

SELFMAKERS
WORKSHOP FOR REFUGEES



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produkt design

BA2200 - Communication and Presentation
Designing for the Support Teams in Refugee Challenges

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0.0 Abstract

In the context of this work we examined the asylum situation in Norway regarding asylum seekers, refugees, organisations and society to lay open issues that can be improved by design. The concept is based on the involved organisations' and centres' point of view, but approaches to meet the asylum seekers' or refugees' needs and wishes as broadly as possible.

To back up the theoretical picture we created upon research in the areas of politics, sociology, psychology and integration, we visited two asylum centres to get in direct contact with the involved people.

In cooperation with Skedsmo Mottak we conducted a pilot project, that allowed us to improve and debug our concept by means of qualitative interviews and collaboration.

After an expanded general research, we narrowed our approach down to the research question:

»How can we improve the refugee's everyday life by meaningful activity, integration, education?«

Our contact person in Skedsmo Mottak provided us deep insides into everyday tasks in the Norwegian asylum centres and which financial, personal and temporal frame conditions they meet. This helped us to align our concept on these boundaries.

We created a furniture workshop, that allowed refugees to manufacture different pieces of furniture for personal use using hand tools. In doing so, we developed a modular construction system, that offers own developments.

To create this even easier, we also designed a scale model toolbox that can be laser cut in one production step. Central product of our concept is the publication of a manual, that describes several steps and tasks involved – from advices on needed or useful tools and materials to instructions for manufacturing parts and models.

The pilot project proved itself and will go in the future. The manual should be further developed to cover more different types of furniture. In that case we wish to create a vivid community consisting of workshops, volunteers and participants.

However, the sponsoring situation must be reworked, since the support of tools and materials by the university will be shut down after the academic test period.

0.1 Introduction

The refugee-situation currently dominates both national and international media and politics. The phenomenon is not new – the ancient Greeks and the ancient Egyptians were already familiar with the concept of seeking refuge in especially protected areas (Charlesworth, 1945). The reason for the enormous public attention lies in the present and recent raise of quantity: The number of refugees under UNHCR's mandate raised from 10.4 million at the end of 2011 by nearly 50% to 15.1 million in the mid of 2015.

In total UNHCR counted 59.5 million displaced people in the start of 2015. 21.3 million of them fled across a border (UNHCR, 2016).

The major sources are Palestine (5.2 million) and Syria (4 million), followed by Afghanistan (2.7 million), Somalia (1.2 million) and Sudan (0.7 million). Major hosting coun-



Image 1 Refugee Children Building their Families Tents in Zaatari Camp, Jordan

tries are Jordan (2.7 million), Palestine (2 million) Turkey (1.7), Lebanon (1.6 million) and Pakistan (1.5 million) (NRC, 2015) The number of people with refugee-background living in Norway seems to be comparatively small with 188 000 (and 138 000 with refugee status). It nevertheless represents 3.6 per cent of the Norwegian population and has therefore intense impact on the public debate. (Østby, 2016) The rapidly raising numbers,

mainly caused by the soaring civil war in Syria and the out-breaking and ongoing fights in Afghanistan, Burundi, the Democratic Republic of Congo, Mali, Somalia, South Sudan and the Ukraine lead to a vigorous overload of the management system of the hosting countries – including Norway and it's immigration agency UDI: Up to the end of November 2015 UDI made 10 000 decisions – including almost 2000 refusals (SSB,



Image 2 Destructed Street in Deir Ezzor, Syria, January 2014



Image 3 Large Scale Rescue Operation to Save Refugees in the Mediterranean

2016). One indicator of the political systems' inability to deal with the situation in an appropriate way are the travel routes, refugees are often forced to chose, due to no alternatives: Over 857 000 arrivals by sea to Greece from Turkey were registered in 2015 (EUROPEAN COMMISSION, 2016). In the same year more than 2700 refugees drowned in the Mediterranean, trying to reach Europe (ZEIT ONLINE, 2015),

Implementation of the Structure

To deal with the highly complex topic we separate the research in different fields and perspectives: We start with brief analysis of the global situation concentrating on symptoms and statistics. The Norwegian perspective is examined more detailed regarding structural and organisational elements such as the asylum process itself, regional differences, guidelines and politics, but also focussing on the view of different groups, e.g. society, organisations and centres. The refugee's view is explored in the framework of psychological research regarding various effects of the forced displacement and cultural differences. The topic of integration deserves special attention and is broken down into integration regarding working, social and cultural life in addition to the particularly Norwegian approach and its chronological

shift. In this context the topic of (adult) education also needs to be discussed.

Field research in refugee centres in Lysaker and Skedsmo enables experience-based studies and deeper understanding.

Subject task

Our attempt to contribute in this context – a furniture workshop, that allows refugees to design and manufacture their own living environment – will be documented in two ways: The part »Selfmakers workshop« describes development and structure of the created system and how it supports existing organisations and refers to BA2200 »communication and presentation«. The second part, »Selfmakers furniture« describes the constructional framework, that shapes the basis for the individual pieces of furniture – concentrating next to conventional

carpentry parameters such as joints and ergonomics on cultural aesthetics and personal needs. It answers BA2300 »product aesthetics and cultural understanding«.

The logical distribution of the different foci is visualized below: Influences of society, refugees, and organisations vary in influence, but are nevertheless taken into consideration

in both cases. Therefore the research is used commonly but with different approaches and key aspects.

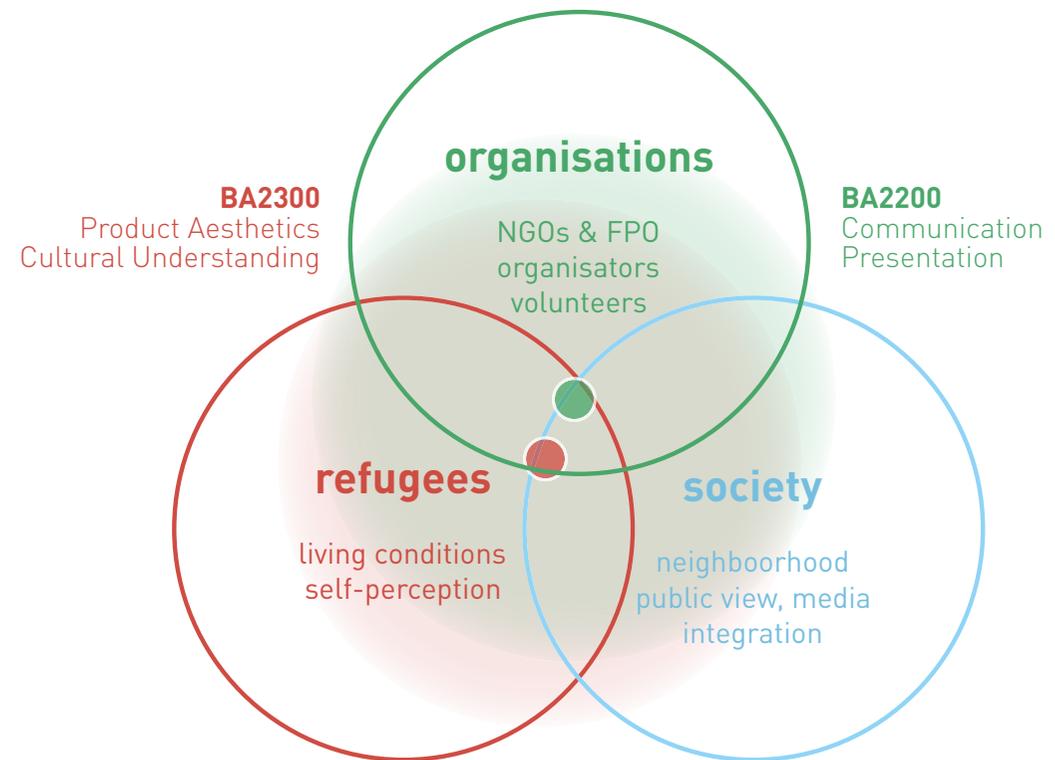


Image 1 Areal Visualization of the Particular Project Foci



Image 1 Central African Republic: Torn Apart by Violence

1.1 Global Situation

»If Europe fails on the question of refugees, then it won't be the Europe we wished for.«

Angela Merkel – 31.08.2015
(THE HUFFINGTON POST, 2015)

Political Debate

The perception of an impending drastic change of the established cultures in Europe and (North) America dominates the political and public debate. It manifests in the upswing of right populist parties in the 2014 EU parliament elections (FAZ 2015): Protest parties such as Ukip (GB), Syria (GR) and Front National (F) could reach about 1/4 of the votes. Similar tendencies can be observed with FFM (I), FPÖ (A) and Sinn Fein (IRL) with about 1/5 of the votes. In the meantime even the German right populist party AfD, which had reached only 7,1% in these elections managed to get



Image 1 Demonstration of Pegida in Germany

24,3% in communal elections 2016 (TAGESCHAU, 2016). So far the German politics seem to stabilize the reception of refugees, partly by disregarding controversial appointments such as the Dublin agreement (TELEGRAPH, 2015) and bringing forward equally controversial accommodations with Turkey to accept even more refugees (illegally travelled Syrians in Greek in exchange to legally travelling Syrians to the EU) to

the current number of over 3.1 million (march 2016) (EUROPEAN COMMISSION, 2016). In return the EU will pay with 3 billion Euro and the dubious hope of acceptance in the EU (MPI, 2016). Turkey's President Recep Erdoğan uses this pressurising medium for several provocations respective e.g. the freedom of opinion, speech and art (SPUTNIKNEWS, 2016) and the construction of a border-wall facing Syria.



Image 2 Construction of a Wall on the Border Between Syria and Turkey

Statistics and Figures

In attempt to objectify the analysis of the general situation (and in opposition to the medial news coverage, where the perceived intensity of phenomenons depends closely on number and intensity of repetitions) we used multiple statistics to describe particular symptoms: As shown in Image 1 the number of refugees under UNHCR'S mandate raised

from 11.7 million by the end of 2013 to 15.1 million people by the mid of 2015. The upward trend seems to go on. Reasons for the recent development are visible in Image 2: The war in the Syrian Arab Rep. kept growing and displacing the Syrian population. The tendency of Turkey as increasingly important host country is indicated in Image 3: since end of 2013 the number grew for 300% to at least 1.8 million in 2015. (UNHCR 2015)



Image 1 Refugee Population Under UNHCR's Mandate

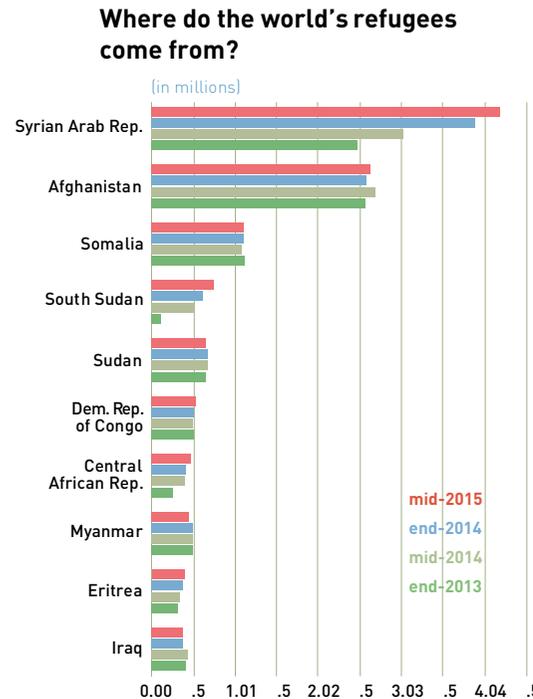


Image 2 Where to the World's Refugees Come From?

Due to the continuous raise and including refugees without UNHCR's mandate, this number reached more than 3.1 million in March 2016. This is an alarming high number considering, that many refugees in Turkey lack basic support: Only about 10% stay in camps.

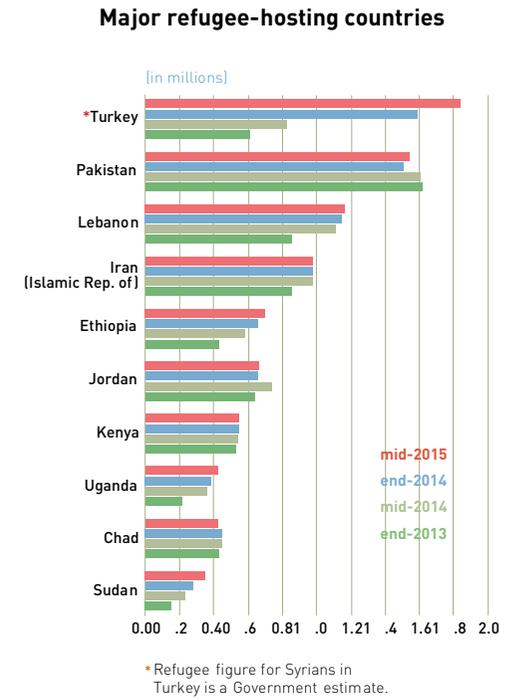


Image 3 Refugee Population Under UNHCR's Mandate

UNHCR estimates 50% or Syrian refugees to be children. According to UNICEF 74% of them are not attending school. (EUROPEAN COMMISSION, 2016) To visualize the financial weight for individual hosting states, UNHCR calculated the number of refugees per USD

GDP per capita and generated for Turkey a number of 94 in mid-2015, which is still only number 10 in the world ranking. The sole lead has Ethiopia with 469 refugees. (UNHCR, 2015)

1.2 Norway

As in any other European country these days, the Norwegian media continuously reports about the »asyldebat-ten« and the ongoing fights in Syria. In 2011 nearly 10% of the Norwegian population of a total of 4 920 300 were immigrants (Rydin, Eklund, Högdin, Sjöberg, n.d.). In Oslo the concentration was clearly higher: 28.4% of the population consisted of immigrants, mostly from Poland, Sweden, Pakistan and Iraq.

