Information as a Life Vest: Understanding the Role of Social Networking Sites for the Social Inclusion of Syrian Refugees

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Research Objectives
1) Understanding how refugees deal with legal and organizational information on SNSs
2) In-depth insights into refugees' information seeking behavior on Facebook
3) Providing first insights into which design principles, beyond the language barrier, could make information platforms more successful and usable for refugees

Method and Interview Questions
Face-to-face interviews with Syrian refugees
Exemplary Interview Questions:
- When you want to search for legal, immigration, asylum or family reunification information, where do you look?
- What steps are you taking to get this information?
- What do you think about the information on Facebook?
- How do you validate the information?

Qualitative Results (Grounded Theory)

Causal Condition
New Information Needs in Host Society

Phenomenon
Information Seeking on SNS

Intervening Conditions
Trust
I. SNS User
II. Professional Pages
III. Crowdsourcing (Groups)
IV. SNS Platform Provider

Information Characteristics
I. Complexity
II. Value
III. Ambiguity
IV. Consistency
V. Tailoring

Context
C1. Type of Information
C2. Functionality
C3. Privacy Awareness
C4. Integration Stage

Action/Interactional Strategies
Social Interaction
S1. Asking Friends / Others**
S2. Asking Specialists**
S3. Asking Germans**
S4. Asking the Information Source*

Technological Interaction
S5. Finding Similar Information**
S6. Resorting to Search Engines***
S7. Using Translation Services**

Internal Response
S8. Affective Response
S9. Cognitive Response

Outcomes
Social Inclusion
O1. Dis-/Satisfaction
O2. Waste of Time
O3. Social Connectedness
O4. Increasing Knowledge

Notes: *On SNS; **On SNS and outside SNS, *** Outside SNS

Communication Information Entertainment Others

Refugees
25.4 million
(UNHCR 2018)

95.1%
71.8%
15.5%
0.5%

Contact Details: