

Faculty of Design

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Sustainable integration in Norway: A social systems design approach

Percy, Ian and Nielsen, Brita

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Ian D'Armond Percy

Refugee Consultant/Economist

Brita Fladvad Nielsen

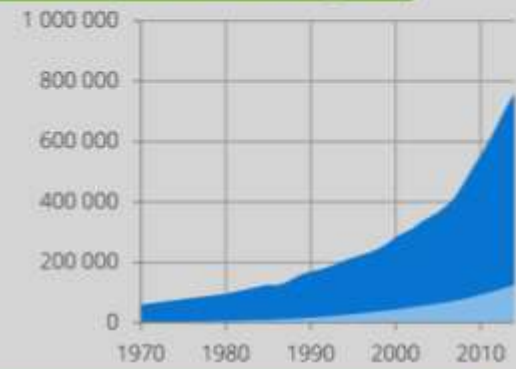
PhD Candidate at NTNU



Sustainable integration in Norway: A social system's design approach

Innvandring og innvandrere, 2014

Hvor mange har innvandrerbakgrunn?



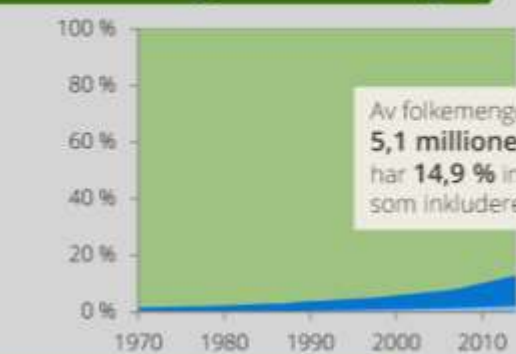
759 185 personer
har innvandrerbakgrunn

hvorav
633 100
er innvandrere

126 075
er norskfødte med
innvandrerforeldre



Hvor stor andel utgjør dette av befolkningen?

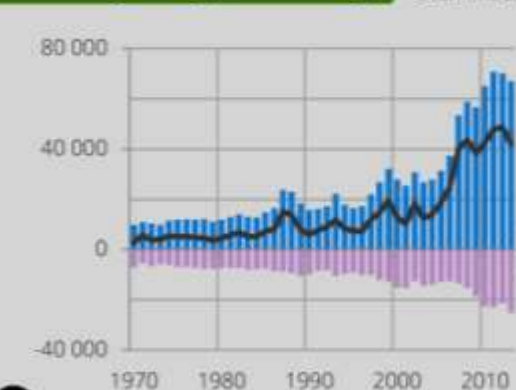


Av folketallet på
5,1 millioner personer
har **14,9 %** innvandrerbakgrunn
som inkluderer:

12,4 % innvandrere

2,5 % norskfødte med
innvandrerforeldre

Hvor mange inn- og utvandrer årlig?



66 934
innvandring

25 036
utvandring

= 41 898
nettoinnvandring (2013)

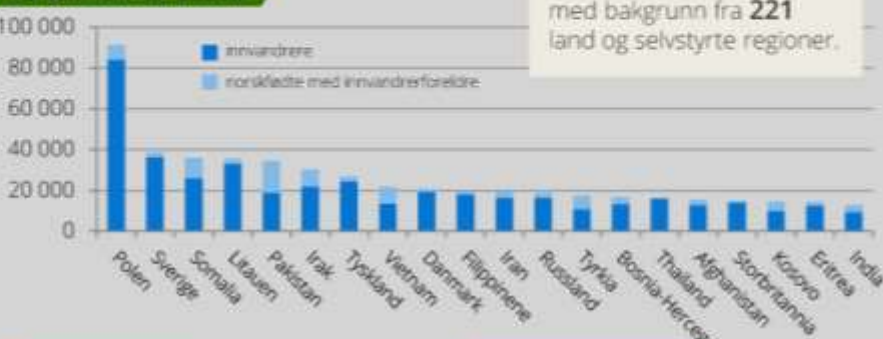


Hvor kommer innvandrerne fra?



Visste du at?
I Norge bor det innvandrere
med bakgrunn fra **221**
land og selvstyrte regioner.

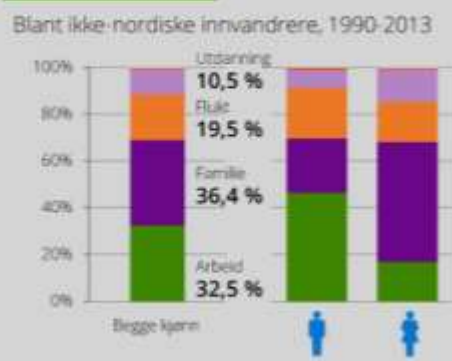
De tjue største landene



Aldersfordeling



Innvandringsgrunn

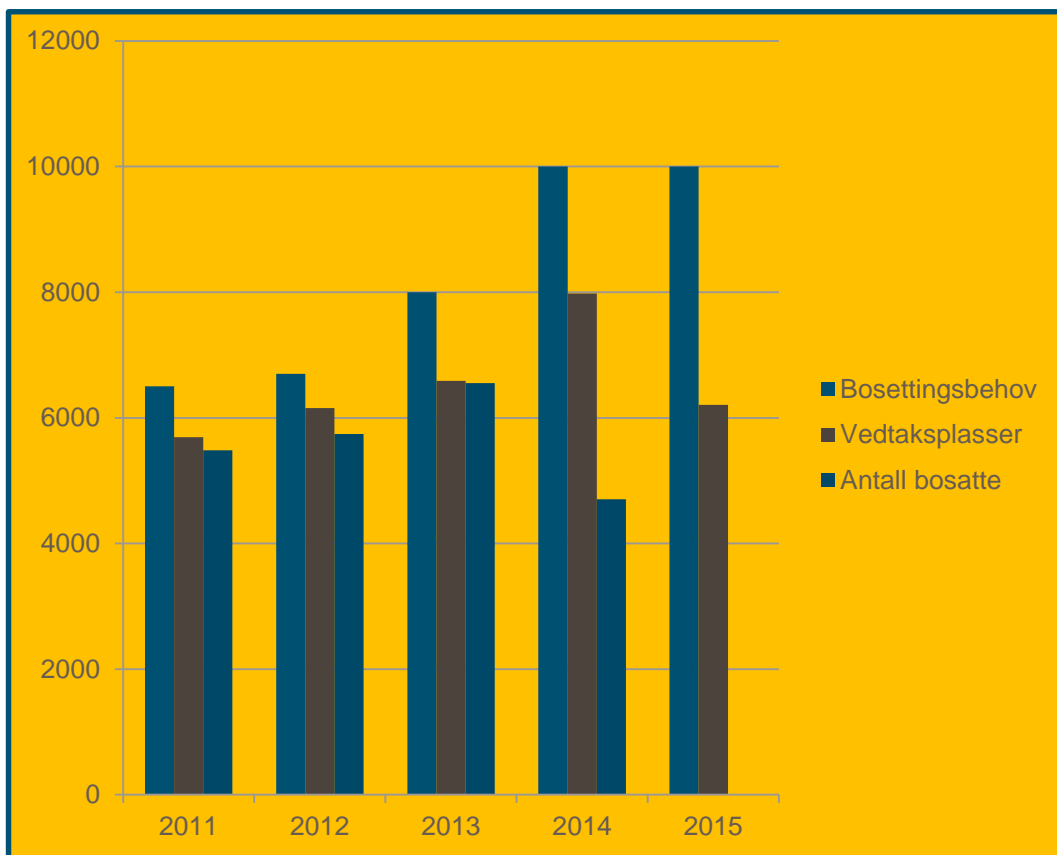




Introductions Law of 2003
The Directorate of Integration and Diversity (IMDi) 2006
Voluntary settlement by municipalities
Self assisted settlement
Situation in the asylum centers