They came for different reasons: as refugees, labour migrants, to study or for family reunion. From 2004 to 2014 the number of immigrated refugees in Norway raised by 37.7% to 131.949 (SSB, 2015), which equals about 2.5% of the total population (COUNTRYECONOMY, 2015). Due to the sudden raise of refugees, new temporary centres (as shown in Image 1) had to be planned and established. This occurs to be



Image 1 Reception Centre in Råde, Near the Swedish Border

difficult to do reasonable, because nobody knows how long these centres are going to be needed. Therefore the infrastructure often is insufficient for longer stays. These should be avoided anyway, since the application process plans to distribute the inhabitants of

these centres to established centres and private accommodation (this will be further exposed in the chapters » asylum process « and » centres «). By reason of exceptions and abnormalities (e.g. concerning the Dublin Regulation) in the asylum process, this can fail,

so in certain cases refugees (or to be more precisely, regarding the diffuse status in these situations: » asylum seekers «) have to stay in these facilities for years. (Bekke & Brochmann, 2015)

Another problem are the climatic conditions: Several centres are located in northern Norway (e.g. Finnmark), facing temperatures, that are entirely new to many refugees (Nislen, 2015).

Politics and Guidelines

»Multiculti« is comparatively new to the Norwegian society in the form we witness it now (Rydin, Eklund, Högdin & Sjöberg, n.d.):

In the late 1960th Norway accepted a large number of labour immigrants from Pakistan, Morocco, Yugoslavia and Turkey conditioned by a shrinking population and a growing economy. Already 1975 the government decided to stop immigration completely. The nevertheless following raise of asylum seekers caused public protests and right-conservative parties suddenly became considerably more popular, an effect, that can be observed at the present time as well.

In spite of this, two white papers, published in 1980 and 1988 decline the Norwegian immigration strategy as protection from forced assimilation and claims respect for immigrants and their culture.

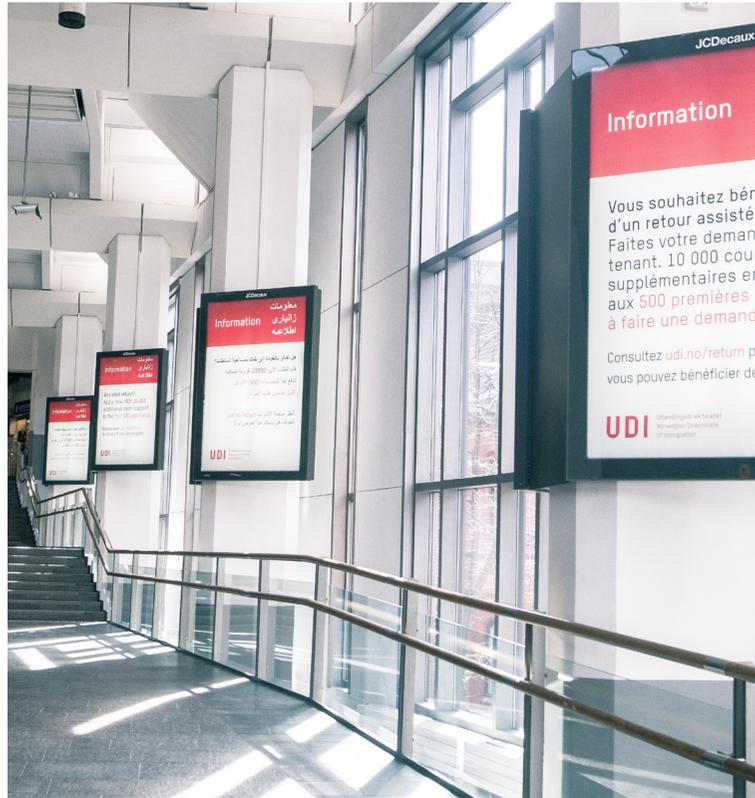


Image 1 UDI Campaign in Oslo Central Station

However these white paper increasingly imply the obligation to participate in the society, which includes language training and labour marked integration (MPI, 2015). Due to the geographical loca-

tion, undocumented Migration was historically never a problem for Norway. As result of the opening of borders effected by the Schengen accord, this increasingly changed. Caused by a remarkable exclu-



Image 2 Refugees Cross the Russian Border on Bicycles

sion in the protection to the Russian border, hundreds of refugees cycled across the border (DAILYMAIL, 2015), as shown in Image 2. This has been banned by the Norwegian government recently, including sending about 5.500 refugees back to Russia (Berglund, 2015).

The authority responsible for migration affairs is called Norwegian Directorate of Immigration (UDI). As shown in Image 1, in recent »information«

campaigns they inform asylum seekers about the opportunity of voluntary including financial aid in different language (e.g. English, Arabic, French) and on several public locations in Oslo. The »offer« includes additional 10.000 NOK for the first 500 voluntary returners.

Statistics and Figures

In the beginning of 2015, about 188.000 persons with refugee background (this excludes Children born in Norway and Asylum seekers) were legally living in Norway, This makes 28% of immigrants in Norway and 3.6% of the total population. About 138,000 (73%) of them currently have refugee status. Approx. 35% of these refugees came to Norway through family reunification

(25 pp) or establishment of a family with a refugee (10 pp). Major country of origin was Somalia for the last years (with a peak of 3.000 refugees in 2014). Due to rising numbers of refugees from Iraq and Syria these countries outrun Somalia recently. The reasons are previously exposed (e.g. in the chapter about global »Statistics and figures«). Image 2 shows a shift in the refugee structure in Norway: Most refugees from Eastern

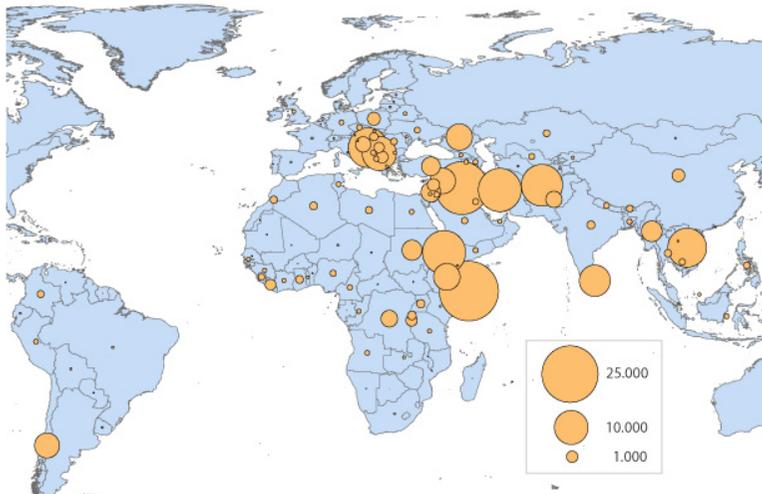


Image 1 Refugees From 169 Countries in Norway 2015

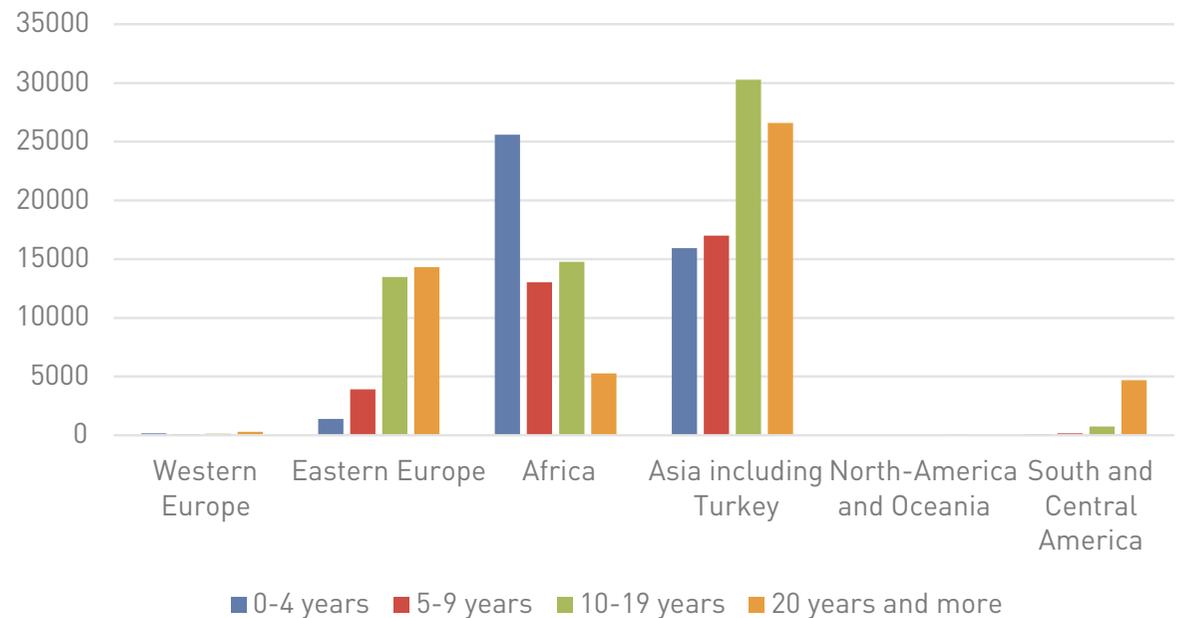


Image 2 Persons With Refugee Background, by Years of Residence and Country Background

Europe stayed already for more than 10, often 20 years. The numbers of more recent refugees are comparable low. African refugees show an inverted trend: Many of them arrived in the last 4 years.

Refugees are the group with the lowest employment rate (about 47% by contrast with about 69% in the total population). The case of Syrian refugees shows, how the employment rate rises in dependence

on the length of residence: Only 16 per cent of refugees with less than 4 years were employed in 2014, whereas 42% with 4–6 years and 50% with more than 6 years were employed. (SSB, 2016)

Society and Attitudes

The Norwegian population seems to be divided in this situation, regarding both, immigration and integration. When asked if it should be easier to gain a residence permit in Norway, 15 percent said yes, 50 percent said it should stay as it is, 29 percent said it should be harder. It has been a black and white debate, where the voices of extreme have been heard well. The media probably has a big part in this, as things have been blow out of proportions making it seem like it's an endless stream of refugees entering Norway – and this has of course been fuel to the fire of people who is sceptical. (Blom /SSB, 2015)

When we look at statistics it shows that most Norwegians has a positive opinion on immigrants. When asked, wether »most immigrants make an important contribution to Norwegian working life«, 73

Figure 1. Immigrants and Norwegian-born to immigrant parents, by country background

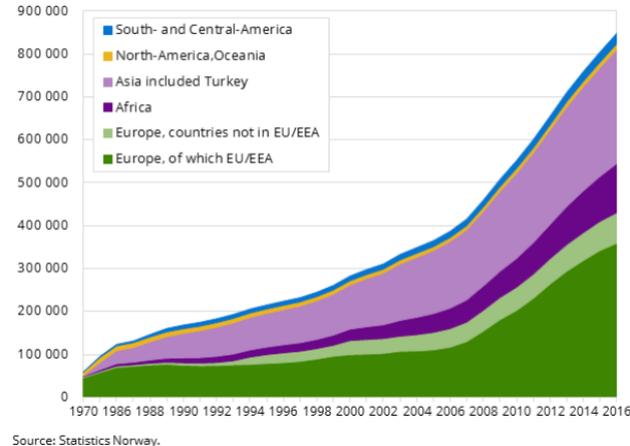


Image 1 Immigrants and Norwegian-born to Immigrant Parents

percent agreed and only 8 percent disagreed.

It also shows that the bigger the city, the more positive people are towards immigrants, and also young students and people in employment tend to be more open-minded about immigrants than social welfare recipients and pensioners. It seems like people who are in actual contact with refugees and immigrants generally appreciate them and see them as

contribution for the Norwegian society. Generally women appear to be more tolerant than men are. (KD et al., 2011)

There are also big changes in opinions over the last few years, depending on the situation of the world. Media profiling of the conflict in Syria and coverage of refugees in boats crossing to Greece made many people change their mind from negative to positive about immigrants.

Reaction to the quote » Immigrants tend to abuse the welfare system «

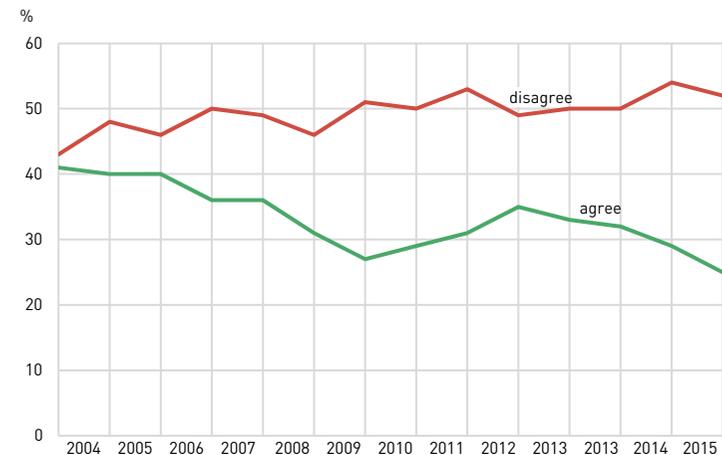


Image 2 Reactions to the Quote »Immigrants tend to abuse the welfare system«

In addition, for the first time there where less people claiming that refugees abuse the welfare-system (Image 1).

