An enjoyable stay for Ukrainian guests and Dutch hosts

Master thesis
by Jennifer Jansen

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Form: a welcome package to protect the mental wellbeing of guests and hosts

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Dear reader,

When I saw the horrible images of the war that arose in Ukraine, I felt helpless. These people lost their homes and loved ones. They were forced to flee and arrived in an unknown environment. As I saw that Dutch people started to pick up Ukrainians from the borders and offered them a place to stay in their homes, I got hope. Hope that they would find a place to feel safe and be comfortable. With this graduation project, I hope to contribute to their wellbeing.

The *Master Design for Interaction* prepared me to become an user experience expert so I can use my skills to create a positive impact on people.

I would like to take this opportunity to thank Nynke and Annemiek for their guidance throughout this project. You supported me to lift this project to a higher level. Nynke, thank you for your critical thinking that helped me to approach the project with different perspectives. You helped me to reflect on the impact and effects for the involved people beyond the Ukrainian guests and Dutch hosts. Annemiek, thank you for providing me with support and inspiration to scope this project. Thank you for your enthusiasm on the context and the concept.

Eric, thank you for the opportunity to collaborate with the Dutch Council for Refugees and offering me the freedom to shape the project to my preferences.

Family & friends, thank you for your infinite support and believing in me. You ensured I had the confidence to pursue my ambitious plans.

The people who participated in the research and test sessions, thank you for your time and effort. Your input is invaluable.

I hope you enjoy reading my thesis.

Jennifer Jansen
Delft
January, 2023

Glossary

Asylum seekers – Refugees who apply for asylum and wait till their asylum is granted or denied.

COA (**Centraal Orgaan opvang Asielzoekers**)- Central Agency for the Reception of Asylum Seekers are responsible for hosting refugees when they are waiting for their asylum procedure.

Displaced people – See on the right.

Guests – People that are being invited in private housing.

Hosts – People that offer their homes in private housing.

Municipality housing – Status holders and displaced people can go to housing that is arranged by the municipality.

Private housing – The "logeerregeling" offers the possibility to status holders and displaced people to go to housing that is facilitated by a Dutch household for a period of three months (*Ministerie van Justitie en Veiligheid, 2020*).

Refugees – See on the right.

Status holders – After asylum seekers are granted asylum, they will be status holders. This will allow them to stay in the accepting country.

Temporary Protection Directive – It offers temporary protection to people with which they can claim municipality housing, living allowance, education and medical care (*European Commission, 2022*).

Displaced people and refugees

Ukrainians are called displaced people and refugees everywhere in the media which makes choosing the right term to call them very confusing.
Refugees are people who have fled their homes, crossed an international border, and cannot return because they fear their lives are in danger (*United Nations High Commissioner for Refugees, z.d.-b*). This is usually due to dictatorship established in their country of origin (e.g. Syria or Afghanistan).
Displaced people have fled their homes due to armed conflict, generalized violence or human rights violations. Internally displaced people have fled their homes but did not cross an international border (*United Nations High Commissioner for Refugees, z.d.-a*).

The Council of the European Union has decided to activate the Temporary Protection Directive which offers temporary protection to Ukrainians. With this rule, they can claim municipality housing, living allowance, education and medical care (*European Commission, 2022*).

As explained above, **this establishes that Ukrainians who have fled their homes should be called displaced people.**

The treatment of Ukrainian displaced people is different than refugees. Refugees need to apply for asylum at the application centre Ter Apel. After the application, they await their results of the asylum application at an asylum centre. During this period, an asylum seeker cannot work (with the exception when the asylum seeker is waiting longer dan 6 months for their asylum application). Displaced people are allowed to work straight after their arrival and are not required to apply for asylum to live and work for the period of the temporary directive.
After asylum seekers are granted asylum, they become status holders which allows them to stay in the accepting country. Displaced people can only stay in the accepting country for the period of the temporary directive. They might return home, ask for asylum or switch to highly skilled migrants (if they meet the requirements by the Immigration and Naturalisation Service (*Immigration and Naturalisation Service, 2022*).
More insights in the process of how Ukrainians are welcomed in the Netherlands can be found in "The many ways to host guests in The Netherlands" (*p. 28*).

Both terms are being used in the media which confuses people about the current position of Ukrainian people who have fled the war. Other refugees might feel like they are being treated unjustly compared to Ukrainians because they are not well informed about the differences either.

Summary

Project objective

This graduation project is conducted in collaboration with the **Dutch Council for Refugees**. It is a foundation that stands up for the refugees' interests and helps them to build a new life in the Netherlands. In this project, it is researched how private housing (with a matching agency) can be better facilitated in the future.

Culture is not bound to one context, but people behave differently in different groups. Guests and hosts could act differently in their public life than in their private life (at home). And, they could have the same values but the way they act on it could be different. It illustrates the complexity of designing for a broad target group, and leads to the focus on a specific context:

Focus on private housing with a matching agency for Ukrainian guests and Dutch hosts
24 february 2022 is the day that Russia invaded Ukraine. The invasion caused a big crisis, with around 12 million Ukrainians fleeing the country and 7 million people being internally displaced (*DG Migratie | Analyse Proeftuin Migratieketen, 2022*).

From the 86.850 Ukrainian displaced people in the Netherlands (*Ministry of General Affairs, 2023*), 12.000 Ukrainians joined private housing without a matching and only 3.000 Ukrainians joined private housing with RefugeeHomeNL. Although many Ukrainian people joined private housing without a matching agency, it is preferable to facilitate hosting arrangements that are visible as it offers the possibility to humanitarian organisations to provide help to the guests and hosts.

Guests and hosts have difficulties expressing their expectations, needs and irritations
Based on research on the experiences of Ukrainian guests and Dutch hosts on private housing, it is found that they have difficulties expressing their expectations, needs and irritations when living together. This is understandable as they do not want to be a burden to each other. However, it is valuable to deal with conflicting interests instead of ignoring them (*den Hollander & den Veer, 2012*). By acknowledging their needs and expectations, they have the possibility to discuss and align them to enjoy living together.

Value of acknowledging clashes due to different lifestyles
To protect the mental wellbeing of the guests and hosts, it is essential that they reflect on what they need and value when living together. Their needs and expectations could be different or similar. They should understand that their differences and similarities could cause conflicts when living together. It is okay to have a conflict. What matters, is the way to manage it. The first step in managing, is being aware of their different or similar practices. At the societal level, it could help us to feel confident to discuss serious topics instead of avoiding them. Only by acknowledging the differences and similarities, we can find a way to deal with it.
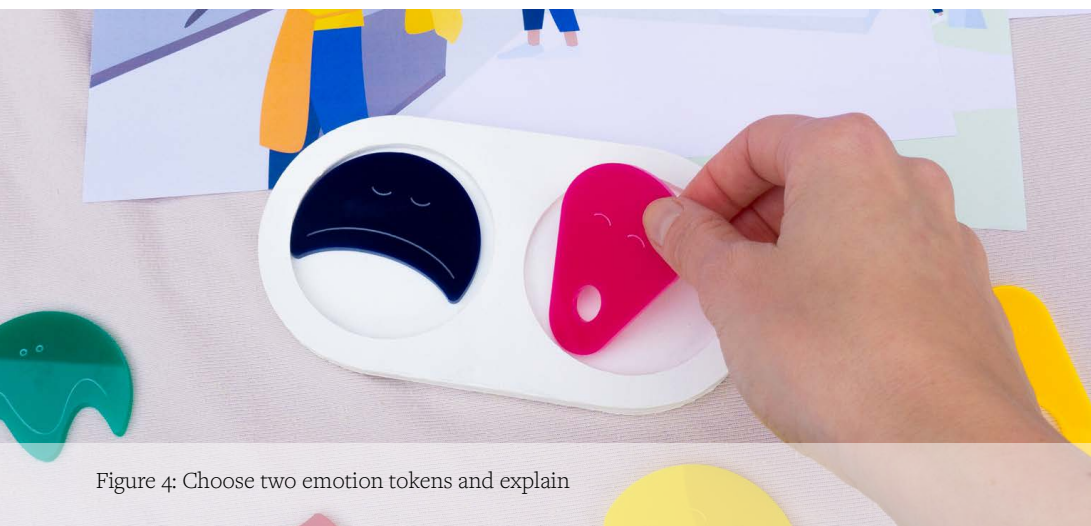
Figure 3: Choose and describe the situation

Figure 4: Choose two emotion tokens and explain

Figure 5: Set social living agreements

Design concept *Form*: a welcome package

Form is a welcome package and a conversation tool for guests and hosts that live together to support them in setting social living agreements together by sharing their expectations about different situations with the use of emotions. This way, they communicate how they prefer to interact with each other at the beginning of living together.

Introducing *Form* at the matching conversation
Before living together, guests and hosts go to a matching conversation to get to know each other before living together. During this conversation, the matchmaker will introduce the purpose of the welcome package: their different lifestyles could cause conflicts, but is okay to have a conflict. They should be prepared on how to manage the conflict. The welcome package will help them to do that.

Interacting with *Form* when living together
In the first week of living together, a welcome package will be sent to the guests and hosts. Guests and hosts are presented with situations that are known to be possible incentives for conflicts. They should **choose one trigger card and describe the situation** (figure 3). Then, they are asked to **choose two emotion tokens** that they relate to their experience with the situation, **explain why and discuss** (figure 4). *For example, they like to cook together but get a bit annoyed when the kitchen counter is not cleaned after cooking.* Choosing two emotion helps them to focus on both positive and negative aspects. Based on their conversation, they **set social living agreements** (figure 5). By already expressing how they would prefer to deal with uncomfortable moments, they are prepared and feel more comfortable to communicate their concerns in the future.

Volunteers that provide personal support for the guests and hosts can use the welcome package as something to hold onto when they are evaluating the hosting arrangements.

Future of *Form*

Form for guests and hosts with various cultural backgrounds
It is proposed that *Form* will not only be used by Ukrainian guests and Dutch hosts, but also by people from various cultural backgrounds. The welcome package will be offered to them by a matching agency. The goal of *Form* is in line with their vision (providing a safe temporary home) as well: *Form* helps guests and hosts to give a voice and protect their mental wellbeing when living together. It helps guests and hosts to manage conflicts which means that the concerned matching agency could invest less time and energy to mediate with possible conflicts. Furthermore, *Form* offers something to hold onto for the matchmakers that evaluate the hosting arrangements.

Impact on the amount of hosting arrangements
Currently, there are almost double the amount of guests than hosts in the database of RefugeeHomeNL and Takecarebnb. It would be desirable to equalize this. Evaluating *Form* on the long-term would provide insights in whether more hosts would register for private housing if *Form* would be implemented on a larger scale. More positive housing arrangements could result in more registrations by hosts. And, more hosting arrangements help us to embrace cultural diversity.

Impact on the mindset of the Netherlands
Form helps to advertise the notion that we should discuss differences and similarities. Discussing uncomfortable moment might be unpleasant, but eventually it helps us to create positive impact for those serious topics.

Figure 6: *Form* is evaluated with Ukrainian guests and Dutch hosts

Contents

1. Introduction

This chapter outlines the initial brief that formed the base of this project. It introduces the context of private housing for Ukrainian displaced people in the Netherlands and is followed by the current challenges of private housing, the assignment, an introduction of the collaborating partner in this graduation project (the Dutch Council for Refugees) and the approach used to guide the project.

It includes the following parts:
1.1 The context of private housing for Ukrainian displaced people in the Netherlands
1.2 Current challenges of private housing
1.3 Better facilitate private housing
1.4 Introducing the Dutch Council for Refugees
1.5 Project approach

1.1 The context of private housing for Ukrainian displaced people in the Netherlands

24 february 2022 is the day that Russia invaded Ukraine. The invasion caused a big crisis, with around 12 million Ukrainians fleeing the country and 7 million people being internally displaced (*DG Migratie | Analyse Proeftuin Migratieketen, 2022*).

Ukrainian people mainly fled to countries in Europe, including the Netherlands (*DG Migratie | Analyse Proeftuin Migratieketen, 2022*). As people started to arrive in the Netherlands, Dutch people started to become more aware of the crisis and felt obliged to help them. Some people even went to the borders to pick up Ukrainians and offered them a place to stay in their homes (*EenVandaag, 2022a; mapahelp, 2022*), showing the goodness of humanity.

Although many invited Ukrainians into their homes, the hosting arrangements ended sooner than expected. Frictions started to arise between the Ukrainian guests and Dutch hosts despite the good intentions (*de Goede & van Peij, 2022; EenVandaag, 2022b; Stoffelen & van Riel, 2022; Temmerman, 2022*).

Figure 7: Many Ukrainians were forced to flee (*EPA-EFE, 2022*)

1.2 Current challenges of private housing

It is desirable to create more awareness of private housing: (1) placing people in temporary housing with a Dutch household contributes to their integration (*van Dijk et al., 2022; Knappert et al., 2020*); (2) it relieves the COA reception capacity (*Ministry of Justice and Safety, 2020*); (3) refugee integration contributes to social harmony (*van Dijk et al., 2022*).

From a social perspective, it is desirable to live together with someone and help them participate in the Dutch society. It is in line with our collective long-term concern of social harmony. However, it is scary to live with a stranger from a different cultural background which is in conflict with our personal short-term concern of safety and comfort. When our social interests conflict with our personal interests, a social dilemma arises (*Tromp, 2013*). People either act in favour of society: live with a stranger to increase social harmony, or in their own interest: not invite a stranger into their home for their comfort.

At the moment, **there are more people who want to be hosted than people who offer a place to stay** (*DG Migratie | Analyse Proeftuin Migratieketen, 2022; interview Takecarebnb director; Moleman, 2022*). There are almost double the amount of guests than hosts in the database of RefugeeHomeNL (1000 guests in relation to 600 hosts in September 2022). Next to that, in January 2023, there are 8670 host families in the database of RefugeeHomeNL of which only 1401 host families are actually available to invite guests in their home (next to the 1482 hosts that already welcome guests in their home). It would be desirable to equalize the amount of available guests and hosts.

Furthermore, **the current hosting arrangements experience difficulties**. Despite the good intentions, hosting arrangements ended sooner than expected which led to disappointment and uncertainty for the guests (*de Goede & van Peij, 2022; EenVandaag, 2022b; Stoffelen & van Riel, 2022; Temmerman, 2022*).

1.3 Better facilitate private housing

This research aims to better facilitate private housing in the future by researching the experiences, needs and motivations of Ukrainian guests and Dutch hosts.

1.4 Introducing the Dutch Council for Refugees

This project is done in collaboration with the Dutch Council for Refugees. It is a foundation that stands up for the refugees' interests and helps them to build a new life in the Netherlands.

When refugees apply for asylum, they become an asylum seeker. In their first days, they will meet volunteers of the Dutch Council for Refugees. They help the asylum seeker with juridical questions, family reunification, integration process, learning the language and finding a job. On a social level, the Dutch Council for Refugees helps to bring abuses, such as unfair treatment of refugees, to the attention of politicians, the public and a national or European judicial authority. On a global level, they share their knowledge with partner organisations abroad to help refugees. To create a social harmony, they help to bring refugees and residents closer through the support activity fund (Draagvlakactiviteitenfonds), to campaign, work together with ambassadors and educate young people on the topic of refugees.

A selection of initiatives by the Dutch Council for Refugees are described below:
Mindpower is training for young people (15-19 years) in which creative and active training methods are being combined with mindfulness- and relaxation tasks. They learn how to recognize and reduce stress.
Bekend Maakt Bemind are information events in which refugees educate people in school about fleeing and refugees in the Netherlands.
Wake Up Your Mind! include weekly meetings in which young refugees and residents come together to create societal impact.
Job coaches guide refugees to make a realistic career choice.

1.4.1 Introducing RefugeeHomeNL

Ukrainian people who fled to the Netherlands needed a place to stay. The housing shortage (*Ollongren, 2021*) and the overcrowding of municipality housing (*NOS, 2022b*) led to the focus on private housing: RefugeeHomeNL was founded. They focus on providing Ukrainians a safe temporary home in a Dutch household (*RefugeeHomeNL, 2022*).

RefugeeHomeNL is a consortium of the Red Cross, the Salvation Army, the Dutch Council for Refugees and Takecarebnb (*RefugeeHomeNL, 2022*).
Red Cross is responsible for the matchmakers that match guests and hosts.
Salvation Army keeps contact with the host families throughout the living period.
Dutch Council for Refugees keeps contact with the guest throughout the living period.
Takecarebnb is responsible for the matching process.

The above mentioned links to the role of the Dutch Council for Refugees in helping Ukrainians in the Netherlands.

Figure 8: The Dutch Council for Refugees aims to help refugees to build a new life (*the Dutch Council for Refugees, 2021*)

1.5 Project approach

Figure 9 shows an overview of my design process of this graduation project.

My process can be best described by the double diamond method. It includes two diamonds (research and design): researching the context to focus on the right problem and designing a suitable solution for that problem (*Design Council, 2019*). The two phases can be described by five stages:
● **Introduction** describes the context, setup and overall objective of this project.
● **Discover** describes the context of private housing, how culture plays a role and how Ukrainian guests and Dutch hosts experience it.
● **Define** is the link between the research and design phase. The insights of the research phase lead to the design direction.
● **Design** describes the design explorations and introduces my final design concept: *Form*, a welcome package.
● **Conclusion** describes the reflections on the future implications and my learning process.

However, my process is not as linear as this structure seems. It is iterative: through designing I can get a better understanding of the problem. When designing, it helps to zoom out once in a while and take a look at the research.
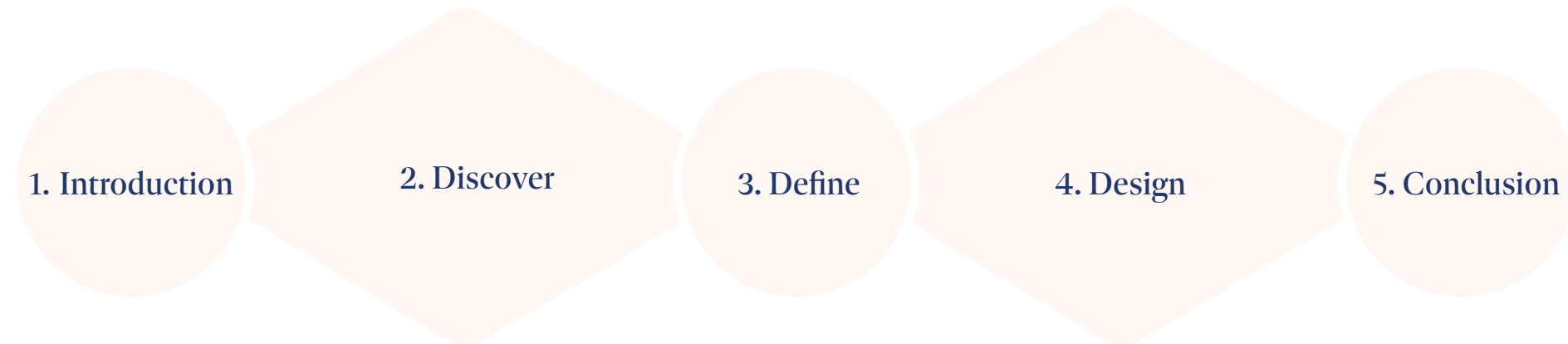

1. Introduction   2. Discover   3. Define   4. Design   5. Conclusion

Figure 9: Project approach

2. Discover

This part describes the context of private housing, how culture plays a role and how Ukrainian guests and Dutch hosts experience the hosting arrangements. It includes theoretical knowledge that is deepened by the research sessions with guests and hosts. The insights gained in this phase will be the foundation for my design.

It includes the following parts:

2.1 Research approach

To structure the "Discover" phase, research questions are formulated that will be answered by conducting multiple research activities.

2.1.1 Research questions

The following research questions gave guidance in the research phase:

- What do people experience going into an unfamiliar culture?
- What strategies do people adapt when migrating to an unfamiliar culture?
- Where can Ukrainians stay when they have arrived in the Netherlands?
- What factors influence a hosting arrangement?
- How do Ukrainian guests and Dutch hosts experience the hosting arrangement?

2.1.2 Research activities

To answer the research questions, multiple research activities are conducted:

- **Literature study** to gain a theoretical understanding of culture and the different ways on approaching it.

- **Analysing case studies** to gain an understanding of the experiences and consequences of hosting arrangements.

- **Research sessions** with Ukrainian guests and Dutch hosts to deepen my theoretical insights and to empathize with the Ukrainian's and Dutch's perspectives about the hosting arrangements.

- **Interviews** with RefugeeHomeNL (incl. Red Cross, Takecarebnb and Salvation Army), municipality of The Hague and the Dutch Council for Refugees to understand the process that displaced people and refugees go through in hosting arrangements, the differences between private and municipality housing, and between private housing with and without the involvement of a matching agency.

- **Consulting with experts** to understand the Ukrainian's needs and concerns related to fleeing and how to approach the research sessions respectfully.

2.1.3 Structure

The first part introduces culture and specifically how it can be approached in this project. It studies the process of people going into unfamiliar cultures and how they cope with that (*pages 18 to 27*). The second part introduces hosting arrangements, how it works and what factors influence the hosting arrangements (*pages 28 to 35*). These first two parts are mainly based on literature and case studies, complemented by the interviews with the Dutch Council for Refugees, RefugeehomeNL (including Red Cross, the Salvation Army and Takecarebnb) and the municipality of the Hague. The third part deepens the theoretical insights by listening to the perspectives of Ukrainian guests and Dutch hosts on private housing in research sessions (*pages 36 to 49*). These stories are complemented with evaluation studies on private housing and stories about hosting experiences on blogs. It ends with key insights on what Ukrainian guests and Dutch hosts experience in private housing.

2.2 Approaching culture

2.2 Approaching culture

Bates and Plog (1990) define culture as "*the system of shared beliefs, values, customs, behaviours, and artefacts that the members of a society use to cope with their world and with one another, and that are transmitted from generation to generation through learning*" (*p. 7*). Culture is not bound to one context, but people behave differently in different groups. For instance, someone could act professionally and serious with their colleagues and act more spontaneous and informal with their friends. These different groups can be described as different sub-cultures. In every group, we use language and products to express ourselves and to relate to each other. Other than the collective level, Hofstede (2005) identified two more levels in the pyramid model (figure 11): the individual level, where human characteristics are either inherited or learned, and the universal level, where human characteristics are only inherited.

Van Boeijen and Zijlstra (2020) identified five principles when approaching culture. First, culture changes over time and we are only able to describe the current situation. Second, cultures are analysed for a specific place and time. Third, individual people form a culture but individual people do not represent a culture. Fourth, it is difficult to distinguish personal and cultural values and practices. Last, products and services influence culture which gives power to designers to a certain extent.

In this project I will research the practices of Ukrainian guests and Dutch hosts in the context of private housing. Note: their practices do not apply to all guests and hosts in private housing.

Just like an iceberg, one can only view practices in clear sight but principles and values are much more hidden (figure 12; *Hall, 1976*). Practices are the things that people say and do in a context (*van Boeijen and Zijlstra, 2020*). For example, a dress code in an office environment. These embody the principles and values that are on a more deeper level. Principles are beliefs that help us to know what is right and wrong, according to our values. Based on this, we act. Values describe the qualities of behaviour. For example, the value of someone is honesty and their principle is that they never lie to people.

Guests and hosts can share the same values but the way they act on it could be different (**practices**). For example, someone's value is freedom and they could act on it by playing loud music. However, another person's value for freedom could mean that they enjoy having a home to themselves. These differences in practices could lead to misunderstandings and irritations.
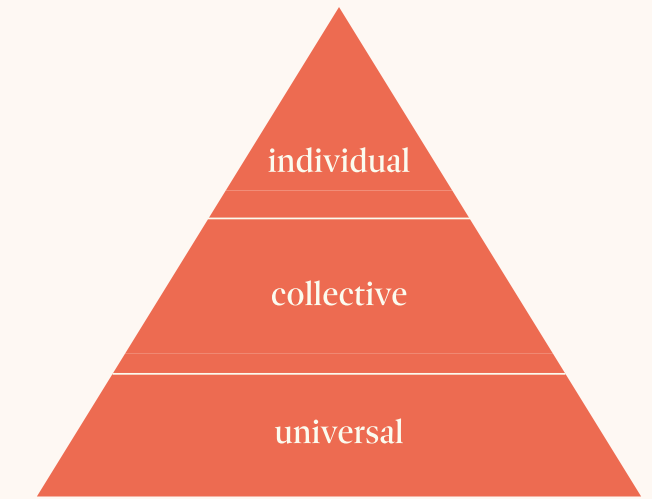

Figure 11: Culture is not bound to one context, but people behave differently in different groups (*Hofstede, 2005*).
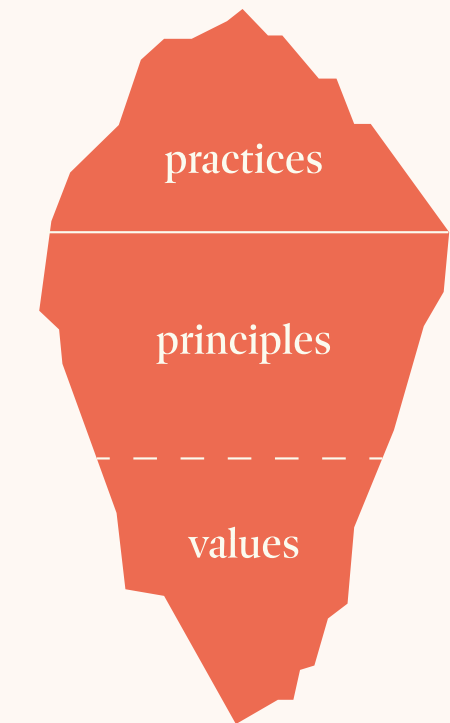

Figure 12: Practices are in clear sight but principles and values are much more hidden, just like an iceberg (*Hall, 1976*)

2.2.1 What do people experience going into an unfamiliar culture?

Hofstede (1999) describes culture shock as *"state of distress following the transfer of a person to an unfamiliar cultural environment"* (*p. 260*). This happens when a person goes from a familiar culture to an unfamiliar culture. People might experience culture shock when they are on holiday or are working abroad. In this project, the culture shock model will be related to Ukrainian people fleeing to another country.

Figure 13 describes the different stages a person that experiences a culture shock goes through (*Oberg, 1954*).

During the **Honeymoon** stage, everything is new and different. It might be strange to link a Honeymoon stage to fleeing Ukrainian people. In the context of private housing, most guests are relieved and feel safe when they arrive at a host family. Some people feel confident to deal with their problems and stress. It is common for refugees to focus on similarities with their own culture and country (*The Immigrant Education Society, 2018*).

After that, people become more aware of differences and start to get irritated because of it (**Negotiation** stage). For example, some may get frustrated when they do not understand the language and have difficulties to express themselves. Specifically refugees can experience stress in four categories after arriving in a new country: traumatic stress (e.g. war and prosecution), resettlement stress (e.g. difficulties finding employment), acculturation stress (e.g. struggling to form an integrated identity, *see pages 22 & 23*) and isolation stress (e.g. loss of social status) (*The National Child Traumatic Stress Network, 2018*). In this stage, it is important to reflect on one own's and other people's practices, principles and values.

The third stage is **Adjustment** and this is where people become more familiar to the new culture. People might change their old behaviour and adopt principles to behave in their new context (*see "What strategies do people apply when migrating to an unfamiliar culture?", pages 22 & 23*). The extent to which people adjust their behaviour ranges from how and what people eat to more subtle things like underlying values of a society and unspoken expectations.

The last stage is **Mastery**, in which people can successfully deal with both cultures including both values and practices from the culture of origin and the "new" culture.
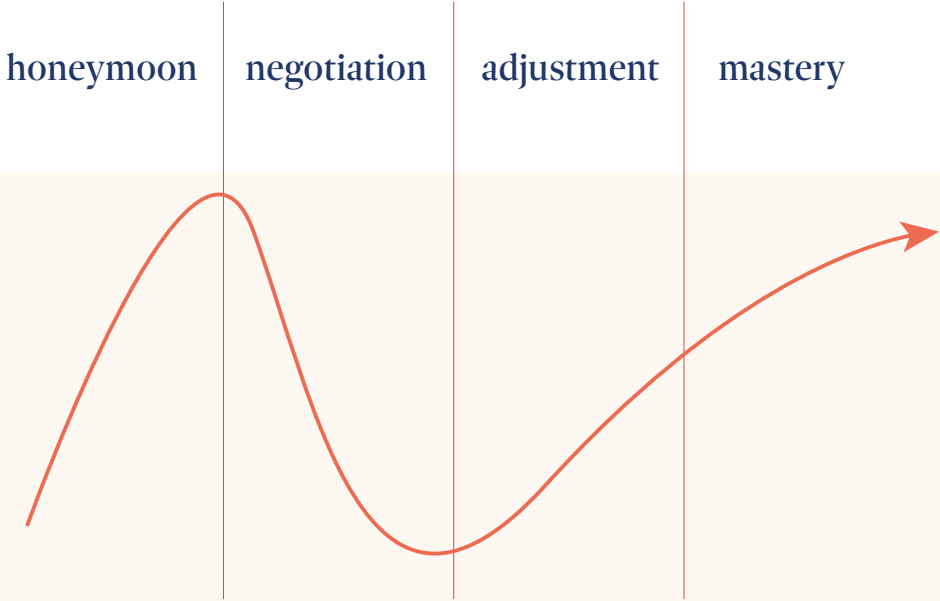
Discussion

Culture shock at the individual level

Although culture shock is experienced by people who are going from a familiar culture to an unfamiliar culture, there is a fundamental difference between people who are voluntarily choosing to work abroad and Ukrainian people who are forced to flee to another country. This difference may affect the way people experience the duration and intensity of the different stages of the culture shock at the individual level (figure 14 & 15).

People who voluntarily choose to work abroad might experience a long and intense Honeymoon stage in which they might focus on all positive aspects of the new environment. They have the security and time to learn about the cultural differences they experience (Negotiation) which helps them to adjust to the new culture.

Ukrainian guests are forced to live somewhere and will most likely experience a very short and less intense Honeymoon in which they might be relieved when they arrive at their host family and a long Negotiation stage of the culture shock in which they might grieve over people who they have lost, are concerned about their loved ones who may still be in danger and are anxious about their new future.

To summarize, Ukrainian displaced people have bigger worries than people who are just concerned about etiquette at the dining table.

Culture shock at the collective level

When analysing a culture shock on the collective level, research mentions a collective culture shock (*Feichtinger & Fink, 1998; Fink & Holden, 2002*). A difference is the duration in time: the collective culture shock takes much longer than the individual culture shock. They also mention that the collective culture shock can be seen as comprising four components: integration, assimilation, separation and marginalisation (*Fink & Holden, 2002*) which links to the acculturation strategies identified by Berry (2005) and can be read in "What strategies do people apply when migrating to an unfamiliar culture?" (*pages 22 & 23*).

When relating the culture shock to the context of private housing, the (first two) stages of the culture shock can be seen as well. It was clear in the media that many Dutch people wanted to host Ukrainians in their home when the crisis in Ukraine just started (*Nivera, 2022*). Many Dutch hosts were happy to help, focusing on all positive aspects of hosting and the Ukrainian guests were happy to have found a safe temporary home (Honeymoon). After a while of living together, they become more aware of the differences of their practices and principles of which people might get annoyed by (Negotiation). This might result in conflicts and could lead to separation of the Ukrainian guests and the Dutch hosts when they are not sufficiently managed.

Later in this report, the living period together will be related to the team development model by Tuckman (1965) which is similar to the stages of the culture shock. It describes how Ukrainian guests and Dutch hosts interact with each other when experiencing ups and downs (*see "Conflict management", p. 45*).

In short

The culture shock model helps to gain a better understanding of people who go from a familiar to an unfamiliar culture, but needs extra attention when it will be related to specific groups of people. Ukrainian displaced people might go through all stages of the culture shock, but they might experience different durations of time of the stages (a very short Honeymoon and a long Negotiation stage).

The "Adjustment" stage determines whether and to what extent people apply elements of the other culture and maintain elements of their own culture. The next chapter deepens how people cope might behave when they experience an unfamiliar culture.

Figure 13: Culture shock model based on Oberg (1954)
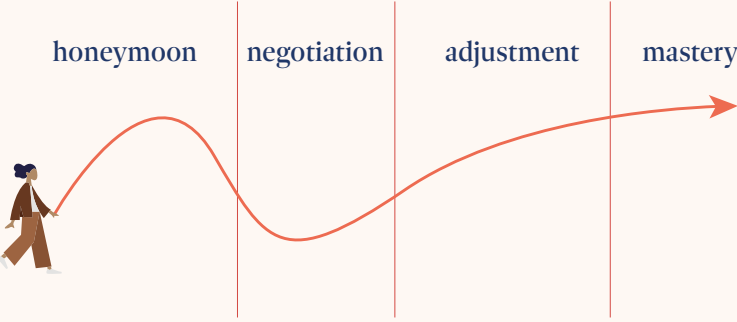

Figure 14: People who voluntarily choose to work abroad might experience a long & intense Honeymoon stage, and a short & weak Negotiation stage
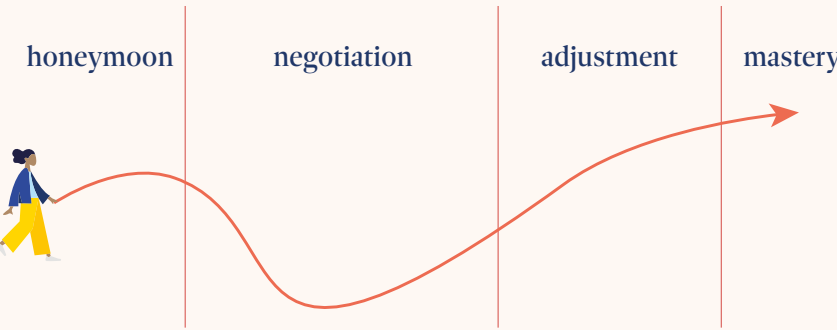

Figure 15: Ukrainian displaced people tend to experience a short & weak Honeymoon stage, and a long & intense Negotiation stage

2.2.2 What strategies do people apply when migrating to an unfamiliar culture?

Berry (2005) defines acculturation as *"the dual process of cultural and psychological change that takes place as a result of contact between two or more cultural groups and their individual members"* (*p. 698*). In this project, this process will be related to when Ukrainian people flee and move to another country. To illustrate the differences between the cultural groups, they mention the dominant culture and the culture of origin. According to Van Boeijen and Zijlstra (2020), dominant culture is described as *"its main one, in which the majority of people share similar values and practices"* (*p. 80*). In the context of Ukrainian displaced people going to the Netherlands, the dominant culture is Dutch and the culture of origin is Ukraine.

Acculturation is described in terms of integration, assimilation, separation and marginalisation strategies (figure 16; *Berry, 2005*):

Integration is highlighted as the most successful and most healthy strategy of acculturation. People will both maintain their culture of origin and adapt to the dominant culture.

Assimilation is a strategy in which people adjust completely to the dominant culture, without maintaining much of its culture of origin. This might be comfortable for people of the dominant culture, but struggling for the newcomers as they give up their values.

When applying the **separation** strategy, newcomers maintain their own culture and do not seek relationship among the dominant culture. This might be difficult to accept for people of the dominant culture, and the second generation of newcomers as they need to switch between their culture of origin and the dominant culture.

Marginalisation is described as the least successful and least healthy strategy of acculturation. People neither adopt practices and values of the dominant culture nor do they maintain their culture of origin, which makes them confused and lose their sense of identity.

Acculturation can be analysed at the individual, collective and universal level:

At the individual level, people might adopt values, practices and principles of the host culture. For example, many Ukrainian guests are compelled to learn Dutch (or at least English) to communicate with their Dutch host, and Dutch hosts might learn to cook the Ukrainian cuisine.

When analysing acculturation at the collective level, acculturation involves the adoption or changes to language, forms of art, fashion and cuisines amongst other things. For example, the influx of Ukrainian people in the Netherlands might result in the embrace of Ukrainian cuisine within the Netherlands.

To analyse adaptation at the universal level, Berry (2005) identified a third dimension: *"that of the powerful role played by the dominant group in influencing the way in which acculturation would take place."* (*p. 706*). This results in the following strategies of a larger society: multiculturalism, melting pot, segregation and exclusion (figure 16). For example, when diversity is accepted and included in the society, it is called "multiculturalism".
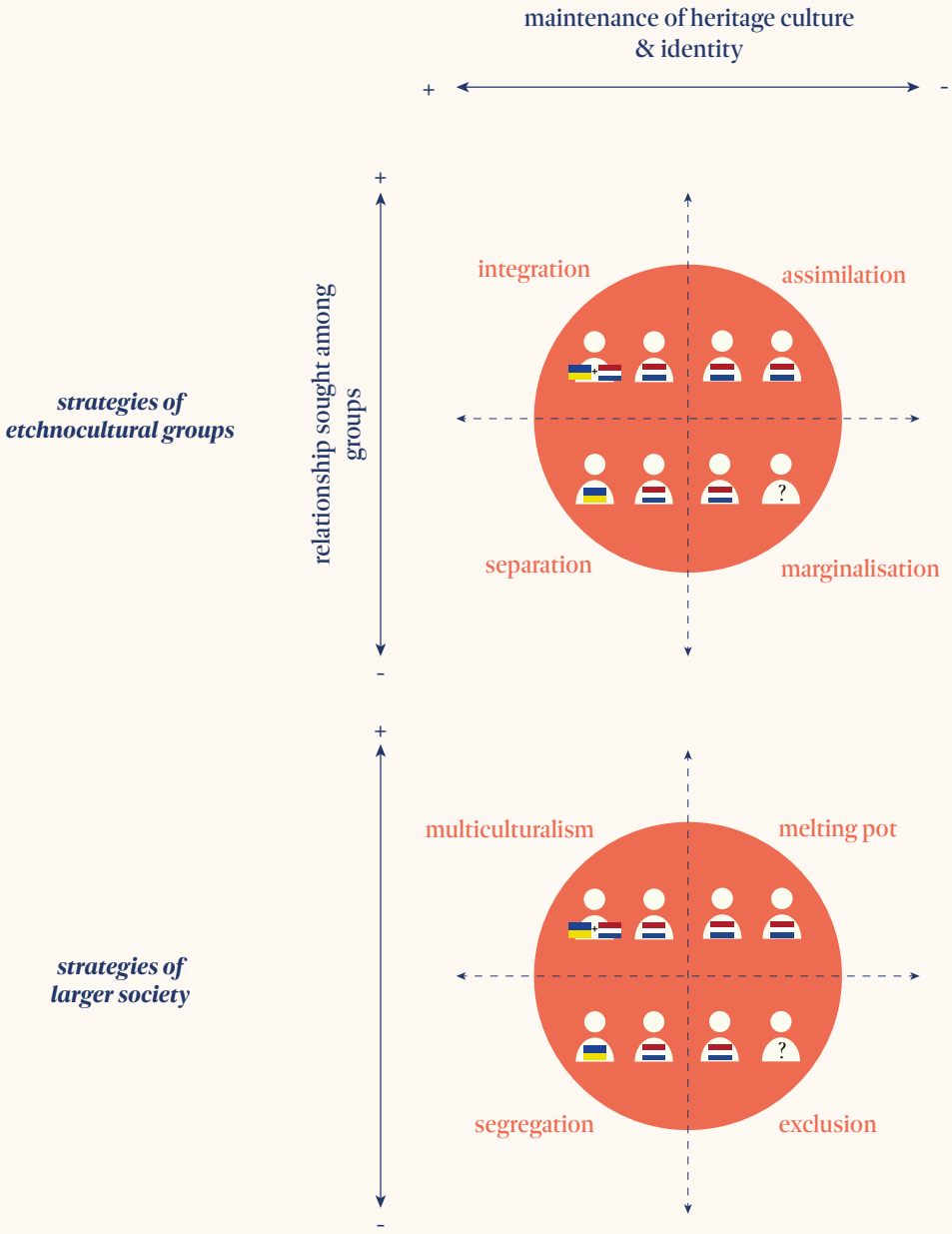
Figure 16: Acculturation in strategies of ethnocultural groups and a larger society (*Berry, 2005*)

Discussion

Cultural adjustment is a two-way process

Berry (2005) describes acculturation in strategies from the perspective of the newcomer. However, cultural adjustment is a two-way process in which not only Ukrainian guests need to adapt new elements of the dominant culture, but also Dutch hosts need to be open and willing to learn new practices of the culture of the newcomer to create social harmony. Although it is unlikely that Dutch hosts will completely adjust to Ukrainian guests, they might adopt elements of the Ukrainian culture in their own behaviour. Ideally, Ukrainian guests and Dutch hosts both apply elements of the other culture and maintain elements of their own culture to increase the chances of social harmony.

To conclude, Ukrainian displaced people are not just people who need help to fit in, but they are also people who have much to give to the Dutch culture.

Fluency of the strategies

Although the strategies by Berry (2005) seem to be four different categories, people do not always fall in one of those categories (*Kunst & Sam, 2013; Schwartz et al, 2010*). How people behave is influenced by their social groups (*see "Approaching culture", p. 17; Hofstede, 2005*) and they might adopt different strategies in their private and public areas of life (*Arends-Tóth & van de Vijver, 2004*). To illustrate, some might reject practices of the dominant culture in their private life (**separation** or **marginalisation**), but might adopt practices in their public life (**integration** or **assimilation**).

Related to time

The strategies of acculturation are long processes (*Berry, 2005*). As this research includes the context of private housing of approximately three months, these processes cannot be directly linked to this context. However, it is valuable to analyse these strategies as it helps to create more sensitivity towards the level and intensity in which people might adopt and/ or change principles over a period of time.

In short

The culture shock as mentioned before is part of the acculturation process (*Worthy et al, 2020*). Based on the culture shock model (*p. 20*), the Negotiation stage is crucial for determining whether and to what extent Ukrainian guests and Dutch hosts apply elements of the other culture and maintain elements of their own culture. Therefore, it is valuable that both guests and hosts are involved in the Negotiation and Adjustment stage to increase social harmony.

Figure 17: Ukrainian people bring typical Urainian goods, something new to the dominant culture (*Portilho, 2022b*)

2.2.3 Ukraine and the Netherlands

Van Boeijen and Zijlstra (2020) describes that *"groups of people share certain values, and the groups are distinguished by differences in value orientation: that is, the degree of relative importance"* (*p. 63*). These value orientations can be measured on dimensions, where one extreme value is on one side and the opposite extreme is on the other side of the scale.

Meyer (2016) developed a set of dimensions that describes national cultures and how they relate to each other (figure 18), based on existing dimensions and other theories (*Van Boeijen, 2015; Trompenaars and Hampden-Turner, 1998; Hofstede, 1980; House et al., 2004*). This set of dimensions is not exhaustive and it is possible that there are more cultural dimensions that are not known yet (*Van Boeijen and Zijlstra, 2020*).

Below, the descriptions of the socio-cultural dimensions proposed by Meyer (2016) are given.

Communicating. Communication in low-context cultures is characterized by simple and clear, and in high-context culture it is more nuanced and layered.

Evaluating. Cultures that prefer giving direct negative feedback, they give it bluntly, honestly and not softened by positive messages. On the other side, cultures that prefer giving indirect negative feedback, give it subtly and diplomatically, usually combined with positive messages.

Leading. In egalitarian cultures, bosses and subordinates work closely together and they can disagree with each other. In hierarchical cultures, subordinates first want an approval from higher-up and are not likely to contradict their boss.

Deciding. When making a consensual decision, it is unanimous and made in a group. When making a top-down decision, they are made by individuals and usually the boss.

Trusting. Cultures that prefer task-based trusting, trust is based on the confidence in another person's accomplishments and skills. Cultures that prefer relationship-based trusting, trust is built by getting to know the people they are engaging with.

Disagreeing. Cultures that are characterized by being confrontational, disagreements are considered to be okay and can result in positive results. Cultures that usually avoid confrontation, disagreements are considered to be of negative influence and can break relationships.

