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Supporting Integration Processes with Social Computing Applications. A case of study: Kronoberg, Sweden in 2017

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ABSTRACT

The widespread diffusion of Information and Communication Technologies (ICT) and its integration in our day-to-day activities, has transformed our societies in different ways (Cachia, 2007). The potential and current application of technology devices and computing applications for improving peoples' quality life has become an important area of study for different think tanks; and subject of constant regulation and policies by governments and multilateral organizations. Thus, Benton and Glennie (2016) and Cachia et al. (2007) stress on the necessity of conducting studies on the performance of computing applications for improving people`s quality life, and for facilitating integration and inclusion of refugees and asylum seekers, in order to assess the use of ICT technologies for tackling social issues.

Due to the lack of studies oriented to assess the performance and impact of social computing applications on the integration processes of refugees in Europe; and the current importance of ICT platforms for addressing social issues, this research is designed for contributing on the debate upon the viability of implementing ICT solutions seeking to support integration processes in the region of kronoberg in Sweden.

The gap identified in the literature upon Information and Communication Technologies for Refugees (ICT4R) and social computing applications for integration, represent an opportunity for contributing with a deeper understanding about the viability and effectivity of these ICT solutions for supporting the integration process of refuges and asylum seekers in Europe. Hence, one of the most important experiences is currently implemented in Sweden, where the Migration Agency and Refugee Tech; "a non-profit organization that works to help new arrivals to orientate themselves in Swedish society" (Swedish Migration Agency, 2016), have jointed efforts to support and to give visibility to all computing applications designed for helping refugees and asylum seekers in the country.

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1. INTRODUCTION

The widespread diffusion of Information and Communication Technologies (ICT) and its integration in our day-to-day activities, has transformed our societies in different ways (Cachia, 2007). The potential and current application of technology devices and computing applications for improving peoples' quality life has become an important area of study for different think tanks; and subject of constant regulation and policies by governments and multilateral organizations. Ensuring a proper integration of refugees and asylum seekers, and the participation of individuals and communities in the information and knowledge society, is a matter of major concern for national governments throughout Europe; in particular, after the Ministerial Declaration of Riga on Digital Inclusion from 2006. Inasmuch, by promoting the integration of ICT and social computing applications within European societies, it's possible "to improving the quality of everyday life and social participation of Europeans, facilitating access to information, media, content and services, to enhanced and more flexible job opportunities, and to fight against discrimination" (EU, 2006, p.1).

However, since The Ministerial Declaration of Riga the European countries have faced new challenges associated to the increasing of immigration flows from Middle East and Africa. These new challenges have overwhelmed the states' capacity for supporting the integration of newcomers; particularly refugees and asylum seekers at risk of exclusion. As a consequence, civil society initiatives and non-profit organizations have developed collaborative structures for implementing and coding computing applications (apps) for supporting the most common obstacles faced by refugees and asylum seekers at the arrival countries. These collaborative structures may be rooted from 2015, when the London Tech Community initiated a process that has been spread across Europe. Nowadays, there are several tech communities engaged for supporting the integration process of refuges and asylum seekers by developing computing applications to assist with finding housing, employment, training skills, and accessing to vital information.

This phenomenon has created a new field of study named Information and Communications Technologies for Refugees (ICT4R). Within this field have been conducted different types of researches for documenting and exploring the current initiatives powered by ICT solutions in Europe. However, different scholars have argued that there is a lack of knowledge about the real impact of these solutions on the integration processes. Benton and

Glennie (2016) and Cachia et al. (2007) stress on the necessity of conducting studies on the performance of computing applications for improving people`s quality life, and for facilitating integration and inclusion of refugees and asylum seekers, in order to assess the use of ICT technologies for tackling social issues.

The gap identified in the literature upon ICT4R and social computing applications for integration, represent an opportunity for contributing with a deeper understanding about the viability and effectivity of these ICT solutions for supporting the integration process of refuges and asylum seekers in Europe. Furthermore; and recognizing the diversity of experiences documented, the study of a selected and significate case may contribute for assessing the impact of these apps in specific contexts. Hence, one of the most important experiences is currently implemented in Sweden, where the Migration Agency and Refugee Tech; "a non-profit organization that works to help new arrivals to orientate themselves in Swedish society" (Swedish Migration Agency, 2016), have jointed efforts to support and to give visibility to all computing applications designed for helping refugees and asylum seekers in the country.

In addition, the scope of the research in Sweden will be limited to the Kronoberg Region. Aiming to explore how the use of computing applications and ICT solutions are impacting the integration processes of asylum seekers and refugees, its necessary to apply qualitative and quantitative methods for gathering the information. Also, and following the current migration policies in the country, municipalities are in charge to implement the policies and programs designed to assist refugees and asylum seekers. In sum, studying a region in Sweden about processes related to integration will allow to contrast research questions and hypothesis for further inquiries.

Therefore, the following sections will explain in detail the theoretical considerations for assessing the performance of social computing applications on integration processes in Kronoberg, the methodological framework and the mixed methods proposed for gathering the necessary data, and the research questions designed to explore the problematic aforementioned.

2. LITERATURE REVIEW

2.1 Governance: From governing to steering

"The modern State is a modest State" (Mendoza & Vernis,2008)

In Anglo-American political theory concept of 'government' is used to characterize the formal institutions of the state, and their monopoly of legitimate coercive power (Stoker,1998). Likewise, the responsibilities of the government are commonly associated with making decisions with collective impact, and the capacity to make and enforce all actors to cooperate. Following Stoker (1998), the government is usually associated with formal and institutional processes, which by operating at the national level, are designed to maintain public order and facilitate the collective action. Governance, in contrast, is a concept commonly used to describe the transition from traditional structures of governing associated to bureaucratic systems, to new forms of steering centered on cooperation, collaboration and coordination (Blomgren, 2011; Weiss, 2000).

Blomgren (2011) defines cooperation in terms of managing conflict. It usually doesn't include formal agreements and presents little risk for the actors involved. It's centered on the advantages of sharing information in the short term, and the necessary synergies for achieving a specific task or goal. By comparison, coordination "involves more formal and long-term interaction" (Blomgren, 2011, p.391). It's focused on organizing the human capital towards a particular objective; with higher shared risk, but with the possibility to achieve better rewards. On the other hand, collaboration involves the idea of 'co-labor' (Blomgren,2011). It suggests a closer relationship aiming to build social and organizational capital for achieving the shared purposes.

Accordingly to Weiss (2000), a broad definition of governance comprehends the importance and role of public institutions in creating the necessary conditions in which different stakeholders; private, public and organizations of the civil society, may cooperate in addressing social issues. It requires mechanisms for distributing benefits and wealth, strong institutional frameworks for encouraging all actors to cooperate following the rules adopted, and the capacity of national and local governments in assuming its new role. More specifically, "governance denotes the use of political authority and exercise of control in a society in relation to the management of its resources for social and economic development" (Weiss, 2000, p.797).

In addition, The Ottawa's Institute of Governance asserts that any possible definition or approximation of governance's concept comprises the institutions, processes and conventions by which a society determine how power is exercised (Weiss, 2000). That is to say, the scope of the state's actions at the national and regional level is conditioned to its capacity of steering and influencing all possible actors for reaching common goals. This perspective; focused on how public institutions operate with other actors in the society, is broadly developed by

Longo (2010) who stress out that the state; at the operational level, may be understood from a relational perspective. Essentially, the lack of capacity and resources for addressing a society that is constantly changing has obliged public institutions and the state itself, to find new forms of cooperation by decentralizing the provision of public goods. In conjunction, it's possible to assert that the distribution power in the governance perspective is consensual and negotiated, rather than top-down imposed by national and local governments.

The relational perspective of the state has been developed by different scholars; including Longo (2010) and Mendoza & Vernis (2008), which assert the importance of the concept to understand the dynamics underlying the idea and process of governance itself. Indeed, the main premise developed by Mendoza and Vernis (2008) is "the acceptance that the State has ceased to be omnipotent and self-sufficient" (p. 390). As a consequence, "the modern State is a modest State", that has recognized the complexity of addressing a society that is constantly changing. Hence, the interdependence of the social issues may be addressed only by facilitating the collaboration among all actors within the society (Mendoza & Vernis, 2008).

These new dynamics expected between public, private and civil society organizations are commonly described by the concept of co-responsibility. Mendoza and Vernis (2008) have pointed out that the social dimension; the essence of the duties of all public institutions, has "ceased to be regarded as the exclusive property of the State" (P. 390). That is to say, the common meaning of "the public" may not interpret following the traditional institutions of governing, inasmuch the interdependence of multiple actors and the allocation of tasks and responsibilities will determine the achievement of collective goals. In conjunction, the collaboration between actors; either public and private, will have an impact on the public sphere, now conditioned by "their ability to meet a particular social need most appropriately and effectively" (Mendoza & Vernis, 2008, p.390).

In an operational sense, the co-responsibility involves the necessity of recognizing common interests that encourage all actors to collaborate and lead to shared objectives. Secondly, a clear distribution of duties and responsibilities; with an emphasis on the expected outcomes, aiming to contribute to a major goal (Social Dimension). And thirdly, an effective coordination of the responsibilities assumed by each actor or coalition (Mendoza & Vernis, 2008). By linking these propositions or characteristics with the general concept of governance developed above, it's possible to assert that the relational perspective seeks to achieve "the greatest possible synergy between the resources, knowledge, and capabilities of the public sector with those of civil society and industry" (Mendoza & Vernis, 2008, p.392). Consequently, governing is no longer enhancing the capacity of attending all possible demands and social issues, on the contrary, it's associated with the ability for leadership and consensus to assemble the public and private resources and knowledge for meeting social needs. In other words, the capacity of steering and encouraging actors to collaborate.

2.2 Collaborative Governance

Governance expands the idea of governing beyond the traditional structures centered on the capacity of the governments at addressing social issues. It suggests steering and collaboration among different stakeholders, rather than top-down directing (Blomgren,2011). As a process, it involves the use of strategic resources for improving relationships outside a single organization or public institution, aiming to achieve a public policy goal. In fact, the interaction between sectors and stakeholders; within a framework of collaboration and cooperation, is aimed to coordinate the skills and knowledge that each actor has the capacity to share in achieving the proposed goals. According to Blomgren (2011), it requires "coordination across multiple organizations and stakeholders from public, private and non-profit sectors that combine in a network to address a common and shared problem" (P.386).

The concept of the network involves the idea and possibility of engaging more players or actors (Blomgren,2011). Inasmuch, governance may include the civil society by promoting participatory decision-making processes, where the public has the opportunity to deliberate and influence the course of decisions and policies adopted. That is to say, it includes "the active [involvement] of citizens in government decision-making and may include deliberative democracy" (Blomgren, 2011, p.386). Therefore, different authors assert that governance is more focus on the processes, through which actors and stakeholders develop strategic partnerships and collaborative platforms for addressing social issues (Stoker,1998; Blomgren,2011).

Blomgren (2011) argues that governance as a process is tightly associated with the concept of the policy process. However, it includes a broad perspective about government work beyond the process of establishing rules or making new laws, inasmuch is based on practices of management and implementation in collaboration with other sectors. For this purpose, Blomgren (2011) defines 'policy process' as "any action in developing, implementing, or enforcing public policy […]" (P. 387). That is to say, the government must be in the capacity to involve and coordinate efforts for addressing policies and social issues, or even setting up the necessary conditions for promoting collaboration and coordination among the different sectors.

In Addition, Blomgren (2011) argues that "collaborative governance may occur at any stage of the policy process" (p.388). Inasmuch, all stakeholders may be involved in each stage of the process for adopting a decision or a new public policy. Hence, it's possible to assert that the governance as a complex process provides opportunities and conditions for engaging the civil society in the decision-making processes and the expertise of different stakeholders. In addition, it facilitates the promotion of knowledge and innovations from different sectors, which have the capacity to influence in the continued transformation of the public sector and the processes of innovation associated with new technologies.

2.3 Governance and Information and Communication Technology (ICT)

The application of ICT solutions for improving the capacity of the public sector for addressing social issues has been broadly discussed under the fields of e-government and e-governance. Guida and Crow (2009) have established the difference between these two concepts, arguing that ICTs may be used and implemented in different ways "in the government sector to further development agendas" (Guida & Crow, 2009, p. 283). Beginning with e-government, the authors stress out that the concept is commonly used to describe the delivery of services through network technologies to citizens, the private sector, and governmental agencies (Guida & Crow, 2009). It includes the improvement of process within the organizations (Back-Office), and the possibility to enhance the services and the time of response to requirements of any actor outside the organization (Front-Office).

In contrast, the term of e-governance is used to describe and analyze the issues of implementing technology initiatives in the public sector (Guida & Crow, 2009). It encompasses issues related to the institutional and cultural environment, both crucial for the successful implementation of e-governance projects and strategies. In addition; and possibly the most important aspect, e-governance is used "to refer the transformation of the relationship between government and citizens in an information society" (Guida & Crow, 2009, p. 286). Likewise, it describes the potential of utilizing the transformational nature of technology to develop a more open and empowered society, which is actively engaged in the process of being governed (Guida & Crow, 2009).

As it was aforementioned, the underlying implications of governance are associated with the relationship between individuals and institutions. In particular, it's important to point out that the innovation initiatives are not necessary conditioned to the ICT solution adopted (Guida & Crow, 2009). Inasmuch a process of delivering services might be improved in different ways, nonetheless, the structures of governing and the passive posture of citizens may be an obstacle for implementing innovations within the expected relational perspective of the State. That is to say, the effective transformation of the State; from governing to steering, is conditioned to the capacity of the different sectors; including the civil society, in actively participating in the decisions with collective impact, and even in the provision of services and goods for tackling social issues.

In contrast to the positive perspective of the technology being a transformative tool to enhance the capacity of the State; and the society in general, there are some counter-arguments that are presented which contradict this statement. Pippa Norris (2002) asserts that there are two camps of streams: cyber-optimistics and cyber-pessimistics. The cyber-optimistics are hopeful that the implementation of technological solutions is enhancing the capacity of the State to respond more effectively to the demands of the society, and for improving the

communication between public institutions and citizens. On the other hand, cyber-pessimistics express doubts and concerns about the capacity of the State; and the public institutions, to adapt and transform an institutional environment clearly marked and described such "conservative, hierarchical and bureaucratic" (Norris, 2002, p.1).

According to Guida and Crow (2009) and Norris (2002), the main issue for a successful implementation of ICTs solutions; in collaboration with different stakeholders, is the institutional and cultural environment where the processes of innovation are taking place. That is to say, it involves actors, institutions, policy frameworks and solutions; which are included and explained by the concept of e-government. In conjunction, the complexity of processes and possible obstacles for implementing innovations powered by technological solutions, represent a major challenge for different public and private institutions. Nevertheless, the potential benefits brought by technology, and the solutions developed by communities dedicated to implementing new applications powered by ICT, are supporting the progress and quality of public services in today's world.

