

Design between Dignity and Identity

Burning Borders for New Routes of Migration

AZOUZI Safouan

Università degli Studi di Roma "La Sapienza", Facoltà di Architettura, Dipartimento di Pianificazione, Design, Tecnologia dell'Architettura
safouan.azouzi@uniroma1.it

Abstract: Nowadays, we notice that there is a correlation between the concepts of crisis and migration; the main problem is clearly the number of people risking or losing their lives through irregular routes because of the absence of alternatives. There is also a growing discrepancy between restrictive migration policies and the real demand for cheap migrant labor in Europe, as neither European nor African states have a much genuine interest in stopping migration because the economies of receiving and sending countries have become increasingly dependent on migrant labor and remittances, respectively (De Haas, 2008). Nevertheless, all the experts speak about the need to open new migratory channels to combat irregular migration and trafficking, in order to match the real demand for labor, and limit the effects of the large informal economies in Europe and the Maghreb.

Europe's migration crisis has exposed shortcomings in the Union's asylum system. In western countries, political asylum is mainly a tool for humanitarian protection, but it also helps manage migratory flows. Accordingly, the same person could be viewed as a refugee in a country and as an economic migrant in another. The sole difference is that to refer to an individual as a migrant is to hold them in a state of transit. Some claim that the distinctions that are made between refugees and economic migrants are irrelevant since they do not take into account the stories of these individuals (Colombo, 2015).

In contrast, digital culture has no consideration for boundaries and has allowed more people to acquire the information they need to access the global labor market. In our globalized and fluid society, social inclusion and migration have become indivisible. It is true that one can talk about social inclusion from several perspectives and not necessarily from the one of migration, but a fair social inclusion would enable people to move without recourse to irregular migration routes. On a broader perspective, social design could be the field of design supporting the aspirations of highly vulnerable population groups and the injustices they are subjected to: refugees and migrants are among these groups facing issues related to various segregations; work, education, healthcare, etc.

During the last decade, design has increasingly been viewed as a problem-solving approach, which makes it central to innovation in general. This is also the case when dealing with wicked social problems. Terms like design thinking, human-centered design (HCD) and design for public policy are more and more used, especially when we talk about collaborative and inclusive approaches towards complex social issues. In fact, we have witnessed the emergence of several new fields of design linked to this social character with a particular enthusiasm for social innovation.

Manzini (2015) insists on recognizing design as strategic in playing an essential role in triggering, supporting and scaling-up social innovation. What contribution can design make in this specific field? What is the designers' position concerning complex social problems that are often directly linked to a highly politicized issue like the one of migration?

In this research Makers Unite was our primary case study. The project was initiated by "The Beach", a social design studio working principally with disadvantaged communities in Amsterdam. They promote Sustainist Design, as the new playing field for designers. Thus, they developed an extensive knowledge on co-design based on "connectedness, localism, sharing, and proportionality" (Krabbendam and Schwarz, 2013).

Through its story-sharing space, Makers Unite seeks to tackle both the social and environmental issues of the refugee crisis meeting the definition on Sustainist Design as a link between social and ecological sustainability. The project brings together both "newcomers" and local residents in co-designing enticing products and

narratives, beginning with up-cycling life vests and boats accumulated on Greek island shores used as entry points to Europe and causing environmental problems. This would enable refugees to take their first steps in regaining their dignity, as it facilitates the identification of the abilities of newcomers and connects their skills with local experts in their respective fields.

The Dutch context granted an idea, though a generic one, about the situation of migrants in a country of northern Europe to be compared to that of Italy as a perfect sample of the countries of southern Europe. In Parallel, a non-exhaustive outside-in research was also conducted through a series of spontaneous interviews with migrants, but also social workers in the asylum field. We attempted a kind of immersion to understand in a tangible way the issues that migrants face on a daily basis. The people we had the opportunity to meet were all different and each one had their own story. There was a wide range of profiles with different nationalities (Ethiopia, Eritrea, Somalia, Morocco, Tunisia, Palestine, Senegal, Guinea etc.) backgrounds and levels of education.

As explained, globalization has made mobility a necessity for both host and home countries, and now the Internet has facilitated this mobility, through platforms and applications of job matching for instance. But it remains very limited, sometimes even abstract, and the populations who need it most, alas, do not have access to it. Internet has also facilitated mobility for workers of a new kind; "digital nomads" that work remotely and do not need a fixed location. There are also storytelling platforms where "influencers" create content, stories with value that people read, like and share. Because each individual has his own story and each story deserves to be listened to and valued, how could these three types of services be linked? How can someone give value to their own story and skills? Does he/she necessarily have the skills to create content and share it? Does valuing the stories and skills of individuals prevent them from embarking on a perilous journey to provide a way out by finding work abroad?

keywords: Migration, Design for Social Innovation, HCD, Digital

1. Context & Background

1.1 European migration policy and Crisis: Questioned definitions of migrants

Far from a simple chronology retracing the different events that explain the change in Europe's status from a region of departure to one of the principal destinations of migratory flows - during the 1950s and the post-war context, to the effects of the 1973's oil shock on European migration policy until the present day (Bonifazi, et al., 2008) - on which most researchers come together, the most important point would be the close relationship that "modern migration" has with the concept of crisis. Anna Lindley (2014) claims that "crisis and migration have a long association, in popular and policy discourse as well as in social scientific analysis". Crisis situations would be generally associated with significant out-migration and displacement, while in-migration is often correlated with tensions or conflict at destination. In that sense "sedentarist" thinking proponents frame migration as a crisis and remaining where one is as the natural and desirable human condition; this correlation between crisis and migration is owed to their "powerful contemporary resonance."

Since 2015, the term "European migration crisis" (Europarl,2017) has been largely used to describe the increase in the number of people arriving in the European Union. The large numbers of migrants reported to have died or gone missing in the Mediterranean during their journeys led the United Nations to consider Europe's Mediterranean border "the world's deadliest" for migrants (Fargues, 2017).

The European Union has been trying to establish a common asylum system since the 1990s and the Dublin Convention is the result of this effort. In practice, the Dublin Convention defines which State has the responsibility to assess the asylum request presented by individuals who arrive in Europe. However, asylum-seekers cannot choose the State they want. The founding principle of the Dublin III Regulation is indeed that each asylum request has to be examined by one and only member State and this competency is generally attributed to the State which played the most significant role in the phase of the first arrival of the individual in the European Union area.

In practice, someone who is recognized as a refugee in Italy has no such status in Germany or Sweden for instance. The current boundaries of the European Union thus do not allow for the application of the principle of mutual recognition and beneficiaries of international protection are not granted freedom of residence in Europe (Ammirati, 2015). Europe's migration crisis has exposed shortcomings in the Union's asylum system. There has been some outcries against a perverse effect of this system that is supposed to prevent an applicant to seek asylum in several places; it puts considerable pressure on areas geographically closest to the Mediterranean, i.e. Italy, Greece, Spain (Mouillard and Nadau, 2015).

The issue of migration has sparked a lively debate at the academic level on the different classifications and definitions used to describe individuals concerned. In fact, the various terminologies and definitions, whether of a legal nature or of a social origin, are confusing among people. The terms "migrant" and "refugee" are used every day to suggest one and the same thing. This could become an endless debate since even the researchers dealing

with the subject "argue that the language of immigration and refugees is insufficient to capture this emergent history" (Sassen, 2016).

Fabio Colombo (2015) claims that the distinctions that are made between refugees and economic migrants are irrelevant since they do not take into account the stories of these individuals. Supporting Colombo's claim, different individual from different communities became aware of the importance of the stories, and eventually grasped what stories are "better" to obtain the refugee status. They also started trading information and transferring them to new entrants to explain how the asylum application process works. This is how being a refugee or an economic migrant is part of the process of self construction that migrants put in place.

1.2 Receiving and sending countries dependence on migration: New horizons for labor mobility

There is a clear concordance between the demand in Europe for the labor force and the migratory flows responding to this demand. Some speak about a rising discrepancy between restrictive migration policies and the real demand for cheap migrant labor in Europe (De Haas, 2008) which creates a clear dependence between the economies of sending and receiving countries, respectively.

This dependence is clearly showed in a recent report (Fasani, 2016); economists tried (among other subjects of research) to understand the relation between the inflow of foreign nationals and asylum seekers over the period 2000-2015, and the average unemployment rate in the European Union. The authors explain that, as expected from economic migrants, fluctuations in the arrivals of foreign workers closely followed the economic cycle of European economies. Increasing inflows of immigrant workers were recorded in years of declining unemployment rates in European countries – between 2000 and 2008. The arrival of the Great Recession, however, increased the number of unemployed workers in all European countries and inflows of migrants declined in response to the worsening of economic opportunities in Europe. Economic recovery finally lowered the average unemployment rate, and the annual intake of immigrants started increasing again.

In the same way a report in 2010 of the International Labor Office (ILO) explains that while the forces of globalization have created opportunities for greater integration of labor markets, a complex web of national immigration laws and border controls has restricted the mobility of people across borders. The ILO also states that every year, many millions of young men and women enter the labor force in developing countries where jobs are not created fast enough to absorb them. The impact of demographic trends in the form of population decline and ageing is being felt most profoundly in advanced destination countries, where scarcities of labor are emerging in many sectors. The shrinking of the labor force in these countries has generated a demand for workers in many sectors of the economy, particularly in services, which has been met to a significant extent by migrants. New technologies also allow more people to acquire the information they need to access the global labor market.

Moretti and Cella (2014) consider that Europe is in need for immigrants and that the prime means of integration would be work entries. A report of The World Bank (Keller, et al., 2010) mentioned that what was perceived as a "failure of development" has come to be seen as a powerful mechanism for growth and development. The reasons for departure of the highly educated are not only high wage differentials between Maghreb and Europe, but also general labor market and social conditions, such as high unemployment rates among the highly skilled, lack of career opportunity, etc. The authors explain that with migration opening the door to financial resources (in the form of remittances), investment and knowledge transfer (by returned migrants and diasporas), skills development, and networks important for business, the potential channels for migration to aid in development are numerous. In fact, return migrants represent another potentially important source of knowledge and investment to home countries for example. Entrepreneurship would be higher for those who received professional training while abroad. These returnees would have higher occasions of being first time employers or self employed than those who do not migrate. The report also suggests there is potential for small business start-up programs with market studies, microcredit, and training components.

2.3 Social inclusion of migrants and Design for Social Innovation

In one of its reports, the World Bank (2013) considered social inclusion as the process of improving the terms for the latter to take part in society improving their ability, opportunity, and dignity irrespectively of their identity. In other words a given society becomes inclusive when all the individuals feel valued. Here arises the issue of migration as to its relationship to social inclusion.

Nowadays, in our globalized and fluid society, social inclusion and migration have become indivisible. It is true that one can talk about social inclusion from several perspectives and not necessarily from the one of migration. However, if we consider the implementation of the five headline targets defining Europe's 2020 Strategy (European Commission, 2010) namely employment, reduction of poverty, education, energy and climate as well as investments in Research and Development, the inclusion of migrants independently of their migration status

seems to be crucial. In fact, migrants face an increased and disproportionate risk of poverty and social exclusion, human rights violations and discrimination (Soova and LeVoy, 2015).

"Migration can be a safe, positive and empowering experience for many migrants and can generate economic, social and cultural benefits for societies in countries of origin, transit and destination. However, many migrants currently face severe human rights violations in countries of origin, transit and destination, especially along irregular migratory routes, not least due to the lack of human rights based systems of migration governance at the local, national, regional and global levels, especially in countries experiencing crisis" (UN, 2017).

Fair social inclusion would enable people to move without recourse to irregular migration routes. It is clear that an inclusive society has to provide the survivors with reception infrastructures healthcare, and basic needs but it has to put in place policies and activities in order to facilitate the mobility of individuals, their access to employment and education as part of a long-term solution. The question is directly linked to the idea of opening up new mobility channels. But when we talk about social inclusion it is also about giving them the opportunity to use their skills by actively contributing to the economy of their country of origin and destination. People with incredible variety and experiences do not have the necessary means to express themselves and tell their stories. Because each individual has his own story and each story deserves to be listened to and valued. It is in the face of crisis situations such as migration that social innovation initiatives make sense and offer new alternatives. But what is meant by social innovation? Social innovation is a term that many people like to use to portray and identify in quite different ways, which sometimes, makes it unclear (Davies, et al., 2012).

"Social innovation refers to new ideas that work in meeting social goals. Defined in this manner the term has, possibly, very wide boundaries. We have also suggested a somewhat narrower definition: 'innovative activities and services that are motivated by the goal of meeting a social need and that are predominantly developed and diffused through organizations whose primary purposes are social'" (Mulgan, 2012).

We could also mention the definition of the term as proposed in the Vienna Declaration, which sees social innovation as a substitute to the technology-oriented paradigm that has failed to unravel the problems that arose in the transition from an industrial to a knowledge and service based society. By any means and thanks to social innovation, societal challenges such as the ageing of Europe, migration waves, social exclusion or sustainability that were primarily perceived as problems are increasingly perceived as opportunities for innovation and understood as growth markets (Landabaso, De Letter, 2013).

Victor Papanek (1985) pointed out the importance design had taken over the years and was sounding the alarm about the need for responsible and sustainable design, a human-centered design. It is about the awareness of the social impact of design in addition to its ethical aspect. As suggested by Findelli and Bousbaci (2004), if design is considered to be a discipline aimed at improving the "habitability" of the world, one ends up considering it (design) as social in essence. On a larger perspective, social design could be the field of design supporting the aspirations of highly vulnerable population groups and the injustices to which they are subjected: refugees and migrants are among these groups facing issues related to various segregations, work, education, healthcare, etc. Problems that, according to Manzini (2014), both the market and the state have failed to find solutions for. A situation in need for urgent intervention, outside normal market or public service modalities. In that sense, design could also be social because it is a leverageable advantage for social innovation.

It comes that, social design, in its authentic and original understanding, is a design activity that deals with problems that are not even resolved or dealt with by the market or by the state, and in which the involved people do not normally have a voice. But what role can design play in the context of migration? A more than complex issue where political, social and economic considerations are very present? In that sense Manzini (2016) continues by considering that design has always played a social and political role. Indeed he considers "social innovation as a positive driver of change, and in design for social innovation an agent to trigger and support it [...] today, several years later, we can see that social innovation spread, that islands of sustainable ways of being and doing are emerging and that some main characters of an emerging (resilient and sustainable) civilization can be recognized." Manzini insists on the political aspect of design but he nuances that claim by considering that the latter has a very special way to subsist in the political area since it doesn't "do politics" but "is politics". He also emphasizes the role of design initiatives in the field of social innovation considering their role in reconfiguring behaviors, sensitivities and visions on expected wellbeing. In other words the political acts exercised by design are not made "apparent by putting design at the service of politics, but rather by producing events, services and products that offer, and give easier access to opportunities for sustainable behaviors."

2. Methods

This research was conducted in the context of a thesis project and took into consideration the intricacy of all the themes mentioned. It was therefore developed following some guidelines:

- the inclusive approach of human-centered design (Buchanan, 2001) which includes the people in the design process by directly asking them to convey their needs or by articulating those needs with the help of designers immersed into their reality;
- the comparison of two different realities, i.e. undocumented migrants (or economic migrants) and refugees, using their contrasting experiences of the world as well as their strong points of convergence. Even if we explained the obsolete dimension of these two categories, at the field level with the vagueness that the legal framework creates, we are talking concretely about two different realities;

2.1 Migrants stories: The Worldhouse and Makers Unite contexts

This part of the research consists on a fieldwork with the integration of two contexts: The Worldhouse (working with undocumented migrants) and Makers Unite (working with migrants recognized as refugees). These two contexts acted as a sample for a good understanding of the reality of the two categories of migrants. The proximity of the two contexts (both present in Amsterdam) allowed a certain porosity with the possibility of coming and going and to make an effective comparison on the ground between the reality of a refugee and that of an economic migrant, to understand factually speaking what is changing. Having some knowledge about the Tunisian context (our native country) as a departure country and that of Italy (the adoptive one, if we may say so) as one the main destination countries, not to say one of the most concerned about this phenomenon in Europe, the experience in the Netherlands was rewarding on several levels. The Dutch context was indeed very interesting both socially and economically, and granted an idea, though a generic one, about the situation of migrants in a country of northern Europe to be compared to that of Italy as a perfect sample of the countries of southern Europe.

2.2.1 Makers Unite - Enticing narratives

Makers Unite follows an extensive knowledge on co-design based on "connectedness, localism, sharing, and proportionality" (Krabendam, Schwarz, 2013). The idea was to work on the social integration of refugees. The project won the What Design Can Do – Refugee Challenge Award, handed out by the UN Refugee Agency and Ikea Foundation, as well as a place in their accelerator-programme. It seeks to tackle both the social and environmental issues of the refugee crisis meeting the definition on Sustainable Design as a link between social and ecological sustainability. The project brings together both refugees (they prefer to call them newcomers) and local residents in co-designing enticing products and narratives, beginning with up-cycling life vests and boats accumulated on Greek island shores used as entry points to Europe and causing environmental problems.

Makers Unite designed an effective six-week social inclusion programme based on collaboratively creating sustainable products. The co-creation of products that carry stories with the new participants and the tailor team helped in building new channels of understanding between newcomer and locals. The products are commercialized in order to sustain the social enterprise revenue model. Through its programme Makers Unite connects creative newcomers to the local industry. Making together brought confidence between the participants leading to dialogue and trust. Each one shares his/her story in a natural manner while participants get to know each other. They discover their talents and ambitions while the team is helping them in building their CVs and portfolios. In six weeks, Makers Unite tries to connect the newcomers to new opportunities in the creative industry paving the way towards a real and effective social inclusion.

