NIGERIA

THE ROLE OF INFORMATION, SMARTPHONES AND APPS IN THE MIGRATION PROCESS

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Ministry of Foreign Affairs of the Netherlands

A study funded by the Dutch Government

THE ROLE OF INFORMATION, SMARTPHONES AND APPS IN THE MIGRATION PROCESS

BACKGROUND

CMFS BACKGROUND

This report was produced with the financial assistance of the Ministry of Foreign Affairs of the Netherlands. Data was collected through DTM's Comprehensive Migration Flows Surveys (CMFS) methodology that aims to enable a better understanding of migration flows from Afghanistan, Ethiopia, Iraq, Nigeria, Pakistan and Somalia towards Europe, a collaborative effort by the DTM support team and relevant IOM field missions funded by the Dutch Ministry of Foreign Affairs. The findings, interpretations and conclusions expressed in this report can in no way be taken to reflect the official opinion of IOM, its Member States, the Dutch Government or other donors. The designations employed and the presentation of material throughout the work do not imply the expression of any opinion whatsoever on the part of IOM concerning the legal status of any country, territory, city or area, or of its authorities, or concerning its frontiers or boundaries.

METHODOLOGY

The methodological framework of the DTM's CMFS is based on the collection of primary data, which provides information on migration flows towards Europe from Nigeria whilst focusing on six thematic areas: (1) migrant profiles, (2) migration drivers and decision-making, (3) migrant vulnerabilities, (4) the role of intermediaries, (5) migrant perceptions towards Europe and (6) migration choices and options. The data DTM collected under the CMFS in 2017 among Nigerian nationals was based on four data-collection tools, each surveying a different target group; data was collected among i) Prospective Nigerian migrants in Nigeria, ii) Nigerian migrants en route to Europe (Greece, Libya, Niger, and Sudan), iii) Nigerian migrants in their final European destination country (the Netherlands), and iv) Nigerian migrants who returned to Nigeria from Europe. Due to the nature of the target groups, respondents for these surveys were sampled using basic random sampling in combination with snowball sampling in main target locations (e.g. migrant reception centers). The sample sizes of Nigerian respondents were as follows: a) Prospective migrants: 399, b) Greece: 204 Nigerian respondents, c) Libya: 826 Nigerian respondents, d) Niger: 866 Nigerian respondents, e) Sudan: 1 Nigerian respondent, f) the Netherlands: 41 Nigerian respondents and d) Returnees in Nigeria from Europe: 90 Nigerian respondents. To best identify the target population and develop a more robust interviewee-interviewer relationship, the data collectors that conducted the surveys were also Nigerian nationals.

STATISTICAL NOTES

1) Certain variables have been removed from the analysis due to low sample sizes.

2) The note "n<10" signifies a statistic that represents fewer than ten people. Example: 8 people out of 15 total people is 53.3% (n<10).

3) The note "multiple answers" means that a single respondent was allowed to provide more than one answer. For this reason, totals do not add up to 100%.

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THE ROLE OF INFORMATION, SMARTPHONES AND APPS IN THE MIGRATION PROCESS

GENERAL OVERVIEW

2,427 PEOPLE INTERVIEWED

71%   29%

60% MIGRATED IN 2017

AVERAGE HH SIZE
6.3 persons

AVERAGE AGE
27.5 years

TOP 3 PROVINCES OF ORIGIN

EDO 33%

DELTA 13%

LAGOS 12%

LEGAL OPTIONS FOR MIGRATION

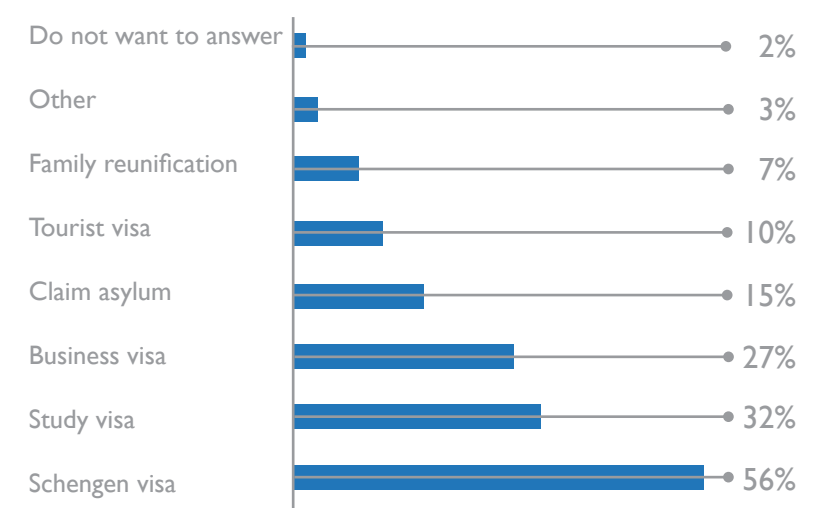**86%** DID NOT KNOW THE ASYLUM PROCEDURE

