REBUILD

ICT-enabled integration facilitator and life rebuilding guidance

“This project has received funding from the European Union’s Horizon 2020 research and innovation programme under grant agreement No 822215”.

Co-funded by the Horizon 2020 programme of the European Union

About me

María Jiménez
maria.jimenez.andres@uab.cat

Pre-doctoral researcher

Universitat Autònoma de Barcelona

TransMedia Catalonia research group

Today’s session

- REBUILD: ICT-enabled integration facilitator and life rebuilding guidance

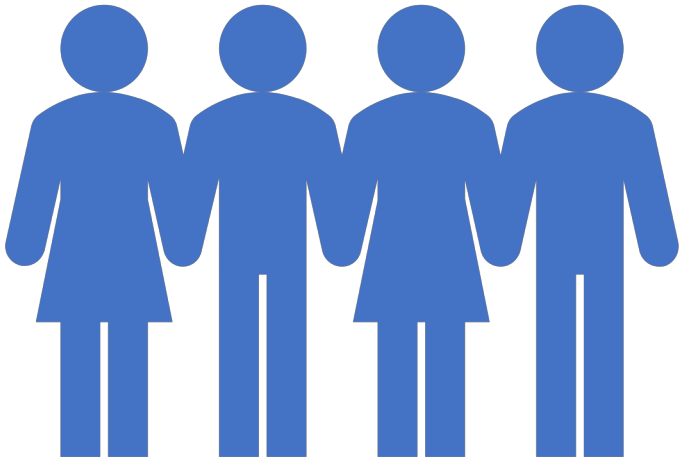
Universitat Autònoma de Barcelona

- What is REBUILD?

-Background

- Communication for integration

- Pictograms and culturability



Reflections on the issue

The term refugee: who can be considered a refugee? And an asylum seeker?

Geneva Convention 1951

- those who have been granted refugee status;

- those who have been granted special humanitarian protection;

- asylum-seekers waiting for the resolution of their refugee application.

What issues do you think refugees may encounter when arriving in a new country?

Legal, financial (lack of resources, opening bank accounts), linguistic issues, difficulties in finding employment, integrating in the arriving communities, difficulties accessing social services, etc.

Have you ever met a refugee? Who are they?

<u>Expectations vs. reality</u>

Different backgrounds, countries, conditions, circumstances, reasons to flee their home country.

Background: global statistics

- **68.5m** forcibly displaced people in 2017
- **25.4m** refugees
- **Countries of origin**: Syria (6.3m) , Afghanistan (2.6m), South Sudan (2.4m), Myanmar (1.2m) and Somalia (986,000)
- **85%** reside in developing countries

(UNHCR, 2017)

Figure 1. Jimenez, 2018. Children playing football next to the Wall near Checkpoint300, Bethlehem

Background: EU

- Arrivals in Europe in 2018: 150,100 persons
- Origin of “illegal” entries in January 2019 (Spain)