2.3.1   E-governance and innovation: Smart Communities

"Putting people online instead of in line" (NPR,1993)[1]

Dawes (2008) has developed an extensive study about the evolution and transformation of the State, particularly the underlying processes and debates associated with the transition from e-government to e-governance. By referring to the work developed by Osborne and Gaebler (1992), Dawes starts off the discussion by following the "reinventing the government" movement, which called for a deeper transformation from a bureaucratic government "toward an entrepreneurial government that is enterprising, catalytic, mission and customer driven, and results oriented "(Dawes, 2008, p. 587). Within the movement "reinventing", the premises and challenges cited above required the interpretation of the new possibilities offered by ICT solutions; and the creative use of the technology, which has the capacity to stem the transformation of the public sector and the flourishing new relationship between state and society.

The concept adopted by different organizations for describing the uses and possibilities brought by ICT solutions to the public sector is the digital government. Dawes (2008) defines this concept such "the use of information and technology to support and improve public policies and government operations and to engage citizens, as well as to provide comprehensive and timely services" (p. 587). On the other hand, for the Organization for Economic Co-operation and development (OECD), the age of digital government is represented by the use of information and communication technologies (ICTs) as a tool for achieving a better government. In particular, the possibility to improve policy outcomes, the quality of services and the engagement with citizens (Dawes,2008). In addition,

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[1] National Performance Review (NPR). 1993 . Reengineering through Information Technology. Washington, DC : Government Printing Office .

the World Bank (WB) adds a crucial factor; inasmuch the major benefit perceived by this organization, is the citizen empowerment through the access of information (Dawes, 2008).

In conjunction, all the perspectives and definitions described above include not only the improvement of services provided by the implementation of ICT solutions in the public sector, instead, represents an overall perspective about the democratic process and the relationships among citizens, the civil society, the private sector and the state (Dawes,2008). That is to say, the relational perspective of the State is supported by different processes and transformations within the public sector, where each of them requires the implementation of different alternatives or processes of innovation. Therefore, the innovation may not reduce to the implementation of technological solutions, inasmuch the underlying logic which supports a successful transformation in the provision of wealth lays down on the whole process of governance.

The process of governance described above; with an emphasis on the importance of ICT solutions, is commonly described as e-governance. Dawes (2008); By following the "reinventing the government" movement and the implications aforementioned, argues that there are three interrelated objectives for explaining the e-government. Firstly, the policy framework is essential for giving legitimacy to the institutional changes, adopted by implementing transformations supported in technological solutions. Moreover, represents the underlying structure for addressing the expected collaboration between actors. Secondly, the collaboration between actors and sectors has the potential to enhance the provision of public services. That is to say, the capacity to produce high-quality public services depends on the ability of all actors to cooperate within a co-responsibility framework (Dawes, 2008; Mendoza & Vernis, 2008).

Finally, the citizen engagement is essential for enhancing the democratic system and the decision-making processes that affect the public policies and projects adopted. Hence, the benefits brought by technological solutions have the potential to improve the communication channels between State and Civil society, and as an alternative for facilitating the access to information about services, institutions, among others.

Therefore, it's possible to assert that e-government goes "far beyond effective IT management, organizational adaptation, and technical competence" (Dawes, 2998, p.587). Indeed, it requires a holistic perspective upon the process of innovation, by which actors, institutions, and technical solutions respond effectively to the expectations of communities and individuals. Following this argument, Coe et al. (2001) stress the importance of citizen engagement in developing dynamic and innovative structures, for addressing a broad number of challenges brought by phenomena such as the globalization and knowledge-based society. In conjunction, Dawes (2008) and Coe et al. (2001) understand e-governance; and innovation itself, from a systemic perspective. That is to say,

the successful design and implementation of digital solutions for addressing social issues or organizational needs are only possible in the process of collaboration between public institutions, private organizations, and academic institutions, among others.

The collaboration process described by Dawes (2008), Coe et al. (2001), and Mendoza & Vernis (2008); with an emphasis on digital solutions, is commonly associated with the concept of smart communities. These collaborative structures are delimitated to geographical regions or cities, where the processes of local transformation are accompanied by the implementation of technological solutions, and the active engagement of local and national actors. Indeed, Coe et al. (2001) assert that the success of any local initiative driven by technology is determined by its effectiveness "in gathering and using knowledge" (Coe et al., 2008, p. 82), and the possibility to obtain access to learning-intensive relations. Therefore, the smart communities are the result of interactions between different stakeholders, by which it's possible to enable collaborative environments where innovation "stems from the interplay among the different institutions and individuals" (Coe et al., 2008, p. 82).

2.4 Smart Communities

Coe et al. (2008) define smart community in terms of "as a geographical area ranging in size from a neighborhood to a multicounty region within which citizens, organizations, and governing institutions deploy a [New Information and Communication Technology (NICT)] to transform their region" (p.85). Hence, a collaborative community becomes an integrated approach or system to helping communities go online to connect governments, private organizations, citizens and health and local services to develop services and goods to tackle social objectives (Coe et al., 2008). In addition, it's a platform for helping entire communities to develop skills and capacities, by which is possible to promote job opportunities and economic development. In conjunction, the implications of the smart communities for the society are diverse, however, are intended to improve the quality of life of all.

Likewise, the synergy described in terms of a system by Coe et al. (2008) have different implications for the expected outcomes of the smart communities. Since the operational meaning of these collaborative structures is based on the possibilities to share knowledge and resources, it's possible to assert that the core challenge draws on the achievement of collective intelligence. Coe et al. (2008) argue that the collective intelligence is the result of an effective coordination among different stakeholders, which understand that knowledge and power are distributed within the society. Therefore, it's necessary to develop strategies to mobilize the resources available within a specific community or society, with the aim to promote social learning and collaboration. However, the steering role from a governance perspective, draws on the ability of the public institutions; and the state itself, in

creating the appropriate conditions to eliminate the barriers and constraints for encouraging the expected collaboration.

2.5 Social Computing applications: An outcome of smart communities

Social computing is a broad concept and phenomenon with different attempts to define it. In overall, all perspectives share common ideas upon its potential for supporting social interaction and communication, as well as a new way of creating social relationships and of sharing knowledge and information within the society. Cachia et al. (2007) defines social computing in terms of "an intermediary tool for social and collaborative communication, which facilitates social networking and multimedia interaction amongst individuals, beyond institutional intervention on a scale as never imagined" (p.13). That is to say, the ICT applications have the potential to transform and even improve the channels of communication between individuals with the aim to improve people´s quality life.

In addition, Cachia et al. (2007) have established the importance of bottom-up social networks in developing technological solutions aiming to tackle social issues and reaching people at risk of exclusion. Accordingly, Coe et al (2008) explores the utility and capacity of smart communities in creating collaborative structures, which by using the possibilities and advantages of technology have developed solutions for improving people's quality life, and have created job opportunities for different voluntary associations of entrepreneurs. In this connection, Cachia et al. (2007) have explored the implications and possible advantages of technological solutions for helping Immigrates and Ethnic Minorities (IEM) to have access to different public services and to improve capacities and skills. Despite the critics around the effectiveness of technology with social proposes described by Norris (2002), there are a broad number of Tech Communities (TC) engage with the aim to support the integration process of refuges and asylum seekers in Europe.

In 2015, The Transatlantic Council on Migration (TCM) documented the most important apps developed in Europe and its possible impact on the integration process. Benton and Glennie (2006); in collaboration with TCM, have categorized these apps into three groups. Digital tools designed to help newcomers navigate and find local services, as well as information on local regulations and policies (Benton & Glennie, 2016). Digital tools for skills training and finding job opportunities. These applications usually matching people who offer employment with newcomers. And, applications to connect newcomers and volunteers for developing common economic initiatives or "sharing economy" projects (Benton & Glennie, 2016).

This categorization allows Benton and Glennie (2006) to point out several implications and possible problems about the information shared by the computing applications and its use by refugees and asylum seekers. Due to

the lack of regulation by local governments is not possible to ensure the quality of information provided by the apps; even in some cases people have had access to wrong details and procedures in the arrival countries. Likewise, the access to these computing applications may be limited by the impossibility to have an electronic device with the minimum technical conditions to run the apps or the lack of knowledge about the existence of these computing applications. In another hand, the lack of resources for designing and implementing new apps is an obstacle for any tech entrepreneur who has decided to engage in these initiatives; particularly in contexts where public institutions and national governments don't assume risks (Benton & Glennie,2006).

Beyond of the technical boundaries and obstacles to developing better computing applications, Cachia et al. (2007) point out other important debates and concerns about the implementation and utility of them. Despite the success of these applications at helping people to stay in touch with their families; and even being an important source of information, the effectiveness at improving the relations between the arrival communities and countries hasn't been proved yet. Therefore, experts have argued that all studies with the aim to understand and assess the performance of these computing applications, must draw on a difference in between "the potential use of these applications and their actual use by IEM" (Cachia et al.,2007, p.15). Also, other scholars have mentioned that the services provided by social computing applications could be used to support extremism and other negative social behaviors (Cachia et al. ,2007).

Despite the importance of these applications for refugees and asylum seekers in different European countries; and the debates around its implementation, there are no current studies oriented to assess and explore the real impact of these computing applications on integration processes. Benton and Glennie (2016) and Cachia et al. (2007) stress on the necessity of conducting studies on what they understand the field has gaps and missing information. Particularly on the performance of these ICT solutions for improving people`s quality life, and for facilitating the integration and inclusion of refugees and asylum seekers. In sum, there is an interesting opportunity for developing new studies oriented to explore and assess projects and initiatives powered by ICT solutions and new technologies developed with the aim to tackle general issues faced by communities and social groups at risk of exclusion, such the ones included in The Riga Declaration on Digital Inclusion.

2.6 Information and Communication Technologies for Refugees (ICT4R): Inclusion

The number people escaping from war, violence and other human rights violations is higher today than at any point since the 1940s. (Mason & Buchmann, 2016). A report elaborated by the Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) has estimated that out of 150 million migrants worldwide, 60 million are refugees who have abandoned their home country or are internally displaced. In addition, it has been estimated

that 3.88 million Syrian nationals have abandoned the country due the political instability and currently civil war that is taking place in their territory. As consequence, different Middle Eastern, North African and European countries are facing challenges in addressing the influx of refugees and asylum seekers (Mason & Buchmann, 2016).

Mason and Buchmann (2016) have argued that the 'refugee crisis' has brought enormous challenges to different national governments, networks of NGOs and voluntary organizations engaged with the aim to support newcomers. Due to the scale of human tragedy, and the restrictions faced by public institutions, the world is witnessing a dynamic response from diverse actors committed to collaborate and offer their knowledge and resources. Indeed, the restrictions faced by public institutions in the arrival countries are commonly associated with the impossibility to response effectively in the short term, the lack of capacity and resources to attend all, and the difficulties in developing effective policies to integrate the newcomers.

Therefore, it's possible to identify several initiatives developed with the aim to support some of the common challenges faced by refugees and asylum seekers in the arrival countries. Those issues are associated with the necessity to have access to basic services such as housing, employment, healthcare services, and educational opportunities; for improving knowledge about the local language and the society in overall. Mason and Buchmann (2016) have argued that digital technology is playing a crucial role, at improving and facilitating communion among communities divided by conflict, offering vital information to thousands of people fleeing conflictive zones, and proving information about different services at the arrival countries. As consequence, "the most crucial item that migrants and refugees carry is a smartphone" (Mason & Buchmann,2016,p.5), or any technological device for having access to the internet and to collaborative platforms designed to help them at any moment. Similarity, with the aim to respond in an effective and even a creative way to these mass migrations and to support refugees, there has been an explosion of digital projects; most of them supported by humanitarian actors and national governments, and members of what Manson and Buchmann (2016) have called civic tech communities.

In a broad sense, Coe et al. (2008) and Manson and Buchmann (2016) are referring to collaborative structures developed with the aim to provide services and solutions, based on the possibilities and advantages brought by the technology. Consequently, the tech communities mentioned above can be understood such smart communities engaged with the aim to provide solutions for refugees and migrants; with a perspective of engagement draws on collaboration beyond the geographical borders. That is to say, the possibilities to cooperate with other actors and possible partners have created and eco-system with and "intensity and diversity that has not been seen before in the field of information communication technology for Development (ICT4D)" (Mason & Buchmann, 2016, p.5).

The emergence of the field of study ICT4D; focused on exploring the impact of the processes of innovation on the development policies, has been associated with two factors: the internet and the Millennium Development Goals (MDGs) (Heeks,2008). The arisen of the world-Wide Web created a flourishing interest on its applicability in different areas; and its adaptability for promoting development agendas in developing countries, mainly funded by international cooperation agencies. Consequently, the formalization of the MDGs; focused on reducing poverty, improving healthcare services and educational systems, and fostering gender equality, and the new development agendas draw on principles of sustainability and sustainability have stimulated the emerged of thinks tanks and smart communities (Heeks,2008; Coe et al. , 2008).Therefore, ICT4D integrates a different kind of initiatives oriented to improve the quality of life of people, by promoting public policies based on technological applications and innovative solutions in cooperation with national and international actors.

In conjunction, the eco-system described by Manson and Buchmann (2006) have created the necessary conditions to foster the collaboration between different stakeholders, with the aim to provide new alternatives for improving the quality of life of refugees and asylum seekers in different countries in Europe. In a broad sense, Heeks (2008) integrate these initiatives in the overall concept of ICT4D, however, several academic studies have used the concept of Information and Communication Technology for Refugees (ICT4R) to emphasize the aim of the digital projects focused on providing solutions for refugees and asylum seekers. In addition, the concept has been used to refer the collaborative structures developed by civil society initiatives such the tech communities mentioned above, and the expected synergies between public and private institutions for fostering the impact of these tech solutions in the middle and long term. Therefore, a proper definition of ICT4R should integrate different sides; from the technological solutions and devices needed to implement the digital projects, to the underlying structures and cooperation mechanisms that make possible a successful implementation of these initiatives.

In addition, these initiatives are commonly associated with national and international agendas within the field of development. As the emergence of ICT4D, since the Ministerial Declaration of Riga on Digital Inclusion of 2006, different national governments have been implementing public policies with the aim to improve the status and situation of Immigrants and Ethnic Minorities (IEM) in Europe; "in terms of social participation, integration, creativity and entrepreneurship through ICT" (Cachia et al., 2007, p1). Inasmuch as for the cited declaration, ICT might contribute to improving the quality of life of IEM by facilitating the accesses to information, services, and contents; and to combat discrimination. (Cachia et al., 2007). Consequently, the importance of Riga's declaration lays down on the synergies, the expected outcomes of the policies implemented; and the possibility to promote integration and inclusion through ICT solutions and digital projects developed specifically for refugees and asylum seekers in a context such Europe.