Scheduling. Cultures that prefer linear time management, deadlines are respected and they first want to complete one task after which they can go to the next task. Cultures that prefer flexible time management, it is okay to adapt deadlines and activities occur simultaneously.

Persuading. Cultures that are characterized by principles-first reasoning, persuade people by first developing theory and then their facts and conclusions. Cultures that are characterized by applications-first reasoning, first present facts and then derive conclusions.
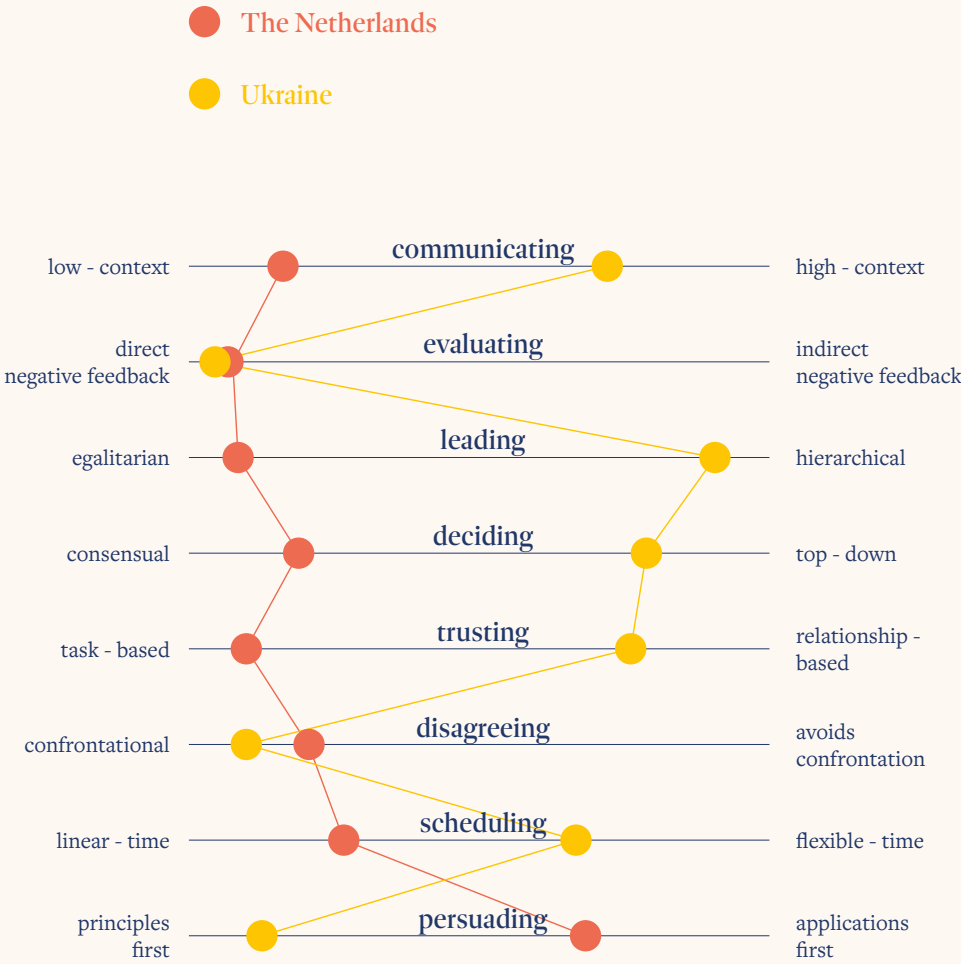

Figure 18: Comparison of Ukraine and the Netherlands on the cultural dimensions proposed by Meyer (2016) based on the country mapping tool of Erin Meyer (n.d.)

The scores on the dimensions do not represent individual people of that country. It is only an average score based on a large population (*Van Boeijen and Zijlstra, 2020*). Erin Meyer (n.d.) developed a tool to compare the scores of countries, from which the scores for Ukraine and the Netherlands are derived (figure 18).

A country can be seen as a forest, existing out of different trees. Every forest is a different type. Every tree in that forest is unique and not equal to the average tree in that forest, just like every individual is unique and not equal to the average person of that country.

The scores on the cultural dimensions are about national culture. However, when we zoom in, the values in a family culture could be different. When zoomed in even further, the values of an individual could be different as well. Although I will be researching individuals to gain a better understanding of their personal experiences, I would like to highlight some dimensions that could influence the experiences of private housing arrangements.

Important to note is that the dimensions are only meaningful when they are compared to another value. For each dimension, examples of practices are given to gain a better understanding in the possible differences between Ukrainian and Dutch culture. Analysis of the cultural dimensions of Van Boeijen (2015), Trompenaars and Hampden-Turner (1998), Hofstede (1980) can be read in Appendix A1.

For the **communicating** dimension, Ukraine is described as a more high context culture than the Netherlands. In practice, this means that Ukrainian guests generally prefer to express themselves in more words than necessary which could be confusing for Dutch hosts as they tend to use simple and clear communication. Dutch hosts are more likely to explicitly say what they mean and expect others to do so as well. However, Ukrainian guests could also pay more attention to posture, tone of voice and appearance which gives them insight into the actual meaning of the spoken words. This could mean that Dutch hosts are likely to say "tell me when something is bothering you" upon which Ukrainian guests are likely to refrain their expressions in the first attempt as it is considered good manners in their perspective. Dutch hosts are then likely to think that is up to the Ukrainian guests to tell them (see leading). This could lead to miscommunication, disappointment and irritations.

Although Ukrainian culture is more high context when communicating, this does not hold up when **evaluating**. They tend to give more direct negative feedback than Dutch culture. Furthermore, Ukrainian culture tends to be more confrontational while Dutch culture is more described as avoiding confrontation (**disagreeing**). However, Ukrainian culture is more described as a hierarchical culture while Dutch culture is more described as egalitarian culture (**leading**). In practice, Ukrainian guests would be more likely to refrain from expressing disagreement while Dutch hosts are more likely to share their expectations and disagreements.

Thus, Ukrainian guests might be more avoiding confrontations than Dutch hosts in the context of private housing. It raises the question of **how and to what extent do Ukrainian guests and Dutch hosts confront each other when disagreeing.**

Dutch culture is more described as task-based when **trusting** someone while Ukrainian culture is more described as relationship-based. In practice, this could mean that Dutch hosts trust a person more when they have confidence in their accomplishments and skills in doing household chores. However, Ukrainian guests could want to spend some time to get to know the other person(s) to build trust. To give an example, Dutch hosts might help Ukrainian guests to learn the Dutch language. After a while, Dutch hosts might lose hope and get annoyed that their Ukrainian guests can still not speak sufficient Dutch. For the Ukrainian guests however, this time was very valuable as it was a chance for them to spend time with their Dutch host and learn new practices. It raises the question of **how and to what extent do Ukrainian guests and Dutch hosts need time to get to know the other person to enjoy living together.**

Ukrainian culture prefers to make top-down decisions while Dutch culture prefers to make consensual decisions (**deciding**). In practice, this could mean that Ukrainian guests expect Dutch hosts to make decisions while Dutch hosts expect to make decisions together and feel that Ukrainian guests lack initiative to make decisions.

Next to that, Ukrainian culture prefers flexible time management while Dutch culture prefers linear time management (**scheduling**). In practice, this could mean that Dutch hosts value and respect living rules while the Ukrainian guests tend to adapt the living rules according to the situation. Not respecting the living rules could lead to disappointment and irritations. Another example: a Dutch host has a tight schedule and only has two hours to eat dinner as they have sports afterwards. They expect the Ukrainian guest to be home, but the guests come home later than expected. They were not worried about the exact hour and expected an unhurried dinner. Miscommunication could lead to disappointments and irritations.

Furthermore, Dutch culture prefers applications-first reasoning while Ukrainian culture prefers principles-first reasoning (**persuading**). In practice, this could mean that Dutch hosts first want to hear the conclusions and then why it works while the opposite is true for Ukrainian guests. It could lead to conversations where both parties do not feel like the other gets to the point of the conversation. It raises the question of **how and to what extent do Ukrainian guests and Dutch hosts make decisions when living together.**

Value of analysing Ukrainian and Dutch culture

These questions helped to create a cultural sensitivity towards the possible differences and similarities in values and practices. When conducting the research sessions with Ukrainian guests and Dutch hosts, I was more aware of not only verbal but also non-verbal communication. For example, Ukrainian people prefer high-context communication which means they often speak with their body language, tone of voice and gestures. It helped me to observe these interactions for data analysis. To avoid misinterpretations of the observations, I verified it with quotes of the participants.

Furthermore, the analysis of Ukrainian and Dutch culture helped in the ideation and conceptualisation phase. The three questions were repeatedly asked during this phase to trigger myself how the guests and hosts would interact with the final design concept. For example, Ukrainian guests and Dutch hosts might approach decision making in different ways and my goal for the welcome package is that they both contribute equally to setting social living agreements. It helped me to think of different ways of decision making which led to the final design concept *Form* in which the guests and hosts both contribute to setting social living agreements by both placing and explaining their emotion tokens *(see "Sensitive to Dutch and Ukrainian culture", p. 68)*. Another example is that the icebreaker in *Form* asks the guests and hosts to express a fun moment by acting with their body (without using words). This helps them to be more aware of their body language not only during this exercise but during the whole conversation.

Figure 19: How do different cultures approach cooking and eating? (*Portilho, 2022a*)

"Sofía gives a soft laugh at the thought of eating pizza with a fork and knife. It might be the norm in Brazil but not in Ukraine. She folds her slice in half before taking a bite." (*Langlois, 2022*)

Key insights for "Approaching culture"

Approaching culture in different ways helped me to create a cultural sensitivity towards Ukrainian guests, Dutch hosts and how they would interact with each other.

It helped me to understand that culture is not bound to one context, but that people behave differently in different groups. **The guests and hosts could act differently in their public life than in their private life (at home). And, they could have the same values but the way they act on it could be different.** This illustrates the complexity and makes it difficult to comment on how people behave in the context of private housing as everyone acts differently in different environments. However, analysing the possible differences and similarities helps to create cultural sensitivity.

The culture shock model describes how a person experiences a culture shock when going from a familiar culture to an unfamiliar culture. **Different groups of people could experience a culture shock and this affects the way people experience the duration and intensity of the different stages.**

Although Berry (2005) describes acculturation from one perspective, **cultural adjustment is a two-way process**. Not only Ukrainian guests need to adapt new elements of the dominant culture, but also Dutch hosts need to be open and willing to learn new practices of the culture of the newcomer to create social harmony. **Ukrainian displaced people are not just people who need help to fit in, but they are also people who have much to give to the Dutch culture.**

Based on the culture shock model *(p. 20)*, the Negotiation stage is crucial for determining whether and to what extent Ukrainian guests and Dutch hosts apply elements of the other culture and maintain elements of their own culture (Adjustment). Therefore, it **is valuable that both guests and hosts are involved in the Negotiation and Adjustment stage to increase social harmony.**

Cultural dimensions give insight in the value orientations of different cultures. The analysis of Ukrainian and Dutch culture raises the following questions: **How and to what extent do Ukrainian guests and Dutch hosts make decisions when living together? How and to what extent do Ukrainian guests and Dutch hosts need time to get to know the other person to enjoy living together? How and to what extent do Ukrainian guests and Dutch hosts confront each other when disagreeing?**

These questions helped to create a cultural sensitivity towards the possible differences and similarities in values and practices. It guided me in the research sessions and ideation phase which led to the final concept *Form*.

Figure 20: Ukrainians need a place to stay (*Mitchell, 2022*)

2.3 The many ways to host guests in The Netherlands

2.3 The many ways to host guests in the Netherlands

Figure 21 shows the journey of Ukrainian people when they arrive in the Netherlands. The journey is based on accommodation as I will focus on housing in this project.

The person with a blue jacket and yellow pants represents an Ukrainian guest, and the person with a red jacket, white t-shirt and blue pants represents a Dutch host.

Ukrainians are covered by the temporary protection and do not have to apply for asylum like refugees (*see "Displaced people and refugees", p. 5*). When they arrive in the Netherlands, they should register themselves at a municipality from where they can be linked to municipality or private housing. Private housing either includes Ukrainian people staying at a Dutch household, or Ukrainian people staying at communities (e.g. denominations). When Ukrainian people stay at a Dutch household, they can either join them with or without the involvement of a matching agency. After the termination of the contract, Ukrainians could get assigned to private or municipality housing again. Otherwise, they can find a place to stay in the country of arrival (and be responsible for their own housing), go back to their country of origin or go somewhere else.

The next parts will explain the differences between private and municipality housing (*p.30*), private housing with and without a matching agency (*pages 31 to 33*) and what factors influence the private hosting arrangements (*p. 34*).
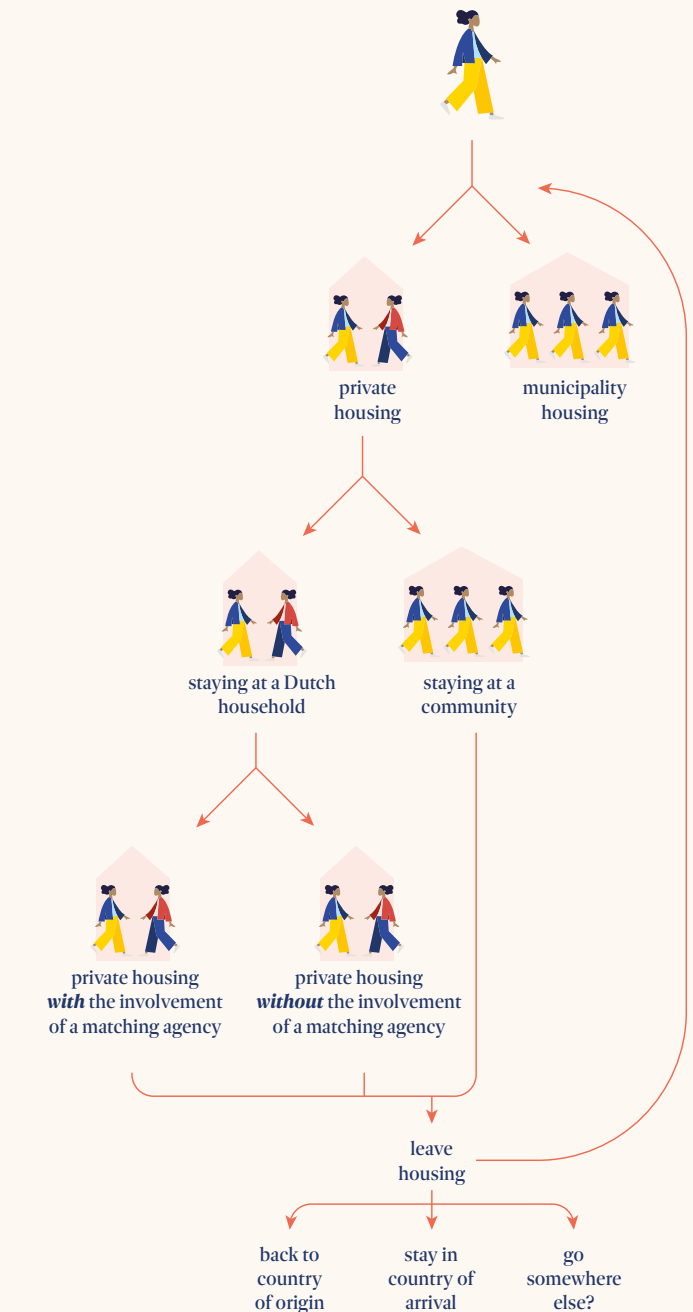

Figure 21: The many ways to host Ukrainians in the the Netherlands

2.3.1 Considerations for private and municipality housing

Displaced people and status holders can either choose to go to municipality or private housing. Municipalities are responsible for offering accommodation to a certain amount of displaced people and status holders (*de Gruijter & van Rooijen, 2019*). Municipality housing includes different types of housing. They can be schools, hotels or community centres. The accommodations are mainly characterized by large non-Dutch communities living in the space.

Next to municipality housing, it is a possibility to go to private housing. Private housing includes people staying at either a community (e.g. church) or a Dutch household. The latter is facilitated by the "logeerregeling". It offers the possibility to status holders and people with temporary protection to go to housing that is facilitated by a Dutch household for a period of three months (*Ministry of Justice and Safety, 2020*). The Dutch household can consist of family and friends or total strangers. By placing status holders with Dutch people, it facilitates refugee integration (*Van Dijk et al., 2022*) and relieves the COA reception capacity (*Ministry of Justice and Safety, 2020*). A matching agency helps to link guests and hosts on a platform. Takecarebnb and RefugeeHomeNL are examples of such platforms.

Takecarebnb is founded in 2015 and matches refugees with host families who want to invite a guest in their home for three months (*Takecarebnb, 2022*) while RefugeeHomeNL is founded as a result of the war in Ukraine and are only focused on providing Ukrainian displaced people a safe temporary home (*RefugeeHomeNL, 2022*).

The following considerations for choosing municipality or private housing have been established based on an interview with the municipality of The Hague, director of Takecarebnb, the Dutch Council for Refugees, Ukrainian guests and evaluation documents of Verwey-Jonker Instituut and Tilburg University (*de Gruijter & van Rooijen, 2019; van Dijk et al., 2017*).

Maintaining own heritage versus open to other culture
Municipality housing for Ukrainians usually includes an Ukrainian community. This helps to establish contact between Ukrainians and they are able to help each other out. They have a sense of home as they are with people of their own culture. However, being surrounded with people of their own culture makes it harder to learn the Dutch culture, practices and languages.

In private housing, people are put in a context in which they can learn the language and build a social network faster and easier. Isolating refugees is likely to result in failed integration (*Strang & Quinn, 2019*) and *"personal contact with refugees is associated with less negative stereotypes among residents"* (*Knappert et al., 2020*).

Van Dijk et al (2022) established that Takecarebnb contributes to all ten domains of Ager & Strang (2008) integration framework: employment, housing, education, health, social bridges, social bonds, social links, language and cultural knowledge, safety and stability, rights and citizenship. They argue that Takecarebnb mainly facilitates integration through the domains of social bridges and housing (*van Dijk et al., 2022*). They highlight the importance of the hosts as they play a crucial role in affecting aspects of the refugees' lives and integration potential (e.g. finding (un)paid work and helping them to get familiar with the Dutch system).

Facilitating integration through private housing was the most important reason for COA to maintain the "logeerregeling" and expand in 2020 (*Ministry of Justice and Safety, 2020*).

Support and control versus self-reliance
Municipality housing usually offers more control and support. Some people think that they have more chance of finding a job in municipality housing than private housing. When staying in private housing, the displaced person is responsible for the support. They can choose to visit a website for frequently asked questions and can call the telephone helpline themselves. In practice, calling someone or visiting a website is a higher threshold to ask for help instead of people that are at service for you which is the case in municipality housing. As a result, facilitating municipality housing requires more energy than facilitating private housing. Also because it requires time and resources to find new shelter locations and to make sure existing shelter locations remain open.

Next to that, in municipality housing there is much more control over the situation at home, unlike private housing (especially without a matching agency). When a person is more hesitant to reach out for contact when they experience problems, they would fit better in municipality housing than in private housing as there is a lower threshold to ask for help. The other way around, people that are more pro-active and will stand up for themselves would have a better experience in private housing.

"They are people who are already curious and are trying to broaden their horizons. If they are here, they feel like they are standing still." Asylum centre employer (translated) (*de Gruijter & van Rooijen, 2019*)

Long-term versus short-term
Private housing is characterized as being a more temporary solution, while municipality housing is a more long-term solution. Ideally, people in private housing find accommodation close to their private housing so that they do not need to move that far. It has a big impact when it is not possible to stay in the same area as the current private housing: moving further away means that they need to rebuild their social network and that kids need to switch schools.

2.3.2 Private housing with and without a matching agency

There are two ways to get into contact with a household that offers a place to stay: with or without the involvement of a matching agency.

Private housing with a matching agency
A matching agency helps to link guests and hosts on a platform. Takecarebnb and RefugeeHomeNL are examples of such platforms. Both platforms facilitate matching and, in general, have the same procedure, but there are small differences between them.

The outline of the procedure with the involvement of a matching agency is visualized in figure 22 and described below, based on an interview with both the director of Takecarebnb who is also involved in RefugeeHomeNL and a matchmaker.

1. Hosts and guests **register** on a platform, for example RefugeeHomeNL or Takecarebnb. The agency asks to share information from both parties. This information includes, for example, the size of the surface that can be offered and with how many people the guests want to come (figure 23). The host family is asked to apply for a Certificate of Conduct to ensure that the individual's past behaviour does not constitute an obstacle to hosting guests.

2. Takecarebnb will contact the guest and host to do a personal intake. They ask why they would want to go into private housing, what they do daily and how much time they have to build a relationship with the other. Based on this, a profile is made to match the guest and host family as well as possible.

RefugeeHomeNL only performs an intake with the host family by phone. The personal intake deepens the information that the applicants shared when registering. A matchmaker of RefugeeHomeNL mentioned that there are no guidelines for the structure of this intake.

When there is a **match**, a matchmaker will contact the host family. If they are still interested, a meeting is arranged and the host family and guests **meet** each other.

Takecarebnb arranges a meeting at the house of the host family so the guests have an opportunity to both get to know the host family as well as take a look at their potential temporary home.

RefugeeHomeNL offers a digital introduction. During the matching conversation, guests and hosts introduce themselves (hobbies, work, children, etc), discuss practicalities (registration at municipality, living allowance, medical care, support from volunteers etc) and lastly, discuss the expectations of living together.

3. Live together

4. Leave

Figure 22: Process of joining private housing with the involvement of a matching agency

However, every matchmaker has a personal preference for guiding this conversation. They mentioned that they talk about the guests' and hosts' living expectations, but that they have difficulties expressing their thoughts. This is partially due to the language barrier, but matchmakers mentioned that this is mainly due to the fact that the guests and hosts did not think about the matters beforehand. Next to that, guests and hosts do not deepen the conversation in how to deal with possible conflicts. For example, they do not share how they would react when they arrive in a messy kitchen (and they were not responsible for it). Usually the hosts mention that the guests can share anything, but they do not deepen the conversation and talk about how to behave in certain situations.

After the meeting, guests and hosts are offered some time to think about the decision. A majority of the people proceed with the process and live together.

3. When both parties decide to **live together**, the guests move to the host family.
When registering via Takecarebnb, before moving in, there is a weekend in which the guests can stay for a weekend on a trial basis. If this goes well, a pre-determined period of three months starts.

When registering via RefugeeHomeNL, guests move in with their host family without a trial period. They receive information booklets on how to receive support and a communication card with common Ukrainian and Dutch words. Although the information is helpful for the guests and hosts, it could be overwhelming for them to receive five information booklets per family. To offer personal support, a volunteer of the Salvation Army keeps in contact with the host and the guest receives support from a volunteer of the Dutch Council for Refugees. Both volunteers stay available to ask questions. They have a minimum of three contact moments: in the first week of the living period, in the middle of the period and at the end.

Ideally, every guest can get the support of this volunteer, but at the moment this is not realized yet due to the logistics and amount of available volunteers. Next to that, they can get support by calling the Red Cross WhatsApp Helpline and visiting the webpage of the Dutch Council for Refugees. In practice, the guest usually asks the host to help them as it is requires more energy to get an answer via the helpline or webpage. The host usually does not mind to help them and consults multiple platforms to find the right answer, but after a while the influx of questions becomes quite energy and time intensive. This contributes to the fact that the majority of the host families do not sign up a second time to host people in their home.

"They help me to learn Dutch. Whatever question I have, they help me. When I have an exam, then we try to study together. Iranian man stayed via Takecarebnb (translated) (de Gruijter & van Rooijen, 2019)

4. When the period of three months is **over**, it is possible to extend it in consultation with the host and guest. Otherwise, the guests can go to another host family, go to municipality housing, find their own housing of arrival or back to their country of origin. At the moment, RefugeeHomeNL can guarantee a new host family but it is possible that it is not in the same area although this influences the experiences (*see "Dependency creates discomfort", p. 42*).
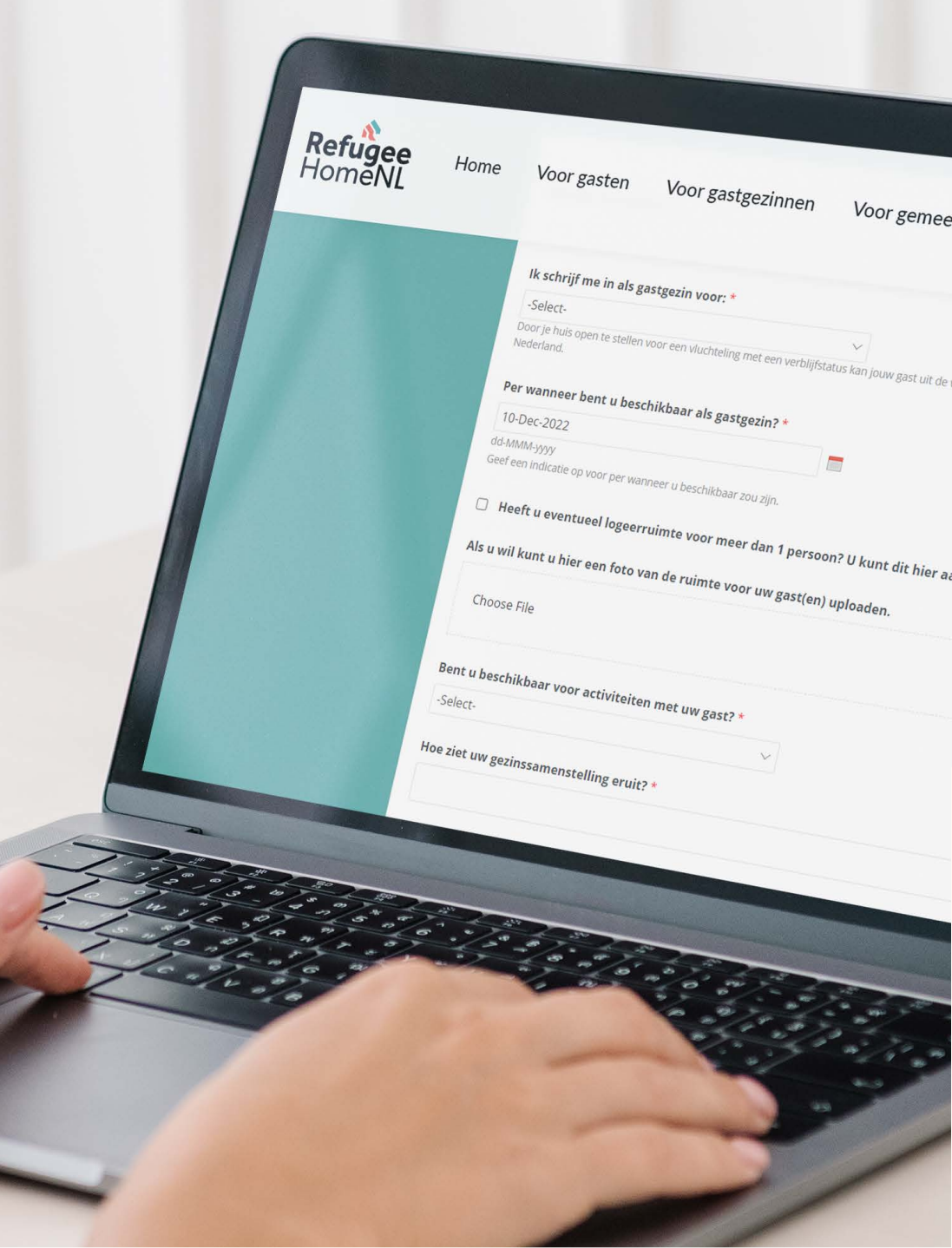
Figure 23: Dutch person registers themselves as a host on the RefugeeHomeNL website (*rawpixel, n.d.*).

Private housing without a matching agency
It is also possible for hosts to offer a place to stay without a matching agency. Usually, the guests and hosts find each other via friends and family, Facebook or other social media channels. As can be seen below, guests often post with how many they are and where they are going with the question if someone has a place to stay for them. Potential host families can react to these posts or create a post in which they offer a room (figure 24 & 25).

Figure 24: An Ukrainian household posts a message that they are looking for a place to stay on Facebook

Elaborate screening versus fast placement
Private housing can be joined with and without the involvement of a matching agency. When there is a matching agency involved, the guests and hosts are offered help by humanitarian organisations. They make an educated guess for a "good" match based on their shared information when registering. Next to that, they screen the hosts and guests to make sure that they will not form a threat to the other.

Although the involved matching process helps to increase the chances of a positive experience, it takes much longer to place guests in private housing with a matching agency. When joining private housing without a matching agency, the duration of time between posting a message on social media and the placement of guests is very short. This is also the reason why many Ukrainian displaced people joined private housing without a matching agency while this is unlikely for the future (*see "Focus on private housing with a matching agency", p. 35*).

"And then, when I was sitting outside, I actually got a message from [guest] and I responded you are welcome here. 10 minutes later she called and I thought oh shit now it's getting real! [...] Then I called my partner and said in two days we will have a [guest] family." Host 2 (translated)

Figure 25: A Dutch household posts a message that they offer a place to stay on Facebook

2.3.3 What factors influence the private hosting arrangement?

Knowing the procedure with and without the involvement of a matching agency, the 10 factors that influence the private hosting arrangements identified by Caron (2019) are described below.

Placement with relatives or strangers
When joining private housing with a matching agency, it is more likely that they will live with strangers. Living with relatives or strangers could differently influence the experience of the hosting arrangement. It seems that people usually stay with family and friends that moved recently to the Netherlands as well (*de Gruijter & van Rooijen, 2019*). This household usually does not speak Dutch and still needs to navigate their way through the Netherlands themselves which offers less possibilities for the displaced to participate (*de Gruijter & van Rooijen, 2019*). Next to that, the (family)bond also contributes to the feeling that they are obliged to help.

"She's my sister. I have to support her." Host (family/friends) of Syrian woman (translated) (de Gruijter & van Rooijen, 2019)

Length of stay
When joining private housing with a matching agency, there is a pre-determined period of three months with the possibility to stay longer.

Without a matching agency, it is possible that guests and hosts might not start negotiating the length of stay at the start of the hosting arrangement. This could lead to a long stay and making it difficult to end the hosting relationship.

Physical dimensions of the hosting environment
Host families that register with a matching agency specify beforehand the room they want to offer. The matching agency is able to check the room on its "liveability" and whether it is satisfactory for the guests. Without a matching agency, it is possible that guests arrive in a small room that is not sufficient for living (*see "Expectations of living space", p. 43*).

Paying for accommodation
It is not specified whether guests need to pay for their accommodation. Guests who join the "logeerregeling" get a living allowance but they may decide themselves on how to spend it. Unspoken expectations on the division of the living allowance could lead to disagreements.

Family size
When registering with a matching agency, the guests specify with how many they want to stay and host families specify how many they can host. This prevents the possibility of overcrowding which might lead to conflicts that could negatively influence the hosting experience. Overcrowding is possible when joining private housing without a matching agency as there is no visibility and possibility to check whether overcrowding is taking place.

Presence and number of children and pets
When registering with Takecarebnb (a matching agency), it is not specified whether guests come with children or whether host families want to host children while the presence of children has an influence on the hosting experience (*Caron, 2019*).

Furthermore, it is not specified whether they have pets. Ukrainian displaced people are keen to bring many pets with them while fleeing (*RTL Nieuws, 2022*). The presence of pets could influence the hosting experience as well. For example, someone could get annoyed or afraid by the barking of dogs while for someone else the presence of a dog could act as mental support (*based on interviews with Ukrainian guests and Dutch hosts*).

Status of the host family
Ethnic, religious and class status of hosts and guests could conflict with each other. Takecarebnb asks the guests and hosts to specify their education level and profession. It is unclear to what extent people will be matched based on this information. On the other hand, differences in religion are not specified while this might have a greater impact on the hosting experience than the level of education.

Sharing space
Sharing the living space with strangers shows the dependency of the guests to the hosts. Displaced people mentioned that they felt like a burden and that host families mentioned that the guests should live under their rules (*Danish Refugee Council, 2012; Hopkins, 2011*). The influence of dependency in shared spaces is further confirmed with my research sessions (*see "Dependency creates discomfort", p. 42 and "Space means privacy", p. 43*).

Sharing resources
Host families share resources like food and fuel with their guests. They do not have to but want to offer help to the guests in more ways than offering a place to stay. This is further confirmed with my research sessions (*see "Hosts want to help", p. 40*). Although it shows their goodness, it could also lead to uncomfortable situations as it shows the (financial) dependency between guests and hosts (*Caron, 2019*).

"I sometimes feel guilty. The host family incurs a lot of costs." Iranian couple stayed via Takecarebnb (translated) (de Gruijter & van Rooijen, 2019)

Sharing activities
Guests and hosts are likely to do activities together. These can vary from administrative matters, household chores and social activities. Differences in expectations in the level and intensity of doing activities together could lead to conflicts (*see "Conflict Management, scenario 2", p. 47*).

These factors guided me in the interviews with Ukrainian guests and Dutch host families (*see "Approach", pages 37 to 39*). The factors are deepened in "Insights based on the research sessions" (*pages 39 to 49*).

2.3.4 Focus on private housing with a matching agency

Most Ukrainian displaced people in private housing joined without a matching agency. From the 86.850 Ukrainian displaced people in the Netherlands (*Ministry of General Affairs, 2023*), 12.000 Ukrainians joined private housing without a matching and only 3.000 Ukrainians joined private housing with RefugeeHomeNL. The main reason for this was that the war started suddenly and the Netherlands was not prepared for a large influx of displaced people. Although the Netherlands hosted many Ukrainians without a matching agency, this will not be likely in the future. Argenal (2014) identified potential problems with private housing, such as that hosting arrangements can expose vulnerable individuals to abuse and exploitation. These problems are easier to tackle when hosting is arranged by a third party (e.g. RefugeeHomeNL). Their database helps them to identify where the households are. This offers the possibility to humanitarian organisation to provide help to the guests and hosts.

Therefore, my focus in this project is on the context with the involvement of a matching agency, including the matching procedure (*see "Embrace cultural diversity by focusing on private housing with a matching agency", p. 51*).

Figure 26: Ukrainian people rescued many pets when they fled their homes (*Cumes, 2022*)

2.4 Listening to stories of Ukrainian guests and Dutch hosts

2.4 Listening to the stories of Ukrainian guests and Dutch hosts

The previous chapters explain how Ukrainian displaced people are welcomed in the Netherlands. This chapter includes the perspectives of how Ukrainian guests and Dutch hosts experience private housing. First, the approach for the research sessions with the guests and hosts are described (pages 37 to 39). Then, the results and insights are discussed (pages 40 to 49).

2.4.1 Value of human centred design approach

It is valuable to hear the stories of Ukrainian guests and Dutch hosts to take their perspective into account when designing. It is about their experiences and I, as a designer, cannot make assumptions about how they would experience private housing. By immersing myself and empathising with the people that I will design for, I am able to design something valuable for them as I will better understand their motivations for their actions.

2.4.2 Approach

This part describes the used approach to include the perspectives of how Ukrainian guests and Dutch hosts experience private housing.

Contextmapping is a form of participatory research. It is focussed on triggering the creativity of participants through cultural probes. By not only focussing on gathering information through talking and observing, but also enabling participants to express their thoughts and feelings by making things, it is easier to access their latent knowledge (e.g. dreams, motivations and aspirations) (*Sanders & Stappers, 2020*).

Procedure
Prior to the interview, the participants were given a sensitizing booklet with creative and reflective assignments (*Appendix A2.3*). This way, the participants become more sensitive to their memories and associations around the research topic (*Sanders & Stappers, 2020*). Then, in the session, they are already immersed in the topic and able to give more valuable answers based on their awakened sensitivity and expressive ability (*Sanders & Stappers, 2020*).

Before going into the interview, I made sure the goal and contents of the interview were explained. My focus was on highlighting the importance of sharing their personal experiences through which they could create an impact on improving facilitating private housing in the future. To understand their train of thought, they were asked to talk out loud when considering their answers and options.

The research session included three sections (*more information in Appendix A2 and A3*):

1. The objective of the first section was to **develop an impression of their living situation**. The questions were guided by the ten aspects that could influence hosting arrangements by Caron (2019) (*see explanation on p. 34*).

2. The second section was about **elaborating on the answers in their sensitizing booklet**. It included questions about their motivations for living together, their favourite and less favourite moments, important themes in living together and their daily practices.

3. The last section was built around **two card sets**. The first card set included topics that could have an influence on living together (e.g. cooking together and learning about another culture). The second card set included metaphors of different relationships between hosts and guests (e.g. a hotel in which the host is always available to provide service to the guests, establishing a relationship in which the service is more directed in one-way). The participants were asked to distribute value coins to the themes they found most important after which they could share a personal story around it (figure 28 and figure A-4 & A-5 in Appendix A2.2).

Figure 28: Participants are asked to share personal stories by means of a card set

Sampling

To establish a diverse group of people who joined private housing, I conducted research sessions with Ukrainian guests and Dutch hosts, read evaluation documents on people who stayed via Takecarebnb and via the "logeerregeling", and, lastly, watched and read blogs, video's and newspaper articles of stories by guests and hosts.

Participants

In total, eight sessions were conducted, with four Ukrainian guests and four Dutch hosts. All guests and hosts experienced private housing without a matching agency. The Dutch hosts were recruited by me and an Ukrainian colleague helped me to recruit the Ukrainian guests through their Ukrainian community. The Ukrainian guests included families with and without children, and adults that had paid and unpaid work.

The reason for conducting the sessions individually was to make sure the participants had the feeling that they could share their experiences without the judgment of their guest / host. This would limit their mental discomfort.

Evaluation documents

Technical University of Eindhoven has conducted a research about the consequences of a temporary stay of status holders with Dutch households via Takecarebnb (*van Dijk et al., 2017*). This explorative research includes quotes and insights about the experiences of both Dutch households and their guest families, most of which from Syria.

Verwey Jonkers Instituut has conducted a research to explore the value of participation and integration of status holders when staying with a Dutch household (*de Gruijter & van Rooijen, 2019*). They interviewed both status holders staying in asylum centres, via the "logeerregeling" and via Takecarebnb. Their research included quotes and insights which are useful for getting an understanding of the differences between different accommodation options for status holders.

Blogs, video's and newspapers

When the Ukrainian war arose, Dutch households opened their home for Ukrainian people. With it, many shared their experiences of staying with an Ukrainian family. They wrote their story on blogs, video's were made and stories were shared in newspapers. Even though I did not speak to them directly, their stories were extensive and I could derive quotes from it to use in my research.

Note: the insights of the evaluation documents and blogs, video's and newspapers are visually separated from the insights of the participants.

Location

Ideally, the sessions were conducted at their home so the participants would be comfortable talking about their experiences. Furthermore, it is a chance for me to get an impression of their living situation. Unfortunately, all Ukrainian guests declined the possibility of conducting the session at their home. Instead, two sessions were conducted at a public place and two sessions were conducted online. Three sessions with the Dutch host families were conducted in real life and one was conducted online.

To make sure the Ukrainian participants could express themselves, I invited an Ukrainian colleague who was known to the participants to join the sessions as a translator. Three Ukrainian persons could speak English, but whenever they could not find the right English translation they could ask them to translate. One Ukrainian interviewee could not speak English and her interview was conducted in Ukrainian. During the interview, they translated it to me.

Data collection

All research sessions were audio recorded. Photographs were taken occasionally by me (when given consent). The sensitizing booklets were given to me at the end of the interview.

Data analysis

The audio recordings were developed into written transcriptions, from which relevant and interesting quotes were selected and developed into statement cards. The statement cards included quotes from the participants and my interpretation of it.

All cards were clustered in a digital whiteboard environment. The clusters were labelled with which themes and insights could be identified. Then, I studied the relationship between the cluster labels.

Ethical considerations

As the nature of the topic is sensitive, I took extra care into account when preparing the research sessions and conducting them (*Appendix A3*):

Experts were consulted on the research setup. They had experiences with conducting interviews with refugees and helped to prepare the research session.

Especially the displaced people could experience mental discomfort during the studies. Therefore, I made sure to pay attention to potential signs of discomfort and explained that they could withdraw at any moment. Next to that, a list of organisations was prepared to refer the participants to when they might ask me for help (and when I would not know the answer).

A consent form is given at the beginning of the session, so the participants are aware of the data collection, data analysis and storage. Furthermore, all information of the guests and hosts are treated anonymously unless consent is given otherwise.

A card set is made so the participants are in control of the personal stories they want to share.

Furthermore, the analysis of preferences in Ukraine and the Netherlands helped me to be more cultural sensitive in the research sessions to collect data. For example, Ukrainians prefer high-context communication which means that they often speak with their body language, tone of voice and gestures (*see "Ukraine and the Netherlands", p. 25*). It helped me to pay more attention to non-verbal communication. Needless to say, I verified my observations with quotes of the participants to avoid misinterpretations.

Limitations

In my research I have conducted an interview with an Ukrainian guest who could not speak English. Even though the Ukrainian translation could have been summarized in which insights could have been lost, it helped me to include the experiences of a non-English speaker.

Even though I did not talk to families that stayed with a matching agency and those who did not join private housing personally, I hope to have included the insights of these experiences through the evaluation documents and blogs I found online.

Most people I have spoken to were positive about living together. Probably, the people that were negative about the experience did not want to talk to me or felt a higher threshold to talk to me. However, I have found stories online that expressed a negative attitude towards the private housing experiences and I have seen similarities in the way of communication with the people I have spoken to (*see "Conflict management", p. 45*).

2.4.3 Insights based on the research sessions

The data and analysis led to a journey map that explains themes that are present when living together (*pages 40 & 41*). It seems that dependency has a high influence on the way of communication (*p. 42*). Several infrastructural factors are identified as having an influence on the experiences of living together (*pages 43 & 44*). Lastly, it led to insights on conflict management (*pages 45 to 49*).

Figure 29: Interview with Ukrainian guest in the presence of a translator

Journey

The stories of the Ukrainian guests and Dutch hosts led to a journey map that describes the process from getting into contact to living together (figure 30).

The person with a blue jacket and yellow pants represents an Ukrainian guest, and the person with a red jacket, white t-shirt and blue pants represents a Dutch host.

Important to note is that this journey describes the process without the involvement of a matching agency because the participants did not go through this process. A detailed description of the process when a matching agency is involved is described in "Private housing with a matching agency" (*pages 31 & 32*).

Host wants to help

Many hosts mentioned that they wanted to help the guests because of their principle of altruism. This is in line with Caron (2019) who mentions that reasons for being a host are cultural principles of hospitality and generosity.

Next to that, the hosts mention that they have the physical space to offer guests a place to stay and to offer them (and themselves) privacy. Other reasons are that it is a good experience for the children.

The moment the host families start to think about hosting refugees in their home, is two-fold: they see the horrible images of the war in Ukraine on their television and they feel the inner urge to help. Simultaneously, they see other families hosting refugees inside their home. Bringing this together, they decide to host people themselves.

