

WERKKAART

TOWARDS SYMMETRICAL CONVERSATIONS ABOUT WORK BETWEEN NEWCOMERS AND MUNICIPAL OFFICERS WITH LEARNINGS FROM THE INFORMAL SECTOR

Project Context

Finding work is an essential part of formal integration, as established in the Civic Integration Act. The new version of this act was enacted on 1 January 2022, making the municipality responsible for civic integration. However, OpenEmbassy, the client for this project, found in research that newcomers indicate that the step towards work on the formal market is hard and perceive informal work as more accessible. How can a design intervention support guiding newcomers to work while learning from the informal labour market?

Talking about informal work with the municipality is problematic, because the government has an enforcement role. This is where Werkkaart comes in: a card set which makes talking about the underlying reasons for informal work more accessible by creating a more symmetrical and trusted relationship between municipal officers and newcomers.

Design

Werkkaart is a card set municipal officers and newcomers can use together at their appointments. The intervention has as its primary goal to make the conversation more symmetrical and to create shared ownership, starting from the game's main rule. Both players choose cards to shape the conversation. Werkkaart does not tackle informal work directly but purposely indirectly. The design consists of 45 cards, categorised into eight themes, an appointment booklet with an opportunity card, a manual and a gameboard. The cards' content comes from different inputs, of which the framework of OpenEmbassy forms the base. The evaluation of Werkkaart showed, that the physicality of the cards supports ownership in the conversation.



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Design for Interaction

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