

tuki

a concept tool for grief recovery using artificial intelligence

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The Gist of It

Artificially intelligent technologies have replaced humans in physically heavy and monotone duties, and have more recently slid into our daily lives, from robot vacuum cleaners, to personal assistants like Apples Siri, to targeted advertisements in social media. This master thesis researched how AI can be incorporated in personal aspects of life, such as in a grieving process, and with that develop a relevant tool, employing a user centered design methodology.

- Can AI be used to help or support in the grieving process? What could such a tool be?
- Master thesis in co-operation with Tieto
- Main objective to share a user-centered design process
- Create user and societal value - can coping with grief be valuable not only for the individual?

The Process



A theoretical pre-study was carried out through literature, research, and expert opinions on the topics of AI, User-Centered design as well as grief and the grieving process. To confirm the theory and gather further insights we did a user study regarding grief and the grieving process.

As a first step semi-structured interviews and an online survey were used, which were then analyzed and translated into the insights that served as the foundation for ideation. More interviews were held to further understand our findings.

From our insights we created journey maps, affinity diagrams, personas and from these we started ideation of concepts. We went through three iterations of ideation, refining, defining and user testing, to end up with our final concept.

"I DIDN'T HAVE TIME TO GRIEVE"

"I DIDN'T REALIZE IT WAS GRIEF UNTIL SOMEONE EXPLAINED TO ME THAT ANY CHANGE IN LIFE CAN LEAD TO GRIEF. WHEN I MOVED TO SWEDEN I LOST MY EVERYDAY CONTEXT - THEREFORE I GRIEVED"

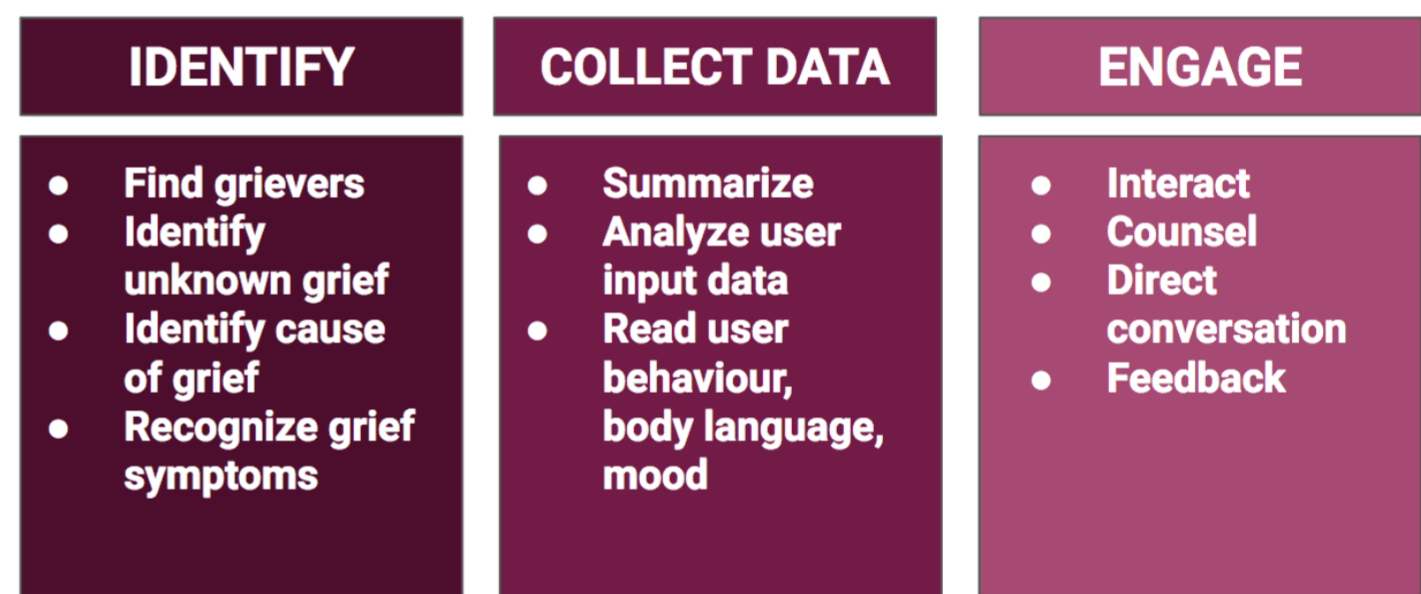
"I FOUND TALKING THERAPEUTIC - THERE'S SOMETHING THAT HAPPENS WHEN YOU SAY YOUR THOUGHTS OUT LOUD"