"You can mean something to a fellow human being on an individual level and that is valuable." Host of Syrian man via Takecarebnb (van Dijk et al., 2017)

"If you can help then you will. That might be part of my character, justice. With all the risks that it entails." Host 3 (translated)

Matching process

People who experienced private housing without the involvement of a matching agency were not prepared for the experience. They found each other via a message on social media or via friends and family. This resulted in different expectations of the living space (*see "Expectations of living space", p. 43*) and level and intensity of contact (*see "Conflict Management, scenario 2", p. 47*).
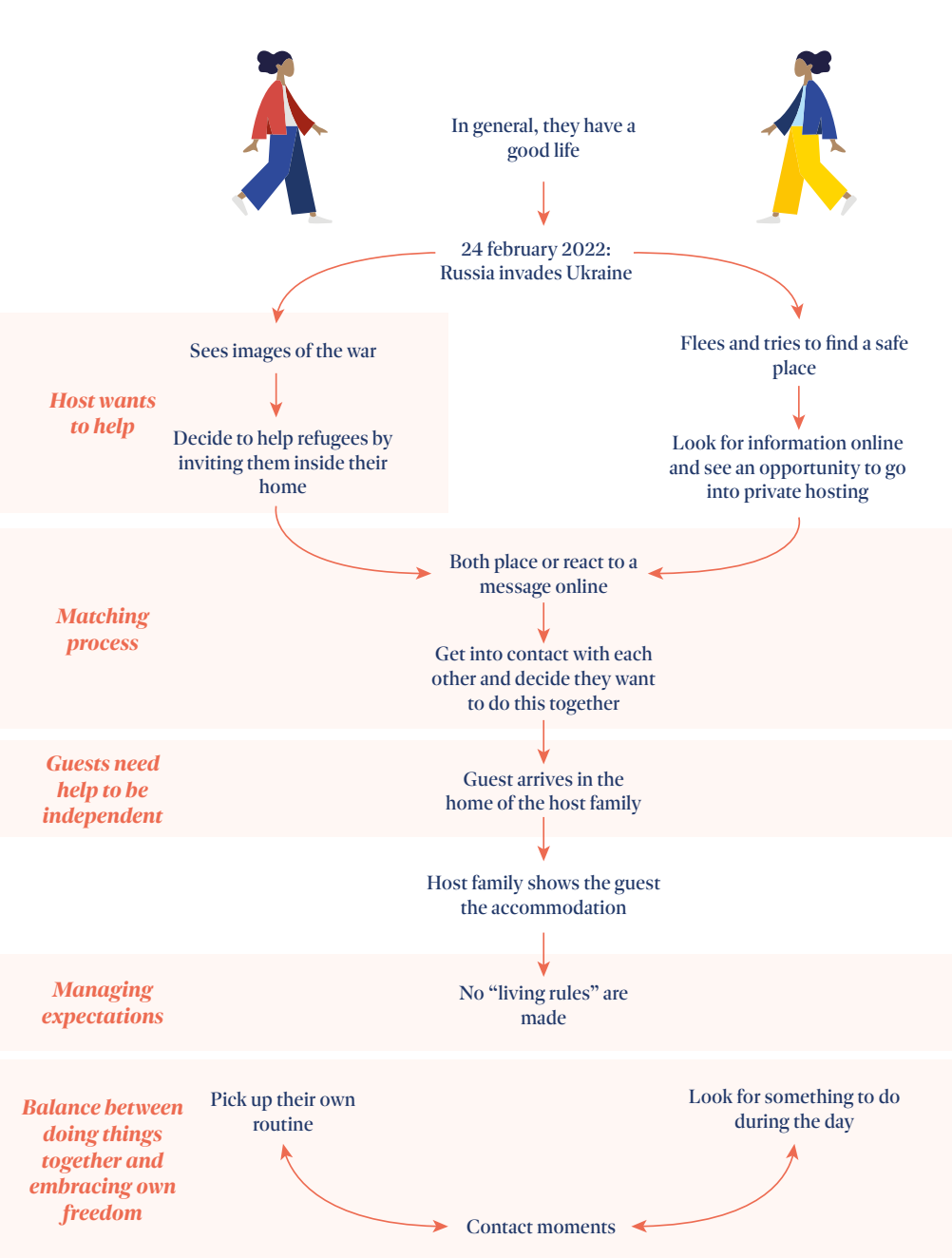
Figure 30: The experiences of Ukraininan guests and Dutch hosts (without a matching agency)

Guests need help to be independent

When the guests arrive with their host family, they feel relieved. There, they have time to think about their future.

"And when we stayed with the family, everything became better, because you get mobile phones and we could use different facilities and life became better. And before that it was very stressful" Guest 4

Back in Ukraine, most guests had a good job and a house in which they were happy. After having left everything, they need to start from zero again. They want to go back to their normal life, but need some help to integrate and be independent again.

"I want to stay human being, the same I was in Ukraine, a person with education, with a job, with hobbies, with realization, I want to do everything here as well, and not just stay with someone's house being shy for doing anything." Guest 4

Managing expectations

Many host families do not set rules at the start of the hosting arrangements. They barely talk about their expectations in living together as it starts off good and do not feel the need to bring it up (*see "Conflict management", p. 45*).

"I didn't do it like that [making rules]. But I think it's good to do that. I first looked at how it goes and that goes well for 2 months and then it actually fades. And then you still have to make agreements about it." Host 3 (translated)

Balance between doing things together and embracing own freedom

Van Dijk et al (2022) argues that the role of host families play a large role in refugee integration because of the support function they provide. Host families usually help the guests with administrative matters: translating Dutch letters, registering with the municipality, choosing a phone subscription.

"I helped her when she had to go to the doctor. And also to the optician/glasses shop [...]. I translate all the letters for her and explain what everything means" Host of Syrian woman woman (de Gruijter & van Rooijen, 2019)

In addition, it is up to them to see whether they also go a step further: exploring the neighbourhood together, visiting family and shopping. Differences in expectations of privacy could lead to irritations (*see "Conflict management", p. 45*).

"Doing things together to get to know the Netherlands. We went to [city] by bike on King's Day, played old Dutch games. Went with the taxi boat" Host 1 (translated)

Discussion

A seemingly structured journey

Although the journey process looks structured, people go through it less consciously.

In reality, everyone started living together in different ways. Some posted a message on social media and other hosts got into contact with their guests via friends. There is less control on the living environment but also the duration of the living period together while this is facilitated when joining private housing with a matching agency. When people join private housing with a matching agency involved, they can hold onto the structured matching process which helps them to prepare for living together.

Figure 31: Ukrainians live at a host family (*Parra, 2022*)

Factors that influence the communication

Based on the data and analysis, I have found that the phenomenon of dependency has the most impact on the way of communication between guests and their host families. Next to that, the level of English influences whether people can have a conversation with more empathy.

Dependency creates discomfort

The Ukrainian guests have often fled their country in a hurry and do not have much with them. They have been on the road for a few days. They are tired, afraid and uncertain of what the future will bring them. Their biggest priority is safety: they are looking for a place to stay and recover from the horrible situation. They are very thankful for the host families that invite them into their home.

"We are very thankful for their kindness [..]. It's complicated to close your eyes for some situations, when it could be conflict but you need to be more patient. [..] I also know they live their life they want to. I also know that we need to respect their rules in their lives" Guest 1
Note: Mother and son lived in a small room with one bed so one person had to sleep on the floor.

"Our family was very friendly, very patient, and nobody told them there were gonna be so many cats. And they still nice to us. They have very good heart, and I only have good memories. They are really good." Guest 4
Note: Two sisters with many cats lived in a small place in the garden with poor insulation. They got ill because it was very cold and needed to go to the hospital.

The gratitude of the guests is expressed in the fact that they would like to give something back. For example, they help in the household by cooking, cleaning and doing chores.

When the guests are taken in the house of the host family, there is a fundamental inequality: **the guests are dependent on the host family**. This puts them in an uncomfortable situation where they do not want to be a burden. They have the feeling to live under the conditions of the host family and do not want to change the host family's regularities. Because of the fundamental inequality and dependency, the guests compromise their comfort to what they think improves the comfort of the host family.

Hosts can have the best intentions and tell the guests that they can "share anything" and "tell when something is bothering you". However, this does not resolve the situation as the guests do not dare to say something which might result in the ending of the hosting arrangement.

"From the start, they said you can be like how you feel. [..] They don't need to hear our problems all the time." Guest 1

Throughout the living period, the dependency increases. Guests become more attached to the area they are living in. They find a job nearby and their kids go to the local school. Ending the hosting arrangement means that they need to move somewhere else. RefugeeHomeNL can guarantee a new host family but it is possible that it is not in the same area. This makes the guests want to stay at their current host family and increases their motivation to not say anything that might compromise the comfort of the host family.

The dependency influences the communication and conflict management between the guests and the host family (*see "Conflict Management", p. 45*).

Fluent English helps to connect

Being able to speak English promotes communication between the guests and host family. When the guests speak English poorly, the communication might lack empathy.

"I noticed at one point that it was very much in the language in English. So she doesn't ask questions, but she puts down a point of view. You cook, she says. That's not normal when we communicate here." Host 3 (translated)

When the guests can speak English poorly, a translation app is often used. However, using the translation app leads to a tiring conversation as not everything is always translated correctly. This can lead to miscommunications. In addition, the focus is on translating correctly instead of conveying the message with emotion. This leads to conversations with a business tone which is not always desired.

"It is a bit of a search because I really want to help them. I see them come down sad this morning and I find that very difficult, because then google translate is suddenly quite business-like. I want to be there for them more." Host (translated) (NOS, 2022a)

"It's comfortable not too talk because I have not really good English" Guest 3

Discussion
Being (treated) equally

It is clear that there is a fundamental inequality between the guests and the hosts: the guests are dependent of the host family. Although this might seem as something that needs to be changed, the inequality between guests and hosts cannot be changed. The guests will always be dependent of the host and their home when living together. However, being equal and being treated equal is different. Currently, the guests are not equal but also not being treated as equals because they were forced to flee and lost everything. Therefore, the focus of the future intervention is on treating the guests and the hosts equally rather than actually changing their status to being equal.

Infrastructural factors

Based on the data and analysis, I have identified several infrastructural factors that influence the experiences of living together. For each factor, it is explained how it positively or negatively influences the experiences of the guests and the host family.

Space means privacy

Host families mention that (enough) space is a crucial factor in the success of living together. Most people prefer to host guests in a separate space, e.g. a summerhouse in the garden. It offers the possibility to take a moment for themselves and to respect each other's privacy.

"Otherwise I wouldn't have done it. We live in a big house after all. I've had a lot of trouble with people who make their house available, "you can still stay in a small room there". But then you really lose a bit of privacy and you really don't want that. That was one reason why we wanted to do it" Host 2 (translated)

"And space! That's just the magic word. You don't want to go to the bathroom next to each other." Host 1 (translated)

When the guests are put in a small room, it is hard for them to take a moment for themselves and re-energize.

"We didn't had moment for ourselves, because we didn't had space to do it" Guest 4

"But we live in the same space [a studio]. There is no separate room if you want to do something, that applies to both of us. For example, if I want to call someone, I have to go down the hall and so does him." Syrian woman, stayed with family/ friends (translated) (van Dijk et al., 2017)

Expectations of living space

In general, no guests had any expectations on their living space. They just want a place to sleep that offers safety.

"Only all I need is a place to sleep." Guest 2

"Sometimes you don't have the options to choose, you just accept what is given to you. And it is not bad, I don't say it is bad." Guest 4

Figure 32: Ukrainian children learned to make a traditional dish of the hosts' country (*Cho, 2022*)

However, the living space can be very different than what they are used to which could lead to disappointment when it is not up to their standards.

The guests do not dare to say anything about it, because the host family might end the hosting arrangements which leaves them nowhere.

"They show us the room. First of all, I didn't like this room. It's because maybe because it's not just the room that I would choose. Before the war, I rented a new apartment in city centre of Kiev. It was just a perfect place for our family" Guest 1

"We didn't stay in the house, we stayed in the [box] in the garden. It was very cold in the winter, it was very warm in the summer, it was very inconvenient to stay there." Guest 4

Arriving in an accommodation that offers them privacy and a place to re-energize is a very warm welcome. Especially, when they are living there for a longer period of time *(see "Space means privacy", p. 43)*.

"When I arrived, it was like the perfect home, like you have in the American movies. [..] Host put tulips on the table and that was for me, like a sign, they are good." Guest 3

Use of common areas
Most guests and host families ate dinner together on a regular basis. It was a moment to talk about the day and exchange personal stories.

"It's very nice to have a tradition. They always have dinner together. Me cooking or them cooking. [..] It's nice to have dinner together and talk about how was your day and what happened." Guest 1

"Contact moments were usually when eating together. During the day we actually left each other alone." Host 2 (translated)

When the guests and hosts share the living room, it is imperative that they agree on how to use the common areas. Differences in expectations of cleanliness, privacy and schedules can lead to irritations.

"but then I came down to have some coffee [..] the music went down right away but they did not use earphones.. [..] No, that actually didn't happen. [..] I've already caught myself. [..] Going upstairs while they are downstairs and I think then, seems wrong after all." Host 3 (translated)

Location matters: urban versus rural
Just like the guests have no expectations of their living space, they also do not express any preference for a location/municipality (especially in the beginning of the influx of Ukrainian people in the Netherlands). However, it has an influence on their living situation. For example, some people like it better in urban areas and some in rural areas.

"It is very different when you come to us, large area, beautiful surroundings and that you can catch your breath there. It's really different than coming to a large gym" Host 2 (translated)

"But maybe an urban Syrian doesn't want to come to me at all. I know someone who is really from the city and he loves it in Amsterdam but finds it terrible in our countryside" Host 1 (translated)

Fluency of the factors
The infrastructural factors change in importance during the living period together. For example, guests might have no expectations of the living environment in the beginning of their living period together while the effects and the importance of having privacy increase during the living period together. Furthermore, in the beginning of the influx of Ukrainian people in the Netherlands, Ukrainians did not express any preferences for locations and living environments as they just wanted a safe home. This changed after a few months when Ukrainians become more demanding and asked for housing around Amsterdam when they figured out it was more difficult to get a job in rural areas.

It shows the fluency of the infrastructural factors which ask for continuous attention and periodic interventions to evaluate the well-being of the household.

Conflict management
The team development model by Tuckman (1965) describes the process of teams working together. It includes the phases of forming, storming, norming and performing. Next to the fact that it can be compared to the culture shock model *(van Boeijen & Zijlstra, 2020; see explanation of the culture shock model on p. 20)*, it can also be compared to the process of living together (see figure 33).

Forming starts when the guests and host family get into contact. At the beginning, they barely talk about their expectations in living together as it starts off good and do not feel the need to bring it up. When guests and hosts live together, they need to take each other into account up to a certain point. They try to find a balance between doing things together and embracing their own freedom. Because the guests and hosts have a different background and a different regularity, there is going to be a moment of conflict eventually (**storming**). These can be little things and does not necessarily mean that they will stop living together. It is okay to have a conflict. What matters is the way to manage the conflicts (**norming**). When they build trust and are open about their needs, they can enjoy living together and challenge the other to get the best out of them (**performing**).

Discussion
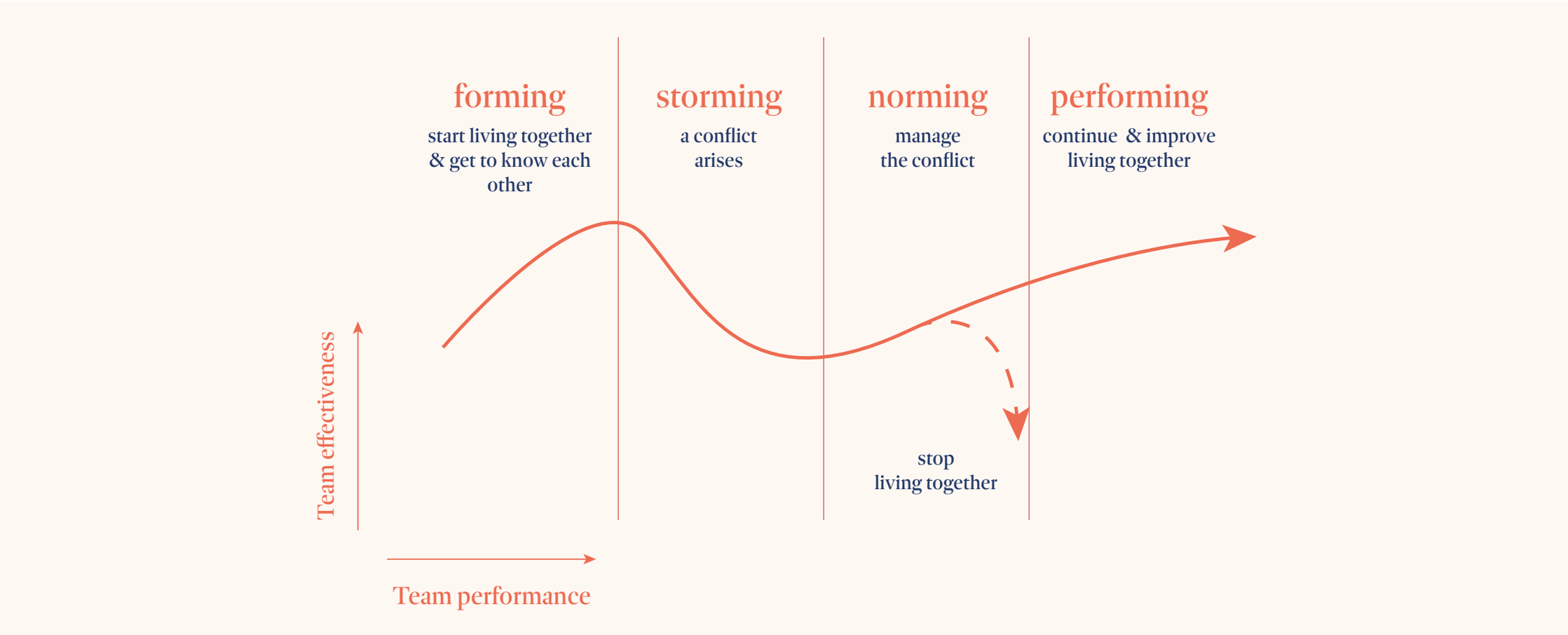
Figure 33: Living together can be compared to the team development model by Tuckman (1965)

Based on the interactions I have seen between guests and host families, I have identified the following three main types of interactions that are present when managing conflicts in the private hosting arrangements (figure 34, 35 & 36).

1. Guests and hosts have minimum communication
The hosts help with the basics: translating Dutch letters and explaining the Dutch system. They would want to offer more help, but they do not know what the family needs and thus stick to this. On the other hand, the guest appreciates the help but would want to have more empathic activities and conversations. However, because they do not want to be a burden they will say nothing about their needs.

"No, we didn't do Dutch things. Well, it would be nice, but you cannot force people to spend time with you if they do not want it. They were always busy." Guest 4

[What is a crucial factor when living together successfully?] "Empathy. Being friendly and trying to keep in contact. I didn't experience this. If it was a different family, we could receive it. From this family we couldn't receive it because it is not in their nature. They are just colder people. They are not so emotional" Guest 4

A host family expressed that they initiated a "fun" activity, but the type of fun was different for both of them. This led to not initiating more activities from their side, and also not by the guest while this may have been preferred.

"Very little. A few times in the beginning. With the bus to Leiden, show Leiden. But then they would walk into a store and stay in that store forever. And I'm certainly not into that at all. So that was not quite my thing. If we do that again we have to do it in a different way." Host 3 (translated)

2. Guests and hosts have different expectations in level and intensity of contact
The hosts are concerned about the guests, want to help and do it in the way that they think is desired. This might even result in hosts that try very hard to support guests in doing activities while the guests might not need it. Or, the guests might need something else but they do not want to be a burden and say something about it. As they do not express what they need, the hosts cannot facilitate them in it. For example, some guests preferred more empathy in their relationship while some hosts mentioned that their guests did not took initiative to undertake activities.

"Quite tiring, our guest had almost no initiative of his own. Was really just lazy. Tried a lot. I only spoke Dutch with him, explained things, but the guest didn't take the time to learn. I am very active, also with other volunteer work, it is nice when a guest eventually takes the initiative himself." Host (translated) (de Gruijter & van Rooijen, 2019)

"The first weeks or two months or so it was still reasonably coordinated. But at a certain point we cooked here for six and it turns out that they are not there at all. Ok." Host 3 (translated)

On the other hand, when the expectations do align, guests and host families are positive about their relationship. For example, in some cases the guests and hosts were both in need of doing "fun" activities which resulted in positive experiences.

"They are my friends, we spent a lot of time together. We really 'click'. For example, next week we will go on holiday together, to Paris and Disneyland. I really enjoy being with them." Iranian man stayed via Takecarebnb (translated) (van Dijk et al., 2017)

I want to help
but I don't know how
so I'll do the minimum

I need help to be independent
but I don't want to be a burden
so I'll say nothing
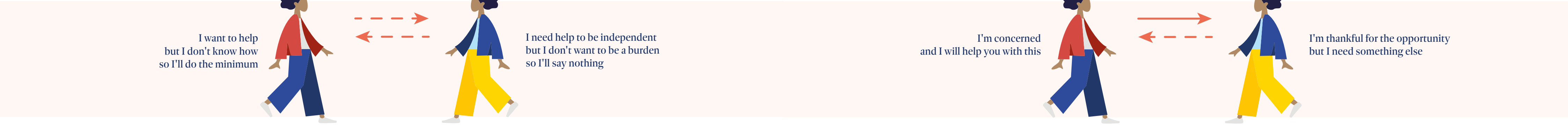
Figure 34: Guests and hosts have minimal communication

I'm concerned
and I will help you with this

I'm thankful for the opportunity
but I need something else

Figure 35: Guests and hosts have different expectations in level and intensity of contact

3. Hosts are more likely to interfere with the guests' lifestyle
The hosts might have the urge to address the guests' behaviour that they have nothing to say about (e.g. raising children).

"Also with that daughter. (They) feel free to leave them alone all day if they had to work. I have also said that I think that it is too long for a child of 8. But no, "she was very independent" and yeah, that is just not how we do it here. That's too long." Host 2 (translated)

The other way around, most guests do not feel the need to express their feelings about an "annoying" situation to the host family. They let it go and do not want to complain about small things.

"I understood they live a perfect life, before us. Maybe they want to be not with us, when there are guests. I try to be smaller and go to another room. I try to give them more space when there are guests." Guest 1

"It happens every time and he doesn't fix it. [..] but I'm not telling them. Because it doesn't matter. It's not so important" Guest 1

One host also mentioned that they had the feeling the Ukrainian guests did not dare to complain to them.

"I have a 20-year-old son, who invites guests and then they light a fire and set off fireworks. He did that behind that hay barn [where the guests are].... Then, those Ukrainians actually did not dare to complain" Host 3 (translated)

Because of the fundamental inequality and dependency, the guests compromise their comfort to what they think improves the comfort of the host family.

Discussion
Disagreeing in the context of private housing
As shown by Erin Meyer (n.d.) in their comparison of Ukraine and the Netherlands on the cultural dimension of "*Evaluating*" (*see "Ukraine and the Netherlands", pages 24 & 25*), Ukrainian culture is likely to give more direct negative feedback than Dutch culture. On the cultural dimension of "*Disagreeing*", it can be seen that Ukrainian culture is likely to be more confrontational than Dutch culture. However, this is clearly not the case in hosting arrangements: Ukrainian guests tend to refrain from expressing their disagreements. It shows the importance of analysing practices and values in defined contexts.

Expectations change over time
In the beginning of the influx of Ukrainians, most guests did not share their disagreements. This is changing slowly. There are more Ukrainian guests that express themselves and are more demanding towards the hosting arrangements. Although it is good that Ukrainian guests stand up for themselves, it could also lead to misunderstanding and conflicts.

The scenarios in conflict management show that the dependency between guests and hosts has an influence on the way they manage conflicts. They both fill in for the other what they think upon which they act. They orbit around each other, where the hosts usually take the initiative while the guests keep it to themselves. There is no clarity in what they expect and need from each other.

It does not work to create strict "living rules" as they value their need for freedom. For example, when planning to always eat together on Mondays and Wednesdays, there is no room for flexibility. Sometimes they have unexpected plans and it does not work out to join dinner. When this is not communicated, it could lead to disappointment. People either mention their irritations or keep it to themselves (*see "Conflict Management", p. 45*).

Caron (2019) suggests to support services that allows "*host and displaced families to discuss in private or as a group both the challenges that emerge from inhabiting a shared living space as well as problem solving*". Based on the data and analysis, I argue that it is essential to communicate their expectations and needs while embracing flexibility to enjoy living together.

You're doing it differently than me and I will tell you (because you're the guest)

I don't want to be a burden, so I'll adjust and say nothing

Figure 36: Hosts are more likely to interfere with the guests' lifestyle

Key insights for "Listening to the stories of Ukrainian guests and Dutch hosts"

Listening to the stories of Ukrainian guests and Dutch hosts helped me to gain a better understanding of how they experience the hosting arrangements.

Most Ukrainian displaced people joined private housing without a matching agency. **The journey process (p. 40) shows a structured view while in reality it might seem chaotic to join living together without a matching agency.**

Dependency between the guests and hosts influences the way of communication and conflict management: guests are dependent of the host families. Guests are thankful for a place to stay and do not want to be a burden which is why they do not dare to mention their needs and irritations.

Furthermore, **the level of English influences the level of empathy in the conversation.** When Ukrainian guests speak poor English, they often use a translation app which results in a tiring conversation and could lead to miscommunication.

Infrastructural factors influence the experience of living together. For example, living in a rural area can be revitalizing for one person, but evoke loneliness for another person. **The importance of the infrastructural factors change in importance during the living period together which asks for continuous attention and periodic interventions to evaluate the well-being of the household.**

Most guests and hosts try to avoid conflicts when living together. They fill in for the other what they think upon which they act. They orbit around each other and, **currently, there is no clarity in expectations and needs. Differences in expectations of privacy, cleanliness and schedules could lead to irritations between guests and hosts.**

They should acknowledge that **it is okay to have conflicts. What matters, is the way to manage them.** The first step in managing them, is to be aware of possible conflicts. Both guests and hosts should be able to express their expectations and needs while embracing flexibility when living together.
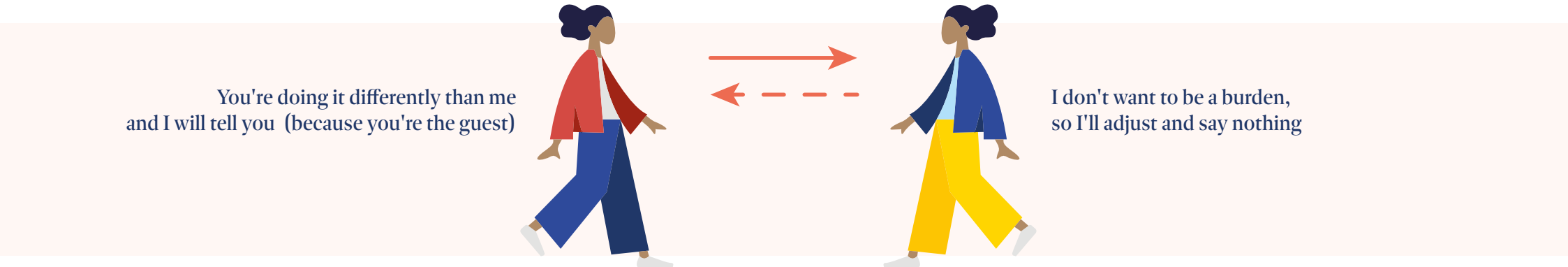
> *What if Ukrainian guests and Dutch hosts speak up when they feel uncomfortable?*

3. Define

This chapter links the research and design phase. First, the focus on private housing with the involvement of a matching agency is explained. Then, it highlights the vision on private housing for Ukrainian guests and Dutch hosts. It leads to the framework for the design for the intervention and the improved journey. It expresses the importance of reflecting on and expressing the needs and expectations of guests and hosts, as well as the interaction qualities of the intervention. It concludes with the design boundaries and requirements.

It includes the following parts:

3.1 Embrace cultural diversity by focusing on private housing with a matching agency

The first chapter introduces that cultural adjustment can be seen as a two-way process in which the Ukrainian guests and Dutch hosts maintain elements of their culture of origin but also adapt new elements of the other culture. It helps to see Ukrainian displaced people as people who have much to give to the Dutch culture.

It would be desirable to embrace cultural diversity by investing in private housing. As mentioned before, private housing could help displaced people and refugees to better integrate in the Netherlands. It facilitates social bridges and housing which helps the guests to create social connections and integrate in the society. Ideally, more Dutch people would recognize that we can give a good start to displaced people and refugees by offering them a safe temporary home: displaced people / refugees have much to give to the Dutch culture. As an effect, more Dutch people would be open to offer their home to guests.

Although many Dutch hosts joined private housing without a matching agency when the war in Ukraine arose, this is unlikely in the future. Private housing should be visible, because then humanitarian organisations have the possibility to provide help to the guests and hosts. Third parties can help with the visibility of private housing as the stakeholders will register themselves. A matching agency has the power to intervene in the hosting arrangement and help with e.g. juridical questions (*see "Focus on private housing with a matching agency", p. 35*).

By focussing on private housing with a matching agency involved, I do not explicitly exclude private housing without the involvement of a matching agency. My future intervention could still be used by them as it is something that is used when they live together (*see "Presenting Form", p. 66*). However, the full potential of the intervention might not be reached without the involvement of a matchmaker and the volunteers to support the guests and the hosts.

Figure 37: Focus on private housing with the involvement of a matching agency

3.2 A vision on private housing for Ukrainian guests and Dutch hosts

The dependency between guests and hosts leads to an environment in which the Ukrainian guests have the feeling to live under the rules of the Dutch hosts. Both guests and hosts compromise their own comfort for the other which results in a poor mental wellbeing. Especially for the Ukrainian displaced people as they experienced trauma and anxiety when fleeing, meaning that they already join private housing with a poor mental wellbeing.

These insights raised many questions, among which:
- What if Ukrainian guests and Dutch hosts acknowledge their differences and similarities?
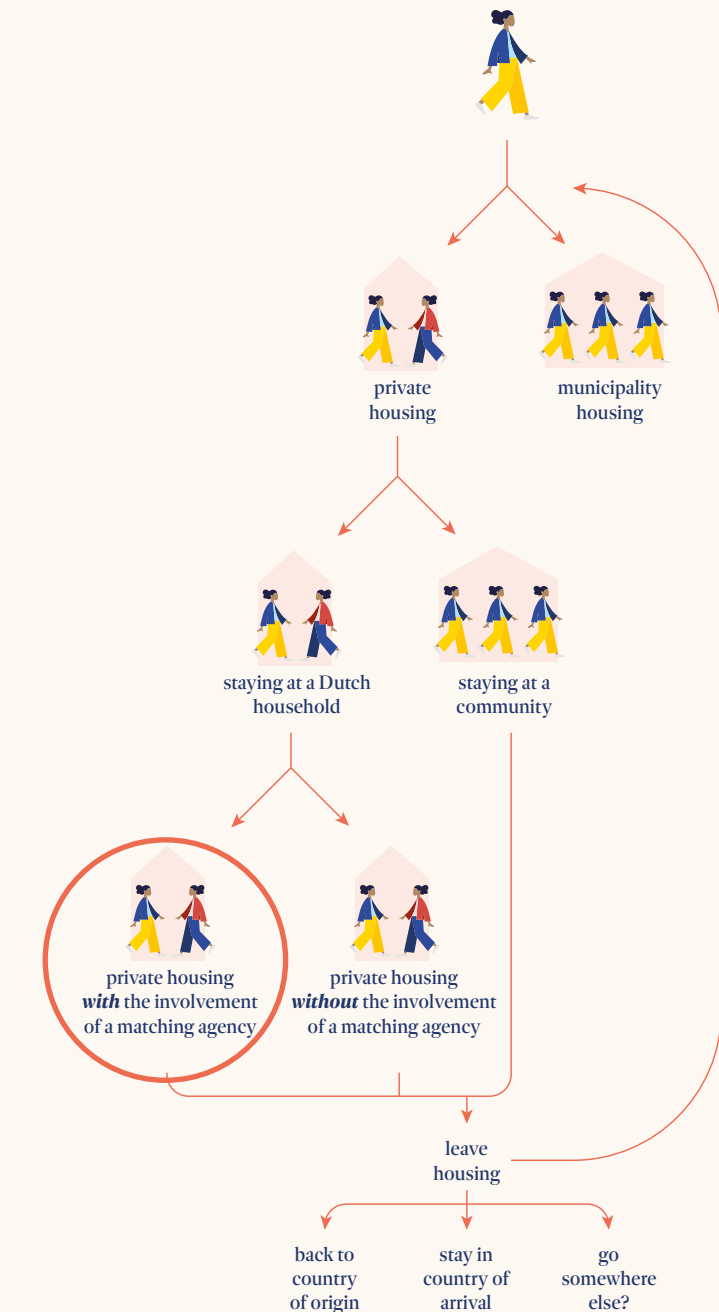- What if Ukrainian guests and Dutch hosts speak up when they feel uncomfortable?

The next paragraphs will elaborate on the desired behaviour change at the individual, collective and societal level.

Individual level: Protect own mental wellbeing
When guests and hosts avoid conflicts, they fill in for the other what they think upon which they act. This way, they are likely to compromise their own comfort for the other. This was expressed in both positive and negative stories about private housing. Some hosts did not feel comfortable in their own homes anymore as the guests infiltrated the common areas while some guests did not feel comfortable as they felt like they needed to live under the rules of the hosts.

It is desired that, at the individual level, both guests and hosts do not compromise their own comfort for the other. Although it might be impossible to never compromise their own comfort for the other, it is valuable to take a moment to reflect on what they need and value when living together to protect their mental wellbeing. Eventually, it is about finding a balance between giving and taking.

Collective level: Acknowledge clashes due to different lifestyles
When two (groups of) people that have different lifestyles live together, it is likely that a conflict will arise in their living period together. They should understand that their differences and similarities could cause conflicts when living together. It is okay to have a conflict and the most important thing is how to manage that conflict. When guests and hosts are aware of their differences and similarities, it will help them to address serious topics. They should feel confident enough to bring uncomfortable moments up and discuss together how they prefer to deal with it (in the future). This will help to establish open and transparent communication.

Societal level: Discuss serious topics instead of avoiding them
A proper functioning of hosting arrangements but also the immigration process is not self-evident. It is essential that we keep communicating about the experiences, effect and impact. We should discuss the positive aspects but also the negative aspects. At the societal level, it could lead to a more flexible society in which we do not hesitate to express ourselves when we feel uncomfortable. On the long-term, it helps us to feel confident to discuss serious topics instead of avoiding them. Only by acknowledging the differences and similarities, we can find a way to deal with it.

Impact of the intervention
Initially, the intervention will impact Ukrainian guests and Dutch hosts in private housing with a matching agency. It is logical that the intervention will be implemented by RefugeeHomeNL as this is currently the only matching agency that offers Ukrainian guests a safe temporary home in a Dutch household (*for reflection on the impact of the final design concept, see "Reflection on future implications", p. 93*). Currently, they have provided a safe temporary home for almost 3100 Ukrainians, and they facilitate 25-30 new matches monthly.

Ideally, the intervention will be used beyond Ukrainian guests and Dutch hosts and also be used by people with various cultural background (e.g. Syrian guests). It could be implemented by Takecarebnb to ensure a broader target group.

At the societal level, the message of the intervention would be heard by people who are not necessarily related to private housing. They would also benefit from the insight that it is valuable to deal with conflicting interests than ignoring them (*for reflection on the impact on societal level of the final design concept, see "Reflection on future implications", p. 94*).

These insights lead to a framework for the design of the intervention and the improved journey in private housing for both guests and hosts.

3.3 A framework for the design of the intervention

To translate the vision into actionable steps that the guests and hosts should go through, a framework for the design of the intervention is created (figure 38). It is based on studies that explore the relationship between au pairs and their employers, and roommates in college dormitories (*Cox & Narula, 2003; Holton, 2015; Warner, 2022*).

First, guests and hosts should **get to know each other**. Once they become more connected, they will feel more comfortable to talk about their needs and expectations in living together.

After discussing their preferences, they are asked to **set social living agreements**. Setting the social living agreements at the beginning of their living period together allows for setting a standard. The social living agreements give insight in how guests and hosts prefer to interact with each other. By discussing beforehand how they will deal with a conflict, both guests and hosts should feel more comfortable and prepared for when a conflict arises.

When exploring the relationship between au pairs and their employers, it becomes apparent that there are great differences in (expectations of) the usage of communal areas, rules about visitors and (sharing) food (*Cox & Narula, 2003*). Next to that, it gives insight in the power dynamic between the au pair and the employer, and how this could lead to discomfort when living together. It is argued that setting living rules is necessary to balance the power dynamic and enjoy living together (*Cox & Narula, 2003*).

Holton (2015) argues that students that live together often use communal spaces ('24-hour spaces', *Clear et al., 2013*) in flexible ways within which they can perform their routines. When conflicts arise, *"these less-structured agreements can lead to a reconfiguration of the household"* (*Holton, 2015*). This means that the roommates are more likely to stay away from communal areas and go to their own rooms, separating themselves from the rest of the house. It is proposed that setting boundaries can pose a solution to define the preferred usage of the common areas (*Holton, 2015*).

Examples of social living agreements are: *"When either of us is uncomfortable with something that is happening, we share it in real life within 48 hours, or we won't share it"* or *"We clean up after ourselves"*. Although the guests and hosts set a standard with the social living agreements, it should be conveyed that it is okay to revise these social living agreements.

Guests and hosts should **keep communicating throughout the living period**. By discussing at the beginning of the living period together how they prefer to interact with each other, they should be more comfortable sharing their needs and expectations after that conversation.
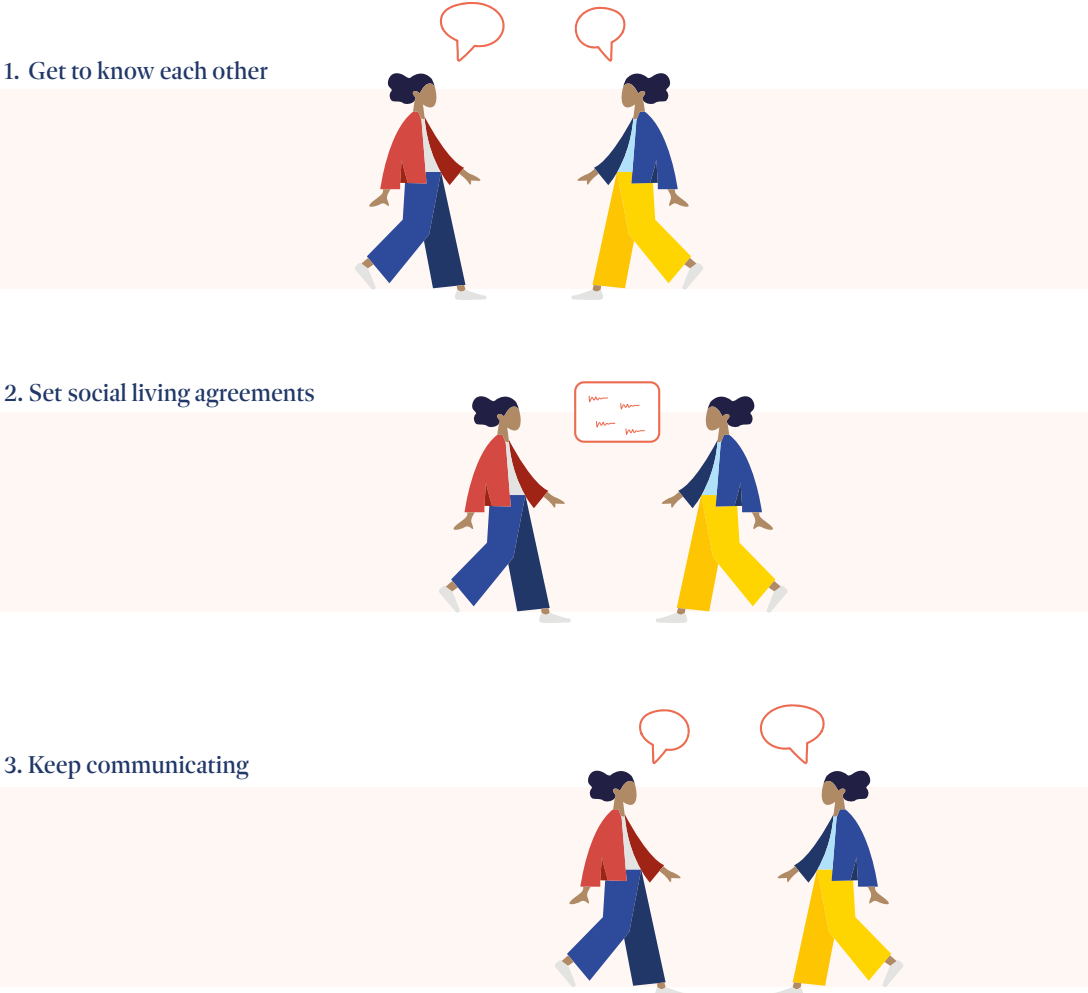
1. Get to know each other

2. Set social living agreements

3. Keep communicating

Figure 38: Framework for the design of the intervention

3.4 An improved journey for both guests and hosts

The focus in this research project is on the context of private housing with a matching agency. Therefore, the matching process journey is analysed and improved, based on interviews with a matchmaker, the responsible person for personal support for guests, co-creation session including Ukrainians and user tests (figure 39).

Most guests and hosts proceed with living together after their matching conversation. They want to make it work. Setting social living agreements is the end result of the intervention (*see "A framework for the design of the intervention", p. 53*). It does not make sense to set agreements before living together. That is why the intervention will be introduced at the matching conversation and take place in the living period together.

The focus points in the matching conversation and the living period together are described and explained below.

Meet & Match: Matching conversation
Explain the possibilities and importance of getting support outside of the guest / host family (**volunteers from the Dutch Council for Refugees and the Salvation Army**)
Currently, guests pose many questions to their host on which the host does not always know the answer. The host tries to help their guest in the best way they can, but this results in a time and energy intensive period for the host.

When the guest can get support from the Dutch Council for Refugees to ask questions about living allowances, education and medical care, it will contribute to a less energy and time intensive period for the host. And, if the hosts have questions they could contact their volunteer as well.

Help guests and hosts to acknowledge that conflicts arise
Currently, guests and hosts do not dare to mention their disagreements because they do not want to be a burden. Both guests and hosts try to avoid conflicts, but eventually a conflict will probably arise in their living period.

It is important to acknowledge that a conflict will arise and that it is okay to have a conflict. The most important thing is to manage the conflict. They can prepare themselves for that conflict with the intervention.

Explain the importance of sharing their needs and expectations
During the current matching conversation, guests and hosts tell the other that they can say anything about what they value, but they actually do not mention those values.

When guests and hosts are (more) aware of why they should discuss their needs and expectations, they are more likely to share it. By acknowledging their needs and expectations, the guests and hosts have the possibility to discuss and align them to enjoy living together.

Introduce guests and hosts to the intervention
Currently, guests and hosts experience difficulties expressing their needs and expectations during the matching conversation. This is mainly due to the fact that they have not thought before about what they value in living together with the guests or hosts.

By preparing the guests and hosts on sharing their needs and expectations, they are more likely to contribute in a meaningful way.

Living together
Help guests and hosts to discuss how they experience specific situations and how they prefer to interact with each other
Currently, guests and hosts do not discuss in-depth about how they would react in different living situations during the matching conversation. It is difficult to set social living agreements without concrete examples.

By introducing them to situations that are known to be possible incentives for a conflict, they have the opportunity to express how they would prefer to interact in that situation. This way, they prepare themselves for the living period together.

Help guests and hosts to set social living agreements.
Currently, almost no guests and hosts set boundaries at the beginning of living together. In the beginning, they usually enjoy living together and do not feel the need for setting living rules. After a while, they might experience disagreements but are afraid to mention those as they do not want to hurt the other. When they do mention those disagreements, it might be experienced as a personal attack.

By setting social living agreements at the beginning, the guests and hosts already arrive at a common ground on how they prefer to interact with each other when a conflict arises. They can revise them whenever necessary.

These insights led to defining the desired effect which implies the design goal and the interaction qualities of the future intervention.

3.5 The importance of reflecting on and expressing their needs and expectations

It is valuable to deal with conflicting interests instead of ignoring them (*den Hollander & den Veer, 2012*). Both guests and hosts should be able to express their needs and expectations when living together. By acknowledging their needs and expectations, they have the possibility to discuss and align them to enjoy living together.

My design goal is..

to stimulate guests and host families to reflect on and express their needs and expectations when living together (for a period of 3 months).

