

THE BENEFIT OF INCONVENIENCE

*Revealing public space by
walking and mapping*

Sharon Li

CONTENT

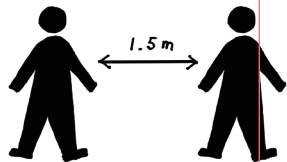
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RESEARCH QUESTIONS

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| 1 | What is an inconvenience? |
| 2 | What is the benefit of inconvenience? |
| 3 | What is an inconvenience in public space? |
| 4 | How can inconvenience be experienced in public space? |
| 5 | How does experiencing inconvenience in my daily life influence my awareness of my surroundings? |
| 6 | How did my experiences of inconvenience in the built environment differ in the Netherlands compared with Hong Kong? |
| 7 | Can inconvenience lead to a more livable city? |
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INTRODUCTION

From the moment we wake up in the morning, we are triggered by the loud alarm, travel to work on crowded trains, and make thousands of decisions every day. Inconveniences can arise in every situation, and while most people accept them, very few try to fix them. The COVID-19 pandemic is undoubtedly the biggest inconvenience experienced by everyone on the globe simultaneously. People's way of life has been affected by it, and the world has been shut down for more than two years since December 2019. Despite the destructive effects of the virus, it has given everyone a chance to pause and reflect on their lives. The topic of my thesis is based on the idea that I benefit from the inconveniences of daily life. After moving to the Netherlands, I realized that it takes me more time to complete daily tasks than it used to, and my life has become less hectic. So, I started reading articles on the benefits of inconvenience.



INTRODUCTION

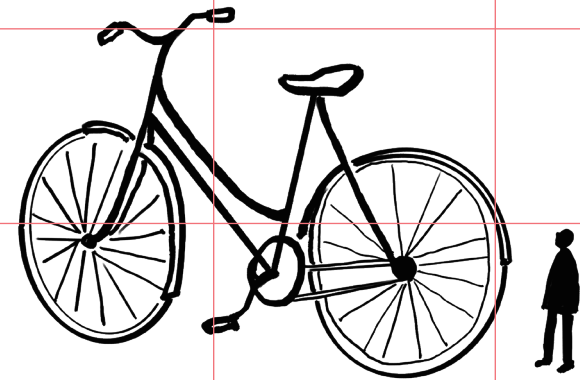
Kawakami¹ writes that "the benefit of inconvenience cannot be derived from mere nostalgia for 'the good old days or by thinking positively about the inconvenience.'" He also thinks that convenience does not necessarily satisfy people and enrich human life. Yet, we have become so dependent on convenience that we no longer pay attention to its consequences. While the purpose of this paper is mainly to identify the benefits of intentionally experiencing inconvenience in our built environment, a discussion of convenience will also be included to compare the different levels of inconvenience. Are there any inconveniences associated with 'too much convenience'? What are the ways in which inconvenience is purposefully incorporated into the everyday environment? This paper will investigate these questions and provide suggestions for implementing beneficial inconveniences in the built environment.

"the benefit of inconvenience cannot be derived from mere nostalgia for 'the good old days or by thinking positively about the inconvenience.'"

1. Kawakami, Hiroshi & Nishimura, M. & Katai, Osamu & Shiose, T.. (2009). *System design based on benefit of inconvenience and emotion*. 1184 - 1188.

BACKGROUND

I decided to write my thesis on this topic because I noticed there are many inconveniences that happened during my stay in the Netherlands. My first time studying abroad, having my own living space and dealing with different daily issues is an entirely new experience. My inspiration came from the numerous difficulties I experienced from my hometown Hong Kong to the Netherlands. Throwback to the memory on the first day, I borrowed a bike which was too tall to ride on, and I was terrified to cycle in an intersection without traffic lights. At the end of the day, I fell off the bike due to not paying attention to the tram tracks. It was such a horrible experience for a newcomer, but it reminded of me the importance of practising and keeping an eye on my surroundings. Since then, I have developed the habit of cycling every day as exercise and I feel more confident and satisfied with my life. Perhaps my convenient life in Hong Kong caused me to discover more inconveniences in my daily life than before.



BACKGROUND

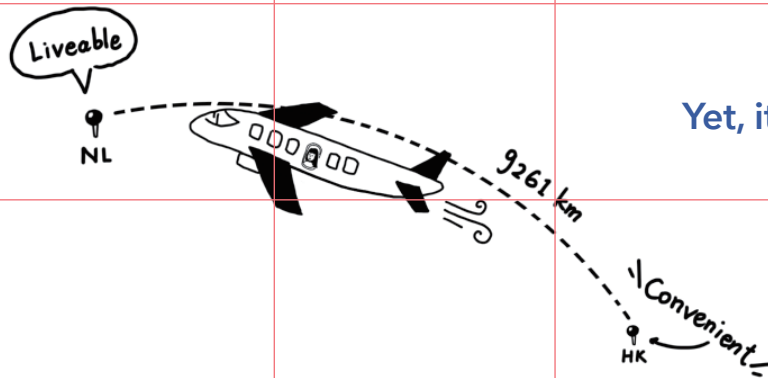
What evidence is there that my life in Hong Kong was convenient?

As soon as I left my home in Hong Kong, I was walking on the footbridge connecting the shopping mall with the train station. My plans to go out will not be affected by the weather since they are all covered spaces. The train comes every five minutes, and 24/7 convenience stores are everywhere. Because of these conveniences and efficiency, I am able to accomplish a variety of tasks in a single day, but, I did not feel more satisfied with my life. Having a convenient life does come with a cost for society. The busy circulation of traffic, for example, causes air pollution and noise pollution on the street. Advertising billboards throughout the public space keep you informed about the latest promotions, which constantly push you to adapt to the convenient culture.

Personally, I enjoy efficiency and comfort, so dealing with inconvenience and understanding the benefits of it arouses my interest. Thus, this paper will discuss how I can take advantage of intentional inconveniences in my life in order to gain some personal benefits.

Additionally, this series of reflections led me to consider ways in which I can incorporate inconvenience into everyday to provoke people's reflections on their daily experiences.

I used to have a convenient life in Hong Kong,
because of the efficient public transportation,
shopping mecca, and proximity to nature.

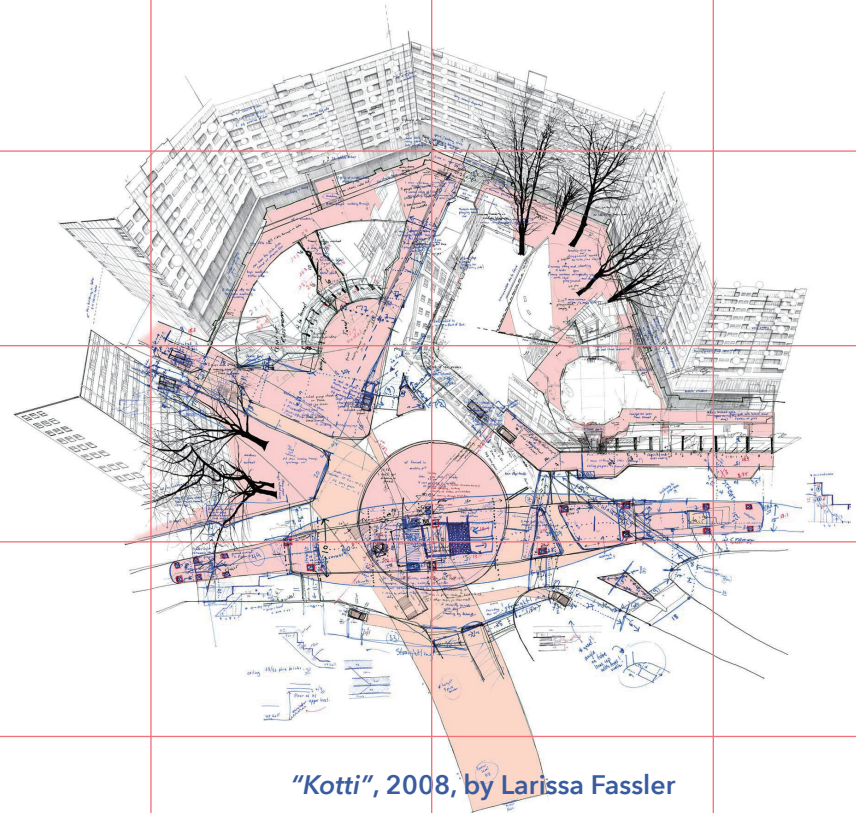


Yet, it does not mean my life was livable.

In fact, the inconvenience of my life in the Hague
brings a higher life satisfaction.

METHODOLOGY

Walking and mapping will be my major methodology because this can visualise unconscious daily experiences and bring conscious awareness to the users of the space. By presenting my observation with a psychogeographic map, it allows me to examine the relationship between built environments, human behavior and their emotions. Psychogeographic map² is a type artistic representation of a city or urban area that is intended to explore and reveal the emotional and psychological effects of the urban environment on individuals or groups . It may include subjective elements such as personal impressions, feelings, and associations. As we become more aware of the inconveniences we experience on a daily basis, we will realize how we are blindly pursuing convenience. Therefore, the more people reflect on their daily routine, the better they will be able to uncover the hidden benefits of it.



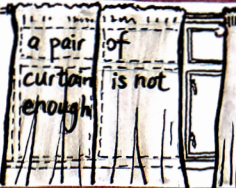






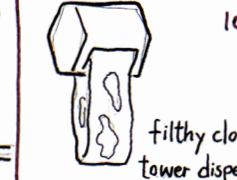







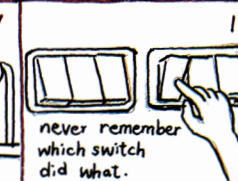










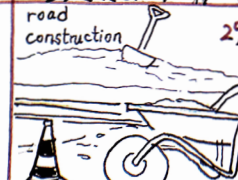
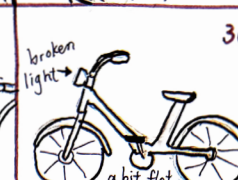


"Kotti", 2008, by Larissa Fassler

This psychogeographical method records the literal practice of everyday life. This map is showing what most architectural plans tend to omit (or, worse, misjudge): the way people actually interact with and use their built environment.

2. Brunet, K.S. (2007) "mapping and psychogeography" presented by brunet, ISEA Symposium Archives. Available at: <https://isea-archives.siggraph.org/presentation/mapping-and-psychogeography-presented-by-brunet/> (Accessed: March 17, 2023).

CHAPTER 1. WHAT IS AN INCONVENIENCE?

ZONDAG	MAANDAG	DINSDAG	WOENSDAG	DONDERDAG	VRIJDAG	ZATERDAG
		 dutch stairs	 kitchen ² counter is TOO HIGH for me	 a pair of curtain is not enough	 4	 5
 6 seagull.	 micro sink wet floor	 a wobbly table 8	 difficult to turn ON 9	 filthy cloth tower dispenser 10	 11	 cold butter 12
 13 GESLOTEN	 static. 14	 15	 difficult in 16	 17	 never remember which switch did what. 18	 sitting with strangers 19
 slope. 20	 tea turns cold 21	 €0.50 22	 23	 24	 stepping on gum 25	 26
 promoter on street 27	 without heating 28	 road construction 29	 broken light a bit flat			

CHAPTER 1. WHAT IS AN INCONVENIENCE?

There is a wide range of academic and informal literature on inconvenience and rethinking convenience that can be explored in this section.

1.1 Definitions of inconvenience

Defining inconvenience can be difficult because there are subjective opinions based on the user's background and expectations.

For the dictionary definition of inconvenience in Oxford Languages, it is defined as the state or fact of being troublesome or difficult with regard to one's personal requirements or comfort. Cambridge Dictionary defined inconvenience as a state or an example of problems or trouble, often causing a delay or loss of comfort. In an effort to clarify the meaning of related terms from inconvenience, they are broken down into the components listed below.