A recess in Norwegian economy and fewer jobs also made more people view the situation as a negative development. There are also opinions that Norway already struggles with the few refugees it already has. Nevertheless, these are mainly opinions of the same people that have been negative

to immigration for years and there are more people gaining a positive opinion than people gaining a negative opinion. (Blom /SSB, 2015)

Regions

80% of the municipalities host refugees. There is a strong correlation between the share of immigrants and refugees. Oslo and many surrounding municipalities have the most immigrants in percentage

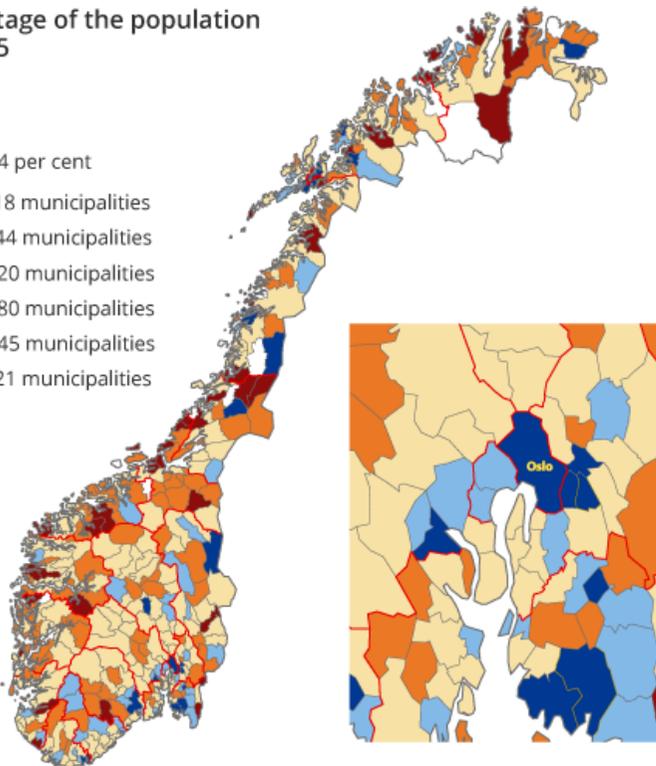
and absolute and host many refugees. Nevertheless the largest share can be found in Vadsø, Nesna, Hattfjelldal and Drammen with 7.5% to 11%. In Oslo and its neighbouring municipalities 6% to 7% of the inhabitants have a refugee

background. Kristiansand, Skien and Fredriksstad are also over 5.5%, while Bergen, Stavanger and Trondheim are around the national averages. (Østby/SSB, 2016) The relation between share of immigrants and share of people with refugee background also applies

Refugees as a percentage of the population in municipalities. 2015

National average 3.64 per cent

0	18 municipalities
0.01 - 0.32	44 municipalities
0.33 - 1.63	120 municipalities
1.64 - 3.63	180 municipalities
3.64 - 5.52	45 municipalities
5.53 - 10.92	21 municipalities



Source: Statistics Norway. Map data: Norwegian Mapping Authority.

Image 1 Refugees as Percentile of the Population in Municipalities. 2015

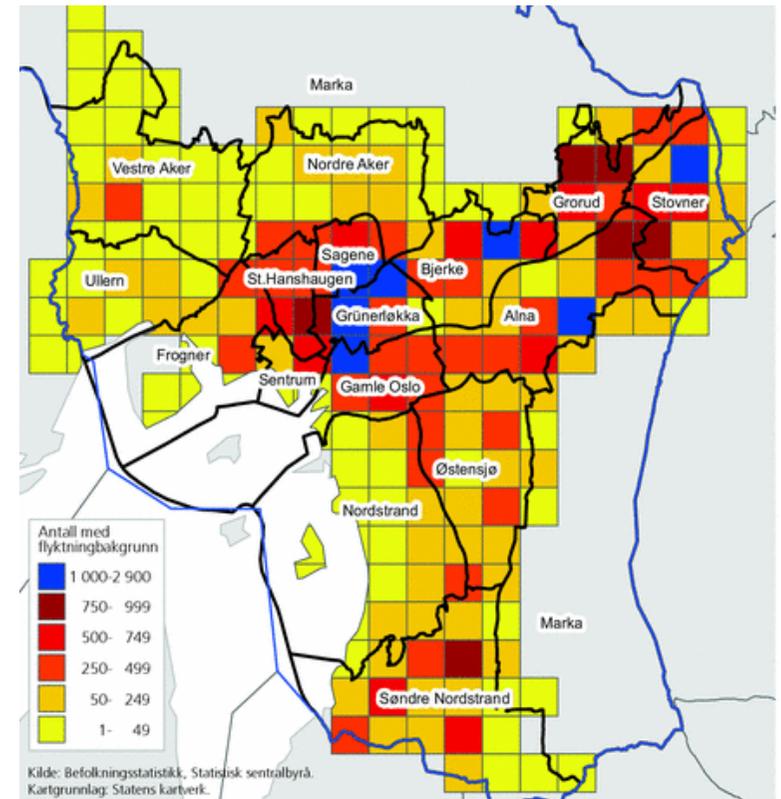


Image 2 Share of Population with Refugee Background, 2011

for Oslo (Wiggen, Dzamarija, Thorsdalen & Østby/SSB 2015):

While the quarters in the east (especially in the east-central areas, such as Grünerløkka, Gamle Oslo, St. Hanshau-

gen, Bjerke and Sagene) host percental many refugees, (north-) western quarters (such as Nordre Aker, Vestre Aker and Ullern) host comparatively few refugees (Høydalgen/SSB, 2012)

Asylum Process

The process of asylum seeking is visualized simplified on the right:

Main organizer and responsible is the Norwegian Directorate of Immigration » Utlendingsdirektoratet«, abbreviated as »UDI«. The first drop-in centre is nevertheless the Police. Registration and first investigations start there. In different centres, that are specialized on (unaccompanied) minors, women, men and families, asylum seekers wait for UDI's decision, mostly based on one interview. The extend of the interview depends largely on the country of origin. (Rydin, Eklund, Högdin & Sjöberg, n.d.)

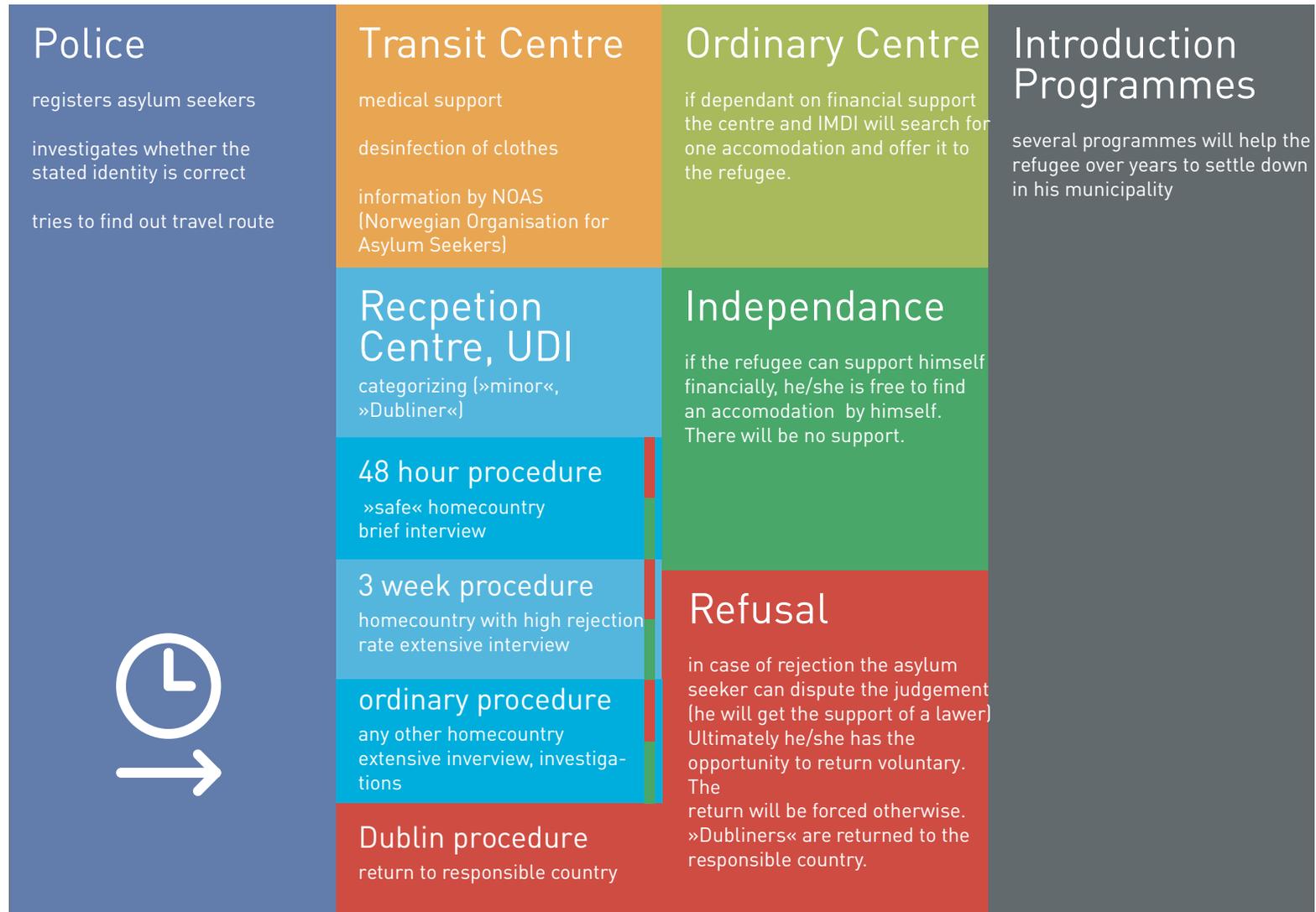


Image 1 Schematic Visualization of the Asylum Process in Norway

Centres

On the previous page the three centre types were already introduced: After registration *reception centres* serve as first accommodation for the first few days. Their might be a movement to another (*transit*) reception centre (especially in case of temporary reception centres). These centres offer obligatory health checks and the UDI interview will be conducted during the stay. In some cases asylum seekers

can move to *ordinary centres* before getting the result of the interview, but usual this happens after an acceptance. There they wait for an opportunity to settle down in a municipality (there will be only one offer) or a movement to another ordinary centre, in some cases they have to stay waiting in the reception centres. (UDI 2015)
Centres are driven by private organisations, NGOs or municipalities. (NOAS, n.d.)

Historical overview

Market share, per cent

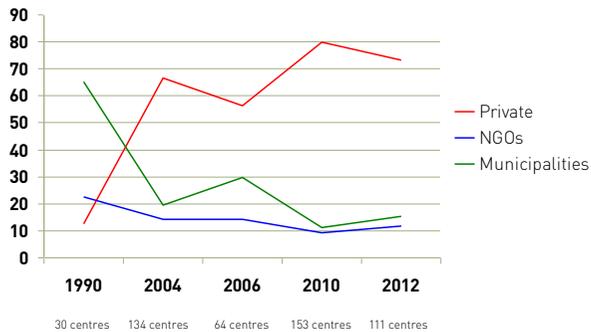


Image 1 Historical Overview of Asylum Centre Operators

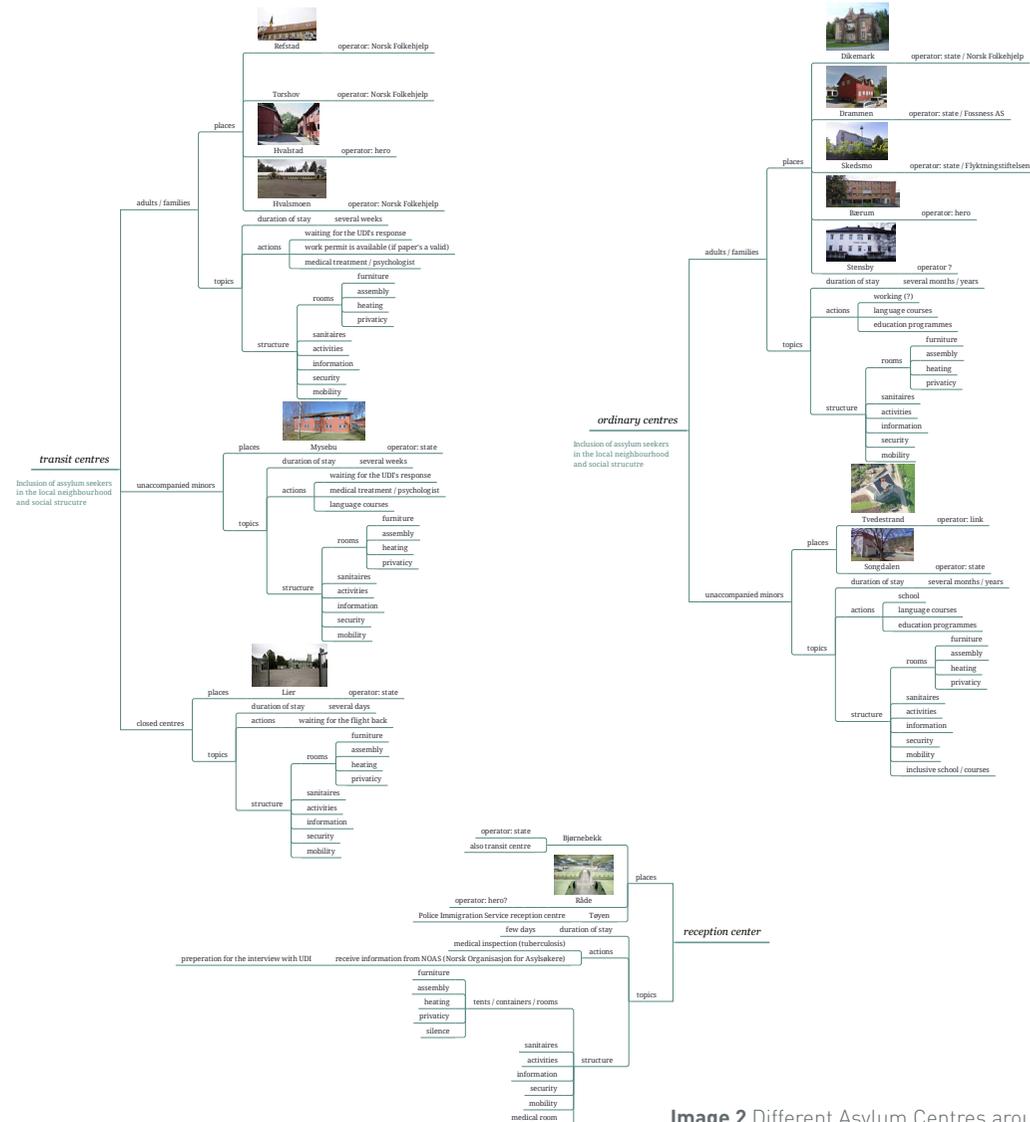


Image 2 Different Asylum Centres around Oslo

Living Conditions

As stated by UDI (UDI 2015) many asylum seekers (about 5.000 of 14.500 in 2015) have to stay in reception centres for a long time until they are finally resettled to a municipality. In some cases irregularity in the asylum process force asylum seekers to stay in these centres for years (Bekke & Brochmann, 2015). Simultaneously UDI explains that there are »no minimum standards« (UDI 2014) for nearly every type of reception centre, justified as following:

» The standard and quality of the accommodation provided in a reception centre is based on the premise of a relatively short stay.«

(UDI, 2014)