Following the principles included in the Riga's declaration, it's possible to assert that inclusion or eInclusion "means both inclusive ICT and the use of ICT to achieve wider inclusion objectives" (European Council, 2006, p.1). The term of eInclusion has been used to describe the implications and possibilities to promote inclusive societies through the implementation of policies focused on explore and adapt the utility of the innovations within the field of ICT. Particularly, addresses the discussions on the importance of bridging the gap in access to ICT, and promotes the use of ICT to overcome exclusion, improve the channels of communication between institutions and citizens; and achieve social participation and cohesion (European Council, 2006).

2.7 ICT4R: Integration processes

Integration is a broad concept with different attempts to define it, without a commonly agreed definition (Robinson,1998; Suter & Magnussen, 2015). However, some broad themes can be discerned following Hartmut Esser's suggestions upon the necessity of clarifying the relations between the incoming groups and native population in the migration studies (EFMS, 2006). The inclusion of migrants into the systems of the receiving society is commonly studied under the concept of social integration; which "stands for the inclusion of new individual actors in a system, for the creation of mutual relationships among actors and for their attitudes to the social system as a whole" (EFMS, 2006, p.9). In another hand, other scholars such Heckman and Schnapper (2003) prefer using the term of structural integration to refer the underlying processes needed to include newcomers into existing systems and societies. In essence, Heckman and Schnapper have stressed out on processes that are complementary such: Cultural integration, interactive integration, and identificational integration.

Cultural integration denotes the process which transforms both groups; the receiving society and the newcomers, with the aim to develop mutual activities of adaptation. In one hand, the receiving society has to "learn new ways of relating to and adapting to the needs of the migrants" (EFMS, 2006, p.16). This would allow newcomers to preserve their own traditions and beliefs without the necessity to give up cultural elements of their home country (EFMS,2006). However, for those immigrants and their children who come with little or without education, "bicultural and bilingual qualification on a comparable level and sufficient for social mobility in the immigration country will be extremely difficult to achieve" (EFMS, 2006, p.16). Indeed, Heckman and Schnapper (2003) recognize the potential of bicultural and bilingual qualification as useful assets for improving the quality of life of newcomers in the arrival countries.

Interactive integration stands for the acceptance and inclusion of immigrants "in the sphere of primary relations and networks of the receiving society" (EFMS, 2006, p.17). This is commonly indicated by the people's private relations and their participation in different social groups and voluntary organizations. The European Forum for

Migration Studies (EFMS) recognizes important spheres of participation such: friendships, partnerships, marriages and the possibility to get a membership in different organizations without being discriminated. In addition, core elements of cultural integration, especially the ability to communicate effectively in the arrival country, are considered fundamental prerequisites for improving the relations within the receiving societies. As a result, the ability to participate in the core institutions of the receiving society is not possible without getting the necessary cultural competencies "through which these institutions do function" (EFMS, 2006, p.17).

Identificational integration denotes the feeling of belonging developed by the newcomers, after a process where they have the capacity to identify themselves as part a major group, community or society which have decided to transform its institutions, participation processes, and even rules to integrate them. The European Forum for Migration Studies (EFMS) has argued that participating in the core institutions of the receiving society is not possible without the cultural competencies aforementioned. However, on the other side, newcomers might be able to participate without sharing the goals and proposes of these local or national institutions; and most important, without "having developed a feeling of belonging and inclusion in the immigration society" (EFMS, 2006, p.17). Inasmuch, this feeling of belonging is developed as a result of effectively participate in the decisions that are affecting and will condition their possibilities to integrate into the receiving society. That is to say, these "feelings" of belonging are part of a later stage of the subjective level of the integration process -Identificational integration- (EFMS,2006).

In conjunction, it's possible to assert that integration; as an individual and collective process and phenomenon, is not a sequence of events and activities that have to be achieved within a specific period of time. On contrary, it's a "long lasting process that may often [extended to] the lifetime of a person" (EFMS, 2006, p. 17). The European Forum for Migration Studies (EFMS) has stressed out on the importance of 'time' in the integration processes. In this respect, times is relevant for both migrants and the receiving society "because integration is a learning process and learning takes time." (EFMS, 2006, p. 17). In fact, integration as a process and experience of life is second socialization that takes intellectual and emotional effort for migrants; and particularly, demands forms and strategies for bicultural socialization and identity formation. Additionally, the receiving society has to develop new ways of interacting with newcomers and modify its national institutions with the aim to effectively respond to migrants' needs (EFMS,2006). However, for societies that haven't faced large migration flows in their recent history, this will require major efforts; and possibly, much more adaptation time.

2.7.1　Structural integration

The concept of structural integration presented in this document following Heckman and Schnapper arguments offers the possibility to explore the activities and processes needed to include newcomers into existing systems and societies (EFMS,2006). In fact, the categories that integrated the general definition of structural integration; cultural integration, interactive integration and identificational integration, may be operationalized with the aim to provide an assessment framework for different kind of projects and public policies focus on the integration of refugees and immigrants at risk of exclusion. In this respect, Ager and Strang (2008) were commissioned by the United Kingdom Home Office in 2002, for assessing the performance and effectiveness of the projects Challenge fund (CF) and European Refugee Fund (ERF). These interventions were seeking to support the integration of refugees within the UK. Recognizing the difficulty of using an adequate concept of integration, which allow them to explore the outcomes of the evaluated programs; inasmuch there are several perceptions and debates upon what could be considered such effectivity on integration processes and policies, Anger and Strang decided to develop an operationalized definition of the concept. Within a general framework divided into four levels of analysis and ten domains of impact; for assessing the effectiveness of the outcomes reported. The four levels of analysis are composed by markers and means, social connections, facilitators, and foundations (see illustration 1).

Illustration 1.Core domains of successful Integration. Source: Ager and Strang (2008)
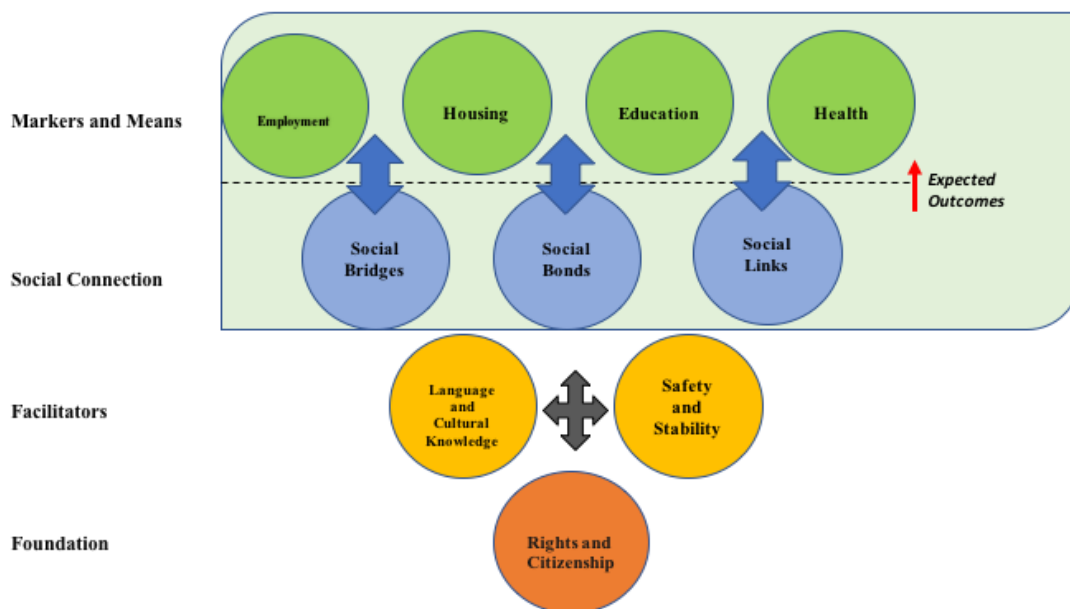
2.8 Analytical Framework

2.8.1 Markers and Means

Markers and means highlight four domains or areas which might represent a successful integration process. Following the 1951 Geneva declaration for social rights of refugees, any strategy, program or public policy designed with the aim to support the integration of refugees, must improving or facilitating the access to employment, housing, education, and health. However, Ager and Strang (2008) stress on the necessity to understand these possible achievements or goals, as alternatives or means to guarantee and proper integration of people in the long term. Furthermore, this level of analysis includes the general goods and services that any refugee or newcomer need to achieve for improving its quality of life.

- **Employment**

"To me integration is work, if we work we are integrated"
(Quoted by Anger & Strang, 2008, P.5; ECRE 1999, p. 42)

Employment represents probably the most studied area of integration. (Anger & Strang, 2008; Castles et al., 2001). According to Anger and Strang (2998), employment has constantly been recognized as a key factor affecting significant elements or issues such: "promoting economic independence, planning for the future, meeting members of the host society, providing opportunity to develop language skills, restoring self-esteem and encouraging self-reliance" (P.5). In this respect, refugees are frequently highly educated in contrast with other groups of migrants. Unfortunately, many refugees have faced problems to provide accurate information; support documents and university diplomas, about previous work experience and qualifications. However, even if they can provide the necessary information, employers usually don't recognize their previous experience and studies (ECRE, 1999). As consequence, the common experience of refugees in the labor market is determined by under-employment, which is defined in terms of "holding a job which does not require the level of skills or qualifications possessed by the jobholder" (Anger & Strang, 2008, p.5).

In this context, the evidence has suggested that refugees' successful integration requires public policies and programmes developed with the objective to allow them to find their place in the receiving society. Duke el at. (1999) has argued the importance of vocational training and supplementary education for improving refugees' skills and qualifications, with an emphasis in language training. Provided that, people would be able to convert their previous work experience and abilities into valuable assets in the new context and situation. Additionally, the enhancement of specific language and work skills has the potential to be benefited not only for refugees and their families but also to the wider societies in which they may settle (Anger & Strang, 2008).

"the people aren't going to stay there if there are no opportunities, once they get [refugee or 'leave to remain'] status they're going to move . . . where the jobs are" (Anger & Strang, 2008, p.5, from the Council Officer, Islington).

- **Housing**

> ***"I find it difficult too about housing. I have been in the same one bedroom flat***
> ***and . . . with two children for eight years"***
> *(Anger & Strang, 2008, p.5. Refugee mother, Islington)*

Access and provision of housing have effects on refugees' physical and emotional wellbeing (Anger & Strang, 2008). The Dutch Refugee Council argues that housing is one of the key factors in the integration process of refugees in the receiving societies inasmuch has a crucial influence on refugees' ability to feel 'at home', and as a factor that may determine the successful resettlement procedure coordinated by public institutions. In this respect, Anger and Strang (2008) consider the quality of the living conditions essential for the long process of be integrated into a new society, however the stability and the relationships developed by refugees in the new context might be even more decisive. In connection with the idea of 'wellbeing', the necessity to feel or being 'settled' in the same area, has a positive influence on refugees' possibilities of building relationships with the local residents.

> *"It has been one and a half years . . . I like school, and environment. So, I am afraid that they are going to send me somewhere else, but I do not want to go" (Anger & Strang, 2006, p. 6. Refugee mother, Islington).*

Additionally, conditions associated with the environment have an impact on people's perceptions about its security. Anger and Strang (2008) stress on the importance of providing access to stable local contexts, inasmuch the impossibility to generate synergies between refugees and local residents are commonly associated with conflictive dynamics in the places where the resettlement programs are developed. Inevitably, the social problems in the local context; cities and neighborhoods, might be reproduced and accelerated as consequence of resettlement programs poorly designed and implemented. In this perspective, The Dutch Refugee Council asserts, "The difference between a house and a home is the difference between a place to stay and a place to live. A home is a place of safety, security and stability, the lack of which was the main reason refugees left their country of origin" (ECRE, 2001, p.5).

- **Education**

Access to education provides skills and capabilities for improving people's opportunities in the labor market. Also, it has an enormous impact on refugees and newcomer's opportunities to 'feel' themselves 'useful' and

active members of the society (Anger & Strang, 2008). In this respect, for refugee's children (and, in different cases, refugee parents) schools and educational sceneries represent an important place where they can get in contact with members of the local host communities; and in overall, with the receiving societies as whole. Thus, the relationships that refugees and newcomers might establish in these places are playing an important role in the integration processes. For example, Anger and Strang (2008) have documented practices; in the course of a fieldwork conducted with the aim to gather refugees' perceptions about their integration experience, where local schools have developed different support groups for providing "useful focus information on access to a range of local services" (P.7). Nevertheless, the challenges faced by refugees are diverse as a result of the differences in the educational processes.

> *"It was difficult; it takes time. In my country, I used to sit in class listening to lectures. Here you have to contribute, discuss, ask questions, which is more difficult. If I was used to these things in my country it wouldn't have been very hard, but it takes time to get used to it" (Quoted by Anger & Strang, 2008, p.7, from McDonald, 1995, p. 40).*

Focusing on refugees' children experience, Anger and Strang (2008) asserts that the educational experience of them is commonly impacted by lack of support for learning the local language, isolation and exclusion. Inevitably, limitations imposed by the incapacity to communicate with others affect bounding processes such: making new friends, developing a feeling of being 'settle', and the integration process itself. In this perspective, schools need to develop programmes aiming to guarantee equal opportunities for their 'pupils' who don't have knowledge about the local cultural and language, in order to eliminate barriers that have a crucial impact on the adults and children opportunities to improve skills and capacities. However, these 'special' attention may not constraint refugee's capacity to effectively establish relationships with local members of the community and receiving society.

- **Health**

According to Anger and Strang (2008), "good health [is] widely seen as an important resource for active engagement in a new society" (p.8). Indeed, access to quality health care services determinates refugee's possibilities to effectively engage with a basic service provided in most cases by the state. In this context, Europe has apparently moved away from policies centered on address physical and mental health needs for refugees, to 'mainstream' health care services. That is to say, basic services needed for any person coming from other country where the living conditions; and even the context, have conditioned its possibilities to have timely medical access. However, even in the arrival countries refugees have experienced difficulties in having access to health care services due to their legal status in the country, and difficulties to have effective communication in another language (Anger & Strang, 2008).

Unfortunately, the lack of knowledge about the local language is barrier faced by refugees to communicate with professionals at hospitals and medical centers. In addition, the impossibility to have access to proper information may be an obstacle for refugees who are probably seeking to know what kind of services are available for them. In this respect, Anger and Strang (2008) asserts that "gender and cultural perceptions of health care delivery may present problems for specific groups" (p.8), for which it's necessary to provide information to health care professionals as well. In a broader perspective, such issues and obstacles have to be addressed by developing a wide range of service models for primary health care that may be perceived to have a potential benefit for the local population and refugees at the same time. By doing this, the implementation of health care policies might contribute in the bounding process between local residents and refugees, without generating exclusive structures.

