

A STUDY INVESTIGATING INFORMATION SEEKING MOVEMENTS OF
REFUGEES FLEEING TO EUROPE

REFUGEES' MOVEMENT IN IMMOBILITY

JEANNE BLOK

EUROPEAN MIGRATION CRISIS

EUROPE STRUGGLES WITH THE INFLUX OF MIGRANTS AND CATEGORISES



re·fu·gee

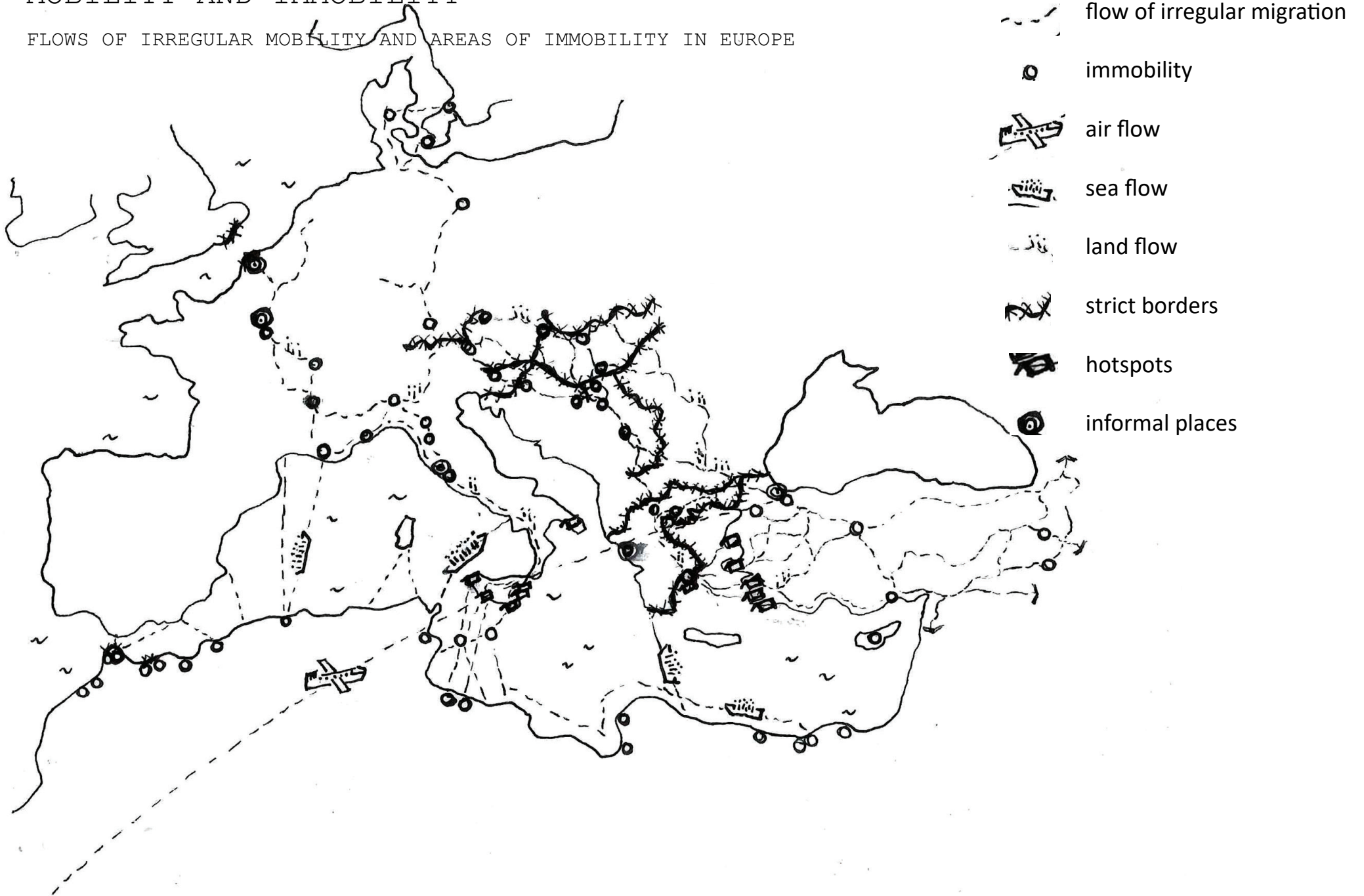
The 1951 Refugee Convention includes individuals recognised owing to a **well-founded fear of persecution for reasons of race, religion, nationality, membership of a particular social group or political opinions**, is outside the country of his nationality and is unable to avail himself of the **protection** of that country

ir·re·gu·lar mo·bi·li·ty

movement that takes place outside the regulatory norms of the sending, transit or receiving countries

MOBILITY AND IMMOBILITY

FLOWS OF IRREGULAR MOBILITY AND AREAS OF IMMOBILITY IN EUROPE



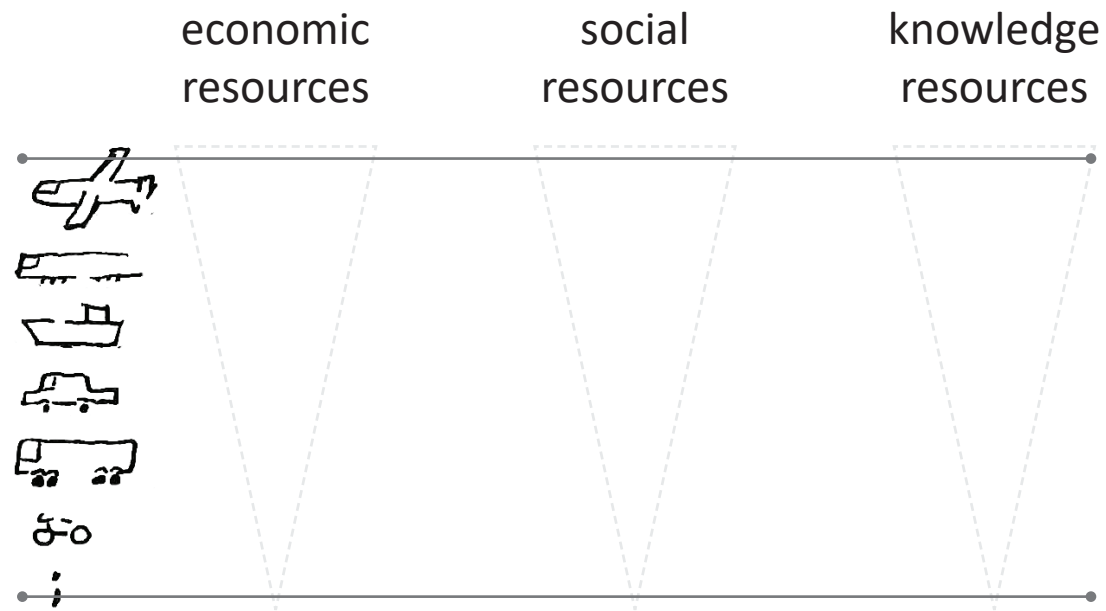


Syrian refugees on the streets of Izmir in Turkey

(Martins, 2015) edited by author

RESOURCES THAT ACCESS MOBILITY

A CRUCIAL FACTOR IS ACCESS TO MOBILITY DETERMINED BY ECONOMIC, SOCIAL AND KNOWLEDGE RESOURCES





a Syrian family walking in Croatia fleeing to Europe

(ENstaff, 2017) edited by author

INFORMATION NEEDS IN IMMOBILITY

A CRUCIAL FACTOR IS ACCESS TO MOBILITY DETERMINED BY ECONOMIC, SOCIAL AND KNOWLEDGE RESOURCES





a Red Cross billboard giving information on services at Gevgelija transit camp in Macedonia

(Haga, 2016) edited by author

RQ:

What are information processes used by refugees approaching economic, social and knowledge resources while being in immobility fleeing to Europe
and
how to redesign in information flows easing resource collecting?

METHODOLOGY

RQ:

What are information processes used by refugees approaching economic, social and knowledge resources while being in immobility fleeing to Europe and how to redesign in information flows easing resource collecting?

II. THEORY

sq 1:

What is information?

sq 2:

What type of ICT use shapes irregular mobility?

- literature study
 - documentary analysis
-

theoretical framework

III. ANALYSIS

sq 3:

What is the spatial structure of refugees approaching resources?

sq 4:

What local (spatial) forms of information depend refugees on?

sq 5:

What are actors that facilitate information flows for refugees?

- exploratory case study
 - field trip
 - map analysis
 - actor analysis
-

empirical framework

IV. PROPOSAL

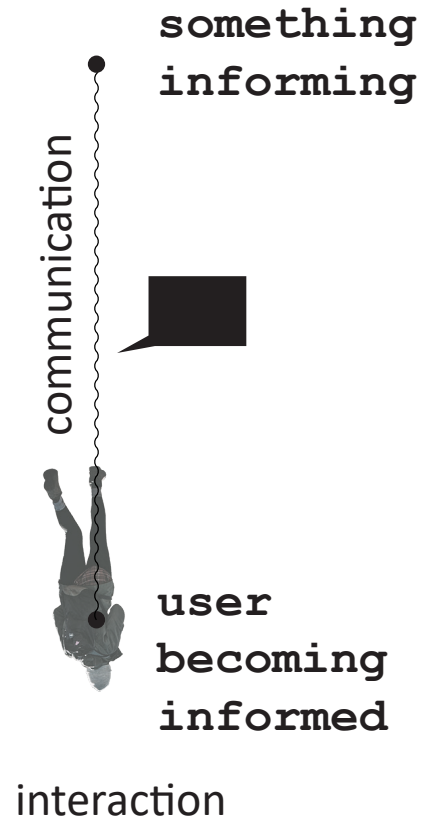
design principles

RQ 1.

What are information processes used by refugees approaching economic, social and knowledge resources while being in immobility fleeing to Europe?

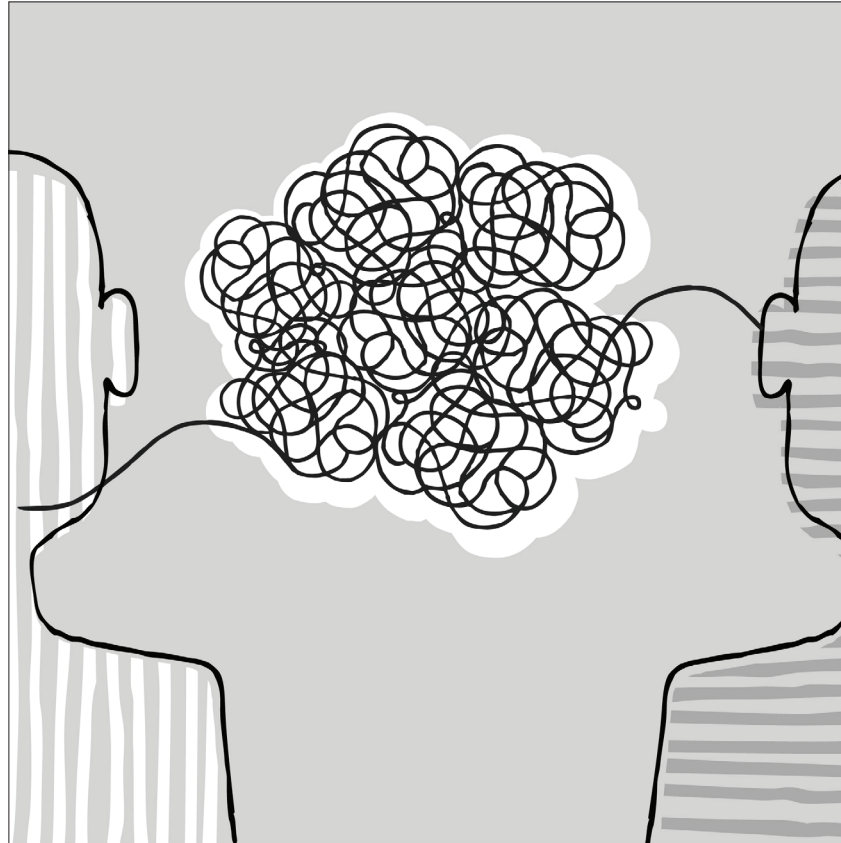
''INFORMATION PROCESSES''