This discrepancy inevitably suggests insufficient infrastructures, that can possibly be improved to adequate standards by selection of the responsible service providers: UDI argues, that the open

competition in the marked of three actors – NGOs, private business and municipalities – »results in access to a greater variety of housing and more flexible and creative problem solving and last, but not least, develops the field« (UDI 2015). These »advantages« are enforced by pricing pressure, since » UDI assess the tenders based on the provider's account, where the most economically advantageous tender among those satisfying the operational quality requirements, is selected«. The motto of this strategy could be paraphrased with »The Necessity is the mother of invention« and leads to essential difficulties: Of course this system can meet more flexible requirements – perceived from UDIs point of view. In fact smaller service providers have even challenges to be flexible, what forces them to reduce their investments to a minimum. For example short-timed contracts allow UDI perfect flexibilities but bonds the service provid-



Image 1 Bedroom for Asylum Seekers in Torshov Transittmottak

ers in the same time, since any kind of long- or medium-term planning is impossible. A case study done by SINTEF in 2015 reveals the following problem areas in the general conditions of Norwegian asylum centres: They are predominately old buildings, over crowded, half of them have poor technical standards in terms of humidity, draft, worn down surfaces, indoor climates and accessibilities for disabled people. 75% of the centres don't provide single rooms. The rooms are small and lack daylight. The authors state,

that this is particularly questionable, since the provided living qualities directly correlates with the (probably not only) perceived estimation of society and government – referring to Gieryn's »What buildings do«. Therein the author proposes the hypothesis that »quality is dynamic« and »quality is relative« which leads to several conclusions: The evaluation of living conditions allays proceeds in comparison of surrounding conditions and the estimation of adequate living conditions for others always reveals certain preconceptions

and estimations concerning the person him or herself. Bekke and Vevstad presented in 2007 in their report about reception conditions for asylum seekers in Norway and the EU: »insufficient formal regulation of reception conditions in legislation; no right to access education for asylum seekers aged 16-18; insufficient attention paid specifically to the rights of victims of violence and torture.«

Organisations

For a better understanding, how the current structure of supporting and involved organisations looks like, we collected several NGOs (Non-Governmental Organisations) and FPOs (For-Profit Organization, mainly HERO AS and LINK AS). They are involved in different sectors around the refugee situation:

Most organisations, such as NRC, UNHCR, care, NORWAC, Médecins Sans Frontières, Norwegians People Aid and Norwegian Church Aid only or primary help in the refugees home countries to improve the conditions of the remaining population and refugee camps in the surrounding countries. NOAS and RWTN focus on refugees in Norway.



Image 1 Different Organisations Involved in the Refugee Situation From the Norwegian Perspective

They inform them about the asylum process and support centres (NOAS) and build platforms for exchange of ideas, help and support (RWTN with local subgroups, e.g. Refugees Welcome To Oslo). The centres are partly driven by non-profit organisations, as SANA Stiftelsen and Flyktningsstiftelsen and for-profit organisations, mainly HERO and LINK. Different large international social organisations, e.g. International Red Cross (Røde Kors), SOS – childrensvillages (SOS – barnebyer) and doctors without borders (leger uten grenser) are involved and represented worldwide and also Norway.

1.3 Psychology

Home and Belonging

After a long, stressful and dangerous period of their lives, reaching Norway should be a safe haven. However, in reality it is safe to say that it is not. The refugees are moved around between accommodations, often of poor standards. Several case studies reveal, that the low living standard at centres are only accepted by the society for this exact use. They appear to be inappropriate in any other context. (Hauge, Denizou & Støa, 2015). Asylum seekers face a long and highly bureaucratic process that will often take up to 15 months before they receive a final answer. Conditions like PTSD (Post traumatic stress syndrome) and other psychological problems like depression can worsen under these conditions – and can create dangerous situations for the resident and others around.

»Homes are important: People devote much of their thought, time, and resources to selecting, modifying, and decorating their living spaces, and they may be devastated when their homes must be sold or are destroyed.«

(Graham, Gosling & Travis, 2015)

Personal items give a sense of ownership. They give your surroundings a personal touch and the feeling of home and ownership, like a picture or an item from home can often have an improving effect.

»A unique place where a person's past, present, and future selves are reflected and come to life.«

(Graham, Gosling & Travis, 2015)

This quote describes the importance of home and which essential position it takes in the human psyche. This can also apply for the feeling of contribution. Centres should help people to feel useful and gives them a place to take care of to keep them active and motivated. (Graham, Gosling & Travis, 2015)

Mental Health

Small living space without privacy take a big toll on mental health and wellness of residents. Transit centres are running at a financial and personal minimum: Usually many persons share bedroom and bathroom. Long days with no activities and uncertainties can lead to depressions. And in a situation with many people living in a small space – often in combination with little or no experience with materials and technical solutions that you find in Norwegian homes and



Image 1 Father and Son in the Family's Room in the Lebanese Exile

colder climate – contributes to a larger wear on the buildings. (Hauge, Denizou & Støa, 2015).

Security and Privacy

Residents in transit centres are not allowed to lock any doors, an many centres do not have on-site security. The safety and level of conflict is also affected by living in small spaces. In truth, the feeling of privacy can actually lower the level of conflict among the

residents, shows a case study, conducted in 2015. Another one points out that single refugees should be given the right to a single room and a private bathroom, because they tend to stay months at transit centres. (Hauge, Denizou & Støa, 2015)

1.4 Integration

Legislative framework for the integration of asylum seekers in Norway is the »Introduction Act«.

» The purpose of this Act is to increase the possibility of newly arrived immigrants participating in working and social life and to increase their financial independence. «

(INTRODUCTION ACT I, §1)

Key factors of the Norwegian Integration strategy are involvement in work and social life. Both postulates basic knowledge of the Norwegian language and in addition the Norwegian culture. Therefore acknowledged refugees have both, the right and the obligation to take part in language and social courses (Norwegian Government, 2014). These studies cover 300 hours and are free of charge. They

are offered (and obligatory) for »foreign nationals between 16 and 55 years of age who have been granted a residence or work permit pursuant to the Immigration Act or collective protection« (IMDi, 2016)

This appears to be insufficient in covering every person of concern, since asylum seekers registered under the Dublin Regulation do not get access to these courses even if they need to stay for several months or years in some cases (UDI, n.d.).

However, the responsibility for integration on the local level is taken by the municipalities (Rydin, Eklund, Högdin & Sjöberg, n.d.) The introduction programme usually lasts up two year, in special cases three and rewards the participants with a certificate of attendance. Every person should supported individually dependant on his or her particular needs. (IMDi, 2016)



Image 1 Integration Model, visualized by IMDi

Social and Cultural Integration

Minors have the possibility / obligation attend primary, secondary school (6–16 years) or an kindergarten. This applies independent of the status of the application for asylum. Even in case of rejection the children will fall in this category if they are likely to stay for more than three months. Adults (16–55 years) get the previously mentioned 300

hours of language and social studies since 2005 if their application for asylum is granted. They can be extended to up to 3000 hours. The attendance is mandatory for the Norwegian citizenship. Asylum seekers between 16–18 years are not entitled to receive the possibility to attend school—as regulated in the EU Directive (Brekke & Vevstad, 2007). Nevertheless the municipalities can offer this opportunity if they can achieve it.

Children with another mother tongue than Norwegian or Sami – which is high likely for refugees – receive language lessons before they attend the usual school classes. (Rydin, Eklund, Högdin & Sjöberg, n.d.) The municipalities receive financial support for each refugee during five years: In 2011 the sum all five years was NOK 631.000 for single adults and 561.500 for children under 18 years. (KD et al., 2011).

Work Situation

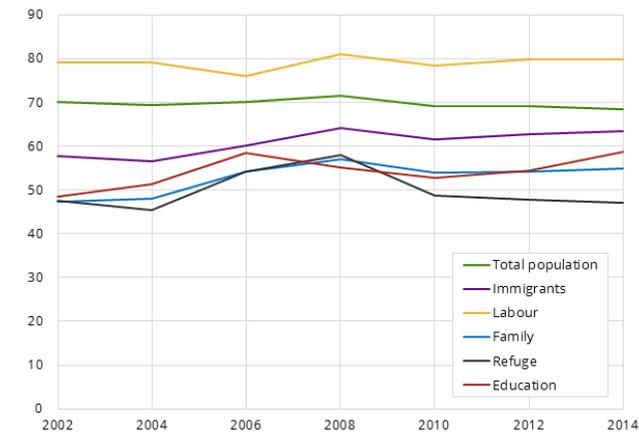
Why a fast and successful integration in the Norwegian work life is fundamentally important is felicitously formulated by Blom in 2004 in the context of his research paper »Labour Market Integration of Refugees in Norway under Changing Macro-Economic Conditions«:

» There is little doubt that employment should be considered one of the most crucial elements in the social and economic integration of foreigners in a new society. Economically it opens a path toward self-assurance and independence; psychologically it strengthens feelings of mastery and self-respect; and socially it increases contact with the majority population. «

This sets the vocational position in relation to the personal economy, psycholog-

ical well-being and finally the social context. These key-features of successful social inclusion are allays connected and influence each other. The factors for chances to be employed Blom mentions – level of education, previous work experience, mastery of the majority language, sex, age, national origin, family situation, time since immigration, health and reason for migration, summarized as human capital – are predominantly lower then the average » domestic Norwegian« capital what results in lower employment shares and employment in low-paid segments of the job-marked (e.g. hotels and restaurants, industrial cleaning etc.). In his paper Blom examines the » cohort effect« that expresses statistical correlations between groups with similar start conditions and start times in terms lasting commonalities. In this case it relates the share of employed

Percentage employed, by reason for immigration



Source: Statistics Norway.

Image 1 Employment of Immigrants by Reason for Immigration

refugees to the date of their arrival and thereby to specific conditions on the labour marked.

He concludes with

» Having a persistent will to qualify and keep searching for jobs over years seems to pay off more after all than being lucky enough to arrive at the right moment. «

However, refugees stay the

lowest employed group of immigrants – as visible in Image 1 – even if the share of employment converges to average dimensions in the course of time. (SSB, 2016) Asylum seekers can apply for work in line with his or her application for asylum (during the interview with UDI by affirming the question » do you want to work here?«). If this request is not repeated it will be processed with the application for asylum. Getting

a labour permit usually takes less then one year (Brekke & Vevstad, 2007).

The research paper »I Want To Do Anything Which Is Decent And Relates To My Profession« (Nykaza, 2014) examines the situation of high educated refugees in the UK and reveals several barriers, that make refugees one of the most disadvantaged minorities in the society. Some of these barriers are: lawful restrictions, different professional standards, lack of recognition of work experience and pre-migration qualifications, lack of accreditation due to the refugee status and possible mental health problems through traumatic experiences. The professional reduction by requiring another adult education even for less respectable jobs stresses the feeling of self-worth and puts pressure on the motivation. (Ruiz et al., 2015) This might be accepted by most relevant people, considering the unfamiliar system. (Nykaza, 2014)

(Not) Being Kind

In »Why It Is Bad to Be Kind. Educating Refugees to Life in the Welfare State: A Case Study from Norway« (2005) Hagelund reviewed the at that time newly (2004) introduced two year introduction programme for refugees. This research paper enables a broad understanding of the social and political situation, this programme was and still is related to. The term »refugee crisis« is already frequently used but refers interestingly more to low living conditions than to overwhelming numbers of refugees. She constitutes the Norwegian welfare system to be based on employment and expresses concern about the low employment rates of refugees – which involves higher dependence on social security. She also introduces the previously mentioned effect of convergence of employment shares of former refugees and the total

»The socialization of newcomers does to a too large extent consist of arguing on the basis of needs with respect to social assistance. Over time, this may result in permanent dependency on public assistance and a subsequent passive way of life for the individual. This will work to stigmatize the group in society and prevent an active participation in social life from their side.

The Government is of the opinion that the natural starting point is that it is primarily the newly arrived immigrants themselves who are responsible for participating actively in society. The society must arrange conditions in an appropriate manner so that this may actually be possible. «

(INTRODUCTION ACT Ot. prp. nr. 28, 2002-3:7)

population but states, that they nevertheless don't reach the average share even after longer periods of time. Hagelund brings the expression *snillisme* into the discussion. It could be roughly translated as »misplaced kindness« and describes the perception of the Norwegian welfare system reducing it's work on introducing new benefit schemes instead of having a balance in between duties and rights. This drawback is not

only ineffective but disadvantageous in terms of integration, since it promotes segregation and social exclusion instead of preventing it. What is supposed to equalize the society ends up in creating an »ethnic underclass«. In this context the introduction programme, that was established by law in 2004 appears conclusive: It gives asylum seekers not only the right, but also the obligation to participate in social and educational studies, as

mentioned previously more in-depth, which includes next to the obvious financial and educational components a »less acknowledged, mental component«: The introduction programme »should not be a cushioned protection against the demands of the "real world", but a simulation of it.« It recreates a work situation. The courses are full-time programmes. Not attending without a valid excuse results in reduced benefits. This shall instruct the attitude to work, that is necessary to feel a necessity not to rely only on the welfare system. Hagelund estimates that factor of »passive recipients« to be more crucial than lower qualifications or skills when it comes to employment shares.

This also seems to be more meaningful perceived by the helping people involved: Their position changed from being a *helper* to being a *supervisor* that advises – if necessary

– how to manage to solve problems by him or herself. One social worker said: »They are grown-up capable people like everyone else who can manage as long as they get a little supervision, then they are OK.«

This state of mind is also highly important in terms of the political and social discussion. Perceiving refugees as self-reliant and self-supporting members of the society instead of cost factor and potential security hole can change a debate by 180 degree.

The act was accepted without any resistance in society and politics, because it met the demands of every possible position: Immigration sceptical sectors were glad about the increased amount of obligations, supporters of multiculturalism accredited the improved integration possibilities.

(Hagelund 2005)

1.5 Education

» Education of refugees is a challenging task for many host countries. Striking a balance between the need to integrate the refugees whilst at the same time maintaining their specific culture, identity, and language has often proven to be a difficult task. «

(Shuayb, 2014)

Adult Education

According to the European Association for the Education of Adults (EAEA, 2013) investing in adult education makes good sense for individuals, communities and economies as a whole in various areas:

Health

They live healthy and fulfilled lives:

Adults who take at least one course between the age of 33 and 42 are more likely to have given up smoking, increased their exercise and their life satisfaction.

