

Digital transformation of public and community services: opportunities for asylum seekers seeking employment?

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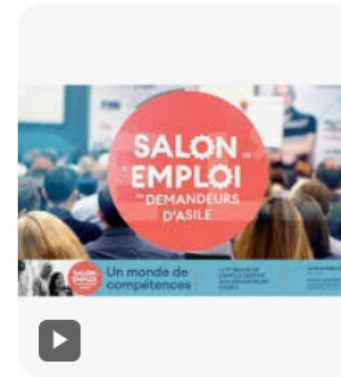
Context

↑ **Asylum Seeker** (163 000 in Québec in total, Stat. Can. '24)

Digital skills, new kind of intervention, and new ways to job search

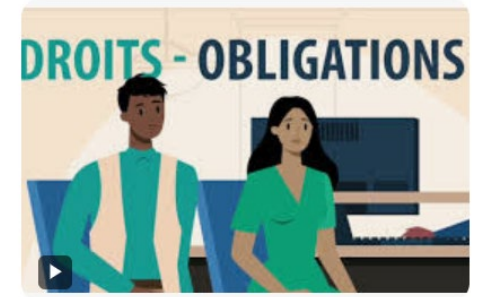
Research: digital literacy and migrant integration + complex

And on **the job market?**



Instagram

Vous êtes deman...



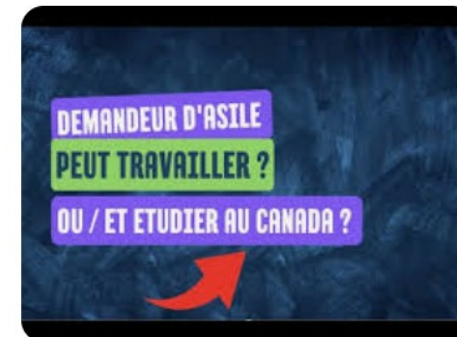
YouTube

Droits et obligations - Aide financière ...



CERDA

Webinaire | Comprendre la trajectoire des de...



YouTube

Est ce qu'un demandeur d'asile p...

Objective: to examine the use and effects of "digital" technology in the job searching of asylum seekers

55 persons (n.28 reach with interviews; n. 27 online surveys)

$\approx W = M$

20 @ 61y.

Diverse
regions of
the world

Δ
Schooling

$\bar{x}$ 1,5 years

$\approx 60\%$ have
worked or
have
experienced
working in
Quebec

Digital Technologies and Trajectories: Key Stages





Paradoxical tension 1. The Digital transformation of Organizations and Services: Easier access?



What are the biggest challenges when using digital tools to look for work?

Results of the online survey

- * « There is too much information, I can't find the right information » (37%)
 - * « Government websites are difficult to understand and navigate » (23%)
 - « I don't understand the language » (11%)
-

Life has gotten easier and harder at the same time. It's easier because you have access to lots of things (if you have questions, there's a phone number or an e-mail address), but it's harder because you don't know if it's a real job, if it's a real opportunity, if you're filling out the right form, if you're making a mistake, there's no one to ask.

(Nour, intermittent employment, found "in person," self-assessment "10")

Digital transformations: multifaceted dimensions

⚠ **Digital skills: Heterogeneity, ≠ a continuum:** *Which skills? Which factors shape them?*

⚠ "Bureaucratic" **literacy**

≠ only "digital" = It Depend on the type of content + the timing

I was reading, but I was not understanding (Dana)

I could have done it, but at the time, I wasn't myself (Hassan)

⚠ + Vulnerability → Exposure to **abuse** and **fraud** during job search

You have to risk your fears (...) But I have to try because if I don't have a job, that's when you're a bit more vulnerable. (Ralph)

√ Role of "**digital intermediaries** / facilitators"

√ Digital technologies = also a **resources** (translation, information-seeking, etc.)



Paradoxical tension 2. “I prefer to look for work online... but I don't get any replies...”

Job search and digital technology



Perceived benefits: "no distance,"
"increased ability to connect,"
"communication and information tools"



Disadvantages: "no response," "no
feedback," "don't know how to use it /
where to look for"



- *"I also tried looking for work online, and I applied for lots of jobs, really a lot, but I never got any replies. In fact, it's almost always a rejection, you know..."*

(Priya, currently employed, found "in person", self-assessment "10")

Digital inclusion?
Or inclusion more broadly?

I started applying for all kinds of jobs online (Joy, currently a project associate, found "in person")

In conclusion

For what job?

“At first, I told myself, I’ll put myself in the shoes of someone who’s looking for work. I have to take any job.” (Djamel, university graduated, translated)

- *What about Professional recognition?*

Préliminaires :
documentation
et orientation

S’outiller pour
chercher du
travail

Démarcher /
postuler (et
communiquer)

Travailler (et
continuer à
démarcher)

- And “Filters” and algorithms?

Sophie and « Alex » "There are job offers... You think that when you apply, it goes straight to HR, but no—it’s handled by AI! (laughs) (His name is Alex!) That really makes me uncomfortable, because you know your chances are really really slim... You see all those questions you have to answer? (Sophie, unemployed 11 months, self-assessment ‘10’, translated)

- *A digital injunction? What about inclusion more broadly?*

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