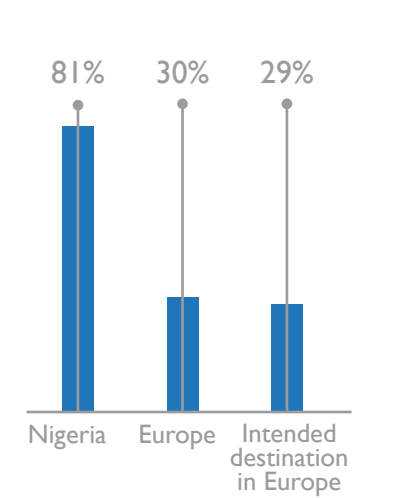**31%** WERE AWARE OF LEGAL OPTIONS FOR MIGRATION

SMARTPHONE USE EN ROUTE

45% OF THE RESPONDENTS HAD A SMARTPHONE

Most commonly known legal options for migration*

Option	%
Do not want to answer	2%
Other	3%
Family reunification	7%
Tourist visa	10%
Claim asylum	15%
Business visa	27%
Study visa	32%
Schengen visa	56%

*multiple answers

Phone used to communicate with social networks in:*

Nigeria	Europe	Intended destination in Europe
81%	30%	29%

Most used apps:*

Whatsapp	Facebook	Viber
74%	67%	28%
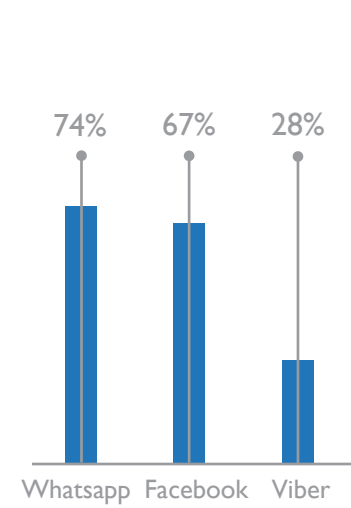
THE ROLE OF INFORMATION, SMARTPHONES AND APPS IN THE MIGRATION PROCESS

GENERAL OVERVIEW

INFORMATION AND TECHNOLOGY USE PRIOR TO DEPARTURE

Main sources of information that migrants used to base their perceptions of Europe

27% Word of mouth

17% Television

15% Internet

Main channels of word of mouth

33% Verbal contact with social networks in Europe

13% Social events/ activities

13% Family/friends that returned from Europe to Nigeria

Main sources of information that influenced migration decision

24% Word of mouth

18% Television

17% Facebook

Main channels of word of mouth

33% Verbal contact with social networks in Europe

11% Social events/ activities

10% Family/friends that returned from Europe to Nigeria

INFORMATION OBTAINED PRIOR TO DEPARTURE   **44%** COSTS   **29%** ROUTES   **23%** TRANSPORT

THE ROLE OF INFORMATION, SMARTPHONES AND APPS IN THE MIGRATION PROCESS

SITUATION FOR PROSPECTIVE MIGRANTS

399 MIGRANTS INTERVIEWED

AVERAGE HH SIZE

6 persons

64%   36%

AVERAGE AGE

31 years

TOP **3** INTENDED DESTINATION COUNTRIES

ITALY **27%**

SPAIN **15%**

UK **12%**

LEGAL OPTIONS FOR MIGRATION

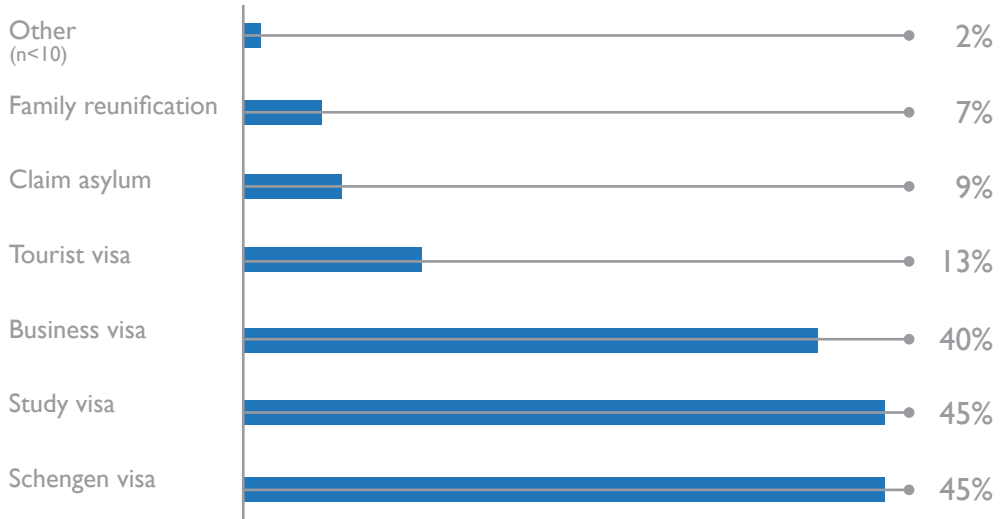**82%** DID NOT KNOW THE ASYLUM PROCEDURE

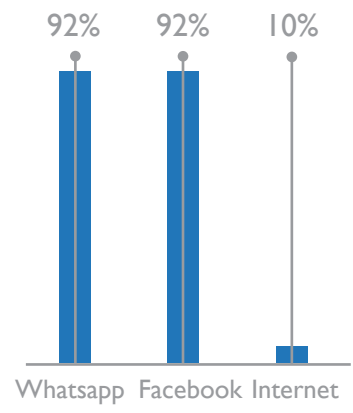**86%** WERE AWARE OF LEGAL OPTIONS FOR MIGRATION

SMARTPHONE USE EN ROUTE

91% OF THE RESPONDENTS HAD A SMARTPHONE

Most commonly known legal options for migration*

Option	%
Other (n<10)	2%
Family reunification	7%
Claim asylum	9%
Tourist visa	13%
Business visa	40%
Study visa	45%
Schengen visa	45%

Most used apps:*

App	%
Whatsapp	92%
Facebook	92%
Internet	10%

*multiple answers

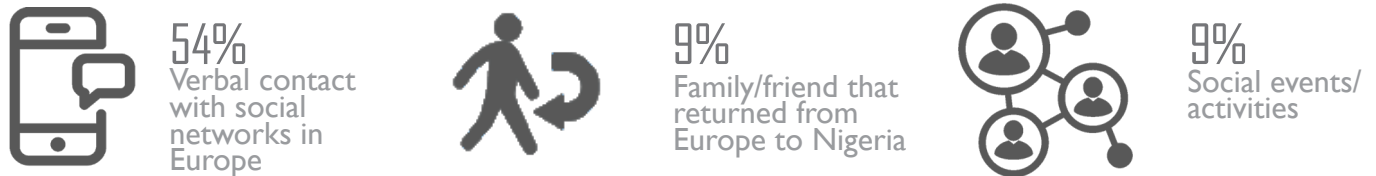# THE ROLE OF INFORMATION, SMARTPHONES AND APPS IN THE MIGRATION PROCESS

SITUATION FOR PROSPECTIVE MIGRANTS

INFORMATION AND TECHNOLOGY USE PRIOR TO DEPARTURE

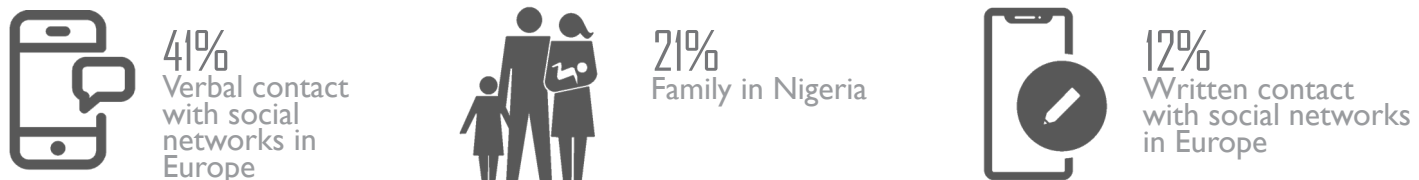### Main sources of information that migrants used to base their perceptions of Europe