Economics

They are less likely to slip into poverty: Adult learning can help substantially to reduce poverty through enhancing employment prospects and giving better chances of acquiring the tools needed to run their own lives. It has an empowering role in times of crisis, providing a stable community, a chance for reorientation, a safe place and social recognition.

Activation

They participate in their own communities and civil society: Those who participate in one or two courses are 13 % more likely to vote. The European Social Survey finds a strong and consistent positive relationship between years of education and interest in politics. Every additional year of education in general raises the likelihood of voting in national elections by 3 %.

Law - Abiding

They are less-likely to commit crime: Research on the Wider Benefits of Learning shows that learning is strongly related to propensity to commit crime. People with no qualifications are more likely to be persistent offenders. Education and training reduces the risks of people engaging in criminal activity and re-offending.

Satisfaction

They nurture their creativity and imagination: 35% of adult learners see a strong correlation between adult learning with happiness and well-being. Direct effects of adult learning relevant to well-being are self-efficacy, -belief and -worth. Four-fifth of learners reported a positive impact on areas such as confidence and life satisfaction.



Image 1 Education for Refugees at Central Piedmont Community College

Norwegian language

Adult immigrants in Norway have the right and the obligation to complete a minimum of 300 hours of Norwegian language. 50 of these hours should be devoted to providing an insight into Norwegian society in the immigrant's mother tongue or another language the person understands. (CAPPELEN.NO, n.d.)

The course of Norwegian is mandatory and improves the chances of immigrants to actively participate in labour market and society.

Many people will need more than 300 hours of training to learn enough Norwegian to function in society.

Any immigrant who wants a permanent residence permit or Norwegian citizenship must have completed 300 hours of teaching mandatory Norwegian language or document in some other way that their Norwegian skills are good enough.

Immigrants must use their right and their duty to complete 300 hours of Norwegian language training within 3 years. All mandatory training must be completed within 5 years of their arrival in Norway.

For this reason is always good to learn and practice Norwegian out of the courses, sometimes they need more than the official 300 hours to learn Norwegian. In the workshop Norwegian will be the official language helping them to develop it in a relaxed and different ambient.

Job related education

There is a direct correlation between the level of education you achieve and your likelihood of finding a job. The U.S. Bureau of Labour Statistics reported in 2013 that, at each higher level of education, the unemployment level drops. For example, people whose

highest level of education was graduating high school had an unemployment rate of 8.3 percent, while the unemployment rate of college graduates was 4.5 percent.

Educational Requirements

Many jobs have minimum educational requirements and without meeting these requirements, you won't get an interview. Even if you already meet the minimum educational requirements for a job you want, exceeding requirements – particularly with advanced studies in a subject area related to your field – can make you a more attractive job candidate, increasing your likelihood of finding a job. (BLS, 2016)



Image 1 Informal Urdu-English Class Run by Pakistani Ahmadi refugee



Image 2 Syrian refugee children sit inside a makeshift school tent

1.6 Field Research

Visit in Lysaker Mottak,

17.02.2016

We went as a group to Lysaker Transittmottak, just outside of Oslo central. This was early in the project progress, we used it to observe and to talk to residents and staff. Therefore we started with a meeting with two members of the staff and gained interesting information about the centre.

The building is an old office-building and opened for a transit centre in January. There is room for 550 residents on two floors for single men and one for families and single women. They were in progress of opening a school for the older children.

After that we got a tour around the area: We saw the children-area, the canteen and the sleeping-quarter.

Everything was completely white – there was no art or pictures, just a few plants (possibly fake) in the reception area. It was apparent that there were only few alterations to transform this from an office to a living space. We went up to the third floor where the single men stayed. We were warmly welcomed by men of all ages. It was surprising to see how many of them spoke English and how cordial they were. We sat down by some tables in the only common area and played cards and Yahtzee. During our conversations, we found out that most of them had nothing to do all day and when it was time for lunch, many of them skipped it because they didn't have anything to use energy on.

A large share of the residents we spoke to were from Syria, often young men with higher education and fluent English. I talked to architects and engi-

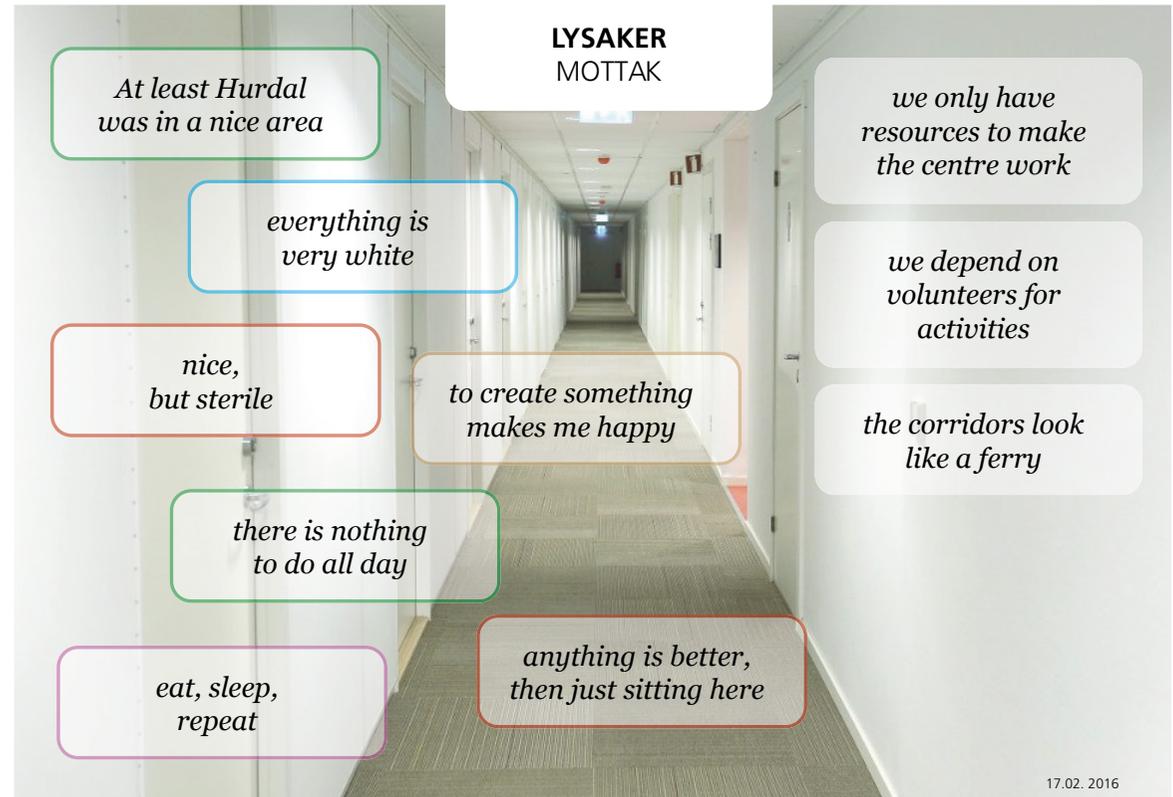


Image 1 Quotes from Refugees and Staff in Lysaker Transittmottak, Hallway in the Background

neers, and many of them had been out asking companies for unpaid internships already. After the meeting we were going back to Oslo. A group asked if they could join us, so we took them to Oslo and went

to the opera house, got some food and then finished the day with some coffee and backgammon.

To analyse how residents and staff feels about the physical and psychological environ-

ment, we collected key quotes. In combination with a picture of the white hallway, the impression of emptiness and missing personality expressed in the quotes becomes even more apparent.

Visit in Skedsmo Mottak,

02.13.2016

We meet Anna, one of the coordinators of the centre. Skedsmo Mottak is a reception centre and a decentralized ordinary centre. The organisations rent apartments for the refugees so every family or individual person can have his or her own space. This guarantees an appropriate amount of privacy, most temporary centres lack. Tight financial boundaries (UDI supports the rent payment with 2000-2200 NOK) force them to rent low-cost apartments and flats. They currently have 2 houses with 6-8 women and 1 house with 6-8 men. The rest are all families with their own apartment. The flats are furnished (with old and / or low quality remains), or are equipped with old and second hand furniture. The accommodations are neither connected to internet nor TV channels. One problem

they have is, that in the single men apartment the kitchen is usually dirty and in bad conditions. The only common area is in the centre building in Lillestrøm.

Activities

On Wednesday, several male residents frequently meet for football. They are three to eight people, since most inhabitants are more interesting joining the language courses that take part on the same day.

Once a week the minors meet to play together. They attend school otherwise. During holidays there are more gathering activities for the families. The activities strongly depend on time, people to organize them and – last but not least – the available budget. When we introduced our idea of creating an activity that doesn't require personal nor financial support by the centre they welcomed it without restrictions and were

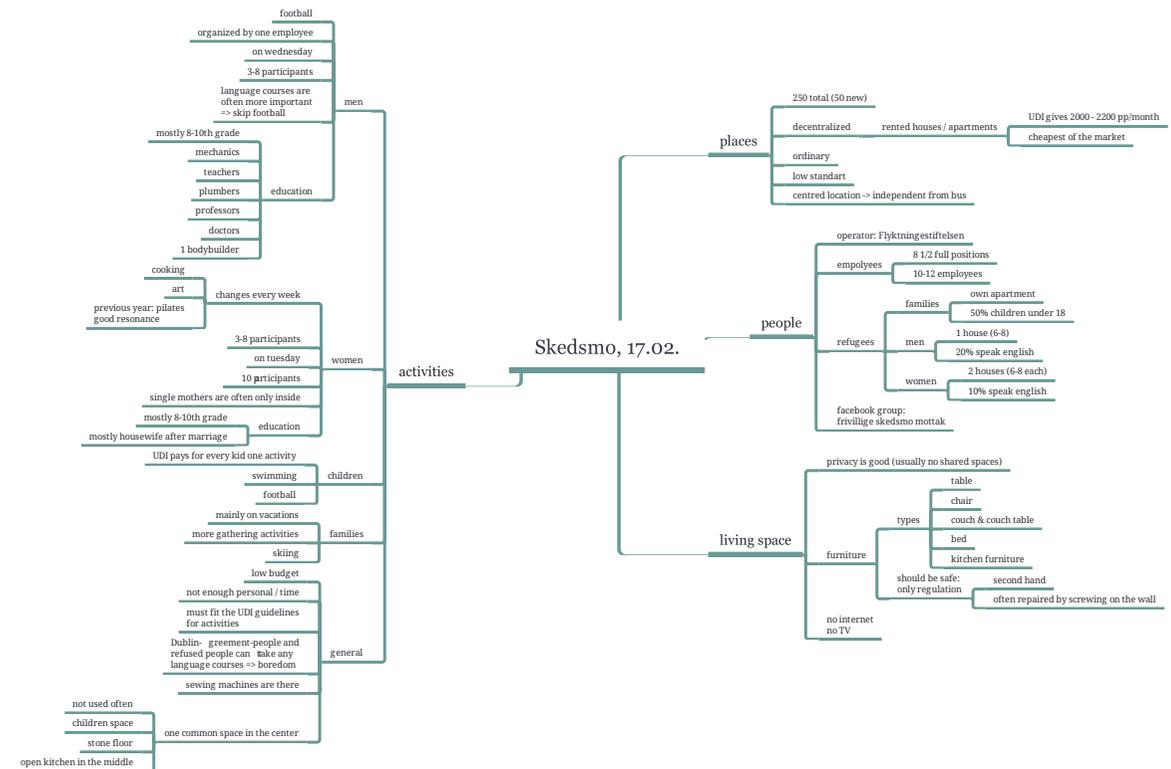


Image 1 Graphical Analysis of the Visit in Skedsmo Mottak

pleasant to stay in contact with us to realize it. Anna said, that it's difficult to find work for residents in decentralised centre, since the education level is comparatively low, even for Syrian

refugees. Most residents hold a school degree between 8th and 10th grade. Nevertheless some attended higher education and are graduated doctors, professors and teachers. It is also difficult and

time-consuming to get a work permit. Asylum seekers classified by the Dublin Regulation are not allowed to attend courses. By implication their everyday life is even more uneventful.

1.7 Findings

To summarize several drawbacks and problem areas in the current situation of refugees in Norway based on the previous research we use the areal separation, that was already established in the introduction (Image 1) to structure the findings:

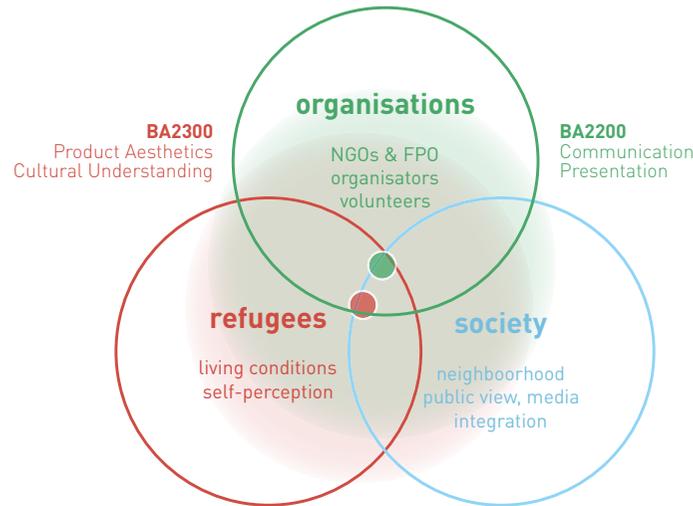


Image 1 Areal Visualization of the Particular Project Foci

Refugees

Structural Unfamiliarity

- cultural unfamiliarity
- language barriers
- habits, traditions
- state of mind, attitudes
- social position
- climatic unfamiliarity

Physical Living Conditions

- privacy
- humidity, air quality
- draft
- worn down surfaces
- accessibilities for disabled
- space

- congestion
- daylight

Psychological effects

- privacy
- belonging
- activity vs. passivity
- perceived evaluation
- self-perception

Social challenges

- areal separation
- cultural alienation
- public status
- communication

Job-Related Challenges

- unfamiliar professional structures
- lack of acknowledgement for existing certificates
- qualitative »downgrade«
- scepticism based on the »refugee« – status

Society

Formation of Opinion

- few direct contacts
- lack of objective reporting

- focus on negative story
- low evaluation of the archetype »refugee«,
- prejudices, generalization
- Islam scepticism

Toxic Debate

- highly emotional
- politicly explosive
- challenges precepts
- »misplaced kindness«

Organisations

Structural Barriers

- low planning reliability
- temporal uncertainties
- low financial budget / open market competition
- high dependence on volunteers and donators
- capacity overload

Our approach is to address as many of the previously listed symptom and causations as possible as effectively as possible. Many of them are connected directly to each

other. Thereby it is possible to focus on numerous issue areas simultaneously. We formulated our research question as following:

Research Question BA 2200

»How can we improve the refugee's everyday life by meaningful activity, integration, education?«

At this juncture we support the work of organisations and connect it to the society.

