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

**refugee**
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.

**irregular mobility**
Movement that takes place outside the regulatory norms of the sending, transit or receiving countries.

(Sluka, 2016; IOM, n.d.)
MOBILITY AND IMMOBILITY

FLOWS OF IRREGULAR MOBILITY AND AREAS OF IMMOBILITY IN EUROPE

(National Authorities, IOM, & UNHCR, 2017; Commission, 2016; Migreurop, 2016) drawing of author
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

(Collyer, 2007; Collyer, 2010; Rijken, 2016; Dowd, 2008) drawing of author
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

(Better Place Lab, 2016) drawing by author
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?

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

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

informing

communication

user

becoming informed

interaction

in·for·ma·tion
filled with content

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

(Shannon, in Floridi, 2010; Buckland, 1991) drawing by author
impression of people communicating exchanging information

(B., n.d.) edited by author
(Bodde, 2018) edited by author
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
refugee encampment Katsikas

(copernicus, 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
<table>
<thead>
<tr>
<th>Economic Resources</th>
<th>Basic Human Needs</th>
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<tbody>
<tr>
<td>Money</td>
<td>Food and Drinks</td>
</tr>
<tr>
<td>Contact with Home</td>
<td>Shelter</td>
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<tr>
<td>Other Migrants</td>
<td>Clothing</td>
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<tr>
<td>Other Travellers</td>
<td>Wash</td>
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<tr>
<td>Local People</td>
<td>Health</td>
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<tr>
<td>Knowledge Resources</td>
<td>Education</td>
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<tr>
<td>Route</td>
<td>Protection</td>
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<tr>
<td>Public Transport</td>
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<tr>
<td>Procedure</td>
<td></td>
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<tr>
<td>Next Destination</td>
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</tbody>
</table>

(Collyer, 2007; UNHCR, n.d.; Architecture People, 2018) table by author
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

(Google Earth, 2018)
Habibi Works

Refugee Support

Greek police and army

NGO health care

refugee encampment Katsikas

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

health
education
protection
livelihood

food and drinks
shelter
clothing
wash
SEEKING MOVEMENT
FROM RURAL TO URBAN

bus line to Ioánnina
cultural centre Habibi Works for refugees

(Hoeher, 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**
  - Social media messaging apps: socialise
  - Text message and voice call: socialise
  - Google Maps and GPS: navigation
  - Google Translate: local understanding
  - Mobile money transfer: money

(Better Place Lab, 2016; GSMA, 2017; Danish Refugee Council, 2016)
ICT USE IN IRREGULAR MOBILITY
THE NEED OF ALTERNATIVES OF TECHNOLOGY

- dangers of ICT use

- depending on local forms of communication

(Hamel, 2009; Better Place Lab, 2016)
Sightlines end points are not within sight.

Urban blocks similar in appearance.

Google Maps many stops on the map.

Navigation orientation.

Street structure grid.

Signs extensive communications in the facade.

Local understanding.

Socialise.

Call and text.

Passersby possible language barrier.

Signs language barrier.

Google Translate might improve language barrier.

Extensive communications in the facade.

Socialise possible language barrier.

Socialise.

Socialise.

Socialise.

Call and text.

Socialise.

Socialise.

Socialise.

Socialise.

Socialise.

News.

Money.

Money.

Money.

News.

Google Translate.

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Google Translate.
Vodaphone 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.

Google Translate: might improve language barrier.

Google Translate fills gap with contact with home.

messaging apps: fills gap with contact with home.

signs: none available.

local understanding: navigation.

sightlines: end points are close distanced.

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

navigation orientation.

local understanding: street structure.

socialise: news.

call and text money.

Call and text: possible language barrier.

socialise: news.

Socialise: local understanding.

navigation.

orientation.

local understanding.

navigation.
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
INFORMATION MESSAGE
COMPLEX URBAN AREA TAKES LONGER TO GET FAMILIAR WITH THE CITY

urban area

1. arrival 2. stay

rural area

1. 2.

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

1. resource locality
2. waypoint
3. movement pattern of the user

way·point
an intermediate point on a route or line of travel

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

1. wayfinding in the area
2. sustain wayfinding during stay

forms of communications
peer-to-peer
alternative offline or encrypted

NGO leading organisation of waypoint structure
KIOSKS IN ATHENS

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

1. introduce user with routes and localities
2. cooperation with other actors in the city to re-informs user
service desk by UN refugee agency
street furniture designed for peer-to-peer interaction
peer-to-peer collaborative mapping on the fasade
peer-to-peer pin ups on the fasade
asylum service
hospital
local understanding
navigation
news
socialise
news
public transport facility
Khora
City Plaza
estate agent
housing cooperation
Orange House
asylum service
news
peer-to-peer collaborative mapping on the fasade
peer-to-peer pin ups on the fasade
news
news
socialise
news
Khora
City Plaza
asylum service
hospital
local understanding
navigation
news
KIOSK IN KATSIKAS

INFORMATION PROVISION THAT FUNCTION AS FACILITOR OF MISSING INFORMATION

Oxfam

1. introduce user with facilities
2. cooperation with actors on national level to update facility information
service desk by Oxfam cooperation with asylum service Athens money transfer service provides latest public transport schedules informed on destinations

facilitator of interconnection websites about destinations social media mobile money transfers public transport apps

peer-to-peer online collaborative mapping

street furniture designed for peer-to-peer interaction

local understanding navigation

news socialise news navigation

news navigation

news socialise

news
DIRECTION WAYPOINT

II. INFORMS REFUGEES IN ARRIVAL

1. wayfinding in the area

forms of communications
DIRECTION WAYPOINT IN ATHENS

FILTERING

1. forms of communication that filter

UN refugee agency
colouring of existing elements by UN refugee agency

orientation

elements that arrow in the direction

navigation

element that draws attention
DIRECTION WAYPOINT IN KATSIKAS

INTRODUCING

1. introduce forms of communication
introduce signs by Oxfam

orientation

high landmark

navigation

open second exit that shortens the route

walking and cycling lane with paint

navigation

navigation

navigation
RESOURCE LOCALITIES

II. INFORMING STAY INDIRECTLY WITH INTERN CONTACT

2. sustain wayfinding during stay

intern communications
RESOURCE LOCALITIES IN ATHENS

ORGANISATION OF INTERN CONTACT WITH ACTORS IN THE CITY

intern contact between cities' resource facilities and kiosks
RESOURCE LOCALITIES IN KATSIKAS

ORGANISATION OF INTERN CONTACT WITH ACTORS ON A NATIONAL LEVEL
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