Inconvenient: not convenient/ causing problems or difficulties/ not convenient especially in giving trouble or annoyance

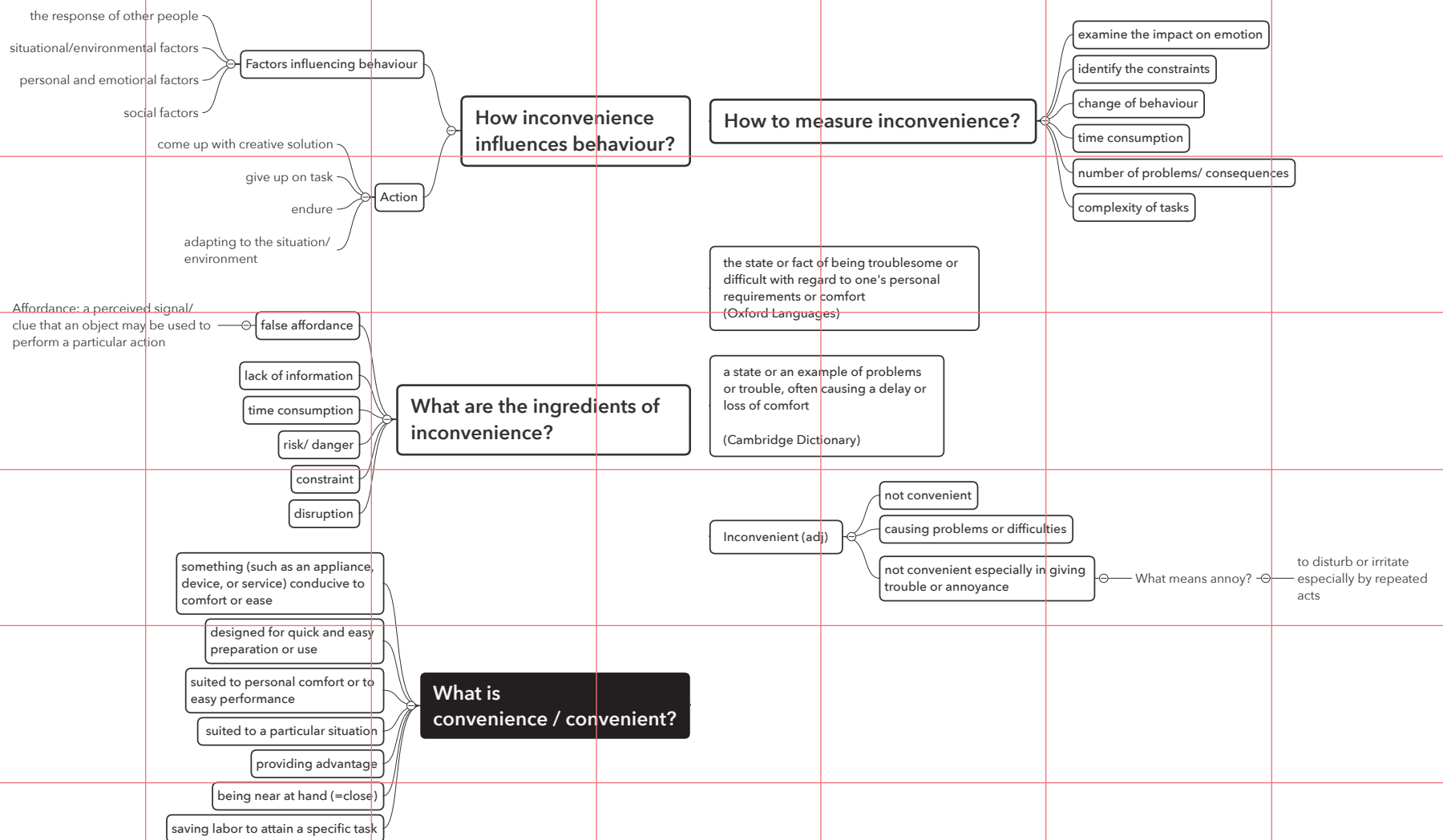
Annoyance: to disturb or irritate, especially by repeated acts

Convenient/ Convenience: something conducive to comfort or ease/ designed for quick and easy preparation or use/ suited to personal comfort or to easy performance/ suited to a particular situation/ providing advantage/ being near at hand/ saving labour to attain a specific task

The daily observations and discussions with others may lead to a new definition of inconvenience at a later stage.

2. Brunet, K.S. (2007) "mapping and psychogeography" presented by brunet, ISEA Symposium Archives. Available at: <https://isea-archives.siggraph.org/presentation/mapping-and-psychogeography-presented-by-brunet/> (Accessed: March 17, 2023).

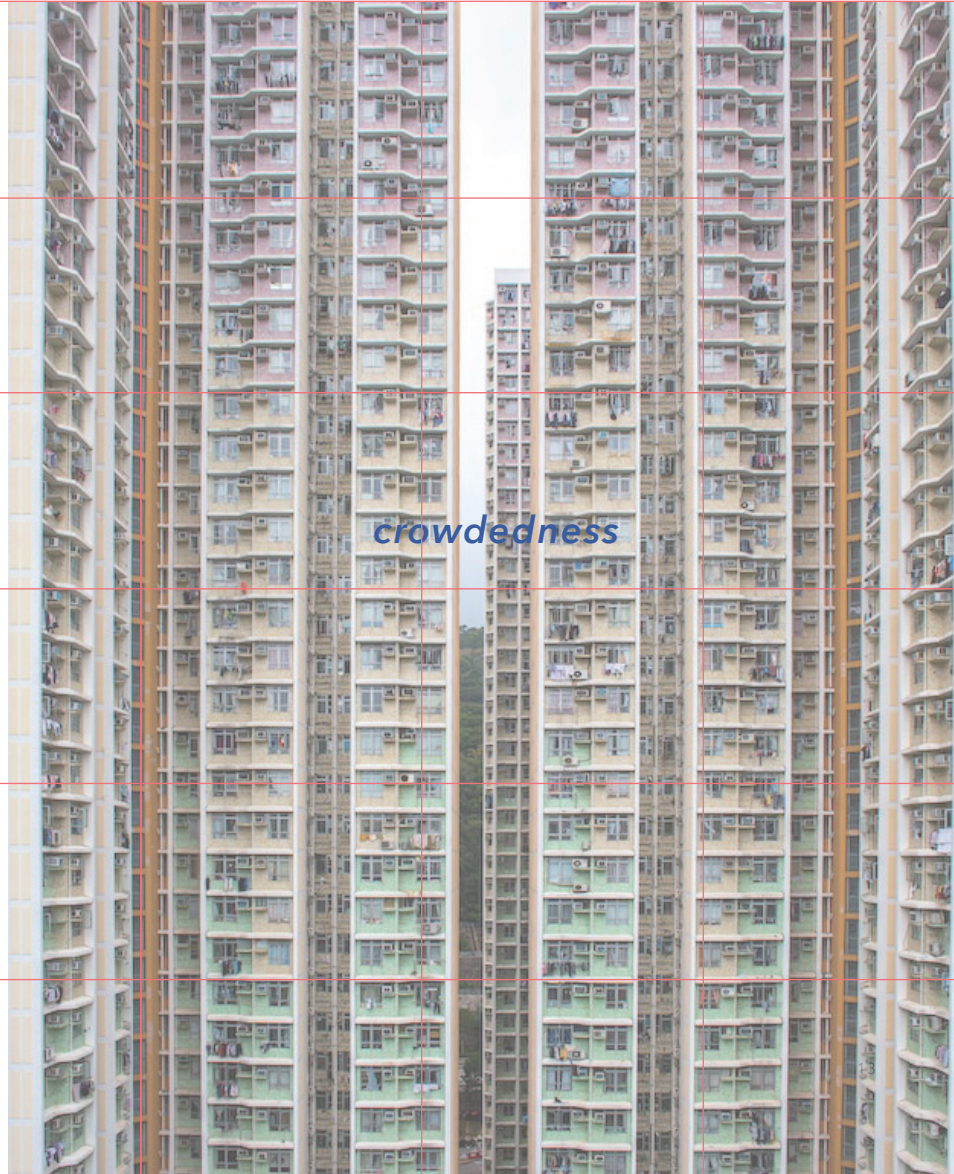
CHAPTER 1. WHAT IS AN INCONVENIENCE?



1.2 WHAT DOES INCONVENIENCE MEAN TO ME?

Having lived in a small apartment with my six family members before I studied abroad, the inconvenience is nothing new to me.

Our bathroom was tiny, and every day we decided who should take the shower first in order to save time. There is often conflict between my siblings and me over the lack of storage space in our home, and my father often acts as the mediator by rearranging the space and organizing our mess. When I was 12 years old, I decided to study at a secondary school that is far away from my home because I get bored with the surroundings in my district. Having to travel an additional two hours added to my fatigue, but I enjoyed the scenery and the diversity of the region.



crowdedness

1.2 WHAT DOES INCONVENIENCE MEAN TO ME?

I found my final year at university in 2020 to be the most inconvenient of my life. It was engulfed with the protest and COVID-19.

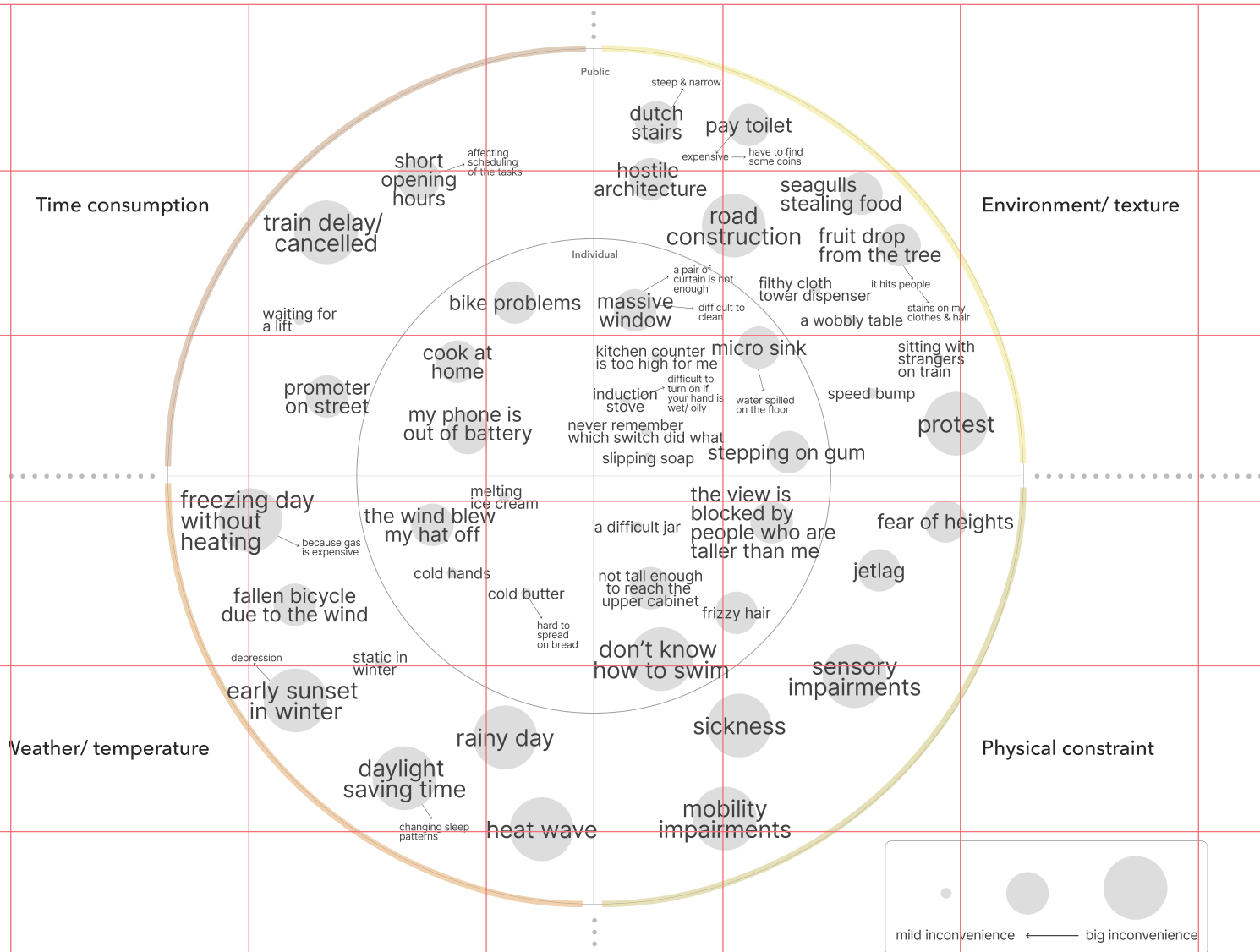
Due to the fact that school became a battlefield with no physical education, students embraced the inconvenience as they know there are more important things to defend. Additionally, students built a primitive fortress using existing resources and implementing intentionally inconvenient elements to defend the police.



Protesters outside the Hong Kong Polytechnic University in Hong Kong on November 17, 2019. Photo: Studio Incendo.

For me, dealing with inconveniences involves either making compromises or finding solutions. There may be an opportunity to challenge yourself or adjust your emotion to embrace the trouble. Changing our mindset about how to handle inconveniences is part of this process as well. I know I will get over the inconvenience, regardless of the long or short-term consequences.