2.2.2 The Worldhouse - Free speech and exchange

Het Wereldhuis / The Worldhouse is one of the main organizations working with undocumented migrants in the Netherlands and in Amsterdam more precisely. The Worldhouse is a center for undocumented migrants. Founded in under the auspices of the Diaconie of Amsterdam and The Luthers Amsterdam, it became the main landmark of undocumented migrants in the city of Amsterdam. The center offers a range of services such as advice, information or even cultural activities mainly dedicated for these people "with few rights". Indeed, a lawyer provides them free legal counsel once a week. The Worldhouse closely collaborates with other organizations such as Doctors of the World that provides information about access to healthcare. The organization speaks about the empowerment of undocumented people by giving them a strong social network and focusing on their skills and by hosting self-organized groups that migrants can join. But we didn't have the occasion to verify the efficiency of these initiatives. Social workers (mainly volunteers) manage the space alongside the migrants, as most of the activities in the Worldhouse are developed by undocumented migrants themselves.

The Worldhouse welcomes people of different nationalities from all around the world and insists also on the fact that all of them have their own story and does not differentiate between refugees, rejected asylum seekers or labour migrants. It's in the same state of mind that the organization seemed to be a place of free speech and exchange where migrants can "raise their voices by themselves". If we had to summarize in a few words the activities of the Worldhouse by putting aside the degree of effectiveness and to what extent it manages to concretize them, we would say that it revolves around the basic needs of an undocumented person such as healthcare and food. Nevertheless, the Worldhouse tries to work on the social inclusion of the migrants by creating

a strong network around them and by giving them the opportunity to tell their stories and share their experience in addition to helping them solve legal problems that seem to be the main issue in most of the cases.

Fieldwork - Empathizing to frame the design challenge

We tried to build empathic relationships with migrants in order to appreciate their real needs with a traditional user-centered approach using a range of human-centered design toolkit (IDEO, 2015). We made a comparison between different profiles, on which became an opportunity to engage with people's needs and to bring their point of view into the design process. In that sense we conducted a non-exhaustive outside-in research with a series of spontaneous interviews with migrants, but also social workers of this field, and did attempt a kind of immersion, basically shadowing them in their everyday life, since it was important to accurately understand in a tangible way the issues that migrants face on a daily basis before providing design solutions (Eikhaug, 2010). This fieldwork is unpretentious and the interviews were more like spontaneous discussions than anything else. However, a set of recurring issues were identified that allowed us to frame our design challenge. This field research has also confirmed and corroborated the preliminary theoretical research, sometimes reserving some surprises.

The interviews were really at the core of the inspiration phase. It was a rather complex exercise even with a prepared set of questions. People were reluctant to be filmed, as often the in a first step using design thinking process (Buchanan, 1992), and we had to gain their confidence little by little to be able to audio-record some of them. But the interviews gave us new insights and better understanding of their situation through other points of view. We tried to conduct the interviews in the Worldhouse's space or following the interviewees in the streets of Amsterdam. This allowed us, to a certain extent, to learn more about the target's mindset, behavior, and lifestyle by talking with them where they live or move. The questions revolved mainly around the motivations that drove them to undertake the journey, how they did it, what difficulties they had faced, what they faced on a daily basis and whether they wanted to go home or not.

We also gained a valuable perspective by talking to the volunteers. They granted us a systems-level view of the project area, and offered the perspectives of the NGO. This allowed us to understand the place occupied by the Worldhouse in Amsterdam and to situate the undocumented migrants as to the various stakeholders (thanks to the **stakeholders mapping** tool) in relation to them. The most notorious interview was with an Italian volunteer who is part of the European Voluntary Service. Being Italian, she had an idea on the situation of migrants both in Holland and in her native country. In fact, we were able to make a sort of a (non-exhaustive and very summary) comparison between the Italian context and the Dutch one.

3. Results

3.1 Primary results

During the fieldwork step (or inspiration phase) we were able to identify several key results:

- **Mirage of heavenly Europe**

Europe is probably the most difficult step to them because it bounds them to a state of helplessness and disappointment due to the weight of their legal situation, while speaking about a feeling of transparency or invisibility. On a daily-basis, the main interest of undocumented migrants (we met), remains primarily related to food and sheltering service. In fact, many of these people are homeless with no place to sleep. A very different reality from that of the granted refugee status migrants, which have the support of the state in the satisfaction of their basic needs. Some mentioned the Dublin regulation as one of the main pressures. The idea of a vicious circle in which they got bogged down was often mentioned. The waste of time is one of the major issues.

Despite the variation of the motives, the idea of a European paradise is almost constant. All, however, agreed on the difficulty of the situation in which they found themselves. Everyone also agreed on the risks of the journey and the enormous dangers they had to face. The crossing of the sea is according to some the most hazardous stage. More generically we understood that migrants put themselves in a situation that is almost impossible to get out of, all had the feeling of being blocked into procedures.

