

When Two Worlds Collide: The Role of ICT in Migration Process of Children and Youth

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A Hitchiker's Guide

- What has ICT got to do with migration?
- Conceptual framework
- How and what we searched for?
- What have we found?
- The End



Migrant youth and ICT

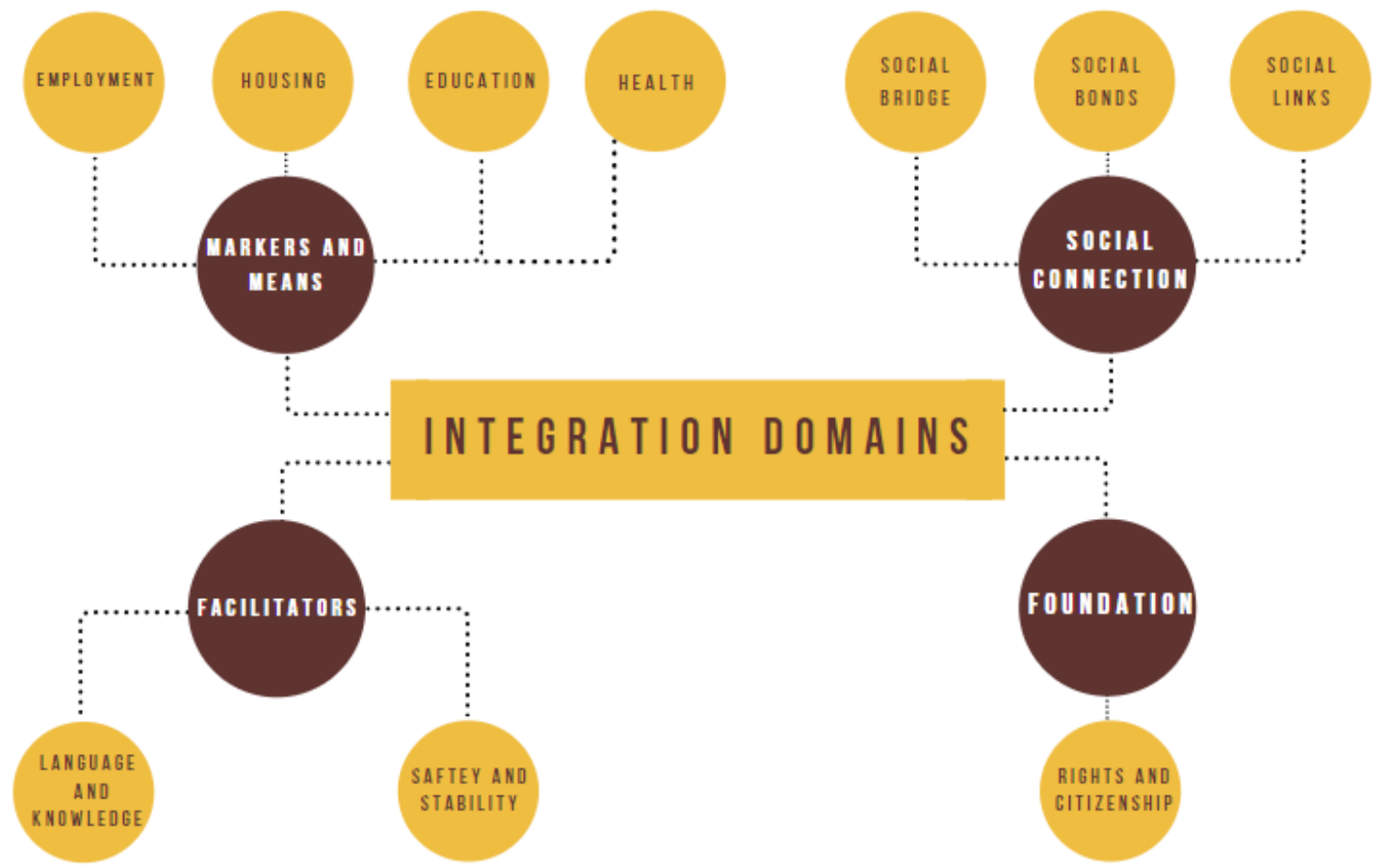
- **ICT**—information-communication technology
- **migrant youth** – young people between the ages of 15 and 24 (United Nations)
- youth as a group that participate in migrations AND most frequently use ICT
- How can ICT tools support migrant youth?
- How can ICT tools foster a two-way integration?

The role and potential of ICT

- technological inclusion of migrants is just as important as social, political, and economic inclusion (Diminescu 2008; Khorshed and Imran 2015; Kluzer and Rissola 2009)
- „the game changer“
- ICT use increases migrants' participation in host countries (e.g., voluntarism, community work)



Conceptual framework defining core domains of integration (Ager and Strang 2008)



- **integration occurs across series of domains**
- **Markers and means - fields where migrants most often interact with host society (e.g., education, health, employment, housing ...)**
- **Social connection – mutual connections that drive integration (from micro to macro)**
- **Facilitators – barriers to integration (language skills, cultural differences, a sense of safety, stability ...)**
- **Foundation – practices related to responsibilities, obligations and rights**

Methodology

- applications, websites, platforms (Google)
- Google Play Store (Android) and App Store (iOS)
- criteria: i) must cover one of the domains from the model and ii) be focused on the EU territory
- Keywords: migrant, integration, migration, support, adaptation

ICT tools that promote markers and means

- i.e. fields where migrants most often interact with host society

Area of education:

- **Kiron Campus** - Free Online Learning
- on-line courses
- free of charge (prove of refugee status)
- start anytime
- get a certificate



ICT tools that promote markers and means

Area of employment:

- **Workeen**
- Several languages
- Helps to navigate EU labour market
- Helps to understand bureaucracy
- Prepares for job interview
- Gamification approach
- 2 steps: job search and workplace integration



ICT tools that promote markers and means

Area of housing:

- **Zusammenleben Willkommen**

- brings together individuals who provide housing and migrants who need accommodation
- Private cohabitation
- Offers advices in search for suitable accomodation
- Accomodation for 12 monts or more
- Accompanion to appointments
- Preparation of cost estimations



ICT tools that promote markers and means

Area of health.

- **ALMHAR** – Mental health and aid for refugees
 - Available in several languages (English, Farsi and Arabic)
 - provides background information on common problem areas (stress, anxiety, concentration, etc.) and practical tips on how to cope with them



ICT tools that promote social connections

Bonds with family and friends and bridges with other communities



Links with state structures

- **Integreat** provides newcomers with local information in several languages.
 - Explains services, structures and information to newcomers
 - Breaks the language barrier
 - Available on-line and off-line
 - Collect regionally relevant information in general for immigrants or specifically for skilled workers or refugees on an easy-to-use digital platform
 - adapts the content according to the migrant's location



ICT tools as facilitators

- i.e. barriers to integration

Language:

uugot.it - easily learn languages

While watching TV interactive subtitles are added and particular words can be simultaneously translated into different languages



Safety and stability:


- *Reporting racism and hate speech*

SPLETN  KO



ICT tools as foundation

- i.e. practices related to responsibilities, obligations and rights

- **Handbook**  from A to Z of life in Germany on a single spot.
 - videos and articles help you figure out how to manage different everyday life situations
 - useful contact information and addresses in different areas (asylum system, family, health immigration, education, rights, work)
 - verified information available

Conclusion

- important in all phases; pre-departure, during the journey, upon arrival
- implementation depends heavily on broader circumstances (e.g. digital literacy, access to equipment, age, content, the integration policy, infrastructural circumstances etc.)
- additional strength: migrant developers
- support for collaboration between different agents
- overlapping vs ,one-stop-shop`
- mind the imposter syndrome and other digital risks (e.g., ethnic-based cyberbullying)

More about our work



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