1.3. FACTORS WHICH CAUSED INCONVENIENCE



1.3. FACTORS WHICH CAUSED INCONVENIENCE

Daily inconveniences are unavoidable, but the degree of annoyance varies according to the circumstances. From my observation, inconveniences can be classified by four factors: time consumption, environmental factors, weather factors, and physical constraints.

Time consumption

Time consumption refers to the amount of time required or spent on a particular activity or task. It is a measure of the effort and resources that are invested in completing a task or achieving a goal. **How do we notice we spent extra time on certain activities?** This is because schedules are everywhere, from personal life, school timetable, workplaces, and train stations.

A schedule can help people feel more in control of their time, but what if unexpected events or interruptions happen? For example, traffic congestion or delays during the commute, long lines or wait times at the grocery store. Inconvenience may result from not being able to adhere to the schedule and handling many tasks within a shorter time frame.



1.3. FACTORS WHICH CAUSED INCONVENIENCE

Environmental factors

Environmental factors³ can refer to any physical, chemical, or biological aspect of the natural world that can affect humans. The following focuses on human-made factors, such as pollution, resource availability, and human activities. There are a number of factors that we can control through our behaviour, yet inconveniences still exist. While urban people have an efficient lifestyle, they are exposed to more air pollution due to industrial emissions and transportation.

Some annoyances are invisible in the public space.

For instance, loud noise from construction sites or traffic is common in urban areas. It may be easy to overlook some public spaces that are not accessible to people with disabilities when you are able-bodied. These environmental factors can affect an individual's health, performance and comfort. They can also impact the economy and society as a whole.

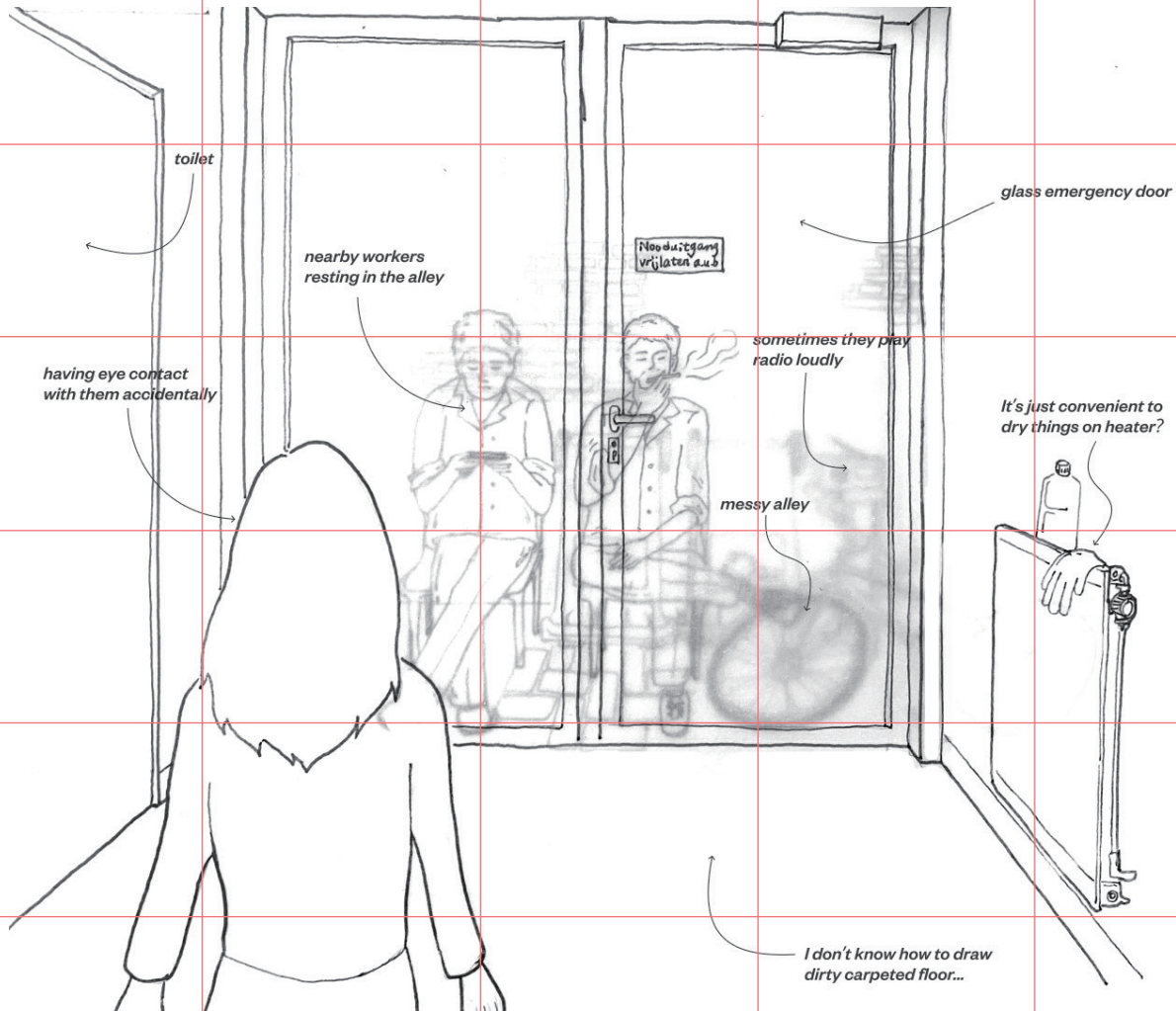


"Trees become a place to attach bicycles. Elements which are hardly bothersome have a much greater potential to become inconveniences if we take into account the elements which tend to cluster around them⁴."

3. Genetic Science Learning Center. (2019, June 10) *What is an Environmental Factor?*. Retrieved February 21, 2023, from <https://learn.genetics.utah.edu/content/genetics/environmental/>

4. Creten, A., Mezqued, A.M. and Letesson, Q. (2021) "Fluidity of movement and pedestrian inconvenience in the shopping streets of Brussels," *Brussels Studies* [Preprint]. Available at: <https://doi.org/10.4000/brussels.5630>. w

1.3. FACTORS WHICH CAUSED INCONVENIENCE



1.3. FACTORS WHICH CAUSED INCONVENIENCE

Weather factors

Weather factors can include temperature, humidity or any atmospheric condition that impacts the weather.

Many of these factors are uncontrollable and they can vary depending on location, time of the year and weather pattern.

Most of the disruptions in transportation are caused by heavy rain, snow or fog, which leads to delays or cancellations of flights, trains, buses or other forms of transportation.

Weather also affects our outdoor activities a lot because it can cause discomforts like heat exhaustion or dehydration. During bad weather, our body movement is also delayed and emotions may get affected. Extreme climates like floods and heat waves also cause significant damage to homes, crops, and infrastructure, leading to a more difficult life.



1.3. FACTORS WHICH CAUSED INCONVENIENCE

Physical constraint

Physical constraint refers to any physical limitation or impairment that affects a person's ability to perform certain tasks or activities⁵. It can be caused by a wide range of conditions, including genetic disorders, injury, illness, or age-related changes in the body.

Sensory impairment is one of the most common constraints (e.g. sight, hearing, smell, touch, taste), it limits a person's ability to perform certain tasks.



People with visual impairments may have difficulty accessing the information presented in a visual format, such as signs in a public space. **This leads to limited access to information.**

Mobility impairment is another constraint that affects the experience of navigating in cities. People with mobility impairments may find it difficult to access buildings that have steps, narrow doorways, or other barriers.

Overall, a person's quality of life can be impacted by physical constraints, as they can cause different levels of inconvenience on a daily basis.

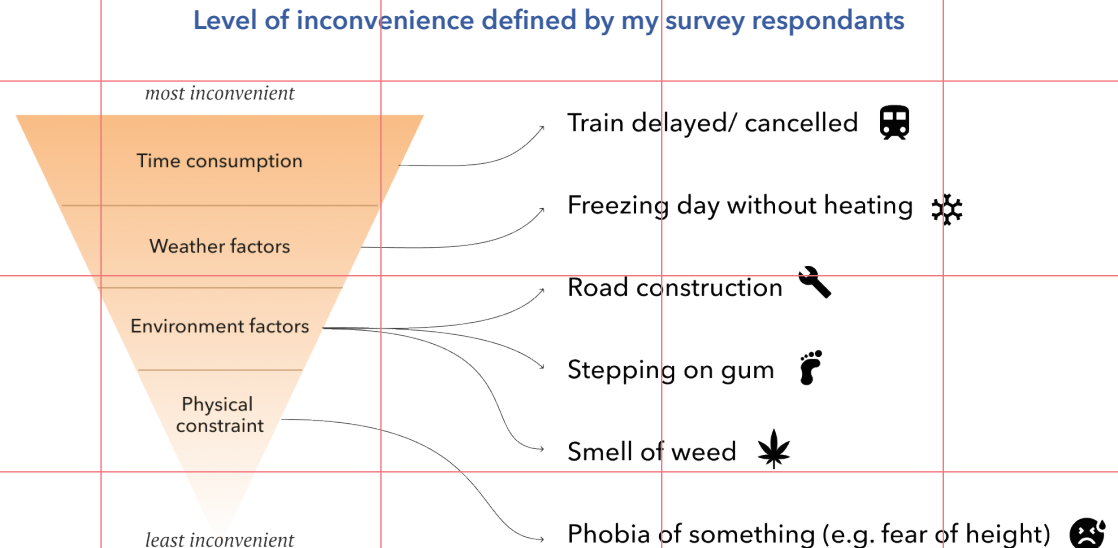
5. Church, R. L., & Marston, J. R. (2003). *Measuring accessibility for people with a disability*. *Geographical Analysis*, 35(1), 83–96. <https://doi.org/10.1111/j.1538-4632.2003.tb01102.x>

1.3. FACTORS WHICH CAUSED INCONVENIENCE

In general, the above factors are mostly unpredictable. Some people might view uncertainty as a risk. Among my survey respondents⁶, the majority (72%) experienced inconveniences frequently in public spaces. Time consumption was deemed the biggest inconvenience by 1/3 of the people. Yet, we face a wide range of inconveniences in our daily routines, from minor annoyances to major disruptions.

Does inconvenience always negatively affect our lives and convenience is always better?

The following case study of t'Karregat will elaborate on what happened when people's needs are met by spaces that are multifunction, time-saving and without limitations.



⁶ Li, S. (2022). *What do you think about inconvenience?*

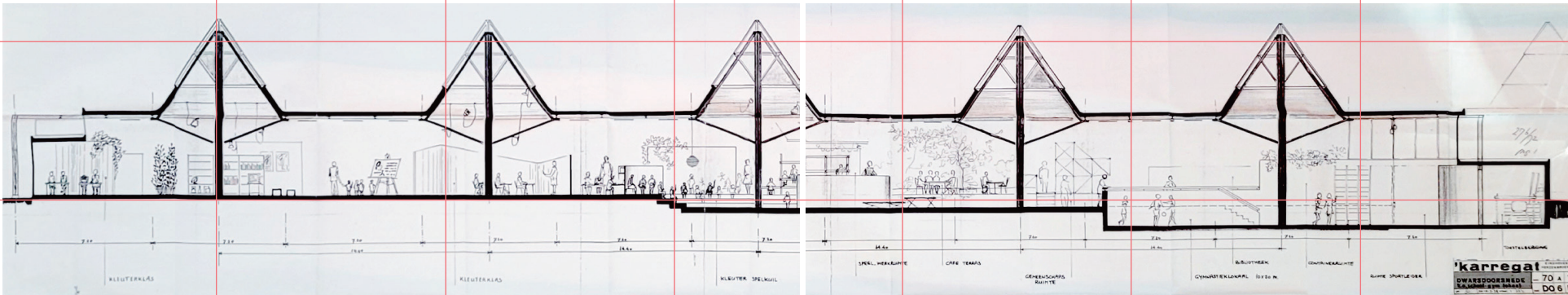
1.4. HOW CONVENIENCE TRIGGERED INCONVENIENCE



1.4. HOW CONVENIENCE TRIGGERED INCONVENIENCE

Case Study: 't Karregat by architect Frank van Klingereren

When you think about how to achieve convenience and satisfy most users in a space, flexibility could be one of the solutions. This chapter will discuss the ambitious design of a community centre in Eindhoven, 't Karregat by Frank van Klingereren. It included both public and cultural functions, and also two schools within one large open space⁷. The project was an experiment on flexibility, multifunctionality and public participation. As a structuralist architect, Van Klingereren's works emphasise the "unexpected" and user adjustment. Therefore, a flexible space serves as a framework for life, and it allows the content (the interior) changes over time⁸.