Stimulate. At the moment, hosts and (especially) guests do not share when they are feeling uncomfortable by something.

Reflect on. Guests and hosts first need to reflect on their own needs and expectations to communicate them.

Express. After reflecting, their needs and expectations should be expressed and translated to the guests and hosts living together.

Needs and expectations. Guests and hosts will be more prepared for a possible conflict when they have discussed beforehand possible differences between their needs and expectations, and when they have expressed how they prefer to interact with each other.

For a period of 3 months. The pre-determined period of living together with the involvement of a matching agency is 3 months.

3.6 Interaction qualities of the intervention

Figure 40 shows the desired interactions between guests and hosts: the expectations in level and intensity of contact are aligned with each other, or, at least, communicated towards each other. When or if they feel uncomfortable with something, they feel confident to share it with the other as they discussed at the beginning of living together how to deal with a disagreement.

The intervention should **facilitate connectedness**. Guests and hosts should engage with each other and try to understand the perspective of the other on specific living situations by creating empathy. To understand the other's perspective, they can explore together by e.g. collaborative activities or empathic discussions.

Although the guest and host family are fundamentally inequal, they should **acknowledge the other as equal** when communicating. To give both guests and hosts the opportunity to express their own perspective, they can explore together by e.g. self-reflection or teamwork.

The intervention should **encourage exploration**. Guests and hosts should feel inspired to share their story and be curious to hear the other's perspective.

Although expressing their needs and expectations in living together is a serious activity, it should be engaging and fun as well. Therefore, finding the right **balance between serious and fun activities** is necessary.

The intervention should have a **guiding and facilitating role**, letting the guests and hosts give substance to the content of the conversation. It aims to acknowledge the situation and guide the conversation whenever that is valued.

register → personal intake → **1** meet & match → **2** living together →

Figure 39: (1) Introduce the intervention at the matching conversation; (2) Interact with the intervention when living together

I'll help you in the way that you like while embracing my freedom

I'll tell when something is on my mind while taking care of myself
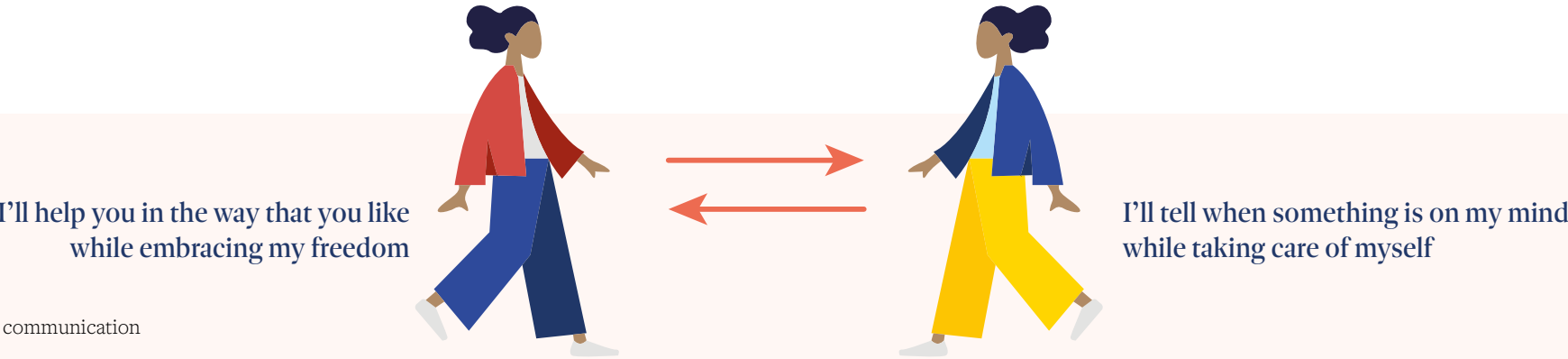
Figure 40: Desired communication

3.7 Design boundaries and requirements

The starting point for the evaluation and validation of the future intervention is the vision for private housing for Ukrainian guests and Dutch hosts. The following design boundaries and requirements are based on that vision.

As it is desired that private housing is visible, the intervention will be used in the context of private housing with a matching agency. It will be introduced at the matching conversation and the guests and hosts will interact with it in their living period together.

To ensure a quick implementation of the intervention, it is necessary that the intervention can be produced and distributed in two weeks after delivering the final design.

It is not self-evident that the guests and hosts speak English fluently. Therefore, the intervention should enable people that do not have the same mutual language to communicate with each other.

To limit time and resources of the matching agency, the intervention should be used at home without the supervision of a mediator.

To increase the credibility of the goal of the intervention, the intervention should look professional.

To help guests and hosts acknowledge clashes due to different lifestyles, the intervention should enable them to discuss several specific practices to highlight different aspects of living together. This way, the intervention should enable them to discuss their different and similar expectations and needs.

Key insights for "Define"

Formulating the vision on private housing for Ukrainian guests and Dutch hosts helped me to scope the project and clearly communicate the goal of the future intervention.

It is valuable that private housing is visible. Therefore, this project will **focus on private housing with a matching agency for Ukrainian guests and Dutch hosts.**

To protect the mental wellbeing of the guests and hosts, it is essential that they reflect on what they need and value in living together. Their needs and expectations could be similar or differ. They should understand that **their differences and similarities could cause conflicts when living together. It is okay to have a conflict. What matters, is the way to manage it**. The first step in managing, is being aware of their different or similar practices. At the societal level, it could help us to feel confident to discuss serious topics instead of avoiding them. **Only by acknowledging the differences and similarities, we can find a way to deal with it.**

It led to the framework for the design of the intervention: (**1**) **get to know each other;** (**2**) **set social living agreements;** (**3**) **keep communicating throughout the living period.**

The intervention will be introduced at the matching conversation. Guests and hosts will interact with it in the first week of living together.

To translate the behaviour change to the product level, a design goal and the qualities of the intervention are formulated.

The design goal is **to stimulate guests and host families to reflect on and express their needs and expectations when living together** (**for a period of 3 months**).

The intervention should facilitate connectedness, acknowledge the other as equal, encourage exploration, balance between serious and fun activities, and have a guiding and facilitating role.

4. Design

This chapter will explain and evaluate the design concept *Form*. First, an insight into my design process and explorations is shown. Then, *Form* is presented and explained. After that, the design concept *Form* is evaluated based on the criteria that are set in the previous chapter through user tests with Ukrainian guests and Dutch hosts and sessions with experts. It concludes with recommendations based on the user tests and experts.

It includes the following parts:

4.1 Design approach

As the design direction is formulated, it is time to ideate and conceptualize. This chapter introduces the research questions and design activities that guided the ideation and conceptualization of the final design concept *Form*.

4.1.1 Research questions

As described in chapter three, the intervention should help the guests and hosts to acknowledge clashes due to different lifestyles. They will gain this understanding by expressing their thoughts on different topics to set social living agreements. The following research questions helped to identify the balance between structure and guidance, and high- and low context communication styles of the intervention:

- How and to what extent will the guests and hosts be **guided towards the topic(s)** of the conversation?

- How and to what extent will the guests and hosts express themselves **verbally and non-verbally**?

- How and to what extent will the guests and hosts be **guided to set social living agreements**?

4.1.2 Research activities

The design activities that resulted in the final design concept are described below.

- **Ideation session** to increase the fluency of ideas and to get a different perspective on the problem space.

- **Co-creation session** with Dutch and Ukrainian people to gain their insights and perspective on the design solution.

- **Storyboarding** to capture the narrative and its experiences.

- **Prototyping** to bring abstract ideas into a tangible format which helped to gain feedback.

- **Prototype testing** with guests and hosts and design students to evaluate and gain feedback on the concept.

- **Consulting with experts** of the matching process and private housing to evaluate and gain feedback on the concept.

4.1.3 Structure

The first part gives insight into the design explorations (*pages 59 to 65*). The second part introduces the final design concept *Form* (*pages 66 to 81*). The third part evaluates the concept based on user tests with Ukrainian guests and Dutch hosts and sessions with experts (*pages 82 to 89*). It ends with recommendations for the final design concept (*pages 90 & 91*).

4.2 Design explorations

Figure 41: The very first prototype of the final design concept *Form*

4.2 Design explorations

This chapter gives an insight into the design explorations that led to the final design concept *Form*: a welcome package. First, the approach is explained (*pages 60 & 61*). Then, an overview of the prototypes is given (*p. 62*). Lastly, the results and insights are discussed (*pages 63 to 65*).

4.2.1 Approach

User tests in an early stage are valuable to gain insights on the interactions with the welcome package before final development.

Procedure
The ideation started with a brainstorm session and a co-creation session (*Appendix A4.1 and A4.2*). After careful consideration, eight ideas were chosen to be analysed (*Appendix A4.3*). Based on those take-aways, four concept directions were tested (*Appendix A4.4*). The results of those tests led to the direction of the design concept *Form*. To develop *Form* into its final form, three user tests have been conducted. In between each user test, an iteration took place based on the gathered insights from the previous user test(s). The evolution of the design concept *Form* can be seen on p. 62.

Next to the user tests, several experts were consulted throughout the development of the design concept.

The user test session included three sections:

1. Explain goal of the test
First, the goal and contents of the user test were explained. The focus was on highlighting the importance of sharing their experiences through which they could create an impact on improving the welcome package. The researcher explains that they will be there to observe and not interfere when they are interacting with the prototype.

2. Interact with prototype
The participants were given the prototype and were asked to interact with it like they would use the actual product.

3. Evaluate
The evaluation was structured by looking at the usability, experience and effect of the welcome package through evaluating questions and a questionnaire including the evaluation on statements related to the interaction qualities, keywords of the Usability Evaluation Questionnaire (UEQ) and statements of the System Usability Score (SUS) (*Appendix A5*).

Sampling
To evaluate the welcome package, I conducted user tests with hosts and guests and gained insight through sessions with experts.

Guests and hosts
The characteristics of the test participants and the prototype that they have tested can be seen below.

The first user tests were conducted with design students which is why it is not specified whether they joined a matching agency and still live together. The prototypes can be seen on p. 62 (*and in Appendix A4.4 & A7*).

	(Dutch) host(s)	(Ukrainian) guest(s)	With or without a matching agency	Still live together?	Tested
User test A1	2 Dutch	1 Dutch	-	-	Prototype A
User test A2	1 Indian	1 Indonesian	-	-	Prototype A
User test A3	1 Dutch	1 Dutch	-	-	Prototype A
User test B	1 Dutch	1 Dutch	-	-	Prototype B
User test C	1 Dutch	1 Dutch	-	-	Prototype C
User test D	1 Dutch	1 Dutch	-	-	Prototype D
Pilot test	1 Dutch	2 Dutch	Without	Yes	Prototype 1
User test 1	2 Dutch	1 Ukrainian	Without	No	Prototype 2
User test 2	2 Dutch	1 Ukrainian	With	Yes	Prototype 3
User test 3	1 Dutch	2 Ukrainian	With	Yes	Prototype 4

Experts
In total, five (groups of) experts provided their input on the welcome package:
(1) An Ukrainian person who works at the Dutch Council for Refugees and has knowledge about the Ukrainian culture and how guests in the private housing experience it;
(2) An Ukrainian person who joined private housing without a matching agency and has knowledge about her personal experience of hosting arrangement;
(3) A matchmaker who works at Red Cross and has knowledge about the relationship between Ukrainian guests and Dutch hosts at the beginning of the living period together;
(4) A project manager at the Dutch Council for Refugees and has knowledge about the process and the involved stakeholders (of RefugeeHomeNL) of private hosting arrangements;
(5) Volunteers of the Salvation Army who have intensive contact with the host families to help in the hosting arrangements.

Location
All test sessions were conducted at their home so the participants would be comfortable to talk about their experiences.

The sessions to gain input from experts are preferably done at location, so I could show the prototype and they could interact with it. Two experts could join physically. The other experts joined online where I presented the concept with a presentation that showed the materials and interactions.

Data collection
All research sessions were audio recorded. Photographs were taken occasionally by me (when given consent). Written notes were made based on observations. After the participants were done interacting with the prototype, evaluating questions were asked (*Appendix A5*). Next to that, the participants were asked to fill in a questionnaire including the evaluation on statements related to the interaction qualities, keywords of the UEQ and statements of the SUS (*Appendix A5*).

Data analysis
Relevant quotes were extracted from the audio-recording and written notes. These were analysed to get insight on validations, improvements and adaptations. The questionnaire was analysed to get insights in the interaction qualities, pragmatic and hedonic qualities and the SUS (*Appendix A5*).

Ethical considerations
As the nature of the topic is sensitive, I took extra care into account when preparing the research sessions and conducting them:
Experts were consulted on the research test setup. They had experiences with conducting interviews with refugees and helped to prepare the test. Especially the guests could experience mental discomfort during the studies. I made sure to pay attention to potential signs of discomfort and explained that they could withdraw at any moment (*Appendix A3*).

A consent form is given at the beginning of the session, so the participants are aware of the data collection, data analysis and storage. Furthermore, all information of the hosts and guests is treated anonymously unless consent is given otherwise (*Appendix A3*).

Furthermore, the analysis of preferences in Ukraine and the Netherlands helped me to be more cultural sensitive in the research sessions to collect data. For example, Ukrainians prefer high-context communication which means that they often speak with their body language, tone of voice and gestures (*see "Ukraine and the Netherlands", p. 25*). It helped me to pay more attention to non-verbal communication. Needless to say, I verified my observations with quotes of the participants to avoid misinterpretations.

Limitations
It is possible that the guests and hosts might not have said certain things in the presence of me. To counteract this, I explained that I will be sitting further away to observe them. This method is also known as "fly on the wall" and it allows the researcher to observe the body language and facial expressions without moderating the test (*Think Design, 2020*).

The guests and hosts that participated in the user test one did not live together anymore. They separated because the guests found other housing and they left on good terms. The welcome package is supposed to be given at the beginning of the living period together, so the context of the test session was not in line with this. Although it was not the intended context, the user test still provided me with valuable input as I could still observe and listen to their stories when interacting with the welcome package.

Ideally, all prototypes were tested by multiple Ukrainian guests and Dutch hosts. Due to the limited amount of people in private housing with a matching agency and limited time, it was not possible to validate the positive and negative aspects of the prototypes multiple times. To gain valuable insights on each of the prototypes, an elaborated evaluation interview was conducted (*Appendix A5*).

I was pleased to hear that the guests and hosts have a good relationship. However, it did not give me an opportunity to observe how guests and hosts would interact and speak to each other when this is not the case. It would have been interesting to see how guests and hosts would interact when they disagree with each other and if they would have had a chance at equally sharing their story too.

Lastly, I found that the guests and hosts are very positive towards evaluating the welcome package. On the one hand, this is good to hear. On the other hand, it also raises questions as to whether this is their honest opinion or whether they just want to give positive feedback in the presence of the designer of the welcome package. Although the participants ranked high positive scores on statements related to the interaction qualities, keywords of UEQ and statements of SUS, the quantitative data is affirmed with the observations of the participants. The quantitative results can be seen in Appendix A6.

The prototypes that have been tested in the pilot test, user test one and user test two can be seen below.
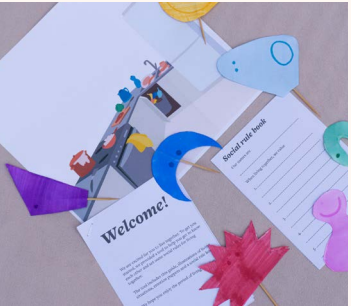
Prototype A	**Prototype B**	**Prototype C**	**Prototype D**
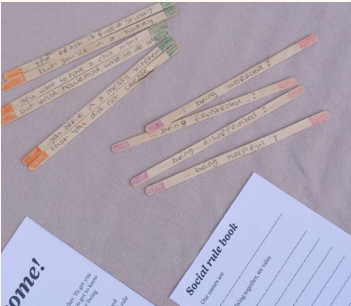
Presented in Appendix A4.4

Evaluated with
Dutch & non-Dutch design students

Insights per prototype in Appendix A4.4

Prototype 1	**Prototype 2**	**Prototype 3**

Evaluated with
Ukrainian guests and Dutch hosts
& experts (the Dutch Council for Refugees,
Red Cross, Salvation Army)

Main insights on pages 63 to 65
& insights per prototype in Appendix A6

Prototype 4

Presented on pages 66 to 81

Evaluated with
Ukrainian guests and Dutch hosts
& experts (the Dutch Council for Refugees,
Red Cross, Salvation Army)

Main insights on pages 85 to 89

4.2.3 Insights based on the first user tests

The data and analysis of the first user tests led to insights on the effect, experience and usability of the design concept which resulted in the final design concept *Form* (*prototype 4, see "Presenting Form: a welcome package", p. 66*). The insights per user test can be read in Appendix A6.

Reflecting on the effect
Acknowledging clashes due to different lifestyles
Through their conversation, most guests and hosts understood the importance of sharing their needs and expectations, and not only their daily practices around a certain topic. All guests and hosts expressed how they would prefer to communicate when they would feel uncomfortable. At the end, they mentioned that it is okay to have conflicts when living together. This is in line with the vision of *Form*.

"You also have to accept that it is not always uncomfortable. [..] The most important thing in the end is that you have to address it. Be honest about it and find a way to live with it. Don't run away for an uncomfortable situation." Host 2 U1

Reflecting on the experiences
Creating a comfortable space
The icebreaker used in the pilot test included the guests and hosts to think about a happy moment of their day. However, this "simple" question might be difficult to answer for guests which can be very frustrating (*Interview Matchmaker*). Therefore, the icebreaker was changed to thinking about a fun moment from their past week.

Acting out a fun moment resulted in lots of laughter. The participants are asking questions to guess what might have happened. This helped them to become familiar with and more keen to pose questions later in the conversation as well.

Triggering the conversation
Where the very first prototype only included one situation, the latter prototypes included multiple trigger cards as the participants preferred to have control over choosing the topic of their conversation. It helps them to be in control of the direction of the conversation (unlike prototype C & D). The illustrations include multiple elements that can be interpreted in different ways, making it suitable for people with different cultural backgrounds. The elements in the trigger cards sparked engaging conversations in which the guests and hosts related the situation in the trigger card to their own living situation.

Although it is proposed that the participants choose one trigger card as the basis for their conversation, the participants in user test two went through all the trigger cards. Although they did not discuss the trigger cards with as much in-depth as the previous participants did with one trigger card, their conversation included more possible situations that could arise in their living period together which led to an engaging conversation.

Figure 42: Participants are exploring the materials at the beginning (user test 2)

The trigger questions proved to help initiate conversations that they might not have come up with themselves. The participants could either read the trigger questions out loud or ignore them when they were satisfied about their current conversation. However, some trigger questions were not understood because of the language barrier.
> *Use simple language and/or translations.*

Expressing emotions
The emotion tokens helped the participants to express themselves non-verbally while being able to deepen the conversation verbally. The participants preferred to choose their own emotion in relation the illustration (unlike prototype C). To avoid misunderstandings, the participants are asked to express what they mean with their chosen emotion token.

Most participants are focused on the positive aspects in the situation. Although it is hard to relate negative emotions to their own situation, it is easier to relate negative emotions to the people in the trigger card.

Setting social living agreements
The statements helped to guide the social living agreements and had a balance between statements ("we value this as important:" and "together, we want to experience") that might be easy to answer and a negative statement ("if and when we feel uncomfortable, we will:") that might be more difficult to answer. However, the format of the statement was confusing for the participants. It might be easier to implement questions instead of statements.
> *Include questions instead of statements.*
> *How to create setting social living agreements more of a collaborative activity?*

"Especially in another language it needs to be very simple. From experience they [Ukrainian guests] are not very reflective. So make very clear what you want from them." Matchmaker from Red Cross

Although the question about feeling uncomfortable was difficult, the participants shared stories when they would feel uncomfortable and how they would prefer to express it to the other.

"Uncomfortable could be that we go biking but that we see that it is a bit too difficult. Or we could have asked if you are experienced with this" Host 1 U1

Informing the guests and hosts
Prototype 1 and 2 included three booklets (introduction, guide and social living agreements). Although the booklets contained all needed information, it was not clear how the participants should begin the conversation and that they (the participants in the pilot test and the first user test) were working towards setting social living agreements. Furthermore, the booklets seemed to contain a lot of text which discourages the participants to start. Therefore, the following design choices have been made.

The introduction of prototype 3 & 4 is an one-pager that refers the participants to the guide cards so they can quickly start the conversation or take the time to read more information. Some participants preferred to start the conversation with the trigger cards immediately while others first wanted to explore all the materials.

Guide cards have replaced the booklet to ensure a "playful" look that encourages the participants to easily go through the steps. The latest prototype proved that the participants went through the steps quicker and were not held back to go back and forward.

The social living agreements are not hidden in the booklet anymore, but clearly visible on an A3. The statements on A3 helped the participants to reflect on their values in living together throughout their conversation, before setting the social living agreements.

Although the steps in the guide cards were understood, they are mainly text-based which could be a problem for people who are not speaking English fluently.
> *Create less text-based guide cards and include illustrations.*
> *Explore how Ukrainian and Dutch translation could offer a solution.*

Guiding the guests and hosts
The guide cards supported the participants in the conversation. The participants performed the next step before reading that step which means that it is a natural flow of steps. When they did not know what to do, they referred to the guide. The participants mentioned the guide was something to hold onto during the conversation.

The current conversation lasts around 45 minutes. It might be interesting to create a short version for people who do not want spend too much time on this conversation to ensure that they will at least talk about certain aspects instead of nothing at all.
> *Explore a short version of the welcome package.*

When interacting with the welcome package, there was usually one person who guided the others throughout the conversation. Currently, the design only enables one person to read the introduction and the guide at the same time.
> *Explore how reading the information can become a collaborative activity.*

4.2.4 Discussion

The strength of the concept is in gaining the knowledge of acknowledging clashes due to different lifestyles and that it is best to manage them by communicating with each other. The guests and hosts are presented with several elements that could trigger this conversation. The actual effect of the conversation and the impact on the hosting relationship can only be measured after a period of time. Furthermore, it might be possible that the guests and hosts reflect on the conversation after interacting with the welcome package which is difficult to measure for me in the conducted user tests. However, I feel confident that discussing their different and similar practices based on the trigger cards with the use of emotion tokens helped them to understand and accept their differences and similarities. Volunteers that will evaluate their hosting arrangement can tell how this acknowledgement influences their conflict management.
> *How will the interaction of the design concept influence the conflict management of the guests and hosts on the long-term?*

The design concept includes elements to communicate both verbally and non-verbally: the participants can point to elements in the trigger cards and use emotion tokens to initiate the conversation while explaining their thoughts verbally when necessary. All participants preferred the trigger cards and emotion tokens to express their thoughts while they struggled with the text-based guide cards. Furthermore, the text-based information is in English while most Ukrainian guests could not speak English fluently. Therefore, the final design concept *Form* includes Dutch and Ukrainian translation to ensure understanding of the steps.
> *How will Dutch and Ukrainian translation influence the connectedness between the guests and hosts?*

The guests and hosts interacted with the prototypes without any help of a mediator. However, it might be possible that the guests and hosts cannot figure out how to use the product. The volunteers of RefugeeHomeNL could help them in mediating and offering help when needed. In the perspective of the volunteers, the design concept could also give them something to hold onto during their evaluation conversations.
> *What is the added value of implementing the product in the process of RefugeeHomeNL? And what is needed to implement it?*

4.3 Presenting Form: a welcome package

This chapter presents the final design concept *Form* and its primary features (*pages 67 & 68*). A visual storyboard is shown to understand the perspective of guests and hosts when interacting with the design concept *Form* (*pages 69 to 73*). Then, the welcome package in collaboration with a matching agency is described (*pages 74 & 75*). It ends with a detailed description of the elements and an explanation of the design choices (*pages 76 to 81*).

4.3.1 *Form*: a welcome package

Form is a welcome package and a conversation tool for guests and hosts to support them in setting social living agreements together by sharing their expectations about different situations with the use of emotions. This way, they communicate how they prefer to interact with each other at the beginning of living together.

Before living together, guests and hosts go to a matching conversation to get to know each other before living together. During this conversation, the matchmaker will introduce the purpose of the welcome package: *their different lifestyles could cause conflicts, but is okay to have a conflict. They should be prepared on how to manage the conflict.* The welcome package will help them to do that.

In the first week of living together, a welcome package will be sent to the guests and hosts. Guests and hosts are presented with situations that are known to be possible incentives for conflicts.

They should **choose one trigger card and describe the situation** (figure 45). *For example, they could see two people cooking and a full trash can.*

After describing the situation, they are asked to **choose two emotion tokens** that they relate to their experience with the situation. Afterwards, they are asked to **analyse the situation together by explaining** why they chose the concerned emotion tokens (figure 46). *For example, they like to cook together but get a bit annoyed when the kitchen counter is not cleaned after cooking.* Choosing two emotion tokens helps them to focus on both positive and negative aspects.

Based on their conversation, they **set social living agreements** (figure 47). These social living agreements help them to set a standard and create a common ground for their preference in interacting with each other. By already expressing how they would prefer to deal with uncomfortable moments, they are prepared and feel more comfortable to communicate their concerns in the future.

Volunteers that provide personal support for the guests and hosts can use the welcome package as something to hold onto when they are evaluating the hosting arrangements.

Figure 44: *Form*: a welcome package for guests and hosts in private housing

Figure 45: Choose and describe the situation
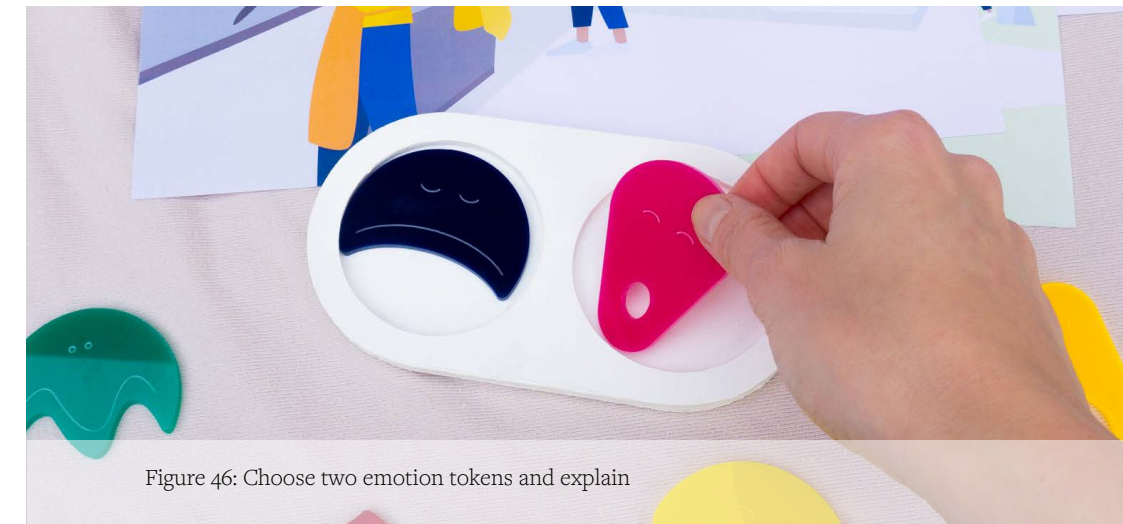
Figure 46: Choose two emotion tokens and explain

Figure 47: Set social living agreements

4.3.2 Sensitive to Dutch and Ukrainian culture

When analysing the preferences for behaviour in Ukraine and the Netherlands, three main questions arose (*see "Ukraine and the Netherlands", p. 25*). These questions are shown below and analysed in relation to the elements of *Form*.

How and to what extent do Ukrainian guests and Dutch hosts need time to get to know the other person to enjoy living together?

The conducted interviews gave insight in the differences in preferences for the level and intensity of contact with their guest or host. Miscommunication about the (preferred) amount of contact might result in disappointment.

Form helps guests and hosts to discuss how and to what extent they want to spend time with each other. By discussing beforehand how they prefer to interact, they know what to expect which can give them a piece of mind. This is related to the trigger question in the guide cards in step 5 (Analyse) and the question in the social living agreements (*"What do you want to do together?"*).

To conclude, the amount of time that people need to get to know the other person to enjoy living together varies but the guests and hosts can get insight in it through their conversation with the trigger cards and the social living agreements.

How and to what extent do Ukrainian guests and Dutch hosts make decisions when living together?

Ukrainian guests might prefer Dutch hosts to make the decisions in the household. However, it is desirable that both guests and hosts contribute equally to the creation of the social living agreements to protect their mental wellbeing.

With *Form*, the guests and hosts each choose two emotion tokens that resonate with their emotions experiencing the concerned living situation. By expressing their story with their chosen emotion tokens, they both contribute to the content of the conversation that is the basis for setting the social living agreements. The trigger questions in the guide cards help them to include the interests and the perspective of the other in the content of the conversation as well.

To conclude, the guests and the hosts are triggered to both share their story in the conversation which is the basis for setting the social living agreements. This way, they are able to both make decisions in relation to their hosting relationship.

How and to what extent do Ukrainian guests and Dutch hosts confront each other when disagreeing?

Ukrainian guests do not want to be a burden to the Dutch hosts which is why they do not dare to mention their needs, expectations and disagreements. However, it is valuable to mention it as it helps to manage the conflicts. Dutch hosts might be more likely to mention their irritations. Different people have different ways of mentioning their disagreements. When they do not know someone, it might be hard to receive negative feedback and it might feel like a personal attack.

Form helps guests and hosts to express at the beginning of their living period together how they would prefer to express themselves when or if they feel uncomfortable to stimulate communicating in the future. They can express themselves with the use of the trigger cards that illustrate hypothetical situations. It helps to discuss their thoughts (and especially disagreements) with a hypothetical situation instead of directly linking it to their own living situation. By expressing themselves with the use of emotion tokens, they are triggered to communicate in both verbal and non-verbal ways. It helps, especially the Ukrainian guests, to express themselves, as they generally do not speak English fluently. As the guests and hosts are asked to choose two emotion tokens, they are triggered to not only focus on the positive aspects but also focus on somewhat negative aspects of the situation.

To conclude, guests and hosts tend to avoid conflicts instead of confronting them when living together. However, their mental wellbeing is protected when they acknowledge and discuss uncomfortable moments to align them with each other. *Form* helps them to address possible uncomfortable moments for which, among other things, they can set social living agreements.

4.3.3 Storyboard

The following pages show the storyboard for the journey of *Form*.

It explains the guests' and hosts' interactions, thoughts and experiences. The journey starts at the matching conversation. Then, it shows the journey of interacting with *Form* in the home of the hosts and guests. It ends with the visit of the volunteers and the evaluation moment that occurs ± 1 month after the start of living together.
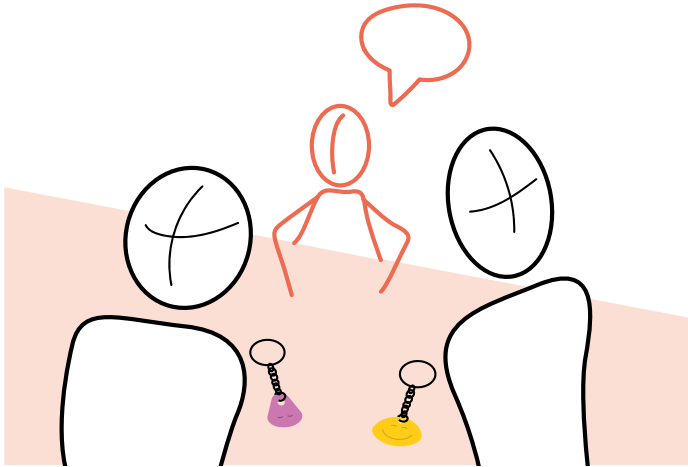
At the matching conversation, the matchmaker explains that it is okay to have conflicts. What matters is the way to manage them. RefugeeHomeNL wants to help them with this by providing tools to set social living agreements. They will send a welcome package to their home when they decide to live together.

The guests and hosts receive a keychain with an emotion token to remind them of this message.
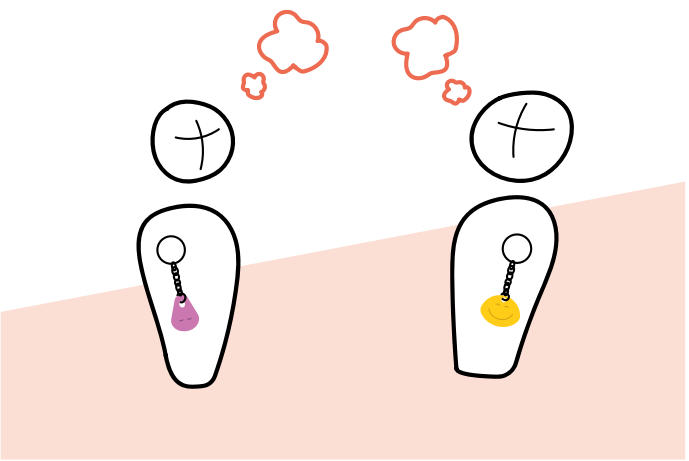
After the matching conversation, the guests and the hosts get some time to think about their decision to live together. During this time, they are reminded of *Form* through the keychains. It reminds them to think about what they find important when living together. They are both motivated to make it work and decide to proceed with living together.

Figure 48: Individually placing emotion tokens helps guests and hosts to both contribute to the conversation that is the basis for setting social living agreements

In the first week of living together, the welcome package arrives. The guests and hosts think that it must be the box that the matchmaker mentioned: they recognize the emotion tokens of their keychains! They open the welcome package together.

It includes an introduction, guide cards, social living agreements workpage, trigger cards and emotion tokens.
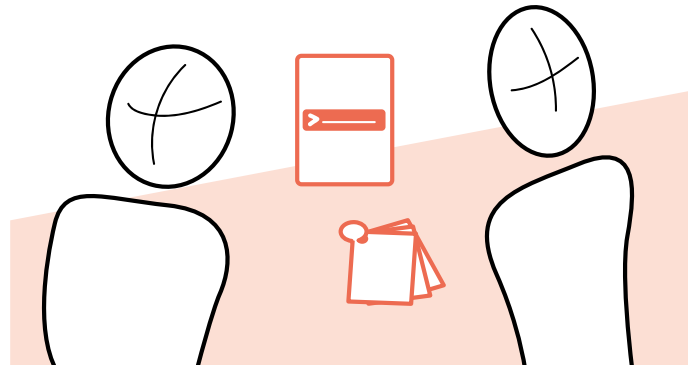
First, they read the introduction. It explains why it is important to set social living agreements at the beginning of living together. It reminds them of what the matchmaker talked about. The introduction refers them to the guide cards that will guide them in the conversation.

The back page includes a visual set-up of all the materials and a description of the emotions to help them get familiar with the tokens.

The conversation will take about one hour and they get comfortable by getting some drinks.
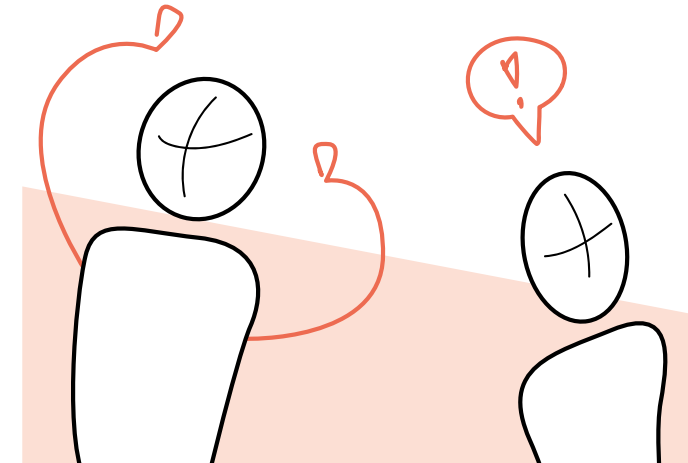
The first step of the guide cards is an icebreaker activity. It helps them to get more comfortable about sharing a personal story. They try to guess what the other is trying to convey which results in laughter.
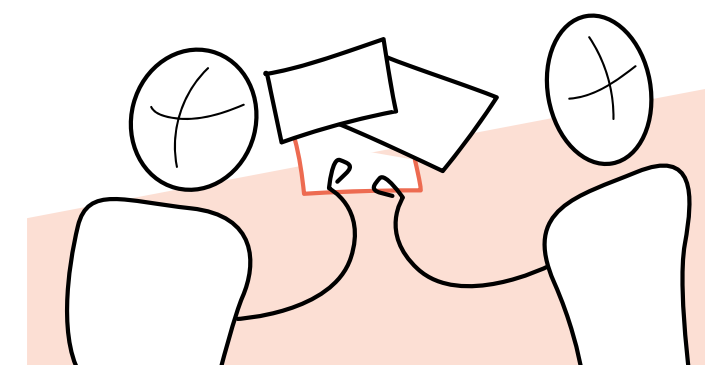
Now, they will start their conversation about the living situations. They are discussing which trigger card that they want to talk about. They are doubting about two cards, but remember that they can talk about other cards later. They choose one.

They describe the situation on the trigger card by mentioning what they see. It triggers them to think about what the people in the situation might feel or think.
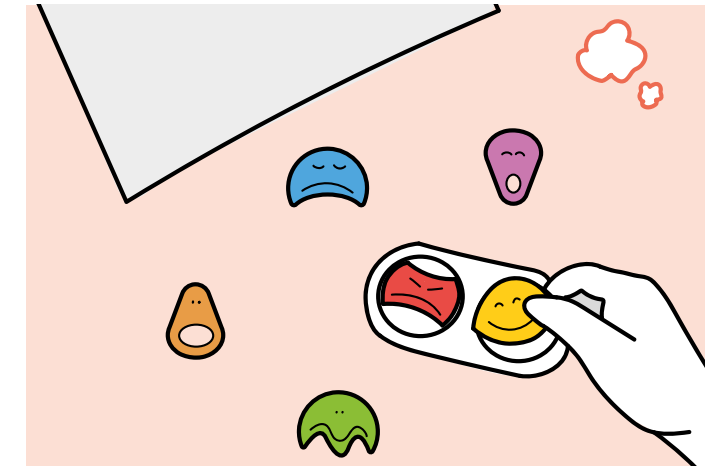
Then, they reflect on the situation by choosing two emotion tokens that describe their feelings related to the situation. By choosing two emotions tokens, they are triggered to think about multiple perspectives: they might enjoy cooking together (yellow) and get a bit annoyed by a dirty kitchen counter (red).
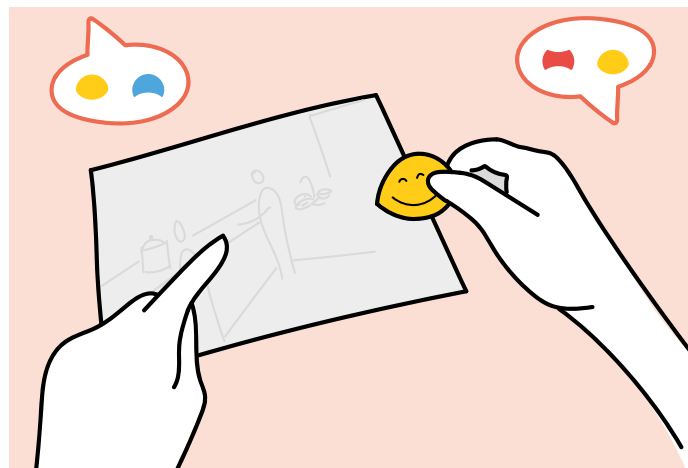
They explain why they chose their emotion tokens. It helps them to understand the perspective of the other. They both choose the yellow emotion token, but their reasoning for choosing was different. Interesting!
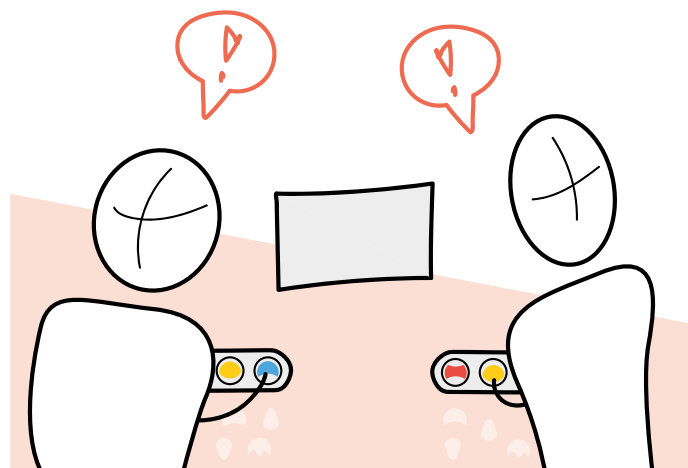
They analyse the situation by finding a common ground in what they value important. They start to talk about how they would mention it to the other when or if they feel uncomfortable. They are also talking about what activities they want to do together.
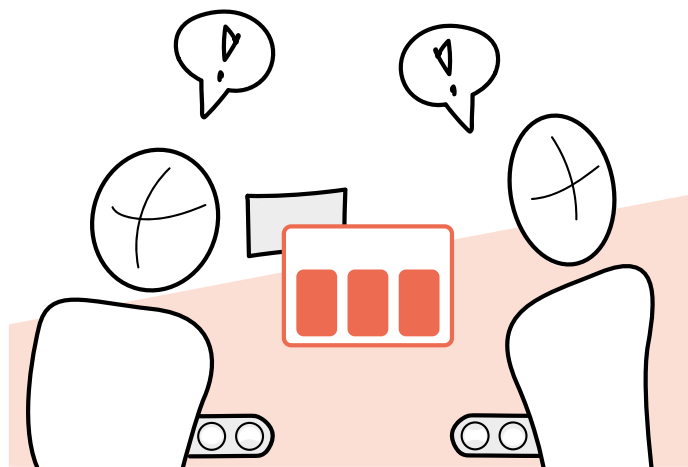
Based on their conversation, they set social living agreements which are structured by three questions:
(1) What do you both find important?
(2) How would you communicate it if you feel uncomfortable?
(3) What do you want to do together?
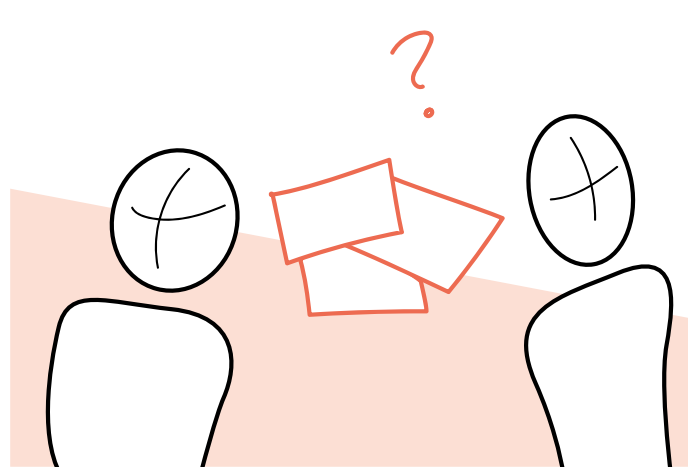
After their conversation, they can either decide to choose another trigger card which they want to talk about or end the conversation.
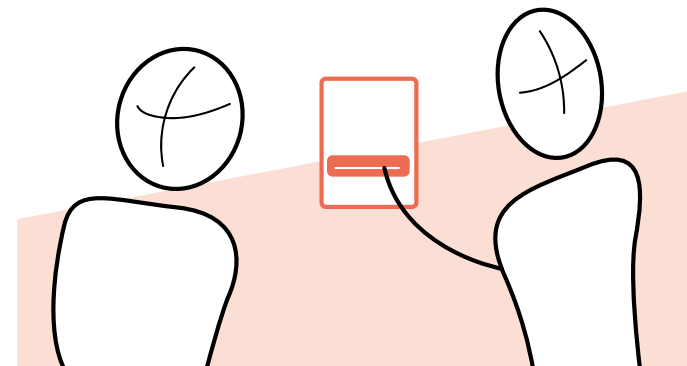
At the end, they will set a date to evaluate their living situation (± 1 month later).
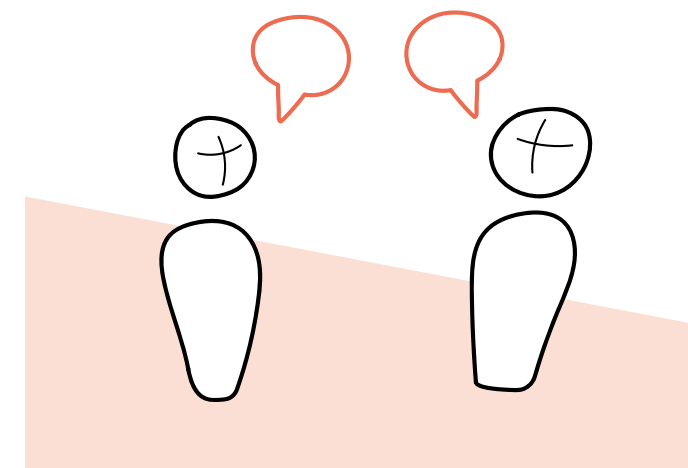
When they feel uncomfortable about something, they are more likely to share it with the other as they discussed beforehand how they prefer to approach it.
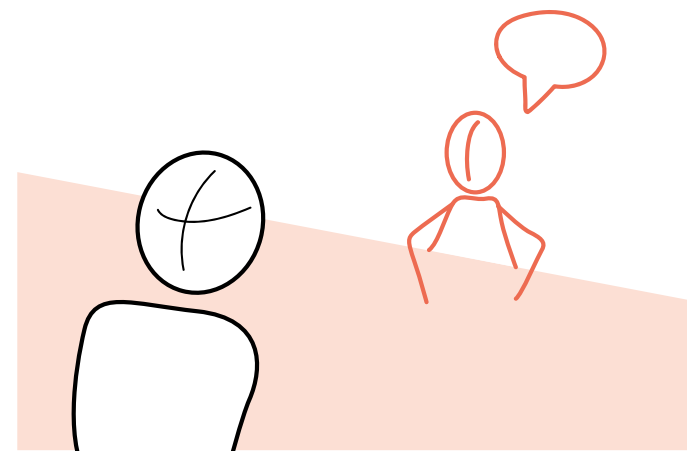
The volunteers of the Dutch Council for Refugees and the Salvation Army pay a visit to the household. They can check whether they interacted with the welcome package and if any difficulties arose.
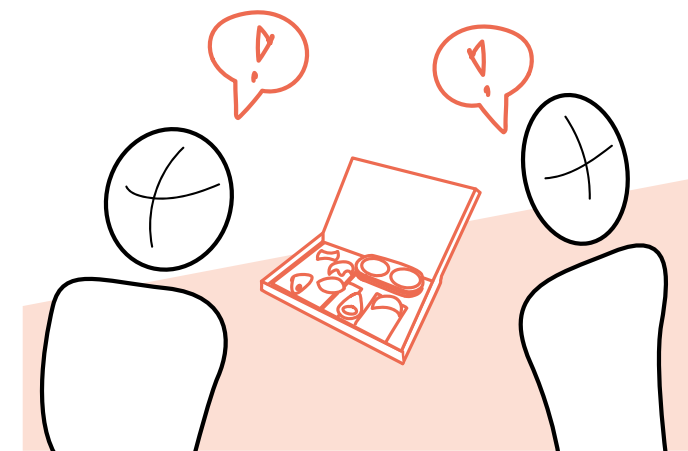
After around one month, the guests and hosts reflect on their living period together so far. They can use the trigger cards to express themselves if they want to.

The volunteers pay a visit after the evaluation moment to check how it is going with the household.

4.3.4 *Form* in collaboration with a matching agency

It is proposed that *Form* will be offered by the matching agency RefugeeHomeNL as they are currently the only party that focuses on providing Ukrainian guests a safe temporary home in a Dutch household in a visible and structured way. *Form* can positively contribute to the hosting arrangement by supporting guests and hosts to prepare living together. It is in the interest of RefugeeHomeNL to invest in *Form* as the implementation of the welcome package helps RefugeeHomeNL to invigorate their vision to the Ministry of Justice and Safety which is responsible for the investment in RefugeeHomeNL.

To implement *Form* within RefugeeHomeNL, it is needed to convince the main actors of the value of *Form* and to propose an implementation plan.
To convince the main actors, a clear and powerful vision would be presented in a meeting with project managers where they have the opportunity to pose questions. Within this meeting, the implementation plan will also be provided as it will help them to convince. It includes executable steps and financial aspects.

The directly involved actors are the matchmakers from the Red Cross, volunteers from the Dutch Council for Refugees and volunteers from the Salvation Army.
Matchmakers should help the guests and hosts to acknowledge that it is okay if conflicts arise in the future. RefugeeHomeNL will help the guests and hosts to manage the conflicts through personal support (volunteers) and a welcome package that will be sent to them in the first week of living together.
Volunteers of the Salvation Army and the Dutch Council for Refugees should refer to the social living agreements when evaluating the housing arrangements. When the volunteers evaluate the hosting arrangement, they should pay close attention as to whether the guests and hosts acknowledge clashes due to different lifestyles and whether they feel confident enough to manage the uncomfortable moments. This can be evaluated through checking whether the guests and hosts are aware of their different practices and whether they recognize that this can cause possible conflicts. For example, some guests need to wake up very early for work while their hosts prefer to sleep in. The noise of showering in the morning, going up and down the stairs and making coffee could wake up their hosts which could lead to irritations. Furthermore, the volunteers should evaluate whether the guests and hosts discussed how they prefer to communicate uncomfortable moments. For example, whether the guests and hosts discussed whether they could shower in the morning or if it is best to shower in the evening before to limit noise in the morning. The volunteers could start the evaluating conversation by referring to the set social living agreements. When the volunteers have questions about *Form*, they could go to a platform where they find frequently asked questions.

In the evaluating conversations, the volunteers gain insights in the hosting arrangements and what topics could cause conflicts. This is valuable for improving the hosting arrangements (and the welcome package). To collect the insights of the experiences, it is proposed to organize a session every six weeks in which matchmakers and volunteers can share their experiences and learn from each other. There should be a project manager to control these sessions and who gathers the insights that could be used for future improvements of the design concept.

Indirectly involved actors are the Ministry of Justice and Safety and the municipalities. It is in the interest of the Ministry of Justice and Safety to invest in *Form* as it contributes to positive hosting arrangements which helps them to maximize the return value. Municipalities should be informed about the process of RefugeeHomeNL to inform their citizens about the possibilities of private housing.

"I also see potential to use this for the volunteers. It gives them more guidance during the conversation and to see what is going on in the situation." Matchmaker from Red Cross

To raise awareness of the welcome package, it would be recommended to organize a session to explain the usage and value of the welcome package. The participants of this session would be the matchmakers, volunteers and their coordinators. In the half-day session, they will get familiar with the welcome package and the notion that it is important to express expectations and communicate uncomfortable moments to manage conflicts.

From a financial perspective, implementing *Form* is not a big investment in relation to the huge investment of the Ministry of Justice and Safety in RefugeeHomeNL.
The largest investment will come from the costs in human resources, including informing and training the matchmakers and volunteers. To inform and train the matchmakers and volunteers, a half-day workshop (approx. 5 hours) is needed. The volunteers participate on a voluntary basis with no hourly salary and the matchmakers from Red Cross have an hourly rate of approx. €25. This leads to the costs of €1.750 for two workshops with each 7 matchmakers, 7 volunteers from the Salvation Army and 7 volunteers from the Dutch Council for Refugees.
25-30 new matches monthly and the introduction of the welcome package to new families for two months leads to the introduction of the welcome package to 50-60 new families. This also means that the welcome package should be produced approx. 60 times. The materials of the welcome package include a carton mailbox, paper and Perspex tokens. The mailbox can be bought in bulk by a stationary office where the papers can be printed as well. The Perspex emotion tokens can be laser cut at e.g. Stout Perspex or Laserbeest. Concluding, the welcome package is made of cheap materials and can be outsourced.

It would be interesting to explore how *Form* could positively contribute to hosting arrangements with people from various cultural backgrounds and in other contexts like student houses or au pair arrangements (*see "Reflection on future implications", p. 94*).

4.3.5 Trigger cards

Based on the interviews with Ukrainian guests, Dutch hosts, matchmakers and the Dutch Council for Refugees, situations are determined that could be an incentive for a possible conflict. These are situations in which people might have differences in practices and expectations. These differences can be small but if they are not communicated, it could lead to frictions. The trigger cards act as a starting point to discuss these differences and similarities in practices and expectations.

The following paragraphs will elaborate on the most important design decisions. Details on the iterations can be found in Appendix A7.5. Figure 50 shows the trigger cards.

Intertwined dimensions

Participants in previous user tests preferred to have control over choosing the topic of their conversation. Therefore, a set of three trigger cards with different situations is created.

Two situations include communal areas (kitchen and living room) as these are the areas that the guests and hosts interact most with each other, and thus where possible tensions could arise (*see "Use of common areas", p. 44*). The elements within the rooms are created and deepened through taking a close look at three dimensions that were mentioned as important factors in living together: cleanliness, privacy and time (*see "Balance between doing things together and embracing own freedom", p. 43 and "Use of common areas", p. 44*).

Next to the kitchen and the living room, another situation is added: an outdoor space. It could raise conversations about their daily schedule, leisure time and possibilities to explore the Netherlands together.

People have different expectations in cleanliness:
Some prefer to clean immediately right after they have used the kitchen while others prefer to clean after they have eaten, or even the next day. Some prefer to take their shoes off in house while others do not mind to walk with shoes indoors.

People have different expectations in level and intensity of contact (privacy):
Some prefer to cook and eat together most days of the week while others prefer to do it alone. Some prefer to undertake (lots of) activities together while others prefer to stick to their regularity and do their usual activities alone. By adding the dimension of privacy, guests and hosts have the opportunity to talk about things that they want to do together. Next to that, it provides the opportunity for guests and hosts to discuss serious and fun topics.

"It should not be too serious, it is also a moment for us to get to know each other and have some fun" Participant about prototype C (Appendix A4.4)

People have different schedules (time):
Some prefer to eat dinner late while others prefer to have dinner early. Some prefer to go out late at night while others prefer to sleep early and have a quiet night.

For all these contradictions, it is important to keep in mind that it does not matter that there are differences, but that it should be communicated what they prefer. This way, open and honest communication will be established which is necessary to build trust in relationships (*Green & Peterson, 2009*).

Open for interpretation

The trigger cards are illustrated as this was proven to be open for interpretation.

When participants discussed figure 51, some noted that they were happy because someone has cooked while others became frustrated as someone did not clean the kitchen. Illustrations lend themselves to implement multiple elements that might be difficult to achieve with pictures. Next to that, illustrations are preferred over text because of the language barrier, and it would guide the participants too much in one direction. By including multiple elements in each illustration (e.g. messy kitchen and cooking together), users can choose the elements that they want to discuss instead of guiding them in one direction (*for a more elaborate explanation of the elements embedded in each illustration, see Appendix A7.5*).

"It looks like someone has cooked, that's nice!" Participant about the kitchen environment in prototype A (Appendix A4.4)

"Someone did not clean [...] I would be disappointed" Participant about the kitchen environment in prototype A (Appendix A4.4)

Figure 50: Trigger cards from left to right: kitchen, outdoors, living room

Figure 51: Pointing out elements in the trigger card that illustrates a kitchen environment

4.3.6 Emotion tokens

To help guests and hosts to express themselves in more than verbal ways, they can use the emotion tokens. The emotion tokens are based on the six basic emotions that are identified by dr. Ekman (*Paul Ekman Group, 2022*).

The following paragraphs will elaborate on the most important design decisions. Details on the iterations can be found in Appendix A7.6. Figure 52 shows the emotion tokens.

A way to reflect
Choosing an emotion to match their feelings is a way to reflect on themselves. It is preferred to choose an emotion of their own instead of looking at the situation with a forced emotion.

"messy kitchen is not this emotion (happy)" Participant about prototype C which forced an emotion onto them (Appendix A4.4)

By looking at the different emotions, participants mentioned that it made them reflect on the situation (in the trigger card). Tangible and ambiguous emotion tokens are preferred over cards with verbal text as it helps them to think about what that emotion means to them.

"Now I think more about how it actually makes me feel instead of when "happy" is just written down" Participant about prototype A (Appendix A4.4)

When the users do not feel inspired to relate their own emotion to the emotion token, they can read the explanation of each emotion token in the introduction. Putting the emotion tokens in the holder is a way to express their thoughts and feelings towards the situation without using words.

"Fear, insecure, boredom [reading the explanation of the emotion tokens]. Well, if I would be bored at home, then I would like to explore the city." Participant about prototype A (Appendix A4.4)

To include multiple perspectives on a certain situation, the guests and hosts are asked to choose two emotion tokens for one trigger card. This helps them to think about their thoughts and feelings beyond their first (usually positive) impression and highlight somewhat negative aspects as well. Furthermore, the design of the emotion tokens includes round lines and bright colours (figure 52) to ensure a degree of cuteness that would encourage the participants to choose somewhat negative emotions as well (e.g. orange fear emotion token).

Opportunity to equally express themselves
To avoid misunderstandings, the participants are asked to express what they mean with their chosen emotion token (in step 4: Express, of the guide cards). By choosing and explaining the emotions, both guests and hosts contribute to the content of their conversation which is the basis for setting the social living agreements.

"She filled in already what this emotion would mean to me (furious) but I felt more frustrated" Participant about prototype A, which had no incentive to explain the emotions (Appendix A4.4)

4.3.7 Introduction

The following paragraph will elaborate on the most important design decisions. Details on the iterations can be found in appendix A7.2. Figure 54 (and figure A-21 in Appendix A7.2) shows the introduction page for the guests and hosts.

The introduction page explains the importance of sharing their needs and expectations when living together which is also communicated during the matching conversation. It explains that they will set social living agreements together by sharing their expectations about different situations with the use of emotions. It expresses the importance to keep communicating throughout the living period together and it asks the users to set a date for their evaluating conversation, so they will not forget to have it. It has a clear reference to the guide cards which they can get whenever they want to start the conversation.

The back page includes all information that might be needed during the conversation itself. It includes a visual set-up with the contents of the welcome package and a description of the emotion tokens.

The front page is more text-based while the back page is more visual-based. It is structured in this way so that people who want to have more information can read it while people who just want to get started with the conversation can use the back page.

4.3.8 Guide cards

The following paragraphs will elaborate on the most important design decisions. Details on the iterations can be found in appendix A7.3. Figure 55 & 56 show the guide cards.

The guide cards supports the guests and hosts in the conversation. It includes seven steps that are all visualized on a different page to structure the process. It starts with an icebreaker (step 0). The conversation starts by choosing (step 1) and describing (step 2) a trigger card. Then, they reflect on it by choosing two emotion tokens (step 3). After explaining why they chose the emotion tokens (step 4), they try to find a common ground in what they find important (step 5). Based on their conversation, they set social living agreements (step 6).

All steps include a title, a description with an active sentence and a few trigger questions. To avoid confusion, (simple) Ukrainian and Dutch translations are integrated in the design concept instead of English. The steps are materialized in guide cards to encourage the users to easily go through the steps (which was discouraged by the booklets in prototype 1 and 2).

Icebreaker
The first step of the guide cards is the icebreaker. It asks them to think about a fun moment that they experienced in the past week. Then, they should share that moment with the other(s) without using words. They can switch when the other(s) have guessed the moment. Including this icebreaker helps the guests and hosts to get more comfortable with sharing a personal story. Furthermore, it triggers them to think about nonverbal ways to share their story which could be helpful later in the conversation (because of the language barrier). Lastly, it helps the guests and hosts to actively pay attention to the other (including body language) which is also important in future activities. Focusing on nonverbal communication was inspired by the analysis to Ukrainian and Dutch culture.

Figure 52: Design of the six different emotion tokens. From left to right: Red (Angry), Orange (Fear), Blue (Sad), Green (Disgust), Pink (Surprised), Yellow (Happy)

Figure 53: Putting emotion tokens in the holder

Figure 54: Introduction page offers more information and refers to the guide cards

Figure 55: Guide cards help to guide the conversation

Figure 56: Guide cards

0. ICEBREAKER
0. КРИГОЛАМ

🇳🇱 Denk aan een leuk moment dat je de afgelopen week hebt meegemaakt.

Deel het met de ander(en) zonder woorden te gebruiken. Je zou je lichaam kunnen gebruiken om het uit te beelden. Wissel als de ander(en) het moment hebben geraden.

🇺🇦 Згадайте веселий момент, який ви пережили минулого тижня.

Поділіться цим з іншими без слів. Ви можете використовувати своє тіло, щоб відтворити це. Перемикайтеся, коли інші вгадали момент.

1. KIES
1. ВИБРАТИ

🇳🇱 Kies een illustratie waarover je wilt praten.

Maak je geen zorgen als je problemen hebt met het kiezen van een illustratie! U staat open om later over de andere illustraties te praten.
- Wat trekt je aandacht?
- Wat denk je dat er in deze situatie gebeurt?

🇺🇦 Виберіть одну ілюстрацію, про яку ви хочете поговорити.

Якщо у вас виникли труднощі з вибором ілюстрації, не хвилюйтеся! Ви можете поговорити про інші ілюстрації пізніше.
- Що привертає вашу увагу?
- Що, на вашу думку, відбувається в цій ситуації?

2. BESCHRIJF
2. ОПИСАТИ

🇳🇱 Beschrijf de situatie.
- Wat trekt je aandacht?
- Wat denk je dat er in deze situatie gebeurt?

🇺🇦 опишіть ситуацію
- Що привертає вашу увагу?
- Що, на вашу думку, відбувається в цій ситуації?

3. REFLECTEER
3. ОПИСАТИ

🇳🇱 Kies twee emotiefiches die het best beschrijven hoe je je bij deze situatie voelt. Zet ze in je houder.
- Hoe voel je je over deze situatie?
- Wat als deze situatie zich voordoet als jullie samen wonen?

🇺🇦 два символи емоції, які найкраще описують ваші емоції, пов'язані з цією ситуацією. Покладіть їх у свій тримач.
- Як ви ставитесь до цієї ситуації?
- Що робити, якщо така ситуація виникає, коли ви живете разом?

4. LEG UIT
4. ПОЯСНИТИ

🇳🇱 Leg uit waarom je je emoties hebt gekozen.
- Kun je een verhaal vertellen dat dat je doet denken aan die emotie en de situatie?
- Kun je begrijpen waarom de ander(en) hun emoties hebben gekozen?

🇺🇦 Поясніть, чому ви обрали свої символи емоцій.
- Чи можете ви поділитися історією, пов'язаною з цією емоцією та ситуацією?
- Чи можете ви зрозуміти, чому інший(-и) вибрав(-ли) свої емоції?

5. ANALYSEER
5. АНАЛІЗУВАТИ

🇳🇱 Wat vinden jullie allebei belangrijk?
- Hoe zou je het tegen de ander zeggen als je je ongemakkelijk voelt bij deze situatie?
- Wat zou je samen willen doen?

🇺🇦 Що ви обидва вважаєте важливим?
- Як би ви згадали про це іншому, якщо або коли ви відчуваєте себе некомфортно в цій ситуації?
- Що б ви хотіли робити разом?

6. FORMULEER
6. СФОРМУЛЮВАТИ

🇳🇱 Stel sociale leef afspraken op basis van uw gesprek.
- Hoe ga je het liefst met elkaar om als deze situatie zich in de toekomst voordoet?

🇺🇦 Встановіть угоди про соціальне життя на основі вашої розмови.
- Як ви віддаєте перевагу взаємодіяти один з одним, коли така ситуація виникне в майбутньому?

4.3.9 Social living agreements

The following paragraphs will elaborate on the most important design decisions. Details on the iterations can be found in appendix A7.4. Figure 57 (and figure A-30 in Appendix A7.4) shows the social living agreements page for the guests and hosts.

Formulating social living agreements supports the guests and hosts to set a standard at the beginning of their living period together, based on their conversation. It helps to protect the mental wellbeing of both guests and hosts to discuss their preferred communication and behaviour when living together.

The guests and hosts are asked to set agreements that are structured with three questions (figure 57). The questions balance the focus on both positive (questions 1 and 2) and somewhat negative aspects (question 2). The guiding questions help the users to think about valuable social living agreements as it is very easy to write down practical rules like *"no shoes in the house"* while the focus of the intervention is more on social interactions like *"when we're uncomfortable, we share it in real life within 24 hours or we won't share it"*. Examples are given to help the guests and hosts in formulating their social living agreements.

The page has a format of A3 without a cover, so all participating people can see the social living agreements immediately (*unlike prior prototypes, Appendix A7.4*).

SOCIALE   LEEF   AFSPRAKEN   SOCIALE   LEEF   AFSPRAKEN   SOCIALE   LEEF   AFSPRAKEN

ДОМОВЛЕНОСТІ   ПРО   ЖИТТЯ   РАЗОМ   ДОМОВЛЕНОСТІ   ПРО   ЖИТТЯ   РАЗОМ   ДОМОВЛЕНОСТІ   ПРО   ЖИТТЯ   РАЗОМ

WAT VINDEN JULLIE ALLEBEI BELANGRIJK?

ЩО ВИ ОБИДВА ВВАЖАЄТЕ ВАЖЛИВИМ?

🇳🇱 *Bijvoorbeeld, we genieten van onze tijd samen, maar omarmen ook onze tijd alleen.*

🇺🇦 *Наприклад, ми насолоджуємося часом, проведеним разом, і одночасно проводимо час наодинці.*

HOE ZOU JE HET TEGEN DE ANDER ZEGGEN ALS JE JE ONGEMAKKELIJK VOELT?

ЯК БИ ВИ НАГАДАЛИ ПРО ЦЕ ІНШОМУ, ЯКЩО (АБО КОЛИ) ВИ ВІДЧУЄТЕ, ЩО ВАМ НЕКОМФОРТНО?

🇳🇱 *Bijvoorbeeld, als een van ons zich ongemakkelijk voelt bij iets dat gebeurt, delen we het binnen 24 uur persoonlijk, of we delen het niet.*

🇺🇦 *Наприклад, якщо хтось із нас відчує дискомфорт від того, що відбувається, ми поговоримо про це у реальному житті протягом 24 годин, або ми не говоримо про це.*

WAT ZOU JE SAMEN WILLEN DOEN?

ЩО Б ВИ ХОТІЛИ РОБИТИ РАЗОМ?

🇳🇱 *Bijvoorbeeld, we willen een traditioneel gerecht van onze landen proeven.*

🇺🇦 *Наприклад, ми хочемо скуштувати традиційні страви наших країн.*

Figure 57: Social living agreements

4.4 Evaluating Form: a welcome package

4.4 Evaluating Form: a welcome package

Form has been evaluated with Ukrainian guests, Dutch hosts and experts. First, the approach is explained (*pages 83 & 84*). Then, the insights based on the user tests (*pages 85 to 88*) and experts (*p. 89*) are discussed. It ends with recommendations for further development of *Form* (*pages 90 & 91*).

4.4.1 Value of user tests and sessions with experts

It is valuable to observe and listen to the experiences of Ukrainian guests and Dutch hosts interacting with the welcome package. Through testing the welcome package, input of guests and hosts can be included in the future development of the welcome package. Next to that, sessions with experts are conducted to gain input of people that have knowledge about the matching conversations, Ukrainian culture and private hosting arrangements.

The user tests and sessions with experts help to avoid assumptions made by the designer in the ideation phase. Earlier user tests helped to define the design direction (*see "Design explorations, p. 59*).

Research questions
Through evaluating, I want to gain insight into the following research questions:

- How and to what extent are the guests and hosts able to **acknowledge clashes due to different lifestyles**?

- How and to what extent are the guests and hosts able to **reflect on and express** their thoughts on living situations with the use of the illustrations and emotion tokens?

- How and to what extent are the guests and hosts able to **set social living agreements** based on their conversation?

To answer the main research questions, attention will be paid towards the communication style between the guests and the hosts while interacting with the welcome package. How and to what extent do they try to involve the perspective of the other? How and to what extent do they both share stories? How and to what extent do they communicate their expectations and needs? And, do they acknowledge their differences and similarities?

4.4.2 Approach

User tests and sessions with experts help to gain insight in the experiences of the guests and hosts, the usability and the effect of *Form*.

Procedure
The user test session included three sections:

1. Explain goal of the test
First, the goal and contents of the user test were explained. The focus was on highlighting the importance of sharing their experiences through which they could create an impact on improving the welcome package. The researcher explains that they will be there to observe and not interfere when they are interacting with the prototype.

2. Interact with prototype
The participants were given the prototype and were asked to interact with it like they would use the actual product.

3. Evaluate
The evaluation was structured by looking at the usability, experience and effect of the welcome package through evaluating questions.

To evaluate the welcome package in the session with experts, *Form* is presented highlighting its vision and its elements to support that vision. Evaluating questions were prepared to validate the concept.

Sampling
To evaluate *Form*, one final user test is conducted with a Dutch host and two Ukrainian guests. Furthermore, insights are gained through sessions with experts.

Guests and hosts
The user test included one Dutch host and two Ukrainian guests. They experience private housing with a matching agency, and were living together for already two months.

The Ukrainian guests could not speak English and mainly communicated through a translation application.

Experts

In total, four (groups of) experts provided their input on the welcome package:
(1) An Ukrainian person who works at the Dutch Council for Refugees and has knowledge about the Ukrainian culture and how guests in the private housing experience it;
(2) A project manager at the Dutch Council for Refugees and has knowledge about the process and the involved stakeholders (of RefugeeHomeNL) of private hosting arrangements.
(3) Matchmakers who work at Red Cross and have knowledge about the relationship between Ukrainian guests and Dutch hosts at the beginning of their living period together;
(4) Volunteers of the Salvation Army who have intensive contact with the host families to help in the housing arrangements.

Location
The user test was conducted at their home so the participants would be comfortable talking about their experiences. Furthermore, it gives an opportunity to get an impression of their living situation.
    The sessions to gain input from experts are preferably done at location, so I could show the prototype and they could interact with it. However, only two experts could join physically. The other experts joined online where I presented the concept with a presentation that showed the materials and its interactions.

Data collection
All research sessions were audio recorded. Photographs were taken occasionally by me (when given consent). Written notes are made based on observations. After the guests and hosts were done interacting with the prototype, evaluating questions were asked (*Appendix A6*).

Data analysis
Relevant quotes were extracted from the audio-recording and written notes. These were analysed to get insight on validations, improvements and adaptations.

Ethical considerations
As the nature of the topic is sensitive, I took extra care into account when preparing the research sessions and conducting them:
    Experts were consulted on the research test setup. They had experiences with conducting interviews with refugees and helped to prepare the test.
    Especially the guests could experience mental discomfort during the studies. I made sure to pay attention to potential signs of discomfort and explained that they could withdraw at any moment (*Appendix A3*).
    A consent form is given at the beginning of the session, so the participants are aware of the data collection, data analysis and storage. Furthermore, all information of the hosts and guests is treated anonymously unless consent is given otherwise (*Appendix A3*).

Furthermore, the analysis of preferences in Ukraine and the Netherlands helped me to be more cultural sensitive in the research sessions to collect data. For example, Ukrainians prefer high-context communication which means that they often speak with their body language, tone of voice and gestures (*see "Ukraine and the Netherlands", p. 25*). It helped me to pay more attention to non-verbal communication. Needless to say, I verified my observations with quotes of the participants to avoid misinterpretations.

Limitations
It is possible that the guests and hosts might not have said certain things in the presence of me. To counteract this, it was explained that the researcher will be sitting further away to observe them. This method is also known as "fly on the wall" and it allows the researcher to observe the body language and facial expressions without moderating the test (*Think Design, 2020*).

The guests and host already lived together for two months which has given them the time to get to know each other and to discuss how to behave themselves in the house. Although the welcome package should have been given in the first week of living together, the user test still provided me with valuable input as I could observe and listen to their stories when they interacted with the welcome package.

Although the Ukrainian guests could not speak English and struggled to communicate, it was an opportunity to gain a better understanding in how the welcome package could be experienced by non-English speakers. It helped to validate the balance between the intended verbal and non-verbal communication of the welcome package.

The relationship between the Ukrainian guests and Dutch host seemed to be positive. The only small disagreements they had during the conversation was when the host tried to force the Ukrainian guests to express how they would prefer to communicate uncomfortable moments as the guests did not want to answer and were only focusing on the positive aspects. Although they did not express how they would prefer to communicate during the conversation, they might have reflected on the question later.

Especially the guests were very positive towards their hosting relationship, just like that they were very positive towards evaluating the welcome package. On the one hand, this is positive to hear. On the other hand, it also raises questions as to whether this is their honest opinion or whether they just want to give positive feedback in the presence of the designer of the welcome package.

4.4.3 Insights based on the user tests

The data and analysis led to insights on the effect, experience and usability of the welcome package. The effect refers to the impact that interacting with the welcome package has on the guests and hosts. Reflecting on the experience of the welcome package refers to analysing the value and satisfaction while usability refers to the effectiveness and efficiency. Although they are categorized as different groups, they are intertwined when analysing the over-all experience of the welcome package.

Reflecting on the effect of the intervention
Insights on the effect of the intervention can be derived from the observations and quotes of the participants. Furthermore, contact has been made with the guests and hosts ± one month after the conversation to evaluate their hosting arrangement. When *Form* is implemented within RefugeeHomeNL, this evaluating conversation will be done by volunteers of the Dutch Council for Refugees and the Salvation Army.

Acknowledging clashes due to different lifestyles
The main concern of living together is that it is hard to set rules at the beginning of living together while the host mentioned that setting agreements helps to protect the mental wellbeing of both the guests and the hosts. It is difficult to talk about possible irritations, because they do not want to be burden to the other. They mention that the welcome package helps to initiate the conversation about setting rules and discussing possible irritations, which is needed, especially at the beginning of living together. No guest and host want to be the person that starts to bring up the conversation about setting rules, and with the welcome package RefugeeHomeNL will be that person.

"It is difficult to start about setting rules and to talk about irritations, but this [welcome package] is an easy way to address possible irritations, and that is much needed." Host U3 (translated)

While the host understood the importance of expressing how they would prefer to communicate it to the other when they come across an uncomfortable situation, the Ukrainian guests found it harder to address. They were mainly focused on their positive experiences of living together. However, they were open to talk about their different practices and did not avoid uncomfortable topics which is in line with the vision of *Form*.
> *Hosts might play a bigger role in getting the message across that it is okay to have conflicts. Also, guests and hosts should be reminded of the message when the volunteers come by.*

"But if you don't [clean] I would say to you: Look at this, I don't like it this way, I think you should clean after you have cooked.. If I leave the kitchen like this [a big mess], what would you say?" Host U3
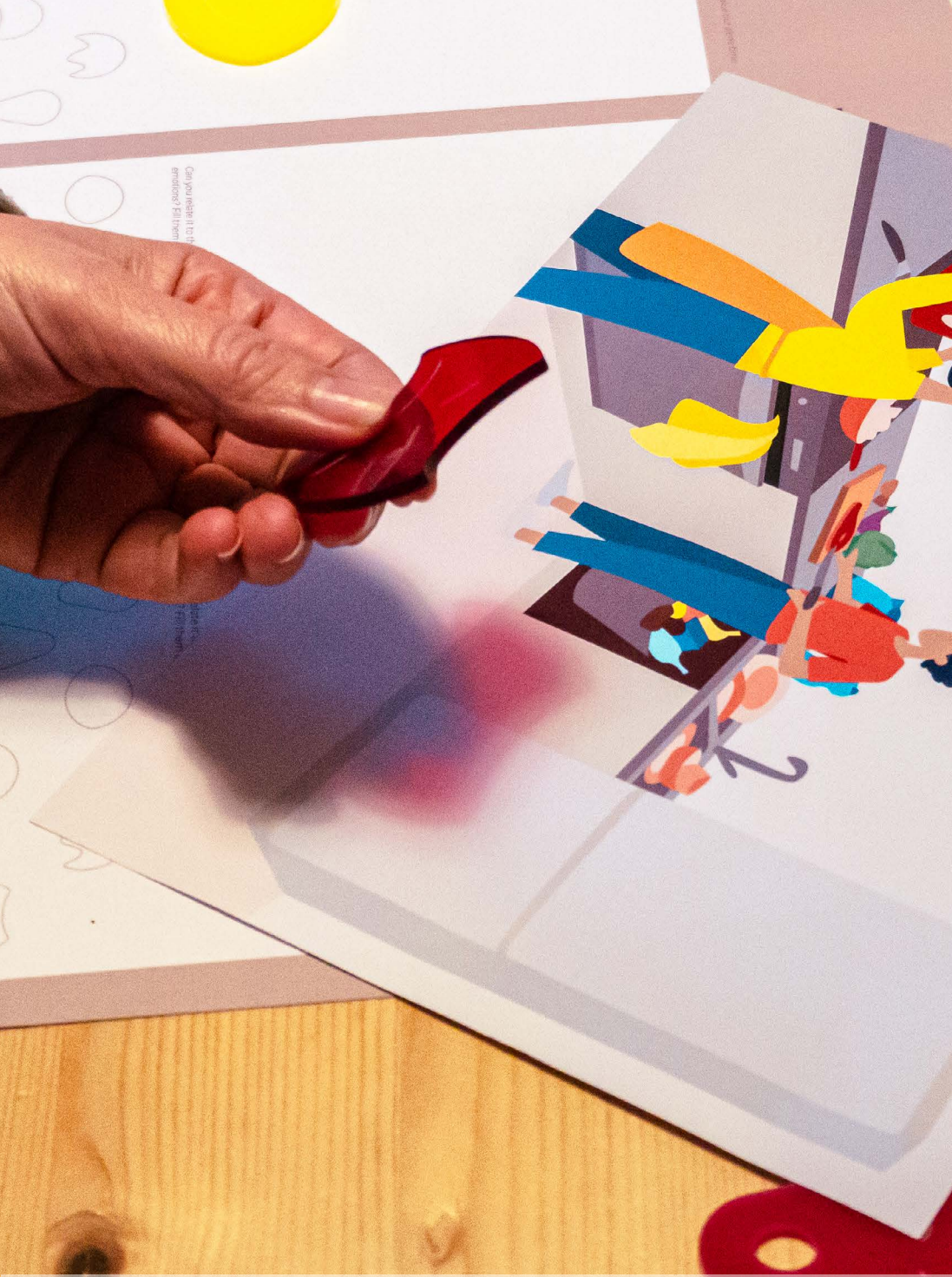

Figure 59: Host tries to convey that it is okay if they are uncomfortable with a dirty kitchen

After ± one month, a call is made to check what the guests and hosts remembered most about their conversation with the welcome package. They mentioned that they should be open and discuss their uncomfortable moments. This agrees with the goal of *Form*.

"when there is something, you need to talk about it" Host U2

"it's about honest communication" Guest U2

Reflecting on the experiences of guests and hosts
Insights on the experiences of the guests and hosts can be derived from the observation and quotes of the participants. Furthermore, the insights are linked to the desired interaction qualities of the welcome package (*see "Interaction qualities of the intervention", p. 55 and Appendix A5*).

Informing the guests and hosts
The Ukrainian and Dutch translations helped the guests and hosts to understand what they needed to do without further explanation. Because they were not sitting next to each other, they could not read the cards simultaneously. They read the guide cards separately, after which they created eye contact and explained what they needed to do in a few key words. Although the translations were primarily implemented for translation purposes only, the user test showed that it also helped them to gain a shared understanding of the process (*related to interaction quality "facilitates connectedness"*).
> *Translations help to create a shared understanding between the guests and hosts*

Including both translations on the same card leads to a large box of text. It might be possible to include an application on which both guests and hosts can read the text in their preferred language. Then, a translation addition can also be offered. Although this might seem like the solution, research should be done to the effect on the connectedness between guests and hosts as it might result in a more individual process instead of a collaborate activity.
> *Explore the effects of a digital application on the connectedness between guests and hosts.*

Creating a comfortable space
The icebreaker helps the guests and host to get comfortable sharing a personal story. Everyone acted out a fun moment from their past week which resulted in laughter. They kept asking questions to guess what might have happened which helped them to get familiar with posing questions to understand the others' perspective (*related to interaction quality "encourages exploration" and "facilitates connectedness"*).
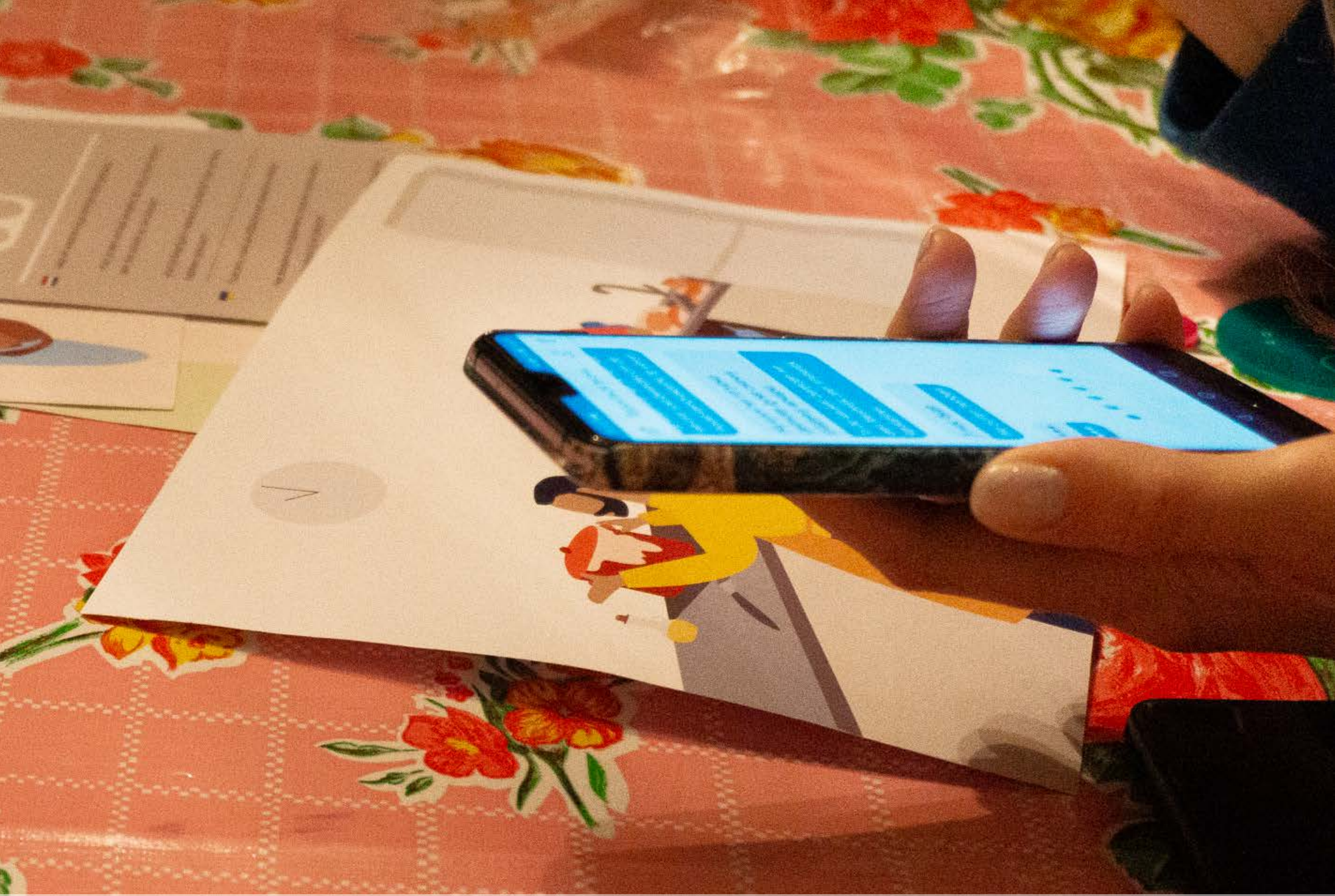
Triggering the conversation
The trigger cards help the guests and host to communicate, especially in the context of not having a shared language. Although the guests could not speak English, they had multiple conversations around the situations in the trigger cards. They used a translation application on their phone while pointing out elements in the trigger cards to communicate.
> *Is it valuable to integrate a translation application?*

The host and guests both keep asking questions to understand the perspective of the other (*related to interaction quality "encourages exploration" and "facilitates connectedness"*). They ask questions and specifically ask for the others' opinion. It helps to include both opinions in the conversation which is the basis for setting the social living agreements. The questions were either related to the trigger cards, emotion tokens or trigger questions in the guide cards.

The trigger questions helped to support them to pose questions to guide the conversation while they could ignore the questions when they wanted to (*related to interaction quality "guiding and facilitating role"*). This way, the participants are in control of the stories they share.

The trigger cards prove to be a source for a wide array of conversations that the participants can relate to their own housing arrangement. Even small details in the illustrations could trigger a story that leads to a conversation about their practices and values when living together. They shared both stories about cooking (fun stories) while also sharing how they would express themselves when they would feel uncomfortable (serious stories) (*related to interaction quality "balance between serious and fun stories"*).

Expressing emotions
The emotion tokens help the guests and host to express their thoughts in a non-verbal way. It was easier to put a negative emotion token (e.g. blue or green) in the holder than to verbally express it in words. By putting emotion tokens in their own holder, they were both able to share their story. The other was prone to ask questions of why they chose a certain emotion token which helps them to feel equal in sharing their story in the conversation (*related to interaction quality "acknowledge the other as equal"*).

The participants mention multiple aspects of the trigger cards as they need to choose two emotion tokens. The yellow emotion token was chosen first by everyone. Especially the guests are mainly focusing on the positive aspects in the situation. Although it is hard to relate negative emotions to their own situation, it is easier to use negative emotions in relation to the people in the trigger card.
> *Explore a variety of emotion tokens to ensure a nuance in the conversation.*

"Here, everybody happy. [..] But he makes fire, really dangerous.. [pointing to main in the trigger card] .. that is not good." Guest U3

Figure 60: Guests are expressing themselves with the trigger cards & translation application

The explanation of the emotion tokens helped the participants to get familiar with the emotion tokens. All participants went through the explanation of the emotion tokens at the beginning. They mentioned the keywords when holding the emotion tokens. When choosing their emotion tokens in the conversation, some participants went through the explanation of the keywords of the emotion tokens again. It helped them to make their feelings more tactile and descriptive. While looking at the emotion tokens, they got inspired to share their story.

"If you think about the mess in the kitchen, I am not happy, I will be.. [looking at the explanation of the emotion tokens] .. this [puts red emotion token in holder]." Host U3

Setting social living agreements
The questions for the social living agreements helped to better understand what to answer in relation to the statements in previous user tests. They could ask each other the question which helped them to discuss together what should be written down. It is another reflection moment for them. They used the translation application to write down the social living agreements. They mentioned that translating also helps them to understand each other.

"It's not just translation, we work together, we try to understand each other better, we ask if it is actually what you mean, this really helps" Guest U2

Reflecting on the usability of the intervention
Insights on the usability of the intervention can be derived from the observations and quotes of the participants.

Referring the guests and hosts
The one-pager introduction quickly refers the guests and hosts to the guide cards to start the conversation. It offers the opportunity to read more information when needed, but a quick start to have the conversation at the same time.
> *Translate the one-pager introduction to Ukrainian & Dutch as well (see figure A-22 in Appendix A7.2).*

Guiding the guests and hosts
The guide cards help the participants to structure the conversation. Although next steps were already performed before reading the step, this was no problem. If they forgot to do a certain step, they were reminded of it through the guide cards.

Setting social living agreements
Although it is mentioned that the social living agreements should be revised and evaluated after setting them, the format of the booklet does not support this.
> *Make it more easy to change and revise the social living agreements after setting them.*

4.4.4 Insights based on the sessions with experts

Form is evaluated with managers and matchmakers from the Red Cross, volunteers of the Salvation Army and employees of the Dutch Council for Refugees.