29% Word of mouth

25% Radio

19% Facebook

Main channels of word of mouth

54% Verbal contact with social networks in Europe

9% Family/friend that returned from Europe to Nigeria

9% Social events/ activities

Main sources of information that influenced migration decision

36% Facebook

35% Word of mouth

15% WhatsApp

Main channels of word of mouth

41% Verbal contact with social networks in Europe

21% Family in Nigeria

12% Written contact with social networks in Europe

INFORMATION OBTAINED PRIOR TO DEPARTURE   **39%** COSTS   **33%** ROUTES   **24%** TRANSPORT

THE ROLE OF INFORMATION, SMARTPHONES AND APPS IN THE MIGRATION PROCESS

SITUATION IN TRANSIT

1,897 MIGRANTS INTERVIEWED

64% MIGRATED IN 2017

73%　　　**27%**

AVERAGE HH SIZE
6.5 persons

AVERAGE AGE
26 years

TOP **3** INTENDED DESTINATION COUNTRIES

ITALY 25%

GERMANY 20%

EUROPE (in general) 10%

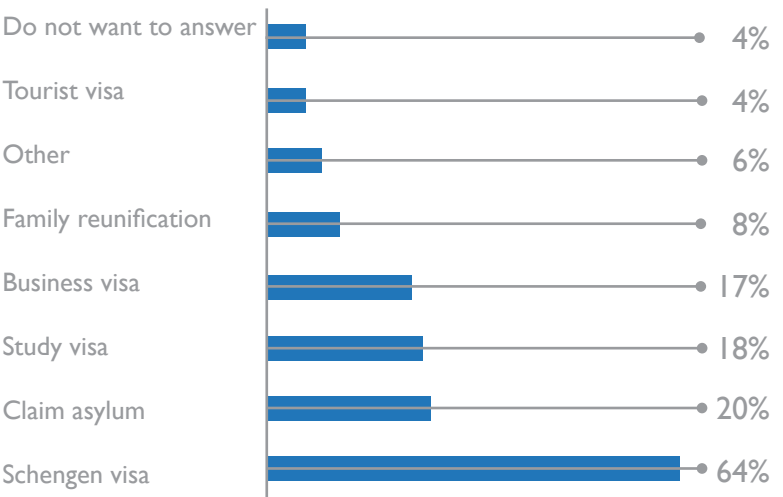## LEGAL OPTIONS FOR MIGRATION

88% DID NOT KNOW THE ASYLUM PROCEDURE

18% WERE AWARE OF LEGAL OPTIONS FOR MIGRATION

SMARTPHONE USE EN ROUTE
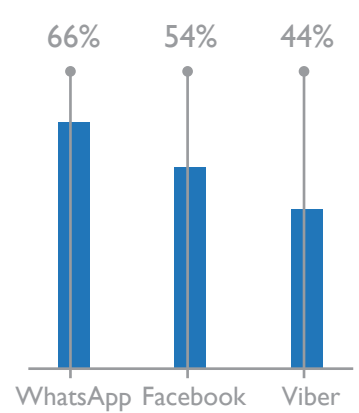
36% OF THE RESPONDENTS HAD A SMARTPHONE

Most commonly known legal options for migration*

Do not want to answer	4%
Tourist visa	4%
Other	6%
Family reunification	8%
Business visa	17%
Study visa	18%
Claim asylum	20%
Schengen visa	64%

Phone used to communicate with social networks in:*

Nigeria	Europe	Intended destination in Europe
77%	30%	26%

Most used apps:*

WhatsApp	Facebook	Viber
66%	54%	44%
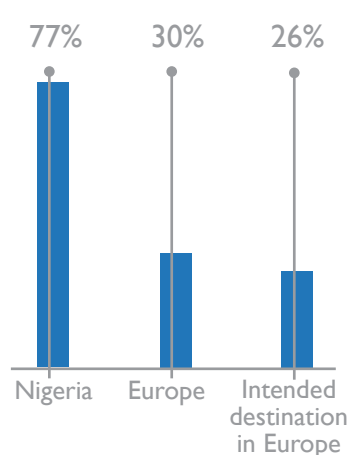
*multiple answers

