

Contents

Part I Foundations

1	Introduction	3
1.1	Motivation for This Work	6
1.2	Main Contribution of the Dissertation	7
2	Related Work	9
2.1	Participation and Design	10
2.1.1	Participatory Design	10
2.1.2	Critical Perspectives on Participation (in Design)	12
2.2	HCI and Migration	16
2.3	The Notion of Care	20
2.3.1	Conceptualisations of Care	21
3	Context and Background	27
3.1	The Project “nett.werkzeug”	27
3.2	The Applications	30
3.2.1	nett.language	30
3.2.2	nett.map	31
3.2.3	nett.work	32
3.2.4	nett.doc	34
3.2.5	Other Tools	35
4	Methodology	37
4.1	Participatory Design	37
4.2	Data Collection, Analysis and Limitations	38
4.2.1	Data Collection	39
4.2.2	Data Analysis	39

4.2.3	Limitations of ‘Methods’	40
4.3	Examining my Position	41

Part II Main Part

5	Finding Language Classes: Designing a Digital Language Wizard with Refugees and Migrants	47
5.1	Introduction	47
5.2	Related Work	51
5.2.1	Who is a Refugee and Who is a Migrant? and Why does it (not) Matter?	51
5.2.2	Refugees and ICT: Technology Support for the General Challenges of Resettlement	51
5.2.3	Language Learning and ICT: Technology Support for Overcoming Language Barriers	52
5.3	Method	54
5.3.1	Setting	54
5.3.2	General Project Background	55
5.4	Findings	59
5.4.1	Regulation	59
5.4.2	Orientation	60
5.4.3	Temporality	61
5.4.4	Diversity	62
5.5	Wizard Design	63
5.5.1	Wizard Flow	63
5.5.2	Low-threshold Solution	64
5.6	Evaluation: Lessons and Limitations	66
5.6.1	Evaluation Results	66
5.6.2	Integration with Other Systems	67
5.6.3	Designing with Diverse Stakeholders	67
5.6.4	Sustainability of the Tool	68
5.7	Conclusion	69
6	It Takes More Than One Hand to Clap: On the Role of ‘Care’ in Maintaining Design Results	73
6.1	Introduction	73
6.2	Related Works	75
6.2.1	Sustainability	75
6.2.2	Sustaining and Maintaining Design Results	77
6.2.3	HCI & Migration	79

6.3	Background and Methods	81
6.3.1	Context	81
6.3.2	Methods	82
6.4	Findings	83
6.4.1	The Foundation: Underlying Motivations	83
6.4.2	Complex Social Constellations	85
6.4.3	Technological Choices and Skillbuilding	90
6.5	Discussion	92
6.5.1	Expanding Care	93
6.5.2	Expanding Networks	95
6.5.3	Managing the Research Agenda	97
6.6	Conclusion	98
7	“What is the Topic of the Group, Please?” On Migration, Care and the Challenges of Participation in Design	101
7.1	Introduction	101
7.2	Related Work	103
7.2.1	Co-design, Participation and its Problems	103
7.2.2	ICT & Migration	107
7.2.3	Notions of Care in HCI	109
7.3	Setting & Methodology	110
7.3.1	Setting	110
7.3.2	Outcome and Participants	111
7.3.3	Methodology	113
7.3.4	Positionality	114
7.3.5	Project Chronology	115
7.4	Findings	119
7.4.1	Motive	119
7.4.2	Power	122
7.4.3	Conflict	125
7.4.4	Culture	127
7.5	Discussion	128
7.6	Conclusion and Lessons for Participatory Practitioners	134
8	Adverse Complicities—On the Difficulties of Challenging the Status Quo in Migration Research	137
8.1	Introduction	137
8.2	Background and Positionalities	138
8.2.1	Max Krüger	138
8.2.2	Ana María Bustamante Duarte	139

8.2.3	Anne Weibert	139
8.3	The Limits	140
8.3.1	The Role of Funding	140
8.3.2	The Role of the Researcher and Our Collaborators	143
8.4	Conclusion: Necessary Reflections	145
9	On Activism and Academia—Reflecting Together and Sharing Experiences Among Critical Friends	147
9.1	Introduction	147
9.2	Background and Related Work	149
9.2.1	Epistemological Encounters: what is an Activist Academic?	150
9.2.2	Participatory Paradox: Action-oriented or Activist Research?	152
9.2.3	Activist Academia: Who are we to Talk about how Activism should be Done?	154
9.3	Methods	155
9.4	Reflections from Afar and from within	157
9.4.1	Relations to Collaborators	158
9.4.2	Experiencing and Perpetuating Oppression	160
9.4.3	Relations to the Academy: what Counts as Research, what Counts as Knowledge?	163
9.4.4	Activism in the Academy: Changing Everyday Academic Practices	167
9.5	Discussions to Care	172
9.5.1	The Means do not Justify the Ends, they are the Ends	173
9.5.2	Relations Within our Academic Communities	177
9.6	Conclusions	179
Part III	Lessons Learned	
10	Discussion	185
10.1	Three Kinds of Actors, Three Kinds of Care	185
10.1.1	Voluntary and Professional Supporters	185
10.1.2	Researchers & Designers	187
10.1.3	Precarious Migrants	188
10.2	Care as a Resource: Sustainability & Participation	190
10.3	Care as a Problem	193

Contents	xv
10.3.1 Problematic Aspects of Care	193
10.3.2 Reflections on nett.werkzeug	196
10.4 What Are We To Do?	198
11 Conclusion and Outlook	201
Bibliography	205