UNDERSTANDING OF TERMS INFORMATION AND PROCESSES



in·for·ma·tion
filled with content

in·for·ma·tion pro·cess
the intention that the user becomes
informed



impression of people communicating exchanging information

(B., n.d.) edited by author



EUROPE

SYRIA

IRAQ

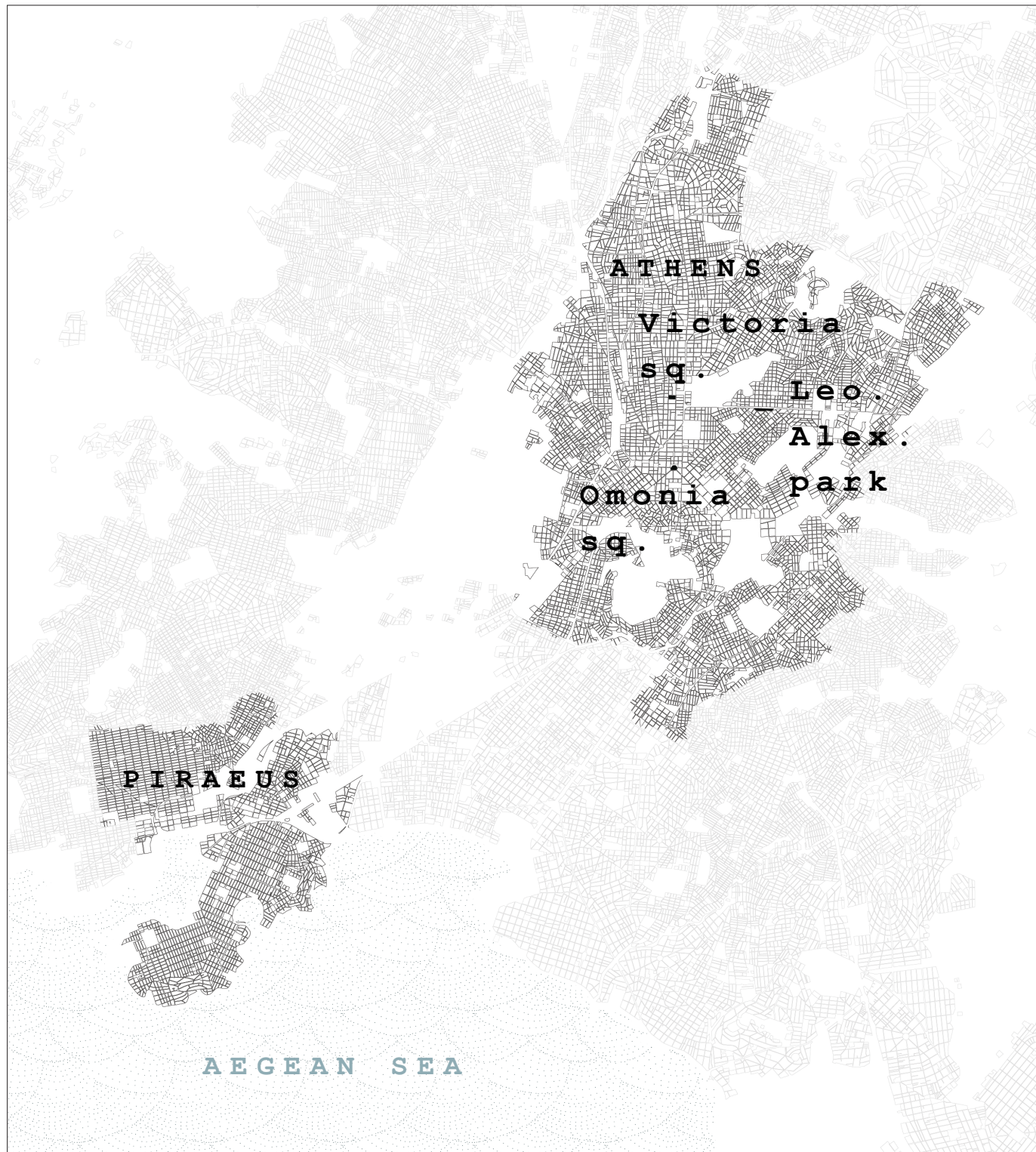
AFGHANISTAN

(Bodde, 2018) edited by author

↑
N

G R E E C E







impression of information flows on street level in Athens

(Haga, 2016) edited by author



refugees in transit sleeping on the streets at Omonia square in Athens

(Epoca Libera images, 2015) edited by author



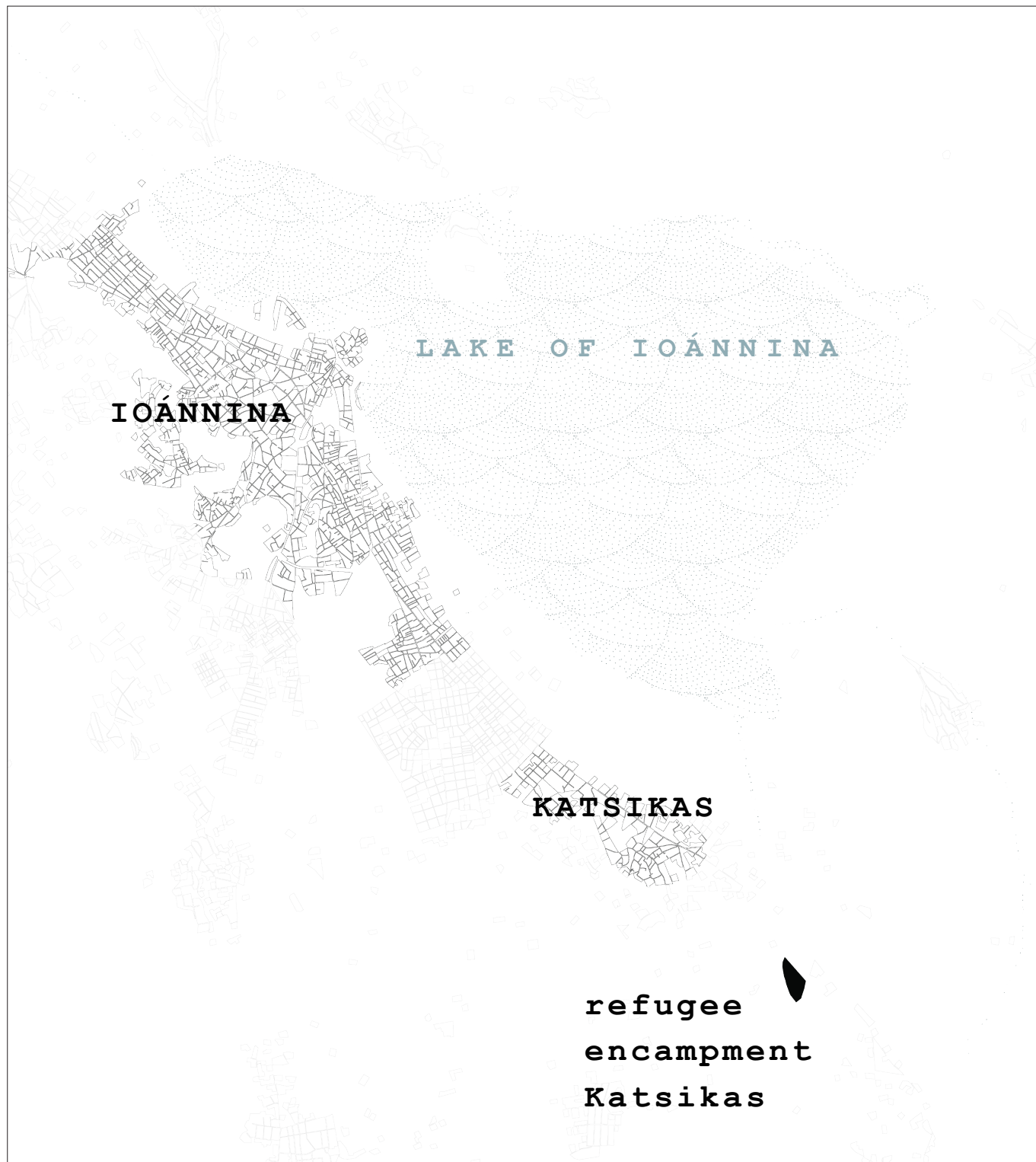
refugees in transit sleeping on the streets at Victoria square in Athens

(Bicanski, 2016) edited by author



refugees in transit sleeping on the streets at Leofros Alexandras park in Athens

(Smallman, 2012) edited by author





impression of information flows on street level in Katsikas

(Google Maps, 2018) edited by author

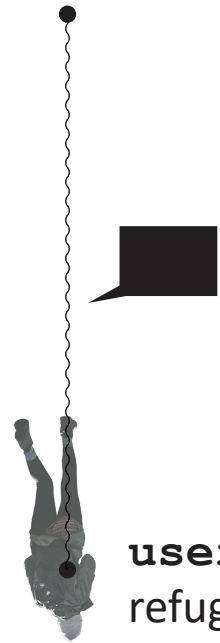


refugees that are residents of the official encampment Katsikas

photo by author

USER

REFUGEES THAT ARE COLLECTING RESOURCES



user becoming informed
refugees approaching
economic, social and
knowledge resources



economic resources

+ money

social resources

+ contact with home

+ other migrants

+ other travellers

+ local people

knowledge resources

+ route

+ public transport

+ procedure

+ next destination

basic human needs

f+ food and drinks

s+ shelter

c+ clothing

w+ wash

h+ health

e+ education

p+ protection

ATHENS

CITY STRUCTURE



(Google Earth, 2018)



Hope Café

RESOURCE LOCALITIES

SPREAD OVER THE CITY

- money
- contact with home
- other migrants
- local people
- route
- public transport
- procedure
- next destination

- health
- education
- protection
- livelihood

- food and drinks
- shelter
- clothing
- wash

Victoria square

City Plaza

Orange House

Omonia square

Leo. Alexander park

Khora



SEEKING MOVEMENT

EXPANDED IN THE INNERCITY



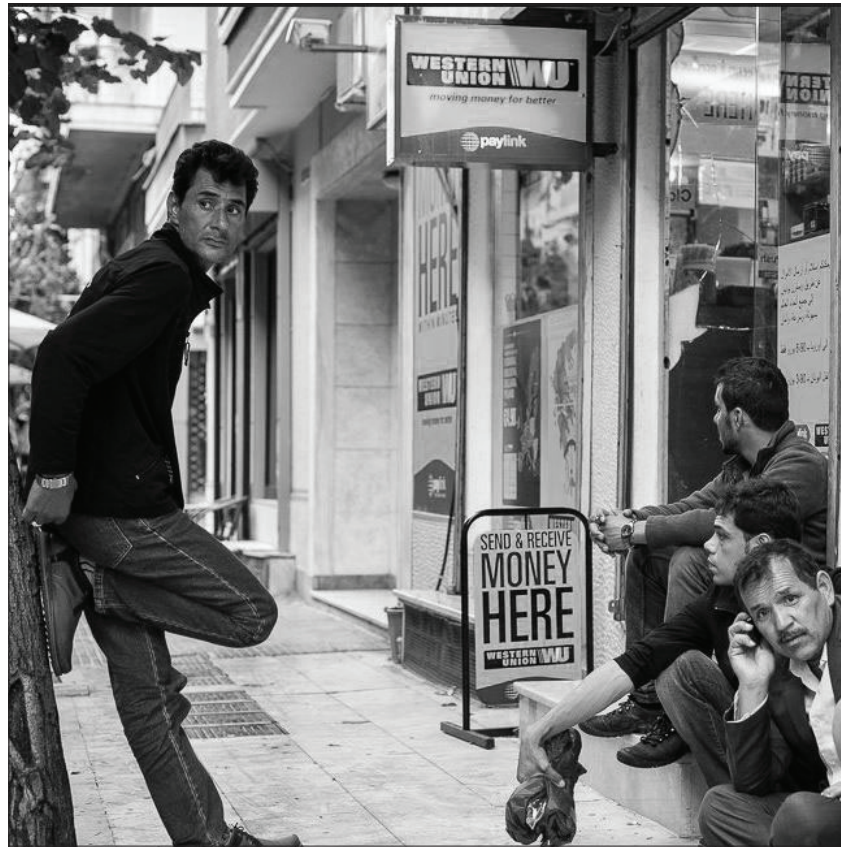
5 minutes walking





distribution and accommodation place for refugees City Plaza

(Hilton, n.d.) edited by author



refugees near Victoria square waiting for money transfers to arrive from homeland

