adopt digital technologies.

Illustrations: physical and social factors



Types of sharing

- 1: Traditional sharing: Sharing between individuals or groups with existing social relations, in an accommodating physical environment, without the use of ICT-technologies.
- 2: Assisted sharing: Sharing with support of a digital tool.
- 3: Match sharing: Sharing with strangers.
- 4: Virtual sharing: Sharing without meeting.
- 5: Virtual match sharing: Open display of information through a digital platform.



H2: Comparison of relevant platforms

During year one of the project, we identified and examined the following alternatives for a case-project at Saupstad:

- **Social Networks and forums:** Facebook, Whatsapp, WeChat, etc.
- **International platforms:** Boblberg, Commodle, Social Street, Nextdoor, Intercanvis, Give and take
- **Norwegian platforms:** Nabohjelp, Ledi, Nyby, Friskus, ViVil (Alder)

Main results: 1) The DSP-framework was useful for structuring discussions and making comparisons; 2) Two key determinants are the need for an administrator and the maturity of the technology (TRL).

H3: Implementation strategies

- The project has chosen to establish case-studies using the Ledi and Friskus platforms. **Ledi** focusing on making public indoor space available to organizations and inhabitants. **Friskus** is focused on organizing inclusive activities in the local area.
- We are working with the platform developers and the municipal government to develop an implementation strategy.
- Evaluation of the case studies in 2020 will likely be based on theory of change (TOC).



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