WELCOME

Considering psychosocial dimensions in the development of AI-supported integration services for Third Country Nationals: challenges and learnings

2nd Joint Migration Policy Workshop
- Towards sustainability and adoption

The Consortium

WELCOME at a Glance

WELCOME will deliver a mobile device-based platform, which will facilitate the interaction of Third Country Nationals (TCNs) with virtual agents, and a desktop-based solution for the support of authorities.

WELCOME will validate the developed platform as a whole as well as each of its technologies through three different use cases in Germany, Greece, and Spain:

❑ TCN reception and orientation
❑ TCN integration
❑ Support of TCN's living in the host country

Target users

- Users: Civil Society Organisations, Authorities and other service providers

- Final beneficiaries: TCNs in

  Germany (City of Hamm)

  Greece (Athens/Thessaloniki)

  Spain (Region of Catalonia)

Objective

An empirical study of the social and psychological backgrounds of TCNs and outline how these backgrounds can be taken into account during their reception and integration in the European Union by intelligent personalized assistance technologies.

Research Questions

1. What are the social, cultural, educational and economic backgrounds of the TCNs?
2. What are the specific needs, strengths and vulnerabilities of TCNs in the above three target countries?
3. What are common symptoms of trauma and levels of stress?
4. Do TCNs trust technology and its developers?
5. Are there differences between target groups?
6. What are common integration challenges faced by the target groups in the three host countries?

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Methodology

Phase 1

- Desk research
- Semi-structured survey filled by user partners

Phase 2

Semi-structured interviews:
- TCNs
- refugee- / migrant service providers

Instruments

Numeric data
gender, nationality, languages, age, family composition, educational background, legal status, employment, housing, social economic status, religious identity.

Qualitative data
bonds with home country, motivation to reside and integrate, common needs and challenges, access to services, effects of the pandemic.

Psychological distress (quantitative data)
Hopkins Symptoms Check List 25 (HSCL-25)
Self-Reporting Questionnaire 20 (SRQ-20)

TCN Sample

	Catalonia	Hamm	Greece
Countries of origin	Morocco (14/14)	Syria (8/10) Iraq (1/10) Stateless (1/10)	Congo (1/20) Kuwait (1/20) Uganda (1/20) Iran (1/20) Gambia (1/20) Pakistan (1/20) Syria (7/20) Afghanistan (1/20) Cameroon (1/20) Iraq (2/20) Algeria (1/20) Morocco (1/20) Nigeria (1/20)
Male	11	6	10
Female	3	4	10
Minors (16 – 18)	0	0	5 (4 Male / 1 Female)
Total N	14	10	20

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Stakeholder Sample

Local/ Regional/National bodies	9
Civil Society Organizations	7
Migrant/diaspora organisations	3
International organisations	2
Total N	21
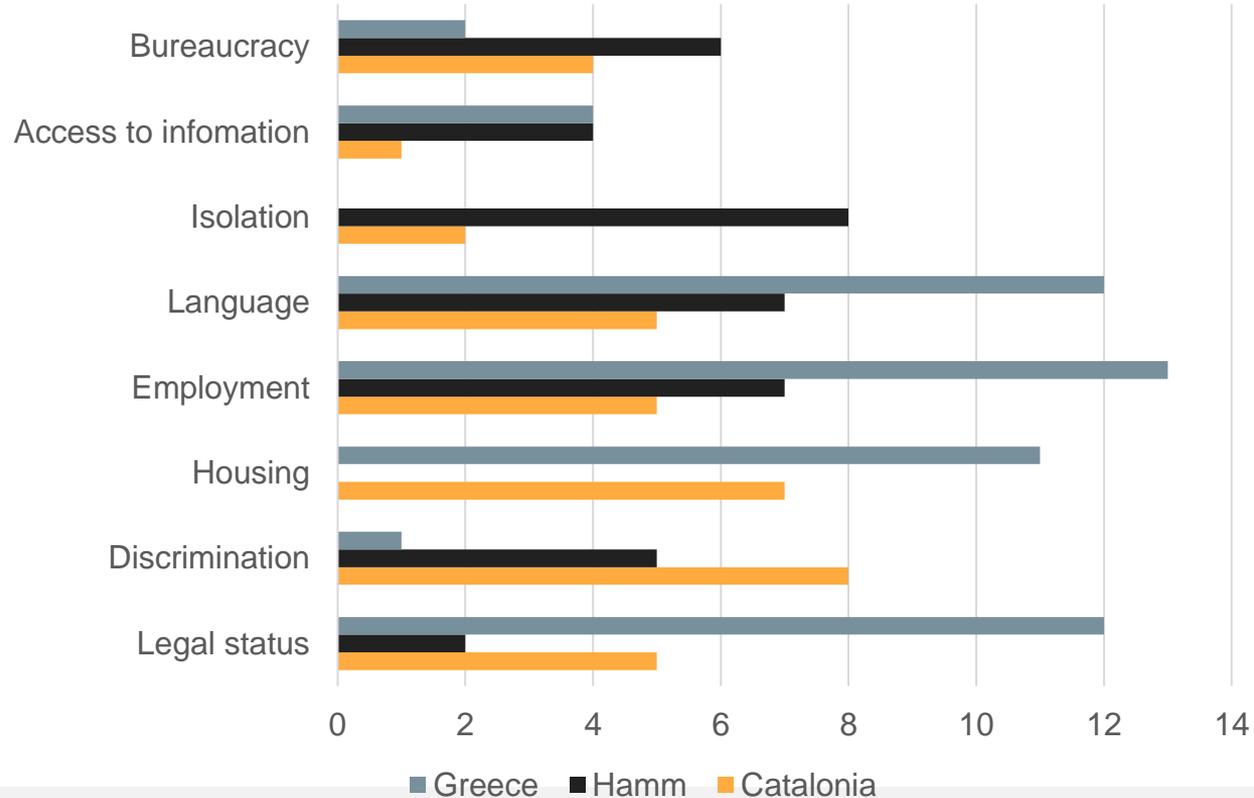
Common topics and challenges

Common topics and challenges

	Catalonia	Hamm	Greece
Legal status	5	2	12
Discrimination	7	5	1
Housing	7	0	11
Employment	5	7	13
Language	5	7	12
Isolation	2	8	0
Bureaucracy	4	6	2
Access to information	1	4	4
Out of total N	23	14	27

Learnings (first results)

➡ negative effect on psychosocial adjustment

- Unsecure status

- Unemployed/underemployed

- Isolation

- Feeling of "not having succeeded in integration"

➡ better psychological adjustment

- Having children and hopes for them

- Having plans for the future

Challenges, limitations

Data collection

- Reluctancy to share information in mixed gender interview setting

- Language differences, cultural bias

Technical limitations

- How to translate findings into programme design?

- Limited capacity for emotional intelligence of AI

- Avoiding the trigger instead of caring for trauma

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Thank you for your interest!

http://www.welcome-h2020.eu