

Sustaining Participation Beyond Projects: CSCW Challenges in Designing Infrastructures with Marginalised Communities

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Abstract. Participatory design and community engagement are central to CSCW, yet sustaining meaningful participation with marginalised communities remains a persistent challenge, particularly in contexts shaped by institutional fragmentation, socio-technical exclusion, and structural inequalities. While Communities of Practice (CoPs) support professional knowledge exchange, they often fail to enable equitable participation for those most affected by socio-technical systems. This workshop examines participatory infrastructuring as a core CSCW challenge, drawing on insights from the MOBILISE project, a multi-year initiative working with Irish Traveller communities to address energy, housing, and service access in mobile living contexts. Our work highlights the need to intentionally design engagement infrastructures that support sustained collaboration across community, institutional, and technical boundaries. From this, Communities of Engagement (CoEs) are emerging as a promising approach to inclusive, long-term participation. Through collaborative activities, participants will develop frameworks and research directions to advance CSCW work on participatory infrastructuring and equitable engagement.

Keywords. Participatory Design; Participatory Infrastructuring; Marginalised Communities; Socio-technical Systems; Community Engagement; Civic Participation; Infrastructure Studies; Co-design

1 Workshop Theme and Relevance to CSCW

This workshop contributes to CSCW by advancing participatory infrastructuring as a key challenge in sustaining long-term engagement with marginalised communities, grounded in empirical insights from the MOBILISE project. It positions engagement as a socio-technical infrastructure requiring intentional design, coordination, and maintenance. Participatory design (PD) and community engagement

Jane Doe, Jim Anotherperson, John Doe, Lisa von Expert. 2026. EUSSET Submission Format Instructions. In: *Proceedings of the 24th EUSSET Conference on Computer-Supported Cooperative Work (ECSCW) – Posters and Demos*, Reports of the European Society for Socially Embedded Technologies. ISSN: 2510-2591 <https://doi.org/10.48340/to-be-added>

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are central to CSCW, yet sustaining meaningful participation with marginalised communities remains a persistent challenge. This is particularly evident in contexts shaped by institutional fragmentation, socio-technical exclusion, and structural inequalities, where participation cannot be reduced to discrete engagements but must be understood as an ongoing, infrastructural process. CSCW scholarship has increasingly framed this shift through the concept of infrastructuring, emphasising the long-term alignment of social, technical, and institutional arrangements required to sustain participation over time (Pipek & Wulf, 2009; Karasti, 2014; Karasti et al., 2016, Karasti et al., 2018).

However, while infrastructuring has been widely discussed in CSCW, less attention has been paid to how it operates in practice when working with marginalised communities whose participation is shaped by mobility, precarity, and exclusion from institutional decision-making. Participatory design research has long highlighted the challenges of engaging marginalised groups in equitable ways (Hussain et al., 2012; Vines et al., 2013; Aldridge, 2017), yet sustaining such engagement remains underexplored. Insights from the MOBILISE¹ project, a multi-year participatory design initiative with Irish Traveller² communities, highlight that sustaining engagement requires not only participatory methods, but the intentional design of engagement infrastructures that can support collaboration across community, institutional, and technical boundaries.

This workshop positions participatory infrastructuring as a core CSCW challenge. Prior work has explored key dimensions of this space, including infrastructuring (Pipek & Wulf, 2009), public interest technology (Le Dantec, 2016; Stapleton et al., 2022), and the tensions inherent in participation (Boulus-Rødje, 2018; Saxena et al., 2019). Research has also shown that sustaining collaboration requires ongoing negotiation between stakeholders, technologies, and institutional constraints (Le Dantec & DiSalvo, 2013). Yet, these strands remain insufficiently connected when considering long-term engagement with marginalised communities, where participation is often discontinuous, uneven, and shaped by structural barriers.

Collaboration and knowledge-sharing are critical in addressing social inequalities (Qureshi et al., 2018), but many engagement spaces remain dominated by institutional or professional actors, marginalizing the voices of those most affected by policies and interventions. While Communities of Practice (CoPs) (Wenger, 1998; Lave & Wenger, 1991) have traditionally supported knowledge exchange, they are often bounded by professional expertise and can reinforce existing hierarchies, limiting meaningful participation from non-experts or those with lived experience.