The current status of refugee migration to Norway

Mismatch bosettingsbehov-kapasitet



■ Nøkkeltall for bosetting i Norge

- 2011: 5.486
- 2012: 5.742
- 2013: 6.551
- 2014: 7.900 (prognose)
- 2015: 8.200 (prognose)



Austrheim Kommune (Municipality)

- Approx. 2850 residents
- Home to the only oil refinery in Norway, Mongstad
- Comprised of 489 island, islets and rocks.
- Settled refugees in 1996 and 2002, but only one family from these periods are currently living in the municipality.
- A big change from Mogadishu





**Municipal Council
External communication/coordination
Settlement**

My role as a Refugee Consultant



Multi-million kroner budget: 19 vs 8
Legal compliance across departments
Internal communication and information sharing

My role as a Refugee Consultant cont.



Departmental coordination
Focus on “integration”

My role as a Refugee Consultant cont.



My role as a Refugee Consultant cont.



Settlement predictability
Standardization of pre-settlement information
Expansion of services in the reception centers
Conflicting legal interpretations
Ownership
Expectation setting

Key areas for improvement

Interviews

- 11 interviews
- Selection criteria:
 - Municipality (8 interviews):
 - Decision making power
 - Decided role in the decision to take refugees
 - Decided role in the integration and reception process
 - Power relations vis a vis the first author
 - External Actors (3 interviews):
 - Extent of contact and influence in the settlement and integration process
 - Time constraints and methodological issues
- The length of the interviews ranged from 15 minutes to over an hour, with an average interview time of 40 minutes.

Interview Participants

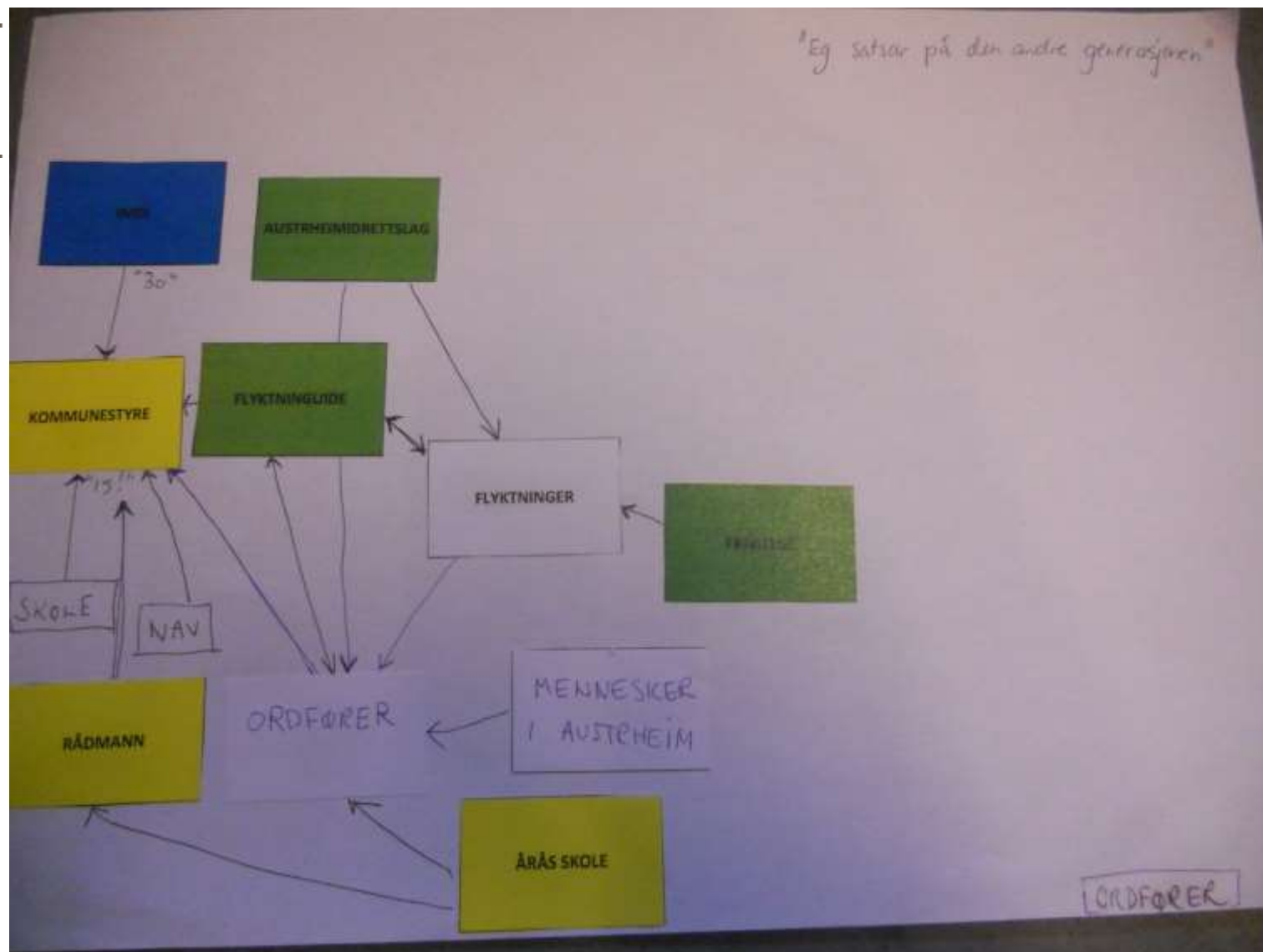
- Mayor of Austrheim
- Deputy Mayor
- Leader of the Opposition in the municipal council
- Deputy Municipal Councilor
- Head of the Department for Education and Culture (Kommunalsjef oppvekst) and headmaster of Adult Education.
- Attending physician in Austrheim municipality
- Municipal leader of the Norwegian Labour and Welfare Administration (NAV)
- Headmaster of the local primary/secondary school
- The Directorate of Integration and Diversity (IMDi)
 - Austrheim municipality's contact person
- Strand Mottak:
 - Head of settlement
 - Head of family settlement