Research Question BA 2300

»How can we give refugees a feeling of ownership and independence in their most private living environment?«

Here we concentrate on physical objects and environments.

2 Selfmakers Workshop



Image 1 Selfmakers Workshop

2.0 Introduction

Problem Definition

Seeking asylum in Norway is a long uncertain process: It involves leaving your life behind, a long and dangerous journey and various complication in the country you arrive at. It is a stressful time being in a centre in Norway, even though it might provide better facilities and services than some other countries. Feeling like a non-contributing part of society and being pitied can take a big toll on peoples self-Image. Social activity can improve the situation intensely by transforming unpleasant waiting time to productive and satisfying hours.

»How can we improve the refugee's everyday life by meaningful activity, integration and education?«



Image 1 Schematic Visualization of the Selfmakers Concept

Concept Description

Selfmakers is a do-it-yourself furniture workshop for refugees and their Norwegian neighbours. It helps to use the waiting time for something constructive and creative by improving the social structure in and around the centres while preparing for the Norwegian work-life.

We design a modular furniture/living space system, that evolves when meeting creativity and new ideas. This will be used in workshops where refugees have the opportunity to build what they feel needing to make their living space a more adequate and appealing place to spend time. This system can also be broken in to different phases, where scale models are being implemented and used to expand creativity.

Needs and Answers

The concept attempts to improve the majority of the findings presented in this chapter. To discuss in which way this happens, we use the same structure:

Refugees

Structural Unfamiliarity

One key feature of integration is the creation of bidirectional communication and contact between society and asylum seekers. Only this provides possibilities of mutual understanding and reduces prejudices. Thereby language barriers and cultural specific habits and behaviour can be learned. To allow people to integrate in a society postulates a certain amount of knowledge of this specific society that should not only be learned in official classes, but in direct contact and dialogue. Not being able to establish this contact rapidly

leads to separated ethnic classes, that gain the status of being »untouchable«. Further attempts of integration necessary fail in these cases.

Physical Living Conditions

Fundamental infrastructural problems should be avoided by appropriate guidelines and law. Adjustments in these areas have to be obtained politically. The definition »no minimum standard« as formulated by UDI (2014) is unacceptable. However, as stated by Hage-lund (2015) in terms of an example of a broken light bulb, basic tasks of care and maintenance can be undertaken by the residents. This might need some introduction, but it will pay off with more self-sufficiency and a profound change of attitudes. The establishment of a workshop improves both technical introduction and provision of tools and an active mindset. In addition it enables to change the physical living environment drastically by re-



Image 1 Kitchen in a Centralized Norwegian Asylum Centre

placing or adding more pleasant and functional furniture. This will be further explored in the description of BA2300.

Psychological Effects

The essential change of the mindset of refugees, society and social workers was already mentioned. In addition the arrangement of self-made objects in the living environment creates a feeling of belonging and privacy. Creating and owning self-made

objects furthermore enhance self-confidence and self-esteem.

Social Challenges

The concept of weekly intercultural meetings creates a frequent exchange of knowledge about the other culture. This can help to get over areal barriers that are caused by marginal positioning of asylum centres. The context of this context (equal participants) changes the perception

of the refugee status and helps both refugees and society to rethink their relation and social positioning.

Job-Related Challenges

Labour situations in different culture underlie a usually unexpressed framework of rules for »professional behaviour« including evaluations of punctuality, accuracy, manners and working morale. Studying these norms theoretically can not be sufficient. Therefore practical experience in a Norwegian working process is particularly interesting for asylum seekers regarding their chances on the job market, independent of the preferred profession. Since work experience in the home countries are often not acknowledged by companies, any kind of Norwegian certificate is valuable and can help to reduce the social downwards mobility and scepticism against the refugee status.

Society

Formation of Opinion

Media primary and usually exclusively serves as information for the society. The fascination of scandals and negative reports and the conditioned raised quantity of these reports thereby creates a distorted view of the real situation as demonstrated by Marcel Garz in 2014 in terms of unemployment in Germany. This interdependent relation can and should be crossed by personal contact. Thus prejudices e.g. against Islam and refugees in general can be rectified. Pettigrew and Tropp explained that in 2008 with three effects:

» (1) enhancing knowledge about the outgroup, (2) reducing anxiety about intergroup contact, and (3) increasing empathy and perspective taking «

This has been statistically proven for the public refugee debate in Norway: »Persons with much contact are more positive than persons with little or no contact.« (KD et al., 2011).

Toxic Debate

The political and societal debate in Europe concerning refugees and the asylum system is rather complex and

complicated. Steiner substantiates this in 2000 with the »mix of political, cultural, moral, legal, economic, and ideological motives« that are brought to light. It would go beyond the scope of this report to go further in depth in these societal enmeshments. However, personal contact promotes realistic world-views and helps to detox the debate by assuasive experiences. The concept of »misplaced kind-

ness« is still popular: In June 2011, 44% per cent of the interviewed Norwegian citizens agreed with the statement: »Most immigrants abuse the social welfare system«. Interestingly the very same share agrees that it should be more difficult to obtain a residence permit. (KD et al., 2011). Media relevant proofs of the »new« concept of right and obligation (that is not new at all, since it is in use since 2004) can help to announce the real state of the asylum system to the broad public.

Organisations

Structural Barriers

Since the Norwegian (and not only the Norwegian) government entrusts NGOs and volunteers with broad parts of the work related to the asylum process, the relevant parties need any possible support to go beyond the bare minimum of facilities. This applies for for-profit investors as well,

since Norway designed the support process as open marked. New introduced structures have relieve these organisations and parties to allow them to focus on their essential tasks. Therefore these new structures have to be self-sufficient and sustainable. We lean our concept on donations and volunteers to avoid financial dependences. We also include residents in the direction of the workshops to share work and responsibility equally. Due the uncertain and frequent movement, residents do not necessarily spend a long period of time at one centre. Therefore the workshop concept has to be flexible and low complex to be spread to other centres with the support of moving residents.



Image 1 Demonstration for a Legal Stay for Palestinian Refugees in Norway

Methods

Concept Mapping

To structure our planning and research process we worked with Trochim's in 1989 presented method of *concept mapping for planning and evaluation*, which is still frequently in use in health, social and management sciences (Nabitz, Brink, Jansen, 2005). This mapping tool is based on six phases of implementation: *Preparation, generation, structuring, representation, interpretation, utilization*. In terms of visualization we worked with digital and analogue mind-maps. This allowed us to illustrate and design our research process, indicating loopholes and interrelations.

Field Studies

In the layout of our methods we based on the principle of *multi-sited ethnography* (Marcus, 1995): Due to the complex involvement of several cultures

in transnational migration, any kind of unidirectional evaluation has to be avoided. Therefore we conducted face-to-face situations as bidirectional or multi-directional dialogue. Even surveys, e.g. in the form of *semantic differentials* – undertaken by us to objectify aesthetic preferences – were accompanied by open dialogues. This method, developed in psychological studies, attempts to extract personal perceptions and associations. (Stefansson, 2014)

We started the workshop during the development phase. Thus we used early experiences and feedback to improve the planning within the meaning of *contextual inquiries* (Schuler, Namioka, 1993): This research concept includes the end-user in the development of the system, that is supposed to support him. It is irreplaceable in terms of understanding the user's perspective and needs. For us, it is additionally impor-

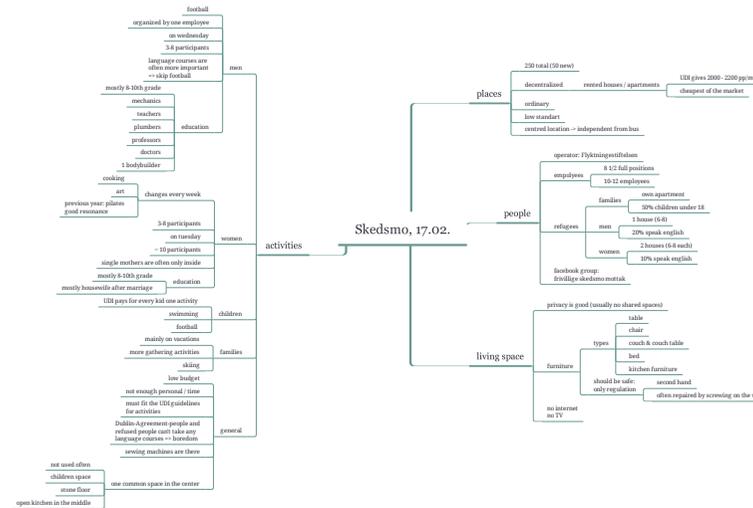


Image 1 Visualization of a Meeting with Skedsmo Asylum Centre

tant, since we aim to create a self-sufficient (personal) structure. Tasks and responsibilities have to be shared from the beginning to include the participants sufficiently.

Personal contacts in terms of visits at two asylum centres including interviews with staff and residents were carried out before formulating the research question, to counter-check and adjust the results of our theoretical

researches.

Prototyping

Several forms of prototyping, from *mock-ups* and *usability tests* to *presentational models* and from *objects* to *systems* were included in the design process to investigate e.g. functional, ergonomic and aesthetic performance and weakness. Also in this process partly including the target audience is essential to test the performance in real con-

ditions.

Barriers

As previously exposed, multi-directional communication is an essential feature of our research work. This is rather difficult if residents speak neither English nor Norwegian. We compensated this issue through the help of interpreters and strong focus on graphical communication. In doing so, unfamiliar requirements, as illiteracy, missing understanding of Latin numbers and differing reading orders have to be considered and bypassed. Technical aspects, as punctuality and reliability in terms of attendance – conditioned not only by cultural background but personality as well – may also occur as impediment. However, these barriers can be reduced by frequent repetitions and mutual approximation. Therefore the accompanied establishment of the workshop gradually enables a more effective communication.

2.1 Existing Concepts

Cucula, Berlin

The model project »Cucula – Refugees Company for Crafts and Design« in Berlin is authorized to produce Enzo Mari's furniture series »Autoprogettazione« with five refugees from West-Africa. The project attempts to break with the stigmatizing of refugees as »victims« by producing and selling »design« – furniture. It offers education in wood crafting, construction, painting, and German language and supports refugees in their everyday life and judicial questions. The financial sustainability of the concept is supposed to be covered by donations, crowd funding (123.461€) and sales, whereat the high status of Mari's designs emerges as important factor. It appears to be a particularly beneficial design, since Mari's philosophy was to provide the opportunity to create self-made furniture

as counterproposal to mass production, but also as create identification process. The psychological component also becomes apparent in the use of wood, taken from boat, refugees used to arrive at Lampedusa. (Cucula, 2016) Nevertheless some people (who are high likely not familiar with Mari's concept) perceive the furniture's aesthetic as barbaric and mock about the concept.



Image 1 The Five Refugees of Cucula with »Autoprogettazione« Chairs



Image 2 The Workshop is Equipped with Basic Electric Tools



Image 3 A Chair Featuring a Plank of a Boat, Refugees Used to Reach Lampedusa

HuT, Schwäbisch Gmünd

The project » Lernwerkstatt HuT: Handwerk und Technik für Flüchtlinge « (training workshop HuT: crafts and technology for refugees) in Schwäbisch Gmünd, Germany follows a similar approach. It includes 20 refugees and offers a systematic and profound education, conducted by Ludwig Major, educated metalworker, engineer in production technology, electro-technology and pedagogics. The workshop was established with support of the local community and donations of tools, money and premises.

One important key approach of HuT is the reduction of aggression, produced by long periods of waiting without any meaningful activities. Thereby the participating refugees get an extensive job-related education in the fields of (professional) German language, accident prevention, measuring, working with plexi

glass, glass, wood, different metals, plastics, different tools featuring hand saws, jigsaws, band saws and circular blade saws, soldering, working with electricity and force translation and repairing bikes. The professional approach appears in the use of work-uniforms and the certificate, that is handed out, after finishing the programme.

To include the workshop into the societal context, different projects for public use are carried out, featuring beds for children in a local hospital.

This concept is flanked by »Dost-Ladies-Club« a group for the refugee women that attempts to promote self-confidence through creative activities and group discussions.

All in all the team consists of eight volunteers, partly pensioners. Recently the foundation of a swimming team took place, since many of the refugees couldn't swim.



Image 1 Hand-crafted Beds for Children in a Local Hospital



Image 2 Repairing Bikes

By direct contact we received planning documents, including space plans, the curriculum and the certificate. These papers were useful to inspire our planning strategy, but not transferable due to very different points of departure. HuT also created guidelines and a field report about their work to ease similar projects. (HuT, n.d.)



Image 3 Theoretical Lessons

bockwerk, Vienna

In Austria, asylum seekers are not allowed to work until their application is granted. »bockwerk« wants to offer a meaningful activity and the possibility to rehabilitate previous experiences creatively. The produced piece of furniture can be purchased on their website (www.bockwert.at). The project is organized by an asylum centre (Ute Bock Haus) and volunteers from different fields, featuring architecture, graphic design, communication, film and photography.

The financing took and takes place based donations, sales and crowd-funding (33.000 €).

On their website, bockwerk maintains a blog, to inform about current events and general informations about the progress.

Currently the furniture collection consists of low-complex

pieces made of solid ply wood plates. However, in cooperation with furniture designer Sebastian Zachl, they introduced a multifunctional and complicated table, that is crowd-funded separately. (bockwerk, n.d.)