Importance of setting social living agreements at the beginning
In the current hosting arrangements, it is easy for hosts to forgive their guest for "annoying" practices. For example, hosts tend to accept rather than confront their guests if they did not clean the kitchen. However, over a longer period of time, these practices start to become annoying and the families still need to make rules. The welcome package helps guests and hosts to set those agreements beforehand and makes it easier to keep communicating about it during their living period together.
　Furthermore, as RefugeeHomeNL asks them to set social living agreements, which means that neither the host nor the guest is the culprit that wants to set living rules. It helps them to approach the conversation together, rather than that one person is the initiator of a difficult conversation.
! Set social living agreements at the beginning of living together, rather than to awkwardly bring it up later.

Inspiring trigger cards
The trigger cards help the guests and hosts to reflect on their practices. It helps them to acknowledge that there are differences and similarities between them and their guest/host. Most people might not think about certain topics and the cards help them to think about their routine and what they value important. Especially the Ukrainian displaced people only think about sleep and food when they arrive at their host family. Taking the time to reflect on what is important to them helps to protect their mental wellbeing on the long-term.
! Trigger cards inspire the guests and hosts to discuss their specific different and similar practices (that could cause conflicts)

Furthermore, the trigger cards could be especially helpful in the evaluating conversation. In the current evaluation conversations, the guests and hosts mention superficial practices that annoy them. When someone says *"I don't like the mess"*, the other person might not know what mess they mean (it could be their perception of clean). The trigger cards help the guests and hosts to mention specific practices that are easier for the other to pay attention to. For example, a host could mention that they do not like it when the kitchen counter is full of dirty dishes upon which it could trigger the guest to clean their dishes next time.
! Trigger cards could help the volunteers to guide the evaluation of the hosting arrangement

Overcoming language barriers
It could be difficult for people to express their feelings verbally, especially in another language. The emotion tokens help them to express their thoughts accessibly. Furthermore, the icebreaker helps the guests and hosts to be more sensitive towards non-verbal communication.
　It would be interesting to develop and integrate a translation application when the welcome package will be offered to more people with various languages. It would be easier to distribute while people can choose their preferred language. From a financial perspective, it would only be valuable to invest in developing a translation application for a party that will focus on offering a safe temporary home in the future as well. This would be Takecarebnb. RefugeeHomeNL is only focused on providing Ukrainians a home (and is not likely to change their vision) so it would not be valuable for them to invest in developing the application.
! Investing in developing a translation application would be valuable for Takecarebnb.

Figure 61: Guests and hosts are initiating the conversation with the use of trigger cards and emotion tokens, while deepening the conversation with a translation application

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4.4.5 Recommendations for further development of *Form*

The insights of the user tests lead to recommendations to optimize *Form*:

Keep updating the topics in the trigger cards
The goal of *Form* is to stimulate guests and hosts to discuss their different and similar practices that could lead to possible conflicts. The current trigger cards proved to contain recognizable elements that participants could refer to. They related the situation in the trigger card to their own behaviour and discussed their practices in relation to living together.

Although the current topics lead to valuable conversations about practices, it might miss one important aspect: finances. The Ukrainian war led to a high rise in gas, energy and food prices (*European Council, 2022*). Although no person likes to talk about money, the high costs have an impact on living together. While hosts preferred to pay for groceries and gasoline, this becomes expensive on the long-term (*Johnson, 2022*). **Adding an element of finances in the trigger cards** helps guests and hosts to bring up this difficult topic at the beginning of living together rather than later in the living period together which could lead to awkward situations.

Especially in the beginning of the implementation of the welcome package, it is essential to be aware of topics that are valued important when living together. Therefore, it is crucial that matchmakers and volunteers **intervene monthly to share experiences and update each other about topics that could be valuable to be integrated in the trigger cards.**

Add more nuance in the emotion tokens
The emotion tokens help the guests and hosts to look from multiple perspectives to the situations in the trigger cards. It inspired them to share stories and to reflect on their own thoughts regarding a specific situation. It is easy for the guests and hosts to express positive thoughts as they do not want to be a burden to each other. Therefore, it is necessary that at least two emotion tokens are chosen.

However, most Ukrainian guests still only focus on the positive aspects of living together. For example, one Ukrainian guest chose two yellow emotion tokens to fill up their holder. Although it is pleasant to hear that they experience the hosting arrangement positively, *Form* asks them to discuss both positive and negative aspects as this will help them to manage uncomfortable situations that could arise in the future.

Therefore, it would be interesting to **explore whether the amount and nuance of the emotion tokens is sufficient for Ukrainian guests and Dutch hosts**. The red emotion token might be too intense to use because of its deep red colour. This insight leads to the iteration that can be seen in figure 62: using the same colour for the different emotion tokens could lead to lowering the threshold to choose a negative emotion token because its intense colour is removed.

To decide which set of emotion tokens is sufficient for the Ukrainian guests and hosts can be pointed out by future tests. **When implementing *Form*, half of the welcome packages could include the set of neutral emotion tokens (figure 62) and the other half includes the current set of coloured emotion tokens.**

Integrate translations
Most Ukrainian guests cannot speak English fluently which makes communication between them and their host difficult. They often use translation applications to express themselves.

The current design offers Ukrainian and Dutch translations. It proved to help the guests and the hosts to understand the value and process of *Form*. However, a matchmaker pointed out that Ukrainian translation is not sufficient: many Ukrainian guests speak Russian. For example, the website of RefugeeHomeNL was visited 13.000 times with Russian translation while it was only visited 4.000 times with Ukrainian translation. Therefore, it is proposed to **include Russian translation** of the welcome package as well. This way, guests and hosts could choose what language they prefer.

Translating the information could also be possible by a translation application that would be opened by scanning a QR code. This way, guests and hosts can choose their preferred language at the moment of their conversation. The application could also be used to translate their own thoughts into the preferred language to communicate with each other (figure 63). Although earlier interviews pointed out that translations could lead to tiring and unsympathetic conversations, **combining the translation application with the emotion tokens and the trigger cards could lead to more in-depth and understanding conversations.**

Show an overview of the process
The guide cards support the guests and hosts to have the conversation. It provides them with clear steps and trigger questions to deepen the conversation.

However, most participants in the user tests already performed the next step before reading that step. Although this was no problem, it could help to show an overview of the process at the beginning of the conversation.

It would be interesting to **develop a video demo that informs the users about the process of the conversation**. The video demo would be played by two (groups of) people who are interacting with the welcome package. It would start with unboxing the welcome package, followed by performing the steps of the guide cards that leads to setting the social living agreements and ends with an example of how they would communicate an uncomfortable situation to the other. Dutch, Ukrainian and Russian subtitles could be used to explain the steps.

The video demo could also be used to convince project managers to invest in *Form* as it would show the value for the hosting arrangements.

Figure 62: Example of a set of neutral emotion tokens

4.4.6 Discussion

The most crucial goal of *Form* is to get the guests and hosts talking about (possible) uncomfortable moments and how they would prefer to communicate it when the situation arises in the future. The participants acknowledged the value of the welcome package as it helps them to discuss living agreements and possible irritations with a low threshold. RefugeeHomeNL initiates the conversation (instead of the hosts or the guests) which helps to treat them both equally.

Most Ukrainian guests focus on the positive aspects of living together and struggle to express more negative aspects while Dutch hosts are more open to communicate the more negative aspects as well. It might be interesting to explore how the Dutch hosts could play a bigger role in involving the Ukrainian guests in the conversation. The hosts could be encouraged to ask the guests about possible uncomfortable moments. However, the hosts might not want to hear this from the guests and giving more control to the hosts could also lead to the guests being more dependent on the hosts.
> *How and to what extent will a bigger role of the Dutch hosts influence the involvement of the possible uncomfortable moments of the guests?*

The Ukrainian and Dutch translation was implemented in the design which helped the guests and the hosts to understand the process. Furthermore, it helped them to create a shared understanding as they created eye contact and communicated in key words after reading the guide cards. The guests and hosts could use the trigger cards and emotion tokens (non-verbal) to initiate the conversation and deepen it with a translation application (verbal). Including a translation application could help to include a broader target group (with various languages). However, integrating a translation application could also lead to a more individual process instead of a collaborate activity.
> *How and to what extent will an integrated translation application influence the connectedness between guests and hosts?*

The design encourages the guests and the hosts to revise their social living agreements during their living period together. Putting the social living agreements in a visible spot to remind them of it could feel like being supervised, therefore it is proposed to leave the social living agreements as it is after the conversation and take the time to evaluate their (preferred) hosting relationship after ± one month. Although the guests and hosts work towards setting the social living agreements, the main focus and strength of *Form* is on their conversation around it: discussing their different and/or similar practices which could lead to possible conflicts.

Figure 63: Future development of *Form* could include an integration application to communicate (website in phone: https://pryv.it/one-to-one)

5. Conclusion

This chapter reflects on future implications and on my own learning journey.

It includes the following parts:

5. Conclusion

This chapter will reflect on future on the desirability, viability and feasibility of *Form*: a welcome package (*pages 93 & 94*). It ends with a reflection on my own learning journey (*p. 95*).

5.1 Reflection on future implications

To reflect on future implications, the desirability for guests and hosts, the viability for a matching agency and the feasibility of *Form* are addressed.

Reflecting on the desirability for guests and hosts
Form supports Ukrainian guests and Dutch hosts to set social living agreements by sharing their expectations and needs in various situation with the use of emotions. By sharing and discussing their expectations at the beginning of living together, they are more likely to keep communicating throughout their living period together. As they are expressing how they would prefer to interact with each other when or if they feel uncomfortable, they are more likely to share these moments in the future instead of avoiding conflicts which might lead to miscommunication and possible irritations. Therefore, *Form* aims to positively influence the hosting relationship on the long-term.

Validation of the desirability of Ukrainian guests and Dutch hosts
So far, one pilot test (with two Dutch households) and three user tests mentioned with, in total, four Ukrainian guests and five Dutch hosts are conducted. The focus in these sessions was to evaluate whether the guests and hosts would acknowledge differences in their lifestyles which could lead to possible conflicts in the future. Furthermore, it was evaluated whether they would feel confident to manage these uncomfortable moments.

The user tests proved that guests and hosts found the welcome package helpful in addressing possible irritations. It is difficult to start bringing up agreements on their own and with *Form*, the initiator for setting social living agreements is RefugeeHomeNL which helps to approach setting the agreements in an equal way.

"It is difficult to start about setting rules and to talk about irritations, but this [welcome package] is an easy way to address possible irritations, and that is much needed." Host U3 (translated)

Guests and hosts were open to talk about the various situations and shared personal stories while referring to their emotions. In their conversations, they mentioned possible uncomfortable moments and how they would prefer to communicate it. Already discussing and setting the agreements helped guests and hosts to acknowledge that it is important to share their expectations and needs when living together. Furthermore, all guests and hosts had fun interacting with the welcome package while addressing serious topics.

"The most important thing in the end is that you have to address it. Be honest about it and find a way to live with it. Don't run away for an uncomfortable situation." Host U1

Although the guests and hosts mainly focus on the positive aspects of living together, they acknowledged the importance of open and honest conversations about their feelings when living together. This insight was validated when one month after the conversation, a call was made. The thing that they most remembered about their conversation was the importance of honest communication. This is in line with the vision of *Form*.

"when there is something, you need to talk about it" Host U2

"it's about honest communication" Guest U2

Although it is tried to minimize the text-based information, it is impossible to interact with the welcome package without any words at all. The trigger cards and emotion tokens help to initiate the conversation, but the conversation can only be deepened by verbal communication. As mentioned in the recommendations for the optimization of the design, one quick fix is to add Russian (next to Ukrainian and Dutch) translations to ensure that guests and hosts understand the process. Furthermore, it is recommended to explore how a translation application can be integrated to improve the communication between guests and hosts.

Monitoring the desirability when implementing *Form*
To gain more insights in the experiences of interacting with the welcome package that could be used for the improvement, it is recommended to test the welcome package with more guests and hosts to gain insights in their experiences of interacting with the welcome package to improve the welcome package. Currently, there are 25-30 new matches monthly which means that 25-30 welcome packages can be introduced per month. It is proposed to introduce the welcome package to these new matches for two months which leads to 50-60 new families that can interact with the welcome package. When the implementation of the welcome package is successful, the welcome package can be introduced to every new family that registers via RefugeeHomeNL (or another matching agency).

Whether the implementation of the welcome package is successful can be evaluated by the volunteers and the matchmakers. They play a crucial role in evaluating whether the guests and hosts (1) acknowledge the value of open and honest communication and (2) feel confident to manage uncomfortable moments to protect their mental wellbeing. To ensure that their insights can be used to improve the hosting relationships (and the welcome package), it is proposed to organize an intervention every six weeks to share experiences. Matchmakers and volunteers can learn from each other to communicate with their guests and hosts.

Explore desirability beyond Ukrainian guests and Dutch hosts

As mentioned in the glossary (*p. 5*), Ukrainian displaced people are being treated differently than regular asylum seekers. Ukrainians are offered temporary protection with which they can claim municipality housing, living allowance, education and medical care while asylum seekers need to wait long before they become status holders (which allows them to stay in the accepting country). There has been a lot of commotion around the different treatment for Ukrainians.

Personally, I do not want to contribute to the distinguishment between Ukrainians and "regular" refugees. Therefore, it is proposed that *Form* will be used by not only Ukrainian guests and Dutch hosts, but will also be used by people from various cultural backgrounds.

It is recommended to test the welcome package with people from various cultural backgrounds. It would provide insights in whether there are any gaps in the current trigger cards and possible new or different questions to ask when setting the social living agreements. Although this welcome package is based on research on Ukrainian guests and Dutch hosts, the design concept *Form* could offer support to guests and hosts with different cultural backgrounds as well because it is sensitive to how people communicate and make decisions. For example, *Form* proposes to pay attention to both verbal and non-verbal communication (*sensitive to high- and low-context on the scale of "Communicating" of Meyer (2016)*) and it invites the users to discuss their preference for communicating disagreements (*sensitive to confrontational and avoiding confrontations on the scale of "Disagreeing" of Meyer (2016)*). It would be interesting to collaborate with Takecarebnb as they focus on providing refugees (with various cultural backgrounds) a safe temporary home in a Dutch household.

Next to the context of private housing, it would also be interesting to explore how the welcome package can offer a positive impact to relationships in other contexts like student homes and au pair arrangements. In the end, in all hosting contexts, it is about the notion of acknowledging differences and similarities that could cause conflicts when living together, and how to manage that.

Reflecting on the viability for a matching agency (RefugeeHomeNL and Takecarebnb)

Form will be offered to guests and hosts by a matching agency. The goal of *Form* is in line with their vision (providing a safe temporary home) as well: *Form* helps guests and hosts to give a voice and protect their mental wellbeing when living together. It helps guests and hosts to manage conflicts which means that the concerned matching agency could invest less time and energy to mediate with possible conflicts. Furthermore, *Form* offers something to hold onto for the matchmakers that evaluate the hosting arrangements.

In the context of Ukrainian guests and Dutch hosts, the concerned matching agency is RefugeeHomeNL as this is, currently, the only party that offers Ukrainians a safe temporary home in a Dutch household in a structured way. Takecarebnb is a matching agency that offers refugees from different cultural backgrounds a temporary home in a Dutch household. Therefore, it is proposed to partner with Takecarebnb to ensure a long-term impact of *Form* in the Netherlands. In September 2022, they had 50-100 new monthly matches.

Implementing *Form* within Takecarebnb would help to introduce *Form* to a broader target group with various cultural backgrounds.

Long-term impact of *Form* on the Netherlands

Currently, there are almost double the amount of guests than hosts in the database of RefugeeHomeNL and Takecarebnb. It would be desirable to equalize this. Evaluating *Form* on the long-term would provide insights in whether more hosts would register for private housing if *Form* would be implemented on a larger scale. More positive hosting arrangements could result in more registrations by hosts. And, more hosting arrangements helps us to embrace cultural diversity.

The key chains with emotion tokens could cause a rage in the Netherlands. It helps to advertise the notion that we should discuss differences and similarities. Discussing uncomfortable moment might be unpleasant, but eventually it helps us to create positive impact for those serious topics.

Reflecting on the feasibility of *Form*

To reflect on the feasibility of *Form*, it is proposed to look at its lifecycle.

To develop *Form*, laser cut Perspex emotion tokens and paper prints need to be produced. All materials will be put in a letterbox so that it can be sent to the home of guests and hosts. The Perspex emotion tokens can be played with by children during the living period together as Perspex is highly durable. Although it is best to keep re-using the material (*Bakker & den Hollander, 2019*), at one point the tokens are at their end of life. Perspex is not hazardous and can be recycled which is also widely done in the Netherlands (*Recycle pro, 2020*), just like paper. Furthermore, both materials are low-cost. Next to that, no mediator needs to be present at the time of the conversation which limits resources for the involved matching agency.

To ensure long-term use of *Form*, the materials in the welcome can easily be modified according to a different target group. Information can be provided in different languages and quickly distributed as it only needs to be printed. Furthermore, other elements can be implemented in the trigger cards to address a different target group when desired (e.g. au pair arrangements).

When *Form* proves to be successful for hosting arrangements with various cultural backgrounds, it might be beneficial to transform the tangible materials into a digital platform that is even easier to distribute and makes sure that there are no waste materials.

To conclude, it is feasible for a matching agency to implement *Form*.

5.2 Reflection on my own learning journey

This part reflects on my own learning journey.

Complexity of being culturally sensitive

As I learnt more about how different cultural groups could influence the outcome of this project, it became more complex as well.

People's values and principles are intangible and therefore difficult to grasp. It is easy for designers to only focus on the visible elements of culture: language and symbolic gestures. However, to design something meaningful for the target group it is critical to understand their principles behind it.

Furthermore, culture is not bound to one context, but people behave differently in different groups. Therefore, it is essential that cultures are analysed for a specific place and time. In this project, Ukrainian and Dutch culture is analysed in the context of a hosting relationship in private housing. Not everyone in a cultural group shares the same cultural values. Every individual is unique which makes it impossible for designers to design for everyone. It raised the question of how I should use the knowledge of the differences and similarities between Ukrainian and Dutch culture and combine it into one intervention that would be used by both? Throughout the project, I learned that it was not about highlighting the differences and similarities but more about being culturally sensitive towards them.

Being cultural sensitive helped me to design an intervention that acknowledges the differences and similarities between the Ukrainian and Dutch culture in the context of private housing. For example, *Form* offers tools to initiate verbal and nonverbal communication (*related to high and low context on the scale of Communicating by Meyer (2016)*).

Value of order

Throughout my studies, I have learned about myself that I prefer order and tend to organize my process as much as possible. It helps me to create an overview and to make sense of all the collected data.

In social design projects, the research phase usually starts with a 'wicked problem' that involves many different stakeholders. The problem needs to be analysed on different levels which eventually leads to a defined goal. Translating the data to a defined goal requires zooming and out to ensure impact on various levels. The process of getting to a defined goal is something I enjoy doing. Then, the ideation starts which I tend to struggle with. It embraces chaos which is in conflict with my preference to create order. When a design direction is chosen, the design concept will be evaluated with prototypes that are tested with the stakeholders. I like the process of conceptualizing the design concept as it challenges me to make sense of the user insights and translate it to valuable design decisions that lead to the final design concept.

Reflecting on the (preferred) aspects in the process will help me in defining the job criteria for my job hunt.

Compelling communication

Communicating my process and project compellingly is essential to create trust as it helps to validate purpose of the design outcome. I believe a good designer can both use their abilities to design something meaningful for their target group and communicate their design outcome convincingly to their client.

Within this project, I prepared all meetings by reflecting on what I wanted to get out of that meeting and how I could get it. Through constantly reflecting on and structuring my design process, I could zoom in and out during my project which was proven to be valuable to communicate a clear goal.

Personally, I believe it is most difficult to convey design decisions to a non-designer. They have different motivations for a project and probably do not know the design process. Therefore, it is critical to articulate the research and design decisions clearly.

To improve my communication skills in the future, I will try to be involved in conversations about business objectives and challenge myself to provide information on how the design approach can impact their business.

Prepare recruiting

Within this project, I have spoken with Ukrainian guests and Dutch hosts among other people. It helped to include their perspectives in the project.

It was more difficult to recruit participants for testing the prototypes because I was looking for (1) Ukrainian guests and Dutch hosts to participate in the same session and (2) that also joined private housing with a matching agency. When involving two or more people in the same session, it is more difficult to plan a session because there are more people who should say yes to the session. Furthermore, there are more people involved who need to be available at a certain date and time. Therefore, it is essential to plan ahead of time and to take delays into account to make sure to collect data and analyse it before a big deadline.

A future of social design

Throughout the Master Design for Interaction, I learned that I tend to gravitate towards social design projects. Within these projects, I put the target users central and co-create with them to find a fitting solution. It helps to create a positive change for the involved individuals and the system as a whole. The initial problem is complex and cannot be solved by one solution: it starts with a 'wicked problem'. In this project, the 'wicked problem' of immigration was central which was scoped to private housing for Ukrainian guests and Dutch hosts.

Throughout this project, I involved the values of Ukrainian guests and Dutch hosts but also that of the matching agency (RefugeeHomeNL). It helped me to find a goal that benefits them both: improving the hosting relationship of Ukrainian guests and Dutch hosts is in line with the vision of RefugeeHomeNL (a safe and temporary home for Ukrainian guests in a Dutch household).

Furthermore, I learned the value of zooming in and zooming out during the project. *Form* helps guests and hosts to give them a voice when living together, but to create change on the long-term and to impact multiple people, the matchmaking process should be integrated and the hosting relationships should be constantly monitored.

Concluding, I am confident that I want to find a career in the field of social design.

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Appendix

This chapter includes the supplementary material that is being referred to in the main text.

It includes the following parts:
A1: The complexity of being culturally sensitive
A2: Research session plan
A3: Ethical considerations
A4: Design explorations
A5: Protoype session plan
A6: Input pilot test, experts and guests and hosts
A7: Design iterations on the introduction, guides, social living agreements, trigger cards and emotion tokens

A1: The complexity of being culturally sensitive

Culture is a complex phenomenon. Even though I have written about Ukrainian and Dutch culture, each individual has different practices. Analysing Dutch and Ukrainian culture helped me to be more cultural sensitive towards the differences and similarities in practices which helped me in designing the welcome package.

In this report the dimensions of Erin Meyer are highlighted, but there are much more dimensions to look at when analysing cultures. Below, a small analysis is made for the dimensions of Hofstede (1980), Trompenaars and Hampden-Turner (1998) and Van Boeijen (2015).

A1.1 Analysing Ukrainian and Dutch culture on the dimensions of Van Boeijen (2015)

Below, the questions that arose from analysing the dimensions of Van Boeijen (2015) are formulated.

Hierarchy
> How and to what extent can the users reduce the feeling of hierarchy so they feel comfortable enough to share their needs and expectations?

Identification
> How and to what extent will the intervention be used by groups rather than individuals?

Time
> How and to what extent does the intervention focus on doing activities together?

Aim
> How and to what extent does the intervention focus on caring or achievements?

Gender
> How and to what extent does the intervention supports separated or shared roles/activities?

Space
> Where will the intervention be used? At the matching conversation? When living together? How does it influence its use?

Attitude
> Is the goal of the intervention more fun-focused or duty-focused?

Expression
> How and to what extent does the intervention show personality? And, how does it let the users express their personality and emotions?

Truth
> How and to what extent is the intervention flexible in use? Is it something that would be used in different contexts? Does it facilitate making rules that are universal or more contextual?
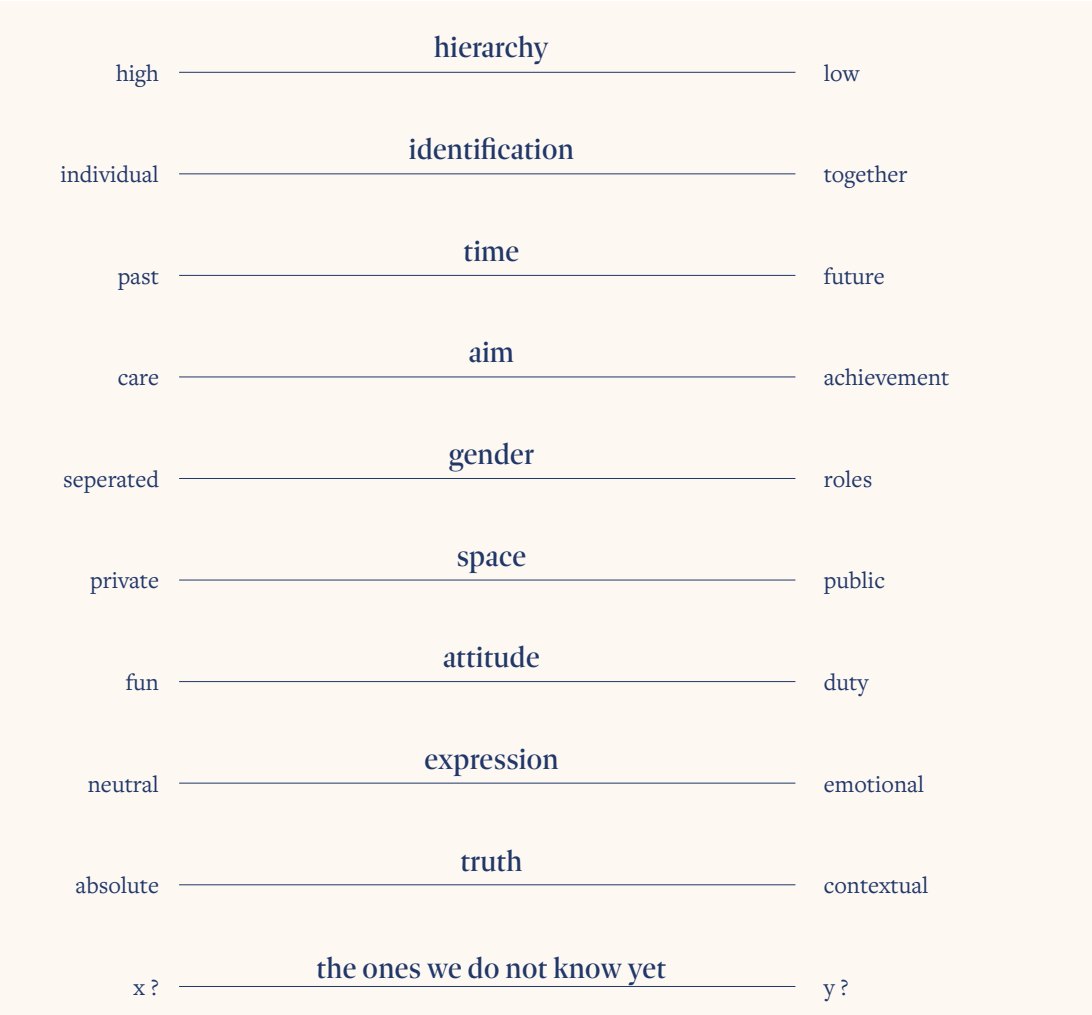
Figure A-1: Cultural dimensions of Van Boeijen (2015)

A1.2 Analysing Ukrainian and Dutch culture on the dimensions of Hofstede (1980)

Below, the questions that arose from analysing the dimensions of Hofstede (1980) are formulated. The scores for Ukraine and the Netherlands are derived from a website (*Hofstede Insights, 2021*).

Ukrainian guests tend to refrain from expressing disagreement while Dutch hosts tend to express their needs and expectations when disagreeing and expect others to do that as well (related to **power distance**).
> How and to what extent should the perception of hierarchy be reduced so both guests and hosts can express their needs, expectations and irritations freely?

Ukrainian people tend to help others and sacrifice their comfort for the benefit of someone else while Dutch people tend to only take care of themselves and their immediate family (related to **individualism**).
> How and to what extent will the intervention support shared or individual activities?

Dutch people tend to solve conflicts by compromise and negotiation while Ukrainian people tend to accept dominant behaviour from their boss but not from their peers (related to **masculinity**).
> How will they agree with each other? How will they manage a conflict? Should it evoke caring interactions between people?

Ukrainian people prefer to have certainty and rules (even if they do not seem to work), more than Dutch people (related to **uncertainty avoidance index**).
> How and to what extent is there a need for clear rules? How and to what extent is the intervention ambiguous?

Dutch people tend to honour their own traditions more than Ukrainian people (depending on the context) (related to **long term orientation**).
> How and to what extent does the intervention refer to the past (using traditional elements) or to the future (introducing new interactions)?

Dutch people tend to give in to their impulses and wishes to enjoy life while Ukrainian people tend to resist their desires and impulses more (related to **indulgence**).
> How and to what extent does the intervention focus on doing activities together?

Figure A-2: Scores of the Netherlands and Ukraine on the cultural dimensions of Hofstede (1980)
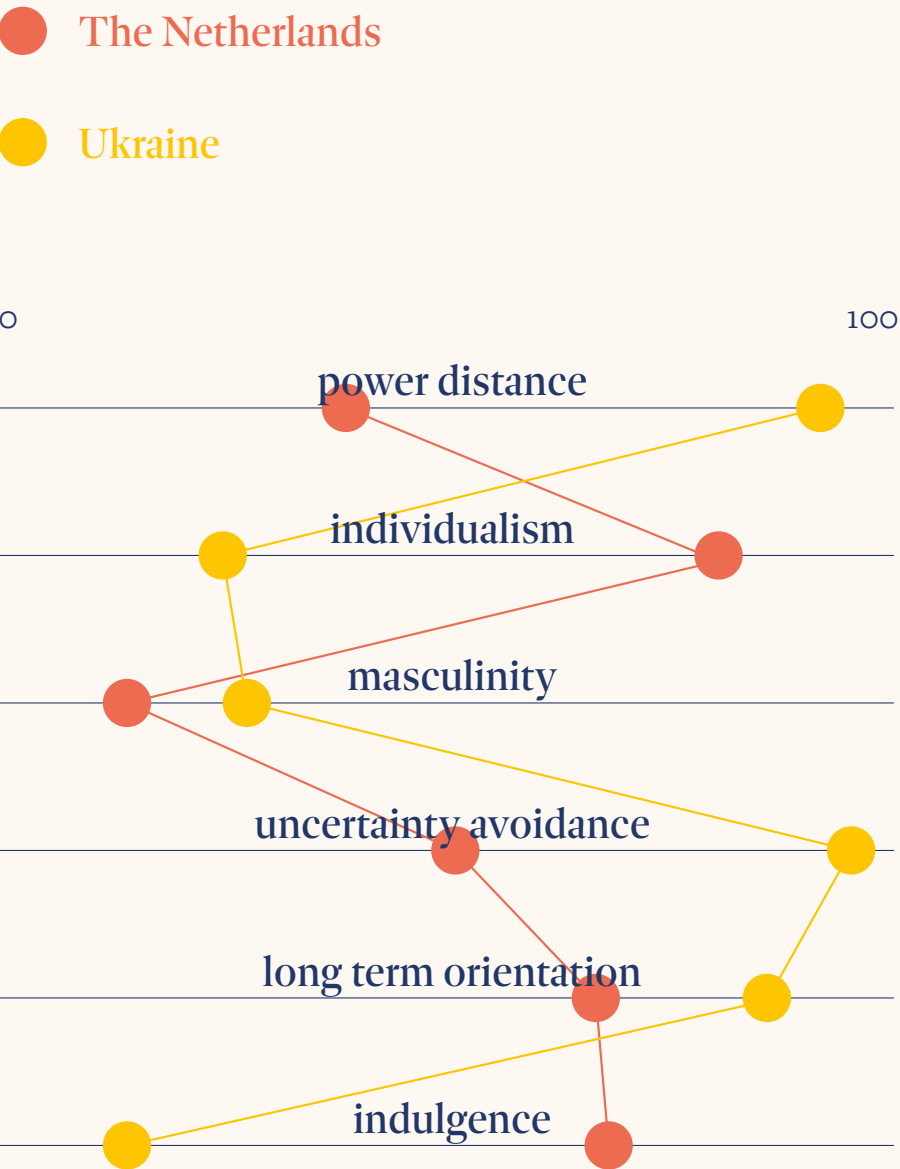
A1.3 Analysing Ukrainian and Dutch culture on the dimensions of Trompenaars and Hampden-Turner (1998)

Below, the questions that arose from analysing the dimensions of Trompenaars and Hampden-Turner (1998) are formulated. The scores for Ukraine and the Netherlands are derived from the website of Trompenaars and Hampden-Turner (*Trompenaars Hampden-Turner, 2022*).

Ukrainian people tend to often make an exception because of the context, especially when it involves friends and family, while Dutch people tend to value equal rights more (related to **universalism/particularism**).
> *How and to what extent does the intervention support setting clear rules? Are examples given to comfort the users to express their thoughts? How and to what extent are these rules universal or flexible? Does it embrace exceptions?*

Ukrainian people tend to sacrifice their comfort for others while Ukrainian people tend to take care of themselves first (related to **individualism/communitarianism**).
> *How and to what extend do the guests and hosts compromise their comfort for the other? How does the intervention facilitate discussion? How does the intervention "protect" the comfort of the guests and hosts? How do they come to a consensus?*

Dutch people tend to engage others in specific areas of life while Ukrainian people tend to engage others in multiple areas of life (related to **specific/diffuse**).
> *How and to what extent does the intervention facilitate personal involvement? How and to what extent does the intervention support them to share personal stories? How and to what extent does the intervention help them to engage in other areas of each other's life?*

Ukrainian people tend to display their emotions while Dutch people tend to conceal their emotions (related to **neutral/affective**).
> *How and to what extent does the intervention facilitate sharing emotions?*

Dutch people tend structure their time sequentially and value deadlines while Ukrainian people tend to structure their time synchronously and change their plans easily (related to **sequential/synchronous**).
> *How long will the interaction be? Is it one moment or over a period of time? How and to what extent does it facilitates deadlines? How and to what extent does the intervention facilitate setting specific living rules?*

Ukrainian people tend to refer to the past to gain insight in the future while Dutch people tend to focus on the future and do consider the past vitally significant to the future (related to **past/present/future**).
> *How and to what extent does the intervention refer to the past (using traditional elements) or to the future (introducing new interactions)?*

Dutch people tend to value taking control while Ukrainian people tend to go with the flow (related to **internal/external**).
> *How and to what extent does the intervention have a guiding role? How and to what extent does the intervention include ambiguous elements?*
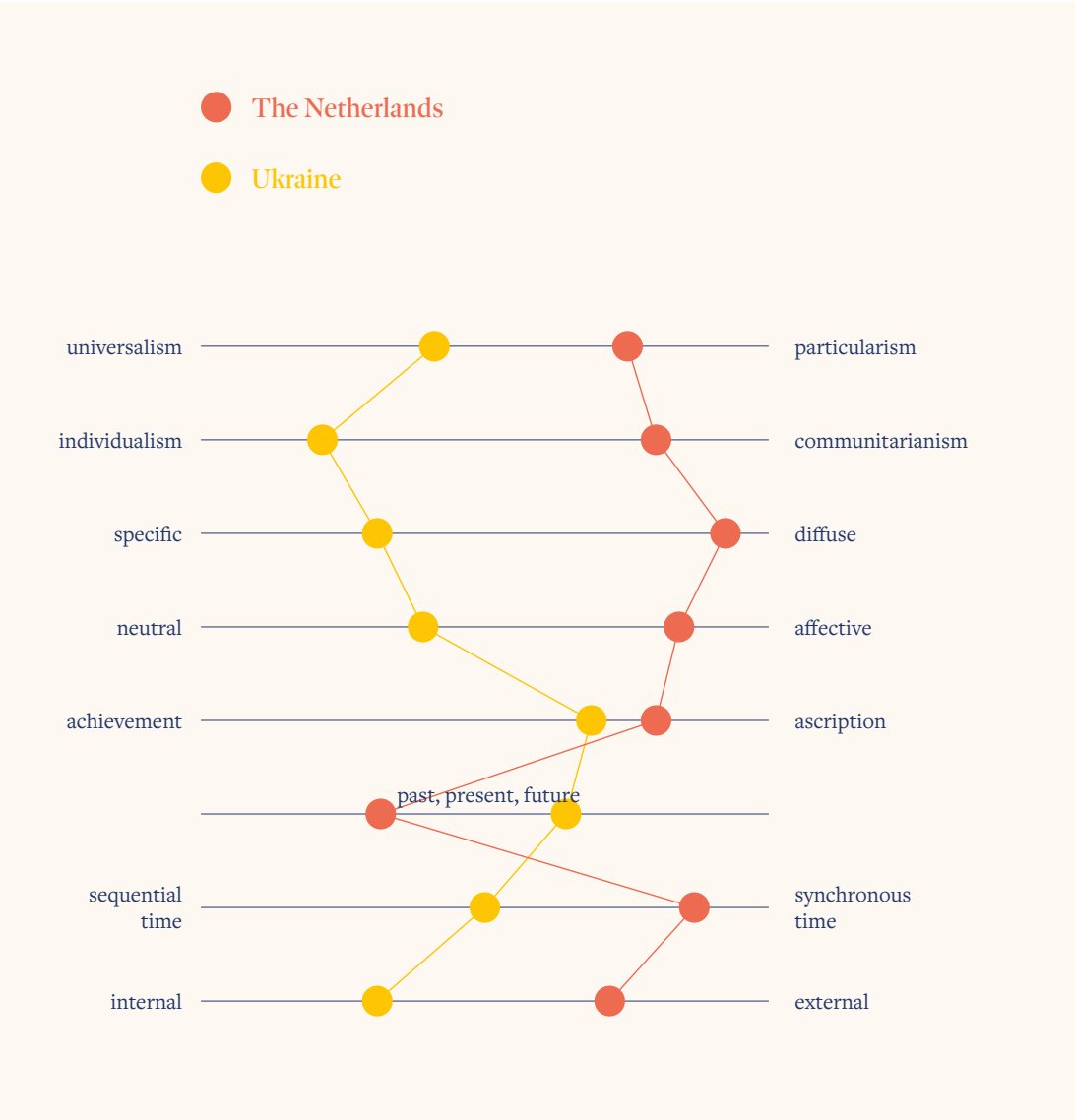
Figure A-3: Scores of the Netherlands and Ukraine on theultural dimensions of Hofstede (1980)

A2: Research session plan

The research session plan includes its procedure for interviewing Ukrainian guests and Dutch hosts (*Appendix 2.1*), the cards that are used in the session (*Appendix 2.2*) and the sensitizing booklet that is given prior to the interview (*Appendix 2.3*).

A2.1 Procedure

Below, the procedure for the research session can be seen. The formulated questions aim to guide the conversation, but have not necessarily been asked to everyone.

0-5 minutes : Introduction
Explain goal
Dear NAME, thank you for participating in this research. My name is Jennifer and I am a student at the Technical University of Delft. I am researching the experiences of hosting and guests at private housing. I am doing this in collaboration with the Dutch Council for Refugees. We would like to use your insights to better facilitate private housing in the future. Your insights can have an impact how this would be facilitated.
The interview will take about one hour and includes three parts. First, I would like to sketch your hosting situation. Then, we will go into the sensitizing material, your booklet. At last, we will play a game to figure out your values in living together and to get better insights in your relationship with your host.

Practicalities
Consent form
It is important that I have your approval for analysing the data. Your data will be used anonymously only and your personal data will not be shared with your host or any other party.

Recording conversation & picture?
I would like to record the conversation so I can listen to it later and better analyze it.

Open to all experiences
I am very curious to your experiences and there are no good and bad answers. That is why I would like to ask you to talk out loud when you're thinking or making any considerations. I will treat the information anonymously and will not share it with your host or any other party. If you share your experiences I can get a better understanding of your live together with your host and better facilitate private hosting in the future. All info is valuable!

Questions?

5 - 10 minutes : Sketching the situation
- How many guests? Children? How old?
- How many hosts? Children? How old?
- What was your occupation in Ukraine? (only for guest)
- Do you have a (paid) occupation in the Netherlands? What? How many days? (only for host)
- In what environment is your house/appartment?
  o City - close to center, City - edge of town, Village, Rural, Other
- Where did you live in Ukraine? (only for guests)
  o City - close to center, City - edge of town, Village, Rural, Other
- Do you think the change of environment impacts you? (only for guests)
- Which facilities do you/guests have?
  o Own room, Own toilet, Own douche/bath, Own kitchen, Own garden/balcony, Own frontdoor

10 - 30 minutes : Sensitizing booklet
day 2
- Did you live somewhere else before? Private or municipality housing? (only for guests)
- Why did you choose for private housing? (only for guests)
- What are your reasons for being a host? (only for hosts)
- Did you host other people before? (only for hosts)
- Can you tell me more about the positive moment of living together?
- I see that .. is not so nice. Can you tell me a bit more about this?
- I see the other helps you with ... What do you think of that? Why? Does the other help you as well?

day 3
- Can you tell me more about these important themes?
- How does this translate to daily life?
- Do you think the other shares these beliefs?
- What values could be in conflict with the other?

day 4
Remember: Ask about the relationship between host and guest
- What are certain routines that you have? What do you do every day? Alone or together? If alone, would you like the other to join you?
- What activities do you do together? what does that look like? do you like that? where do you see each other the most? Think of cooking, studying, household chores, childcare, gardening?
  o Think of administration, learning Dutch, studying, finding work, volunteering, getting to know other refugees, getting to know other residents of NL, making friends
- Do you feel that you live more together or live more apart from each other? What do you think of that?
- Do you feel that you share your own culture in a certain way? how?
- Do you share certain resources? Food, fuel, clothing, other?

- How was your first day together? what did you do? talk about expectations? to move house? For example, have you drawn up certain rules?
- Going into future dreams, are you already working on that? is the other able to help you with that? *can be tricky for guest

30 – 60 minutes : Focus
In front of you are cards with different subjects, these are illustrated by an image (see figure A-4). I would like to find out what is important to you and how this is similar or different to the people you live with. I would like to ask you to distribute these value coins and place them on the cards that are important to you. You get 8 coins and you can distribute them all. It is possible to give one card several coins if that is important to you.

[*Give me a moment to hand out the coins. Then I go into the cards they gave coins to. Ultimately, I'm also curious why they didn't give coins to certain cards. To understand more about these cards and values, I will ask if they can share a personal story that shows that this is an important theme for them.*]

- Why did you give this card X coins? Can you tell me a personal story about card X?
- How does your host/guest do this? Can you identify with that?
- Have there ever been misunderstandings about this subject with your guest?
- Do you feel that you live with each other or live past each other? What do you think of that? Would you like to change it?

In addition, I would like to gain some insight into your relationship with host/guest.
Put the cards out in front of the participant and lay out a few cards (see figure A-5).
For example, a hotel is typical of always having someone ready and preparing the food. At a hostel you are responsible for your food, but there are always people ready to help you get to know the city.

- Can you tell me more about your relationship with host/guest based on these cards?
- What do you think are the critical factors that determine whether hosting is a success or a failure?
    o Show tips
- How satisfied are you with staying in private housing? / How satisfied are you with hosting refugees?
- Finally, I would like to know if you would recommend this experience to friends? on a scale of 0-10
- Is there anything else that you think is important for this research and that you would like to share with me?

I will analyse the data and eventually design something to better facilitate private hosting in the future. Would you be okay with it if I contact you again in the future about my research project?

A2.2 Cards used in the research sessions

Below, the cards to elicit personal stories in the research sessions can be seen (figure A-4 & A-5).