(Van Eijden, 2015) edited by author

KATSIKAS
CITY STRUCTURE



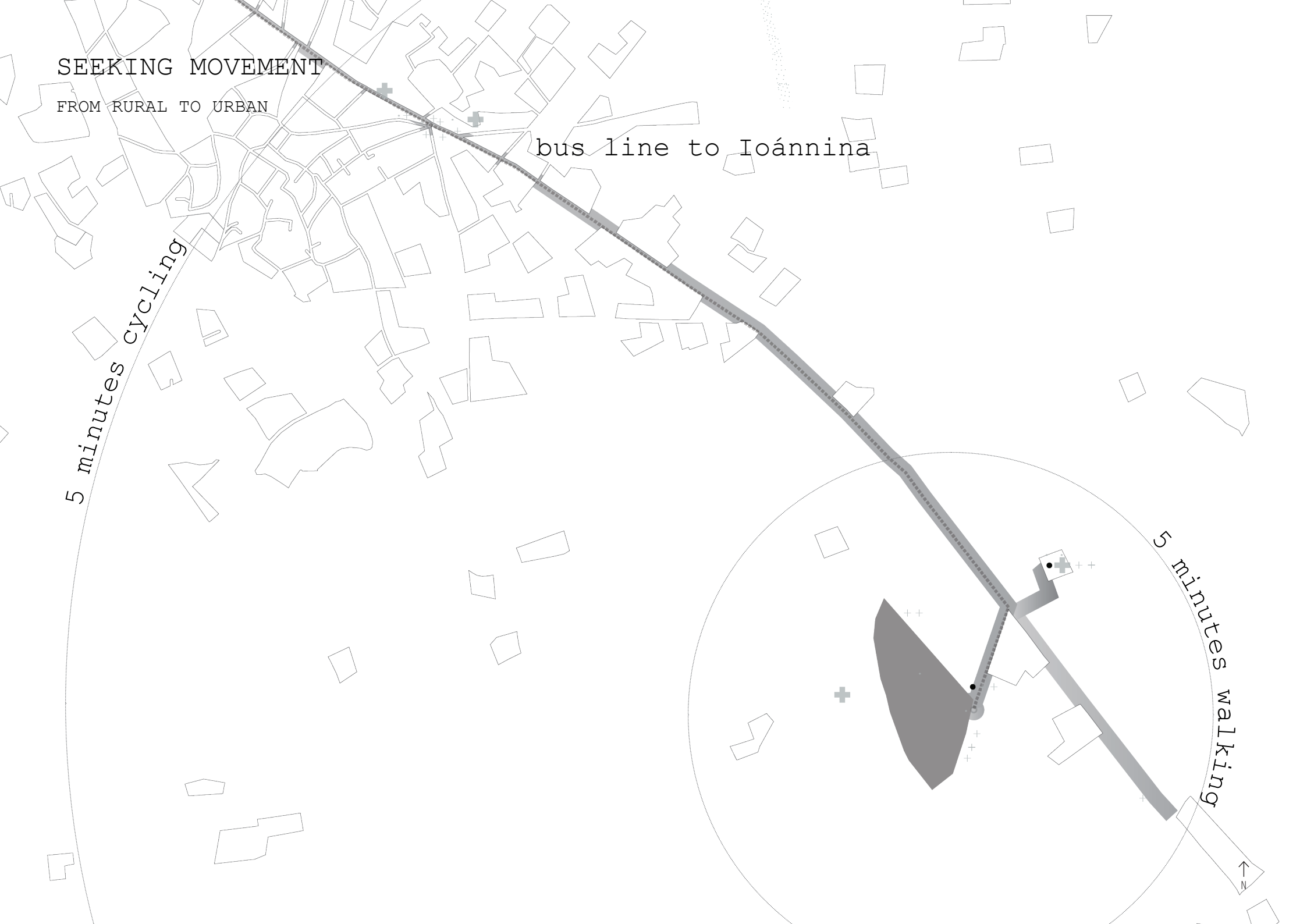
SEEKING MOVEMENT

FROM RURAL TO URBAN

bus line to Ioánnina

5 minutes cycling

5 minutes walking





cultural centre Habibi Works for refugees

(Hoehner, 2017) edited by author



containers used by the Greek army and police and UNHCR

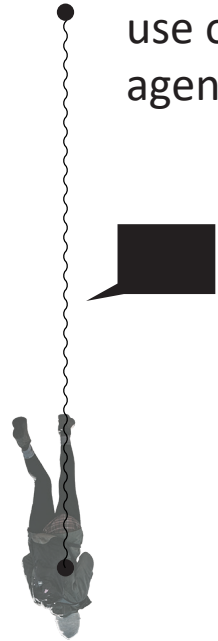
photo by author

SOMETHING COMMUNICATING

FORMS OF COMMUNICATION THAT INFORM FACILITATED BY VARIOUS ACTORS

something communicating

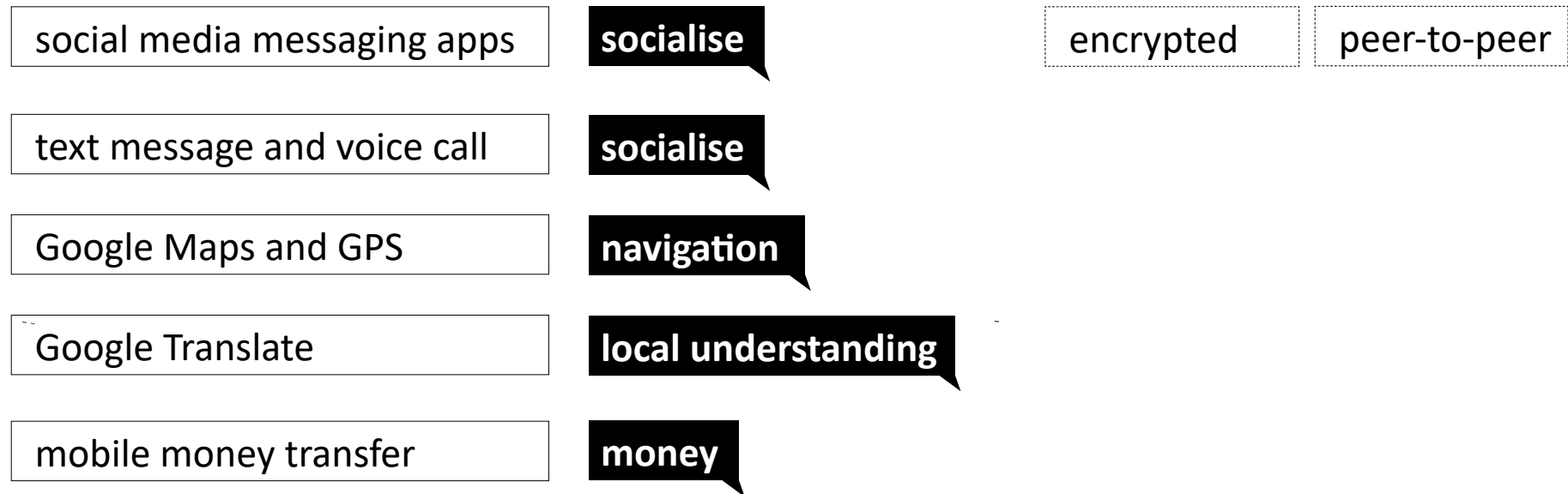
use of forms and
agents that facilitate



ICT USE IN IRREGULAR MOBILITY

POPULAR TELECOMMUNICATIONS AND PREFERENCES FOR REFUGEES LISTED

●—● type of ICT use

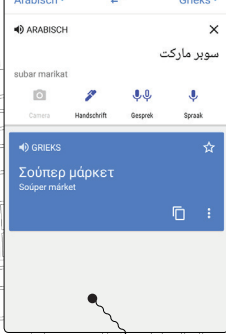


ICT USE IN IRREGULAR MOBILITY

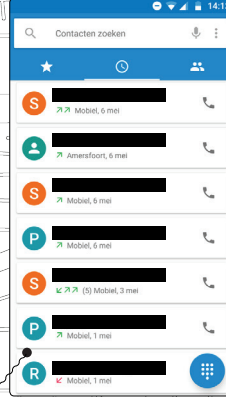
THE NEED OF ALTERNATIVES OF TECHNOLOGY

●—● **dangers of ICT use**

●—● depending on local forms of communication



Google Translate might improve language barrier



call and text



messaging apps fills gap with contact with home

local understanding



socialise passersby possible language barrier

socialise local understanding

navigation local understanding

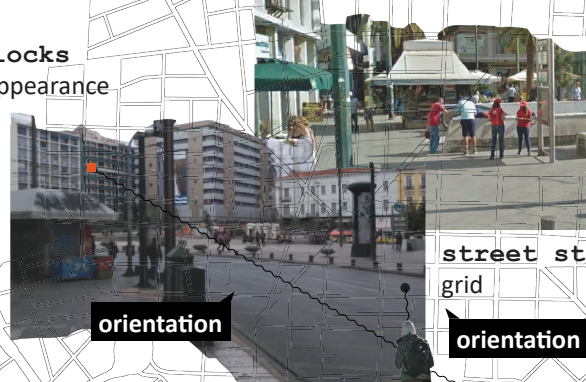
signs extensive communications in the facade



socialise news

money

urban blocks similar in appearance



orientation

street structure grid

orientation

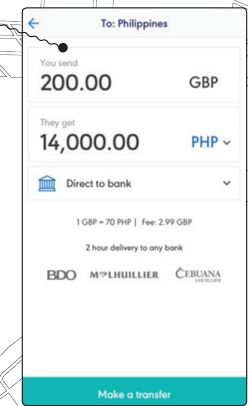
navigation



navigation

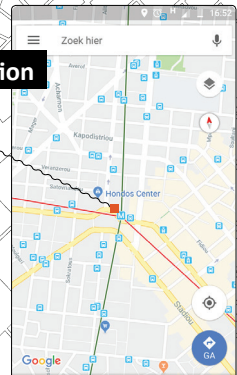
orientation

sightlines end points are not within sight



mobile money transfer

money



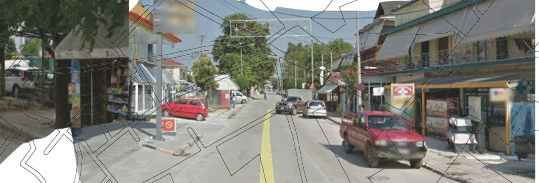
Google Maps many stops on the map



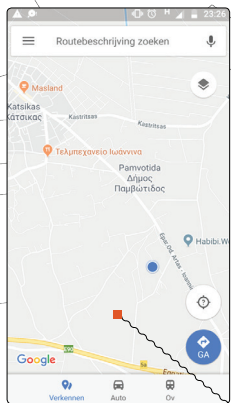


Vodafone data selling stand near the metro entrance on Omonia square in Athens

(Bicanski, 2016) edited by author



Google Maps
many localities not
updated on the map



navigation

street
structure
little streets
that are chaotic
organised and
not designed for
pedestrians and
cyclists

