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Update case study „Germany“

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1. GENERAL UPDATE ON PROGRESS IN CASE STUDY

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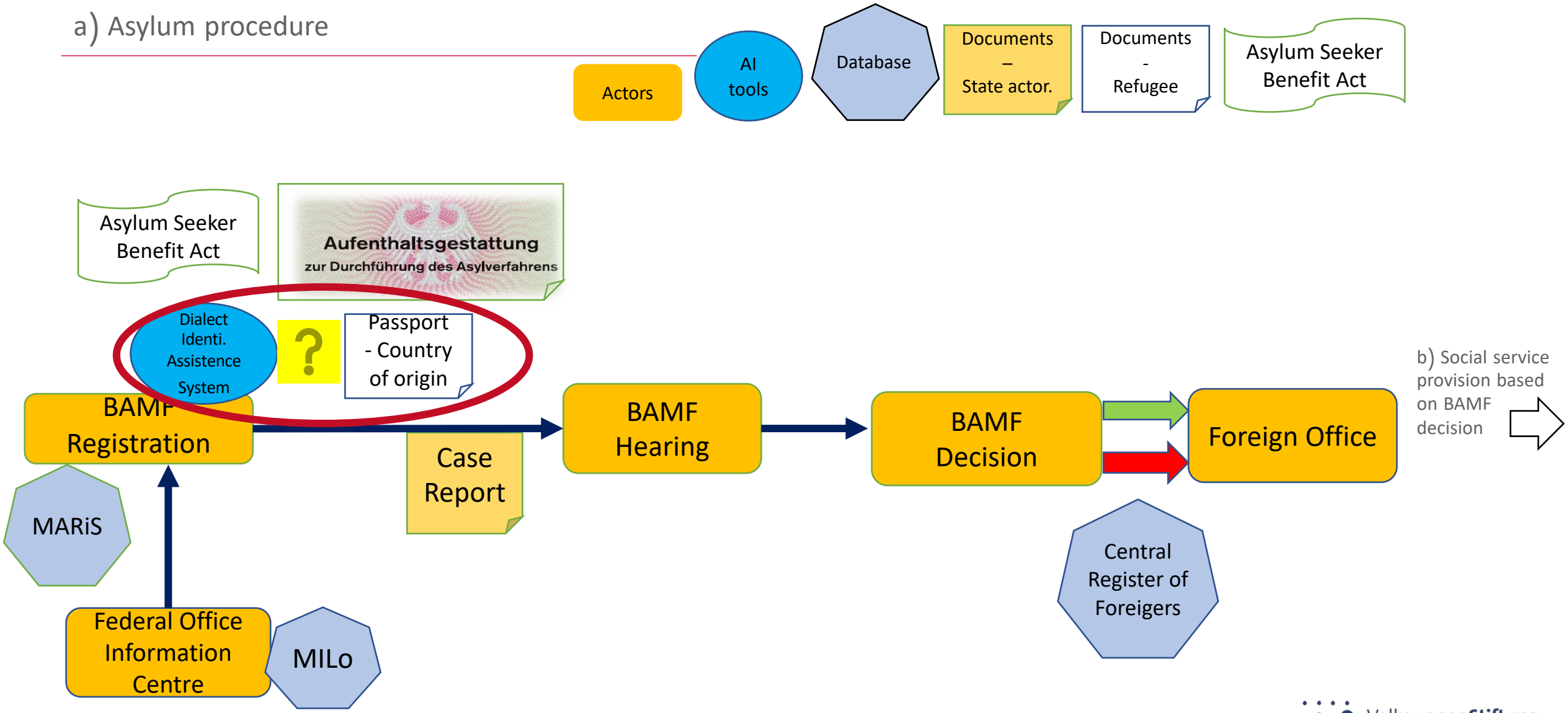
The context: asylum procedures and social service provision for refugees