Unknown: 1,251 persons

Guinea: 572 persons

Morocco: 486 persons

Côte d’Ivoire: 365 persons

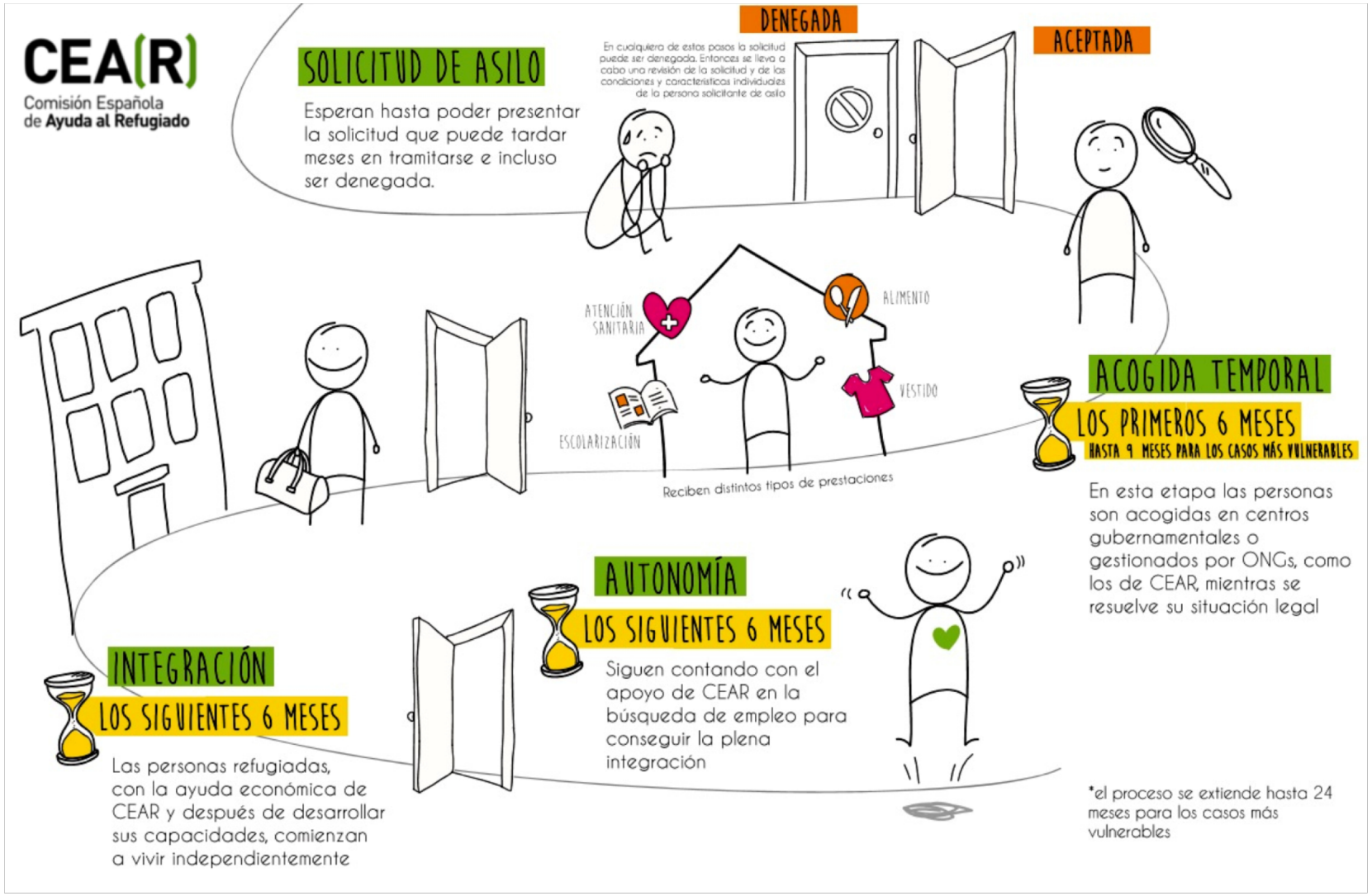
Mali: 326 persons

- No single asylum policy in the EU

(Frontex.europa.eu, 2019)

Figure 2. The Jungle, Calais (France). www.theatlantic.com.

Process of asylum in Spain



REBUILD consortium

Partners

Partners	Country
Centre For Research and Technology Hellas (CERTH)	Grecia
CIDAS Cooperativa Sociale	Italy
DEN Institute asbl	Belgium
ENGINEERING - INGEGNERIA INFORMATICA SPA	Italy
MDAT- Metropolitan Development Agency of Thessaloniki	Grecia
OMNES - Syllogos Ethelonton Kilkis	Grecia
UNESCO - United Nations Educational, Scientific and Cultural Organization	France
UNINETTUNO	Italy
Universidad Politecnica de Madrid (UPM)	Spain
Universitat Autonoma de Barcelona (UAB)	Spain
VUB - Vrije Universiteit Brussel	Belgium