In response, this workshop introduces Communities of Engagement (CoEs) as an alternative, socio-technical framework. CoEs extend beyond CoPs by prioritizing inclusive participation, shared ownership, and community-driven knowledge

¹ www.mobiliseproject.ie

² Irish Travellers are an indigenous Irish ethnic minority with a distinct heritage, culture, and language, formally recognized in Ireland in 2017.

exchange. Rather than centering expertise, CoEs foreground lived experience and position communities as active contributors to decision-making processes that affect their everyday lives. This aligns with CSCW's broader commitment to reconfiguring participation and redistributing power through participatory design (Bannon & Ehn, 2013; Bratteteig & Wagner, 2016).

The relevance of CoEs to CSCW lies in their potential to transform participatory design into genuinely equitable and sustainable systems of collaboration. This is particularly critical in domains such as healthcare, social services, and education, where institutional structures frequently exclude marginalised communities from decision-making (Vines et al., 2013; Harrington et al., 2019). By framing engagement itself as a form of infrastructure, CoEs offer a way to design for sustained participation across temporal, organizational, and technological boundaries.

At the same time, CoEs are not inherently equitable. CSCW research has demonstrated that participatory processes can reproduce existing power imbalances if not intentionally designed for inclusion (Vines et al., 2013; Le Dantec & Fox, 2015; Costanza-Chock, 2020). This workshop therefore critically examines how CoEs can be structured to avoid performative participation and instead support co-creation, shared ownership, and long-term sustainability.

To support this, the workshop introduces a novel, practice-oriented methodology that combines participatory design and CoP-inspired approaches through low-tech, hands-on interventions, including card-based toolkits and structured activity worksheets. Low-tech approaches are particularly important in overcoming barriers to participation, as increasing digitization can exacerbate exclusion for communities with limited access to technology or digital literacy (Le Dantec & Fox, 2015). By creating accessible entry points, these methods enable broader participation while also supporting pathways toward more sustained socio-technical engagement.

This approach is especially relevant in institutional contexts such as public services, where bureaucratic rigidity, limited resources, and lack of participatory design capacity can constrain engagement (Christiansson et al., 2024). By foregrounding adaptability and accessibility, the workshop contributes practical strategies for embedding participatory approaches within such constraints.

Finally, the workshop adopts a cross-sectoral perspective, engaging participants from healthcare, social services, education, and civic technology to examine shared challenges and transferable practices. Through collaborative, hands-on activities, participants will identify barriers to equitable engagement, including bureaucratic constraints, digital exclusion, and hierarchical governance, and co-develop strategies to address them.

By advancing the concept of Communities of Engagement and positioning engagement itself as a socio-technical infrastructure, this workshop contributes to ongoing CSCW discussions on participatory design, infrastructuring, and equitable collaboration.



Figure 1. The card-based toolkit and activity worksheets designed to support engaged discussion, shared goal setting, and inclusive collaboration during the CoE workshop.

Workshop topics include but are not limited to the following:

- Participatory infrastructuring: designing and sustaining engagement beyond individual research projects
- Challenges of sustaining long-term participation with marginalised and underrepresented communities
- Socio-technical infrastructures that enable or constrain equitable participation
- Participation, power, and decision-making in participatory design processes
- Designing engagement infrastructures across institutional, community, and technical boundaries
- Lessons from participatory design in housing, energy, healthcare, and public sector contexts
- Methods and approaches for supporting trust, reciprocity, and long-term collaboration
- Comparing engagement models, including Communities of Practice, participatory governance, and emerging engagement infrastructures
- Ethical, methodological, and practical challenges in conducting long-term participatory CSCW research

2 Project Context: The MOBILISE Project

The MOBILISE project is a participatory research initiative focused on understanding and addressing energy poverty among communities living in mobile and precarious housing conditions, particularly within Irish Traveller communities. The project is funded by the Sustainable Energy Authority of Ireland (SEAI) and works in close collaboration with community stakeholders, local authorities, and service providers to co-develop pathways toward more equitable access to energy, housing, and essential services.