Figure A-4: Topic cards used in the research sessions
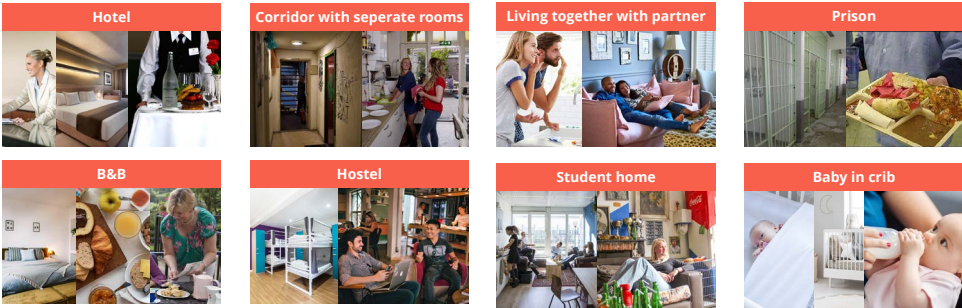
Figure A-5: Metaphorical cards used in the research sessions

A2.3 Sensitizing booklet

Below, the sensitizing booklet that is given prior to the interview can be seen (figure A-6).

1 This is me

Name: ....

Nationality: ....

Language(s): ....

Age: ....

Education background: ....

I am living here since: ....

I am a: host   /   guest

I am living here because: ....
....
....
....

Who is living together with you?
Draw them in the house.
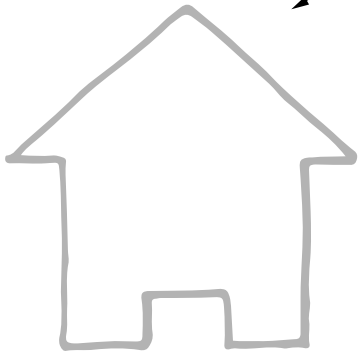
2 Living together

I would like to ask you to fill in these exercises by drawing or writing, or a combination of these.

Examples:

I like cooking together!
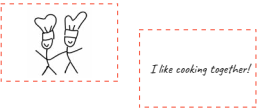
The favorite part of living together with my host/guest is:
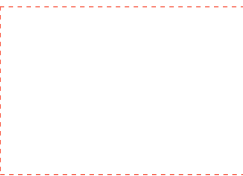
I would like to experience this with my host/guest:
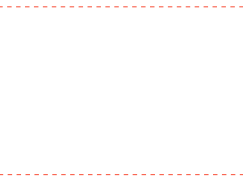
My host/guest helps me with:
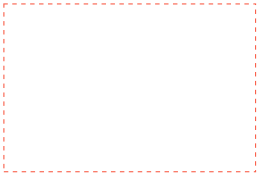
I have quality time with my host/guest when:

I don't like it when my host/guest does this:

3 Important themes

What are important themes and values that play a role for you when living together. Think about social contact, security, chores, cleanliness, privacy.

Step 1
Use the value circle to indicate what plays an important role for you. Place the most important things in the center and place less important things further to the outside.

Step 2
Highlight two aspects below.

★ .... because ....

....

....

★ .... because ....

....

....

Example:

Me

4 My usual day

I would like to ask you to fill in this timeline on the basis of the steps described below. Think about what you do when you wake up, what activities you like to do on the day, who you see and what you usually do in the evening. Also mention activities with your host/guest.

This is when you wake up

Example:

This is when you go to sleep

Ideally, my future looks like this:
Think about what you aspire to do in the future.

Step 1
Fill in the timeline above with daily activities from the moment you wake up.

Step 2
Think about these moments. How do you look towards it? What moments are positive and negative. Place the green and red stickers at these moments.

Step 3
Pick one positive and one negative moment and explain why that is.

🙂 ....
because ....
....

☹ ....
because ....
....

Ready! **Thank you for contributing**

This is not been asked but I would like to share this: ....
....
....
....
....
....

Thank you for contributing!

I would like to ask you to take pictures of all pages and e-mail or WhatsApp them to me! The answers will help me to get to know what is most important when living together. Please hold onto this booklet so we can look into it during the interview.

Contact info
j.k.jansen@student.tudelft.nl
+316 57275870

Figure A-6: Sensitizing booklet (including the previous pages)

A3: Ethical considerations

Diener and Crandall (1978) have identified four areas of risk in ethical research: harm, lack of informed consent, invasion of privacy and deception. Below, these areas will be deepened with the considerations of the research sessions.

Harm
At the beginning of the research session, the researcher explains that they are curious to hear their personal experiences about private housing and that the participants can choose themselves what they want to talk about (or not). Throughout the research session, the researcher pays extra attention to non-verbal signs of discomfort. If the participant is uncomfortable, the researcher is able to refer them to humanitarian organisations that might help them further.

Lack of informed consent
The participants are provided with written information about the research study and goal. The relevance of hearing their personal experience to the study is explained. Next to that, the session process, data collection, data analysis and storage is illustrated.

Invasion of privacy
All personal data that is collected about the participant that can identify them, such as name and location, will not be shared beyond the researcher. The research session is audio-recorded and will only be used for data collection purposes. Participants can choose whether they give consent to have pictures taken where they will either be recognizable, anonymized or not at all. Next to the fact that this is formulated in the informed consent form, the researcher has also verbally explained to what they give consent.

Deception
When recruiting participants, the researcher explicitly mentions that it will be about their private housing arrangement in relation to their guest / host. Before starting the research session, the researcher explains that they can refuse to answer research session and that they are able to withdraw from the study at any time. Next to that, the researcher explains that this interview is for study purposes and that they are not able to change or improve their housing arrangement to avoid hopeful thoughts.

A4: Design explorations

This chapter gives insight into the design explorations that led to the final concept. It starts with a brainstorm session and a co-creation session (*Appendix 4.1 & 4.2*). After careful consideration, eight ideas were chosen to be analysed (*Appendix 4.3*). Based on those take-aways, four concept directions were tested (*Appendix 4.4*). The results of those tests led to the direction and development of the final design concept *Form*.

A4.1 Brainstorm session

The starting point for the ideation phase was the design goal, interaction qualities, the framework for intervention and the improved journey. It raised the following questions:

- How and to what extent will the guests and hosts be **guided towards the topic(s)** of the conversation?
- How and to what extent will the guests and hosts express themselves **verbally and non-verbally**?
- How and to what extent will the guests and hosts be guided to **set social living agreements**?

Brainstorming helps to increase the fluency of ideas and to get a different perspective on the problem space.

Research questions
- How and to what extent are the guests and hosts able to **acknowledge clashes due to different lifestyles**?
- How might we stimulate guests and hosts to **reflect on and express** their needs and expectations when living together?
- How and to what extent are the guests and hosts able to **set social living agreements** based on their conversation?

Procedure
The principle of brainwriting is to draw the option for every "How might we". This encourages to think of specific elements of the solution that might be neglected in writing. First, options are given for the following "How might we":
- How might we express needs and expectations to someone that we are living with?;
- How might we express thoughts and emotions in non-verbal ways?;
- How might we express ourselves when we disagree with someone that we are living with?;
- How might we set social living agreements?;
- How might we decide on what living needs and expectations we want to share?
- How might we initiate the conversation?

Afterwards, it is encouraged to combine the options to try to create all-encompassing solutions for the main research question.

A4.2 Co-creation session

Co-creation helps to include the perspectives of Ukrainian people who participated in private housing and the perspectives of the Dutch Council for Refugees.

Research questions
- How might we stimulate guests and hosts to reflect on and express their needs and expectations when living together?

Procedure
The co-creation session can be divided into seven sections:

1. Introduction & Welcome
I welcomed everyone and helped to make the resource group at ease. Then, I explained that I will be the facilitator of the co-creation session and introduced them to the agenda for the session. I explained the problem as perceived and its context.

2. Diverge (How might we)
First, the resource group is asked to explore the field of living together with someone with a purge. They will be encouraged to write down any word or idea that pops up in their mind around the theme.
   Then, the resource group is asked to generate options on three different "How might we's" (How might we express needs and expectations to someone that we are living with?; How might we express thoughts and emotions in non-verbal ways?; How might we express ourselves when we disagree with someone that we are living with?) Before and after these "How might we's", they are asked to share their ideas related to the main question of the session: "How might we stimulate guests and hosts to reflect on and express their needs and expectations when living together?" To trigger the resource group to think outside of just the hosting arrangements, they will first think about options related to "someone that we are living with" and afterwards relate it to the guest and host relationship.

3. Break

4. Reverge (Sequencing)
All options are put on a board by the facilitator. The resource group is asked to put the options in the C-box. This helps them "*to gain a shared understanding and an overview of all options generated*" (*Heijne & Meer, 2019*).

5. Converge (Hits or Dots)
The resource group is asked to put 5 stars on the options that they think are most promising.

6. Diverge (Make a poster)
The resource group is asked to turn the abstract ideas and discussions into concrete concepts by making a poster. Each individual will present an idea by making a poster. They are guided to make a poster by choosing 3 options and formulating an unique selling point of their idea.

7. Converge (Elevator pitch)
Lastly, the individuals will present their idea with the use of their poster.

Participants
The participants for this co-creation session is two people from VluchtelingenWerk (of which one Dutch person and one Ukrainian person) and one Ukrainian person who participated in private housing.

Data collection
The session was video and audio recorded with consent.

Data analysis
Relevant quotes are extracted from the audio-recording and written notes. These are analysed to get insight in their perspectives on the problem as perceived and the related solution space.

Results
The data and analysis led to the following insights:

- Guidance is needed for both guests and hosts
- Focus on mutual respect and understanding
- Create equality in the conversation by creating a space where guests and hosts can both contribute to the content of the conversation
- Constant negotiation
- Support from an external partner is essential
- Explain the importance of sharing the needs and expectations
- Basics need to be in place first: sufficient living room space
- It is okay to have conflicts: what matters is the way to manage them
- It is easier to share disagreements when you get to know people
- Essential to prepare hosts and guests for the conversation
- Content of the conversation should be directed by the hosts and guests

A4.3 Eight ideas analysed

Many ideas resulted from a market analysis and a brainstorm session. After careful consideration, eight ideas were chosen to be analysed with the Itemised Response Method. This means that all ideas are evaluated based on their positive, negative and interesting aspects. It helps to gain a better understanding of the solution space (*van Boeijen et al, 2013*).
   The eight ideas were chosen and evaluated based on the criteria mentioned in "Design boundaries and requirements" (*p. 56*).

Idea 1: Guiding questions (kletspot)
Hosts and guests ask each other questions with a card set that is always available on a common place (e.g. the living room or dinner table). This way, it becomes easier to share stories as they do not have to think about the questions themselves.

Evaluation
+ It has a low threshold to ask a question
+ It is always available
+ It is suitable for a long and short conversation
- It is not a very inspiring solution
- It could lead to just answering the question and missing out on the opportunity of an in-depth conversation
! Different categories could propose a wide range of questions
! Could be made more playful by adding a competitive element
! Questions that arose from the cultural dimensions could inspire these questions
? What is the "best" way to ask the questions?

Idea 2: What would you do?
Hosts and guests are presented a dilemma that is related to activities in the house. They must choose between e.g. always cooking something delicious and never having to cook again. By thinking about the dilemmas, they will reflect on their values and are able to express them through these extremes.

Evaluation
+ Easy trigger for a conversation
+ It has a low threshold to present a dilemma
+ It is suitable for a long and short conversation
- It could lead to just answering the dilemma (left or right) and missing out on the opportunity of an in-depth conversation
! Could be a fun game when the dilemmas are chosen carefully

Imagine if you were..

Idea 3: Roleplay
Hosts and guests pretend to be someone else when sharing their story, e.g. deciding what to do in a real-life situation. Roleplaying could be played in combination with e.g. "questions" or "dilemmas". Thinking about another perspective triggers them to analyse their decision in how it might differ from/be identical in how they would usually share their story.

Evaluation
+ It triggers them to look at a situation from different perspectives
+ It helps them to understand practices in other cultures
- It could be difficult to express thoughts for someone else
- It could emphasize on stereotypes
- It could not get insights in practices of the other person
! Looking at a situation from different perspectives can be realized by more ways than impersonating someone else, e.g. through different emotions or situations.

Idea 4: Trigger video
Hosts and guests are presented a video in which they see situations in the private housing environment. The video shows the nuances in how people from different cultural background might react to different situations, e.g. declining a cup of tea and being surprised that it is not offered again. After watching the video, hosts and guests can describe the situations that they thought were interesting and start a conversation about the differences in reactions to situations.

Evaluation
+ Easy to trigger conversation
+ Seeing something instead of reading something
- Difficult to take every perspective into account
- It tells the story of fictive persons, not the actual users
- It needs something extra to guide the conversation
! It needs to be developed once, and can be seen by multiple families
! Questions that arose from the cultural dimensions could inspire the shown situations

Idea 5: Probe tablecloth
Hosts and guests usually talk about their day during dinner. This conversation can be guided by a tablecloth that includes probes, e.g. fidgeting tools or a world map. Situations can be visualized on the tablecloth that could trigger conversation. It is a low-key conversation starter and can be used by a large group of people (instead of a limiting amount of people).

Evaluation
+ Dinner is already a time of day that is used for talking about their day
+ Everyone around the table is able to use it
- Unclear what should be on the tablecloth
Q Will it be used every time during dinner?
Q How will the probes look like?

Idea 6: Interactive book
Hosts and guests read a story which includes multiple decision moments. Based on what they choose to do in such a situation, they go to another page in the book to see the reactions. It gives insight in different responses in different situations.

When choosing X,
go to page Y

Evaluation
+ It gives insight in different responses in different situations
- It tells the story of fictive persons, not the actual users
- It needs extra guidelines on how to initiate the conversation between the users
- Individual to read a book
- Passive activity
! Making decisions and seeing the responses is fun
! Could be combined with "dilemmas"
! Questions that arose from the cultural dimensions could inspire the shown situations
Q How to include both host and guest in this activity?

Idea 7: Conversation tools
Hosts and guests express their thoughts using conversation tools, helping them to guide their thoughts and be more comfortable to talk about them. The tools are made of different materials that could elicit different emotions, e.g. dark leather could be a metaphor for dominance. The tools could be attached to each other and thus building a conversation piece by them.

Evaluation
+ Having a tangible object helps to express thoughts
+ It is especially suited for this target group and context, meaning people who might not be fluently in English
- It could be very abstract: needs guidelines on how to use the conversation tools
! Looking into the fields of haptics and sounds is inspiring
Q What will define the look and feel of the conversation tools?
Q To what extent will the conversation tools help them to express themselves?
Q Will it be intuitive to use the conversation tools? If no, is that okay?

Idea 8: In the old days..
Hosts and guests are asked to share stories from their regular life (before living together). They reflect on the story by thinking about how they would handle such a situation and evaluating the different and equal responses. Afterwards, they relate it to their (future) living situation.

Evaluation
+ Sharing personal stories helps them to get to know each other (on a deeper level)
- What you used to do does not mean that you will do the same thing when living together
! Stories can be shared in various ways
! Could be combined with conversation tools
Q How will the guest and host decide on what story to tell?
Q How will they decide on the social rules?

Design focus
The analysis with the Itemised Response Method was a new starting point for more questions and inspiration. A list of the most promising beneficial qualities is shown below:

Listing the most beneficial qualities acted as inspiration but also a means to formulate criteria for the final concept:

- Low-key conversation starter (idea 1 and 2);
- Including multiple perspectives on a certain topic could elicit interesting answers (idea 3);
- Seeing something that triggers the conversation, instead of verbal questions (idea 4);
- Expressing themselves in non-verbal ways helps them to express themselves when there is a language barrier (idea 7);
- Sharing personal stories helps them to get to know each other (idea 8).

It led to the following questions:

- How specific should the trigger for the conversation be?
- How should serious and fun topics be included?
- How should multiple perspectives be included?
- What is the right balance between expressing verbally and non-verbally?

Combining the mentioned beneficial qualities led to development of four idea directions that could be tested (*Appendix 4.4*).

A4.4 Four concept directions tested

Based on the beneficial qualities that are mentioned in "Design focus" (p. 115), four concept directions are developed that could be tested. This part describes the approach that I used to gain insights on the four concept directions.

Testing with paper prototypes helps to gain early insights on the four concept directions.

Research questions
- How and to what extent are people able to express their thoughts on living situations with the use of (concept 1) an illustration and emotion puppets; (concept 2) roleplaying; (concept 3) dices; (concept 4) creating questions?
- How and to what extent are they able to set some social rules based on their conversation?

Sub-research questions
- How specific should the trigger for the conversation be?
- How should serious and fun topics be included?
- How should multiple perspectives be included?
- What is the right balance between expressing verbally and non-verbally?

Procedure
The test session included four sections:

1. Explain goal of the test
First, the goal and contents of the test session were explained. My focus was on highlighting the importance of sharing their experiences through which they could create an impact on improving facilitating private housing in the future. I explain that I will be there to observe and not interfere when they are interacting with the prototype.

2. Empathize with being a guest or host
As the test sessions were not conducted with guests and hosts, I asked them to empathize with being a guest and a host. While empathizing with a guest and a host, I emphasized that they could share their personal stories and did not had to pretend to be someone they were not.

3. Interact with prototype
The participants were given the prototype and were asked to interact with it like they would use the actual product.

4. Evaluate
All participants have conducted the test with one prototype and were asked to give their input on the other three concept directions. This helped me to get a better understanding on the relation and considerations between the concept directions. The evaluation was structured by prepared evaluating questions and a questionnaire including the evaluation on relevant keywords of AttrakDiff and statements of SUS.

Participants
To evaluate the concept directions, test sessions are conducted with two Dutch households and design students.

Location
Ideally, the sessions were conducted at their home so the participants would be comfortable talking about their experiences. However, this was not feasible for all sessions: a part of the test sessions is conducted at the design faculty.

Data collection
All research sessions were audio recorded. Photographs were taken occasionally by me (when given consent). Written notes were made based on observations. After interacting with the prototype, evaluating questions were asked (*Appendix A5*). Next to that, they are asked to fill in a questionnaire that includes evaluation on relevant keywords of AttrakDiff and statements of SUS (*Appendix A5*).

Data analysis
Relevant quotes were extracted from the audio-recording and written notes. These were analysed to get insight on validations, improvements and adaptations. The questionnaire is analysed to get insights into the relation between the concept directions on relevant keywords of AttrakDiff and statements of SUS.
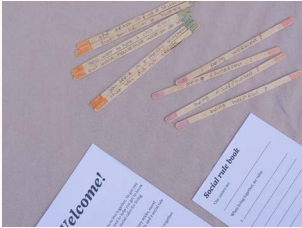
Limitations
These initial test sessions are not conducted with guests and hosts. To (partially) include the perspectives of guests and hosts on the four concept directions, I have evaluated the concept directions with the Dutch Council for Refugees. Testing with the two households and design students helped me to get early input on the concept directions as opposed to when I would have brought all four concept directions to a higher level to test it with guests and hosts.
   More participants have interacted and tested concept direction one unlike the other concept directions. To include the perspectives and considerations of the participants on more concept directions, I asked them to give their input on the other concept directions and give their input in relation to the prototype they interacted with.

Results
The data and analysis led to insights for each concept (pages 118 to 1212).

Overview of concepts
Below, an overview is given of the different elements of each concept direction.

choosing the topic	deliberately	deliberately	random	random
triggering the story	illustrations of living situations	illustrations of living situations	topic and emotion dice	creating a question
sharing the story	verbally & non-verbally (emotion puppets)	verbally	verbally	non-verbally (drawing)

Concept 1: sharing stories based on illustrations and emotion puppets, tested with prototype A

Explanation of the concept
1. Describe the living situation
    With trigger question "What catches your attention in this situation?"
2. Express your thoughts with the emotion puppets
    With trigger questions like "What if this happened in your previous home?"
    and "What if this happens when you are living together?"
3. Set some social living rules based on the conversation
    With trigger question "How would you want to use the shared facilities?"

Unique selling point
By using emotion puppets to express the thoughts, participants are triggered and challenged to think about what they feel towards a living situation. Next to that, it might be easier to express themselves by using tangible objects instead of verbally.

Results
Below, the main take-aways are shown.

Triggering the story
The illustrations are open for own interpretation. This way, the users can create their own story.
> *Triggering stories with illustrations is preferred.*

Expressing with emotion puppets
The ambiguity of the emotion puppets helps the participants to think about their emotions towards a living situation. It could also lead to confusion about what it is supposed to mean, instead of what the participants feel towards it.

"Now I think more about how it actually makes me feel (using emotion puppets) instead of when "happy" is just written down"

"She filled in already what this emotion would mean to me (furious) but I felt more frustrated"

> *To avoid misunderstandings, it is important to express what the user means when referring to an emotion puppets.*

It felt more naturally for participants to choose their own emotion with their story instead of forcing that emotion on the topic.

"I would first be disappointed (points to the purple emotion puppet), then I would be sad (points to the blue emotion puppet) and then I would be frustrated (points to the red emotion puppet)"

> *Explore how the users can take different perspectives on a situation in a different way (positive <> negative).*

Setting social living rules
The participants made some social living rules based on their conversation. Over all, the rules were concrete. As the social living rules were written down in a booklet, only one participant could write them. The participants were discussing while writing it down, but it could happen that there is less communication while formulating the social rules.

"Communicate face to face when we see something we do not like"(example of social rule)
> *Explore how the users can contribute both to creating the social living rules*

Figure A-7: Participant is using an emotion token in relation to the illustration, with prototype A: emotion puppets, illustrations and a social rule book

Concept 2: sharing stories through roleplaying, tested with prototype B

Explanation of the concept
1. Read and empathize with the identification card
2. Introduce yourself to the other with the identification card
3. Describe the living situation
    With trigger question "What catches your attention in this situation?"
4. How would you respond in this situation?
    With trigger questions like "What if this happened in your previous home?" and "What if this happens when you are living together?"
3. Set some social living rules based on the conversation
    With trigger question "How would you want to use the shared facilities?"

Unique selling point
Through roleplaying, the participants are triggered and challenged to think about other people's perspective on a living situation. Afterwards, they can relate it to their own perspectives and create social rules.

Results
Below, the main take-aways are shown.

Expressing through roleplaying
The participants mentioned that they did not feel like they could convey their own perspective because roleplaying blocked them in the discussion. They mentioned that they had a hard time empathizing with the identification card and did not understand the purpose behind it. The participants knew each other and mentioned that they felt more comfortable roleplaying with people they know. However, the actual users of the intervention would be people that do not know each other. It might be scary to roleplay with people they do not know.
> *Roleplaying is not a preferred method to include multiple perspectives on a situation*

Concept 3: sharing stories with dices, tested with prototype C

Explanation of the concept
1. Roll the topic and emotion dice
2. Share a story when you encountered [topic] and felt like [emotion]
   With trigger questions like "Can you share a memory when you encountered [topic]?"
   and "Can you relate it to [emotion]?"
3. Take turns
4. Set some social living rules based on the conversation
   With trigger question "How would you want to use the shared facilities?"

Unique selling point
By rolling the dice with emotions, the guests and hosts are triggered and challenged to express their thoughts on a topic that is related to the living situation with a chosen emotion. It helps them to think about the living situation with different perspectives.

Results
Below, the main take-aways are shown.

Triggering the story
Introducing specific topics helps the participants to share their story. They usually share how they are used to doing it and then try to discuss with each other how they would do it when they would live together.

"Usually when we cook, we'll clean it and put it in the dishwasher immediately"

> *Include specific elements like a "full trash" instead of vague terms like "cleanliness".*

In practice, tangible dices will not work as it limits the amount of topics being introduced. After a while, users would have shared their story about all topics. There should be more variety.
> *Include a variety of situations so the users can discuss multiple living situations.*

The topics included mainly negative-related topics like "messy kitchen" and "full trash". However, this moment to get to know each other should be fun as well.
> *The trigger should include both an incentive to talk about a serious (e.g. clean kitchen) and fun (e.g. eating and cooking together) topic, instead of separating the two.*

Expressing with forced emotion
It is difficult to share a story with a "forced" emotion. Some mention that they do not experience the emotion that they rolled with the dice in combination with the topic that they rolled.

"hm. should i look at this [topic] when i had this emotion? hm. it is not very clear."
"messy kitchen is not this emotion (happy)"
> *Let users choose their emotions themselves, not force an emotion onto them.*

Guiding the users
Sometimes, the participants struggled to keep the conversation going.
> *Provide more guidance when sharing and listening to the story, e.g. by trigger questions.*

Dependency
It was very easy to focus on the needs and expectations of the host while not really focusing on the needs and expectations of the guest. The participants mentioned it was easy to agree with everything the host mentioned.

"Fire away [..] Tell me and I'll tell you if I like it"

> *Explore how to have both users contribute to the conversation and setting the social living rules.*

Figure A-8: Prototype C: an emotion, a topic dice and a social rule book

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Concept 4: sharing stories through creating questions, tested with prototype D

Explanation of the concept
1. Randomly pick a topic stick and a mood stick
   The topic stick includes possible living situations and the mood stick includes possible moods a person can experience.
2. Place them on the board so that a question arises. Answer without using words.
   With trigger questions like "What do you usually do when this happens"?
3. Take turns
4. Set some social living rules based on the conversation
   With trigger question "How would you want to use the shared facilities?"

Unique selling point
By introducing various perspectives (moods) when experiencing different living situations, the participants are triggered and challenged to think about what they feel towards a living situation in various ways. Next to that, specific questions might help to start the conversation.

Results
Below, the main take-aways are shown.

Triggering the story
The participants liked that they could build multiple questions. They were curious about the other questions that could be built as well.
> *Include multiple aspects into the trigger, like "full trash" and "being in a hurry"*

Although the participants liked that they could build a question with multiple aspects, the current question that is being formed included too much criterium.

"Oh, and you are also worried. well.. that is a very long sentence"

> *Provide opportunity to think about multiple aspects, but do not force it onto them.*

Expressing non-verbally
The participants liked drawing their story but mentioned it might be hard to do. Next to that, it is difficult to get in-depth without using words.
> *Encourage the users to use conversation tools to initiate the conversation while verbally expressing themselves to deepen the conversation.*

Setting social living rules
The participants wrote down social living rules, but also practical rules. The focus on the intervention is mainly on the first one: social living rules.
> *Provide examples of social living rules to inspire and guide the users.*

Figure A-9: Board for concept four: the participants are asked to put a topic and emotion stick on the board so a question is formulated

Figure A-10: Prototype D: topic sticks, mood sticks, drawing materials and a social rule book

A4.5 Design focus

It is decided to continue with concept one.

When choosing the topic of the conversation, it is preferable that the participants can choose it deliberately. This way, they are in control of the content of the conversation. Some might have a strong opinion about practices in a kitchen while others mainly want to express how they prefer to interact in the living room.

The preferred trigger to share a story are the illustrations of situations. It is visual-based instead of text-based which is preferable in the language barrier. Next to that, the illustrations are open for interpretation which helps the participants to share stories that they want to talk about instead of topics that do not matter for them.

The participants preferred to share the story by relating it to their emotions. Although concept 3 also included emotions, it is preferred to choose their emotions freely instead of forcing an emotion onto them.

For future development of the intervention, more research can be done in deepening the illustrations, using the emotion puppets and setting the social living agreements.

Figure A-11: It is decided to continue with concept one (prototype A)

A5: Prototype session plan

This chapter includes the procedure for testing the prototypes with guests and hosts, the data collection and the data analysis.

A5.1 Procedure

Thank you for participating in my research.

My name is Jennifer and I am working on my graduation project at the TU Delft in collaboration with VluchtelingenWerk. In my project I am conducting research on improving private housing.

I am focusing on private housing with a matching agency, for example, refugeehome or takecarebnb. In this process, guests and hosts would first have a matching conversation. In this conversation they will be told that, based on research, guests and hosts do not share their expectations and needs as they do not want to be a burden to the other. However, this could result in each person filling in for the other what they think upon which they act. This is not desirable as it could lead to miscommunication and irritations. Therefore, it is necessary to acknowledge that conflicts arise. What matters is, is the way to manage these conflicts.

To support guests and hosts, I have designed this welcome package. It helps you to get to know each other and set social living agreements by sharing your expectations in living together at the beginning of your living period together.

This is the welcome package and I invite you to use the package as you think it was intended to. I will only be here to observe and get back to you after you are done interacting with this welcome package.

Is this clear?

To be able to use your data in my research, I would like to ask you to sign this consent form. The most important thing is that I will use your data anonymously. You can indicate whether you are okay with me taking pictures in which you can be either anonymous or unanimous.

A5.2 Data collection

The evaluation of the welcome package is structured with three categories: usability, experience and effect. Next to that, the prototype testing was also used for exploration. Below, the data collection methods are described for each category.

Effect
- Related to the content of their conversation
    o Do they talk about their different and similar practices?
    o Do they understand the importance of expressing their possible uncomfortable moments?
    o Do they express how they would prefer to communicate their possible uncomfortable moments?
- Related to evaluating the social living agreements
    o Do they feel like they can apply the written social living agreements?
    o Do they feel more comfortable to share their expectations and needs now than before interacting with the welcome package?
    o Are they satisfied with their social living agreements?

Experience
- Related to observations
    o Do people smile or laugh?
    o Do they talk a lot?
    o Does the conversation flow naturally?
- Related to evaluating the interaction qualities (*see "Data analysis", p. 124*)
- Related to Hedonic Quality of Usability Evaluation Questionnaire (*see "Data analysis", p. 124*)

Usability
- Related to observations
    o Was it clear what was expected?
    o Did the participants follow all steps?
    o Did the participants experience any problems using the welcome package?
- Related to System Usability Score (*see "Data analysis", p. 124*)
- Related to Pragmatic Quality of Usability Evaluation Questionnaire (*see "Data analysis", p. 124*)

Exploration
- Where would they leave the welcome package?
- How would they (prefer to) write down the social living agreements?
- Do they have suggestions on how the welcome package can be optimized?

A5.3 Data analysis

Note: quantitative data on the statements related to the interaction qualities, statements of the SUS, pragmatic and hedonic quality is only collected for user test A, B, C, D, 1 and 2.

Interaction qualities

"Interaction qualities of the intervention" (*p. 55*) explains and describes the desired interaction qualities for the intervention. As it is impossible to get valuable input when asking the participants (in the pilot test, user test 1 & 2) to plainly rank the intervention on these qualities, they are formed into statements that are possible to rank.

Below, the formulated statements and their relation to the desired interaction qualities can be read.

1. I felt inspired to share my story (related to encourage exploration)
2. I felt curious to hear the story of the other (related to encourage exploration)
3. I felt like I understood the perspective of the other in the (various) living situations (related to facilitate connectedness)
4. I felt like we could share our story in an equal way (related to acknowledge the other as equal)
5. I felt like we could share both serious and fun stories (related to guiding and facilitating role)

System Usability Score (SUS)

The SUS provides insight into the usability of a system through the use of ranking statements (*Brooke, 2013*). The participants (in the pilot test, user 1 & 2) were asked to rank the following 10 statements of the SUS:
1. I think that I would like to use the welcome package frequently.
2. I found the welcome package unnecessarily complex.
3. I thought the welcome package was easy to use.
4. I think that I would need the support of a technical person to be able to use the welcome package.
5. I found the various functions in the welcome package were well integrated.
6. I thought there was too much inconsistency in the welcome package.
7. I would imagine that most people would learn to use the welcome package very quickly.
8. I found the welcome package very cumbersome to use.
9. I felt very confident using the welcome package.
10. I needed to learn a lot of things before I could get going with the welcome package.

The participants are asked to rate the statements on a scale from 1 to 5 of which 1 represents "strongly disagree" and 5 represents "strongly agree".

The score ranges from 0-100. To calculate the score, one point is subtracted from the original score for positive-oriented questions and for negative-oriented questions, the original score is subtracted from 5. Then, the scores are added for all questions and multiplied by 2.5 that leads to the final score. Scores below 55 are considered not acceptable and scores above 70 are considered acceptable (*Brooke, 2013*).

Usability Evaluation Questionnaire – Short version (UEQ-S)

The UEQ exists out of metrics that provide insight into the pragmatic and hedonic quality of a system. Pragmatic qualities can be related to usability (perceived usefulness, efficiency and ease of use) and hedonic qualities can be related to experience (emphasizing on stimulation, identification and evocation) (*Mercun & Zumer, 2017*). The original version includes 28 metrics and the short version includes 8 metrics. For my project I have used the short version. Schrepp (2019) explains that it is recommended to use the short version (UEQ-S) when the researcher is also including other metrics and evaluating questions. Otherwise, the questionnaire will be very long and tiring to fill in for the participants which could lead to a decrease of the quality of the answers (*Schrepp, 2019*).

The 8 metrics of the UEQ-S are the following:
o   obstructive – supportive (related to pragmatic quality)
o   complicated – easy (related to pragmatic quality)
o   inefficient – efficient (related to pragmatic quality)
o   confusing – clear (related to pragmatic quality)
o   boring – exciting (related to hedonic quality)
o   not interesting – interesting (related to hedonic quality)
o   conventional – inventive (related to hedonic quality)
o   usual - leading edge (related to hedonic quality)

The participants (in the pilot test, user test 1 & 2) are asked to mark one box that suits their response to the keywords on a scale from 1 to 7.

To analyse the results, the data is put into an Excel sheet that calculates the mean values. *"Values between -0.8 and 0.8 represent a neutral evaluation of the corresponding scale. Values > 0.8 represent a positive evaluation and values <-0.8 represent a negative evaluation. [..] Due to the calculation of means over a range of different persons with different opinions and answer tendencies (for example the avoidance of extreme answer categories) it is extremely unlikely to observe values above +2 or below -2."* (*Schrepp, 2019*). Therefore, a score of 1.5 is a very positive value, but could look mediocre from a visual standpoint.

A6: Input pilot test, experts and guests and hosts

A6.1 Pilot test

Pilot test session helps to reflect on the critical areas of the test set-up and to gain initial insights into the required energy and time to interact with the welcome package.

Research questions
- How and to what extent can the test set-up provide insights into the following research questions?
- How and to what extent are people able to express their thoughts on living situations with the use of the illustrations and emotion tokens?
- How and to what extent are they able to set social living agreements based on their conversation?

Procedure
The test session included four sections:

1. Explain goal of the test
First, the goal and contents of the test session were explained. My focus was on highlighting the importance of sharing their experiences through which they could create an impact on improving facilitating private housing in the future. I explain that I will be there to observe and not interfere when they are interacting with the prototype.

2. Empathize with being a guest or host
As the pilot test was not conducted with guests and hosts, I asked them to empathize with being a guest and a host. While empathizing with a guest and a host, I emphasized that they could share their personal stories and did not had to pretend to be someone they were not.

3. Interact with prototype
The participants in the pilot test were presented with prototype 1 (figure A-12) and are asked to interact with it like they would use the actual product.

4. Evaluate
The evaluation was structured by prepared evaluating questions and a questionnaire including the evaluation on the interaction qualities, relevant keywords of AttrakDiff and statements of SUS.

Sampling
The pilot test session was conducted with two households who do not live together. This way, they could empathize with going from their own household to living together.

Location
The test session was conducted at one households' home who empathized with the hosts.

Data collection
The pilot test session was audio recorded. Photographs were taken occasionally by me (when given consent). Written notes were made based on observations. After interacting with the prototype, evaluating questions are asked (*Appendix A5*). Next to that, they are asked to fill in a questionnaire that includes evaluation on the interaction qualities, relevant keywords of AttrakDiff and statements of SUS (*Appendix A5*). The filled-in booklets are given to me.

Data analysis
Relevant quotes are extracted from the audio-recording and written notes. These are analysed to get insight on validations, improvements and adaptations. The questionnaire is analysed to get insights into the relation between the concept directions on the interaction qualities, relevant keywords of AttrakDiff and statements of SUS.

Ethical considerations
As the nature of the topic is sensitive, I took extra care into account when preparing the interviews and conducting them. A consent form is given at the beginning of the session, so the participants are aware of the data analysis. Furthermore, all information of the participants is treated anonymously.

Figure A-12: Prototype 1 evaluated in pilot test

Results

The following paragraphs describe the gathered insights, supported by quotes. The insights are translated to a statement to improve the design for the next user test.

Acknowledging clashes due to different lifestyles

Through the conversation, the participants understood the importance of sharing their needs and expectations with each other. They mentioned that it is valuable to discuss their different practices so that they will be prepared for it in the future.

"It's nice to discuss things like that, not that we only find out later" Host 1 P (translated to English)

Informing the guests and hosts

The participants think that they each have their own booklet as the booklets all look similar.
> *Make the booklets visually different.*

The conversation lasted around 45 minutes and the participants mentioned that they would only discuss one trigger card per time. They were open to discuss another trigger card on another evening.
> *Mention that they could discuss other trigger cards at another time if they want to.*

Guiding the guests and hosts

There is one person who reads all the steps of the guide booklet. The current design only enables one person to read it at the time.
> *Is it possible to make reading the steps more collaborative?*

Although the participants perform the next steps before reading that step, it means that it is a natural flow of steps. When they did not know what to do, they referred to the guide booklet. They mentioned it was something to hold onto during the conversation.

Creating a comfortable space

Performing the icebreaker resulted in lots of laughter. It helped them to loosen up and share a personal story of their day.

A matchmaker pointed out that the "simple question" of this icebreaker might be difficult to answer for guests which can be very frustrating. Therefore, the icebreaker was changed to thinking about a fun moment from their past week.

Triggering the conversation

The illustrations sparked questions and even small details resulted in interesting conversations. The participants mentioned that they were not forced to talk about specific topics, but that the triggers for specific conversation were put in the illustrations. This way, they were in control of the stories they wanted to share.

"Those stars are in the weekend.. What do you do in the weekend?" Guest P (translated to English)

"[I liked] that you were free to talk about what you want and were not tied to certain topics" Guest P (translated to English)

Expressing emotions

As the participants first described the situation, they already get more familiar with the situation which helps them to form opinions about certain aspects. The participants first choose a positive emotion after which they choose a more negative emotion. By choosing multiple emotions, they highlight multiple perspectives of the illustration.

"I'm happy because walking outside is relaxing for me [..] Boredom, because when I am bored I'm likely to go outside to walk [..] Frustrated, because when I am not feeling good at home I am likely to go outside" Guest P (translated to English)

"The emotions were well thought out and quite nice that there was also an explanation in the introduction booklet" Guest P (translated to English)

Setting social living agreements

The purpose of the two blocks in the social living rules booklet was confusing. They did not understand the value of writing keywords of their stories.
> *Change the set-up of the social living rule booklet.*

Writing down their social living agreements helped them to remember and revise them later in the future which they found important.

A6.2 Guests and hosts

Below, the main insights per user test can be read.

User test 1
The participants in the first user test were presented with prototype 2 (figure A-13). The following paragraphs describe the gathered insights, supported by quotes. The insights are translated to a statement to improve the design for the next user test.

Acknowledging clashes due to different lifestyles
Their conversation helped the participants to understand the importance of sharing their expectations at the beginning of living together. They understand that they should not only talk about their daily practices around a topic, but that it is more about the expectations around it. Furthermore, they understand the meaning of expressing when they are uncomfortable. At the end, they mentioned that it is okay to have conflicts when living together. This is in line with the vision of the welcome package.

"You also have to accept that it is not always uncomfortable. [..] The most important thing in the end is that you have to address it. Be honest about it and find a way to live with it. Don't run away for an uncomfortable situation." Host 2 U1

Informing the guests and hosts
Although the participants noticed the booklets were different, it was not clear how they should begin the conversation and that they were working towards setting social living agreements.
> *The introduction should provide a clear reference to the guide cards.*
> *The guide should include more clear steps and have a more "playful" look to encourage easily going through the steps.*
> *The goal of setting social living agreements should be made more clear.*

The amount of text and difficult use of language is struggling for the participants.
> *Make the introduction more concise & make use of simple language.*
The emotion tokens are understood and discussed at the beginning. They use the description in the introduction page to get familiar with them.

Guiding the guests and hosts
The guide cards supported the participants in the conversation. The trigger questions in the guide cards help the participants to include the other's perspective in the conversation. They could pose their own questions while they could also use the trigger questions in the guide cards when they wanted to.

Creating a comfortable space
No one is awkward enough to perform and everyone acts out a fun moment from the past

week. It results in laughter and they are asking questions to guess what might have happened. One person even used the emotion tokens to express themselves in the icebreaker. By posing questions in the beginning, the participants become more familiar with it and are more keen to pose questions later in the conversation as well.

"I feel we understand each other without language" Guest U1

Triggering the conversation
When opening the welcome package, the participants immediately shared stories based on the trigger cards. The illustrations prove to be a source for a wide array of conversations. They relate the situation to themselves and ask questions based on small elements in the illustration. Even elements that are not in the illustration are sources for new conversations.

"This story is about us in the first day of the Netherlands" Guest U1

"It is also important what the other eats. I mean, it would be different when the other would only eat meat. We are vegetarians, that is nice" Host 2 U1

Expressing emotions
Although the participants use emotions to describe their story, they are not putting the emotion tokens in the holders.
> *Make it more clear that there is one holder for the host and the other holder is for the guest.*

"I was not bored, but I was a bit feared and hoped that you would not fall" Host 1 U1

Setting social living agreements
Although the question about feeling uncomfortable was difficult, they shared stories when they would feel uncomfortable and how they would prefer to express it to the other.

"Uncomfortable could be that we go biking but that we see that it is a bit too difficult. Or we could have asked if you are experienced with this" Host 1 U1

The agreements include different kinds of rules in one white box. Some are house-related while others are more social-related. It was unclear that the answers on the statements are the social living agreements.
> *Change the set-up of the social living agreements.*

"For example, use of water. Cheap or expensive water leads to how much you use [..] and locking the door. Safety rules." Guest U1

Although it is mentioned that the social living agreements can be revisited later in their living period together, the design of the prototype does not enable this.
> *Make it more easy to change the rules.*

Figure A-13: Prototype 2 evaluated in user test 1

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User test 2

The participants in the second user test were presented with prototype 3 (figure A-14). The following paragraphs describe the gathered insights, supported by quotes. The insights are translated to a statement to improve the design for the final user test.

Acknowledging clashes due to different lifestyles

The social living agreements were the main focus of the conversation. They understood it is important to discuss possible differences as everyone might have different expectations. This is line with the vision of expressing expectations so they can talk about it and not avoid differences/uncomfortable moments.

"For me this was the main thing [social living agreements]. Real questions and maybe for them it has one meaning, and they have another meaning. That is interesting" Guest U2

Informing the guests and hosts

Although they mentioned that they did not know what to do, they followed the steps as it was intended to. They might have thought I would have been their mediator during the conversation.
> For testing, be clear that the researcher is there to observe and they should interact with the materials as they think it is intended to.

Just like the previous user tests, it was quiet when they were reading the materials at the beginning. Although it could be made more collaborative, it is also good that they take the time to get familiar.

Guiding the guests and hosts

Although the steps in the guide cards were understood, they are mainly text-based which could be a problem for people who are not speaking English fluently.
> Make the guide cards less text-based and include illustrations.
> Explore how Ukrainian and Dutch translation could offer a solution.
Just like the previous user tests, they performed next steps before reading them. That is okay.

Triggering the conversation

The situations were easy to relate to themselves which helped the conversation flow naturally. Next to the trigger questions, the participants were inspired to pose questions out of themselves.

They went through all trigger cards. Although they did not discuss the trigger cards with as much in-depth as the previous participants did with one trigger card, it is valuable to discuss more trigger cards as more possible situations arise.

Expressing emotions

Everyone used the yellow emotion first. They are mainly focusing on the positive aspects in

the situation. It is hard to relate negative emotions to their own situation, but it is easier to use negative emotions in relation to the people in the trigger card.

"Everybody happy. [..]. But it looks like he's burning something.. that is not so good." Guest U2

Language

Although it was difficult to communicate as they both could not speak English fluently, they really tried to understand each other. Translating is not only used to translate but also to understand each other.

"It's not just translation, we work together, we try to understand each other better, we ask if it is actually what you mean, this really helps"

Setting social living agreements

They are discussing the agreements while writing down by posing questions to the other. This way, setting social agreements becomes a collaborative activity.

"For me, mutual understanding is important, what is important for you?" Host U2

Figure A-14: Prototype 3 evaluated in user test 2

Reflecting on the experiences
To rate the (desired) interaction qualities of the welcome package, the participants evaluated statements related to those interaction qualities (*see Appendix A5*). Figure A-15 shows that all participants rated the statements with 4 or higher. This helps to argue that the intervention ranks positively on all desired interaction qualities. This is substantiated with my observations during the tests and quotes of the participants.