Methodology

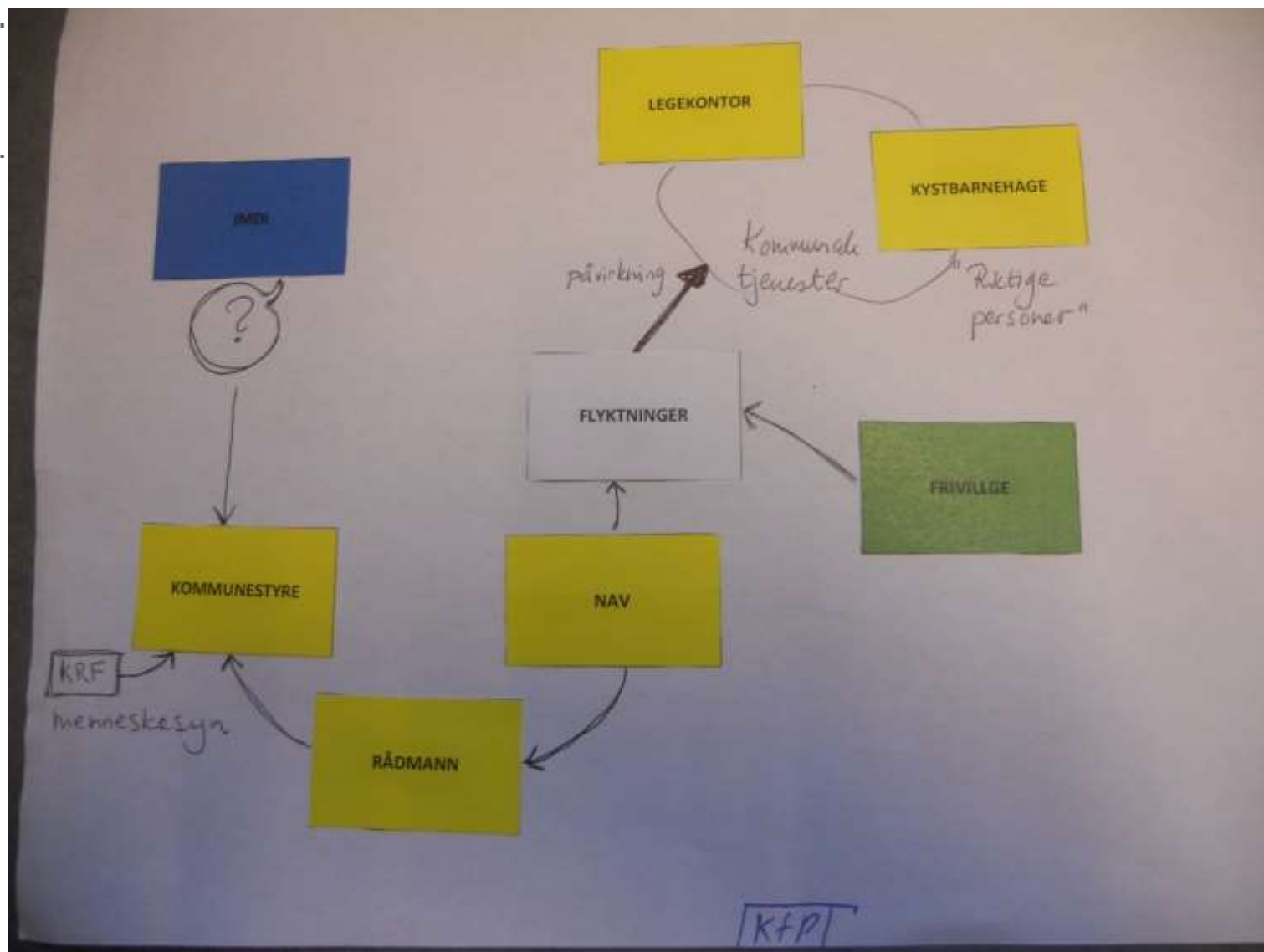
- Interviews aided by graphic elicitation tools, ([Bagnoli, 2009](#), [Crilly et al., 2006](#)).
- Involved stakeholders in the integration program were identified and put down on small colored pieces of paper.
- The diagrams showed clearly which parts of the system were considered relevant for who and for what, and showed who are not connected.
- There were a total of 30 different institutions the participants could choose from, as well as the opportunity to write in new ones.
- They were divided into three categories: volunteers in green, municipal organs in yellow, and other private and governmental institutions in blue.

Methodology cont.

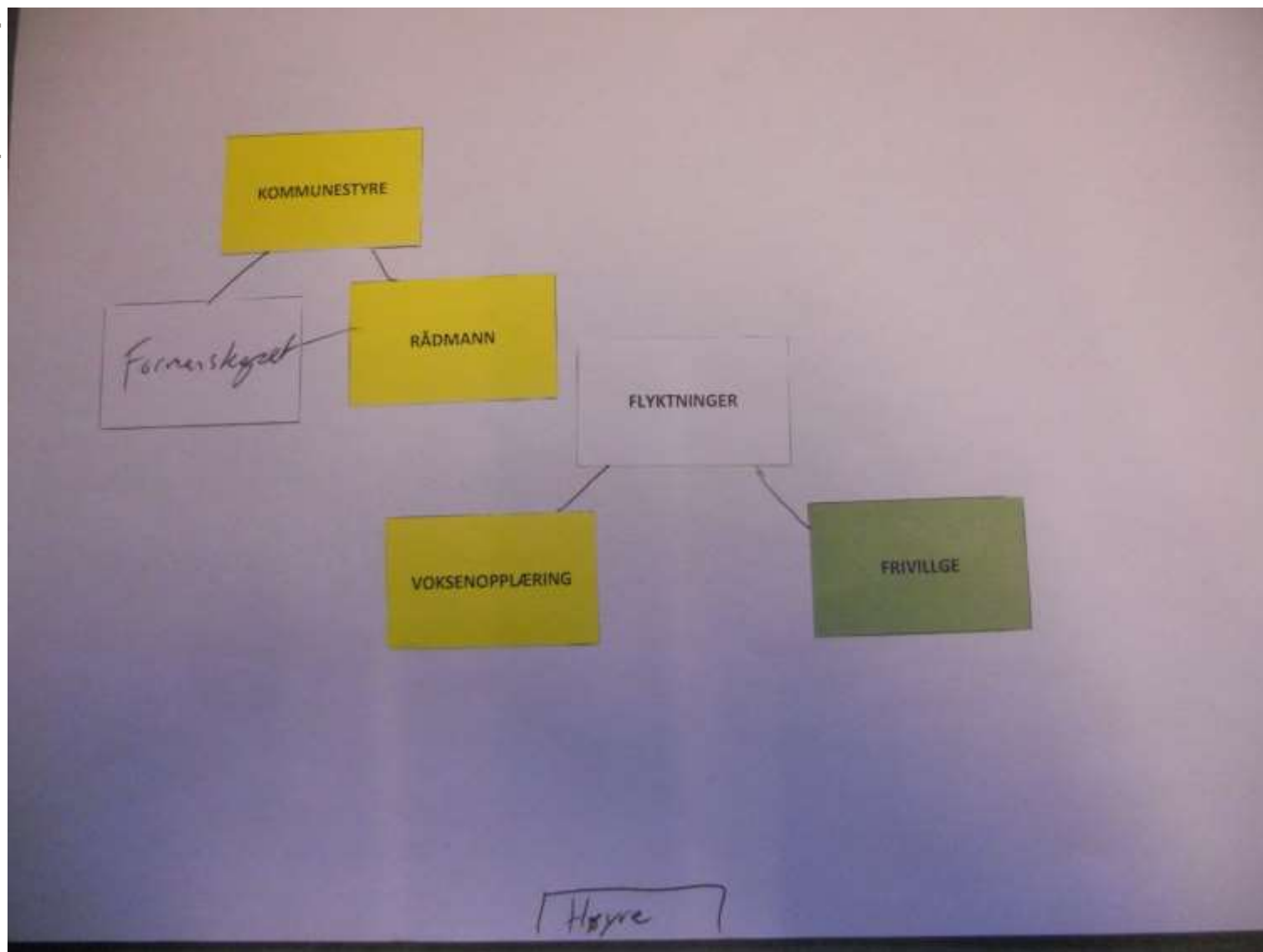
- The use of visual diagrams can be used as a way to communicate thought processes and also increases the understanding between interviewer and informant.
- The use of graphic elicitation in a systemic approach stimulates the informant to think about decisions and reflection in relation to components of the system.
- It has inclusive research qualities in that it lets the informant create their own diagram as an image of the holistic system as she or he sees it
- Researcher and informant collaborate on the task of composing the diagram which trigger further reflection and decreases
- BAGNOLI, A. 2009. Beyond the standard interview: The use of graphic elicitation and arts-based methods. *Qualitative Research*, 9, 547-570.
- CRILLY, N., BLACKWELL, A. F. & CLARKSON, P. J. 2006. Graphic elicitation: using research diagrams as interview stimuli. *Qualitative Research*, 6, 341-366.