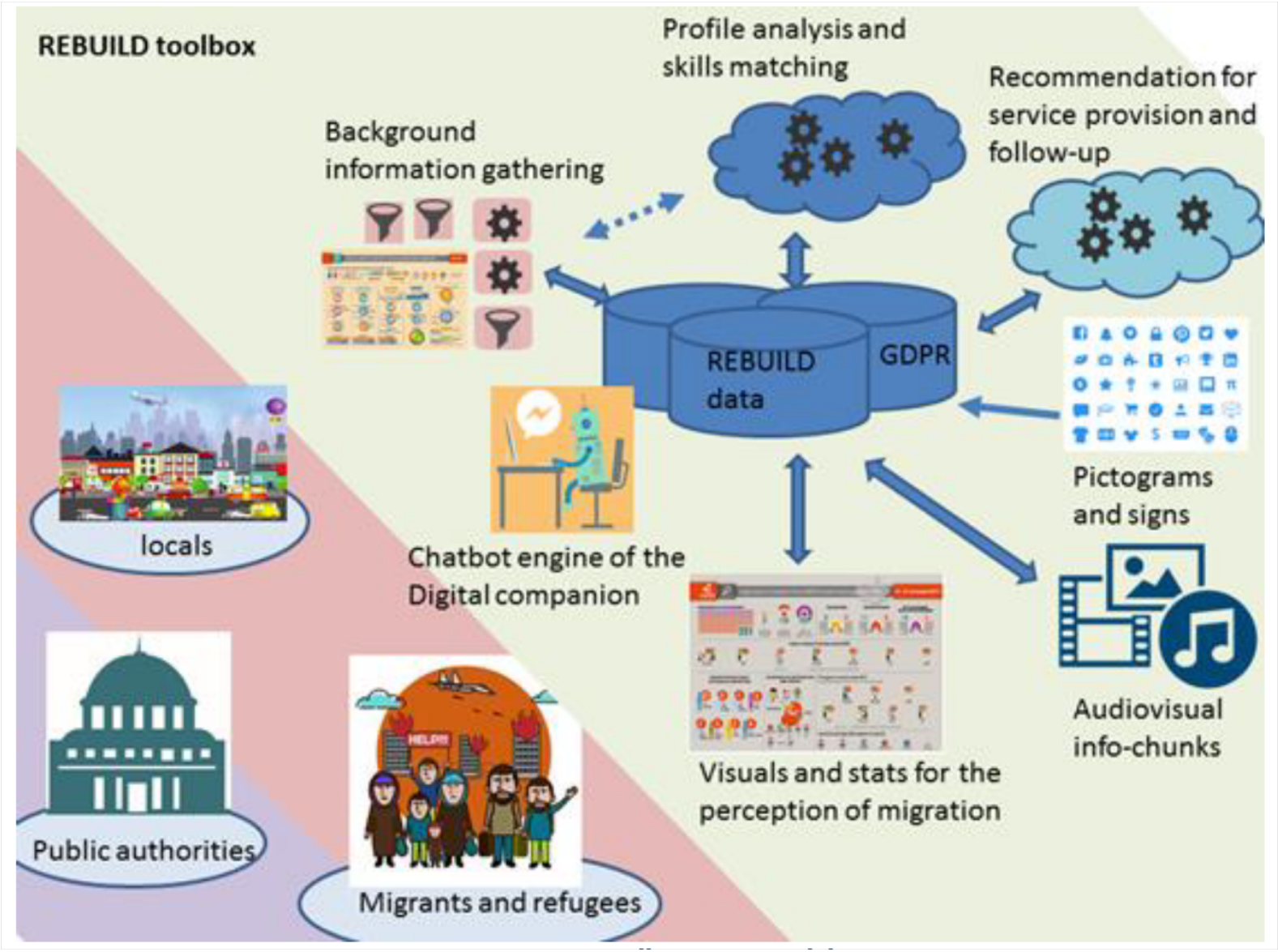
Objectives of REBUILD

GDPR-compliant migrants' integration related background information gathering

AI-based profile analysis to empower both personalized support and policy making on migration related issues