- **Valuing stories**

In practice, all of them are seeking a better life and what matters is the story. The journey of migrants varies over time and means; going to Europe by plane with a false passport, overstaying a visa or by crossing the Sahara and the Mediterranean. Some of them have spent over 6 years on the road. All of them paid smugglers with a cost varying between 2k and 3k Euros or sometimes even more. Some left at a very young age while others were older. There were new arrivals and those who had been in Europe for many years. All of them spoke about

improving their conditions even if some of the people we met had a "stable" situation in their home country with a job and a salary. They explained that they were primarily searching for freedom or happiness.

- **Finding a job or a way out**

All wanted a way out even if everyone saw it differently. Finding a job or having the opportunity to prove themselves was often mentioned. Paradoxically, many of the migrants that left Italy to settle in Holland because of the lack of opportunities declared that their situation was better over there probably for reasons related to a more hospitable context and an easier to find a job even if it was in the black market. Some interviewee also explained that the migrants were less isolated in Italy and had a better legal assistance and a wider network of associations, NGOs and people involved in providing the basic needs for them.

Many would have turn back home if things did not get better, saying they tried their "chance" but mentioned the fact that they had nothing to start from again. Getting a training or learning a profession or a craft would motivate their return. Finally, some pointed out the misinformation and the lack of awareness among youngsters willing to leave their country. Our field-research also pointed out a difference between North Africans and Sub-Saharanans. Most North Africans do not ask for asylum as their migration to Europe seems to be more rooted. Moroccans, Tunisians and Algerians know that they cannot get the asylum and mostly do not carry the idea of turning back. On the other hand, Sub-Saharanans usually ask for asylum mostly because they want to turn back home as they tend to see their migration as temporary.

3.2 Secondary results

As discussed before, the real question, is purely about finding a better job for a better situation. This would be from a point A where there are problems of employability to a point B where there would be more opportunities. But the main problem is of a political nature and is none other than that of borders and regulations. In contrast digital culture has no consideration for boundaries, as, we are assisting to the birth of new paradigms, which redefine our relationship with the natural and artificial world and configure it in multiple new built aggregation spaces, both physical and virtual. With the rise of the Internet we are witnessing the emergence of new modes of interaction between people and several communities and platforms promoting innovative ways of life such as:

Storytelling platforms, where "influencers" create content, stories with value that people read and love and share. Krotoski (2011) claims that digital technology (apps and other extensions) has changed the way stories are told. The tools used to tell tales are evolving, becoming more modular and tailored, more participatory and more engaging. Some creative individuals interlace narratives from seemingly innocuous blogs, magazine ads, TV slots, fashion labels and public phone calls. Citing the author Franck Rose who explains that technology has finally enabled a kind of a multi-way conversation that people always wanted to do. The days when the possibility of publishing and promoting stories was an odd and hard task are over. We will only cite the example of Hatch, a free online platform, that helps social enterprises, non-profit organizations, and other social impact organizations use storytelling and networks to increase their reach, resources, and impact.

Job-matching platforms, on the other hand "are increasingly helping connect job seekers—from informal workers to highly skilled professionals—to suitable job opportunities. These platforms, which can aggregate vast amounts of data, accomplish three things. First, they make it easier to learn about available jobs and requirements; second, they reduce the cost of recruiting; and third, they allow individuals to market themselves to a wider audience" (Chen and Haymon, 2016). Job recruiters and decision makers are increasingly using online social networking sites and job-matching platforms to gather information about job applicants, as, digital search platforms can contribute significantly to reducing large information gaps, including in emerging markets. LinkedIn is without any doubt the most famous business and employment oriented social networking service, but one could also cite the example of Switchapp (using Tinder's format) or Souktel that uses HCD for developing job-matching platforms; it started in Palestine linking employers and job-seekers through an SMS service and mobile audio platform that.

Digital nomads' platforms; Just a few years ago, the concept of digital nomadcity (Nash, et al., 2018) would have been really unusual, but it became a part of our common language. Digital nomads, are people who have the opportunity to and work remotely. All they need is a computer and an internet connection. These individuals are most often creative people (designers, photographers, bloggers, copywriters, web developers etc.) passionate about traveling. They are also very connected, tech savvy and there are new platforms helping them to travel differently in exchange for their skills. Not to be confused with backpackers, nomads travel slowly, and live like locals. Thanks to Internet, companies and employees alike are opening themselves to the idea of off-site employment. "Wanderbrief" to name just this example, is one of the most famous examples, a creative network startup that lets writers, designers, videographers and photographers propose their portfolios to its website to apply for project performance at agencies. Instead of accepting money, they work in exchange for airfare, room and board.