sightlines
end points are close
distanced

navigation

orientation

signs
none available

orientation

local understanding

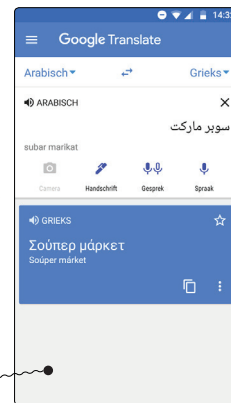
navigation

passersby
possible language
barrier

socialise

local understanding

local understanding



Google Translate
might improve language
barrier

messaging apps
fills gap with contact
with home

socialise

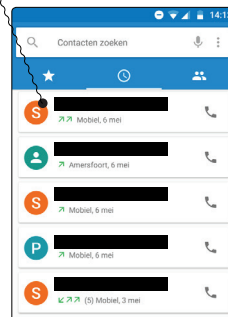
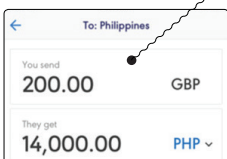
news



money

socialise

call and text



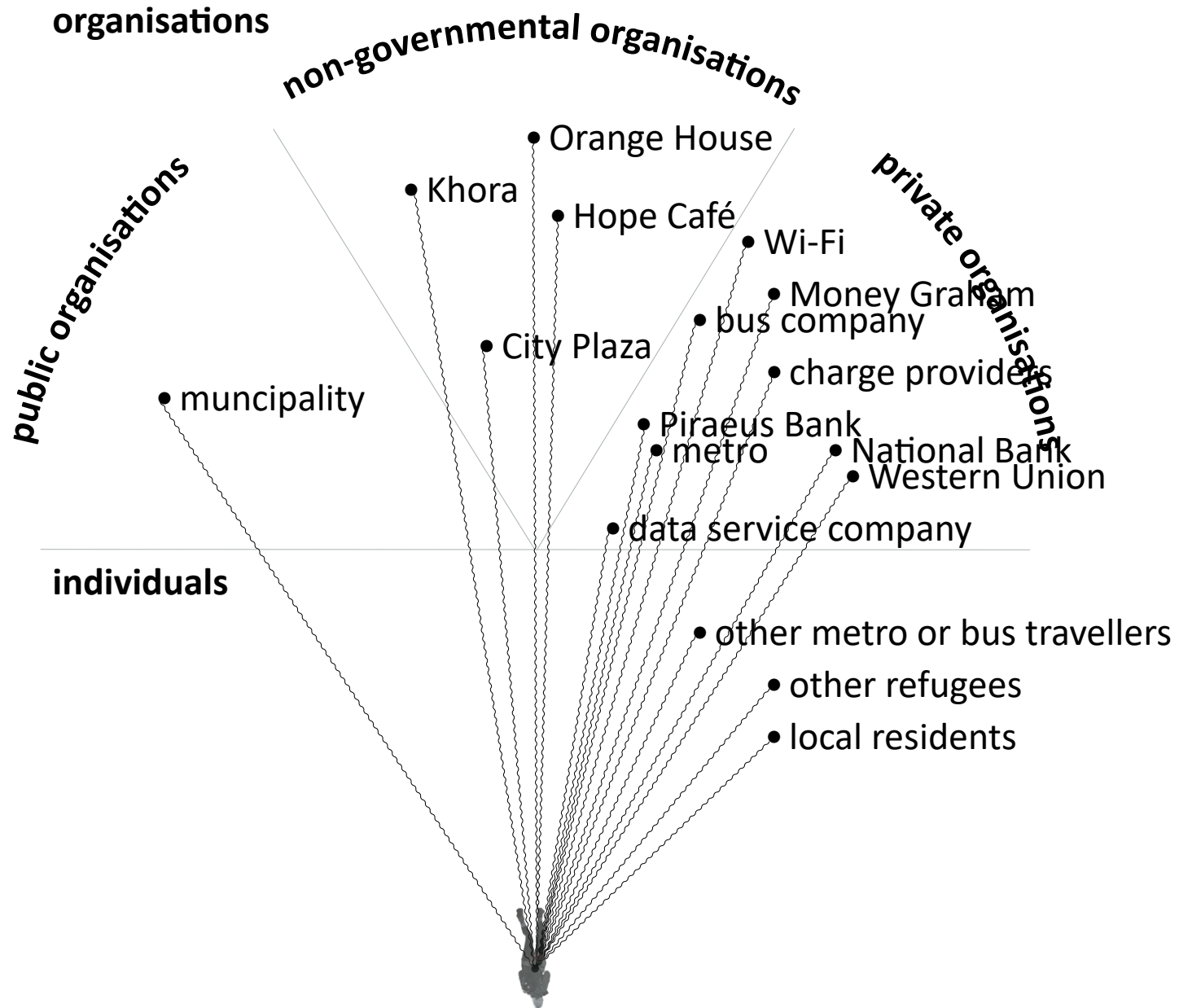


refugees gathering with residents near Katsikas

(Soup & Socks, 2017) edited by author

ACTORS IN INFORMATION FLOWS

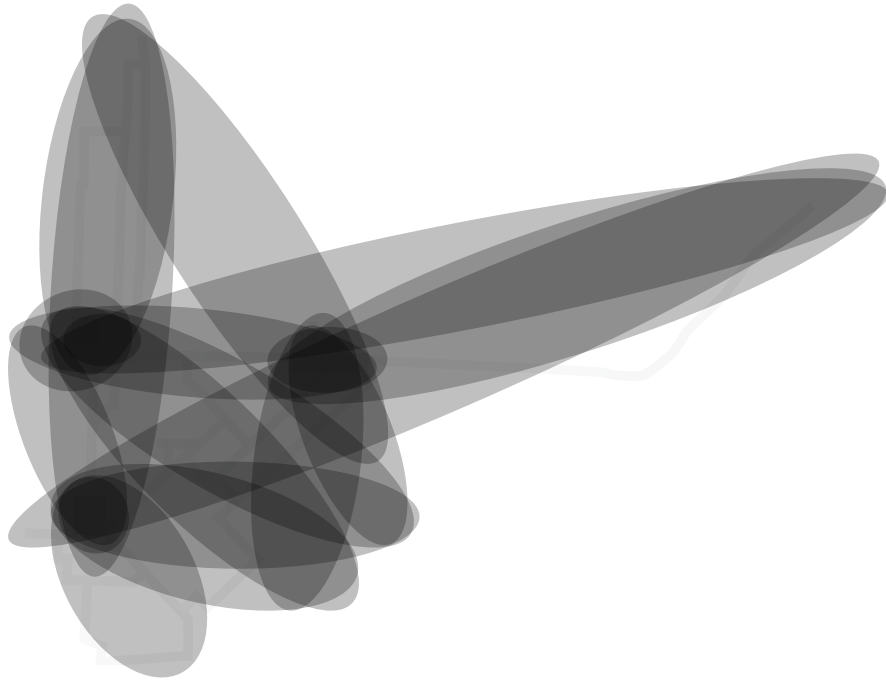
NOT FROM THE MIGRATION FIELD



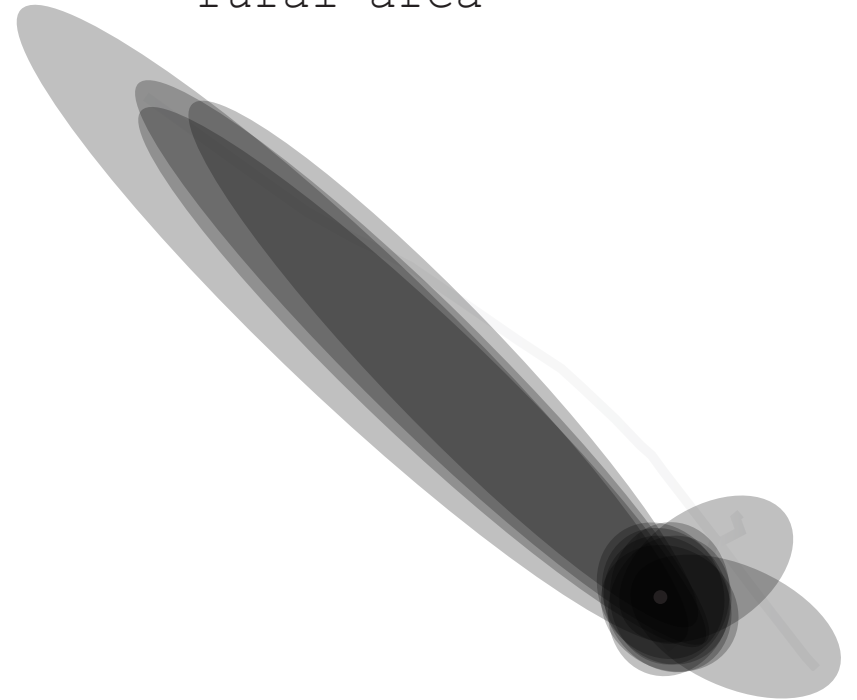
SEEKING MOVEMENT PATTERNS