At its core, MOBILISE adopts a participatory design (PD) approach that centres lived experience and prioritizes sustained engagement over extractive or short-term consultation. The project has involved ongoing collaboration with Traveller organisations and community representatives, including participation in stakeholder forums such as Traveller Health Unit meetings, where issues of housing, health, and energy intersect in practice. These engagements are not treated as isolated events but as part of a broader effort to build long-term relationships and trust between communities and institutional actors.

A key strand of the work focuses on developing a roadmap for energy efficiency improvements in mobile living contexts. This involves identifying both technical and systemic barriers to implementation, including regulatory constraints, infrastructural limitations, and gaps in service provision. Importantly, the project recognizes that energy vulnerability in these contexts cannot be addressed through technical solutions alone but must account for the social and institutional conditions that shape access to resources and decision-making processes.

Recent work emerging from the project further demonstrates how participatory co-design can support the development of context-sensitive and culturally appropriate energy solutions for communities living in mobile dwellings, who are often excluded from national retrofit and climate policies (O’Keeffe et al., 2025). This highlights the importance of combining technical interventions with sustained, participatory structures to enable meaningful and lasting impact.

Through its participatory activities, MOBILISE has also generated a range of accessible and community-facing outputs, including “easy-read” materials designed to share findings with Traveller families and support inclusive knowledge exchange. This reflects a broader commitment to ensuring that knowledge produced within the project remains accessible and useful to the communities involved, rather than being confined to academic or policy audiences.

Across these engagements, a recurring challenge has been the difficulty of sustaining meaningful participation over time. Factors such as mobility, distrust of institutions, fragmented service provision, and limited access to digital infrastructure all shape how and when participation is possible. These conditions have highlighted the limitations of conventional participatory approaches and reinforced the need for more flexible, inclusive, and sustained forms of engagement.

In response, the MOBILISE project has begun to shift its focus toward the design of engagement infrastructures that can support long-term collaboration across

community, institutional, and technical boundaries. It is within this context that the concept of Communities of Engagement (CoEs) has emerged as a way of structuring participation that is not only inclusive, but also sustainable and adaptable over time.

By grounding participatory design in the realities of mobile living and institutional complexity, MOBILISE provides an empirical basis for rethinking participation as an infrastructural concern. The project therefore offers critical insights for CSCW into how engagement can be designed, maintained, and evolved in contexts where participation is inherently uneven, contingent, and shaped by structural inequality.

3 Workshop Goals

The primary goal of this workshop is to explore how meaningful engagement with marginalised communities can be sustained over time, rather than remaining limited to short-term participatory interventions. Drawing on insights from the MOBILISE project and participants' own experiences, the workshop will pursue the following goals:

1. **Collaborative mapping of engagement infrastructuring challenges** - Participants will identify and critically examine the social, technical, and institutional barriers that shape participation in marginalised contexts, including issues such as mobility, digital exclusion, fragmented services, and power imbalances.
2. **Identification of methodological gaps in CSCW participatory design** - The workshop will explore limitations in existing participatory design approaches, particularly in relation to sustaining long-term engagement, supporting inclusion beyond project timelines, and addressing structural inequalities.
3. **Co-creation of Communities of Engagement (CoEs) frameworks** - Building on the concept of CoEs, participants will collaboratively develop principles, models, and practical strategies for designing engagement infrastructures that support shared ownership, inclusive participation, and long-term collaboration.
4. **Development of actionable tools and methods for practice** - Through hands-on activities, participants will contribute to the refinement of low-tech toolkits (e.g., card-based methods and structured worksheets) that can be used to facilitate inclusive engagement across diverse CSCW contexts.
5. **Articulation of future CSCW research directions** - The workshop will generate a research agenda for participatory infrastructuring, identifying key questions, theoretical contributions, and opportunities for cross-sector collaboration.
6. **Establishment of a collaborative network and dissemination outputs** - The workshop will support the formation of an interdisciplinary network of researchers and practitioners, with the aim of producing follow-on outputs such as a special issue, joint publication, or collaborative research proposals.