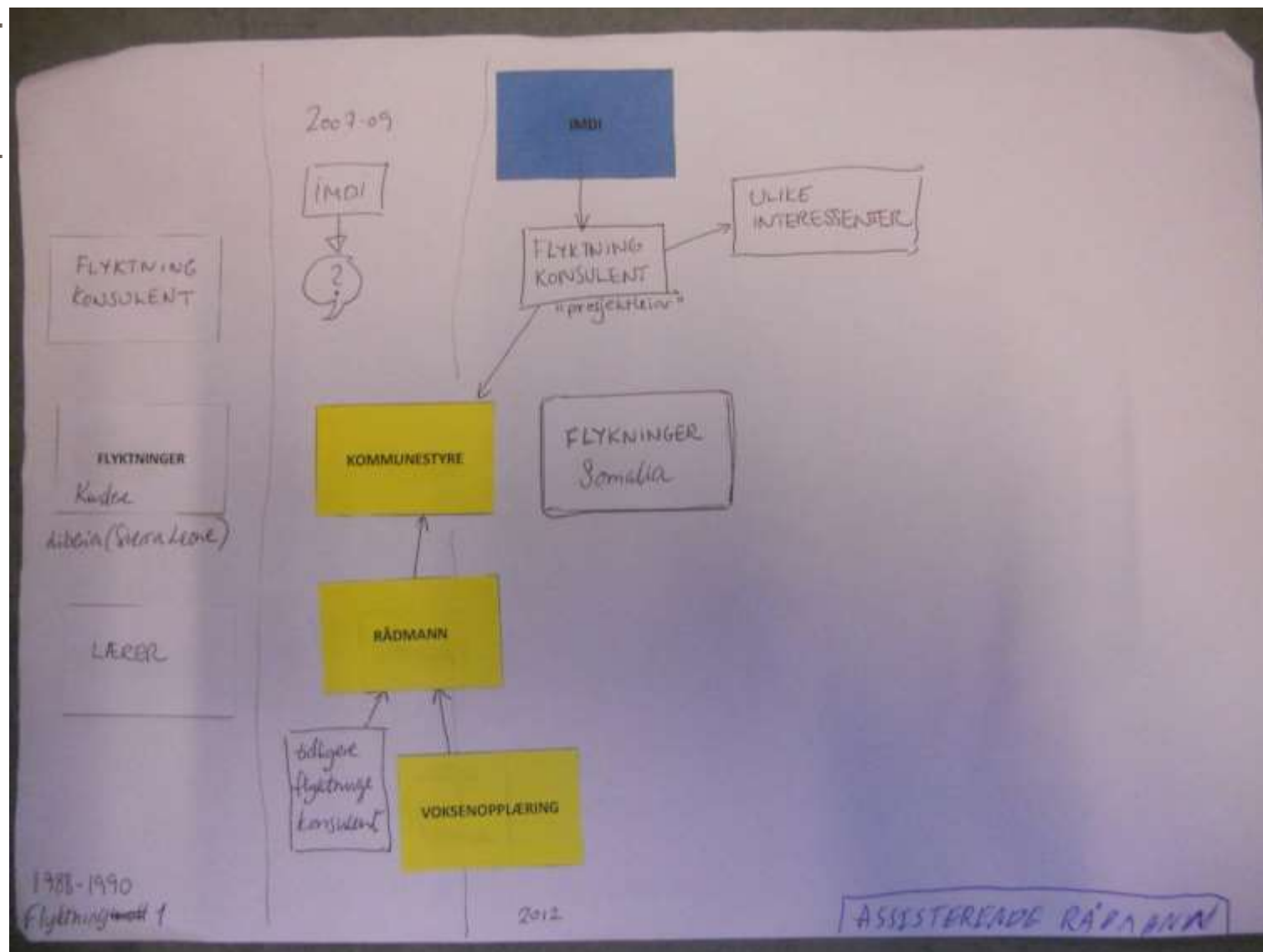
Mayor of Austrheim



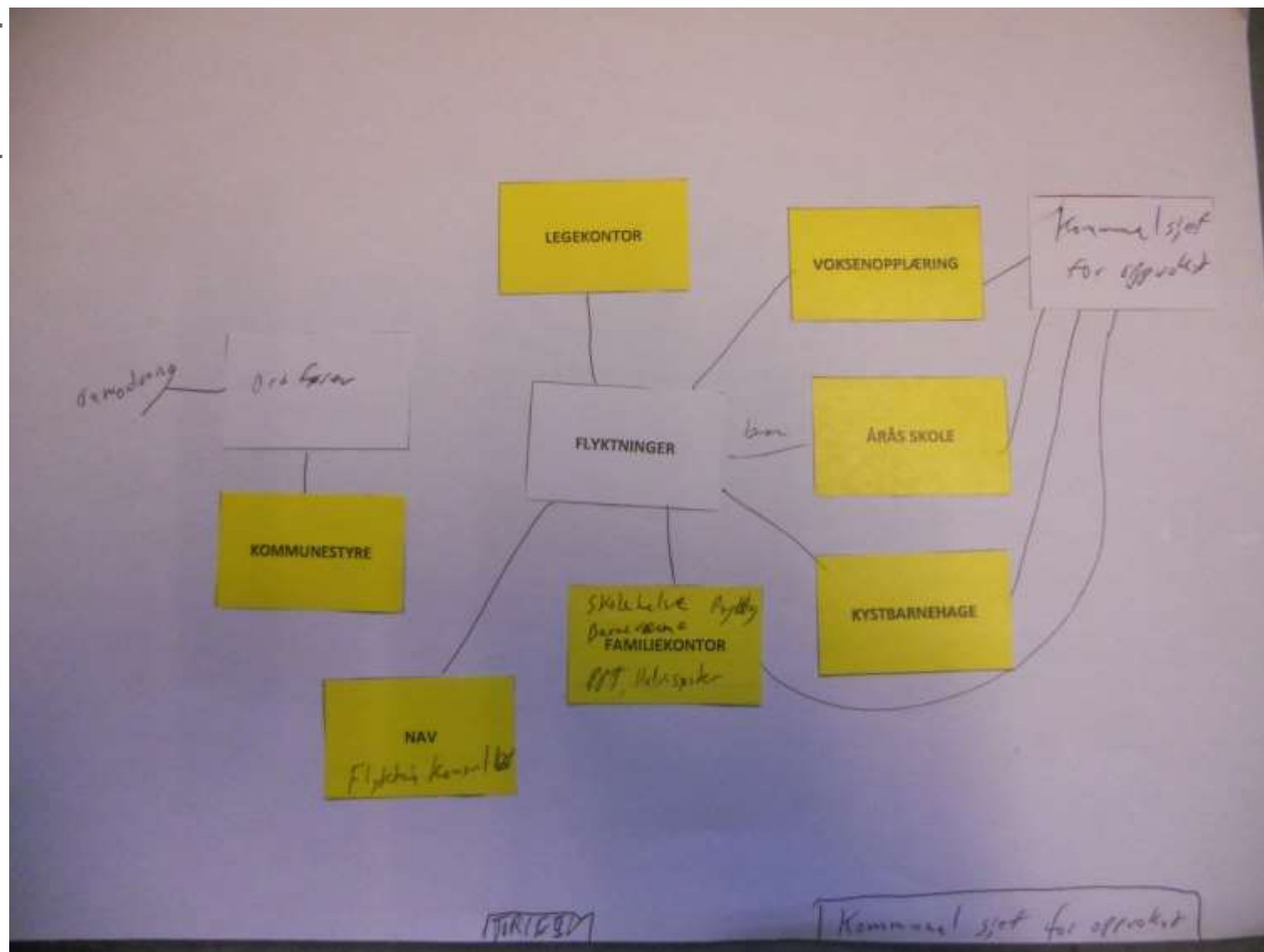