- **Desktop research done, stakeholder mapping (for preparing actor network map) done**
- **Empirical data concerning the existing and desirable system were gathered:**
  - via face-to-face interviews: 5 exploratory interviews (August 2021) and 7 interviews with refugees and supporters (March-June 2022)
  - **Safe space workshop with refugees and their supporters (July 2022) (-> insights)**

2. ACTOR NETWORK MAP

a) Asylum procedure



3. INSIGHTS FROM MULTI-STAKEHOLDER WORKSHOPS

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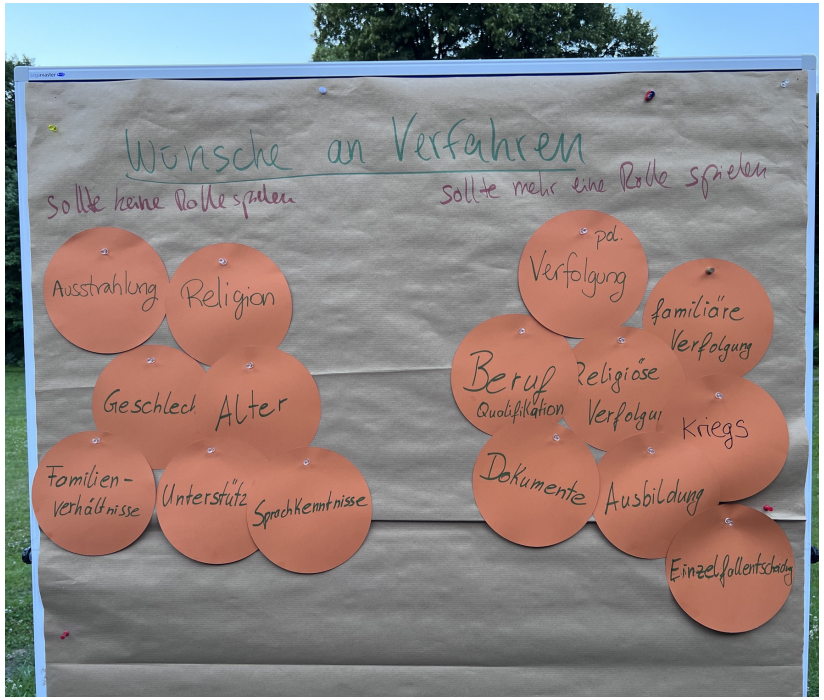
From existing to desired systems – two-day workshop with refugees & supporters (July 2022)

A. Building an "Identity card" (= perceived assessment criteria)

Country of origin	Should not play a role
Religion	
Profession/Job	Should play a more prominent role
Support*	
Documents (Pass/ID)	
Education/Apprenticeship	
Political opinion	more emphasis on:
Health	
Ethnicity	
Family conditions	Individual case decision
Personal charisma*	War
Experience of violence	political persecution
Language skills*	religious presecution
Army affiliation*	family persecution
Age*	
Gender	

B. "Wishes for the procedure"



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Worldcafé station "Algorithm" – their opinion on AI-use in asylum-related decision-making

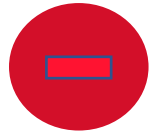
- improves information-based international networking
- More secure/reliable and efficient decisions
- Processes are more transparent and less racist
- relevant also for ethnicity, very important when documents are lost

"I think if a family comes here to Germany from Tadzhikistan or India or Pakistan, comes here without a document and says, I come from Afghanistan." (Refugee6)

- More information, more experiences

-> less mistakes, more logical, more objective

"There stands a person and maybe he has an emotional situation "ok, this is good, or this does not work", the mood of the person, and this is not good. But there [with AI] only objectivity and [...] maybe there are 100,000 data, but here only one experience of one person (....)" (Refugee2)



- Legal and moral reasons
- Not efficient/flexible concerning politics
  - everything is in a constant flux
  - Always dependent on correctness
- Dependent on weighing criteria

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4. MAIN INTERIM RESULTS

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Worldcafé "Algorithm" insights into "Better AI" & Venue feedback results