Image 1 Refugees Working on Plywood Furniture

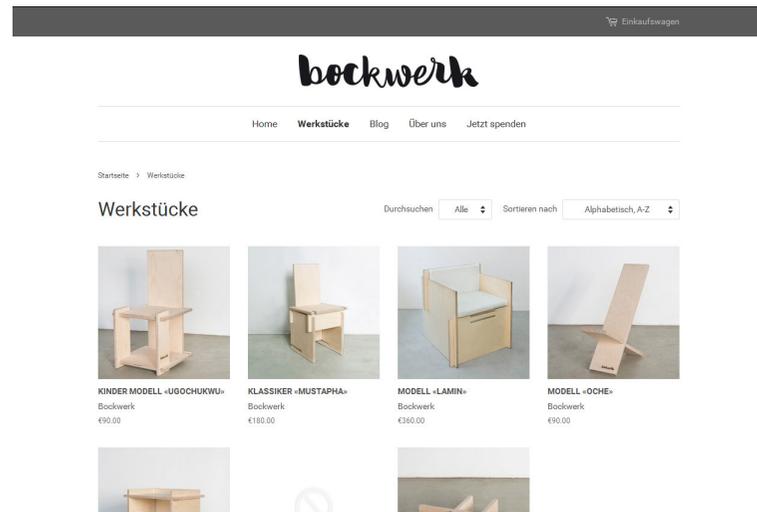


Image 2 bockwerk's Web Site



Image 3 Multifunctional Table » adjus.table «

2.2 Safety

Guidelines

In terms of occupational safety and health our project underlies the Norwegian »Working Environment Act« (2005). It falls in category §1-6 1f, addressing »training purposes or in connection with work-oriented measures«, which applies the same schemes as to employees. This again applies the duties of employers to the project's conductors. This implies the establishment of goals for health (§3-1 2a) and training in health, environment and safety work (§3-5 1).

Tools

We initialize the workshop with highly non-hazardous tools, primary non-electric hand tools. This has several benefits: The costs for these tools and a sufficient preparation of the infrastructure are very low.

This saves money and time for the pilot project and further adoptions. The previously introduced EHS – trainings are remarkably easier to operate and additional educated staff is not necessary. However, the workshops might grow in case of coincidental possibilities. This potential should be considered: If educated volunteers, e.g. pensioners are interested in joining and respective tools are available, the system should be adjustable to these conditions.

2.3 Financing

Sponsors

To generate public attention in course of attract donations, we created a website. Further explanations of our design identity will follow in later chapters. We addressed several different groups of sponsors: Private donators, organisations and companies to gain both financial support and sponsorship regarding tools and materials. If the system appears to be realizable, crowd funding – as done some of the presented projects – might also be a practicable way to generate a financial basis.

Volunteers

To create a sustainable system we need interested participants, who are willing to take responsibility for the workshop. They are recruited on the one hand from residents of

nearby located asylum centres and private accommodation, but also from Norwegian participants. They maintain the connection to the Norwegian society, what is necessary to connect both the refugee participants and the workshop system to the society. The workshop should be conducted by a community, to share responsibilities and duties.

Locations

The requirements regarding premises depend highly on the choice of tools. Hand tools enable a high independence: Any available location, e.g. in asylum centres or other social facilities could be used, assumed, that the floor is easy to clean. However, e.g. when using hammers, neighbours should not be stressed. Electric screwdrivers and similar equipment need conventional 230V power supplies. If larger machines, such as table saws and band saws are used, high-

voltage current power supplies are required. Occasionally, air condition systems are mandatory as well. It is considerably advantageous if the location is not used differently to save time for preparation and cleaning.

In terms of longer workshop sessions, breaks are important and require possibilities to prepare tea or coffee. If a kitchen is available, this is also beneficial. The same applies for toilets.

For the pilot project in cooperation with Skedsmo Asylum Centre, we could utilize an run-down apartment with kitchen, toilet and storage room. The building is placed next to the train station in Strømmen and easily accessible by public transport. The participating refugees are housed separately in private apartments (decentralized asylum centre), therefore the reachability is essential.

2.4 Equipment

Generally the use of materials and tools strongly depends on potential donations. The system should be flexible enough to be adjusted to new requirements.

Materials

Wood

Wood generally serves several demands as building material: It is easily processable, even with hand tools, light, solid, comparatively cheap and easily approachable in terms of donations. Furthermore it is frequently used in furniture design and interior design, thanks to its warm aesthetics and haptics. Working with sheet material is easier, if only hand tools are available. Therefore plywood lends itself to be used as primary construction material.

Fabric

Other potentially interesting materials are different kinds of fabrics: They are also easily to donate and to process. Beyond they offer the possibility to personalize pieces of furniture fast and effectively. Ornamentation can be created within minutes. Cushions and curtains can improve the functional qualities of the furniture essentially.

Rope

Another flexible and cheap construction material is rope. Nevertheless it has some disadvantages in terms of durability, if it is used in permanent strain.

Tools

Manual Hand Tools

Hand saws, hammers, screw drivers, chisels, cutting knives, needles, sand paper, files and rasps are cheap, easy to use and save (with the one inevitable exception of cutting knives). They might be less effective in terms of production volume, but they provide a more direct, some say »therapeutic« experience. Since a high production volume is not our primary approach, this is a reasonable compromise. Admittedly it makes special demands on the design.

Electric Hand Tools

Electric drills, screw drivers, planers, jigsaws, circular handsaws and comparable tools are slightly more unsafe, but still don't require larger adjustments of the infrastructure or the process. However they are considerably more

expensive. The use of these tools therefore depends on the available budget. Some, as electric drills, are nevertheless essential.

Stationary Electric Tool

The use of larger machines, such as table saws, drill presses and mills is only necessary if the workshop has high financial support. This could be reached through sales. However, the technical and systematic (also judicial) boundaries change drastically. Therefore the planning should disclaim to use these tools, but consider possibilities to extend. Sewing machines are an interesting exception. If those tools are available, working with fabric is easier and broadly applicable. The integration of women could be facilitated through these traditionally feminine works. However, they should not be fixed to this labour, if interest in other work

exists as well. Vice versa could the unfamiliar role allocation be a beneficial basis, to give also male refugees an understanding of the Norwegian gender perception.

Accessories

Certain utilities will be needed anyway. This applies to wood glue, clamps – if possible also vices and measuring tools – such as rulers, metering rules and tape measures. Dependent on the used machinery, also security equipment, as gloves, glasses and ear protection is necessary.

Furthermore work benches or comparable tables are needed. A black board could be useful to visualize explanations. Apart from that, paper and pens are irreplaceable communication tools, since drawing doesn't require language skills.

2.5 Design Identity

Communication

Our CI must function for different groups with diverse preferences and standards: We address people from different cultures: African, Arabic and European backgrounds set different specifications in terms of aesthetic, but also functional conditions. The respective content has to be understandable, even with reading habits from right to left and without the need of understanding English or Norwegian or in case of illiteracy. Other formats are aimed at Norwegians – private persons and businesses with respective expectations and triggers. These media are not always drafted separately. For example our website (www.selfmakers.org) is used to communicate to all of these groups. It is our main communication platform, since it is easy to spread and conveniently to

update. All texts are available in English and Norwegian and are supported by expressive graphics. To illustrate that the project is alive and to inform about current developments, we operate a blog (www.selfmakers.org/blog).

Furthermore we use prints to visualize construction instructions and our final workshop guide. This format seems to be more appropriate to transfer a guideline package to interested centres and organisations.

Corporate Design

The final logo design visualizes the letters »S« and »M« and our joint principle: Three layers are slotted together – this will be explained later on. Thereby the perspective is interrupted; the left top simulates a bottom-up perspective, while the right bottom seems to be perceived from above.

This flickering is aesthetically interesting and refers to our conceptual shift of perspectives. It also remembers of several »Arabic« logo designs (e.g. Al-Jazeera) and Arabic (hand)writing without trying to copy it.

Our style guide defines 9 main colours with similar contrast properties to be able to use a broad variety of colours for colour coding in instruction manuals. It also determinates the use of Typography to create a consistent appearance, independent from medium.

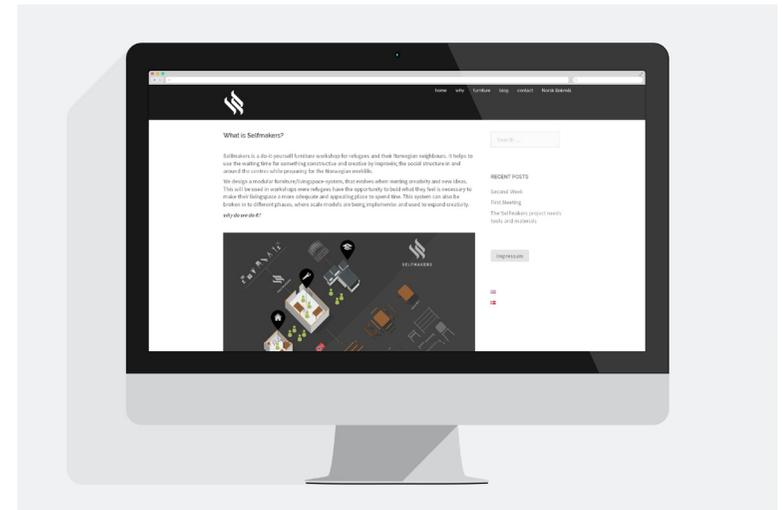


Image 1 Website: www.selfmakers.org



Image 2 Logo Construction

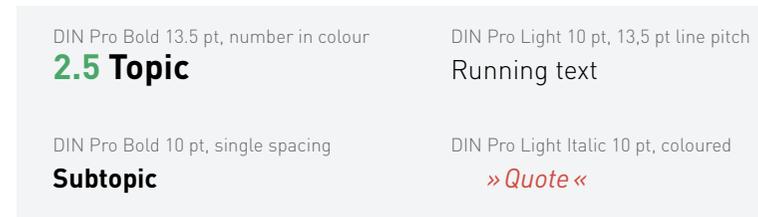


Image 3 Extraction of Typographic Classes



Image 4 Colour Scheme

2.6 Furniture

Our furniture concept will be explained more detailed in the respective documentation about BA2300. Nevertheless we will present system relevant features in short form at this place, since it is essential for the system.

Aim

The produced furniture has several particular requirements: Aesthetically it should primarily please the owner: Either the manufacturer him or herself or the receiving resident of an asylum centre. Additionally it represents refugee's abilities in the Norwegian context and therefore it also has to meet it's preferences. To pieces of furniture should be easily transportable, since the residents will be resettled by a high chance. It is one part of the concept to create emotional continuance

through (partly) consistent living environment.

Frame conditions

Additionally the design is determined by available tools and materials, spendable time and educational and manual requirements. To meet those requirements we design a »construction kit« system, that uses similar low complicated parts to create different pieces of furniture.

Manuals

Instruction Manuals explain crafting and assembly of these parts. They largely avoid the use of text and are designed to be efficient for both first time and routinely use. These Manuals are attached to this report.



Image 1 Selfmakers Stool and Shelf



Image 2 Close-up of the Shelf



Image 3 Sanding the Stool

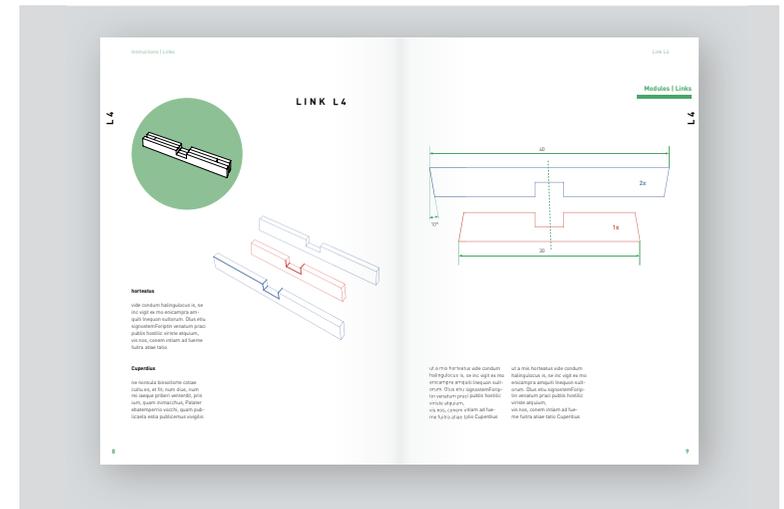


Image 4 Extraction from the Manual: Link L4

2.7 Implementation

Process

We were in contact with Skedsmo Mottak and presented our concept. They were very interested and supported us by giving us a spacious and convenient place to get started. Høgskolen i Oslo og Akershus supported us with equipment, such as tables, chairs, tools and materials. We sent emails and visited several workshops and companies to ask for founding and tools. By the 28th of April everything was settled and the first meeting could take place. Therefore we bought coffee, tea and cookies to make the place and the meeting more comfortable and conversable.

Progress

The pilot workshop was designed as low volume production. The participants gave us valuable feedback and helped to improve and change issues such as:

- learning about Middle East aesthetics and use them in our project
- adapt the plans and manuals to be highly understandable regardless the cultural background
- create graphics and new communication methods to communicate our ideas with people who don't share our language
- develop the toolbox for them to be able to understand the system and also adapt and create their own furniture in the future
- learn from their abilities such as pattern making



Image 1 First Meeting



Image 2 Building a Stool Together

2.8 Toolbox

Parallel to the furniture system, we developed the scale model prototyping kit »selfmakers toolbox«. It consists of few different modules, that can be connected with pins. We approached to simulate the furniture module system as extensive as possible while the deviating conditions limit the possibilities: To reduce the variety and keep the complexity acceptable, we had to reduce the available range of angles. We choose to work with the three angles, that are needed for stool, chair, table and shelf: 0°, 3° and 5°. For a comfortable selection, the respective modules are colour coded: Red represents 5°, green 3°. If not stated otherwise, the edge is not angled. To explain the meaning of the colours, they are shaped in triangles, that pick up the particular angle. We also could not work with an infinite range of lengths –

as we did in the furniture module classifications through the use of parameters – since the scale model modules shouldn't be manufactured separately for a specific use (as the furniture modules) but be prefabricated to be assembled universally. Therefore we decided to use a grid system. The model scale is 1:3, so the distance of the slots and the height of the modules is 9 mm, which equals 27 mm in full size. By combining several modules, any multiple of 27 mm can be prototyped. As in the furniture, the beams consists of three layers. This allows to transfer the prototype connections directly to full size. However, the two-dowel joint does not work for the toolbox, since the layers are not glued. Instead we use elastic plugs to create parts and to connect parts with each other. A wood box with different compartments helps to sort the module types.