Deputy Mayor



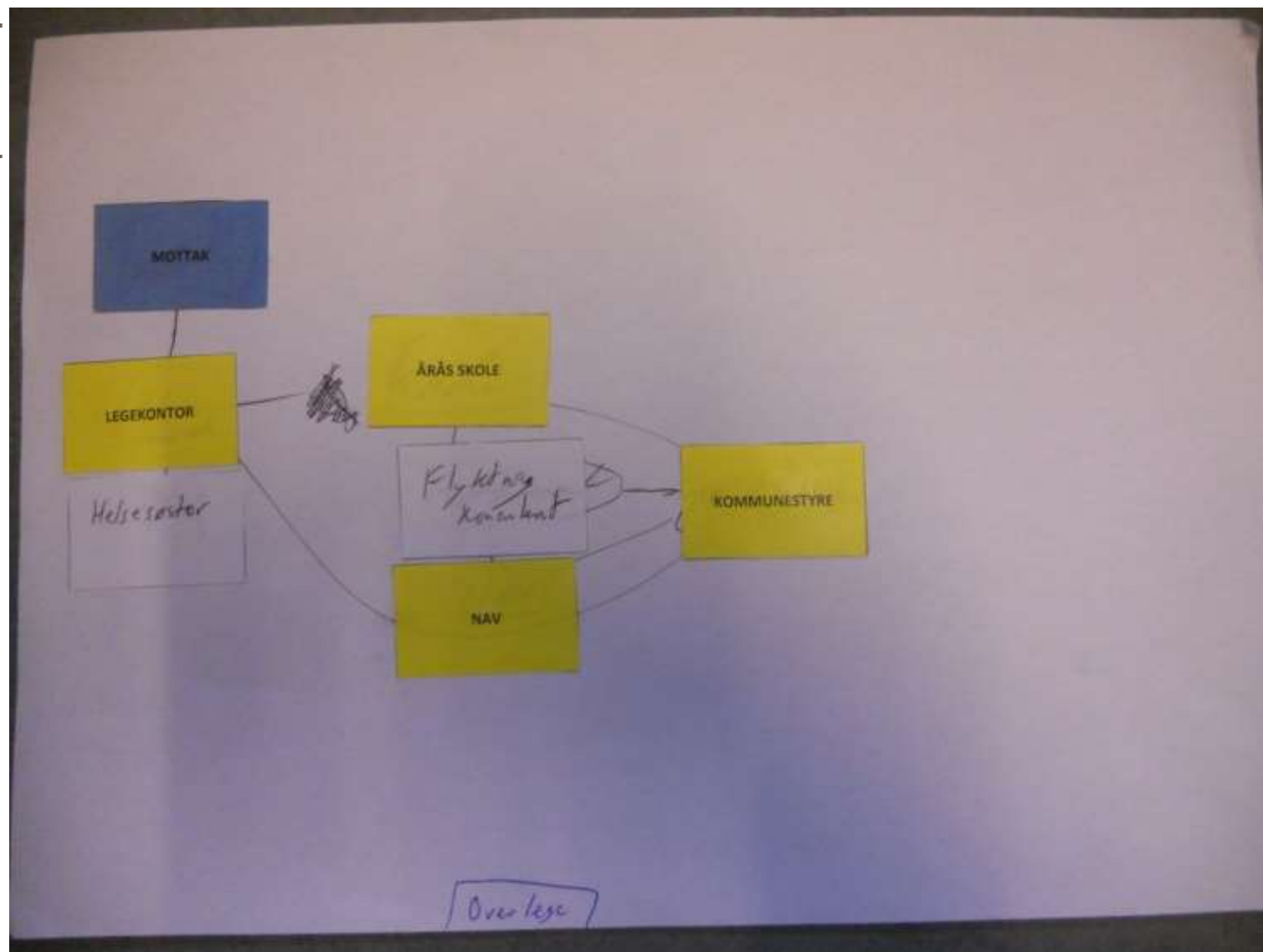
Leader of the Opposition in the municipal council