EXPANDED PATTERN IN URBAN AREA AND LINE OF CLUSTERING IN RURAL AREA

urban area



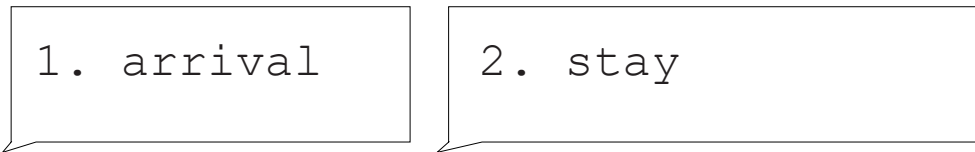
rural area



INFORMATION MESSAGE

COMPLEX URBAN AREA TAKES LONGER TO GET FAMILIAIR WITH THE CITY

urban area



rural area



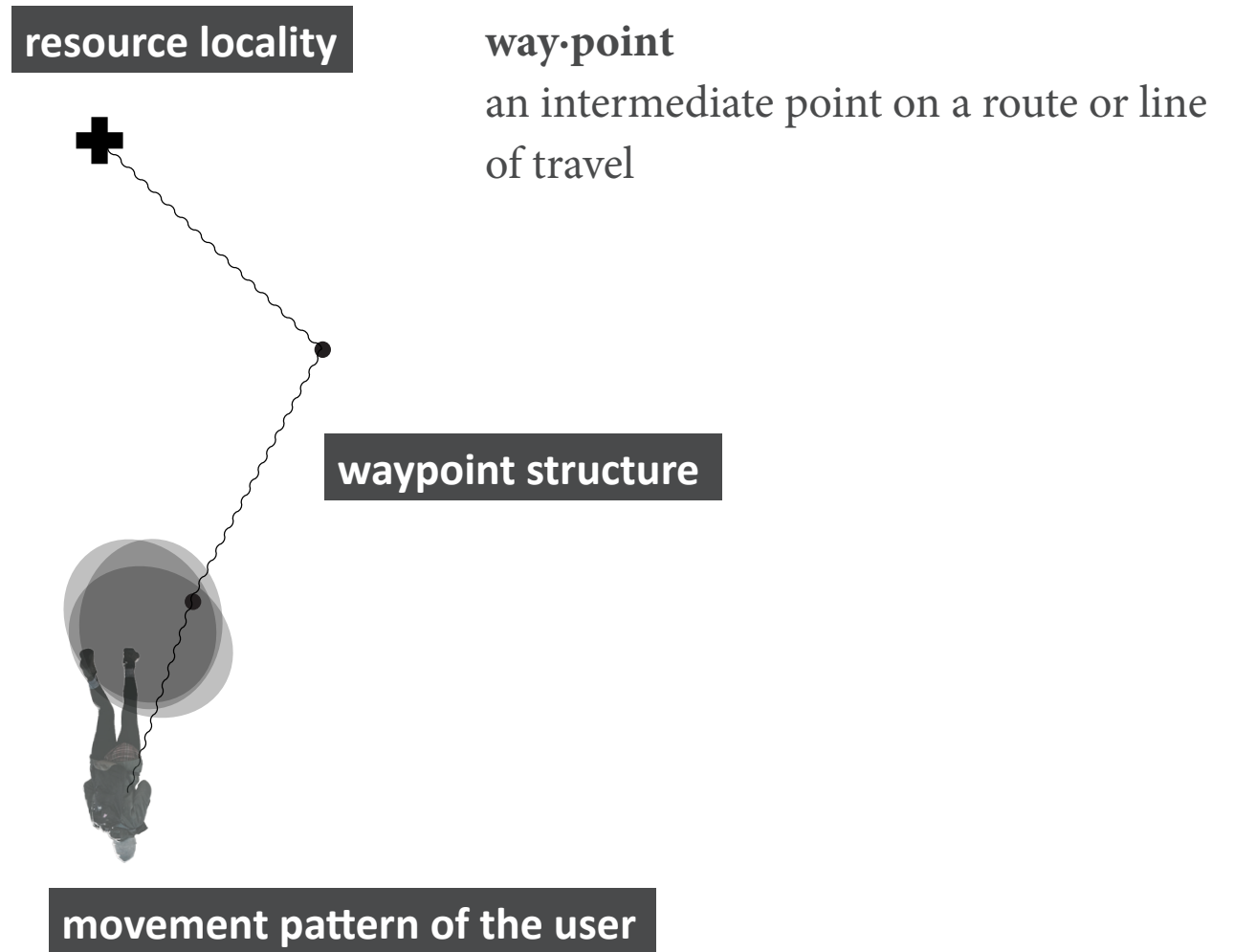
time period of immobility

RQ 2.

How to redesign in information flows easing resource collecting?

DESIGN PRINCIPLES ``WAYPOINTS``

I. A WAYPOINT STRUCTURE: THREE TYPES OF WAYPOINT

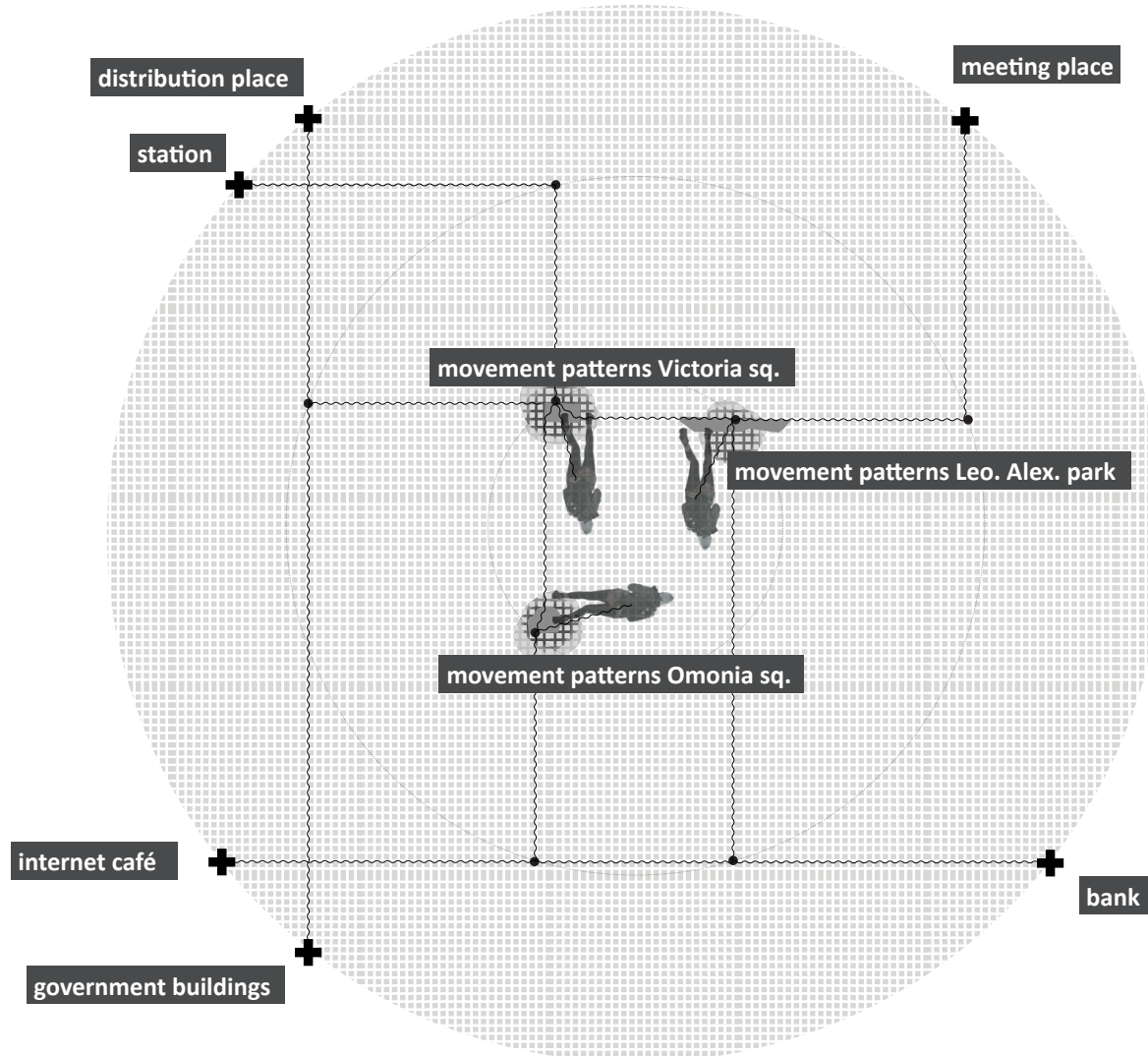


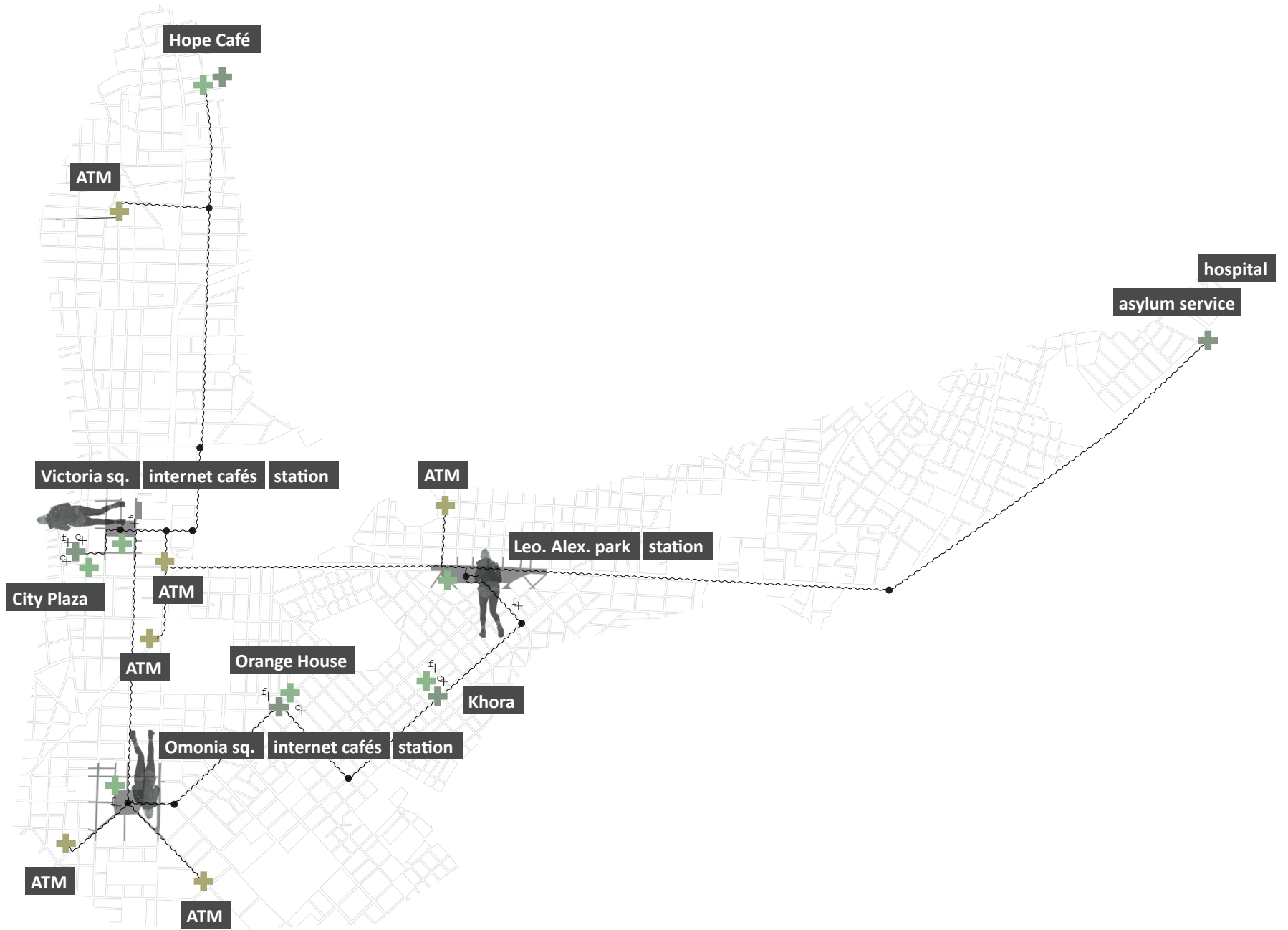
refugees gathering with residents near Katsikas

(Merriam Webster Dictionary, 2018) edited by author

WAYPOINT STRUCTURE IN ATHENS

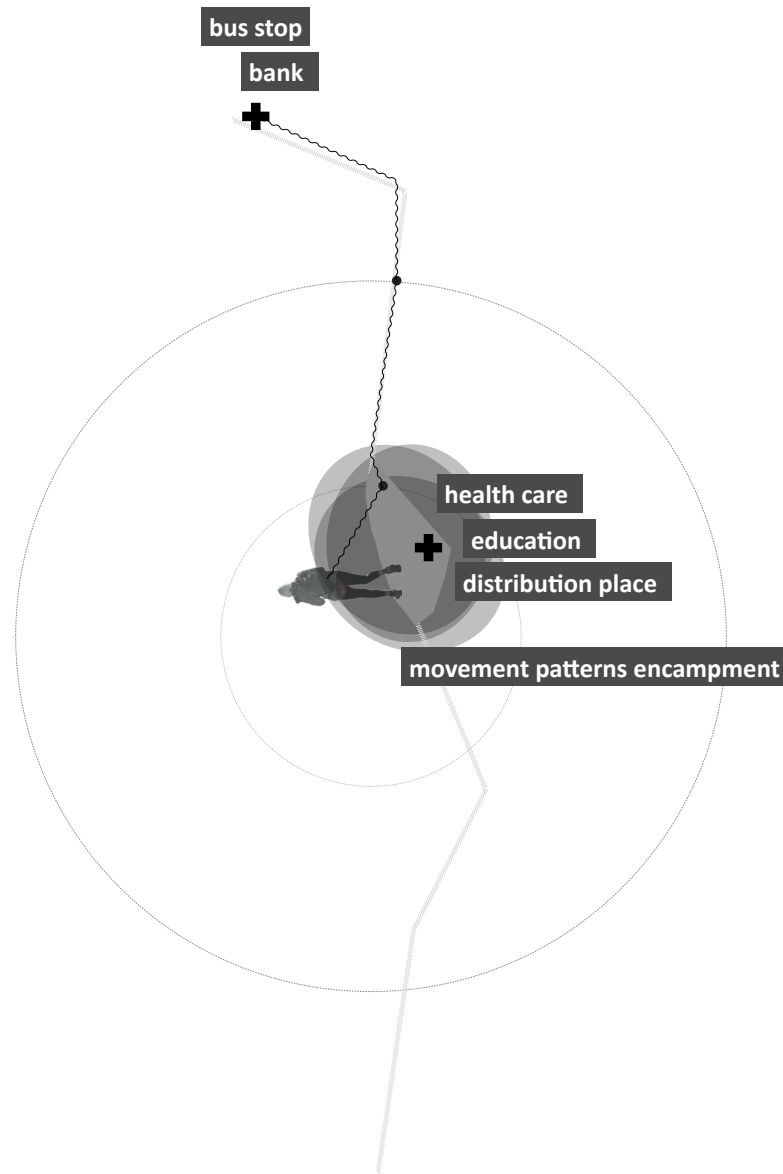
A NETWORK OF MANY WAYPOINTS FOLLOWING THE GRID