2.8.2   Social Connections

Beyond the general markers used to describe or assess the performance of any project for supporting integration, there are other type of needs that must be covered. Ager and Strang (2008) identify three domains within the social connection level, which are necessary for improving the communication and relationships of refugees in the arrival countries. The social bridges are the new relations and platforms of communication used by refugees and newcomers to get along with the communities where they arrived. In another hand, the social bonds represent: (a) The necessity to have proximity to the family, (b) the necessity to keep in touch with relatives in the home country (c) And the possibility to share cultural traditions with other immigrants. For Anger and Strang (2008) "such connection plays a large part in them [for] feeling 'settled'" (p.178). Social links are the connections established by refugees and newcomers with the public institutions commissioned by the national governments, for supporting and suppling all possible needs for achieving a successful integration process.

2.8.3   Facilitators

Although the social connections play an essential role in the integration process of refuges and asylum seekers, there are two elements that may facilitate the achievement of all domains included in the markers and means level. Anger and Strang (2008) stress on the importance of learning the local language, as well as general knowledge about the cultural preferences and traditions. (See illustration 1, facilitators) Also, refugees feel more at home when they believe that the community or country of destination is perceived as peaceful and friendly to newcomers. These key elements have the potential to remove barriers and facilitate the integration processes (Anger & Strang,2008).

2.8.4   Foundations

Despite of the importance of all domains described above, the very foundation of any integration process lays down on the constitutional framework of the arrival countries. Anger and Strang (2008) argue that all public polices and strategies for supporting the integration process of refugees and asylum seekers are conditioned to the position adopted by the host countries, and the real possibilities to acquire a favorable immigration status for improving refugees' quality of life. Thus, "foundations" are delimited by the public policies, migration regulations and laws adopted by the host country for fostering the integration process of newcomers. In particular, refugees and asylum seekers.

3.   RESEARCH OBJECTIVE

Due to the lack of studies oriented to assess the performance and impact of social computing applications on the integration processes of refugees in Europe; and the current importance of ICT platforms for addressing social issues, this research is designed for contributing on the debate upon the viability of implementing ICT solutions seeking to support integration processes in Sweden. By exploring the current use and knowledge of social computing applications by refugees in Kronoberg, it´s possible to indicated the utility of ICT solutions, computing applications and innovations powered by technology for addressing social issues. In particular, the integration process of refugees and asylum seekers at risk of exclusion.

3.1 RESEARCH QUESTIONS

3.1.1   Main research question:
a)   ¿How social computing applications could act as enabler for integrating refugees in Sweden?

3.1.2   Subsidiary questions:
b)   ¿What are the refugees' perceptions about the utility of the social computing applications designed to support their integration processes?
c)   ¿What are the results driven by social computing applications on the different domains of a successful integration process?

4. METHODOLOGICAL FRAMEWORK

4.1 CASE STUDY SELECTION

As it was aforementioned, several tech communities have initiated collaborative structures for coding useful applications for newcomers; particularly refugees and asylum seekers. One of the most important experiences is currently implemented in Sweden since September 2016, where the Migration Agency and Refugee Tech; "a non-profit organization that works to help new arrivals to orientate themselves in Swedish society" (Swedish Migration Agency, 2016), joined efforts to support and to give visibility to all computing applications designed for helping refugees and asylum seekers in the country. Inasmuch, since 2015 the Swedish Migration Agency decided to launch a comprehensive initiative with the aim to make better use of digital and technical solutions for people at risk of vulnerability such as refuges and asylum seekers (Swedish Migration Agency, 2016).

By the visibility and importance of Sweden; with the highest number of asylum seekers in Europe per capita, and the current initiatives developed by public institutions and non-profit organizations, this research will use the Swedish experience as a case of study for assessing and understanding the effectiveness of social computing applications for improving the integration process of refugees and asylum seekers. In addition, the Swedish experience might be considered relevant to other excluded groups and communities at risk of exclusion included in The Riga Declaration, with aim to assess the viability to explore the use of ICT solutions for addressing other social issues.

In addition, the scope of the research in Sweden will be limited to the Kronoberg Region. Aiming to explore how the use of computing applications and ICT solutions are impacting the integration processes of asylum seekers and refugees, its necessary to apply qualitative and quantitative methods for gathering the information. In consequence, and considering the time and resources, a targeted group of study is the best option for accomplishing the proposed research questions. Also, and following the current migration policies in the country, municipalities are in charge to implement the policies and programs designed to assist refugees and asylum seekers. In sum, studying a region in Sweden about processes related to integration will allow to contrast research questions and hypothesis for further inquiries.

4.2 OPERATIONALIZING THE MAIN CONCEPT

The analytical framework developed by Anger and Strang (2008) is part of a middle-range theory oriented to assess the performance of any project, public policy or intervention; designed to support a successful integration process of refuges and asylum seekers. Furthermore, the impact´s analysis of social computing applications on integration processes in the region Kronoberg will be carry out by assessing the impact of these ICT solutions on each of the ten domains or variables described in the section above (See section 2.8 Analytical Framework). In addition, the four level of analysis proposed by the authors allow to segment and organize the findings of this research.

4.3 METHODS AND SOURCES OF INFORMATION

The methodological framework adopted to conduct this research draws on the mixed approaches. Inasmuch the methods for gathering data; and the information itself, will be qualitative and quantitative. The resources of information are divided in primary and secondary. Primary sources: interviews to professionals working for institutions specialized in working with refuges and asylum seekers, and a survey to a sample of the targeted group in The Kronoberg Region. Secondary resources such: The Swedish integration policy, experiences documented by start-up communities, and indicators upon the current challenges faced by asylum seekers and Refugees in Sweden. The data gathering process will categorize the information in the four levels of analysis and ten domains or variables described by Anger and Strang (2008).

Furthermore, semi structured interviews will be conducted with the personnel of different public and private institutions committed with working in the integration process of refugees and asylum seekers. (See annex 9.4 Semi structured interview questions) In another hand, to include the refugees' perspective about the utility and impact of social computing applications on their integration process, it will be conducted a survey. This survey will be conducted in English, Swedish and Arabic. Also, the surveyed will be conducted personally by the author with the people that agree to participate in this study. In addition, the survey and general facts the study will be available online in this webpage (https://ict4rintegrationstudy.wordpress.com/). Thus, the people interested in being part of the sample group will have different options to do it.

The sample size for conducting the survey is determinate by following the official statistics of immigrants reported by the Swedish Migration Office for the Kronoberg Region (See annex 9.3). The current official number of settled immigrants is 3.413 people, distributed in different municipalities. Thus; and following a simple sampling method with a confidence level of 90%, a margin error of 10%, the sample size is 66 people[2].

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[2] Even though a confidence level of 95% or 100% would increase the precision of this study, due to the common issues such time and resources, this research will be carried out with an acceptable confidence level of 90% and a margin error of 10%.

In addition, the methods selected to include all possible perspectives about ICT solutions for integrating refugees in The Kronoberg Region, will be carry out following ethic principles. All refugee's identities will be protected, inasmuch the survey designed to this purpose doesn't included any personal reference. Likewise, the process will be anonymous in all stages. For the personnel from public and private institutions, will be asked whether they want to be included in the research with their real names or not. Related to the gathering data process, the researcher will assume the responsibility to verify and include only reliable information.

5. RESULTS

Aiming to present the general results gathered in the survey conducted in Kronoberg, the results will be presented following the operational framework developed by Anger and Strang (2008).

5.1 Markers and means

5.1.1 Employment

From your experience, have your ever-used computing applications (apps) for finding employment in Sweden?

	Frequency	Percent	Valid Percent	Cumulative Percent
yes	34	50,7	50,7	50,7
no	33	49,3	49,3	100,0
Total	67	100,0	100,0	

Table 1. Finding employment. Source: Survey conducted by author.

- As It can be seen in table 1, out of sixty-seven (67) surveyed people, 50.7% of them have used computing applications for finding employment in Sweden. In contrast, 49,3% haven't used any of the apps available.

In general, would you say you are very satisfied, quite satisfied, not very satisfied or not at all satisfied with the services offered by these computing applications(apps) for finding employment?

	Frequency	Percent	Valid Percent	Cumulative Percent
Don't Answer	35	52,2	52,2	52,2
Very Satisfied	4	6,0	6,0	58,2
Quite Satisfied	20	29,9	29,9	88,1
Not Very Satisfied	7	10,4	10,4	98,5

Not at All Satisfied	1	1,5	1,5	100,0
Total	67	100,0	100,0	

Table 2. Finding employment experience. Source: Survey conducted by author.

- The general perception of the surveyed group about the performance of computing applications in finding employment isn't positive. Just 6,0 % of them are "very satisfied" with the outcome obtained with the apps, while 10,4 % answered "Not very satisfied" and 1,5 % "Not at all Satisfied". Besides the percentage of people who decided to not answer this question, the second most common respond was "Quite Satisfied" with 29,9 %. In conjunction, it's possible to assert that is quite common for refuges, asylum seekers, and newcomers to use computing applications for finding employment in the country, however, the outcome it's not filling in the expectations of the people.

5.1.2 Housing

From your experience, have your ever-used computing applications (apps) for finding housing in Sweden?

	Frequency	Percent	Valid Percent	Cumulative Percent
yes	41	61,2	61,2	61,2
no	26	38,8	38,8	100,0
Total	67	100,0	100,0	

Table 3. Finding Housing. Source: Survey conducted by author.

- In contrast to results obtained in the "Finding employment" question, 61,2 % of the surveyed group have used computing applications for finding housing in Sweden. While 38,8 % have never used this apps to do it. This shows a difference about possible uses for the apps, and even in broad perspective, which might be the order of preferences of the surveyed people when it comes to use internet and digital contents.

In general, would you say you are very satisfied, quite satisfied, not very satisfied or not at all satisfied with the services offered by these computing applications(apps) for finding housing?

	Frequency	Percent	Valid Percent	Cumulative Percent
Don't Answer	27	40,3	40,3	40,3
Very Satisfied	8	11,9	11,9	52,2
Quite Satisfied	22	32,8	32,8	85,1

	Frequency	Percent	Valid Percent	Cumulative Percent
Not Very Satisfied	9	13,4	13,4	98,5
Not at All Satisfied	1	1,5	1,5	100,0
Total	67	100,0	100,0	

Table 4. Finding Housing Experience. Source: Survey conducted by author.

- Despite the potential of using computing applications for "finding housing" (Table 3), the perception about the outcome isn't showing a big difference with the question associated with "finding employment". As It can been in the table 4, just 11,9 % are "Very Satisfied" with the result and services offered, while 13,4 % answered "Not very satisfied" and 1,5 % "Not at all Satisfied". Most of the surveyed group agree with a "Quite Satisfied" perception about the experience and services obtained at using this apps.

5.1.3 Educational opportunities

From your experience, have you ever used computing applications (apps) for finding educational opportunities in Sweden?

	Frequency	Percent	Valid Percent	Cumulative Percent
yes	39	58,2	58,2	58,2
no	28	41,8	41,8	100,0
Total	67	100,0	100,0	

Table 5. Finding educational opportunities. Source: Survey conducted by author.

- In the question about the potential use of computing applications for finding educational opportunities in Sweden, 58,2 % of the surveyed group had used this apps, while 41,8 % have ever used. In contrast to the answers obtained before, finding educational opportunities is the second most common use of this apps, after finding housing.

In general, would you say you are very satisfied, quite satisfied, not very satisfied or not at all satisfied with the services offered by these computing applications(apps) for finding educational opportunities?

	Frequency	Percent	Valid Percent	Cumulative Percent
Don't Answer	28	41,8	41,8	41,8
Very Satisfied	9	13,4	13,4	55,2
Quite Satisfied	20	29,9	29,9	85,1

Not Very Satisfied	6	9,0	9,0	94,0
Not at All Satisfied	4	6,0	6,0	100,0
Total	67	100,0	100,0	

Table 6. Finding educational opportunities experience. Source: Survey conducted by author.

- Contrary to the opinion expressed by the participants of the surveyed group in the last two questions presented, the experience reported at using computing applications for "Finding Educational Opportunities", shows a better outcome in overall; although, it couldn't be considered as a result or perception fully positive. As it can be seen in table 6, out of the sixty-seven (67) people surveyed, 13,4 % are "Very Satisfied" with the services offered by the apps, while 9 % answered "Not very satisfied" and 6 % "Not at all Satisfied". Despite this question has the better perception associated with the number of people "Very Satisfied" with the outcome, at the same time, has the worse ranking with it comes to the overall result of "Not very satisfied" and "Not at all Satisfied". By summing the results obtained in these two options, both represent 15 % of the gathered total.

5.1.4   Healthcare

From your experience, have your ever-used computing applications (apps) for finding information about healthcare services in Sweden?

	Frequency	Percent	Valid Percent	Cumulative Percent
yes	28	41,8	41,8	41,8
no	39	58,2	58,2	100,0
Total	67	100,0	100,0	

Table 7. Finding Healthcare Services. Source: Survey conducted by author

- It can be seen in table 7, 41,8% percent of the surveyed people have had used computing applications for finding information about health care services in Sweden. However, in overall, this isn't the kind of service or information commonly searched by refugees and asylum seekers in comparison with other basic needs such: employment, educational opportunities, housing.

In general, would you say you are very satisfied, quite satisfied, not very satisfied or not at all satisfied with the services offered by these computing applications(apps) for finding information about healthcare services?

	Frequency	Percent	Valid Percent	Cumulative Percent
Don't Answer	40	59,7	59,7	59,7
Very Satisfied	5	7,5	7,5	67,2
Quite Satisfied	14	20,9	20,9	88,1
Not Very Satisfied	7	10,4	10,4	98,5
Not at All Satisfied	1	1,5	1,5	100,0
Total	67	100,0	100,0	

Table 8. Finding Healthcare Services. Source: Survey conducted by author

- In general, as it can be seen in table 8, most of the people which had used computing applications for finding information about health care services in Sweden are satisfied. In total, 28.4% out of 40% of the surveyed people are "very satisfied" or "Quite satisfied" with the information provided by the apps designed for this purpose. Only 1,5% of the people are "Not at all satisfied", and 10,4% are "Not Very Satisfied". In comparison with the results gathered in other questions till here, it's possible to assert that even health care services aren't the most common online search for refugees and asylum seekers, the experience reported by the survey participants is positive.

5.2 Foundations

Since you arrived in Sweden, have you received enough and clear information about the legal procedures for refugees and asylum seekers from the public institutions?