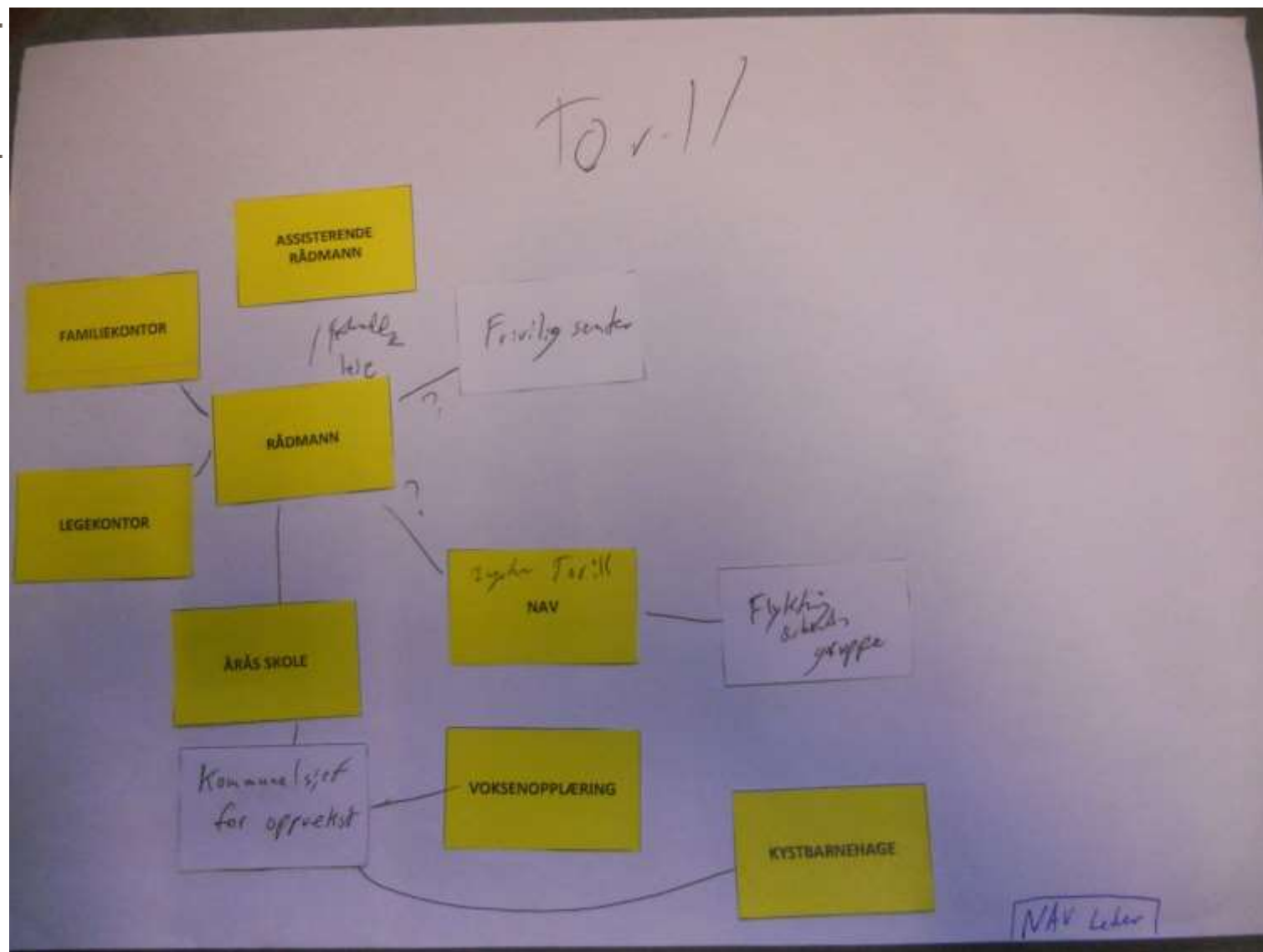
Deputy Municipal Councilor



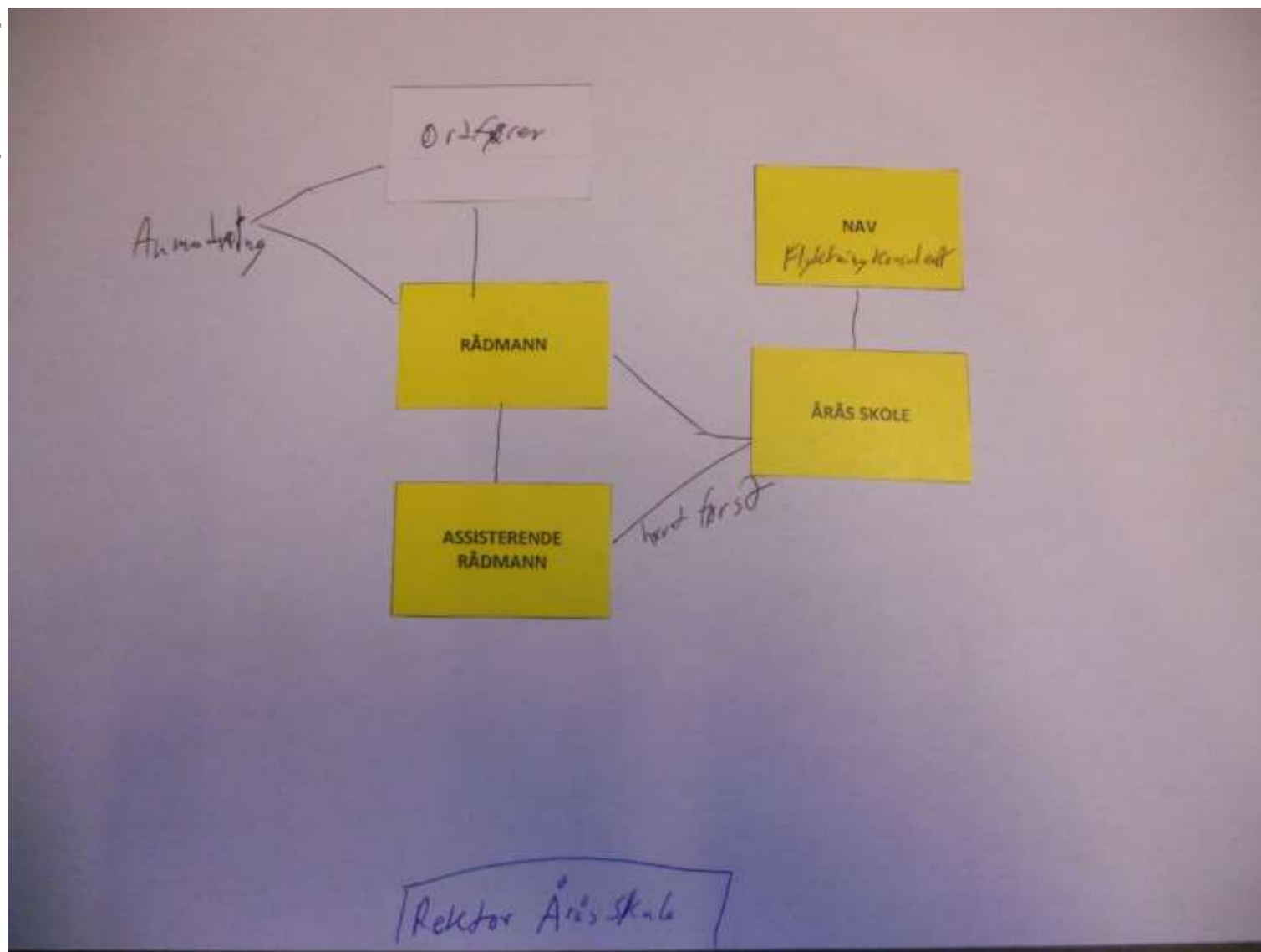
**Head of the Department for Education and Culture,
Headmaster for Adult Education**