A section of 't Karregat made by Van Klingereren's architectural office illustrating the open character and seamless flow of functions and organizations
Source: Het Nieuwe Instituut

7. Genetic Science Learning Center. (2019, June 10) *What is an Environmental Factor?*. Retrieved from <https://learn.genetics.utah.edu/content/genetics/environmental/>

8. Hertzberger, H., Ghäit, L., & Rike, I. (2005). *Lessons for Students in Architecture*. Macmillan Publishers.

1.4. HOW CONVENIENCE TRIGGERED INCONVENIENCE

Herzbroeken, the residential district in which 't Karregat was built, played a central role in the design and realisation of the project. Since Herzbroeken was disconnected from the amenities in Eindhoven, a multifunctional building was taken into consideration. Multifunctional often being related to convenience - according to Brown and McEnally (1992), There are three main components which form convenience : 1) time 2) physical energy and 3) mental energy. By combining the several functions of 't Karregat, residents would save time and energy between grocery shopping and school runs.



't Karregat circa 1973 - photo Victor van Nieuwenhuys

“This time it would include - besides the cultural and sports facilities - a small shopping mall (bakery, greengrocer, a small supermarket) and a health facility with general practice (the cafe serving as a waiting room) and a pharmacy. But the real experiment was the inclusion of two elementary schools and a nursery school.”

1.4. HOW CONVENIENCE TRIGGERED INCONVENIENCE

As we all know, inconveniences happened because it is impossible to adapt with everyone's habits or preferences.

What if the design process of a space involves user participation in certain degrees?

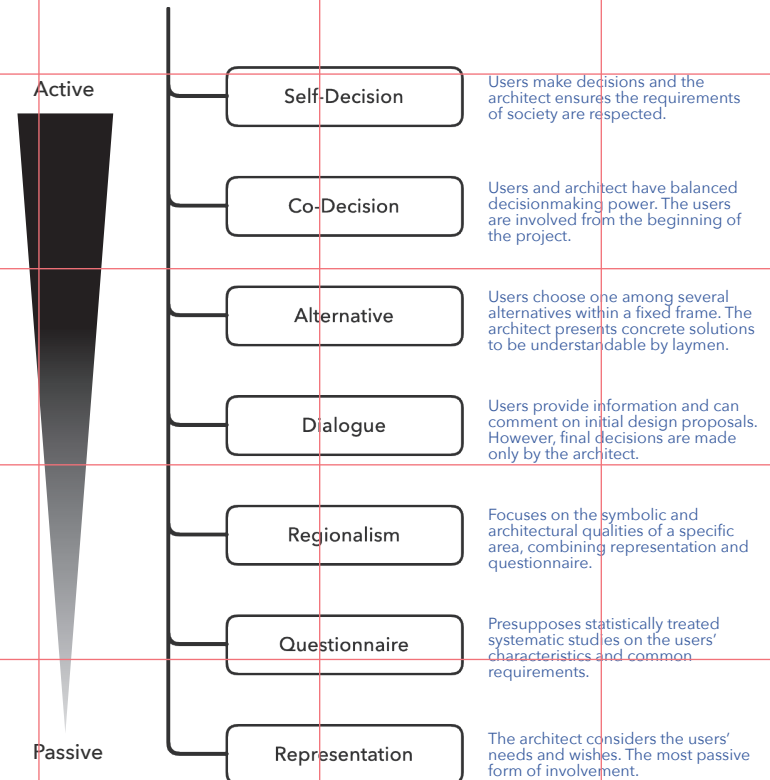
In 1986, Fredrik Wulz published a paper titled *The concept of Participation*, where he defined 7 types of user involvement, ranking from passive (expert autonomous) to active (user autonomous)⁹. It could be used as a framework to understand how public participation affects the outcome. At first, 't Karregat is the result of an "optimal participation of the neighbourhood residents"¹⁰. The municipality wanted to involve the tenants of the neighbourhood in the planning process of the new community centre and they formed a foundation. "The Community Centre Herzenbroeken Foundation" focused on informing people about neighbourhood planning, gathering information about tenants' expectations, wishes, and ideas, and organizing meetings with new tenants¹¹.

9. Wulz, F. (1986). *The concept of participation*. Design Studies, 7(3), 153-162. [https://doi.org/10.1016/0142-694x\(86\)90052-9](https://doi.org/10.1016/0142-694x(86)90052-9)

10. Paumen, M (1973, November) 't Karregat, een voor Nederland uniek wijkcentrum, geopend. NRC Handelsblad, 16

11. Bergen, M., & Vollaard, P. (2001). De grootste huiskamer van Nederland. Frank van Klingerens 't Karregat in Eindhoven, 1970-1973. Oase 57. <https://www.oasejournal.nl/nl/Issues/57/TheBiggestLivingRoomInTheNetherlands#062>

Ladder of User Involvement - Wulz



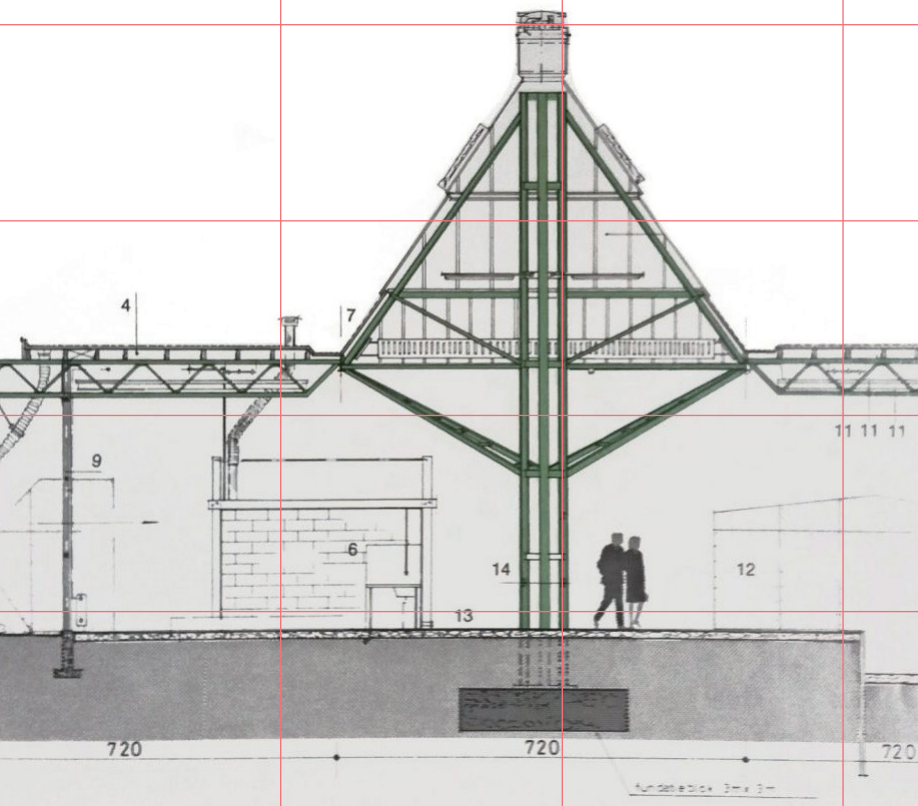
Wulz readaptation of Arnstein's "Ladder of participation" (1986). Source: Wulz, F., 1986.

1.4. HOW CONVENIENCE TRIGGERED INCONVENIENCE

Since the openness and interaction are the features of 't Karregat, the building was designed as a shared space under "one roof" and walls were as simple and temporary as possible. All the inhabitants of the area could see each other, meet and form connections.

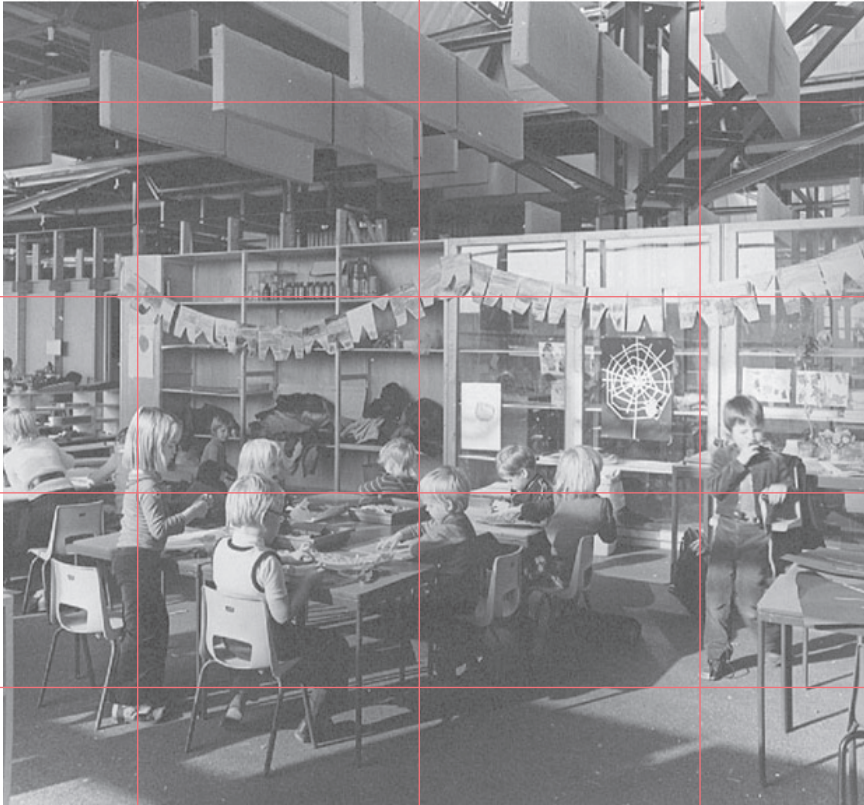
It was Van Klingerens idea to "declot" the social spheres of communities, and bring people together.

To facilitate the discussion and understand each others' needs, there was a group for everything during the project. It is not difficult to imagine that a group with more than 200 members would be more of an obstacle than an asset¹². Yet, it was the architect's intention to bring more people closer because he believed inconvenience would occur naturally, and nuisance is conducive to social interaction.



12. Bergen, M., & Vollaard, P. (2003). *Hinder en ontklontering: Architectuur en maatschappij in het werk van Frank van Klingerens*. NAI.

1.4. HOW CONVENIENCE TRIGGERED INCONVENIENCE



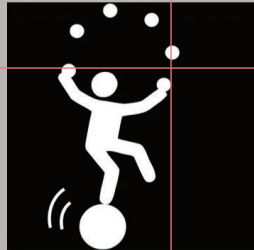
't Karregat circa 1973 - photo Victor van Nieuwenhuys

I think it was a groundbreaking idea at that time to make school children surrounded by adults in cafes or clothes shops. Although the noise pollution caused inconvenience to both school management and retailers, it was a great chance to practice participatory design in a neighbourhood. Today, we are overly dependent on the authorities to manage our districts without communicating with our neighbours and different stakeholders. Despite the annoyance of negotiating and compromising with others, it is important to take the initiative to "declot" fragmented social groups. In the coming chapter, I will explain how experiencing inconvenience can lead to positive outcomes.

CHAPTER 2. THE BENEFIT OF INCONVENIENCE



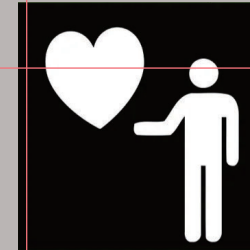
Prevent
downskilling



Improve



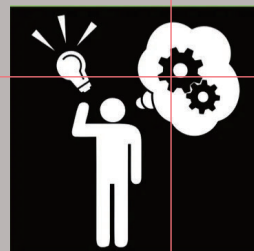
Devise ways



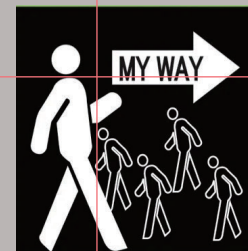
Feel reliability



Enhance awareness



Understand systems



Make original



Personalization

8 Benefit of Inconvenience Signs by Hiroshi Kawakami

CHAPTER 2. THE BENEFIT OF INCONVENIENCE

While inconvenience can be frustrating or irritating, it does not always have to be a negative experience. The idea of “Benefit of inconvenience” was first introduced to (Japanese) academia by Hiroshi Kawakami in 2009¹³. The concept of Benefit of Inconvenience (BoI) does not refer to the state of “being inconvenient, but beneficial”, rather it suggests that the inconvenience itself can lead to benefits. Therefore, BoI introduces a new perspective to the existing design principles that focus primarily on convenience. **It is important to note that inconvenience should not be equated with discomfort, and the aim of benefit-of-inconvenience design is to achieve a comfortable sense of discomfort¹⁴.** To assess the benefits from experiencing inconvenience, objectivity and subjectivity must be considered¹⁵.

Description of objective and subjective recognitions of effort and benefit.

	Objective	Subjective
Effort	Amount of effort that can be universally measured	The perception of the effort spent as experienced by the individual.
Benefit	Amount of tangible positive changes in the real world that can be universally measured	The intangible positive changes within one's mind that are experienced personally by an individual.

13. Kawakami, Hiroshi & Nishimura, M. & Katai, Osamu & Shiose, T.. (2009). *System design based on benefit of inconvenience and emotion*. 1184 - 1188.

14. Shigemoto, Yuuki. (2022). *Benefit of Inconvenience: Revising Human Ability for the Design of Kansei Design*. 10.54941/ahfe1001415.

15. Kawakami, Hiroshi. (2019). *Designing human-machine systems focusing on benefits of inconvenience*. In: Sato, A. (eds) *Applications of Data-Centric Science to Social Design*. Singapore: Springer.

CHAPTER 2. THE BENEFIT OF INCONVENIENCE

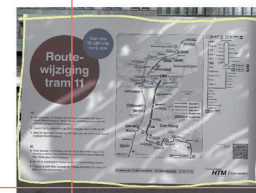
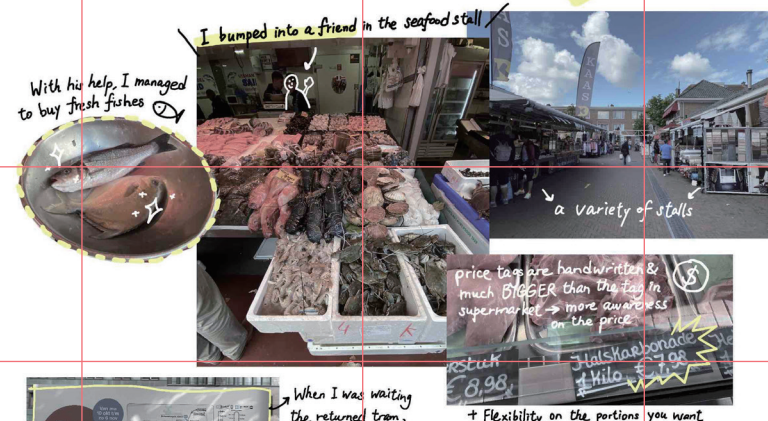
Some people may not perceive activities they are passionate about as inconvenient, even if they require significant effort. From my personal experience, I am passionate about cooking and I usually prepare meals from scratch. It takes more time and effort than buying pre-packaged or processed foods. While some people may find this inconvenient, I enjoy the process of sourcing local ingredients, cooking and taking pride in preparing healthy and delicious meals. What is more, my habit of visiting supermarkets has changed since I discovered the advantages of visiting wet markets. In a supermarket, the experience is all about reading your shopping list and self-checkout. While in the wet market, it allows visitors to feel the freshness and quality of the produce, and it is also a place where prices can be haggled. This small inconvenience offers an opportunity to support local farmers, understand the origins of food, and bring more interaction within the community.

To experience inconvenience...

I went to the market instead of visiting the supermarket.



Before I went to the market, I prepared cash because some stalls do not support PIN payment. This also gave me an idea of my budget + I realised I kept so much coins.



When I was waiting the returned tram, I saw disruption notice on my phone but it was in dutch. I discovered there is an notice with English translation in the stop.

+ Flexibility on the portions you want

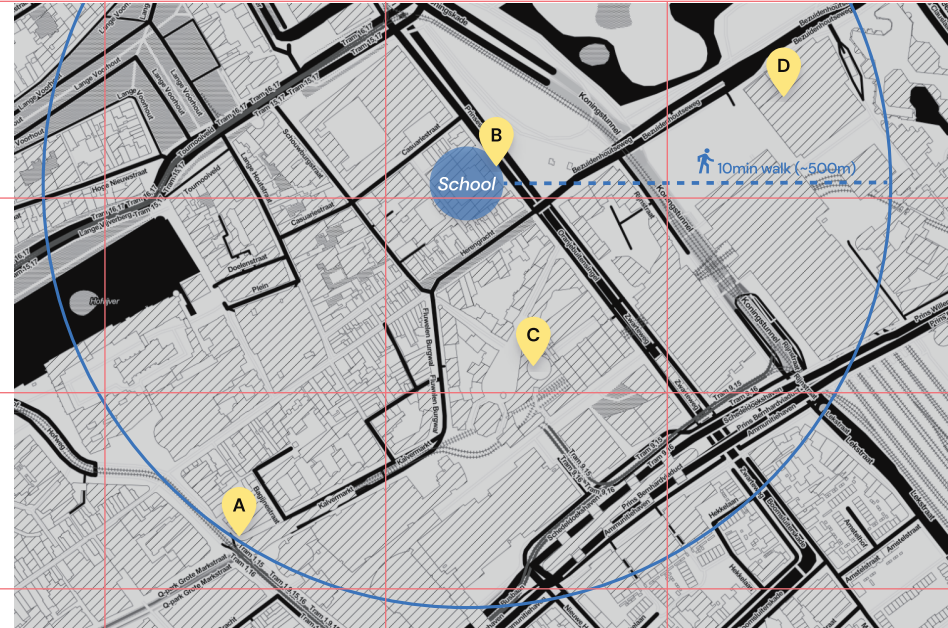


At the end, I saved some money because food is relatively cheaper than supermarket. I also bought some unusual ingredients. Visiting market is like an inconvenient discovery.

2.1 THE BENEFIT OF INCONVENIENCE WORKSHOP

Our goal is to reveal insights into how participants deal with annoyance in their daily environments.

However, I found that over 70% of respondents in my survey¹⁶ disagree that inconvenience has any beneficial effects. In order to test out the possibility of changing people's mindsets, a workshop about Bol was conducted by me and Njål Granhus, a designer who is also fascinated by how people interact with public spaces. Our goal is to reveal insights into how participants deal with annoyance in their daily environments. To start with, a reflective design approach is applied by writing a "break-up letter"¹⁷ in the workshop because it can encourage reflection and contemplation. In the letter, participants were asked to express their most honest feelings and thoughts regarding a public space they don't like. A deeper understanding of the place was gained after they identified the reasons why they no longer want to visit it. In the discussion, participants shared other inconvenient stories from their everyday lives which helped to reveal what they expect from a public space.



Selection of the most hated place

(outdoor/ around 30min walk from school/ you really hate it)

A_ De Grote Marktstraat



B_ The school front entrance



C_ Cliostraat



D_ The construction site around the centraal station



16. Li, S. (2022). *What do you think about inconvenience?*

17. Hanington, B. M., & Martin, B. (2012). *Universal Methods of Design: 100 Ways To Research Complex Problems, develop innovative ideas, and Design Effective Solutions*. Rockport Publishers.

2.1 THE BENEFIT OF INCONVENIENCE WORKSHOP

Break-letter from participant A

Dear Grote Marktstraat,

You are nothing short of a chaotic mess, in particular your design along the Spui Junction, in front of primark. This area bound by commercial buildings is dictated solely by intersecting overlaid modes of transport. Crossing through there tests not only my patience but also my anxiety. Grote Marktstraat your foul smell of overnight trash littered everywhere doesn't attract me to your overpriced coffee. Your bike parking stations are always crowded and should my bicycle be outside a parking zone, I am slapped with a warning or fine.

Passing through you is only an option when there is no other option, and I am sure to witness an approaching tram line, bus, motorcycle or pedestrian approaching out of nowhere.

You are riddled with homeless, in dire need of support, while police officials, and governmental figures walk past them everyday. Your city officials regulating parking and traffic are unhelpful and look like part time drug dealers wearing an official vest.

Grote Markstraat, unlike my mother who loves to spend days on end roaming around your shopping malls, I am over you and what you have to offer.



2.1 THE BENEFIT OF INCONVENIENCE WORKSHOP

Next, we asked them to revisit their chosen location in groups and interact with the hostile elements in the space. Some of them climbed on fences and experienced the trouble of irregular patterns. At that moment, **participants suddenly became the owners of that public space** and enjoyed their discovery. One of the groups chose the intersection in the Grote Markt because they were terrified by the busy traffic there. During their revisit, they filmed themselves walking in extremely slow motion to contrast the hectic pace of cars, cyclists

and pedestrians. The result was very creative and demonstrated how to reconnect the bonding with the public space. Experiencing inconvenience from a different angle enhances participants' chance of awareness as they spent a longer time observing in the same area. Plus, they give up some of their negative assumptions during their interaction with the place. Before the workshop, it is common for them to simply pass by those disliked places without paying much attention to them.



2.1 THE BENEFIT OF INCONVENIENCE WORKSHOP

Situations of inconvenience observed by the participants



Cyclists mix with pedestrians



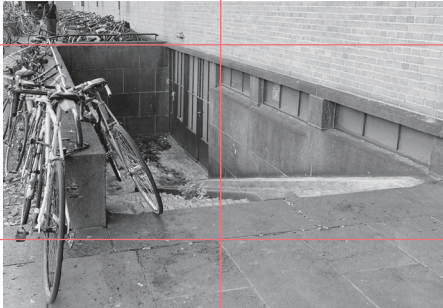
Limited parking space



Automatic rising bollards



Chaotic traffic



Ramp with a locked entrance



Smell of piss and smoke under the canopy



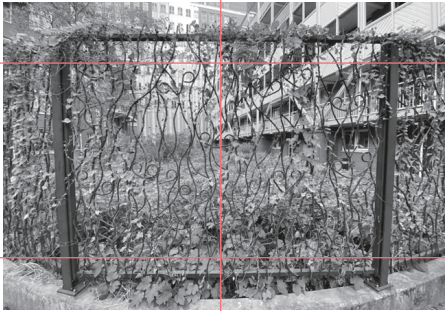
The clock reminds students how late they are



A large number of bikes makes it hard for people to find their own

2.1 THE BENEFIT OF INCONVENIENCE WORKSHOP

Situations of inconvenience observed by the participants



It is dizzying to walk along fences with dense patterns



Too empty & quiet



A large number of spikes that appear defensive



Lack of public furnitures



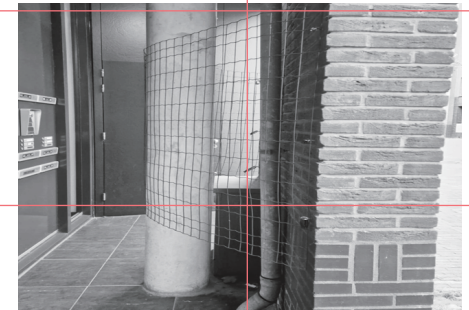
Continuous construction site boards occupied a lot of space



Street becomes very narrow



Too many signs create visual clutter



Fence everywhere

EMPATHY MAP: TO UNDERSTAND THE USER'S PERSPECTIVE

Hear

What are they hearing others say?
What are they hearing from friends?

The speed limit of the street should reduce

'I hate the smokers in front of the entrance.'

Bicycle wheel gets stuck in the tram track

This area has more poor people

I have never been to this place even it is so close to school

When will the construction complete?

See

What do they see in their immediate environment?
What do they see others doing?

Chaotic traffic between buses, trams, pedestrians, cyclists

Cyclists have to cycle between cars

Since the street is blocked by the site boards, there are many wayfinding signs

A huge area is surrounded by continuous construction site boards

The entrance is small and narrow

Sit on the stairs and smoke with a group of people

Not enough parking space for bicycles

Always full of people and bikes

The clock on the building

Not enough parking space for bicycles

Crazy intersection with no traffic light

A giant lock hole fence

Ugly fences around the garden

Cars occupied most of the road

Chaotic traffic

Participants

The cycling route is too narrow

The street became so narrow for pedestrians

It reminds me how late I was when I look at the clock on the building

How can I cross the street without getting hit by trams/ cars/ cyclists?

Annoyed by the crowds of people and bikes

It's a pity that no one use the public space there

The pattern on the fences is annoying and ugly

There is no spot storing my bike!

Feel dangerous

This is unfriendly to cyclist

The place is so hidden and quiet, but it is very close to the central station

Cyclists usually avoid this street because there is no space for them

I will avoid entering the station from this side

Pay more attention when cycling

The front entrance is too far from the studio so I prefer the back entrance

Get a fine from the authority because of traffic contravention

I prefer to pass through this street quickly

The smell of piss and smoke there is terrible!

Park the bike outside the parking zone

Avoid entering from the front entrance

Pay attention to vehicular movement around me

What do they think?
How do they feel?
What is their global feeling about their need?