THE ROLE OF INFORMATION, SMARTPHONES AND APPS IN THE MIGRATION PROCESS

SITUATION IN TRANSIT

INFORMATION AND TECHNOLOGY USE PRIOR TO DEPARTURE

Main sources of information that migrants used to base their perceptions of Europe

16% Word of mouth

15% Television

10% Internet

Main channels of word of mouth

17% Verbal contact with social networks in Europe

14% Social events/ activities

13% Family/friends returned from Europe to Nigeria

Main sources of information that influenced migration decision

22% Television

21% Word of mouth

19% Internet

Main channels of word of mouth

29% Verbal contact with social networks in Europe

15% Social events/ activities

12% Family/friends that returned from Europe to Nigeria

INFORMATION OBTAINED PRIOR TO DEPARTURE   **44%** COSTS   **28%** ROUTES   **22%** TRANSPORT

THE ROLE OF INFORMATION, SMARTPHONES AND APPS IN THE MIGRATION PROCESS

SITUATION IN DESTINATION: NETHERLANDS
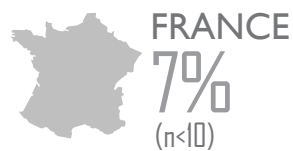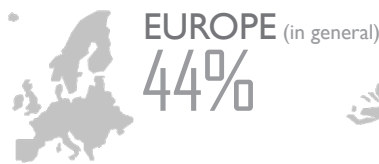
41 MIGRANTS INTERVIEWED

22% MIGRATED IN 2016

66%   **34%**

AVERAGE HH SIZE
1.7 persons

AVERAGE AGE
31 years

TOP 3 INTENDED DESTINATION COUNTRIES

EUROPE (in general)
44%

NETHERLANDS
27%

FRANCE
7%
(n<10)

LEGAL OPTIONS FOR MIGRATION

80% DID NOT KNOW THE ASYLUM PROCEDURE

17% (n<10) WERE AWARE OF LEGAL OPTIONS FOR MIGRATION

SMARTPHONE USE EN ROUTE

20%
OF THE RESPONDENTS HAD A SMARTPHONE (n<10)

INFORMATION AND TECHNOLOGY USE PRIOR TO DEPARTURE

Main sources of information that migrants used to base their perceptions of Europe

29% Word of mouth

24% Other

24% Do not want to answer

Main sources of information that influenced migration decision

29% Word of mouth

22% Other
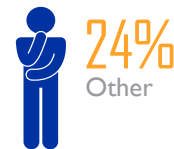
27% Television
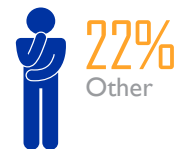
Note: Due to low sample sizes, some variables have been omitted and are not displayed in this section.