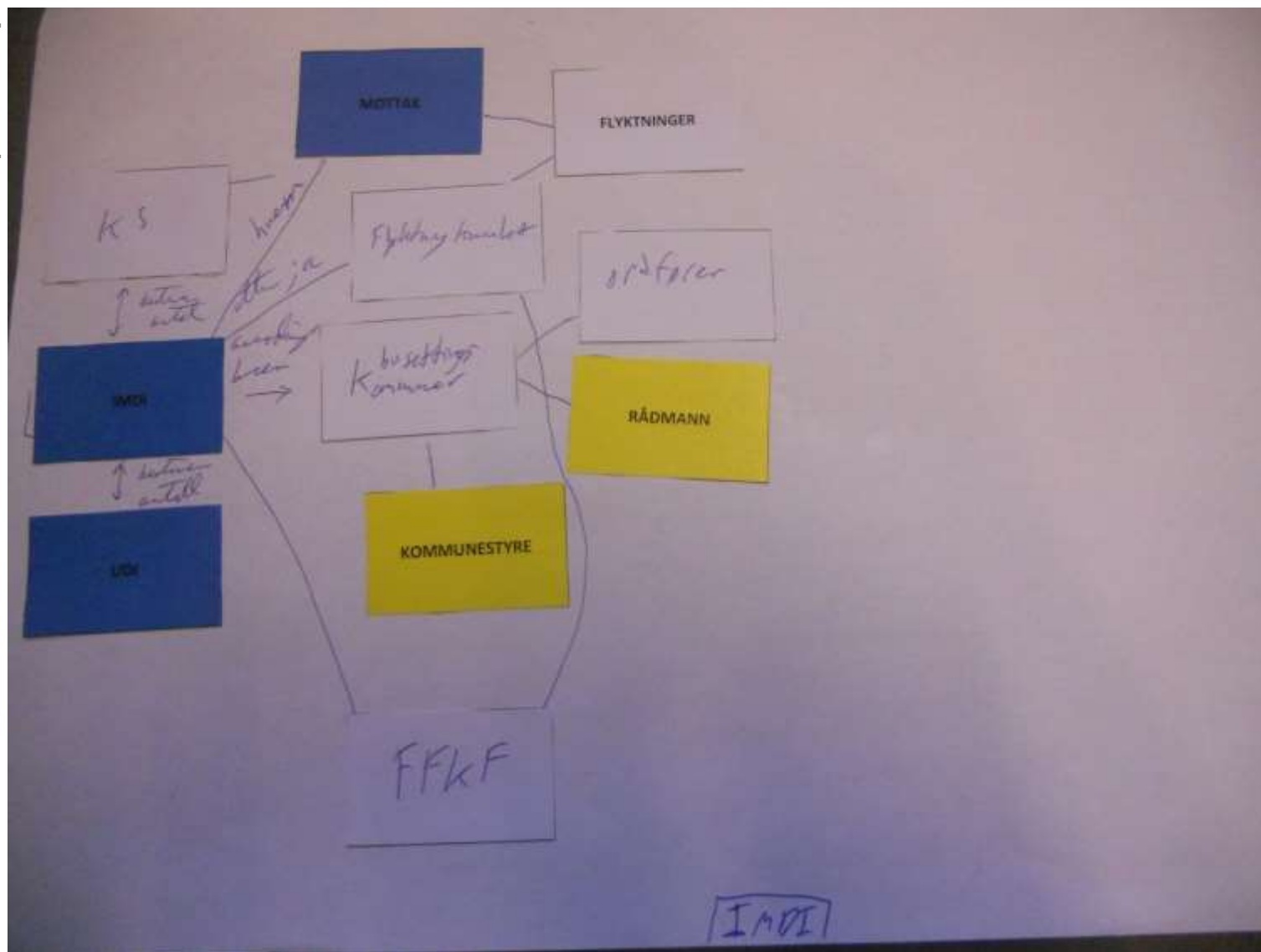
Attending physician in Austrheim municipality



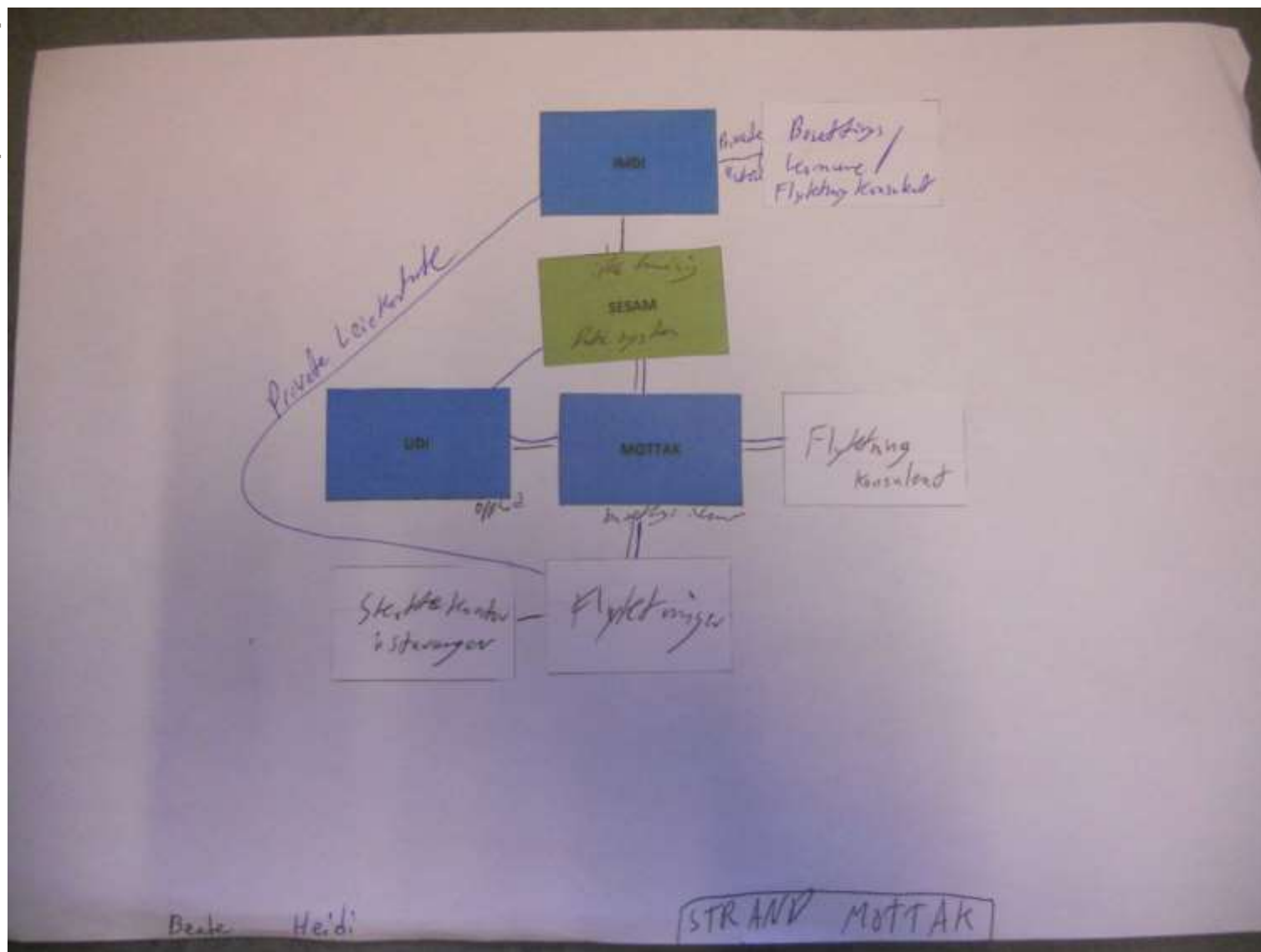
Municipal leader of the Norwegian Labour and Welfare Administration (NAV)