	Frequency	Percent	Valid Percent	Cumulative Percent
Always	18	26,9	26,9	26,9
Usually	10	14,9	14,9	41,8
Sometimes	23	34,3	34,3	76,1
Never	2	3,0	3,0	79,1
Don't Know	6	9,0	9,0	88,1
Don't Answer	8	11,9	11,9	100,0
Total	67	100,0	100,0	

Table 9. Information about legal procedures. Source: Survey conducted by author

- As It can be seen in the table 9, the general perception indicates that refugees and asylum seekers have received enough and clear information about legal procedures from public institutions. To be exactly, out of the sixty-seven (67) of the people who responded the survey, 41,8 % asserts that "always" or "usually"

have received the needed information. In contrast, just 3% of them answered that "never" have received enough and clear information.

In general, when you need to know about legal information for refugees and asylum seekers policies, what are the main sources of information?

	Frequency	Percent	Valid Percent	Cumulative Percent
Internet – Immigration office web page	39	58,2	58,2	58,2
Apps in your phone, tablet or computer	5	7,5	7,5	65,7
Newspapers	1	1,5	1,5	67,2
Lawyers – Legal advisers	2	3,0	3,0	70,1
Friends and family	13	19,4	19,4	89,6
Others	7	10,4	10,4	100,0
Total	67	100,0	100,0	

Table 10.Sources of information. Source: Survey conducted by author.

- With respect of sources of information, 58,2 % of the surveyed people generally use the internet as the main source to know about policies and legal procedures for refugees and asylum seekers in Sweden, in particular, the official immigration office web page. In contrast, only 7,5% use computing applications (apps) for finding information about legal procedures and current policies developed. However, due to the large process of immigration to Europe, people commonly ask friends and family for recommendations. In this case, 19,4% of the surveyed people had consulted their relatives and friends to know about legal procedures for refugees and asylum seekers in the country.

5.3 Facilitators

From your experience, do you consider the lack of knowledge about the local Swedish culture an obstacle for integrating to the society?

	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly agree	8	11,9	11,9	11,9
Agree	31	46,3	46,3	58,2
Disagree	8	11,9	11,9	70,1
Strongly disagree	3	4,5	4,5	74,6

	Frequency	Percent	Valid Percent	Cumulative Percent
Don't know	10	14,9	14,9	89,6
Don't answer	7	10,4	10,4	100,0
Total	67	100,0	100,0	

Table 11. Swedish Culture. Source: Survey conducted by author

- Knowing the local culture, traditions and beliefs might play an important role during the integration process of refuges and asylum seekers, as part of the core domains of integration developed by Ager and Strang (2008). With this respect, 58,8% of the surveyed people consider the lack of knowledge about the Swedish culture an obstacle for integrating to the society. In contrast, only 16,4% of the surveyed people "disagree" or "Strongly disagree" with this statement.

From your experience, do you consider the language an obstacle for integrating into Swedish society? (This includes finding employment, housing, access to healthcare, and education)

	Frequency	Percent	Valid Percent	Cumulative Percent
Always	31	46,3	46,3	46,3
Usually	15	22,4	22,4	68,7
Sometimes	18	26,9	26,9	95,5
Never	1	1,5	1,5	97,0
Don't Know	1	1,5	1,5	98,5
Don't answer	1	1,5	1,5	100,0
Total	67	100,0	100,0	

Table 12. Language an obstacle for integration. Source: Survey conducted by author

- Learning the local language is considered a necessary asset for refugees and asylum seekers, especially for improving their opportunities to find employment and be able to enroll in the local educational system. As consequence, the ability to effectively communicate to others in the receiving country might be considered as an obstacle for newcomers. Table 15 presents the general results gathered by asking the surveyed group the following question: *From your experience, do you consider the language an obstacle for integrating into Swedish society? (This includes finding employment, housing, access to healthcare, and education).* In general, 68,7% answered "Always" or "Usually" the language could be considered as an obstacle to integrating into the Swedish society. In contrast, only 1,5% don't consider the language an obstacle or issue.

What do you think are the best options for learning a language?

		Responses		Percent
		N	Percent	of Cases
	Formal courses at any certificated institution	50	30,5%	74,6%
	Internet	26	15,9%	38,8%
	Apps on your phone, tablet or computer	20	12,2%	29,9%
	Books	25	15,2%	37,3%
	Friends and language cafes	34	20,7%	50,7%
	Others	9	5,5%	13,4%
	Total	164	100,0%	244,8%

Table 13. Learning a language. Source: Survey conducted by author

- Learning the language of the arrival country is considered a core element within the framework developed by Ager and Strang (2008). As It can be seen in table 12, 30,5% of the surveyed people prefer "Formal courses" for learning the Swedish language, 20,7% "Friends and language cafes", and 15,2% books. In addition, the two options associated with the use of technological devices; "Internet" and "Apps", gathered 28.1% out of the total.

In general, do you consider the Swedish society as open and inclusive?

	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly agree	13	19,4	19,4	19,4
Agree	25	37,3	37,3	56,7
Disagree	11	16,4	16,4	73,1
Don't know	11	16,4	16,4	89,6
Don't answer	7	10,4	10,4	100,0
Total	67	100,0	100,0	

Table 14. About the Swedish Society. Source: Survey conducted by author

- The perception about the "inclusiveness" of the receiving society is considered an important "facilitator" within the framework developed by Ager and Strang (2008). Table 14 presents the general perception of the surveyed group about the Swedish society. First, 56,7% "Strongly agree" or "Agree" that Swedish society might be considered as open and inclusive. Secondly, only 11% "Disagree" with this statement.

However, 26,8% of the surveyed group "Don't Know" or "Don't Answer" the question. Thus, even though the majority of the study group consider the Swedish society open to receive and integrate newcomers, there are an important among of people that don't have arguments to give an impression or opinion about this specific topic.

Do you consider Sweden a country where refugees and asylum seekers can express their cultural traditions and beliefs freely?

	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly agree	21	31,3	31,3	31,3
Agree	28	41,8	41,8	73,1
Disagree	2	3,0	3,0	76,1
Don't know	8	11,9	11,9	88,1
Don't answer	8	11,9	11,9	100,0
Total	67	100,0	100,0	

Table 15. Traditions and beliefs. Source: Survey conducted by author

- According to the results presented in table 15, 73.1% of the surveyed group "Strongly agree" or "Agree" that Sweden is country where refugees and asylum seekers can express and perform their cultural traditions without being discriminated. In contrast, only 3,0% of the group "Disagree" with this statement. However, 23,8% of the people answered "Don't Know" or "Don't answer" to this question.

5.4 Social Connections

From your experience, how do you keep in touch with your family and friends in your country of origin?
You can select more than one (1) option

	Responses		Percent of Cases
	N	Percent	
Letters	1	1,0%	1,5%
Internet: by email	10	10,1%	14,9%
Apps in your phone, tablet or computer. (Facebook, Twitter, whatsapp, viber, Skype, among others)	58	58,6%	86,6%
Mobile phone (International calling)	27	27,3%	40,3%

	Frequency	Percent	Valid Percent
Others	3	3,0%	4,5%
Total	99	100,0%	147,8%

a. Dichotomy group tabulated at value 1.

Table 16. Keeping in touch with family and friends. Source: Survey conducted by author

- Building new relationships and keeping in touch with family and friends are the main aspects to improve social connections for refugees and asylum seekers. Even though the integration policies are mainly designed to create opportunities where newcomers get to know new people in the receiving community, people also need to know what is happening back home with their closest relatives. In consequence, different channels of communication are used by refugees and asylum seekers in Sweden; and particularly, the kronoberg region. Table 16 presents the general preferences of the surveyed group about the most common communication channels or alternatives used. At the top of the list, apps installed in phones, tablets or computers gathered the 58,6%, while international calling appears on the second place with 27,3%.

From your experience, when you have to contact public institutions in Sweden, what is the fastest and most effective way to do it?

	Frequency	Percent	Valid Percent	Cumulative Percent
Go to the Office	24	35,8	35,8	35,8
Internet: By email	17	25,4	25,4	61,2
Call to the Office	19	28,4	28,4	89,6
Online Chats with Personnel of the Institution	1	1,5	1,5	91,0
Don't Know	5	7,5	7,5	98,5
Don't Answer	1	1,5	1,5	100,0
Total	67	100,0	100,0	

Table 17. Contacting public institutions. Source: Survey conducted by author

- However, the experience reported by the surveyed group is different when it's necessary to contact public institutions. Refugees and asylum seekers choose traditional ways to get in contact with these, such: calling to the offices or by requiring customer service at the main office. Table 17 presents the general results about the common alternatives to contact public institutions in Sweden. With the 35,8%, "Go to

Office" is the most common alternative, followed by "Call to the Office" with the 25,4%, and in the third place, "Internet: By email" with the 28,4%.

6. ANALYSIS

6.1 Perception about the utility of social computing applications

6.1.1 Accessing to information about legal procedures and policies

Integration processes require the implementation of different strategies, projects, programs; and from a broad perspective, public policies well designed. It involves strong steering from the public sector, aiming to engage all the stakeholders, from public national and local institutions to the private sector (Mendoza & Vernis, 2008). Inasmuch as today´s world required all actors working together, sharing resources and the possible risk. Thus, fostering networking is a valuable asset for implementing strategies and programs to improve refugees and asylum seekers quality of life. However, even though all stakeholders are committed to promoting the integration process of newcomers, people´s perceptions about public institutions and its effectiveness plays an important role either.

Refugees and asylum seekers usually have troubles to understand the standard procedures to be admitted at the country, especially with the law changes introduced by the government during the last years. These changes have been promoted aiming to cut down the influx of immigrants, especially after hitting the peak of 163.000 in 2015. In consequence, confidence in public institutions and the legal procedures might be observed and considered problematic by newcomers. Although the general perception reported by the surveyed group can be considered as positive with 41,8% between "Always" and "Usually" (See table 9), there are a significant among of people with an acceptable perception about the clearness of the information provided by public institutions in Kronoberg, Sweden. That is to say, 34,3% believe that "sometimes" has received enough and clear information.

Perceptions about the local institutions are considered an important factor to be analyzed within the integration framework developed by Ager and Strang (2008). Even though the domain of "foundations" relies on the constitutional framework of the country and the public policies implemented, people´s perceptions about the legal procedures and its effectiveness could provide a "current picture" about some difficulties to understand and have access to the services offered. These issues may be associated with language barriers, lacking of knowledge about the procedures, or even a mistrust about the possible outcome of the legal procedures. In consequence, channels of communication could be improved or even rethought, in order to provide and gain the confidence of the people.

Accessing to information guaranties the necessary "foundations" described by Anger and Strang (2008) for improving the integration of refugees and asylum seekers at any country. Knowing the legal procedures at the arrival country and being able to exercise the citizenship are considered essential for fostering ongoing integration

strategies in Sweden. Therefore, The Swedish Immigration Agency has been implementing different strategies to make possible to anyone having access to legal information, polices, and programs in collaboration with different stakeholders.

In this case, 58,2 % of the surveyed people generally use the internet as the main source to know about policies and legal procedures for refugees and asylum seekers in Sweden, in particular, the official immigration office web page. In contrast, only 7,5% use computing applications (apps) for finding information about legal procedures and current policies developed. However, due to the large process of immigration to Europe, people commonly ask friends and family for recommendations. In this case, 19,4% of the surveyed people had consulted their relatives and friends to know about legal procedures for refugees and asylum seekers in the country.

In conjunction, it's possible to assert that refugees and asylum seekers in the region of Kronoberg have experienced some issues having access to information about legal procedures and policies, however, Sweden has a strong law and policy framework developed to assist them. In addition, "The Migration Agency's mission includes providing housing and money for food to asylum-seekers, while they wait for a decision in their asylum case" (Swedish Migration Agency, 2018, first paragraph). Also, the government gives compensation from the state to the municipalities and country councils, in order to provide resources to assist these population. Therefore, even though some of the surveyed people in the region of Kronoberg has experienced issues having access to general information about regulations and policies, the "foundations" described by Ager and Strang (2008) have been clearly established. In consequence, the core issue to analyze in this case are the channels of communication used by refugees and asylum seekers to know about these topics, and how the information has been given by the public institutions at the national and local level.

6.1.2 Learning about the local culture and the Swedish language

Accessing to information might be an obstacle for those who don't know the local language, or have difficulties to communicate with others in English. Therefore, learning the language of the arrival country is a core element within the framework developed by Ager and Strang (2008) for fostering the integration process of refugees and asylum seekers. It's a "facilitator" that give the people the opportunity to communicate, get along with neighbors and local people, and effectively join the educational local system. However, tackling language barriers require a learning process estimated to one (1) year or more, accordingly to centers specialized on working with refugees and asylum seekers in municipalities such Växjo and Älvesta (Hermonds in Växjo and Allbo Lärcenter in Älvesta). "Maria" from Allbo Lärcenter in Älvesta points out:

> *"For students to take other classes in Swedish, they need to have at least level D in SFI (Swedish for Immigrants)"*

There are several options for anyone who wants to learn a language, from formal courses at any specialized institution or center to computing applications designed to develop new skills. Even regular web pages offer the opportunity to take online courses for free. Nonetheless, several people still prefer traditional educational programs for learning a language or developing new skills. In this case (see graphic 1), 30,5% of the surveyed people prefer "Formal courses" for learning the Swedish language, 20,7% "Friends and language cafes", and 15,2% books. In addition, the two options associated with the use of technological devices; "Internet" and "Apps", gathered 28.1% out of the total.

In general, when you need to know about legal information for refugees and asylum seekers policies, what are the main sources of information?

Others	10,40%
Friends and family	19,40%
Lawyers – Legal advisers	3%
Newspapers	1,50%
Apps in your phone, tablet or computer	7,50%
Internet – Immigration office web page	58,20%
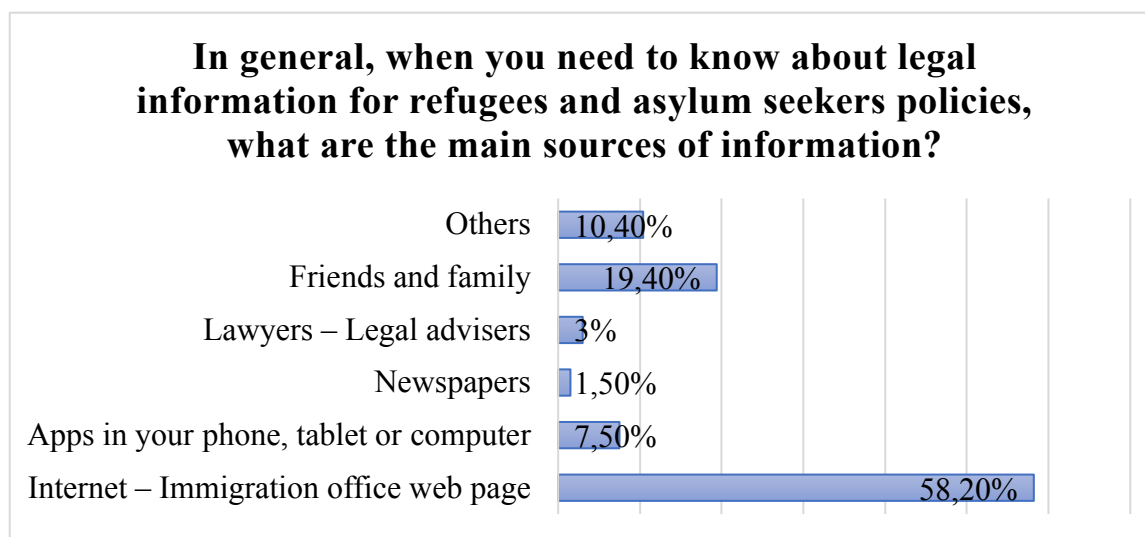
Graphic 1. Sources of information about legal procedures in Sweden. Source: Survey conducted by author.