Think & Feel

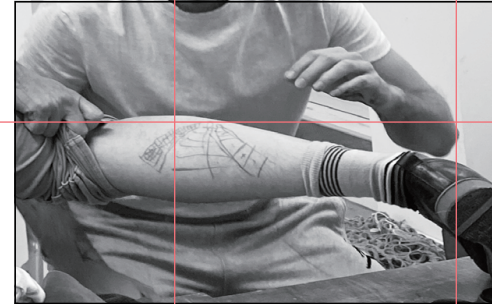
What have we heard them say?
What can we imagine them saying?
What behavior have we observed?
What do they do today?

Do & Say

DESIGN TASKS DURING THE WALK

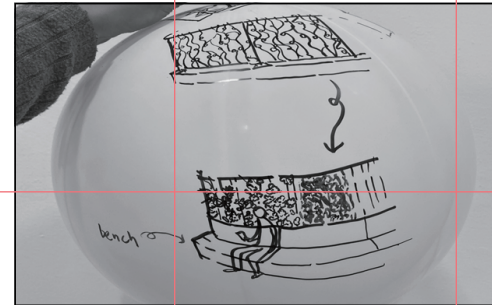
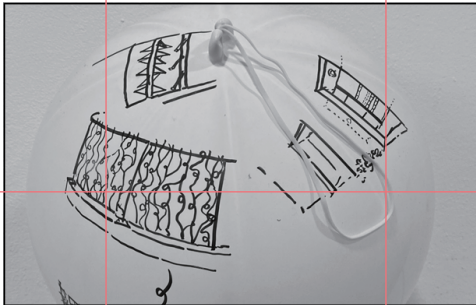
Inconvenience ↴

Your skin is your 'canvas'.
You have plenty of space to draw.
Enjoy!



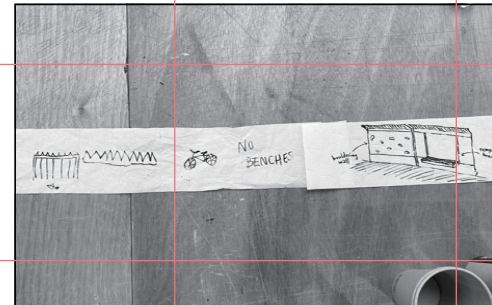
Inconvenience ↴

Balloon is your 'canvas'.
Try not to break it. Enjoy!



Inconvenience ↴

Toilet paper is your 'canvas'.
Enjoy!



CHAPTER 3 - THE MOST INCONVENIENT WAY TO NAVIGATE OUR CITY: WALKING



CHAPTER 3 - THE MOST INCONVENIENT WAY TO NAVIGATE OUR CITY: WALKING

Growing up in the world's top city for public transit- Hong Kong¹⁸, I spent two to three hours in the metro each day for my commute. My routes are mostly planned by navigation apps, which are usually dominated by criteria such as shortest time, shortest path, minimum cost and least effort. Then navigation lends itself to optimization¹⁹. I realised when I am travelling a place from A to B, I usually open the navigation map and choose the "turbo" mode. Using "Turbo" mode, the fastest route is suggested among different options and it is updated every minute to ensure it is the quickest.

The purpose of this feature is to eliminate travel inconveniences, such as traffic jams and train delays, and save as much time as possible. Walking is considered the least preferred option because it is the slowest method, and it requires the most physical effort than other modes of transportation. **Is there a time when we should move slowly?** Despite the inconveniences, walking can bring tremendous benefits to society and personally.



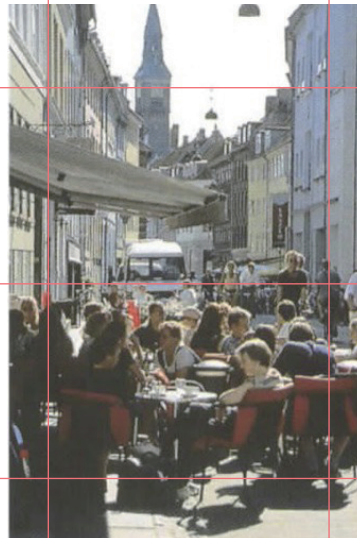
"Find the absolute fastest route, right NOW."

Turbo mode by Citymapper

18. University of California, Berkeley. (2022, December). Urban mobility readiness index 2022 - Oliverwymanforum.com. Retrieved from <https://www.oliverwymanforum.com/content/dam/oliver-wyman/ow-forum/template-scripts/urban-mobility-index/PDF/city/san-francisco.pdf>

19. Natapov, A., Czamanski, D., & Fisher-Gewirtzman, D. (2016). Visuospatial search in urban environment simulated by random walks. International Journal of Design Creativity and Innovation, 4(2), 85-104. <https://doi.org/10.1080/21650349.2015.1130651>

CHAPTER 3 - THE MOST INCONVENIENT WAY TO NAVIGATE OUR CITY: WALKING



Strøget, before and after pedestrianization.
Credit: Jan Gehl, "New City Spaces"

Danish architect Jan Gehl is a strong advocate of walking as an essential component of human-centred urban design. He believes pedestrians should be the top priority, and streets should be designed with people in mind. He points out that **some of the urban planning is based on how people see while moving through a 60km/hr vehicle but completely forgot about the people that have only 5 km/hr²⁰**. Driving is faster and more convenient compared to walking, but it takes up a bigger public space to move and park. By walking, you get a closer view of the surroundings.

During the walk, we are able to see the details like materials, people's interaction, signages, etc, the environment gets interesting and personal. **In fact, walking shapes shape as we go.** For example, streets are linear because our legs move linearly, and squares are round and closed because they allow people to observe more roomy activities. Understanding public space by only knowing places in space is not enough, it also contains networks of information, activities and flows²¹. The ability to see our city from an eye level and at five kilometres per hour helps me better understand how city space is used and the needs of users.

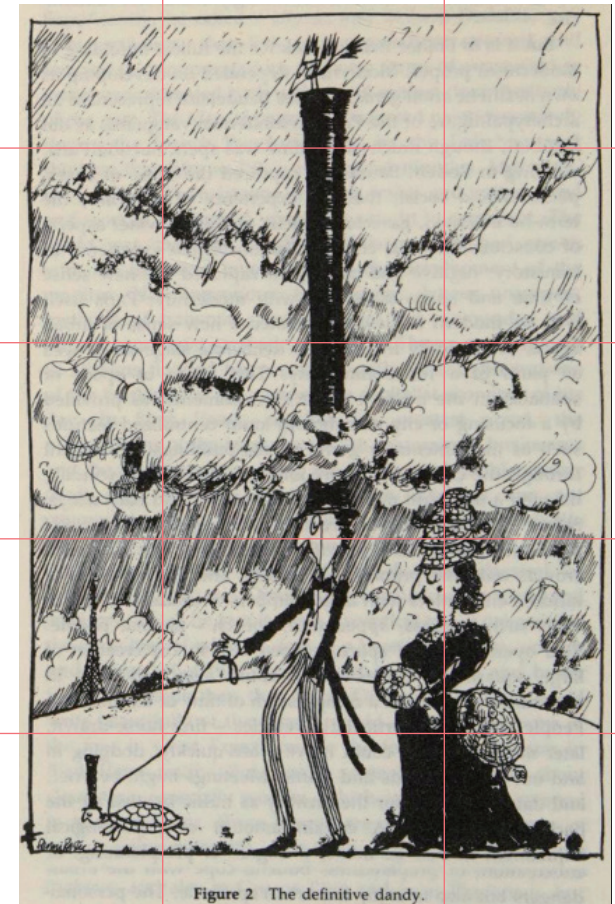
20. Gehl, J. (2015, December 18). In search of the human scale | jan gehl | tedxkea. YouTube. Retrieved from <https://www.youtube.com/watch?v=Cgw9oHdfJ4k>

21. Batty, M. (2013). The New Science of Cities. <https://doi.org/10.7551/mitpress/9399.001.0001>

3.1 THE CONCEPT OF FLÂNEUR

The concept of flâneur

What if you are walking without a destination in mind? That is strolling, compared to walking, is slower and more leisurely, with no particular destination or time pressure. Since the 19th century, the concept of "flâneur" became a trend in France. Flâneur is the best-known figure that emerged from Walter Benjamin's study of Paris at that time²². It refers to a person who strolls aimlessly through the streets of a city, observing the surroundings and the people around them. This concept is associated with the idea of urban exploration, leisurely observation, and taking in the sensory experiences of the city. The Flâneur is often portrayed as an artistic or intellectual figure who seeks inspiration and ideas from the environment and the people around them.



22. Benjamin, Walter (1935). "Paris: The Capital of the Nineteenth Century". Charles Baudelaire: A Lyric Poet in the Era of High Capitalism.

"The definitive dandy" (1990) by Penni Bestic, as featured in Phillip Nicholas Cooke's Back to the Future: Modernity, postmodernity and locality, is one of the few, albeit modern, published illustrations of a flâneur walking a turtle through the streets of Paris.

CHAPTER 3 - THE MOST INCONVENIENT WAY TO NAVIGATE OUR CITY: WALKING

"The street becomes a dwelling for the flâneur; he is as much at home among the facades of houses as a citizen is in his four walls. To him the shiny, enamelled signs of businesses are at least as good a wall ornament as an oil painting is to the bourgeois in his salon. The walls are the desk against which he presses his notebooks; news-stands are his libraries and the terraces of cafés are the balconies from which he looks down on his household after his work is done.

-Walter Benjamin."

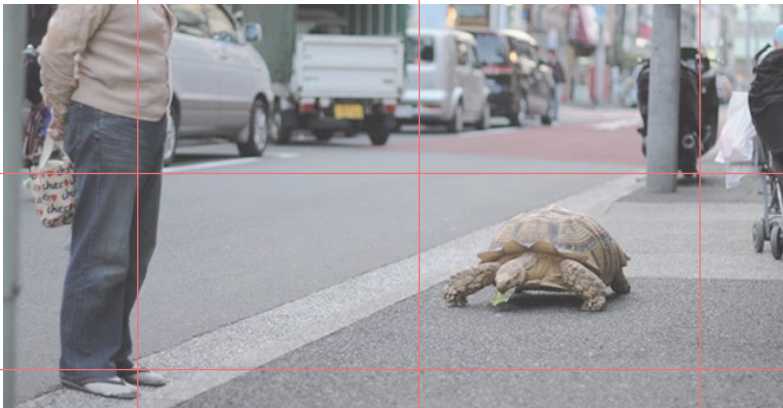


Scenes from Sophie Calle's *Suite Vendôme*

CHAPTER 3 - THE MOST INCONVENIENT WAY TO NAVIGATE OUR CITY: WALKING

The idea of the flâneur has gained significance in the realm of psychogeography, urban planning, and architecture, as it describes people who are indirectly and (usually) unintentionally affected by a particular design they experience only in passing.

According to Benjamin, **it was fashionable around 1839 to walk through arcades with turtles on leashes in order to enforce the slow pace of really determined looking.** It was believed that if the flâneurs were useless and nonproductive, that was because the luxury goods for sale in the Paris arcades had no used value. The flâneurs were the first to express the notion that a complete lack of utilitarian value could be a social statement.



World's most patient pet owner strolls Tokyo with his huge tortoise
Source: togech.jp



A man walks his turtle in Hong Kong / Source: hk.on.cc

In Hong Kong nowadays, it is not difficult to see people walking around with their turtles. Unlike in the past, owning a turtle is no longer seen as a symbol of social status, as most turtle owners are retired. I find it fascinating to observe the contrast between the slow pace of turtles and the hustle and bustle of pedestrians. I still remember my experience of bumping into a turtle on the street. I felt surprised at the beginning. As the turtle slowly plodded along beside me, his little feet scraped softly against the pavement. He slowly made his way across the bushes and paused to nibble on a leaf. I noticed things that I might have missed if I had been walking alone - the texture and pattern of the pavement, the scattered dry leaves and tree shadows. My original route was disrupted by the turtle, but I felt calm and content with this unexpected turn.

CHAPTER 4 - DAILY INCONVENIENT EXPERIENCE ON THE STREET



CHAPTER 4 - DAILY INCONVENIENT EXPERIENCE ON THE STREET

Since our daily travel focuses on reaching our destination, does this mean that we can ignore the experience of the rest of the journey?

If possible, do people prefer to use the "anywhere door" to visit any location without the need to spend time and effort travelling?

The wayfinding system is ubiquitous in the city, it is less rigidly constrained compared to navigation. It can introduce psychological value and perceptual considerations²³. According to Weisman's study²⁴, there are four environmental variables that affect human behaviour in the wayfinding process: visual access, architectural differentiation, spatial configuration and signage. As a result of these variables, there can be different levels of inconvenience in public spaces. This section of my paper focuses mainly on how spatial configuration and signages affect my walking experience.