Headmaster of the local primary/secondary school



The Directorate of Integration and Diversity (IMDi)



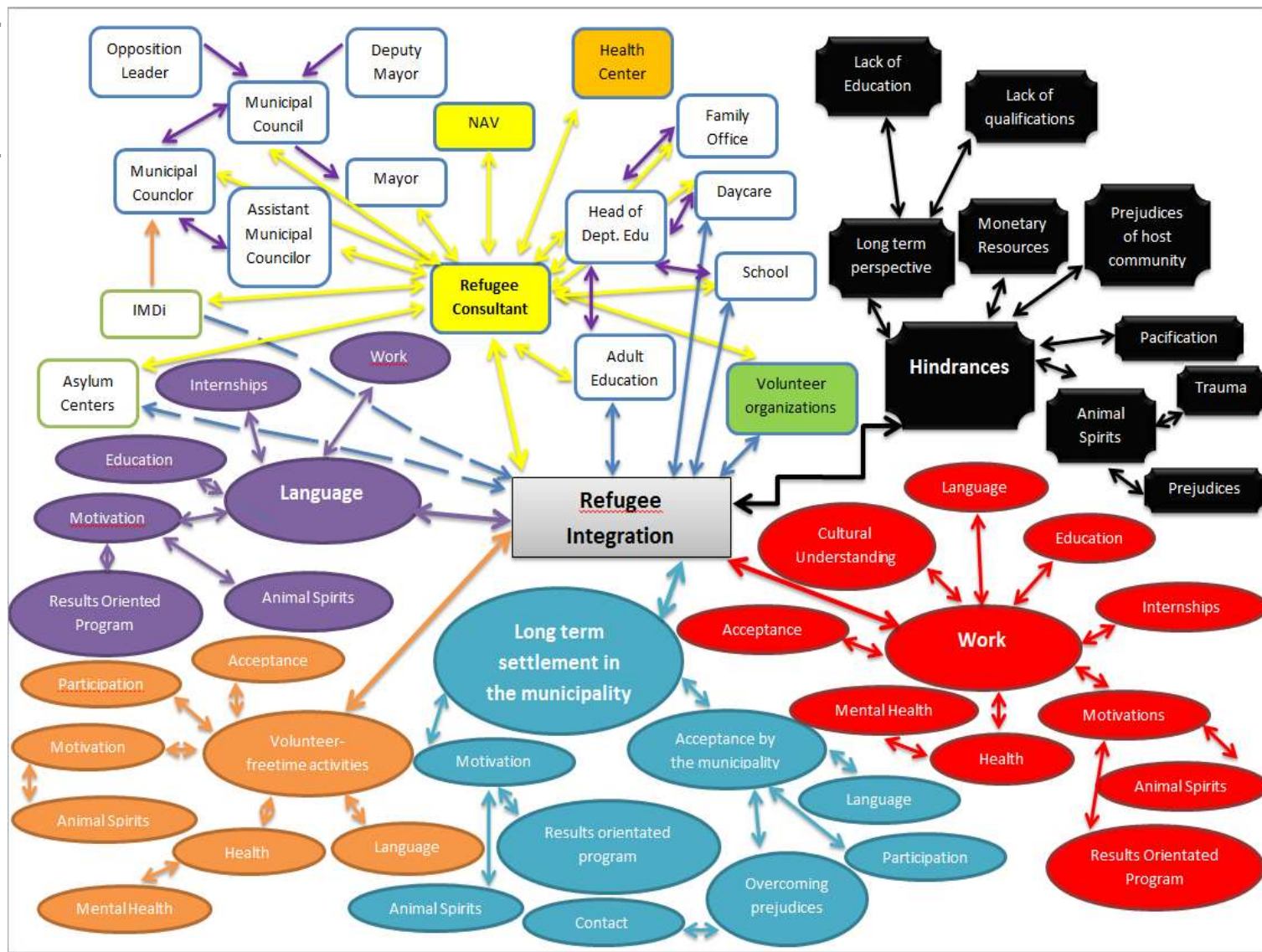
Strand Asylum Center

Reflections

- While skepticism and doubts were expressed by the participants, it was to a much lesser degree than I experience on a daily basis.
- “They get the information they should.”
- It was surprising to note the absence of a stated economic incentive to take the refugees. This is in direct contradiction to statements made in private and those of other municipalities.
- The reticence to be overly self or system’s critical or seem “greedy” was likely affected by my personal/professional relationship with the participants.

Reflections cont.

- I assumed more conflict on the concept of integration.
- Broad consensus on the importance of language, work and voluntary/volunteer activities or “participation”.
- Main cleavage was between the municipal leaderships understanding of integration as tied to long term settlement in the municipality vs a country wide perspective of successful integration that others including myself have.
- Many departments thought of themselves as an island, and had little to no “buy in” in the settlement and integration process.



A dismal (economist's) GIGA map

Conclusion

- There is a clear need for systemic thinking in the settlement and integration processes.
- Despite much talk of inter-municipal cooperation, working groups, and other communicative forums there is a clear gap in understanding both nationally (IMDi) and within the municipality.
- A participatory design process including all stakeholders both municipal, governmental and private could be a way to standardize and ensure a higher rate of “success” in the integration of refugees in Norway.
- The findings from this study while interesting need to be expanded upon especially given the variation in structure and implementation of the “integration” process in different municipalities.

Opportunities for improvement

- Time constraints
- Interview participants
 - The Norwegian Directorate of Immigration (UDI)
 - Real actual refugees
 - More “direct implementers” of the introduction program: teachers, NAV employees who have direct contact with refugees, other refugee consultants, etc.
- Potential to scale up the project, inter-municipal comparison.



Questions?