For "Syrian"; a Swedish professor from Hermonds in Växjo, formal language courses for refugees and asylum seekers in Sweden give to the people other opportunities that computing applications don't have.

> *"[At Hermonds] We do different activities, not just to learn …you can learn a language at any place [but here] "We ask them to go outside and communicate with people" (Syrian, Hermonds Institute)*

Even though Syrian recognizes other options for learning Swedish, she argues that formal courses at any institution or center encourage people to communicate with others. It's an environment where refugees and asylum seekers share with others experiences, fears, and common goals. In addition, self-study by using web pages or computing applications don't allow them getting along with others, especially with the local people at the receiving society. In consequence, learning a language is an opportunity for networking, getting to know new people, and "breaking" the between newcomers and local people.

In conjunction, "Syrian" points out the importance of the internet, computing applications and any other options for improving the learning process of Swedish, however, all these technical supports can´t replace what people can learn at formal language institutions such Hermonds. Because it's not associated with the traditional way to understand the learning process; with a classroom full of students and a professor teaching a subject. These institutions give refugees and asylum seekers an opportunity to understand how Swedish society works. In consequence, learning the language is just a small part of the process that any newcomer has to tackle; nonetheless, is the most common approach for developing other skills and meeting others in the same process. For instance, "Maria" from Allbo Lärcenter in Älvesta argues:

> *"Sometimes they [immigrants] don't have the school sensibility .... For instance, for people coming from Syria, they have a strong schooling background and methods to study. But, there are differences about how people learn and their methods of study"*

Hence, even though computing applications are an important asset for improving the learning process, for refugees and asylum seekers the interaction with others is necessary to effectively integrate into the Swedish society and develop different skills. In consequence, computing applications designed to improve the learning process of Swedish might be considered as important tool or asset, however, the formal language courses development by institutions such Hermods or Allbo Lärcenter offer options and complementary services that any newcomer need. That is to say, during the process of learning Swedish at these institutions, people develop skills that allow them to foster their integration process. For instance, at Allbo Lärcenter professors encourage the students to innovate and use their skills for developing business opportunities and improve their learning process by interacting with local actors.

> *"Even here we help them how to run business .... based on entrepreneurship"* ("Maria" from Allbo Lärcenter in Älvesta)

6.1.3   Social connections and channels of communication

The perception about the "inclusiveness" of the receiving society is considered an important "facilitator" within the framework developed by Ager and Strang (2008). In addition, it's a fundamental asset for improving social connections of refugees and asylum seekers in the Swedish society. The general perception of the surveyed group in the Kronoberg region is positive accordingly to the results presented in table 14. 56,7% of the surveyed group "Strongly agree" or "Agree" that Swedish society might be considered as open and inclusive. In contrast, only 11% "Disagree" with this statement. This positive perception about "the inclusiveness" allow people to feel confident when is necessary to communicate with local people and public institutions. Thus, the channels of communication with local actors and public institutions play an important role during the whole process of integration.

Following the results presented in table 17, when it's necessary to contact public institutions in the region of Kronoberg, refugees and asylum seekers usually prefer traditional ways to get in contact with these. 35,8% of the surveyed group answered "Go to Office", followed by "Call to the Office" with the 25,4%, and in the third place, "Internet: By email" with the 28,4%. These results are consistent to the experienced reported by the targeted group about getting legal information and learning a language. Even though refugees and asylum seekers generally search information on the internet, and recognized the utility of computing applications to know about generalities, they still prefer to go the office of any the public institution and do the procedures in person. The interaction with others and the feeling of proximity with local actors can't be replaced by any other means of communication.

Moreover, building new relationships and keeping in touch with family and friends are other important aspects to improve social connections for refugees and asylum seekers. Even though the integration policies are mainly designed to create opportunities where newcomers get to know new people in the receiving community, people also need to know what is happening back home with their closest relatives. Table 16 presents the general preferences of the surveyed group about the most common communication channels or alternatives used. At the top of the list, apps installed in phones, tablets or computers gathered the 58,6%, while international calling appears on the second place with 27,3%.

In conjunction, refugees and asylum seekers in the Kronoberg region generally use computing applications to keep in touch with family and friends at the country of origin, to know general information about legal procedures, and even to get in contact with public institutions. Nonetheless, the services and opportunities available online aren't replacing the general idea that people have about to do essential procedures in person. Even though people generally use communication means to get in touch with relatives and friends, when it comes to legal procedures with public institutions, refugees and asylum seekers in the region of Kronoberg choose traditional interaction with others at these institutions. It's important to assert that even in most cases people have to do these procedures in person, the general questions asked to know the perception of the surveyed group about *"How do you get in contact with public institutions"* and *"What would be the most effective way to get in contact with institutions"*, present similar results. That is to say, in both cases, refugees and asylum seekers choose *"Do it in person"* over other means of communication.

6.2 First subsidiary question

> **What are the refugees' perceptions about the utility of the social computing applications designed to support their integration processes?**

The first subsidiary question of the research discusses refugees and asylum seekers perceptions about the utility of the computing applications designed to support their integration processes. In this particular case, these applications share an important difference with other online services or apps, and its related to the purpose for what they were designed. Social computing applications are developed with the aim to foster different king of processes and commonly respond to a specific social issue. In general, are designed by start-ups communities or a group of coding professionals with the aim to help people by using technology and innovation processes.

Sweden has one the most important initiatives developed by Refugee Tech. By launching an "app store" for refugees and asylum seekers on September 2016, *The Setelin Platform*, Refugee Tech began an important process by organizing openings where coding professional and newcomers have discussed further solutions. However, Refugee Tech is only one of its kind, several tech communities have been developing solutions for what it has been called "The Migration Crisis". The Consumer News and Business Channel (CNCB) in an online article "*Tech start-ups in Europe are trying to help migrants*" argues:

> *"The start-up has also helped provide migrants with learning support through its "microMBA" project. It had 70 migrants apply for the program and 40 were selected. The company, which attended the tech event Slush in Helsinki this week, said it was holding a side-event called Splush, to discuss more "Peacetech" solutions."* (CNBC, 2018, Paragraph 10)

In conjunction, there are several initiatives developed with the aim to use ICT solutions for tackling the common issues faced by refugees and asylum seekers several countries in Europe, including the Swedish experience. However, the assessment of these projects and initiatives haven't been further discussed by scholars and other stakeholders (Benton & Glennie, 2016; Cachia et al., 2007). Thus, and following the general results presented above about the experience of the sample group of refugees and asylum seekers in the Kronoberg Region, it's possible to assert that the perception about the utility of computing applications and ICT solutions for supporting the integration process of these population is limited.

Even though the sample group recognizes the importance of ICT solutions, computing applications, and online services offered by different institutions and organizations; there are several conditions and necessitates that can't be tackled with this kind of services or apps. The idea of structural integration lays down on the possibility to be part of the society, by promoting the interaction between local residents and newcomers. In consequence, people usually look for options where they can "feel" proximity, share experiences with others in the same situation, and

even practice the Swedish language. Thus, the computing applications and online services offered by start-ups such as Refugee Tech and others, seem by refugees and asylum seekers as options for searching information or for getting in contact with family and friends. But, there aren't considered as an option or alternative for tackling common issues faced by them.

In addition, some people usually don't trust in services available online, due to the general problems about the safeness of the personal information required to "sign-in" or for opening "online accounts". That is to say; even though people recognize the utility of the online services, there is a negative perception about the final use of the information generally required for using these computing applications and online services. This idea is shared by the majority of the surveyed people in the Kronoberg Region, inasmuch 34,4 % believe that using the internet and social media applications is "unsafe" or "Very unsafe" (See table 18). In consequence, one of the common uses for computing applications; meeting people online or making new friends, don't have a positive perception.

From your point of view, do you consider internet and social media applications (apps) a 'safe' option to meet new people in Sweden?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Safe	3	4,5	4,5	4,5
	Safe	17	25,4	25,4	29,9
	Unsafe	19	28,4	28,4	58,2
	Very Unsafe	4	6,0	6,0	64,2
	Don't Know	21	31,3	31,3	95,5
	Don't Answer	3	4,5	4,5	100,0
	Total	67	100,0	100,0	

Table 18. Perception about the safeness of the apps. Source: Survey conducted by author

In sum, the perception of the utility of computing applications and online services for supporting the integration processes of refugees and asylum seekers in the Kronoberg Region is divided. There are positive opinions about the utility and use of ICT solutions for tackling common issues faced by this population such: fostering the learning process of the Swedish language, developing new skills, knowing about legal procedures and the local culture; however, the necessity of "proximity" and interaction with others isn't provided by these computing applications. Even though one of the main purposes of these social media applications is centered on the possibility to link people with others, the lack of confidence about these services has been clearly reported by the surveyed group. In this particular case, "Syrian" from Hermonds institute asserts:

> *"[…] People don't feel comfortable sharing information about themselves…sometimes, in consequence of the political issues in the country they come from"*

In consequence, newcomers might have negative perceptions about using online services and sharing personal information due to the experiences they have had at the countries of origin. Thus, there is a clear potential use of computing applications for fostering some processes associated with the integration of refugees and asylum seekers, nonetheless, these services have to be used and implemented in conjunction with others alternatives. That is to say, collaboration among stakeholders within a logic of governance structures might be a great opportunity for expanding the real use of ICT solutions for tackling social issues. In addition, by breaking the current barriers about confidence and trust on the services available online, refugees and asylum seekers might be interested on exploring deeper on the possibilities that technology could bring to their integration processes.

6.3 Integration: Markers and Means

In the section above has been described the current use of computing applications and online services within three domains included in the analytical framework developed by Ager and Strange (2008); Foundations, Facilitators, and Social Connections. These elements are considered the "base" for a successful integration process, due to its importance to tackle general issues faced by refugees and asylum seekers such: employment, housing, educational opportunities, and healthcare. Thus, even though different projects and policies could be considered successful on providing services and alternatives on these three core elements (Foundations, Facilitators, and Social Connections.), the main goal is only accomplished when a newcomer have access to the services described before. Therefore, learning about the local language and the Swedish culture, getting along with local people, and developing new skills, are considered "steps" for improving the opportunities of refugees and asylum seekers during the integration process. Public services such as healthcare assistance or even housing are usually provided by the State, however, joining the employment market and educational institutions required basic skills and knowledge about the language.

Therefore, it's important to discuss the utility and impact of computing applications by offering employment alternatives, housing options, educational opportunities, and healthcare information for refugees and asylum seekers in the Kronoberg Region. In average, 53% of the surveyed group have used computing applications and online services for getting information and looking for opportunities related to the services described before (See results, section 5.1). Also, the most common use of these apps and online services is associated with searching for "housing options" with 61,2 % out of the total. Nevertheless, the final outcome and the services provided aren't matching the expectations of the people. In general, the perception about the effectiveness of these digital services is divided. Some people have reported good experiences, other regular ones, and a minority isn't satisfied at all.

Even though the general perception about the services offered by these computing applications and online services isn't fully positive, it's important to recognize the current use and experiences reported by the users. In addition, by considering the people's knowledge about the existence of these apps and services, it's possible to provide an interesting overview for encouraging institutions and policymakers to communicate and promote these ICT solutions developed for refugees and asylum seekers. Thus, and following the results present in table 19, there is poor knowledge about the different options and services included in the *Setelin Platform* for tackling common challenges faced by this population.

"App Store for Refugees "- Setelin Platform

*"**Question:** Please mark with an X any of the computing applications or webpages that you have used / know/ have heard are available in Sweden from the next list*
You can select more than (1) one option"

		Responses N	Percent
appstore[a]	The Newbie to Sweden	3	2,8%
	Everything Sweden	5	4,7%
	Bee Swedish	5	4,7%
	Information om Sverige	22	20,8%
	Welcome! Movement	3	2,8%
	Svenska med baby	6	5,7%
	Språkvän	15	14,2%
	Just Arrived	2	1,9%
	Hero Kompetens	1	0,9%
	Integrationsakademin	2	1,9%
	Clinicfinder	4	3,8%
	Sellay	1	0,9%
	Kulturkompis	2	1,9%
	400contacts	2	1,9%
	Welcome Talent	10	9,4%
	Novare Potential	5	4,7%
	Lingo language learning	1	0,9%
	The local Voices	2	1,9%
	Support Group Network (SGN)	3	2,8%
	Competency	1	0,9%
	Newcomers.oi	1	0,9%
	Incluso	1	0,9%
	Mitt Liv(svb)	3	2,8%
	KarlstandConnect	1	0,9%
	Let´s talk	2	1,9%
	Refugees Welcome	3	2,8%
Total		106	100,0%

a. Dichotomy group tabulated at value 1.

Table 19. Apps in the "Stelin Platform". Source: Survey conducted by author.

In general, just three (3) computing applications available in Sweden are quite known by the surveyed group. "Information on Sverige", "Språkvän" and "welcome talent" are the most common apps used by refugees and asylum seekers in the Kronoberg Region. Thus, there is an important gap between the available services and people's knowledge about them. In consequence, even though these ICT solutions could be considered an essential source of information and options for these population, its necessary to improve the communication strategies for promoting these free services especially created for these population at risk of exclusion.

6.4 Second subsidiary question

¿What are the results driven by social computing applications on the different domains of a successful integration process?

The general results discussed in the sections above; about the utility and impact of social computing applications and online services on the integration processes of refugees and asylum seekers in the Kronoberg Region, are diverse. Accordingly to the analytical framework developed by Ager and Strange (2008); within the four domains for a successful integration, the potential use of ICT solutions has been limited due to the preferences of these population about the learning process of the Swedish language and the local culture, and the current people's knowledge about the computing applications and online services available. In addition, the structural integration concept in based on build on essential elements such: rights and citizenship, language and cultural knowledge, safety and stability and social connections. Thus, it's possible to assert that the utility of these apps is limited in improving social connections due to the negative perception about the safeness of the services provided by these computing applications. Also, ICT solutions are seemed to be just a complementary option during the whole process of learning a new language.