4 Workshop Activities and Duration

The workshop is designed as an interactive, half-day session (approximately 4 hours, preferably on Tuesday morning or afternoon), combining short framing inputs with hands-on, collaborative activities. The structure prioritizes active participation, cross-disciplinary exchange, and the co-creation of actionable outputs. The overview of activities is as follows:

- **Welcome and framing (20 minutes)**
 - Introduction to the workshop aims and structure
 - Overview of the MOBILISE project and the concept of participatory infrastructuring
 - Positioning of Communities of Engagement (CoEs) as a guiding framework
- **Participant introductions and positioning (30 minutes)**
 - Short participant introductions (research/practice context, interest in participatory design)
 - Mapping participant expertise and perspectives
 - Identification of shared themes and expectations
- **Collaborative mapping of infrastructuring challenges (45 minutes)**
 - Small-group activity using prompts and visual mapping tools
 - Participants identify key barriers to sustained participation (e.g., institutional, technical, social)
 - Outputs: shared maps of challenges across different contexts
- **Identifying methodological gaps (40 minutes)**
 - Groups reflect on limitations of existing participatory design approaches
 - Focus on tensions between short-term projects and long-term engagement
 - Outputs: prioritised list of gaps and unresolved challenges in CSCW practice
- **Break (15 minutes)**
- **Co-designing Communities of Engagement (CoEs) (60 minutes)**
 - Hands-on activity using low-tech toolkits (e.g., cards, worksheets)
 - Participants collaboratively design CoE models for their contexts
 - Focus on principles such as inclusion, shared ownership, and sustainability
 - Outputs: draft frameworks, design principles, and example use cases
- **Sharing and synthesis (30 minutes)**
 - Groups present key insights and artefacts
 - Facilitated discussion to identify cross-cutting themes
 - Synthesis of emerging concepts and strategies
- **Future directions and closing (20 minutes)**
 - Identification of future research directions and collaboration opportunities
 - Discussion of potential outputs (e.g., special issue, joint paper, network)

- **Wrap-up and next steps (10 minutes).**

5 Recruiting and Selecting Participants

Participants will be recruited through (1) the EUSSET mailing list, (2) CSCW and related research mailing lists, and (3) announcements via organizers' institutional networks and social media channels. We will invite researchers and practitioners working in participatory design, CSCW, and related fields, particularly those engaged in long-term collaboration with marginalised communities, public sector organisations, and civic or grassroots initiatives.

We specifically aim to attract participants with experience in participatory infrastructuring, community engagement, social innovation, and inclusive design, as well as those interested in addressing challenges related to sustaining participation, navigating institutional constraints, and supporting equitable collaboration. This includes researchers working with underrepresented groups and practitioners operating in non-profit, policy, and community-led contexts.

The workshop will be particularly relevant to those interested in exploring and developing Communities of Engagement (CoEs), an emerging concept arising from our work, as well as low-tech, participatory methods. The card-based toolkit and activity worksheets introduced in the workshop are designed as adaptable resources that can be applied across a range of CSCW and real-world contexts.

Participants will be selected based on short position papers (2–4 pages, using the CSCW Exploratory paper format). Submissions will be evaluated by the organizers based on relevance to the workshop themes, motivation for attending, and the potential to contribute to collaborative discussions. We aim to assemble a diverse group of 10–15 participants across disciplines, sectors, and career stages to support rich, interdisciplinary exchange.

For the in-person workshop, we require standard presentation and collaboration facilities, including a projector and screen, laptop connection, Wi-Fi, whiteboards, and flexible seating arrangements to support group work. The organizers will provide all materials for the hands-on activities, including the card-based toolkit, worksheets, and creative supplies. A workshop website will be maintained to provide information, submission details, and updates in advance of the event.