As part of our master thesis project, we presented the idea of a digital platform that would enable the communities of digital nomads, migrants and employers to tackle the issue of irregular migration. A combination of these different kind of platforms would help employers to find quality workers and employees through a large range of applicants since the high demand from the employers in the EU, and the huge interest from potential skilled migrants to improve their conditions suggest that there is room for an efficient mechanism to match skills with demand. "There is an economy of scale to be gained from creating a larger potential migration pool, especially when specialized skills or competences are sought" (Aggarwal, 2015).

The digital platform would offer access to a series of services for different users with different interests and link them in a kind of virtuous circle with a great social impact. A clever mix between the three types of platforms (story sharing, job matching and remote work platforms) could be a way out to get around the problem. This could bring out social awareness concerning what is happening at the other end of the world. These stories could be co-created by both the potential migrants and the creative digital nomads (designer, writer, photographer, videographer, illustrator etc.) visiting them in their country. They would meet in physical or virtual co-working spaces centers, new places of aggregation. These centers could also act as employment offices where the potential migrants receive support in building their Curriculum Vitae in addition to personal development and career coaching services. The potential migrant would have the opportunity to learn new skills from the digital nomad in addition to sharing their personal story.

04. Discussion

In this research, an overview of the context of the migration crisis was presented and explained - the main problem being the number of dead people risking their lives through irregular routes because of the absence of alternatives. It also details the importance of the stories that people carry, no matter the status they may have (refugees, asylum-seeker or economic migrants).

The issue of migration is very complex because it is highly politicized considerations, over which a designer has no power. Another important point that was highlighted is the necessity of opening new channels of labor mobility and the importance of migration in both economic and demographic terms, and this, for the countries of origin as well as the host countries. Finally, the subject of social inclusion was tackled briefly along with the implications of design dealing with social innovation, focusing on relevant case studies.

The research applied a human-centered methodology with the aim of building coactions between designers and "unusual" end targets (refugees, asylum-seeker or economic migrants). It tried, using tools from the practices of design thinking and experience design to recognize the problems to be solved, and to stimulate innovation by reversing the conventional way to tackle the issues of accessibility and inclusion of migrants in social life.

In this paper we also emphasized how research in design needs to tackle the issue of irregular migration by adjusting the constructed spaces (the physical and virtual one) and the available products and services; since the phenomenon of irregular migration is growing exponentially and is not likely to decline in the near future, considering the factors that are driving it (Kachani, 2010). This subject belongs to the field of design for social innovation, in which design becomes an actor of change both cultural and social (Manzini, 2015).

Design for social innovation should support collaborative communities' initiatives, providing them with better tools for designing their environments. In the emergent field of digital social innovation, the internet plays a original role in the creation of communities that collaborate to generate solutions to societal problems. Our attempt to extrapolate the results of the research led us to the idea of getting around the problem and treat it at the base by valuing the stories and skills of individuals before they embark on a perilous journey to Europe, since story sharing is often used to create social connections and humanization for better social inclusion.

05. Referencing

1. Aggarwal, A., 2015. Recognition of prior learning: Key success factors and the building blocks for an effective system, working papers - ILO.
2. Ammirati, A., 2015. What is the Dublin Regulation, [online] Available at: <https://openmigration.org/en/analyses/what-is-the-dublin-regulation/> [Accessed 20 March 2019].