23. Natapov, A., Czamanski, D., & Fisher-Gewirtzman, D. (2016). *Visuospatial search in urban environment simulated by random walks*. International Journal of Design Creativity and Innovation, 4(2), 85-104. <https://doi.org/10.1080/21650349.2015.1130651>

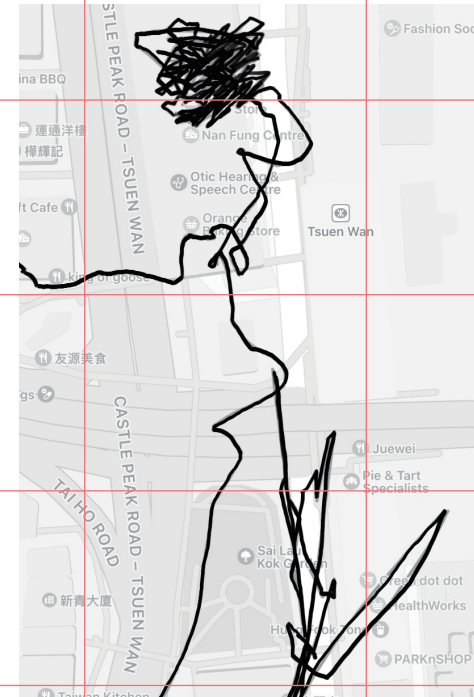
24. Weisman, J. (1981) "Evaluating architectural legibility: Way-finding in the built environment," Environment and Behavior, 13(2), pp. 189-204. Available at: <https://doi.org/10.1177/0013916581132004>.

CHAPTER 4 - DAILY INCONVENIENT EXPERIENCE ON THE STREET

Spatial configuration can be defined as a progressive process that connects the built environment, human's spatial experience and behaviour²⁵. I started to examine my GPS records as my methodology, and I found that my walking experience in the Hague and Hong Kong is very different. My steps are more uniform and straightforward in the Hague. In contrast, my routes in Hong Kong often overlapped and meandered. Additionally, these records reflect the differences in spatial configuration between the streets in the Hague and Hong Kong. They can differ significantly due to various factors such as cultural, historical, and geographical contexts.



(i) My track in the Hague



(ii) My track in Hong Kong

25. Hasgöl, Esin. (2015). *Space As Configuration: Patterns of Space*.

CHAPTER 4 - DAILY INCONVENIENT EXPERIENCE ON THE STREET

"Seeing the rhythms and patterns of one's tracks can have the effect of seeing your own ghost. The qualities of line in GPS drawing can reveal a great deal about movement and process. Just like a pencil drawing where smooth lines have a different speed to jagged edges, GPS drawings can detail the elegant lines of a railway and a squiggly walk to the local shops. As a pencil... momentarily pauses in its progression, we might hesitate or wait before crossing a road. The speed of travel can also be coloured to indicate the cold blues of slow dithering to red hot top speeds, and the altitude of tracks can add pressure and depth of line.

- Jeremy Wood²⁶

26. Jeremy Wood; Synapse list July 11 2008
<http://lists.synapse.net.au/pipermail/elist/2008-July/000136.html>

We walked along the pier

We discovered a game centre

The sky suddenly rained and we waited inside the Lego store

I walked with a friend to the beach from the tram station



CHAPTER 4 - DAILY INCONVENIENT EXPERIENCE ON THE STREET

What can we infer from our ordinary paths through the city?

As Hong Kong is a densely populated city with lots of mountains, its streets tend to be narrower, more congested, and have steeper slopes. Stairs, escalators, lifts and footbridges are very common walkway elements in the built environment. They are the calm options for traversing the chaos of the city. From the track in my GPS, I can tell my daily paths are mostly vertical. The repeated circular lines are probably the moment when I was entering a shopping mall. I walked into the mall and I had a specific goal in mind, such as shopping for groceries in the supermarket, but ended up browsing new clothing instead. Depending on the size and layout of the mall, I encountered escalators, elevators, or stairways that provide access to different levels or areas. **So, my walking experience became a continuous exploration inside the vertical space.** The transparent and open facades also play an important role in affecting my behaviour. Shop facades in the mall are mostly open and active, with many details on the window display, door openings and contact between inside and outside²⁷.



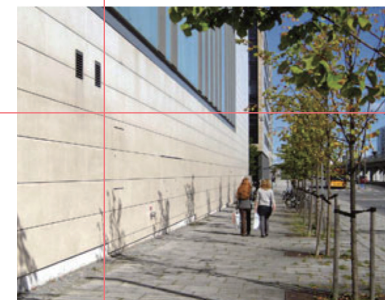
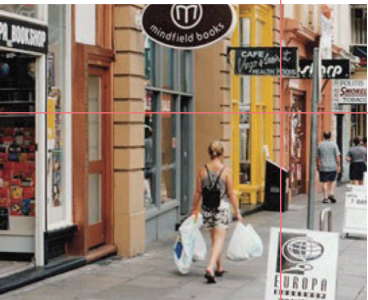
27. Gehl, J. and Svarre, B. (2013) "Active or passive facades," in How to study public life. Washington, DC: Island Press, pp. 104-105.

CHAPTER 4 - DAILY INCONVENIENT EXPERIENCE ON THE STREET

What can we infer from our ordinary paths through the city?

As our eyes are primarily designed for horizontal vision, we take in most of what we see at eye level. A study conducted by Jan Gehl, Solvejg Reigstad and Lotte Kaefer²⁸ discovered that **facade design can have great influence on the pattern of activities.** "People walked slower, turned their heads more often to look in shop windows, and stopped more frequently."

Façade categories defined by Jan Gehl (2010)



Active

Friendly

Mixture

Boring

→ Inactive

28. Gehl, J., Kaefer, L.J. and Reigstad, S. (2006) "Close encounters with buildings," URBAN DESIGN International, 11(1), pp. 29-47. Available at: <https://doi.org/10.1057/palgrave.udi.9000162>.

CHAPTER 4 - DAILY INCONVENIENT EXPERIENCE ON THE STREET

"Imagine this scenario for a moment. You wake up in your flat on the 36th floor of an apartment building, brush your teeth, get dressed and take a lift to the shopping mall below. You grab a quick steamed bun for breakfast before descending into the MTR, which whisks you beneath mountains and water to the district where you work. There, you complete the same process in reverse, re-emerging from the underground,

up several escalators, through footbridges upstairs shopping malls, and into your office on the 55th floor of an office tower, changing lifts at a 36th floor sky lobby in between.

Later that evening, you hop in a taxi and join your friends at a restaurant on the 22nd floor of a building filled with nothing but eateries.

This is everyday life for hundreds of thousands of ordinary middle-class Hongkongers. You need only look out a window at the city's thicket of skyscrapers to realise that this isn't Baudelaire's Paris.

In Hong Kong, the flâneur must go up, down and around to fully appreciate the city. This is a city where life is lived three-dimensionally²⁹."

29. Dewolf, C. (2021) The vertical city, part I: How hong kong grew up, Zolima City Magazine. Available at: <https://zolimacitymag.com/vertical-city-part-i-how-hong-kong-grew-up/> (Accessed: March 16, 2023).

CHAPTER 4 - DAILY INCONVENIENT EXPERIENCE ON THE STREET



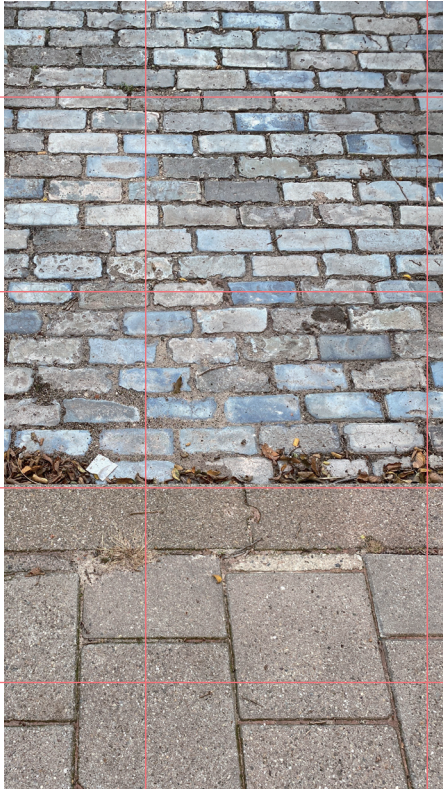
Visible Entrances: the entrances of the woonerf are distinctly marked by a sign

The concept of "Woonerf"

Because of the geographical features of the Netherlands, streets in the Hague are flat and wider. Walking in a walkable neighbourhood in The Hague is more enjoyable than walking in a compact multi-story big box in Hong Kong. The Netherlands has a long history of urban planning and design, which has led to more standardized street layouts and designs. There are consistent Dutch houses beside the streets, and "the woonerf design". "Woonerf" is a Dutch urban planning concept that translates to "living yard" or "residential yard". The concept of the woonerf was developed in the late 1960s in the city of Delft, Netherlands. At that time, residents of a neighbourhood were upset with cut-through traffic speeding through their neighbourhood, making it unsafe³⁰. The woonerf refers to a type of shared space that is designed to prioritize pedestrians and cyclists, rather than cars. Woonerfs are typically narrow, winding streets or alleys with low-speed limits, minimal signage and road markings.

30. Collarte, N. (2012) The woonerf concept: Rethinking a residential street in Somerville, Docslib. Available at: <https://docslib.org/doc/13483431/the-woonerf-concept-rethinking-a-residential-street-in-somerville> (Accessed: March 16, 2023).

CHAPTER 4 - DAILY INCONVENIENT EXPERIENCE ON THE STREET



My attention was drawn to the interlocking pavers as I crossed the "woonerf" street because cycling on them is uncomfortable. This is one of the measurements in woonerf which restricts the car's speed and movement by physical barriers. Since the very first set of minimum design standards and traffic regulations for Woonerf was legalized by the Dutch government in 1976, one of the articles emphasised: "Drivers within a 'woonerf' may not drive faster than at a walking pace. They must make allowance for the possible presence of pedestrians, including children at play, unmarked objects and irregularities in the road surface...³¹". **The concept of woonerf brings inconvenience to drivers as the driver becomes the visitor of the street.** However, these regulations improved the overall safety of the streets and reduced noise pollution in residential areas. The mix of uses and slower traffic speeds on woonerfs can encourage greater social interaction between residents and visitors, which can help to build a stronger sense of community.

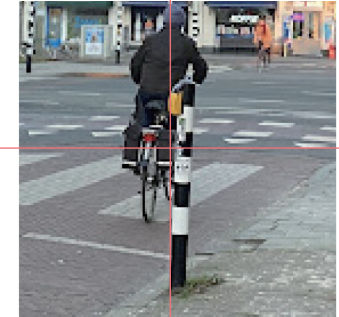


31. Joseph, E.B. (1995) Changing the residential street scene: Adapting the shared street (woonerf) concept to the suburban environment, Taylor & Francis. Available at: <https://www.tandfonline.com/doi/abs/10.1080/01944369508975661> (Accessed: March 16, 2023).

LEVEL OF STAKEHOLDERS

INCONVENIENCE IN PUBLIC SPACE (FIXED)

public operators



private operators



users



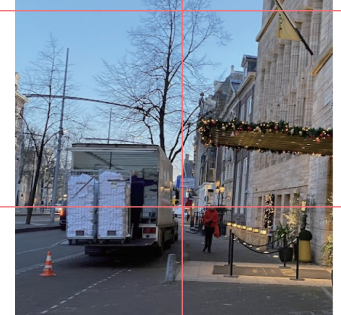
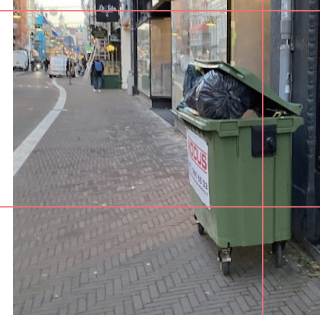
LEVEL OF STAKEHOLDERS

INCONVENIENCE IN PUBLIC SPACE (MOBILE)

public operators



private operators



users



INCONVENIENCE IN PUBLIC SPACE



CHAPTER 4 - DAILY INCONVENIENT EXPERIENCE ON THE STREET

The most densely populated places on Earth - Mong Kok district

I had numerous inconvenient experiences with walking in one of the most densely populated places on Earth - Mong Kok district. The walk there is always a hassle because each square kilometer is crowded with an average of 130,000 people, not to mention the number of hawkers, shops, and cars. The streets in Hong Kong often serve multiple purposes, including transportation, commerce, and social gathering. So, the spatial configuration of the streets needs to accommodate various activities and users. I was often disrupted by the noise and the abundant stream of people. **My speed was also influenced by the crowds and the overload of information.** Studies show that vision is a main source of information used by pedestrians to steer their movement³², I was often distracted by the visual language on the streets.

32. Moussaïd, M., Helbing, D. and Theraulaz, G. (2011) "How simple rules determine pedestrian behavior and crowd disasters," Proceedings of the National Academy of Sciences, 108(17), pp. 6884-6888. Available at: <https://doi.org/10.1073/pnas.1016507108>.



Sai Yeung Choi Street South in Mong Kok was a sea of humanity on the last night of the pedestrian zone

Photo: Dickson Lee

[illegible]

CHAPTER 4 - DAILY INCONVENIENT EXPERIENCE ON THE STREET

Signages, billboards, advertisements on vehicles, etc, commercial messages and media are all around. There are both fixed elements and mobile elements on the street. The signages on the buildings look chaotic because they are located in different parts of the buildings: extended from the building, building fascia and shopfront³³. Text and visual symbols permeate every corner of the street, it may be overwhelming to visitors but they formed a live-wired urban language. From the signages, there is a huge amount of visual information in Traditional Chinese and English, displayed in various styles and sizes, colours and materials, reflecting different trends and showcasing the energy of the place. You can recognize these details only when you are walking there.



33. Tam, K. (2022) *The architecture of communication: The visual language of Hong Kong's ...* Neonsigns.hk. Available at: <https://www.neonsigns.hk/neon-in-visual-culture/the-architecture-of-communication/?lang=en> (Accessed: March 17, 2023).

CHAPTER 4 - DAILY INCONVENIENT EXPERIENCE ON THE STREET

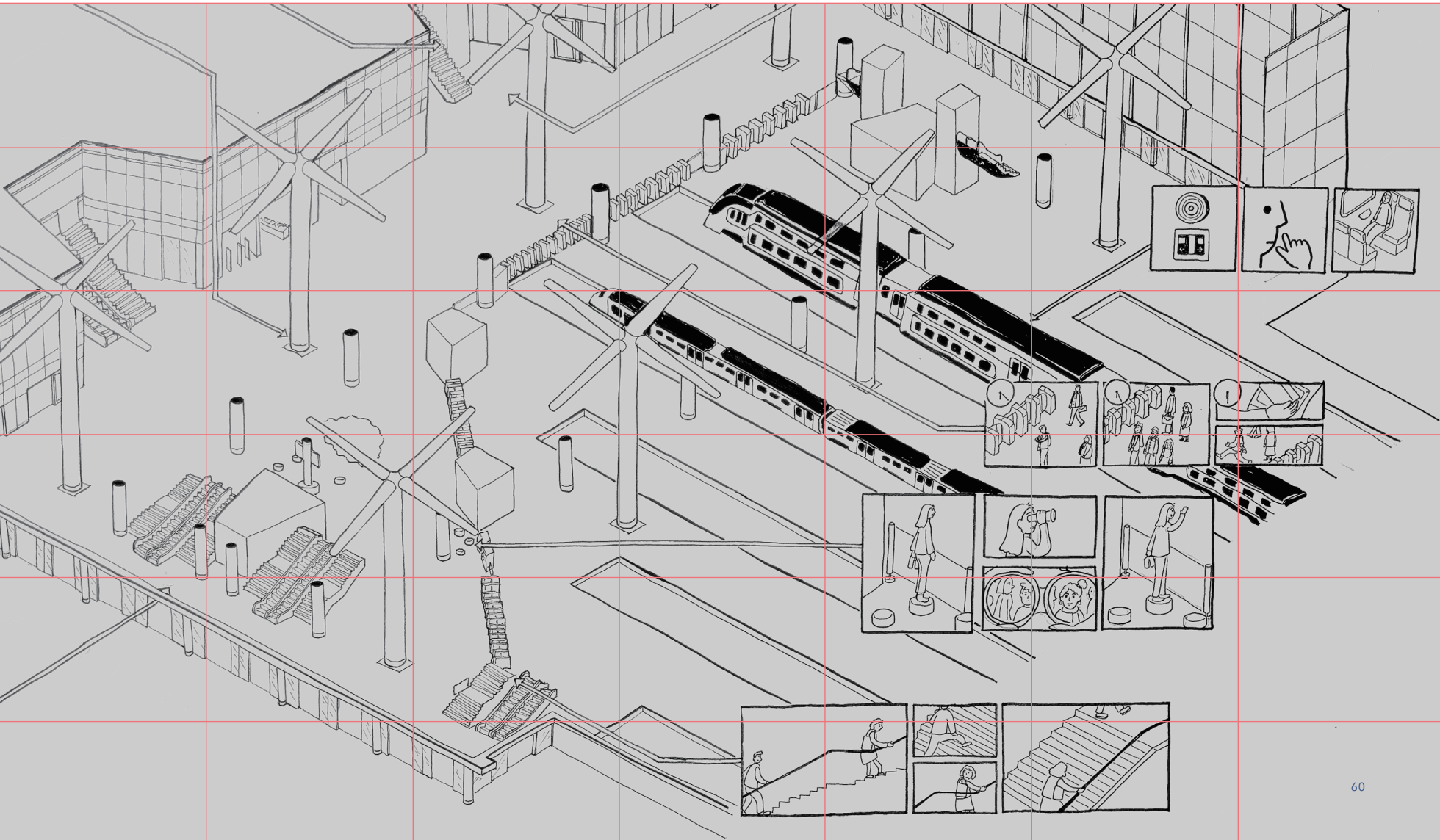


The 1,400-sq-m screen - the size of five tennis courts - was erected on the facade of Sogo department store

Source: RTHK

I used to think that the messy signs on buildings promoted consumerism only. But, when they gradually get dismantled due to redevelopment and safety concerns, I feel a sense of regret. I am afraid that the signs will be replaced by convenient computer fonts or digital billboards. Despite the annoyance on the street, I like how street environments blend intuitive values with ad hoc activities, creating a dynamic and engaging street frontage that fosters an interesting interplay between indoor and outdoor spaces.

4.1 WHAT IS NEXT?

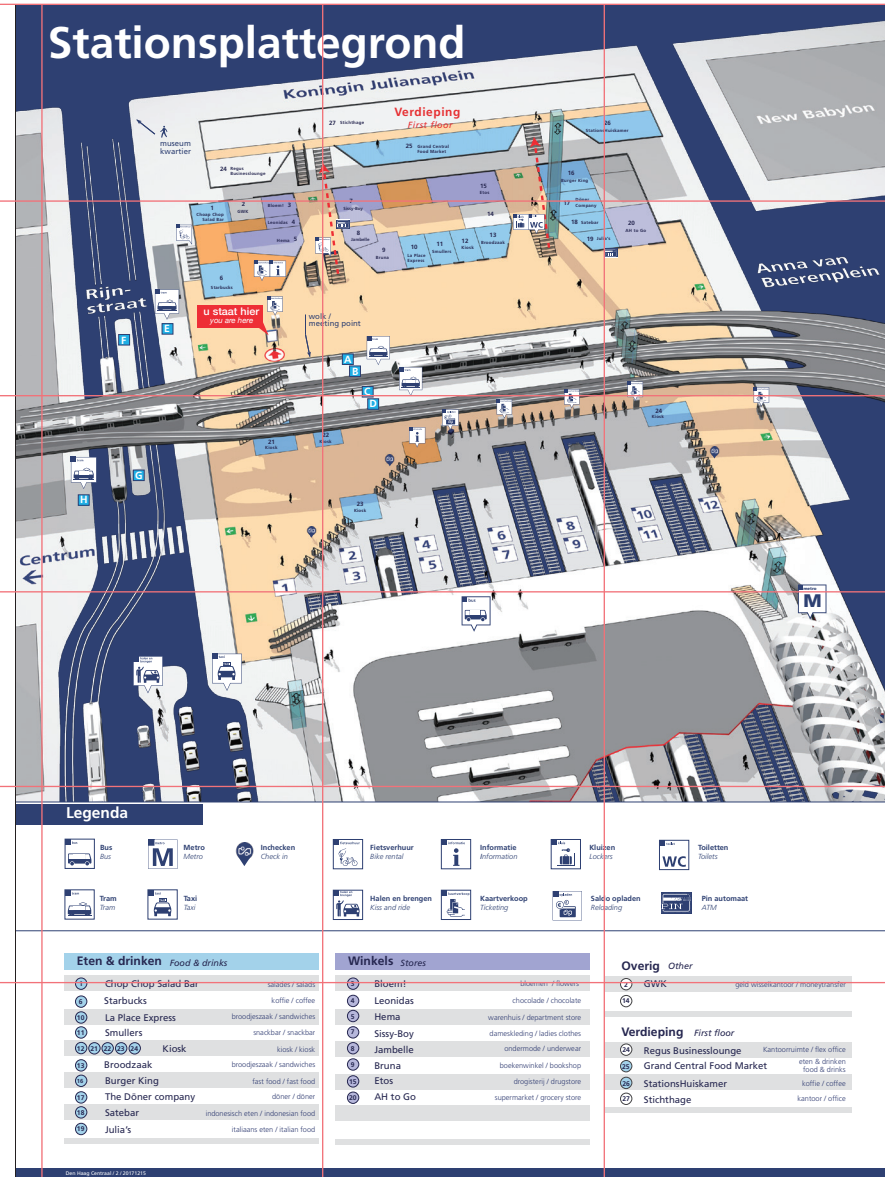


4.1 WHAT IS NEXT?

Case study: Den Haag Centraal Station

Since my Dutch language skills were not good enough to understand everything in public spaces, the lack of information was inconvenient for me. Therefore, I tried to understand places through observation. Although walking is the slowest way to explore a city, it allows me to see more details and makes the environment more interesting. The goal of my design is to delay people and raise their awareness of their surroundings. I decided to map my observations in Den Haag Centraal Station because it has a diverse range of people passing through, from commuters rushing to work to families on vacation, offering a unique opportunity to observe human behaviour in different scenarios. Most visitors are looking for convenience in the train station, and they are goal-oriented travellers. Besides your planned route, have you ever thought about what is happening at the station at different times?

My mapping is different from a map that helps you understand the amenities inside the station; instead, it allows you to start feeling what it was like to be there.



CONCLUSION

Comfortable Uncomfortableness

To conclude, everyone has their definition of inconvenience, which can vary based on personal experiences and backgrounds. By understanding the factors that cause inconvenience, it becomes clear that experiences of discomfort can influence decision-making and daily interactions with the built environment. Walking is the simplest way to experience inconvenience, and I find it to be a form of "comfortable uncomfortableness". I like the unexpected discoveries that come with turning a corner on the street. I believe that mapping is the best tool to capture and visualise my observations.

Through mapping the route, I can record specific locations and other notable features that may have otherwise gone unnoticed or been forgotten. Mapping also enables me to reflect on and analyze the walking experience, identifying changes over time and areas of inconvenience in the space. As an archive of the walking experience, mapping also allows me to share my observations with others. A psychogeographic map provides a powerful means of capturing and communicating the unique experience of walking in the city.

With the signage, people can easily navigate the built environment that they have never been to before. For some reason, I start to understand my surroundings with functionality. The train station is for people to take a train, the library is for borrowing books, and the shopping street is for shopping. So, a place seems to become inconvenient if it does not contain any function. Furthermore, if those functional places can be replaced by online services, they lose their importance and become abandoned. How are humans and cities related? Is there only a functional connection between them?

I believe that I should stop focusing on the function of space and speed and instead embrace slow mobility and uncertainty, even if it is inconvenient. Observing the city from an eye level and moving at a leisurely pace of five kilometres per hour has enabled me to how different people utilize the same urban space. When I travel, it is unimportant to consider the purpose of a place. Instead, I should pay attention to every detail on the street and be less worried about getting lost. Perhaps I become too accustomed to our daily built environment and assume that I am already familiar with it.

CONCLUSION

I remember a school trip to Morocco where the roads were dilapidated and the traffic was congested, making it necessary for us to be constantly alert to our surroundings. While there, we visited a plaza where vendors offered a variety of services and goods. There was no information about their location or their function due to the temporary and busy situation. Despite its lack of planning, this unplanned space exhibited a lively atmosphere of human interaction. Seeing things through a tourist's eyes made the inconveniences more valuable.

As a city-dweller, I tend to approach life with a practical attitude, focusing on getting to my destination without experiencing the city. As a designer, I frequently believe that I have considered the needs of users during the design process. Yet, I have realized that I subconsciously adopt a particular viewpoint like a destination in mind without taking the time to slow down and understand the real world. Because inconvenience triggered people to take a closer look at their surroundings, cultures, and people, I think it helps to form a more livable city. I love strolling around and exploring when I travel to new places.

Why don't I do the same in our hometown?



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