6 Workshop Organizers

Dr Michelle O’Keeffe is a Post-Doctoral Researcher at the Nimbus Research Centre, Munster Technological University (MTU), Cork, Ireland. Her research focuses on developing and sustaining Communities of Practice through interactive tools and technologies across various sectors. She has a strong interest in participatory design and human-centred research methodologies, particularly in her role as Co-Principal Investigator on the Cyber Safety for Vulnerable Populations Project,

funded by Research Ireland. Additionally, she has extensive experience in designing and facilitating workshops in both industry and research settings.

Dr Denise Heffernan is a post-doctoral researcher at the Nimbus Research Centre, Munster Technological University, Cork, Ireland. Her research interests include human-centred research practices, participatory design, and creative methodologies. Her doctoral research explored playful practices as a design framework for the design and evaluation of social and collaborative experiences. She has extensive experience in the design and facilitation of workshops across both academic and industry contexts.

Moya Cronin is a UX Researcher at the Nimbus Research Centre, MTU. She holds a BA (Hons) in Creative Digital Media and recently completed a Master's by Research examining the impact of Generative AI on teaching in Irish universities. Her work focuses on UX research, UI design, and user engagement, particularly in technology and education. She has contributed to the SEAI-funded MOBILISE project and a Cyber Safety project, supporting digital inclusion and accessibility initiatives.

Thomas Murphy is a researcher at Atlantic Technological University (ATU), Sligo. His work contributes to the MOBILISE project through participatory and human-centred approaches to addressing energy poverty and housing precarity in mobile dwellings. His research focuses on applying design thinking and collaborative methodologies to develop context-sensitive solutions for marginalised communities.

Paul Lally is a PhD researcher at Technological University Dublin (TU Dublin), working on the MOBILISE project. His research focuses on energy performance, retrofit strategies, and the technical challenges associated with improving energy efficiency in mobile and temporary housing. He contributes to interdisciplinary work examining how technical, social, and policy dimensions intersect in addressing energy poverty.

Dr Ciara Ahern is a Lecturer in Building Performance and Energy Engineering at Technological University Dublin (TU Dublin). Her research focuses on building energy performance, retrofit strategies, and sustainable housing, including work on improving energy efficiency in mobile and temporary dwellings through the MOBILISE project.

Dr Ehiازه Ehimen is a Senior Lecturer at Atlantic Technological University (ATU), Sligo, and a Principal Investigator on the MOBILISE project. His research focuses on energy systems, sustainability, and low-carbon technologies, with a particular emphasis on developing inclusive and scalable solutions to energy poverty.

Dr Mary Galvin is Dean of the Faculty of Health and Social Sciences at Munster Technological University (MTU), Cork, Ireland. With a PhD in Psychology from University College Cork, she has held academic and research positions across Trinity College Dublin, University College Dublin, and Maynooth University. Her research focuses on inclusive design, particularly in the context of inclusion health and equitable access to services.

The interdisciplinary organizing team brings together expertise across participatory design, human-centred research, energy systems, social sciences, and community engagement. This combination ensures a holistic approach to the workshop, integrating technical, social, and infrastructural perspectives on participation and collaboration.

7 Conclusion

This workshop contributes to CSCW's growing focus on participatory infrastructuring by examining how sustained engagement with marginalised communities can be supported across complex socio-technical contexts. Drawing on empirical insights from the MOBILISE project and the experiences of workshop participants, the workshop will explore how engagement itself functions as a form of infrastructure that requires intentional design, ongoing maintenance, and collective ownership. By bringing together researchers and practitioners working across diverse domains, the workshop will generate conceptual frameworks, methodological insights, and future research directions to advance CSCW scholarship on long-term participatory engagement. These contributions will help address critical gaps in understanding how CSCW methods can move beyond short-term participation toward more sustainable, equitable, and impactful forms of collaboration. In doing so, the workshop aims to strengthen CSCW's role in supporting inclusive socio-technical systems that center lived experience and enable meaningful participation in shaping infrastructure, services, and policy.

Acknowledgments

This research is supported by the Sustainable Energy Authority of Ireland (SEAI) under the MOBILISE project. The authors gratefully acknowledge SEAI's support in enabling this work.

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