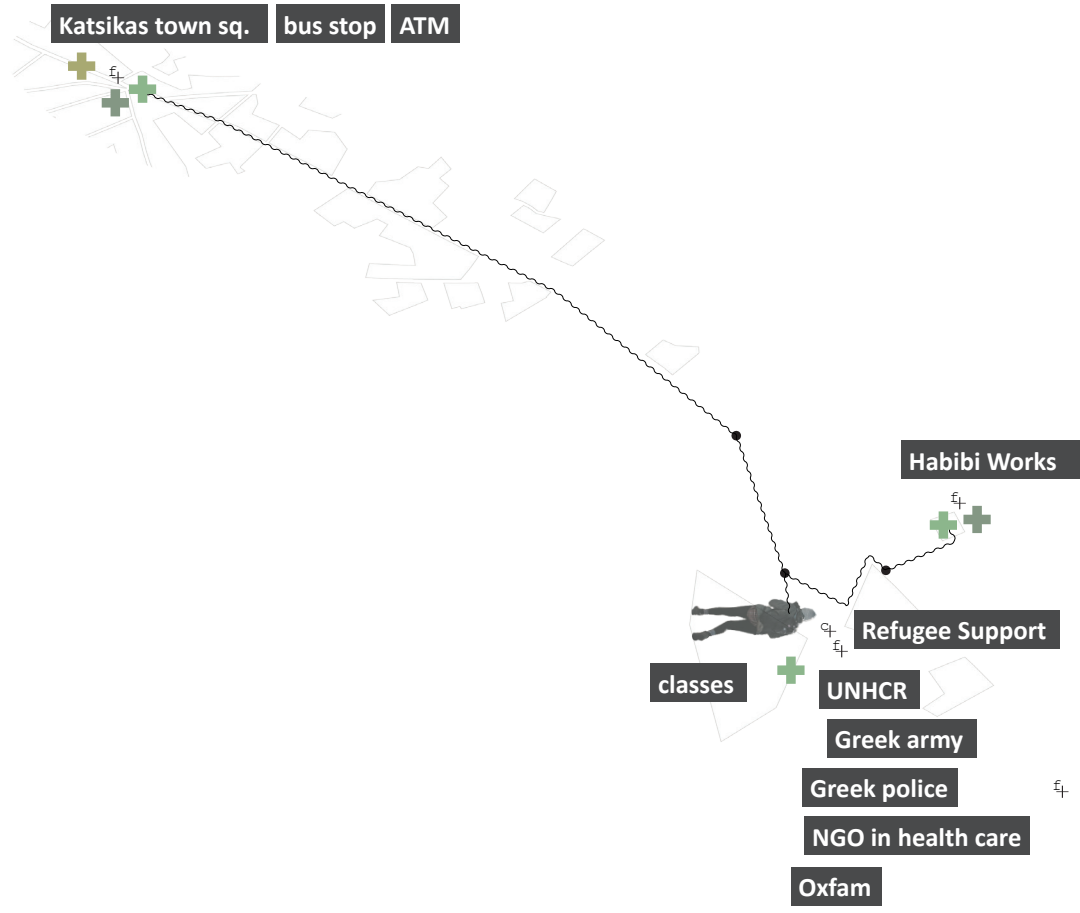




WAYPOINT STRUCTURE IN KATSIKAS

A LINE OF LITTLE WAYPOINTS FOLLOWING THE CLUSTERING





KIOSK

II. INFORMS REFUGEES IN ARRIVAL AND STAY

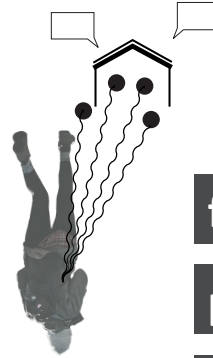


NGO leading organisation of waypoint structure



KIOSK WAYPOINT

1. wayfinding in the area



2. sustain wayfinding during stay

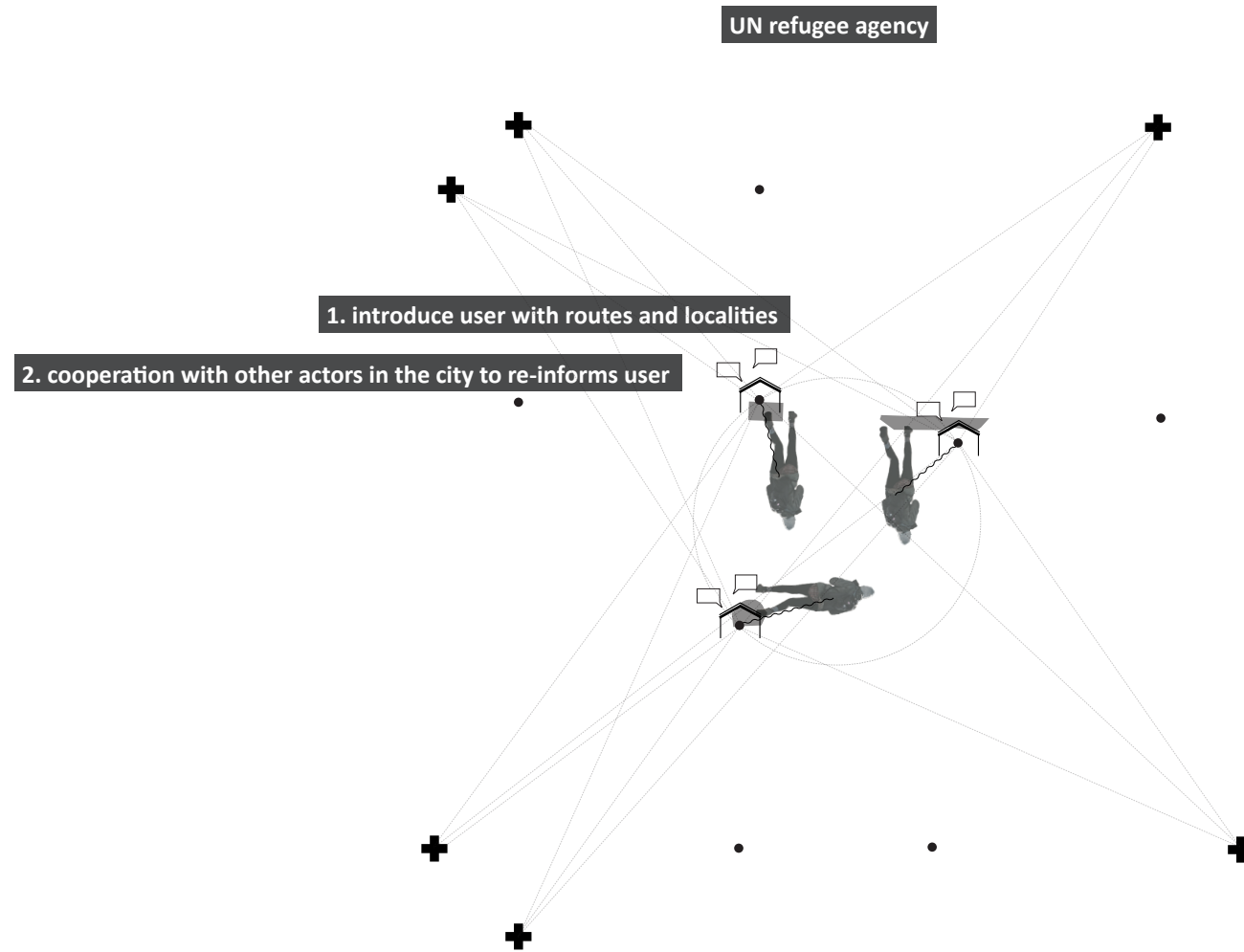
forms of communications

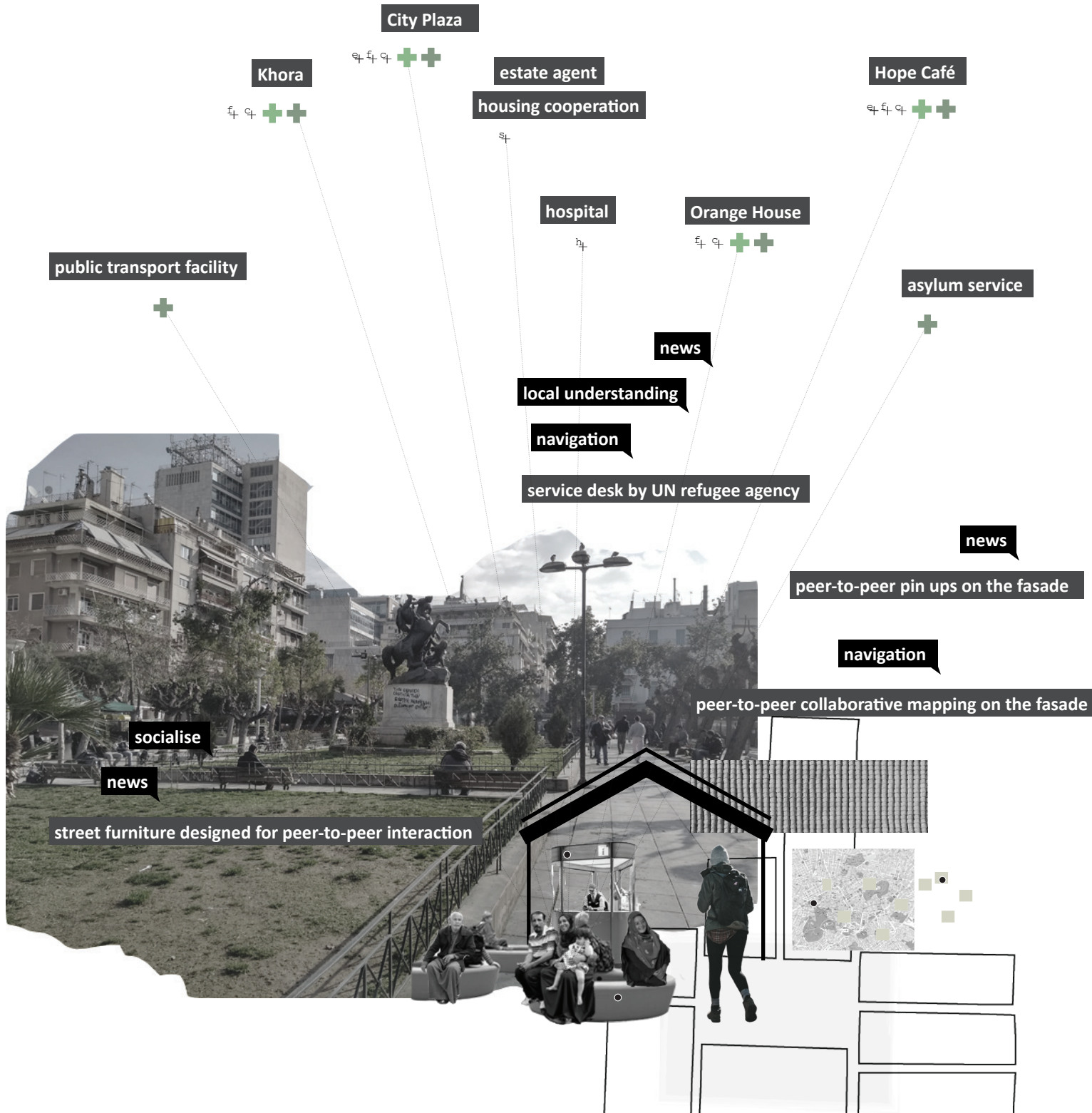
peer-to-peer

alternative offline or encrypted

KIOSKS IN ATHENS

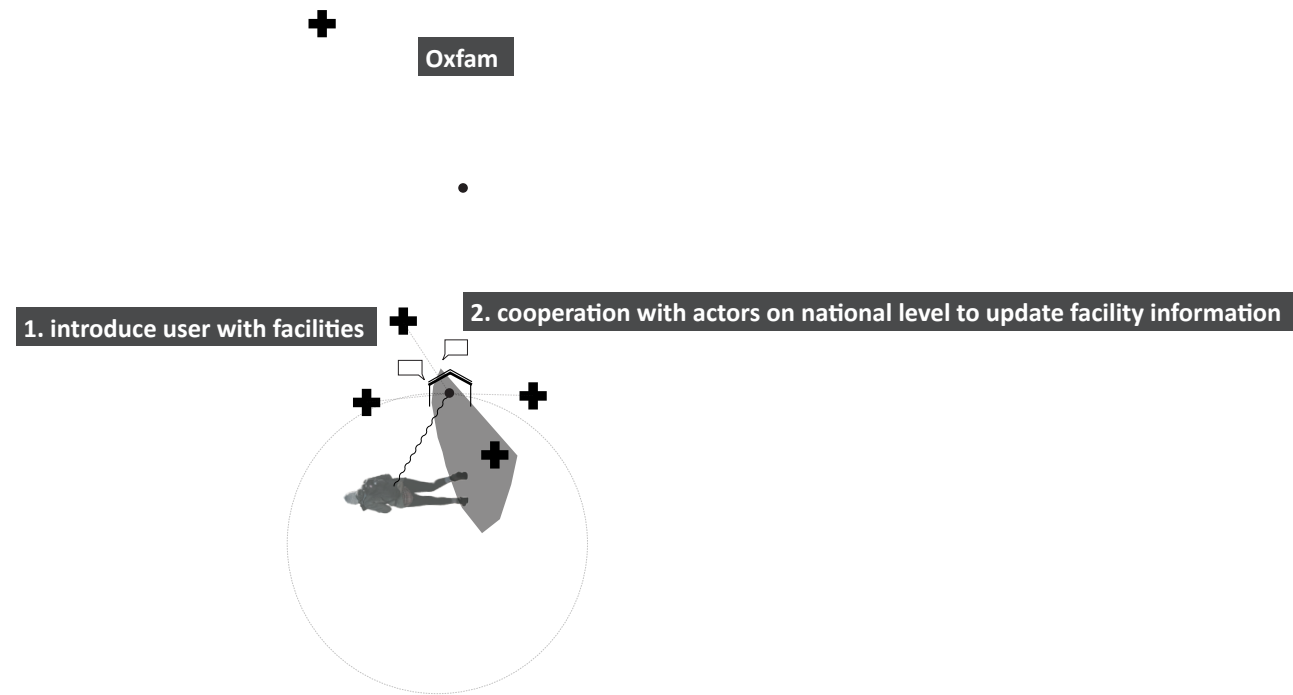
INFORMATION PROVISION THAT STRENGTHENS THE LINK OF SPREAD FACILITIES WITH THE REFUGEE