Refugees & Supporters:

- **For what kind of purpose** is AI used/applied?
- **Reliability is crucial** (and you can be [always] mistaken)
- **Complexity might be an issue**, e.g. the case of persecution , Individual story might be difficult to grasp for AI

Overall agreement:

AI is able to collect data – but control/update should be done by a human because one has to keep in mind that the source of data is/will always be problematic

- **Venue Feedback results: Refugees and supporters appreciated the monastery of Nütschau as "safe space", examples**
  - "Freedom of Speech"
  - "Listening and open speech is possible without restrictions."
  - "The place radiates calm, respect is lived."
  - "A quiet, well-structured, hospitable place."
  - "Politically neutral place"

5. CHALLENGES DURING RESEARCH: ETHICAL ISSUES AND SURPRISES

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Challenges and uprising ethical issues

Challenges

- **Empirical research**: the stakeholders are "hard to get" because they do not get the employer's permit or they cannot be reached (by phone, email); contested topic -> untransparent decision-making processes (-> confidentiality)

(Uprising) Ethical issues

- war in Ukraine (changing discourses, perceived unfairness in the integration system in Germany)
- **role of trade-offs ("ends justifies the means"):** state's perspective (security > privacy); refugees (asylum > privacy); role of informed consent
- **ambiguities (-> margin of discretion):** everything is regulated or "ruled by law" (-> bureaucracy), on the other hand, the decisions being made often seem "arbitrary" ("being lucky with the administrating person")
- **law is sometimes lagging behind technology implementation:** mobile data processing in 2017 "accepted", in 2023 forbidden in Germany

5. CHALLENGES DURING RESEARCH: ETHICAL ISSUES AND SURPRISES

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Surprises

- Refugees quite optimistic/positive attitude towards AI
- Refugees‘ relativley high dependency on support-system
- Heterogenity due to federalism having an impact on (differing) recognition rates and social service provision procedures
- Germany‘s (politically) ambigious ways to (not) use technology:

➢ high-tech AI (asylum procedure) vs. paperwork-based bureaucracy (social service provision)

- New ways, e.g. better digital infrastructures, to support refugees

(„Ukraine as role model?“)

6. NEXT STEPS TOWARDS HIGH-LEVEL STRATEGY

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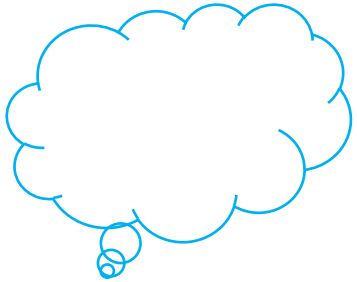
May 2023 – July 2023

- Finalizing short **Working Paper** "AI use in asylum procedures and social service provision for refugees" on existing system in place (May 2023)
- **ABM session** with Surrey (15th May 2023)
  - Surrey will create an **ABM modelling** the current social assessment system
  - Using the ABM as a guide, rules are written for the **game;** the initial rule set will be checked and refined to become the 'current rule set'
- The **multi-stakeholder workshop** will take place (19th-20th June 2023)
  - the current rule set will be gradually adapted by the stakeholders to become a more desirable assessment algorithm; we will extract the **'better rule set',** using the records from the game.

THANK YOU FOR YOUR ATTENTION!

QUESTIONS?

COMMENTS?



2. ACTOR NETWORK MAP

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b) Social service provision based on BAMF decision

Foreign Office

Social Office

Jobcenter

Benefits acc. Social code

Access to langage courses

Access to job market

Central Register of Foreigers

Foreign Office

Social Office

Asylum Seeker Benefit Act

Jobcenter

Access to langage courses

Federal Employment Agency

Access to job market

Some learnings

- the foreign office appears as interface (or gatekeeper)
- rather fragile/complicated communication flow between the actors in the context of social service provision
- People with toleration status are dependent on more actors (social office, jobcenter, federal employment office), "long way" to get residence permit

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