INTRODUCTION
RESEARCH PROBLEM

Video Conference systems such as Google, Skype Family Window or Peek Aboo have been designed to support families in developing countries and urban regions in developing countries such as Kenya. However, there is less research on understanding family routines for communication and the need for new technologies that can support some form of video mediated communication in rural parts of these countries.

FINDINGS
RURAL & SLUM COMMUNICATION

We report the findings of a design ethnographic study on how 13 Kenyans communicated with distributed family using technology.

We want to understand how cultural limitations affect the use of technology in supporting families connect with distributed relatives by following their daily routines.

Some participants used technology to provide moral support and guidance for their distributed family members:

- P3 had a large extended family that included his siblings’ widows who he provided with guidance and moral support through short phone conversations.
- P3 did not see the importance of using the computer since there were more pressing issues such as providing for his family than learning how to use a computer.
- P6 would offer fellowship for his children and their families, while also providing them with parental guidance to ensure stronger family units.

Some participants used technologies beyond mobile phone calling because they were actually more affordable or more convenient.

- As the eldest in his family, P4 was culturally obligated to occasionally update his siblings who lived in the USA on family issues that required financial assistance.
- P6 did not see the importance of using the computer since there were more pressing issues such as providing for his family than learning how to use a computer.
- P6 would offer fellowship for his children and their families, while also providing them with parental guidance to ensure stronger family units.

Some participants used technologies beyond mobile phone calling because they were actually more affordable or more convenient.

- As the eldest in his family, P4 was culturally obligated to occasionally update his siblings who lived in the USA on family issues that required financial assistance.
- P6, said it was more affordable to pay for Internet at Kshs 40 ($0.50) per hour rather than call USA expensively.