

**PhD Topic:** Information Behaviour of Refugees  
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### **Research Context**

The current humanitarian crisis in the world is the worst of all time with about 60,000,000 million displaced persons otherwise called refugees (UNHCR, 2015); the consequences are sociological and psychological problems in the integration and resettlement into adopting countries that often results in such immigrant's ending up disadvantaged in the society.

Integration of displaced persons (refugees) is of particular concern globally as it is reported that refugees are faced with unfamiliar processes, systems and culture in an unfamiliar country with little or no information on the how's and what's of information to navigate through the processes and systems for sustainable living in the new country. (UNHCR 2011, SRC, 2013, ICAR, 2008, SRC, 2011b, SRC, 2011a).

This study will use sense-making method to investigate the situations of information lack and information need during refugee integration focussing on the commonalities and diversities in constructions and interpretations of situations specifically to find:

- a. What are the situations of information lack during transition?
- b. What are the gaps/information needs in such situation?
- c. How do refugee make sense of the gap situation?
- d. Does a connection/relationship exist in the information needs?

### **Work Plan**

Year one – Literature review and methodology

Year two – Methods, field work, data collection and preliminary analysis

Year three – Analysis, conclusions, publishing of findings and thesis submission

### **Research progress**

This literature review brought together literatures across three discourses – integration, social capital and information behaviour: The literature was not specific on a definition for integration but rather it is “individualised, contested and contextual” (Robinson, 1998) in (Castles et al., 2002) and it is intrinsically linked with social capital as integration deals with the changing relationship between migrants and adopting society (Council of Europe 1997, Castes et al 2002)

and social capital emphasises the role of social networks and norms, community, reciprocity, neighbourliness, civic engagement and trust (Coleman, 1988) (Putnam, 2000).

Furthermore, integration is inherently a social capital issue because social capital concerns relations, interactions, sociality, sociability, social connectedness, social embeddedness etc. for informational benefits (Bourdieu, 1986, Coleman, 1988, Putnam, 2000, Portes, 2000); as a result integration services and support are provided and measured through elements of social capital called indicators of integration (ECRE 2002); it is expressed that *those with extensive networks (includes formal institutions) where "information" can be shared and received are more likely to be 'housed, healthy, hired and happy'* (Woolcock 2001); thus its description as the platform of exchange (World Bank 2011).

Although many researchers have studied refugees and refugee needs across a broad spectrum that includes economic, social, political, legal, institutional and human components, none have considered information seeking, needs, uses and access during refugee integration within the UK context; this information behaviour study is focussed on refugee experiences with information i.e. the lack or sufficiency of information, their information use and information seeking behaviour during their transition in the host society.

The conceptual framework was through socio-techno/cognition phenomenon models which includes Wilson model, Dervin's sense-making model, Savolainen everyday life information seeking model, Fisher's information grounds and Marcella and Baxter information interchange; and the methodological guide is Dervin's sense-making because it focus on "*where one is coming from, what one is struggling with and where one is going*" (Dervin 1999) (Fisher et al 2005).

Sense-making enabled the contextualisation and combination of the literatures from the different discourses: summarily a refugee transitioning into a new country is moving through time-space, with situational experiences tied to specific times, places, perspectives and human conditions; as a result refugee information behaviour during integration can be examined in an ongoing manner at a particular point/moment in time and space from refugees constructions and experiences.

Also, sense-making micro-moment time-line interview method is adopted for questioning refugees integration experiences at different points using refugees varying lengths of stay in the host society to elicit the information gaps during refugee integration. The commonalities and diversities in constructions will be used to map the information needs, information uses and information seeking behaviour during refugee integration.

I am now in the second year of study developing methods, interview scripts and working with the British Red Cross on participant selection and recruitment. The British Red Cross current projects are on re-uniting refugee families; it is anticipated that working with this categories as participant for this study may enable a comparative analysis.

In preparing for the methods and data collection, I hope to gain from the workshop practical advice on conducting interviews, interview styles and running analysis of qualitative data.

**References (This not a comprehensive list because of the two-page limit)**

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**PERSONAL PROFILE**

A motivated self-starter capable of operating independently with diligent approach to work and excellent attention to details. Possess excellent interpersonal, behavioural and communication skills and proficient with tools for effective data and information management. Experienced in handling large data sets, data administration and management, document control, quality management system and competency management systems.

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**EDUCATION**

- 2015 – 2018 University of Strathclyde, Glasgow United Kingdom**  
**PhD Computer and Information Sciences (Ongoing)**  
**Topic:** Information Behaviour of Refugees
- 2013 – 2014 University of Strathclyde, Glasgow United Kingdom**  
**MSc Information Management (Distinction)**  
**Project:** Information Seeking on an Academic Library Search Engine
- 2002 – 2009 Olabisi Onabanjo University, Ogun State Nigeria**  
**BSc Computer Science (2:1)**
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**EMPLOYMENT HISTORY**

- Apr–Jul 2015 Carlyle Associates, Native Talent Roles**  
**Role:** Intern – Database Coordinator
- Apr–Jun 2014 Adopt an Intern**  
**Role:** Intern – Data Migration Coordinator
- 2007 – 2013 Prime Atlantic Cegelec Nigeria Limited (Training provider to Chevron Nigeria Limited, Total E&P Nigeria)**  
**Roles:** Data Administrator, Document Controller and Incident First Responder
- 2002 – 2007 Animal Care Services Konsult Nigeria Limited**  
**Roles:** Personal Assistant, Secretary and Laboratory Assistant
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**ADDITIONAL TRAINING/CERTIFICATION**

PRINCE 2 Practitioner, ITIL V3 Foundation, QMS Lead Auditor, QMS Documentation ISO 9001:2008, Oracle Database Administration, First Aid at work.

**PROFESSIONAL MEMBERSHIP**

Chartered Institute of Information and Library Professionals (CILIP)