"TALKING TO PEOPLE THAT HAD GONE THROUGH SOMETHING SIMILAR WAS REALLY NICE. I DIDN'T HAVE TO EXPLAIN IT ALL OVER AGAIN"

"GRIEF IS SUCH A TABOO SUBJECT. PEOPLE DON'T KNOW WHAT TO SAY OR HOW TO ACT SO THEY JUST AVOID IT"

"TAKING THIS SURVEY WAS GOOD. MADE ME REALLY HAVE TO THINK ABOUT WHAT I ACTUALLY FELT"

AI is the capability of a machine to imitate intelligent human behaviour

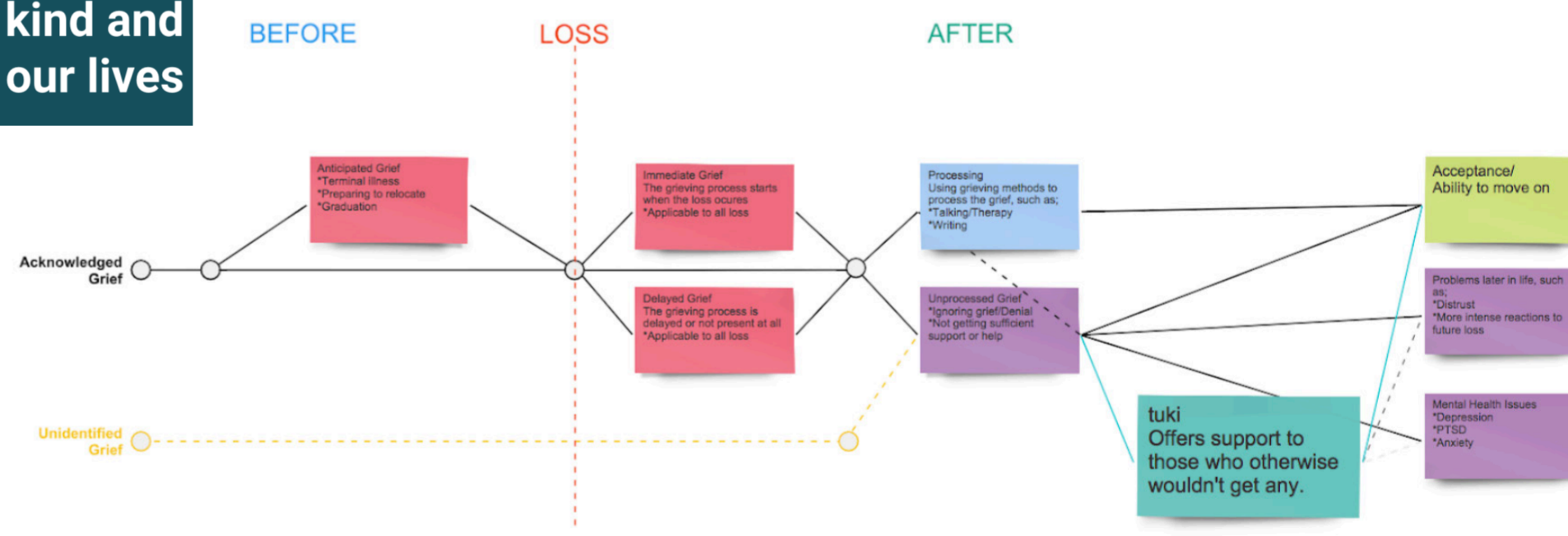


Grief is a natural response to loss of any kind and something we *all* go through at some point in our lives

The Result

The user studies and research showed that talking about personal grief is the most successful way to process the grief, and best results were gained if the communication was with someone who had gone through something similar. This insight served as the root for the idea to create Tuki.

The final concept is a lo-fi concept, the mobile application Tuki (meaning 'support' in Finnish) which uses Natural Language Processing to analyze the users' input data regarding their situation, and then matches them to another user with similar experiences. The concept was tested and developed with users in workshops using paper wireframes to get as good a user experience as possible.



The Prototype