The intervention **encourages exploration** as all participants shared a story of their own while both referring to the trigger cards and the emotion tokens (*related to statement 1*). It shows that the trigger cards and emotion tokens inspired them to share their story. Next to that, the participants were curious to hear the story of the other as they asked each other questions and let each other finish speaking (*related to statement 2*). These questions were both derived from the proposed questions in the guide cards as their own formulated questions.

The intervention **facilitates connectedness** as the participants were more likely to understand the perspective of the other as they listened well to hear the story of the other (*related to statement 3*). This is substantiated by quotes like "yes I understand" and "I feel the same way".

The intervention helps guests and hosts to **acknowledge the other as equal** as both participants could both physically contribute to the conversation by placing their emotion tokens in their holder (*related to statement 4*). This way, they were both able to share their story. Next to that, the other was prone to ask questions of why they chose a certain emotion token which helps them to feel equal in sharing their story in the conversation.
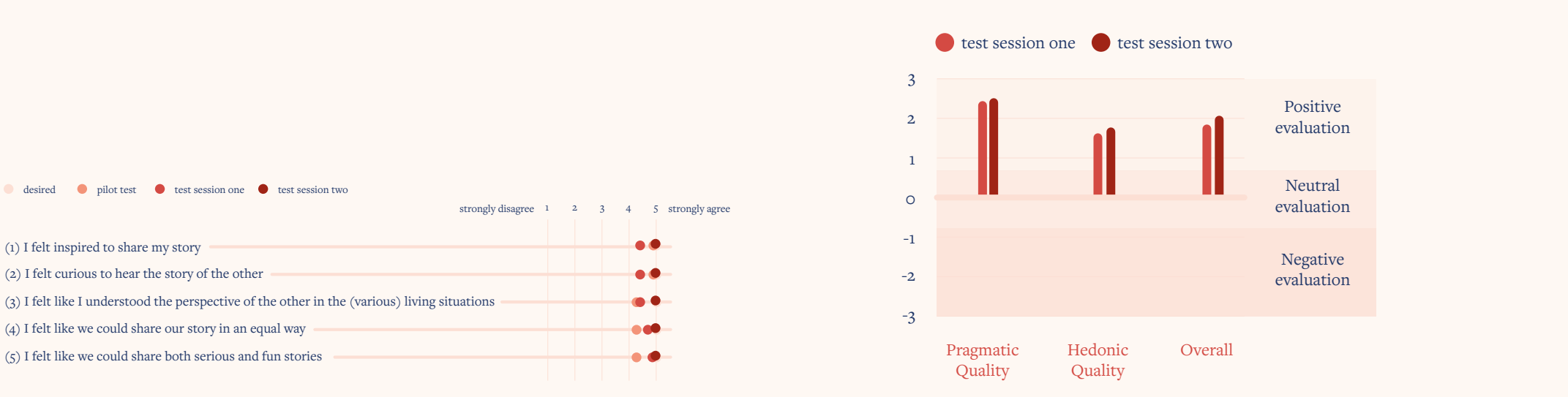
The intervention has a **guiding and facilitating role** as the intervention offers the guests and hosts to share stories of their own without guiding the content of the conversation too much.

The participants shared both stories about biking and cooking (**fun** stories) while also sharing how they would express themselves when they would feel uncomfortable (**serious** stories) (*related to statement 5*). The guide cards supported the participants in proposing questions while the participants were free to pose their own formulated questions as well.

Reflecting on the usability
Figure A-16 shows the scores for the pragmatic and hedonic qualities which are calculated with the use of the Usability Evaluation Questionnaire (*see Appendix A5*). Pragmatic qualities can be related to usability (perceived usefulness, efficiency and ease of use) and hedonic qualities can be related to experience (emphasizing on stimulation, identification and evocation) (*Mercun & Zumer, 2017*). It shows that both the scores of both pragmatic and hedonic qualities are well above 0.8 which represents a positive evaluation (*Schrepp, 2019*).

The System Usability Score is used to offer an at-a-glance snapshot of how usable the system is. The score is calculated based on the ranking of the statements of the participants of the pilot test, test session one and test session two (*see Appendix A5*): 85, 72.5 and 83.8 respectively. Brooke (2013) argues that scores below 55 are not acceptable and scores above 70 are considered acceptable. Therefore, all scores for the welcome package are considered above average and acceptable.

Figure A-15: Evaluations of pilot test (n=3), test session 1 (n=3) and 2 (n=3) on statements that are related to the interaction qualities
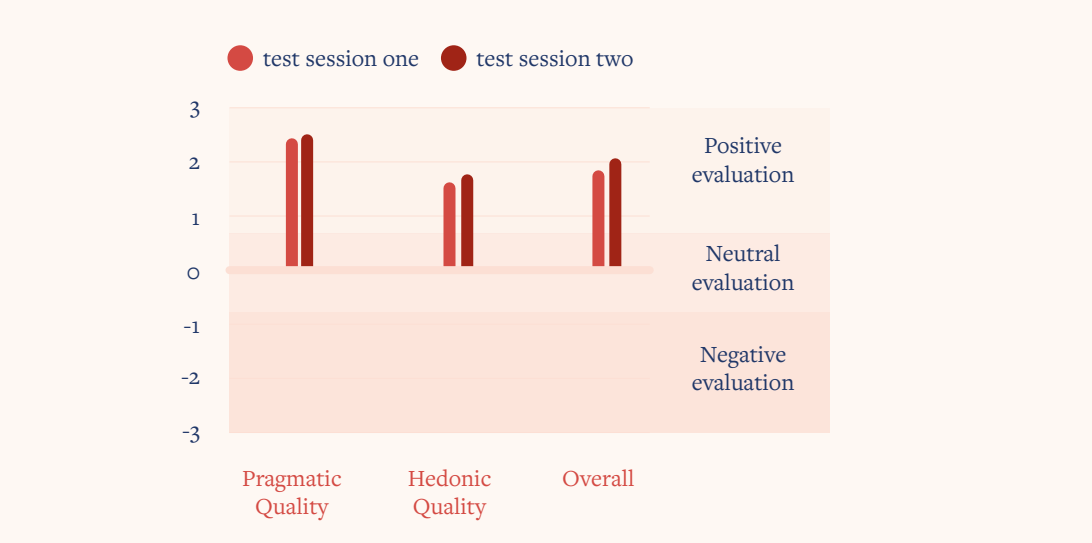
Figure A-16: Evaluations of test session 1 (n=3) and 2 (n=3) on pragmatic and hedonic quality

A6.3 Experts

The experts were involved in different stadia of the design of the concept to gain input on the concept direction. This means that some experts have given their input on several prototypes while other experts have only given their input on one prototype (see table on the right). The following paragraphs describe the gathered insights, supported by quotes. The insights are translated to a statement to improve the design for the next user test.

	Prototype 1	Prototype 2	Prototype 3
Ukrainian employee who works at the Dutch Council for Refugees	x	x	x
Ukrainian person who joined private housing without a matching agency	x	–	–
A matchmaker who works at the Red Cross	x	–	–
A project manager who works at the Dutch Council for Refugees	x	x	x
Volunteers of the Salvation Army	–	–	x

Acknowledging clashes due to different lifestyles
The matchmaker and Ukrainian colleague are confident that the welcome package will help guests and hosts to talk about their expectations. They see the value in stressing the importance of that it is okay to have conflicts and that the guests and hosts should invest time to express how they prefer to deal with it.

"You cannot force people to talk to each other, but this box increases the chances of talking about the things that matter" employee of the Dutch Council for Refugees

Informing the guests and hosts
Although the used text is correct in English, it should be changed to easier language and concise text in the context of people who do not speak English fluently. It would be interesting to explore how Ukrainian and Dutch translation could offer a solution.
> *Create more concise text and use simple language.*
> *Explore how Ukrainian and Dutch translation could offer a solution.*

"Especially in another language it needs to be very simple. From experience they [Ukrainian guests] are not very reflective. So make very clear what you want from them." Matchmaker from Red Cross

The icebreaker used in the pilot test included the guests and hosts to think about a happy moment of their day. However, this "simple" question might be difficult to answer for guests which can be very frustrating. Therefore, the icebreaker was changed to thinking about a fun moment from their past week.

Guiding the guests and hosts
The current conversation lasts around 45 minutes. It might be interesting to create a short version for people who do not want spend too much time on this conversation to ensure that they will at least talk about certain aspects instead of nothing at all.
> *Explore a short version*

Expressing emotions
The emotion tokens help the guests and hosts to understand each other without using language. It helps to tackle the language barrier. Furthermore, it will help them to think about a situation in different ways as they tend to focus on the positive aspects.

"I like the combination between verbal communication and the fun part (emotion tokens)" employee of the Dutch Council for Refugees

Setting social living agreements
Although the statements help to guide the social living agreements, it is more valuable to be direct in what they should answer. For example, questions are easier to understand when read out loud.
> *Include questions instead of statements.*

"It is nice to have the combination of the questions in the social living rule booklet. Users might not come up with it on their own so it is nice that there is guidance in this" employee of the Dutch Council for Refugees

Implementing *Form* within RefugeeHomeNL
The welcome package can be used by volunteers when they do check-ups and evaluations with the guests and hosts. This way, the volunteers have something to hold onto during their evaluation conversation.
> *How to convince RefugeeHomeNL and its actors of the value of the welcome package? And what is needed to implement the welcome package in their process?*

A7: Design iterations on the introduction, guide cards, social living agreements, trigger cards and emotion tokens

A7.1 Form and text

Form language (final concept, see figure A-17)
Explanation
All text is put on light brown backgrounds. A configuration of the emotion tokens form the logo. The yellow emotion token is used in the name logo.

Reasoning
The font Montserrat is widely mentioned as type font with high readability (*Britton, 2020; Danelaite-Ouwens, 2022*).
     Prior concept included three booklets and figure A-18 shows the process of the form language of the prototype used in test session one. By changing the colours and including the order of reading, the users know that there is a difference between the materials. For the final prototype, no booklets are used as it is too much to read which is not the goal of the conversation.

Use of language (final concept)
Explanation & reasoning
The text is presented in Dutch and Ukrainian to ensure understanding by both the guests and the hosts. The use of language in the booklets is mainly concise and simple to avoid confusion.
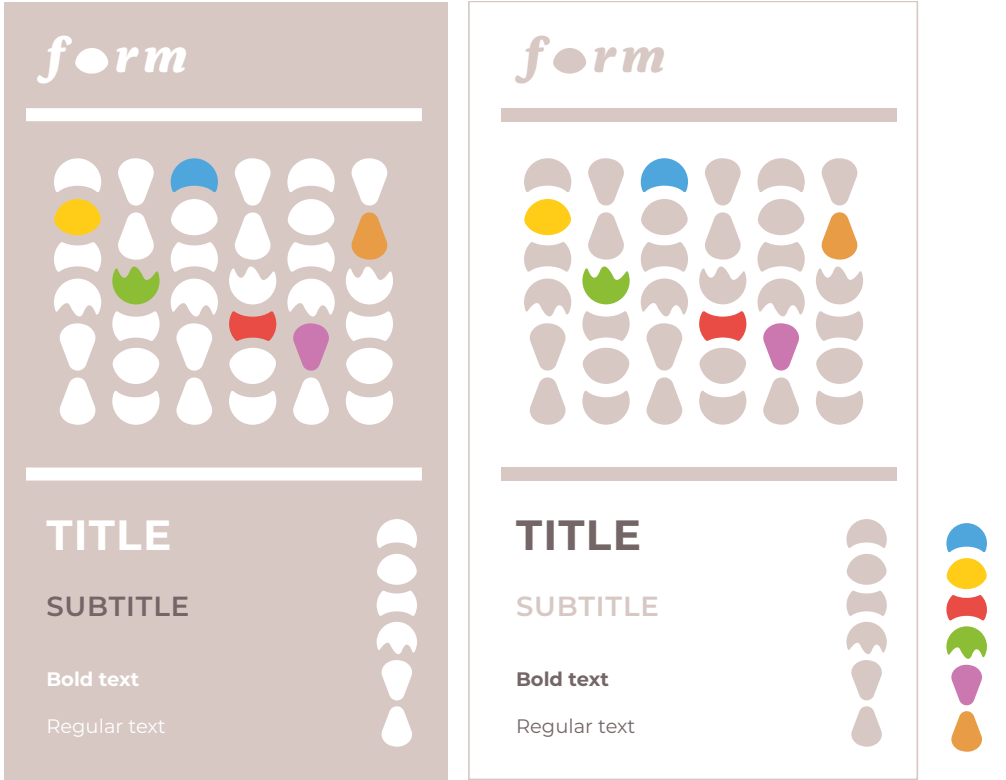
^ Figure A-17: Final form language

< Figure A-18: Process of form language for prototype used in test sesion one

A7.2 In detail: Introduction

Iteration 1 (evaluated in pilot test, see figure A-19)
In combination with the cover of the guide booklet and the social living agreement booklet of the same iteration, it was not clear that the booklets were different. Furthermore, it was noticed that few participants read the introduction. When evaluating, it was mentioned that it contained too much text.
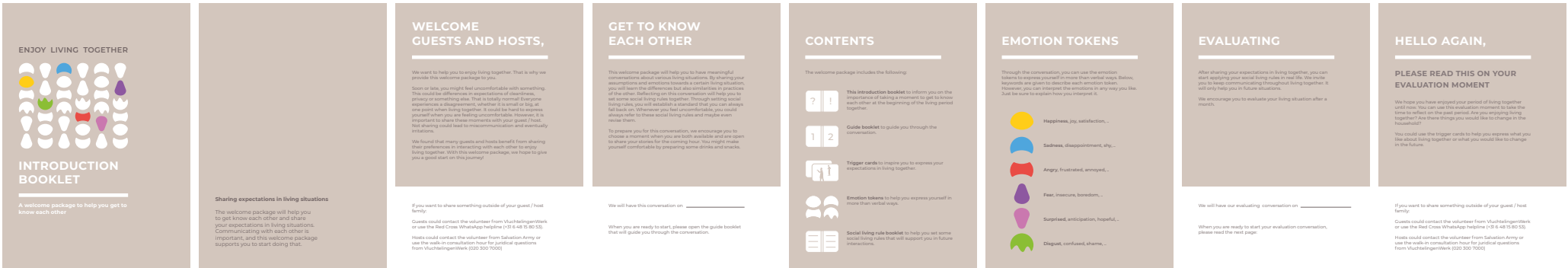
Figure A-19: prototype of introduction evaluated in the pilot test

Iteration 2 (evaluated in user test 1, see figure A-20)
Although text is removed and some sentences are made bold to draw attention, participants spend much time on reading the introduction instead of starting the conversation. The reference to the guide cards should be made more clear.

Figure A-20: prototype of introduction evaluated in user test 1

form
A welcome package to enjoy living together

WELCOME GUESTS AND HOSTS,

Soon or late, you might feel uncomfortable with something. This could be differences in expectations of cleanliness, privacy or something else. That is totally normal! Everyone experiences a disagreement, whether it is small or big, at one point when living together. It could be hard to express yourself when you are feeling uncomfortable. However, it is important to share these moments with your guest / host. Not sharing could lead to miscommunication and eventually irritations.

This welcome package will help you to set social living agreements together by sharing your expectations about different situations with the use of emotions.

Whenever you feel uncomfortable, you could always refer to these social living agreements and maybe even revise them.

Choose a moment when you are both available and open to share your stories for around 1 hour. You might make yourself comfortable by preparing some drinks and snacks.

> *When you are ready to start the conversation,*
> *please get the* **guide cards**

KEEP COMMUNICATING

After sharing your expectations in living together, you can start applying your social living agreements in real life. We invite you to keep communicating throughout living together.

We will evaluate our living situation after 1 month on (dd/mm/yy): _____

At the evaluation moment, we would like to invite you to take the time to reflect on the past period. Are you enjoying living together? Are there things you would like to change in the household?

You could use the trigger cards to help you express what you like about living together or what you would like to change in the future.

If you want to share something outside of your guest / host family:

Guests could contact the volunteer from VluchtelingenWerk or use the Red Cross WhatsApp helpline (+31 6 48 15 80 53).

Hosts could contact the volunteer from Salvation Army or use the walk-in consultation hour for juridical questions from VluchtelingenWerk (020 300 7000)

Figure A-21: prototype of introduction evaluated in user test 2 & 3

SET-UP

This introduction to inform you on the importance of taking a moment to get to know each other at the beginning of the living period together.

Social living agreements workpage to help you set social living agreements that will support you in future interactions.

Trigger cards to inspire you to express your expectations in living together.

Guide cards to guide you through the conversation.

2 x Emotion tokens & holder to help you express yourself in more than verbal ways.

EMOTION TOKENS

You can use the emotion tokens to express yourself in more than verbal ways. Below, keywords are given to describe each emotion token.

You can interpret the emotions in any way you like. Just be sure to explain how you interpret it.

Happy, joyful, satisfied, ...

Fear, insecure, bored, ...

Sad, disappointed, shy, ...

Surprised, anticipating, hopeful, ...

Angry, frustrated, annoyed, ...

Disgust, confused, shame, ...

Figure A-22: recommendation for the introduction page (including Dutch and Ukrainian translation)

A7.3 In detail: Guide cards

Icebreaker (evaluated in pilot test)
A prior icebreaker asked the guests and hosts to "think about a moment when you were happy today". Through evaluating with a matchmaker from the Red Cross, I found that this icebreaker could be frustrating to answer for some guests. They might have not been happy for a while this question makes it seem like it is a simple task. Therefore, "being happy" which indicated a state of mind was removed and replaced by a "fun moment" which is only about a (small) moment. Next to that, the period in which this moment could have happened is made broader to "the past week".

"Can be quite difficult for guests to answer. Can be very frustrating if they don't have something they are happy with" Matchmaker from Red Cross [about prior icebreaker] (translated)

Iteration 1 (evaluated in pilot test, see figure A-23)
In combination with the cover of the introduction booklet and the social living agreement booklet of the same iteration, it was not clear that the booklets were different. Furthermore, the participants spend a long time on each step.
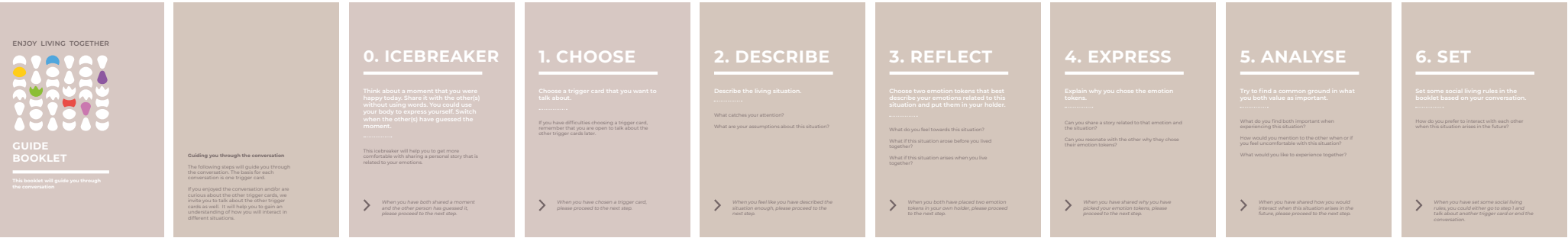
Figure A-23: prototype of guide booklet evaluated in the pilot test

Iteration 2 (evaluated in user test 1, see figure A-24)
The booklets are recognized as different, but the participants still spend a long time on each step: they are not encouraged to easily go through the steps.

Figure A-24: prototype of guide booklet evaluated in user test 1

Iteration 3 (evaluated in user test 2, see figure A-25)
English text is difficult to understand for people who not speak English fluently which is why Ukrainian and Dutch translation is integrated in the final prototype.
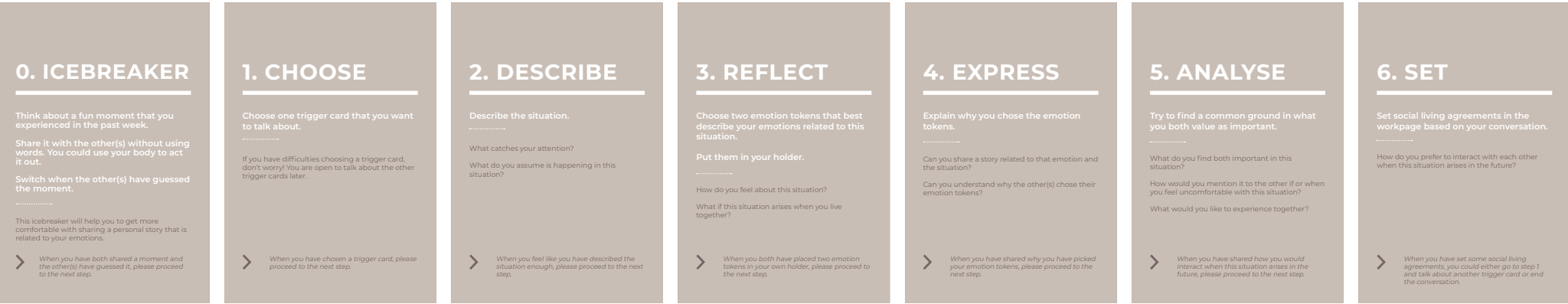
Figure A-25: prototype of guide booklet evaluated in user test 2

**Guide cards (final concept, evaluated in user test 3, see figure A-26)**
See explanation of design choices in "Guide cards" (*p. 79*)
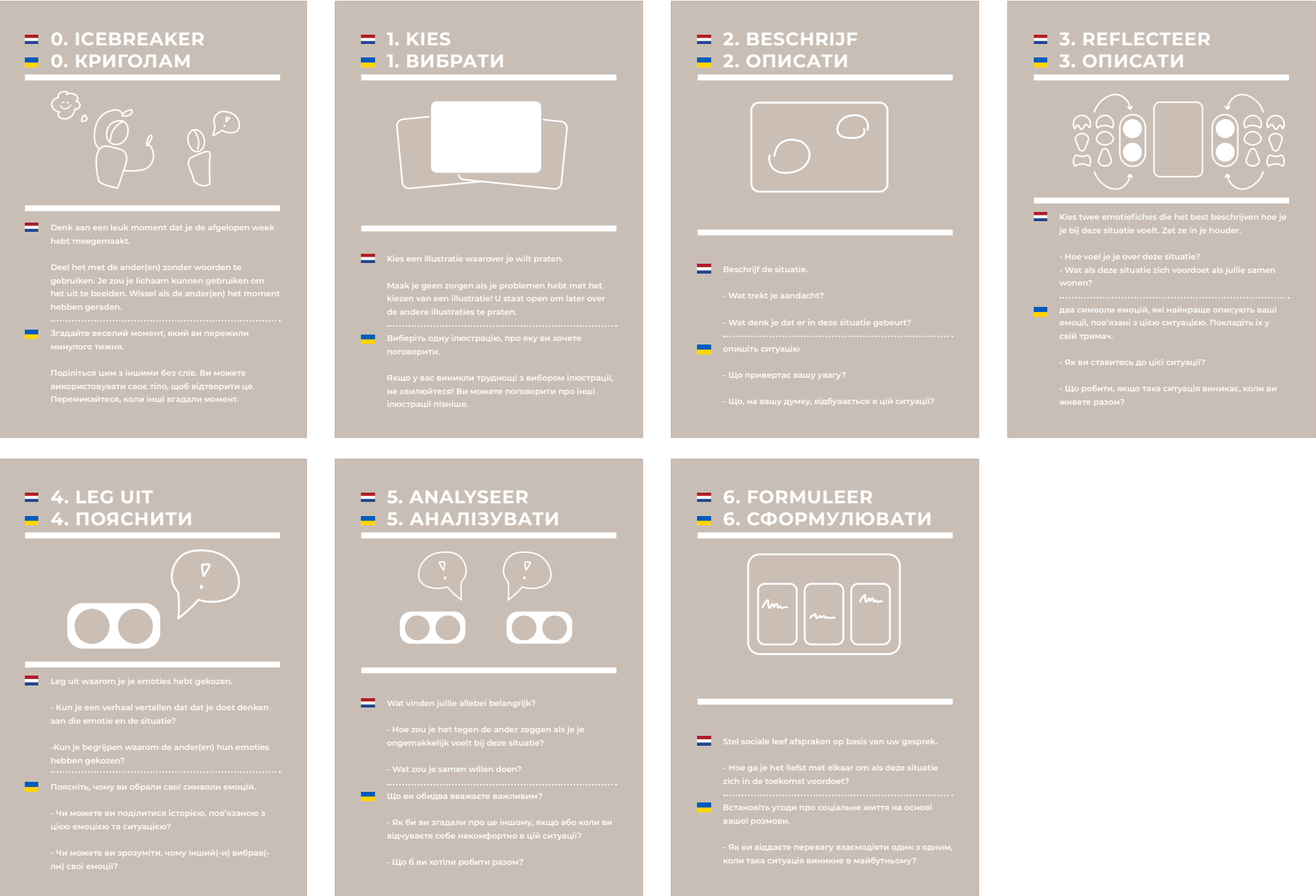
Figure A-26: prototype of guide cards evaluated in test session three

A7.4 In detail: Social living agreements

Below, the iterations on the social living agreements are shown and explained.

Iteration 1 (evaluated in pilot test, see figure A-27)

The users can write their names in the house to make it their own booklet. For each trigger card, they can fill in a page. On each page, it is asked to write down keywords of their stories including the emotions. Then, three statements are presented: (1) "We value the following as important"; (2) "If and when we feel uncomfortable, we will"; (3) "Together, we want to experience".

The participants mentioned that the white space was too small to write in. Next to that, they did not understand the value of writing keywords of their stories.
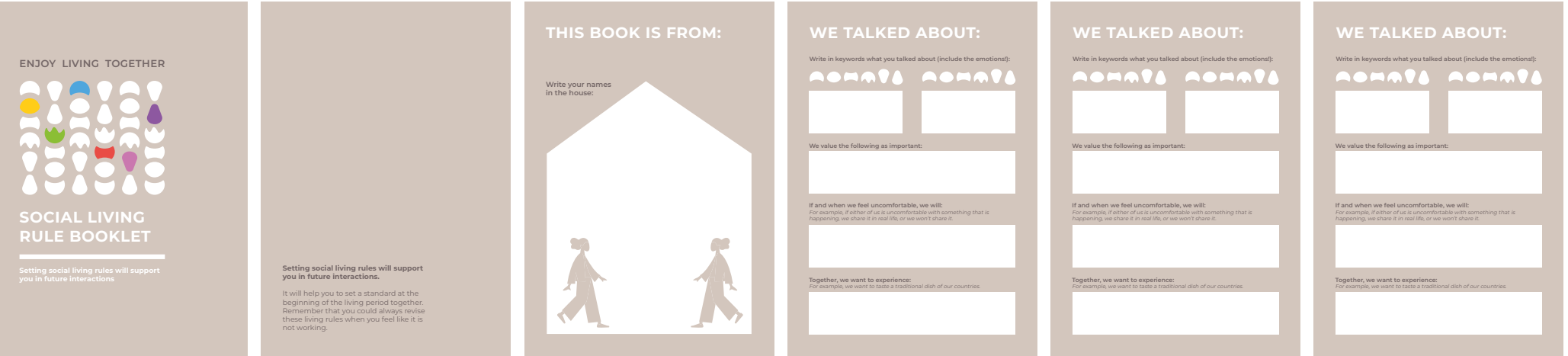
Figure A-27: prototype of social living agreements evaluated in the pilot test

Iteration 2 (evaluated in user test 1, see figure A-28)

Although the participants noticed the booklets were different, it could have been more clear that they would work towards setting social living agreements. Now, they are "hidden" in a booklet.
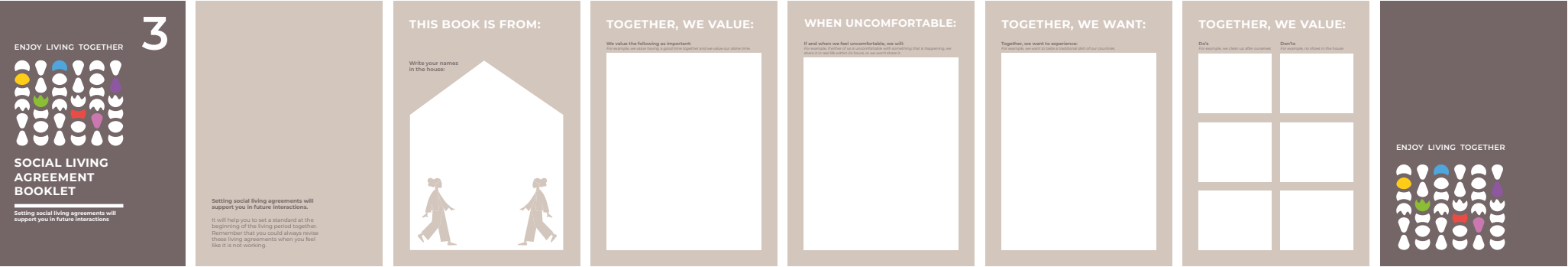
Figure A-28: prototype of social living agreements evaluated in test session one

Iteration 3 (evaluated in user test 2, see figure A-29)

It is clear that the participants should work towards setting social living agreements. However, some questions in English are difficult to understand. That is why Dutch and Ukrainian translation is used for the final prototype.

< Figure A-29: prototype of social living agreements evaluated in test session two

Social living agreements (final concept, evaluated in user test 3, see figure A-30)

See explanation of design choices in "Social living agreements" (*p. 81*)

Figure A-30: prototype of social living agreements used in test session two

A7.5 In detail: Trigger cards

Transparent sheets (prior concept)
Explanation
Three transparent sheets that can be folded over the "main" illustrations. The transparent sheets include elements of the three dimensions. For example for the kitchen illustration, one sheet could include the full trash, the second sheet could include people cooking and the third sheet could include the clock.

Reasoning to not proceed
Through specifically adding the elements, the users would be more guided in the conversation. They would cover all three dimensions (cleanliness, privacy and time). However, the addition of transparent sheets would also contribute to more complexity of the conversation. Especially when three transparent sheets would be added to all three "main" illustrations. It is chosen to include the elements for each dimension in the "main" illustration so the users can choose themselves whether they want to talk about it. This is in line with the interaction quality that the intervention should have a guiding and facilitating role, letting the users give substance to the conversation.

Formulated questions (prior concept)
Explanation
Formulated questions are added to the main illustration to trigger the users in proposing questions (see figures A-31, A-32 & A-35).

Reasoning to not proceed
Through adding formulated questions, the users would be more guided in the conversation. It will help them to propose questions and keep the conversation going. However, the addition of formulated questions would be more like an enumeration of questions that need to be asked instead of giving the control to the users.

Circles on the illustrations (prior concept)
Explanation
Circles on the illustrations are added to points in the illustrations that people could feel differently towards. The users can place their emotion tokens on the illustrations to specifically mention what emotion they relate towards a specific element in the illustration (see figures A-32 & A-33).

Reasoning to not proceed
Through adding circles on the illustrations, the users would be more guided in the conversation. On the one hand, they could express themselves more specifically but on the other hand, the circles also indicated about which elements in the illustration they should or need to talk about. This is opposed to the desired facilitating role of the intervention.

Figure A-31: Illustrations with questions

Figure A-32: Illustrations with circles and questions

Figure A-33: Illustrations with circles

Figure A-34: Illustrations with highlighted elements

Figure A-35: Illustrations with questions

Elements embedded in the illustrations (final concept)
Explanation
Each trigger card contains the dimensions of cleanliness, privacy and time. Below, the elements in each trigger card and the possible conversation/discussion that it could lead to, is described (see figures A-36, A-37 & A-38). Needless to say, there are much more possible conversations and discussions people can have.

Reasoning
By embedding elements of the dimensions cleanliness, privacy and time, the users can give substance themselves to the conversation. They can choose what they want to talk about and are not guided into a conversation that is not valuable for them.

Living room environment

Person on laptop	Do you prefer to work at home?
	Chill at home in the living room?
	Quality/me time?
Shoes off	Shoes off in the house?
	Prefer to use slippers?
	Special place to put the shoes?
Headphones	Playing music?
	Use of headphones?
Coffee cup	Do you prefer to drink coffee, tea or neither?
	Quality/me time?
Dog on blanket	How to deal with dogs?
	Barking?
Television with volume	Allowed to use the television?
	What do you prefer to watch?
	Volume of the television?
Chips (on couch)	What do you prefer to snack?
	Eating on the couch allowed?
People around couch	Are visitors allowed? Family and friends?
	How to communicate hosting visitors?
	Quality time?
Drinks, beer	What do you prefer to drink?
	Alcohol?
Clock	Day or night person?
	Music down in the morning/night?
	When to use volume?
	Use of the living room during the day?

Figure A-36: Elements in living room environment

Kitchen environment

Refrigerator	Do we have separate shelves for our food?
	Sharing food?
Dishes	How to do the dishes? Dishwasher?
	Clean up after yourselves?
	Special dishes? What to use when?
(full) trash	When to take the trash out?
	Recycling? Composting?
	Cleaning schedule?
Tea kettle	Coffee or tea?
	Like to drink coffee/tea together?
Food: lettuce, eggplant, potatoes, meat	Allergies? Vegetarian? Vegan?
	Something you don't like to eat?
	What do you like to eat?
	Sharing food?
Oven	Do you have one?
	Can it be used?
	What do you like to eat?
Pans & pots	Can all pans and pots be used?
	What do you like to eat?
People	Do you like to cook and/or eat together?
	Or do you prefer to do it alone?
Clock	What time do you usually use the kitchen?
	How do you prefer to eat breakfast, lunch and dinner?

Figure A-37: Elements in kitchen environment

Exploring situation

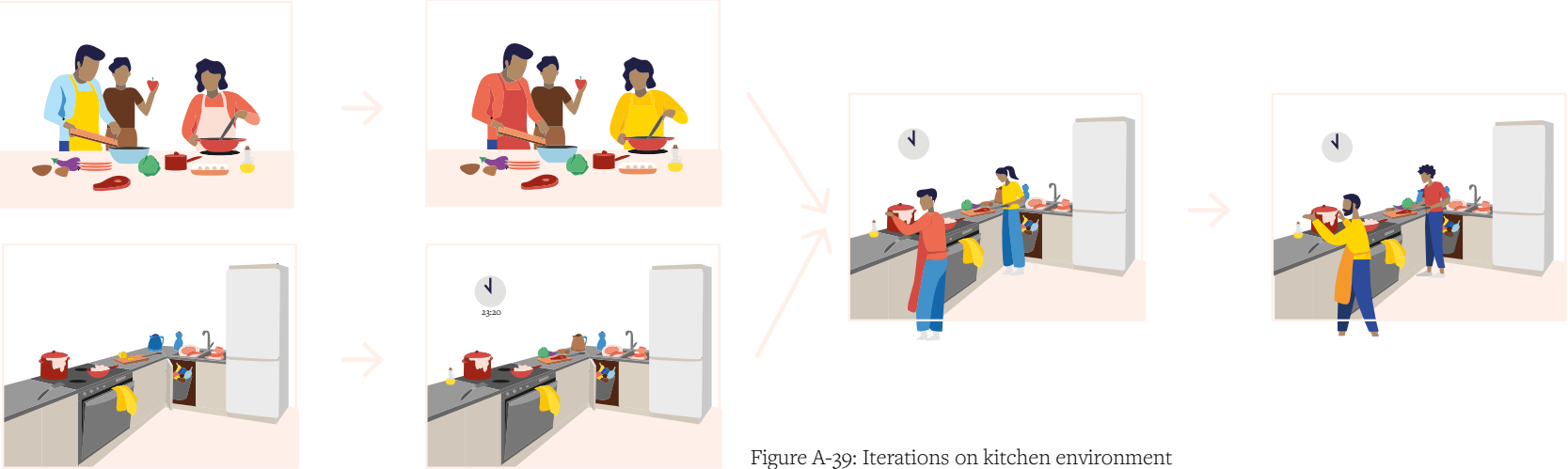|	
People sitting	Quality time outside?
Calendar	When do you prefer to have quality time/be outside?
	What do you do in the weekends?
	Daily routine?
	Want to plan something together?
Houses	What is the neighbourhood like?
	Where do you need to go for work/study?
Parc, trees	Do you prefer to be outside?
Person walking the dog	Dealing with dogs?
	Prefer to walk the dog?
Person biking	What is your method of transportation?
	Do you know how to bike?
People doing yoga	Do you prefer to do sports? What kind?
	Quality time?
	Taking a moment for ourselves?
Windmill	Exploring the Netherlands?

Figure A-38: Elements in exploring situation

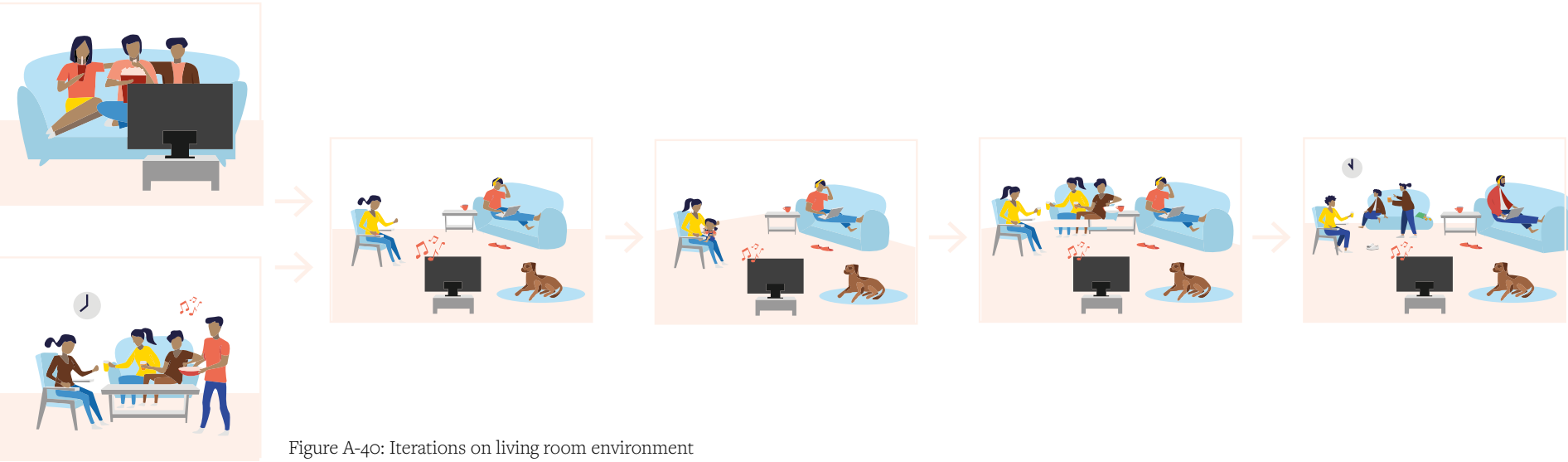Figure A-39: Iterations on kitchen environment

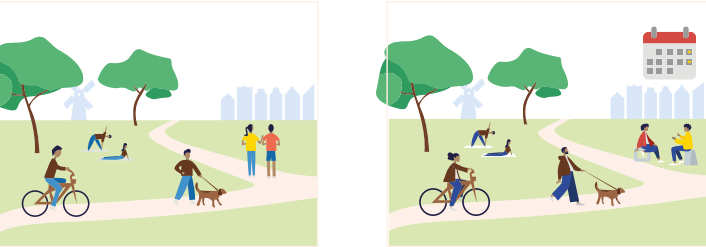Figure A-40: Iterations on living room environment

Figure A-41: Iterations on exploring situation

A7.6 In detail: Emotion tokens

Ambiguous emotion puppets (prototype A, evaluated in user test A, see figure A-42)
Explanation
The emotion puppets include both ambiguous and less ambiguous emotions.

Reasoning
By adding ambiguous emotion puppets, the users would think more about what that puppet meant to them and explain it in their own way. However, some emotion puppets were too ambiguous and were not chosen in all user tests. The users had a hard time understanding the emotion puppet and would therefore not dare to choose it.
    Some ambiguity is preferred as it would trigger users to think about what that emotion means to them. When adding ambiguous emotion puppets, it is important to add an explanation step. Otherwise, people will fill in for the other what they meant with their chosen emotion puppet.

Form language (final concept, see figure A-43)
Explanation
The emotion tokens are based on the six main emotions by Paul Ekman Group (2022). The colours are based on the usual used colours for that emotion.

Reasoning
To introduce a consistent form language, all emotion tokens are based on a circle in which elements are removed. The removed elements are mainly based on the facial expressions. Additional facial expressions are made with lines that could be engraved in the final concept.

Perspex emotion tokens (final concept)
Explanation
The emotion tokens are laser cut out of Perspex. In the prior emotion tokens, the emotion token "fear" was coloured in purple. However, this coloured material was not available and therefore the emotion token "fear" is orange in the final concept.

Reasoning
By laser cutting the emotion tokens out of Perspex, a more professional look is given to it. Laser cutting enabled me to engrave the lines to indicate the facial expressions instead of drawing them with a fine liner.

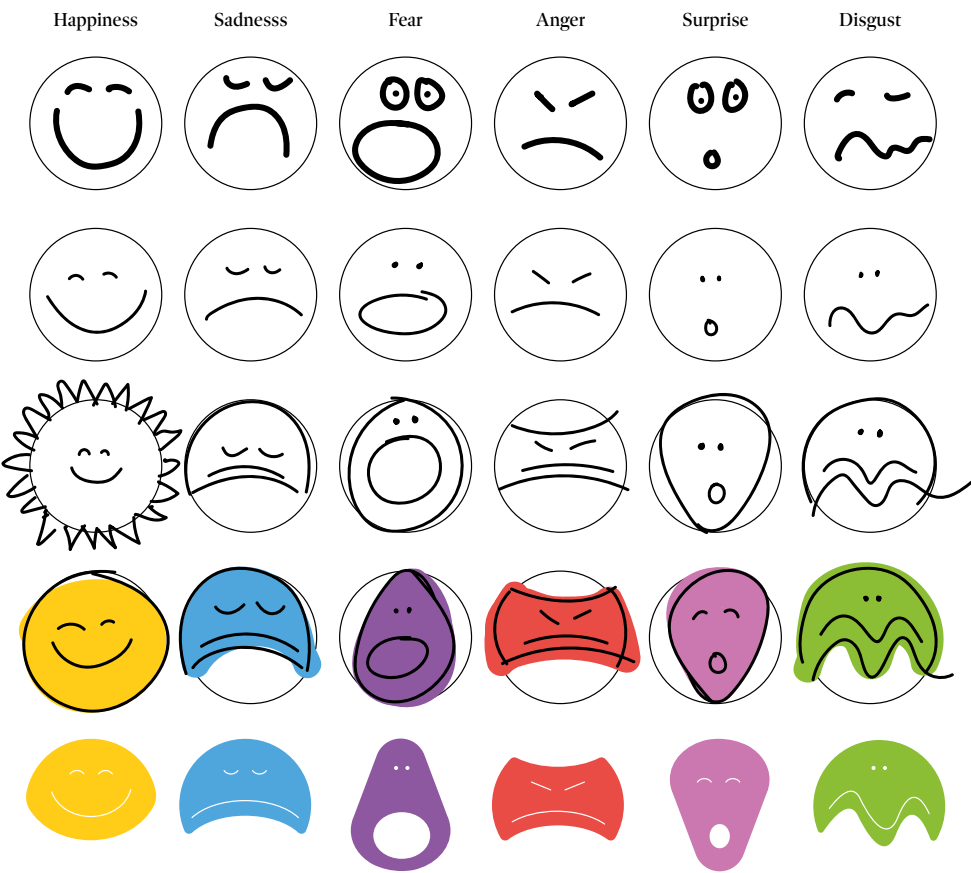
< Figure A-42: Emotion puppets of prototype A

Figure A-43: Process of the form language of the emotion tokens