KIOSK IN KATSIKAS

INFORMATION PROVISION THAT FUNCTION AS FACILITATOR OF MISSING INFORMATION



news

local understanding

navigation

service desk by Oxfam

cooperation with asylum service Athens

money transfer service

provides latest public transport schedules

informed on destinations

socialise

news

navigation

facilitator of interconnection

websites about destinations

social media

mobile money transfers

public transport apps



news

navigation

peer-to-peer online collaborative mapping

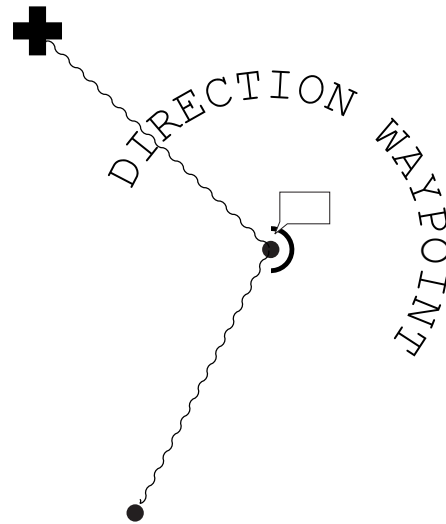
socialise

news

street furniture designed for peer-to-peer interaction

DIRECTION WAYPOINT

II. INFORMS REFUGEES IN ARRIVAL

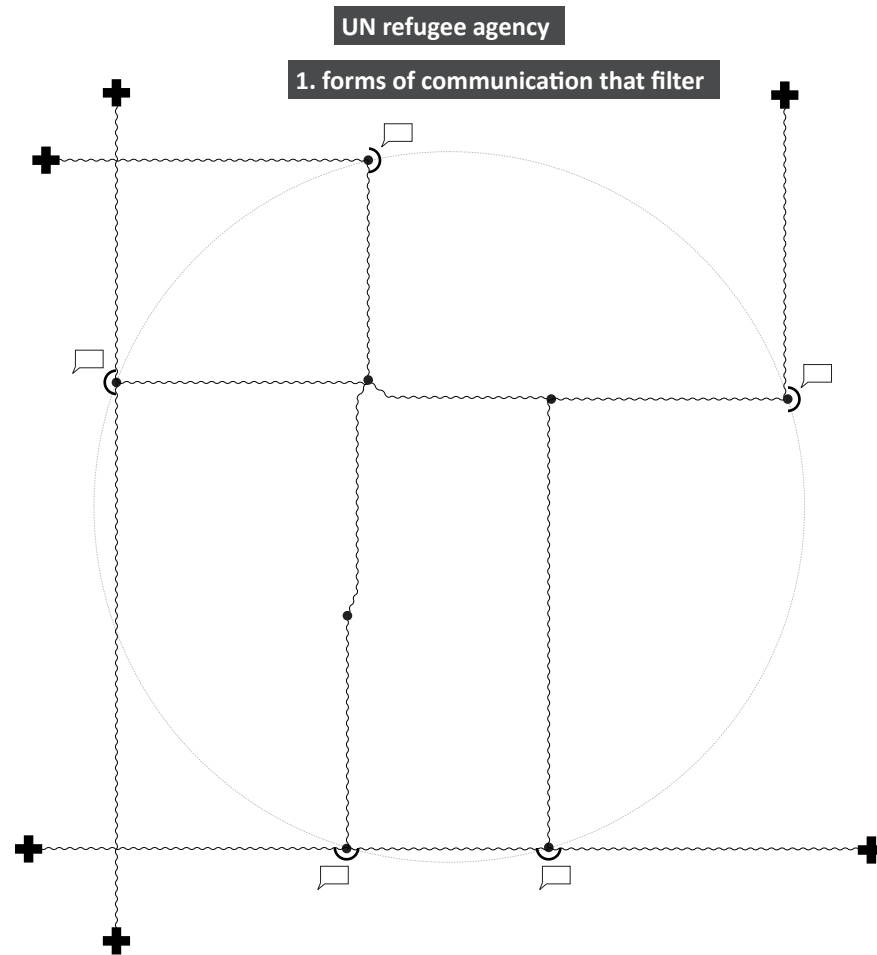


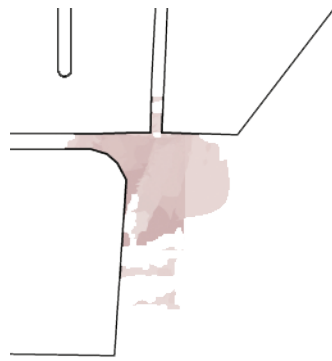
1. wayfinding in the area

forms of communications

DIRECTION WAYPOINT IN ATHENS

FILTERING





navigation

elements that arrow in the direction

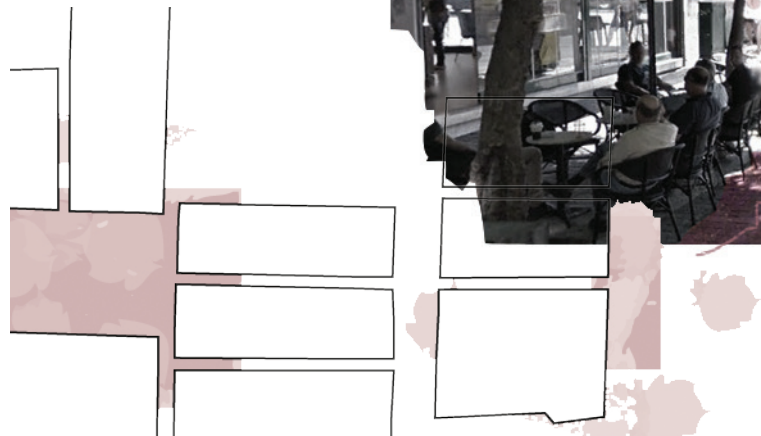
orientation

colouring of existing elements by UN refugee agency



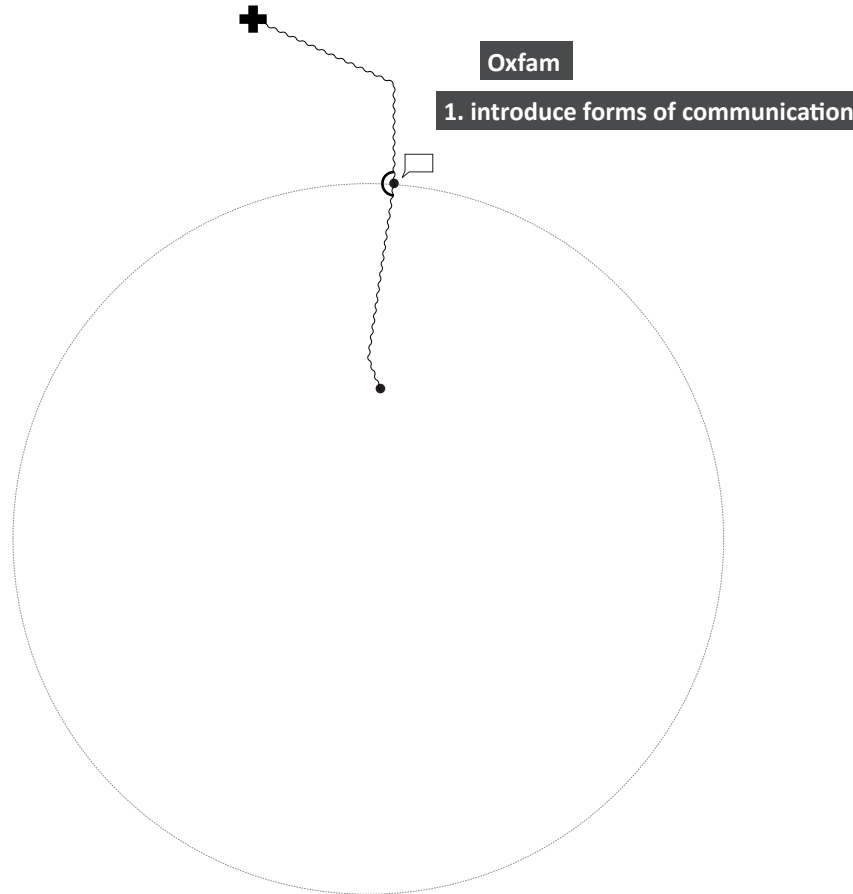
orientation

element that draws attention



DIRECTION WAYPOINT IN KATSIKAS

INTRODUCING

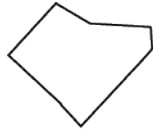


navigation

introduce signs by Oxfam

orientation

high landmark

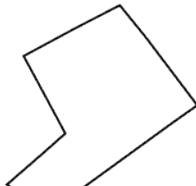
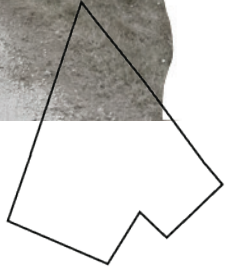
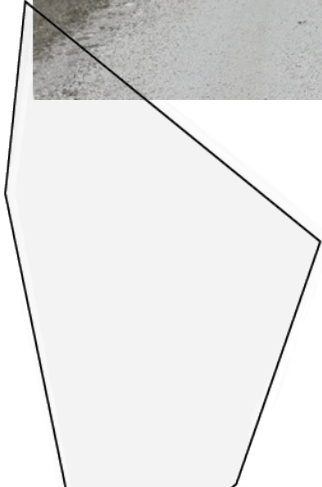
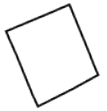


navigation

open second exit that shortens the route

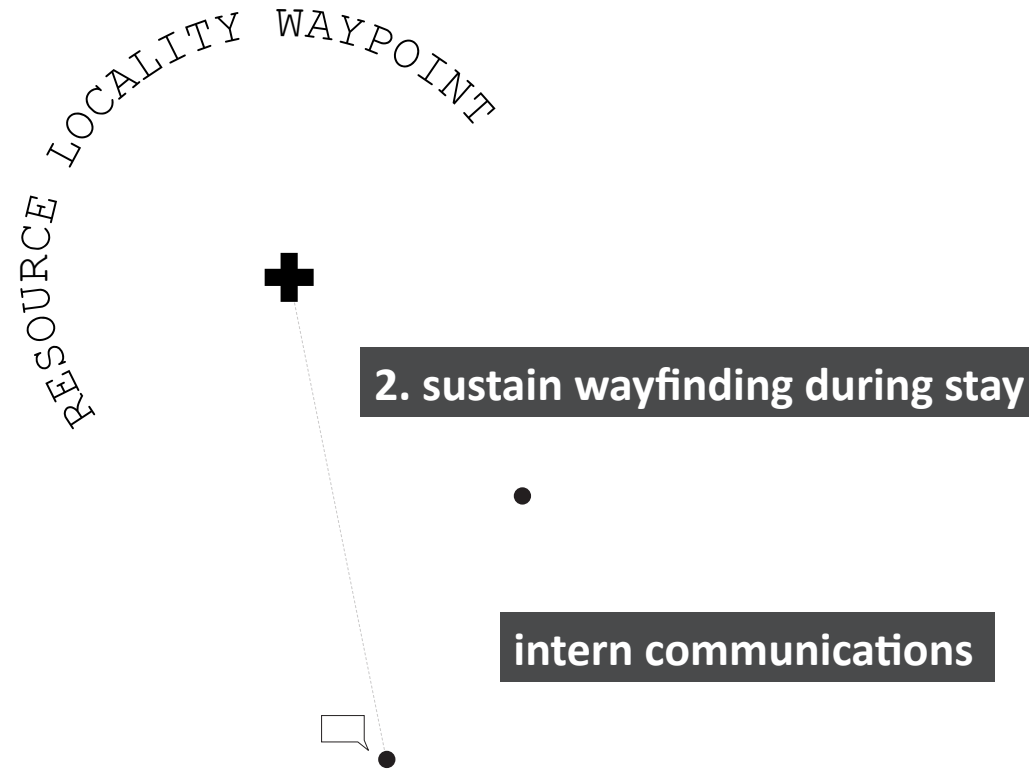
navigation

walking and cycling lane with paint



RESOURCE LOCALITIES

II. INFORMING STAY INDIRECTLY WITH INTERN CONTACT



RESOURCE LOCALITIES IN ATHENS