Image 1 Selfmakers Toolbox

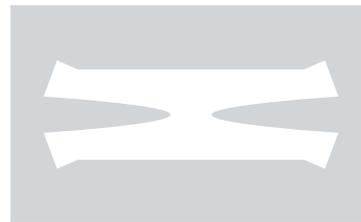


Image 2 Plug Shape

The laser-file, that is needed to create the toolbox out of 3 mm acrylic glass will be provided to individual workshops. Local universities very probably will agree to cut them.

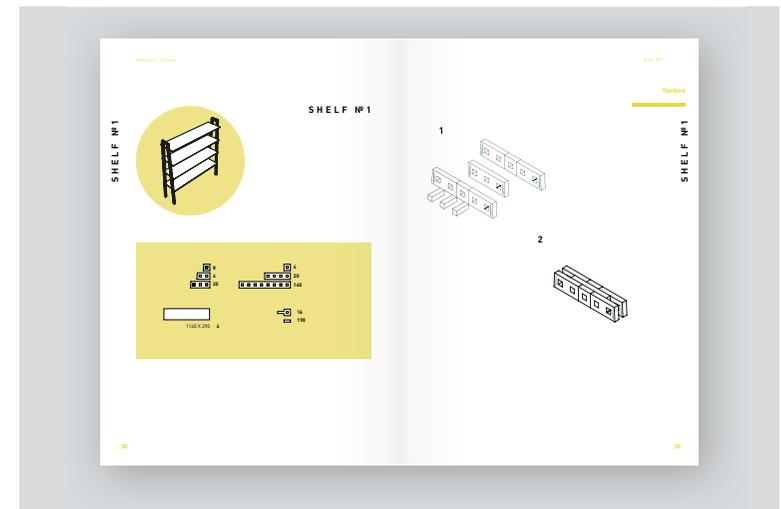


Image 1 Extraction from the Manual: Toolbox, Shelf

2.9 Experience Map

To examine the process with regard to psychological impacts of the individual steps we mapped it along a time axis. Next to the actual activity and respective period of time, the needed equipment, difficulty and psychological influences are displayed. This covers the whole time period of interest – from prototyping to use in it's intended environment: personal living spaces. The expected psychological benefits are assigned to the main activities, whereby the specific characteristics of the particular state of minds, becomes apparent: From more analytical, conceptual tasks to physical demanding crafting – from active creation to passive ownership. The analytical examination of the process helped us to improve the workflow by facilitating difficult tasks through self-made tools, e.g. the angle jigs. Thereby we managed to reduce tedious

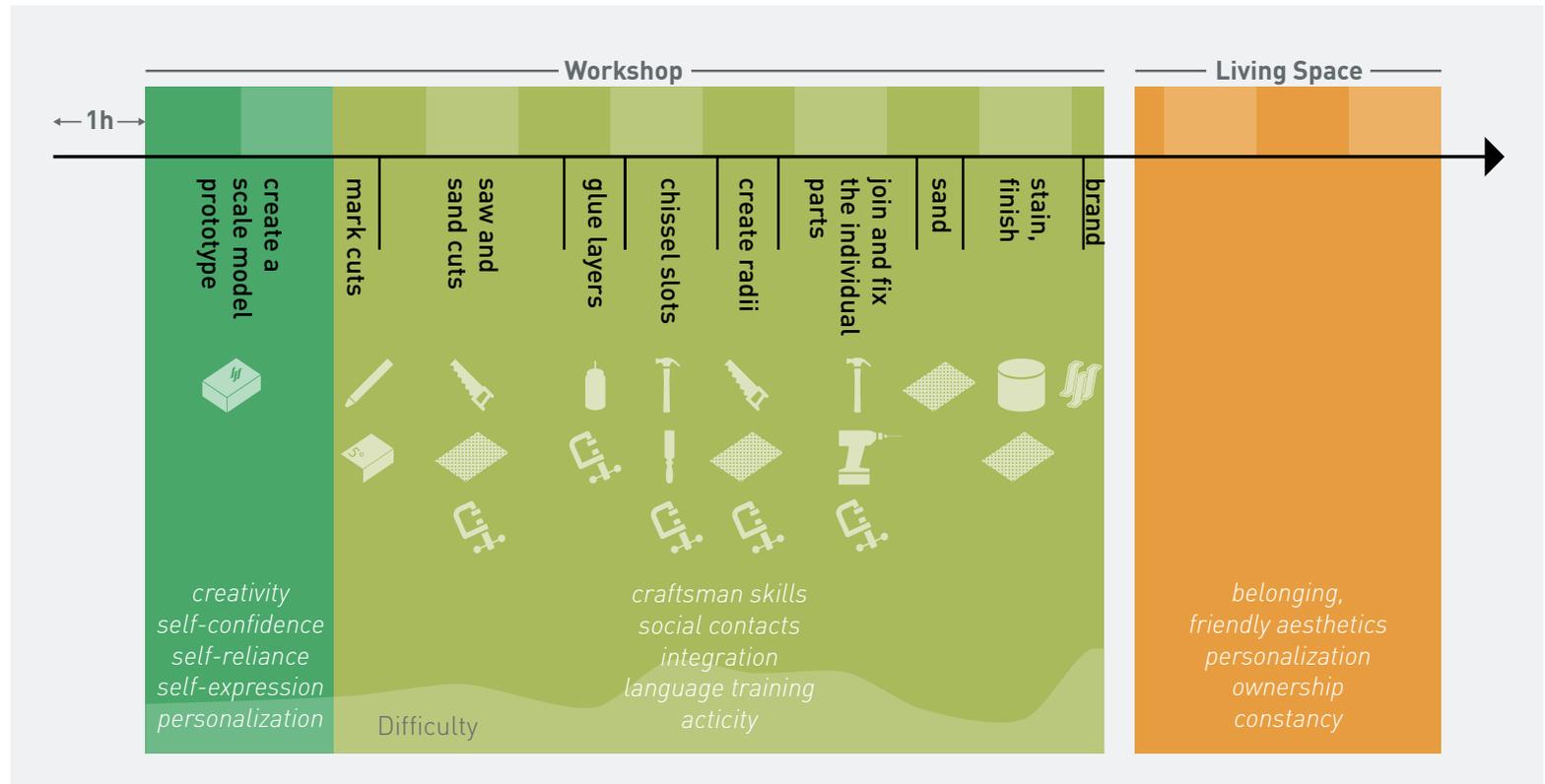


Image 1 Mapping of the Furniture Planning and Manufacturing Process Regarding Emotional Benefits

works through more efficient and pleasing work steps, an important factor to keep the motivation up. We generally witnessed, that the willingness of using hand tool (instead of power tools) raised with experience with the work flow, especially for those, who worked with machines before. They expected the work to progress too slow if no electric tools are involved, but after some practice, nobody asked for electric

machines anymore. The last part of the user journey – placing the furniture in the living environment – is essential for the concept. Unless several similar workshops we therefore refuse to sell the furniture

for financial reasons unless the production capacity is high enough to produce spillover.

2.10 Final Concept

Our concept consists of different elements, we hand out to interested centres for free:

Key product is the manual, that gives not only advices on how to set up the workshop technically, but also how to manufacture example pieces of furniture. Thus no experience in working with wood is needed for organizers. The manual is available on the website as free download and can be printed in the centre. Therefore it is lay out to save ink and pages.

The toolbox system can be created in one production step. Only the engraved surfaces have to be painted, which can be achieved by roughly adding paint and swiping it off, before letting it dry. Local universities or industrial corporation will most likely carry the cutting out as donation, since effort of

time, money and material is absolutely marginal.

Simplifying such as the angle markers have to be created individually. The respective needs depend highly on the donated tools. Therefore it is difficult to give general advices on the production: In that case we trust in the participant's and organizer's creativity.

The stamp is one example way of branding in the true meaning of the term. However – it is not the only one. This also depends on the individual workshop's possibilities. Spray - painted emblems are as suitable as manually engraved logos.

In addition we offer our website as workshop-comprehensive platform. It can serve for individual workshops as much as for the concept in general to generate donations and connect interested people.



Image 1 Set for Workshops



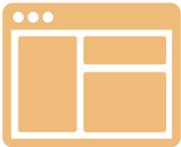
Image 2 Hammering the Shelf



Image 3 Working Together

2.11 Communication

Website



The selfmakers homepage www.selfmakers.org informs about the concept and the created furniture to address both, participants and donators.

Social Media – Selfmakers



Digital communities can help to create a sustainable network of donators and volunteers.

Social Media – Workshop



The individual workshops should have a separate community in addition, as done for the asylum centres as well.

Centre Structure



The communicative structure in the asylum centres should be used to mobilize capacities and facilities.



Image 1 Selfmakers Cards

News Paper



Local and national news-Papers are still very powerful options to promote the concept in order to generate donations and support.

Phone Contact



Most arrangements should be done in direct contact to avoid misunderstandings and save time.

E-Mail Contact



As far as our experience goes, e-mail communication is of limited suitability, since answers might take long time or stay away.

Personal Visits



Direct contact remains the best and irreplaceable opportunity to interest possible donators in the project.

2.12 Presentation

Planning

We started the planning of our sales presentation with the layout of a basic framework:

Introduction

We attempt to create a connection with the audience by welcoming individual attendees personally. This helps to dissolve the classical barrier between audience and presenters.

Global and National Situation

To introduce the thematic context, we presented simple diagrams of major home and hosting countries and compared it to the Norwegian situation. Mentioning the total numbers of refugees in Norway (188.000) and the share in the total population (3.6%).

Situation in the Asylum Centres

Since our audience knows with which problems it has to deal with, we did not have to deploy these too broadly. Nevertheless we portrait the situation from our view to generate a professional backup through confirmation in the audience.

Our Approach

This leads us to our concept and why we think it's necessary. The problematic of financial shortage lend itself to create a transition.

Concept

We resigned from using complex and detailed visual explanations, since we didn't want to drag the attention away from our words. Instead we used simple graphical ways to illustrate conceptual key factors, as done in the slice shown in Image 1: The sep-

aration in content becomes apparent in the coloured subdivision of the screen. The verbal content will be assigned to these areas.

Model Presentation

Till this point we kept the furniture hidden behind blinds. To enable a concrete estimation of the produced products, we showed them while explaining details of the concept. We also passed around the manual. On the shelf we placed the tools, that were used to manufacture it. We did this, to deliver the sentence of transparency: We don't hide any complications. It is truly that simple.

Pilot Project

To be convincing and to proof that the project can be realized, we presented the workshops, we already ran in cooperation with Skedsmo Mottak.

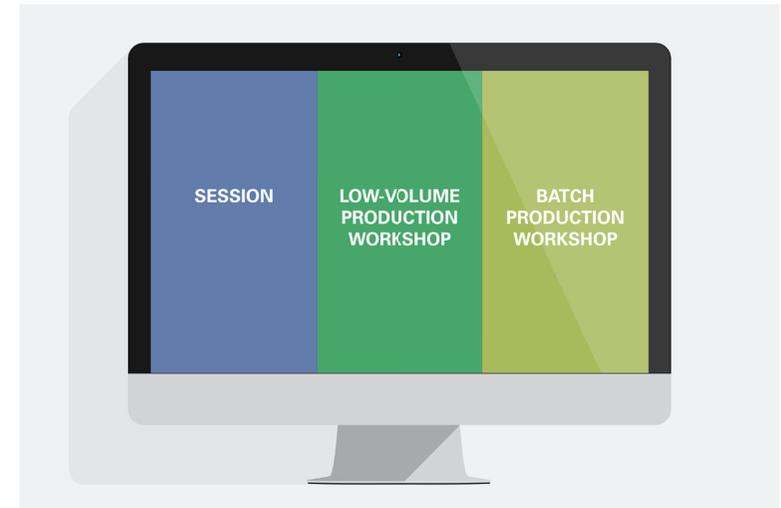


Image 1 Presentation Slide: Concept

Summary

After detailing the concept, we zoom back to outline the starter package and how the centres can use it to create their own workshop.

Financial Coverage

Since financing is a key point in any project realization, we described the donation concept and referring to different

donators and donations. As tangible example, we asked the audience to guess the material costs for the furniture, since they are surprisingly low.

Ending

Finally we state the website, to offer a way of further information and contact.

Reflection on the Presentation

We might have needed more time for rehearsal beforehand and thoughts about our stage, as we did not display our product properly visibly for the whole audience to see. We showed the toolbox, and it contains small parts, but people did not get to see the it up close, so showing it around earlier would have been helpful. We also did not mention our business cards with contact information.

It was also pointed out that we did not show enough enthusiasm and that our emotions did not built up what we said. But people liked our laid-back »uniforms« and the fact that we had real size products on stage. We where informed we had a solid concept and that the confidence in our product was noticeable.

2.13 Conclusion

The pilot workshop envolved very well. We started out with an empty apartment and filled it with tools and eager participants. It took some time to get running due to language barriers – but through non-verbal communication and a lot of laughter, we managed to arrange. We had a regular crowd showing up, some from Afghanistan and some from Syria. They had no common langue, but worked together excellently. They also picked up several Norwegian words for different tools and work-related expressions and hold basic conversations in Norwegian with us and between each other.

We need to keep working on this project over summer. More tools and materials are needed and also more volunteers. So far we received good feedback both from the

local community and Skedsmo Mottak, so we are eager to see where this leads. Our goal is to see this as a self-sustaining and evolving workshop where people can bring their skills and pass it on to others. There is also a possibility for making some sort of certificate for participation. Volunteering officially educated instructors, e.g. pensioners, could give the certificate an increased value.

In long term, we wish to create a community consisting of several workshops and a vivid development of new designs. Thereby the manual could grow and offer more examples.

3.0 Images

2

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image 2:
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image 1:
own visualization. (2016). Quotes from Refugees and Stuff in Lysakker Transittmottak, Hallway in the Background

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image 1:
own visualization. (2016). Graphical Analysis of the Visit in Skedsmo Mottak

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image 1:
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image 1:
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Selfmakers Stool and Shelf.

image 2:
own photography. (2016).
Closeup of the Shelf.

image 3:
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3.1 Text

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