3. Buchanan, R., 1992. Wicked Problems in Design Thinking. *Design Issues*, vol. 8, no. 2, Spring. 5-21.
4. Buchanan, R. 2001. Human dignity and human rights: Thoughts on the principles of human-centered design. *Design issues*, 17(3), 35-39.
5. Bonifazi C., Okolski M., Schoorl J., and Simon P. (eds.). 2008. *International Migration in Europe: New Trends and New Methods of Analysis*. Amsterdam University Press.
6. Chen, C. and Haymon, M. 2016. Realizing the potential of digital job-seeking platforms [pdf] Available at: < https://www.brookings.edu/wp-content/uploads/2016/07/Global_20160720_Blum_ChenHaymon.pdf> [Accessed 20 April 2019].
7. Colombo, F., 2015. Rifugiati e migranti economici: facciamo chiarezza, [online] Available at: <<https://www.lenius.it/rifugiati-e-migranti-economici/>> [Accessed 22 March 2019].
8. Davies, A., Patrick, R. and Norman, W., 2012. *Defining Social Innovation* The Young Foundation () *Social Innovation Overview: A deliverable of the project: "The theoretical, empirical and policy foundations for building social innovation in Europe" (TEPSIE)*, European Commission – 7th Framework Programme, Brussels: European Commission, DG Research.
9. Europarl, 2017. Europe's migration crisis. [online] Available at: <<http://www.europarl.europa.eu/news/en/headlines/society/20170629STO78631/europe-s-migration-crisis>> [Accessed 27 March 2019].
10. European Commission, 2010. *Europe 2020, A European strategy for smart, sustainable and inclusive growth*, Brussels, (March 2010).
11. Fargues, P., 2017. *Four Decades of Cross-Mediterranean Undocumented Migration to Europe, A Review of the Evidence*. International Organization for Migration.
12. Fasani, F., 2016. *Refugees and Economic Migrants: Facts, policies and challenges*, CEPR Press.
13. Findelli, A. and Bousbaci, R., 2004. *L'éclipse de l'objet dans les théories du projet en design*. Université de Montréal.
14. de Haas, H., (2008) *The Myth of Invasion: The Inconvenient Realities of Migration from Africa to the European Union*, *Third World Quarterly* 29(7): 1305-22.

15. IDEO (2015). The Field Guide to Human-Centered Design. A step-by-step guide that will get you solving problems like a designer. [online] Available at <<http://www.designkit.org/resources/1>> [Accessed 03 April 2019].
16. Keller, Jennifer; Silva, Sara Johansson; Murrugarra, Edmundo; Blomquist, John. 2010. Labor migration from North Africa : Development impact, challenges, and policy options : Main report. Washington, DC: World Bank.
17. Khachani, M., 2010. Migration as a factor of development: a study on North and West Africa Migration, labour market and development, Rabat, Morocco.
18. Krabbendam D., Schwarz M., 2013. Sustainist Design Guide. Bispublishers.
19. Krotoski, A., 2011. Storytelling: digital technology allows us to tell tales in innovative new ways, [online] Available at: <<https://www.theguardian.com/technology/2011/aug/07/digital-media-storytelling-internet>> [Accessed 25 March 2019].
20. Landabaso, M., 2013. De Letter, L., Guide to social innovation European Commission, DG Regional and Urban Policy-European Commission.
21. Lindley, A., 2014. Crisis and Migration: Critical Perspectives. New York: Routledge.
22. Manzini, E., 2014. Design for social innovation vs. social design, [online] Available at: <<http://www.desisnetwork.org/2014/07/25/design-for-social-innovation-vs-social-design/>> [Accessed 12 April 2019].
23. Manzini, E. (2015). Design when everybody designs. An introduction to design for social innovation. Cambridge MA: MIT Press.
24. Manzini, E., 2016. Design as everyday life politics, [online] Available at: <<http://www.desisnetwork.org/2016/09/27/design-as-everyday-life-politics/>> [Accessed 12 April 2019].
25. Moretti E., Cela E., 2014. A brief history of Mediterranean migration. Rivista Italiana di Economia Demografia e Statistica Volume LXVIII n.2 (April-June).
26. Mouillard and Nadau, 2015. Le système pénalise les pays du sud de l'Europe, porte d'entrée des migrants, [online] Available at: <http://www.liberation.fr/planete/2015/04/15/droit-d-asile-la-loi-du-chacun-pour-soi-des-accords-de-dublin_1242077> [Accessed 19 March 2019].
- 27.

28. Mulgan, G., 2012. *Social Innovation: What It Is, Why It Matters, How It Can Be Accelerated*, London: Basingstoke Press.
29. Nash, C., Jarrahi, M. H., Sutherland, W. and Phillips, G., 2018. Digital nomads beyond the buzzword: Defining digital nomadic work and use of digital technologies.
30. Sassen, S., 2016. Why “migrant” and “refugee” fail to grasp new diasporas, [online] Available at: <<https://openmigration.org/en/op-ed/why-migrant-and-refugee-fail-to-grasp-new-diasporas/>> [Accessed 05 April 2019].
31. Soova, K. and LeVoy, M., 2015. *Undocumented Migrants and The Europe 2020 Strategy: Making Social Inclusion a Reality for all Migrants in Europe*, Picum Position Paper.
32. Papanek, V., 1985. *Design for the real world: Human ecology and social change*. 2nd edition. Chicago: Chicago Review Press.
33. UN issue brief, Thematic session one: Human rights of all migrants, social inclusion, cohesion and all forms of discrimination, including racism, xenophobia and intolerance, Geneva, (8-9 May 2017).
34. World Bank, *Inclusion matters the foundation for shared prosperity 2013*, pp. 3-4.