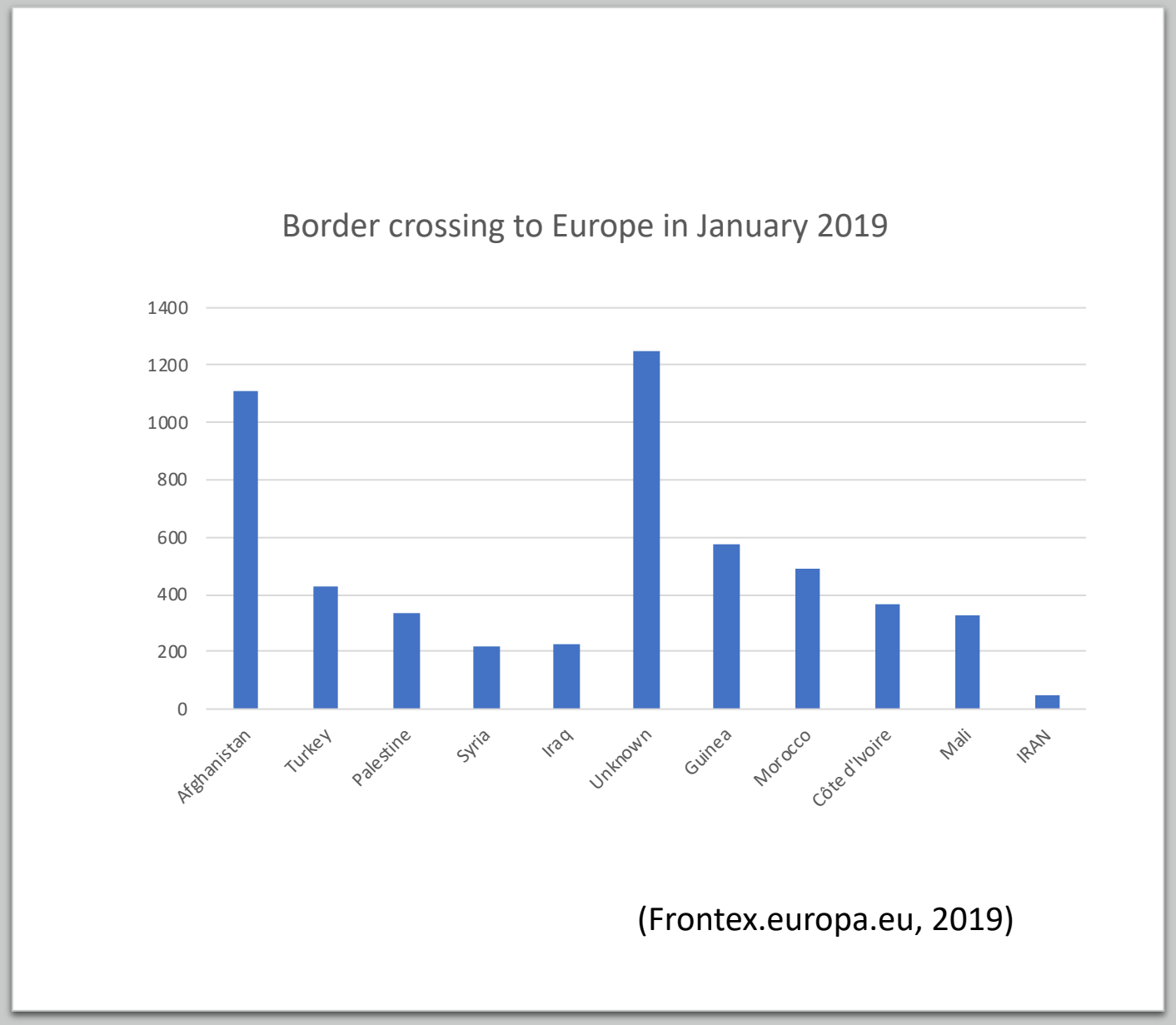
AI-based needs matching tool

Digital companion for migrants enabling two-way communication using chatbots


REBUILD toolbox
Profile analysis and skills matching
Recommendation for service provision and follow-up
Background information gathering
REBUILD data
GDPR
Pictograms and signs
locals
Chatbot engine of the Digital companion
Audiovisual info-chunks
Visuals and stats for the perception of migration
Public authorities
Migrants and refugees

Communication for integration

- Resources available in a limited number of languages
- Communication issues due to linguistic differences and high number of illiterate users
- Information for refugees is mostly one-way
- Use of ad-hoc interpreters effective but costly and subject to availability



(Frontex.europa.eu, 2019)

Digital companion

- ICT use among refugees increasing and there are a number of studies on the uses of ICT among these communities (Leung, 2010, Díaz Andrade and Doolin, 2016; Talhouk, 2016; Yafi, 2018).
- Two-way communication using a **chatbot.**
- The DC will be designed with input from target users and local stakeholders.
- The DC will serve as a guide for refugees during the first stages of the integration process

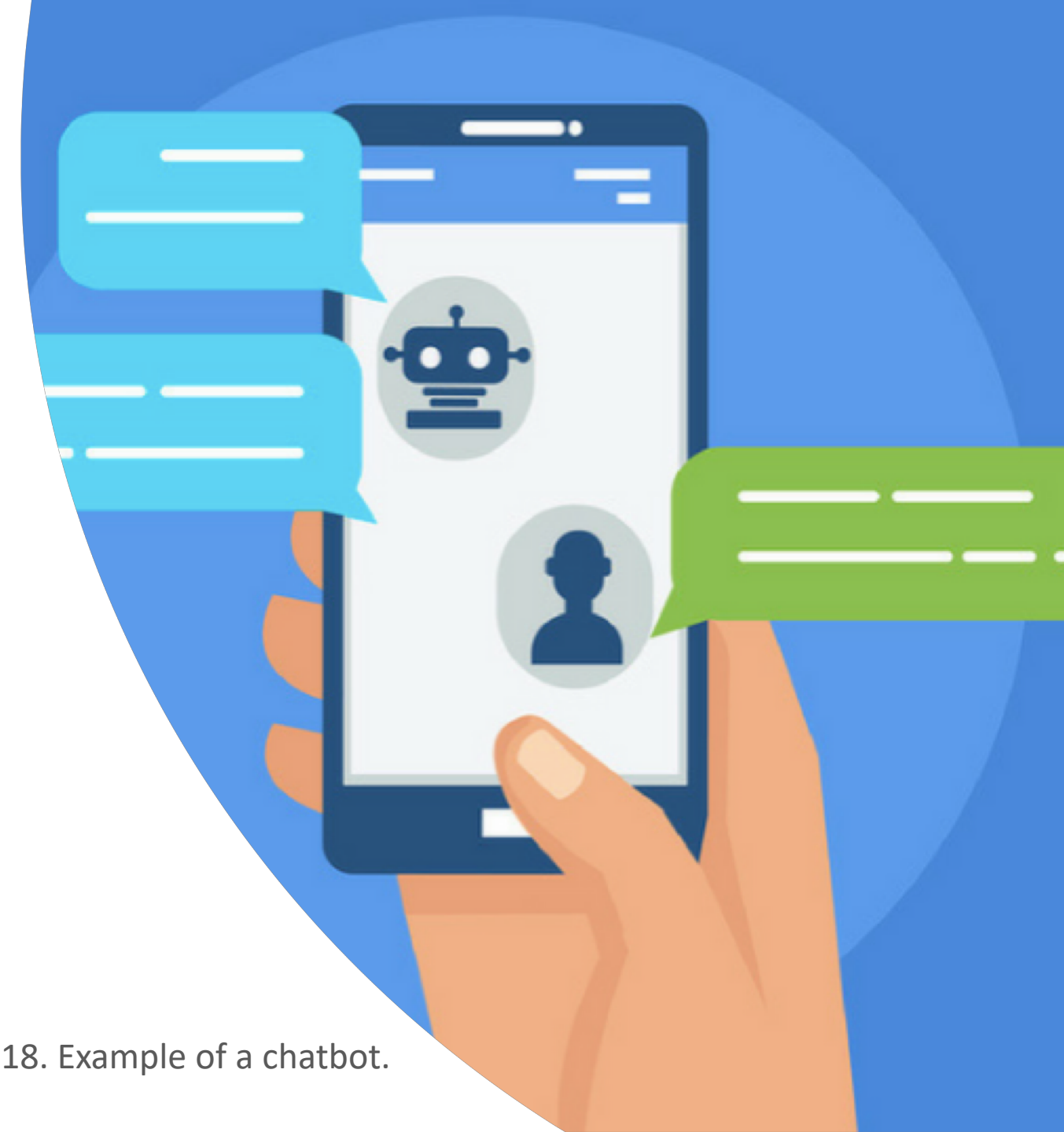
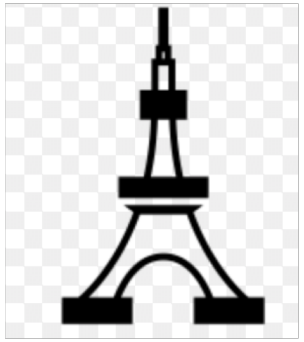


Figure 3. Chatbotslife, 2018. Example of a chatbot.