ORGANISATION OF INTERN CONTACT WITH ACTORS IN THE CITY





public transport facility

City Plaza

Orange House

intern contact network of the city



estate agent
housing cooperation



Hope Café

hospital



Khora

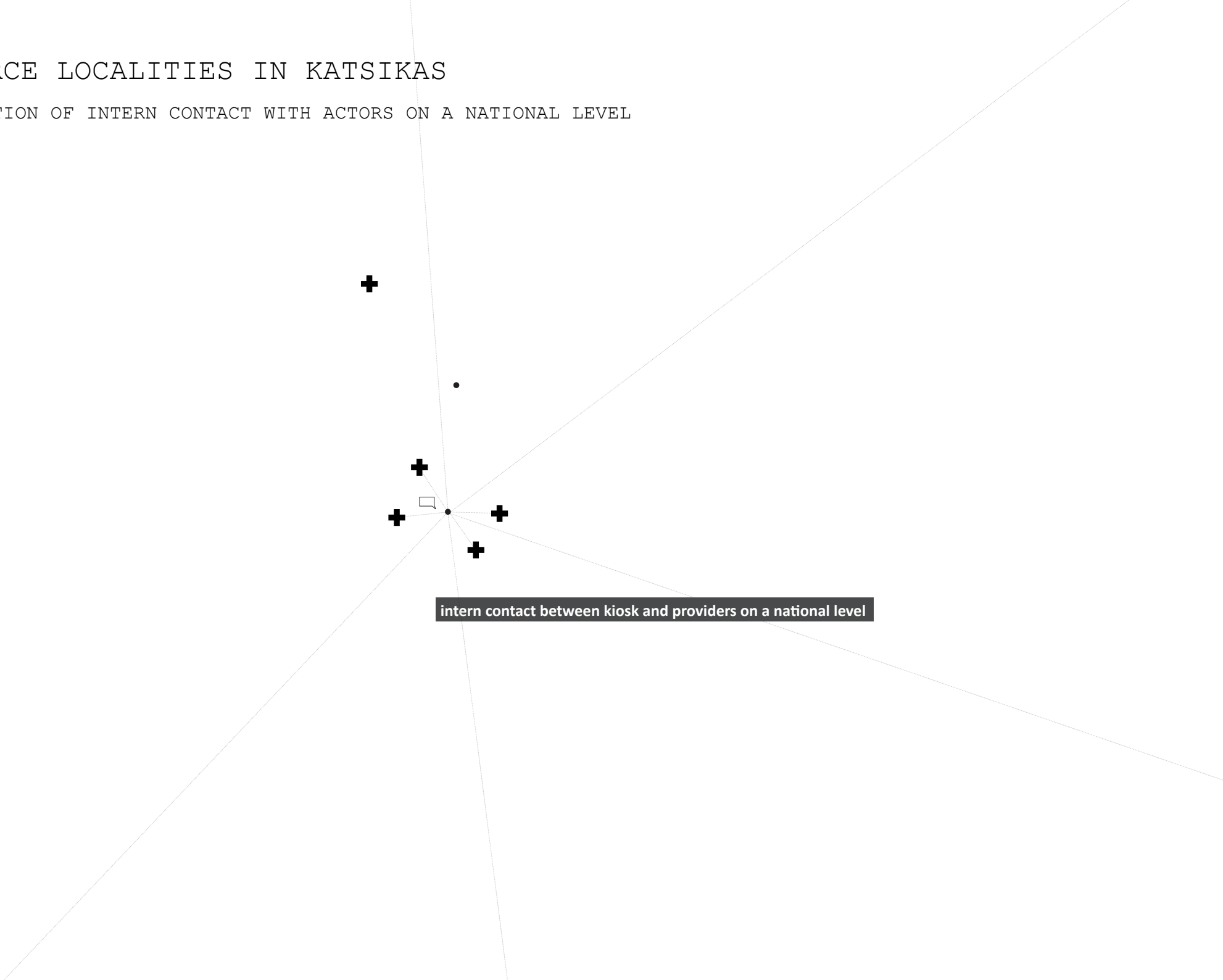
asylum service

RESOURCE LOCALITIES IN KATSIKAS

ORGANISATION OF INTERN CONTACT WITH ACTORS ON A NATIONAL LEVEL



intern contact between kiosk and providers on a national level





intern contact network national level

Habibi Works



Refugee Support

asylum service in Athens



kiosk waypoint in Athens

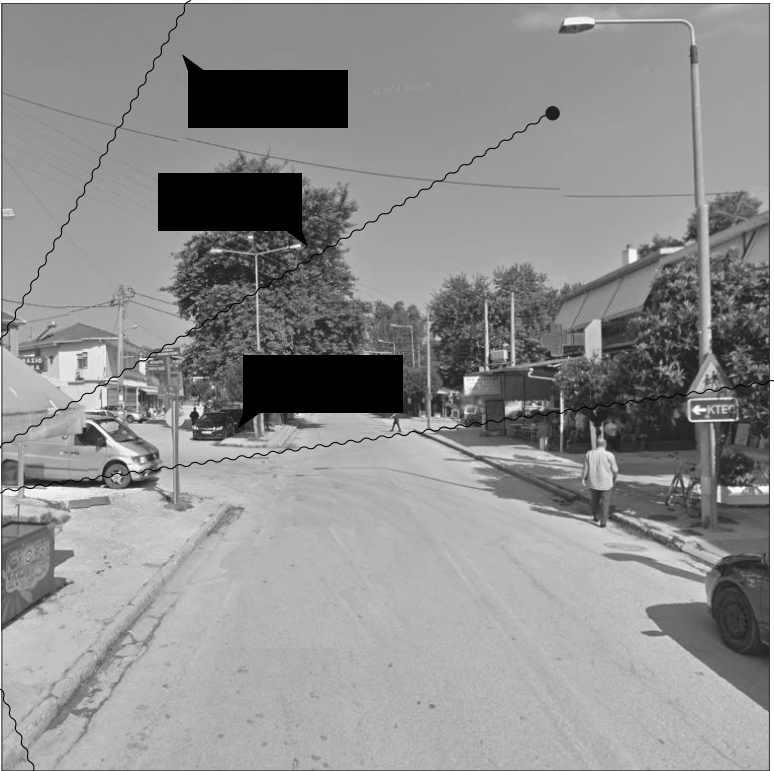


public transport facility in Ioánnina

RQ:

What are information processes used by refugees approaching economic, social and knowledge resources while being in immobility fleeing to Europe and how to redesign in information flows easing resource collecting?

- an information process consist of two points: the user and the provider, and these should be considered as areas for redesign
- strategic locations at movement patterns by refugees
- type of communication providers
- design has a different meaning in other settings because information processes are shaped by the local environment
- urban area: spread in its facilities and information network, redesign in order to link to other points and filter what is important
- rural areas: structured in clusters of functions with little availability, design assignment of introducing points and connect these to a wider networks



[Redacted text]

[Redacted text]

[Redacted text]

[Redacted text]

[Redacted text]

[Redacted text]

[Redacted text]

[Redacted text]

[Redacted text]

[Redacted text]

[Redacted text]