INFORMATION OBTAINED PRIOR TO DEPARTURE   **66%** COLLECTED NO INFORMATION

THE ROLE OF INFORMATION, SMARTPHONES AND APPS IN THE MIGRATION PROCESS

SITUATION UPON RETURN

90 RETURNEES INTERVIEWED

63%

37%

29% MIGRATED IN 2015

AVERAGE HH SIZE
5.2 persons

AVERAGE AGE
34 years

TOP 3 RETURN COUNTRIES

ITALY 26%

UK 20%

GERMANY 16%

LEGAL OPTIONS FOR MIGRATION

59% DID NOT KNOW THE ASYLUM PROCEDURE

83% WERE AWARE OF LEGAL OPTIONS FOR MIGRATION

SMARTPHONE USE EN ROUTE

49% OF THE RESPONDENTS HAD A SMARTPHONE
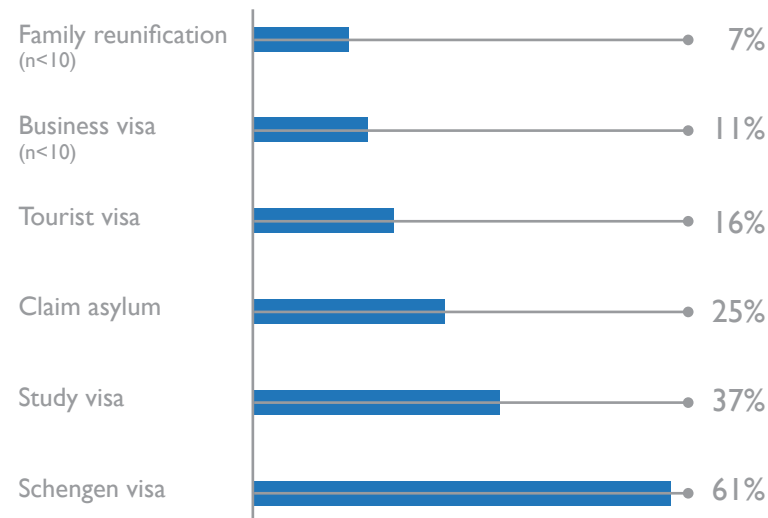
Most commonly known legal options for migration*

Legal option	Percentage
Family reunification (n<10)	7%
Business visa (n<10)	11%
Tourist visa	16%
Claim asylum	25%
Study visa	37%
Schengen visa	61%

Phone used to communicate with social networks in:*

Location	Percentage
Iraq	80%
Intended destination in Europe	48%
Europe (n<10)	11%

Most used apps:*

App	Percentage
WhatsApp	61%
Facebook	59%
Internet	23%
Google Maps	23%
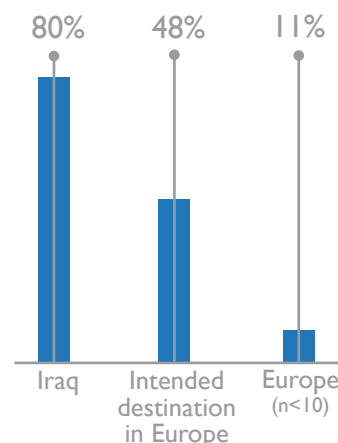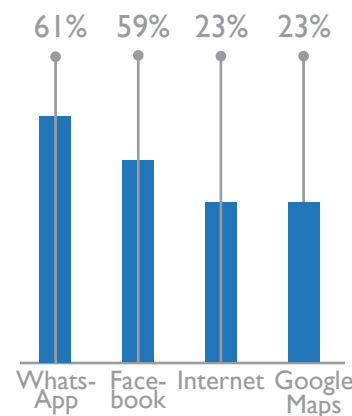
*multiple answers

THE ROLE OF INFORMATION, SMARTPHONES AND APPS IN THE MIGRATION PROCESS
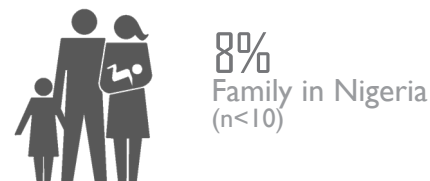
SITUATION UPON RETURN

INFORMATION AND TECHNOLOGY USE PRIOR TO DEPARTURE

Main sources of information that migrants used to base their perceptions of Europe
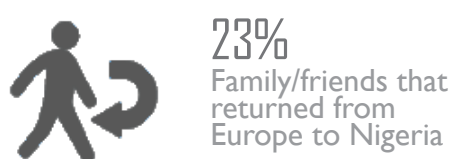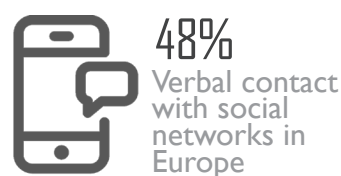
32% Word of mouth

20% Facebook

17% Internet

Main channels of word of mouth

51% Verbal contact with social networks in Europe

14% Family/friends that returned from Europe to Nigeria (n<10)

8% Family in Nigeria (n<10)

Main sources of information that influenced migration decision

22% Television

16% Internet

16% Word of mouth

Main channels of word of mouth

48% Verbal contact with social networks in Europe

23% Family/friends that returned from Europe to Nigeria

14% Social events/ activities (n<10)

INFORMATION OBTAINED PRIOR TO DEPARTURE   66% COSTS   30% ROUTES   20% TRANSPORT

DTM
IOM DISPLACEMENT
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