Pictograms to bridge the communication gap

- Used extensively to convey important information swiftly to all individuals, irrespective of language, culture or education (Fonseca, 2011).
- Previous research on the use of pictograms on the medical field (Delp and Jones, 1996; Del Re, 2016).
- Cultural differences and visual literacy are key in the interpretation of pictograms (Blake Huer, 2000; Dowse and Ehlers, 2004).

Methodology



The impact of culture in pictorial communication

Exercise

Toilet signs around the world

- (Thesocietypages.org, 2019)

"The single biggest problem in communication is the illusion that it has taken place.”

George Bernard Shaw

Disclaimer

Co-funded by the Horizon 2020 programme of the European Union

The content of this presentation does not reflect the official opinions of the European Union. Responsibility for the information and views expressed in this presentation lies entirely with the authors

"This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No 822215".

Contact details

María Jiménez

Maria.jimenez.andres@uab.cat

TransMedia Catalonia research group

Universitat Autònoma de Barcelona

Follow us on Twitter

@m_jimenezandres

@transmediaCat

References

Blake Huer, M. (2000). Examining perceptions of graphic symbols across cultures: Preliminary study of the impact of culture/ethnicity. *Augmentative and Alternative Communication*, 16(3), pp.180-185.

Del Re, L., Bsc, Vaillancourt, R., Villarreal, Gilda,phd., M.H.A. And Pouliot, A., PHD., 2016. Pictograms: Can they help patients recall medication safety instructions? *Visible Language,* **50**(1), pp. 127-151.

Delp, C. and Jones, J. (1996). Communicating Information to Patients: The Use of Cartoon Illustrations to Improve Comprehension of Instructions. *Academic Emergency Medicine*, 3(3), pp.264-270.

Díaz Andrade, A. and Doolin, B. (2016). Information and Communication Technology and the Social Inclusion of Refugees. *MIS Quarterly*, 40(2), pp.405-416.

Dowse, Ros & Ehlers, MS. (2003). Pictograms for conveying medicine instructions: Comprehension in various South African language groups. S Afr J Sci. 100.

Flaticon. (2018). Flaticon, the largest database of free vector icons. [online] Available at: https://www.flaticon.com/ [Accessed 9 Oct. 2018].

Fonseca, R. (2011). *Reading pictograms and signs – the need for visual literacy*. Masters. Universitetet i Stavanger.

Frontex.europa.eu. (2019). *Frontex | European Union Agency*. [online] Available at: https://frontex.europa.eu/ [Accessed 21 Feb. 2019].

Leung, L. (2010). Telecommunications across borders: refugees' technology use during displacement. *Telecommunications Journal of Australia*, 60(4), pp.58.1-58.13.

Talhouk, R., Mesmar, S., Thieme, A., Balaam, M., Olivier, P., Akik, C. and Ghattas, H. (2016). Syrian Refugees and Digital Health in Lebanon. *Proceedings of the 2016 CHI Conference on Human Factors in Computing Systems - CHI '16*.

Thesocietypages.org. (2019). *Go Where? Sex, Gender, and Toilets - Sociological Images*. [online] Available at: https://thesocietypages.org/socimages/2010/09/02/guest-post-go-where-sex-gender-and-toilets/ [Accessed 21 Feb. 2019].

UN High Commissioner for Refugees (UNHCR), *Global Trends: Forced Displacement in 2017*, 19 June 2017, available at: http://www.refworld.org/docid/5b2d1a867.html [accessed 9 October 2018]

Yafi, E., Yefimova, K. and Fisher, K. (2018). Young Hackers. *Extended Abstracts of the 2018 CHI Conference on Human Factors in Computing Systems - CHI '18*.

List of figures

Figure 1. Jimenez, 2018. Children playing football next to the Wall near Checkpoint300, Bethlehem

Figure 2. The Atlantic (2019). The Jungle, Calais- Available at: https://www.theatlantic.com/photo/2016/10/france-dismantles-the-jungle-in-calais/505481/

Figure 3. Chatbots Life. (2018). Chatbots Life. [online] Available at: https://chatbotslife.com/