In sum, the potential use of social computing applications and online services for supporting the integration process of refugees and asylum seekers is conditioned by people's preferences about the learning process and the current limitations that these apps have. That is to say, integration strategies and public policies developed by local governments and other stakeholders have to explore how to include further use of ICT solutions in future processes. Even though there are several private initiatives exploring the use of technology for tackling social issues, it's important to engage different actors within a framework of collaboration and coordination for expanding options and opportunities. The Swedish Migration Agency toke an essential "step" towards this direction with a collaboration agreement with Refugee Tech in 2016. However, local institutional actors could be involved even more in the process. Inasmuch as the major responsibility during the integration process of refugees and asylum seekers in the long-term is conditioned by the capabilities of the local actors, such as the government of the Kronoberg Region.

7. CONCLUSIONS

"Integration isn't just learning Swedish, it's learning by doing"
"Maria" from Allbo Lärcenter in Älvesta

¿How social computing applications could act as enabler for integrating refugees in Sweden?

The utility of ICT solutions for improving people's quality of life is an important field of study. Information and Communications technologies for Refugees (ICT4R) is a new perspective that relies on the potential use of technology and innovation strategies for tackling common issues faced by refugees and asylum seekers when they had to flee their countries of origin. It's a field of study that explores opportunities within a framework of collaboration between different stakeholders committed to understand and be part of the solution. However, Benton & Glennie (2016) and Cachia et al. (2007) have stressed on the necessity of conducting studies on what they understand the field has gaps and missing information. Particularly on the performance of these ICT solutions for improving people`s quality life, and for facilitating the integration and inclusion of refugees and asylum seekers.

Thus, this research has explored people's perceptions about the utility and current use of social computing applications and online services for supporting its integration processes in the Kronoberg Region in Sweden. In general, the potential use of social computing applications and online services for supporting the integration process of refugees and asylum seekers is conditioned by people's preferences about the learning process and even the skills to use digital devices. For instance, "Syrian" from Hermonds institution argues: *"Some people have new seen a computer in their lives"*. In addition, newcomers have negative perceptions about using online services and sharing personal information due to the experiences they have had at the countries of origin. Thus, there is a clear potential use of computing applications for fostering some processes associated with the integration of refugees and asylum seekers, nonetheless, these services have to be used and implemented in conjunction with others alternatives. That is to say, collaboration among stakeholders within a logic of governance structures might be a great opportunity for expanding the real use of ICT solutions for tackling social issues.

In sum, due to the results gathered in the Kronoberg Region, it`s necessary to rethink how to include and promote the use of ICT solutions for supporting the integration processes. Even though the potential use of technology has been clearly established, there are several elements to consider. The differences about the how the people prefer to learn a new language, how to endorse a safe environment where refugees and asylum seekers would be willing to use social media for meeting new people and engage with local actors, and enhancing the current means of communication for promoting the ICT solutions developed for these population at risk of exclusion. In addition, and by creating synergies within the local and national government, would be possible to develop stronger

strategies and public policies where computing applications and technological solutions can act as real enablers for integration refugees and asylum seekers in Sweden.

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9. ANNEX

9.1 SUPPORTING INTEGRATION PROCESSES WITH SOCIAL COMPUTING APPLICATIONS (APPS). SWEDEN, VÄXJÖ 2017. (English Version)

The following survey has been elaborated aiming to gather your experience and opinion at using computing applications or apps for supporting your integration process in Sweden.

It will take you about 5 to 10 minutes to answer all the multiple selection questions.

1. Since you arrived in Sweden, have you received enough and clear information about the legal procedures for refugees and asylum seekers from the public institutions?

Always	
Usually	
Sometimes	
Never	
Don't know	
Don't answer	

2. In general, when you need to know about legal information for refugees and asylum seekers policies, what are the main sources of information?

Internet – Immigration office web page	
Apps in your phone, tablet or computer	
Newspapers	
Lawyers – Legal advisers	
Friends and family	
Others	

3. In general, when you need to learn something about the Swedish culture what are the main sources of information?
   You can select more than (1) one option

Internet	
Apps on your phone, tablet or computer	
Books	
Magazines	
Friends and family	
Others	

4. What do you think are the best options for learning a language?
   You can select more than (1) one option

Formal courses at any certificated institution	
Internet	
Apps on your phone, tablet or computer	
Books	
Friends and language cafes	
Others	

5. From your experience, how do you keep in touch with your family and friends in your country of origin?
   You can select more than (1) one option

Letters	
Internet: by email	
Apps in your phone, tablet or computer. (Facebook, Twitter, 54ablet54t, viber, Skype, among others)	
Mobile phone (International calling)	
Others	

6. Do you consider yourself a *beginner, Intermediate, advanced, or expert* at using technological devices such as computers or mobile phones?

Beginner	
Intermediate	
Advanced	
Expert	
Don't know	
Don't answer	

7. What are the most common computing applications (apps) you use to keep in touch with your family and friends in your country of origin?

You can select more than (1) one option

WhatsApp	
Viber	
Facebook (Facebook calling)	
Facetime	
Kakaotalk	
Line	
Skype	
Hangouts	
Others	

8. From your experience, when you have to contact public institutions in Sweden, what is the fastest and most effective way to do it?

Go to the office	
Internet: by email	
Call to the office	
Online chats with personnel of the institution	
Letters and formal communications by mail	
Don't know	
Don´t answer	

9. From your point of view, do you consider internet and social media applications (apps) a 'safe' option to meet new people in Sweden?

Very safe	
safe	
Unsafe	
Very unsafe	
Don't know	
Don't answer	

10. From your point of view, do you consider internet and social media applications (apps) an 'interesting' option to meet new people in Sweden?

Very interesting	
Interesting	
Not interesting	
Don't know	
Don't answer	

11. From your experience, do you consider the language an obstacle for integrating into Swedish society? (This includes finding employment, housing, access to healthcare, and education)

Always	
Usually	
Sometimes	
Never	
Don't know	
Don't answer	

12. From your experience, have your ever used computing applications (apps) for finding employment in Sweden?

Yes	
No	

If you answered __NO__ to the last question, please leave the next question blank

13. In general, would you say you are *very satisfied, quite satisfied, not very satisfied or not at all satisfied* with the services offered by these computing applications(apps) for finding employment?

Very satisfied	
quite satisfied	
not very satisfied	
not at all satisfied	

14. From your experience, have your ever used computing applications (apps) for finding housing in Sweden?

Yes	
No	

*If you answered **NO** to the last question, please leave the next question blank*

15. In general, would you say you are *very satisfied, quite satisfied, not very satisfied or not at all satisfied* with the services offered by these computing applications(apps) for finding housing?

Very satisfied	
quite satisfied	
not very satisfied	
not at all satisfied	

16. From your experience, have you ever used computing applications (apps) for finding educational opportunities in Sweden?

Yes	
No	

*If you answered **NO** to the last question, please leave the next question blank*

17. In general, would you say you are *very satisfied, quite satisfied, not very satisfied or not at all satisfied* with the services offered by these computing applications(apps) for finding educational opportunities?

Very satisfied	
quite satisfied	
not very satisfied	
not at all satisfied	

18. From your experience, have your ever used computing applications (apps) for finding information about healthcare services in Sweden?

Yes	
No	

*If you answered **NO** to the last question, please leave the next question blank*

19. In general, would you say you are *very satisfied, quite satisfied, not very satisfied or not at all satisfied* with the services offered by these computing applications(apps) for finding information about healthcare services?

Very satisfied	
quite satisfied	
not very satisfied	
not at all satisfied	

20. From your experience, do you consider that computing applications (apps) are useful for support or help in the integration of refugees and asylum seekers in Sweden?

Strongly agree	
Agree	
Disagree	
Strongly disagree	
Don't know	
Don't answer	

21. Please mark with an <u>X</u> any of the computing applications or webpages that you have used / know/ have heard are available in Sweden from the next list

You can select more than (1) one option

The Newbie to Sweden		Kompisbyrån		Competency	
Everything Sweden		Invitationsdepartamentet		Newcomers.oi	
Bee Swedish		Sellay		Incluso	
Information om Sverige		Kulturkompis		DoubleCup	
Welcome! Movement		400contacts		Mitt Liv(svb)	
Svenska med baby		Welcome Talent		KarlstandConnect	
Språkvän		Novare Potential		Yrkesdörren	
Just Arrived		Språkkraft		Let´s talk	
Hero Kompetens		Lingo language learning		Codedoor	
Integrationsakademin		The local Voices		I'm not a refugee	
MIG Talks		Support Group Network (SGN)		Refugees Welcome	
Clinicfinder		Vårguiden			

22. Do you have a mobile phone/tablet/ or computer with continuous access to the internet?

Yes	
No	

23. Do you consider Sweden a country where refugees and asylum seekers can express their cultural traditions and beliefs freely?

Strongly agree	
Agree	
Disagree	
Strongly disagree	
Don't know	
Don't answer	

24. In general, do you consider the Swedish society as open and inclusive?

Strongly agree	
Agree	
Disagree	
Strongly disagree	
Don't know	
Don't answer	

25. From your experience, do you consider the lack of knowledge about the local Swedish culture an obstacle for integrating to the society?

Strongly agree	
Agree	
Disagree	
Strongly disagree	
Don't know	
Don't answer	

26. Finally, please indicate your age range

Under 25	
25 – 34	
35 – 44	
45 – 55	
Over 55	

All the information you have filled in is private, and it will only be used for academic purposes. Thank you for your time.

9.2 STÖDJA INTEGRATIONSPROCESSER MED SOCIALA APPLIKATIONER(APPS). SVERIGE, VÄXJÖ 2017. (Swedish Version)

Följande undersökning har utarbetats för att samla din erfarenhet och åsikt vid användning av dataprogram (apps) för att stödja din integrationsprocess I Sverige.

Det kommer att ta ungefär <u>fem till tio minuter</u> **för att svara på alla de 58able val frågorna.**

1. Sedan du anlände till Sverige, har du fått tillräckligt och tydligt information om de rättsliga förfarandena för flyktingar och asylsökande från de offentliga institutionerna?

Alltid	
Vanligtvis	
Ibland	
Aldrig	
Vet inte	
Svara inte	

2. I allmänhet när du behöver veta om laglig information för flyktingar och asylsökande, vilka är de viktigaste informationskällorna?

Internet – Immigration Office webbsida	
Apps I telefonen, surfplattan eller datorn	
Tidningar	
Advokater – Juridiska rådgivare	
Vänner och familj	
Andra	

3. I allmänhet när du behöver lära dig något om den svenska kulturen, vilka är de viktigaste informationskällorna?

Du kan välja mer än (1) ett 58ablet58tive

Internet	
Apps o n din telefon, surfplatta eller dator	
Böcker	
Tidskrifter	
Vänner och familj	
Andra	

4. Vad tycker du är de bästa alternativen för att lära sig ett 58able?

Du kan välja mer än (1) ett 58ablet58tive

Formella kurser vid någon certifierad institution	
Internet	
Apps o n din telefon, surfplatta eller dator	
Böcker	
Vänner och kaféer språk	
Andra	

5. Hur kommer du I kontakt med din familj och dina vänner I ditt ursprungsland från din erfarenhet?

Du kan välja mer än (1) ett 58ablet58tive

Brev	
Internet: via e-post	
Apps I telefonen, surfplattan eller datorn. (Facebook, Twitter, whatsup, Viber, Skype, bland andra)	
Mobiltelefon (Internationell samtal)	
Andra	

6. Anser du dig själv en *nybörjare, medel, avancerad eller expert* på att använda teknisk utrustning såsom datorer eller mobiltelefoner?

Nybörjare	
Mellanliggande	
Avancerad	
Expert	
Vet inte	
Svara inte	

7. Vilka är de vanligaste datorprogrammen (appar) du

använder för att hålla kontakten med din familj och dina vänner I ditt hemland?

Du kan välja mer än (1) ett 59ablet59tive

Whatsup	
Viber	
Facebook (Facebook calling)	
Facetime	
Kakaotalk	
Line	
Skype	
Hangouts	
Others	

8. Från din erfarenhet, när du måste kontakta offentliga institutioner I Sverige, vad är det snabbaste och mest effektiva sättet att göra det?

Gå till kontoret	
Internet: via e-post	
Ring till kontoret	
Online chattar med institutionens personal	
Brev och formell kommunikation via post	
Vet inte	
Svara inte	

9. Ursäkta du att Internet och sociala medier (apps) är ett "säkert" 59ablet59tive för att träffa nya människor I Sverige?

Väldigt säker	
säker	
Osäker	
Mycket osäkert	
Vet inte	
Svara inte	

10. Anser du att Internet och sociala medier (apps) är ett "intressant" 59ablet59tive för att träffa nya människor I Sverige?

Mycket intressant	
Intressant	
Inte intressant	
Vet inte	
Svara inte	

11. Anser du att språket är ett hinder för att integrera I det svenska samhället? (Detta inkluderar att hitta anställning, bostäder, tillgång till vård och utbildning)

Alltid	
Vanligtvis	
Ibland	
Aldrig	
Vet inte	
Svara inte	

12. Har du någonsin använt datorapplikationer (apps) från din erfarenhet för att hitta anställning I Sverige?

Ja	
Nej	

*Om du svarat **nej** på den sista frågan, lämna nästa fråga tom*

13. I allmänhet, skulle du 59abl att du är *mycket Nöjda, ganska nöjda, inte särskilt nöjda eller inte alls nöjd* med de tjänster som erbjuds av dessa datorapplikationer (apps) för att hitta arbete?

Mycket nöjd	
Ganska nöjd	
Inte särskilt nöjd	
inte alls nöjd	

14. Har du någonsin använt datorapplikationer (apps) från din erfarenhet för att hitta bostäder I Sverige?

Ja	
Nej	

Om du svarat <u>nej</u> på den sista frågan, lämna nästa fråga tom

15. I allmänhet, skulle du 60abl att du är *mycket Nöjda, ganska nöjda, inte särskilt nöjda eller inte alls nöjd* med de tjänster som erbjuds av dessa datorapplikationer (apps) för att hitta bostäder?

Mycket nöjd	
Ganska nöjd	
Inte särskilt nöjd	
inte alls nöjd	

16. Har du någonsin använt dataprogram (apps) från din erfarenhet för att hitta utbildningsmöjligheter I Sverige?

Ja	
Nej	

Om du svarat <u>nej</u> på den sista frågan, lämna nästa fråga tom

17. I allmänhet, skulle du 60abl att du är *mycket Nöjda, ganska nöjda, inte särskilt nöjda eller inte alls nöjd* med de tjänster som erbjuds av dessa datorapplikationer (apps) för att hitta möjligheter till utbildning?

Mycket nöjd	
Ganska nöjd	
Inte särskilt nöjd	
inte alls nöjd	

18. Har du någonsin använt datorapplikationer (apps) från din erfarenhet för att hitta information om hälsovårdstjänster I Sverige?

