

CSE 490C, Assignment 2, Due Wednesday, October 10, 2018

This assignment involves reading a paper and answering the questions listed below. The goal of this assignment is to expose you to a real example of an interactive voice response (IVR) system, its technical implementation, and social impacts.

Read the following paper: [Mudliar, Preeti, Jonathan Donner, and William Thies. Emergent practices around CGNet Swara, A Voice Forum for Citizen Journalism in Rural India. *Information Technologies & International Development*, Volume 9, Number 2, pp 65-79. 2013.](#)

1. Write a 150 word summary of the paper's objective, findings, and contributions/takeaways.
2. Answer the following questions in 250-400 words each:
 - Who are the different stakeholders involved in CGNet Swara? How do they relate to, use, and perceive the system?
 - Describe the technical design of the CGNet Swara system, how it meets the needs of its users, and the challenges in implementing such a system in Chattisgarh, India. Is this how you would have built the system?
 - How do you see the design considerations—like recording limits, airtime costs, the need for moderators—playing a role in how the system is taken up by users?