Ja	
Nej	

Om du svarat <u>nej</u> på den sista frågan, lämna nästa fråga tom

19. I allmänhet, skulle du 60abl att du är *mycket Nöjda, ganska nöjda, inte särskilt nöjda eller inte alls nöjd* med de tjänster som erbjuds av dessa datorapplikationer (apps) för att hitta information om hälso- och sjukvård?

Mycket nöjd	
Ganska nöjd	
Inte särskilt nöjd	
inte alls nöjd	

20. Anser du att dataprogram (apps) är användbara för stöd eller hjälp vid integration av flyktingar och asylsökande I Sverige?

Håller starkt med	
Hålla med	
Instämmer inte alls	
Starkt oense	
Vet inte	
Svara inte	

21 Markera med en n <u>X</u> någon av datorapplikationer eller webbsidor som du har användning d / vet / har hör d finns I Sverige från nästa lista

Du kan välja mer än (1) ett 61ablet61tive

The Newbie to Sweden		Kompisbyrån		Competency	
Everything Sweden		Invitationsdepartamentet		Newcomers.oi	
Bee Swedish		Sellay		Incluso	
Information om Sverige		Kulturkompis		DoubleCup	
Welcome! Movement		400contacts		Mitt Liv(svb)	
Svenska med baby		Welcome Talent		KarlstandConnect	
Språkvän		Novare Potential		Yrkesdörren	
Just Arrived		Språkkraft		Let´s talk	
Hero Kompetens		Lingo language learning		Codedoor	
Integrationsakademin		The local Voices		I'm not a refugee	
MIG Talks		Support Group Network (SGN)		Refugees Welcome	
Clinicfinder		Vårguiden			

22. Har du en mobiltelefon / 61ablet / eller dator med kontinuerlig tillgång till internet?

Ja	
Nej	

23. Anser du att Sverige är ett land där flyktingar och asylsökande kan uttrycka sina kulturella traditioner och övertygelser fritt?

Håller starkt med	
Hålla med	
Instämmer inte alls	
Starkt oense	
Vet inte	
Svara inte	

24. I allmänhet anser du att det svenska samhället är öppet och inkluderande?

Håller starkt med	
Hålla med	
Instämmer inte alls	
Starkt oense	
Vet inte	
Svara inte	

25 Anser du att din brist på kunskap om den lokala svenska kulturen är ett hinder för att integrera sig I samhället?

Håller starkt med	
Hålla med	
Instämmer inte alls	
Starkt oense	
Vet inte	
Svara inte	

26. Slutligen ange ditt åldersintervall

Under 25	
25 – 34	
35-44	
45 – 55	
Över 55	

All information du fyllt I är privat, och den kommer endast att användas för akademiska ändamål. Tack för din tid.

تم إعداد الدراسة الاستقصائية التالية بهدف جمع تجربتك ورأيك في استخدام تطبيقات الحوسبة أو التطبيقات لدعم عملية التكامل الخاصة بك في السويد.

سيدوم الرد على جميع الأسئلة دات اختيارات متعددة حوالي 5 إلى 10 دقائق.

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1. منذ وصولك إلى السويد، هل تلقيت معلومات كافية وواضحة عن الإجراءات القانونية للاجئين وملتمسي اللجوء من المؤسسات العامة؟

دائما	
عادة	
بعض الأحيان	
أبدا	
لا أعرف	
لا تجيب	

2. بشكل عام، عندما تحتاج إلى معرفة المعلومات القانونية للاجئين وسياسات طالبي اللجوء، ما هي المصادر الرئيسية للمعلومات؟

الإنترنت – صفحة ويب لمكتب الهجرة	
التطبيقات في هاتفك أو جهازك اللوحي أو الكمبيوتر	
الصحف	
المحامين – المستشارين القانونيين	
الأصدقاء والعائلة	
الآخرين	

3. بشكل عام، عندما تحتاج إلى معرفة شيء عن الثقافة السويدية ما هي المصادر الرئيسية للمعلومات؟

يمكنك تحديد أكثر من (1) خيار واحد

الإنترنت	
تطبيقات في هاتفك أو جهازك اللوحي أو الكمبيوتر	
كتب	
مجلات	
الأصدقاء والعائلة	
الآخرين	

4. ما هي أفضل الخيارات لتعلم اللغة؟

يمكنك تحديد أكثر من (1) خيار واحد

دورات رسمية في أي مؤسسة معتمدة	
الإنترنت	
تطبيقات في هاتفك أو جهازك اللوحي أو الكمبيوتر	
كتب	
الأصدقاء و لغة المقاهي	
الآخرين	

5. من تجربتك، كيف يمكنك البقاء على اتصال مع عائلتك وأصدقائك في بلدك الأصلي؟

يمكنك تحديد أكثر من (1) خيار واحد

الرسائل	
الإنترنت: عن طريق البريد الإلكتروني	
التطبيقات في الهاتف أو الجهاز اللوحي أو الكمبيوتر. (فيسبوك، تويتر، واتساب ، فايبر، سكايب، ومن بين أمور أخرى)	
الهاتف المحمول (المكالمات الدولية)	
الآخرين	

6. هل تعتبر نفسك *مبتدئا، متوسط، متقدم، أو خبير* في استخدام الأجهزة التكنولوجية مثل أجهزة الكمبيوتر أو الهواتف المحمولة؟

مبتدئ	
متوسط	
متقدم	
خبير	
لا أعرف	

7. ما هي تطبيقات الحوسبة الأكثر شيوعا (التطبيقات) التي تستخدمها للبقاء على اتصال مع عائلتك وأصدقائك في بلدك الأصلي؟

يمكنك تحديد أكثر من (1) خيار واحد

واتساب	
فايبر	
فاسيبوك (فاسيبوك كالينغ)	
فايس تايم	
كاكاو تالك	
لاين	
سكايب	
هانقاوتس	
اخرى	

‎8. من تجربتك، عندما يجب عليك الاتصال بالمؤسسات العامة في السويد، ما هي الطريقة الأسرع والأكثر فعالية للقيام بذلك؟

اذهب إلى المكتب	
الإنترنت: عن طريق البريد الإلكتروني	
اتصل بالمكتب	
دردشات عبر الإنترنت مع موظفي المؤسسة	
الرسائل والاتصالات الرسمية عن طريق البريد	
لا أعرف	
لا تجيب	

‎9. من وجهة نظرك، هل تعتبر الإنترنت وتطبيقات وسائل الاعلام الاجتماعية (تطبيقات) خيارات 'آمنة' للقاء أشخاص جدد في السويد؟

امن جدا	
آمن	
غير امن	
غير آمن جدا	
لا أعرف	
لا تجيب	

‎10. من وجهة نظرك، هل تعتبر الإنترنت وتطبيقات وسائل الاعلام الاجتماعية (تطبيقات) خيارات 'مثيرة للاهتمام' للقاء أشخاص جدد في السويد؟

مثيرة جدا للاهتمام	
مثير للإعجاب	
لا اهتمام	
لا أعرف	
لا تجيب	

‎11. من تجربتك، هل تعتبر اللغة عقبة أمام الاندماج في المجتمع السويدي؟ (ويشمل ذلك إيجاد فرص العمل والإسكان والحصول على الرعاية الصحية والتعليم)

دائما	
عادة	
بعض الأحيان	
أبدا	
لا أعرف	
لا تجيب	

‎12. من تجربتك، هل سبق لك أن استخدمت تطبيقات الحوسبة المستخدمة (تطبيقات) لإيجاد عمل في السويد؟

نعم	
لا	

وإذا كانت الإجابة لا على السؤال الأخير، يرجى ترك السؤال التالي فارغ

‎13. بشكل عام، هل تقول انك *راض جدا، راض، غير راض جدا أم لست راض على الأطلاق* في كل الخدمات التي تقدمها هذه التطبيقات الحاسوبية (التطبيقات) من أجل العثور على عمل؟

راض جدا	
راض	
غير راض جدا	
لست راض على الإطلاق	

‎14. من تجربتك، هل سبق لك أن استخدمت تطبيقات الحوسبة المستخدمة (تطبيقات) لإيجاد السكن في السويد؟

نعم	
لا	

وإذا كانت الإجابة لا على السؤال الأخير، يرجى ترك السؤال التالي فارغ

‎15. بشكل عام، هل تقول انك *راض جد، راض، غير راض جدا أم لست راض على الإطلاق* عن الخدمات التي تقدمها هذه التطبيقات الحاسوبية (التطبيقات) لإيجاد السكن؟

راض جدا	
راض	
غير راض جدا	
لست راض على الإطلاق	

‎16. من تجربتك، هل سبق لك أن استخدمت تطبيقات الحوسبة (تطبيقات) لإيجاد الفرص التعليمية في السويد؟

نعم	
لا	

وإذا كانت الإجابة لا على السؤال الأخير، يرجى ترك السؤال التالي فارغ

‎17. بشكل عام، هل تقول انك *راض جد، راض، غير راض جدا أم لست راض على الإطلاق* عن الخدمات التي تقدمها هذه التطبيقات الحاسوبية (التطبيقات) لإيجاد الفرص التعليمية؟

راض جدا	
راض	
غير راض جدا	
لست راض على الإطلاق	

بشكل عام، هل تعتبر المجتمع السويدي مفتوحا وشاملا؟

Hero Kompetens	Lingo language learning	Codedoor	
Integrations akademin	The local Voices	I'm not a refugee	
MIG Talks	Support Group Network (SGN)	Refugees Welcome	
Clinicfinder	Vårguiden		

22. هل لديك هاتف محمول / قرص / أو جهاز كمبيوتر مع الوصول المستمر إلى الإنترنت؟

نعم	
لا	

23. هل تعتبر السويد بلدا يستطيع اللاجئون وطالبو اللجوء فيه التعبير عن تقاليدهم ومعتقداتهم الثقافية بحرية؟

موافق بشدة	
موافق	
معارض	
معارض بشدة	
لا أعرف	
لا تجيب	

24. بشكل عام، هل تعتبر المجتمع السويدي مفتوحا وشاملا؟

موافق بشدة	
موافق	
معارض	
معارض بشدة	
لا أعرف	
لا تجيب	

25. من تجربتك، هل تعتبر أن نقص المعرفة حول الثقافة السويدية المحلية يشكل عقبة أمام الاندماج في المجتمع؟

موافق بشدة	
موافق	
معارض	
معارض بشده	
لا أعرف	
لا تجيب	

26. وأخيرا، يرجى الإشارة إلى الفئة العمرية

18. من تجربتك، هل سبق لك أن استخدمت تطبيقات الحوسبة المستخدمة (تطبيقات) للعثور على معلومات حول خدمات الرعاية الصحية في السويد؟

نعم	
لا	

وإذا كانت الإجابة لا على السؤال الأخير، يرجى ترك السؤال التالي فارغ

19. بشكل عام، هل تقول انك *راض جد، راض ، غير راض جدا أم لست راض* على الإطلاق عن الخدمات التي تقدمها هذه التطبيقات الحاسوبية (التطبيقات) للعثور على معلومات عن الخدمات الصحية؟

راض جدا	
راض	
غير راض جدا	
لست راض على الإطلاق	

20. من تجربتك، هل تعتبر تطبيقات الحوسبة (تطبيقات) مفيدة لدعم أو المساعدة في دمج اللاجئين وطالبي اللجوء في السويد؟

موافق بشدة	
موافق	
معارض	
معارض بشده	
لا أعرف	
لا تجيب	

21. يرجى وضع علامة X على كل من تطبيقات الحوسبة أو صفحات الويب التي سبق و استخدمت / تعرف / تتوفر لديك في السويد من القائمة التالية

يمكنك تحديد أكثر من (1) خيار واحد

The Newbie to Sweden		Kompisbyrån		Competency	
Everything Sweden		Invitationsdepartamentet		Newcomers.oi	
Bee Swedish		Sellay		Incluso	
Information om Sverige		Kulturkompis		DoubleCup	
Welcome! Movement		400contacts		Mitt Liv(svb)	
Svenska med baby		Welcome Talent		Karlstand Connect	
Språkvän		Novare Potential		Yrkesdörren	
Just Arrived		Språkkraft		Let´s talk	

	أقل من 25
	25 – 34
	35 – 44
	45 – 55
	أكثر من 55

جميع المعلومات التي قمت بملئها هي خاصة، و لن تستخدم إلا للأغراض الأكاديمية.

شكرا لك على وقتك.

9.3 Statistics
Sweden

Population on December 31, 2016 and Population Changes 2016

Population is distributed according to the administrative subdivisions of Jan. 1, 2017

Population changes is distributed according to the administrative subdivisions of Jan. 1, 2016

Code	County Municipality	Population	Population growth	Live births	Deaths	Population surplus	In-migration Total	of which from: Same county	Rest of Sweden	Abroad	Out-migration Total	of which to: Same county	Rest of Sweden	Abroad	Net migration Total	of which to/from: Same county	Rest of Sweden	Abroad	Adjustments [1]
07	Kronoberg	194.628	3.259	2.331	1.780	551	9.901	.	5.860	4.041	7.204	.	6.576	628	2.697	.	-716	3.413	11
0764	Alvesta	19.850	269	267	197	70	1.353	486	373	494	1.150	594	505	51	203	-108	-132	443	-4
0761	Lessebo	8.760	244	129	85	44	927	226	252	449	729	321	383	25	198	-95	-131	424	2
0781	Ljungby	28.008	370	286	285	1	1.376	288	668	420	1.011	175	766	70	365	113	-98	350	4
0767	Markaryd	9.991	212	114	122	-8	734	53	450	231	516	98	360	58	218	-45	90	173	2
0763	Tingsryd	12.393	133	127	179	-52	790	179	321	290	605	199	379	27	185	-20	-58	263	0
0760	Uppvidinge	9.508	189	114	101	13	827	142	284	401	645	221	395	29	182	-79	-111	372	-6
0780	Växjö	89.500	1.392	1.114	651	463	5.320	1.079	2.943	1.298	4.406	940	3.190	276	914	139	-247	1.022	15
0765	Älmhult	16.618	450	180	160	20	1.267	240	569	458	835	145	598	92	432	95	-29	366	-2

9.4 Semi structured interview questions

1. Could you please introduce yourself?
2. How long have you been working at …….. (Your institution)?
3. What are your main duties at …….. (Your institution)?
4. What could be considered the main strength of …….. (Your institution) educational system?
5. Some people choose formal courses to learn Swedish or develop new skills instead of online services or courses. Why do you think people prefer formal courses such the one offered by …….. (Your institution)?
6. Why do you believe people don't trust or feel confident with online services and computing applications designed for learning and language or meeting new people?
7. From your point of view, what would be the main strategy to focus on in order to achieve better integration processes in Sweden?

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