Living “Here” and “There”: Exploring the Transnational Information Practices of Newcomers from the Philippines to Winnipeg

by

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A thesis submitted in conformity with the requirements for the degree of Doctor of Philosophy

Faculty of Information
University of Toronto

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Abstract

This study examines how new immigrants from the Philippines to Winnipeg, arriving through the Manitoba Provincial Nominee Program (MPNP), identify, use, and share information during the migration process and upon arrival to Canada. Using a qualitative and exploratory approach, this study applies a transnational lens to this area of research to make explicit the detailed activities and outcomes of newcomer information practices, in particular drawing out the dimensions and implications of newcomers’ participation within and across local and global social networks, translocal information landscapes, and across their settlement trajectories. Through qualitative in-depth interviews with 14 provincial nominees, this study identifies eight settlement-information phases that locate respondents’ information practices across their settlement trajectories as they migrated to Winnipeg. These phases include: Deciding to apply to the MPNP; Applying to the MPNP; Preparing to depart the Philippines; Preparing to arrive to Winnipeg; Arrival and orientation to Winnipeg; Getting started in Winnipeg; Building a “better life” in Winnipeg; and, Maintaining connections to the Philippines. Based on these findings I identify a process of translocal meaning making that describes the manner by which study
respondents came to make sense of and operate within the Winnipeg information landscape. This process describes how respondents constructed meaning as they migrated and settled in Winnipeg, encountering and incorporating diverse, complex, and often contradictory information and information resources into their daily lives. This study offers a unique perspective on migrants’ information practices, recognizing how deeply embedded and intertwined are settlement activities within information practices, and acknowledging the fluidity of individuals’ relationship to information and the knowledge(s) it produces. Both challenging and extending notions of information practice, this study calls for additional research that examines how contexts of transition and travel require distinct lenses and tools to capture the information practices of migrant populations in transition.
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1 Introduction

1.1 Chapter overview

This chapter provides a broad introduction to this study. It describes the study’s rationale, motivation, research questions, and methods. It briefly introduces key concepts drawn from three disciplinary fields of study, including information practices research, social network theory, and transnational migration scholarship, and situates these in relation to each other. It concludes by describing both the academic and practical significance of this research to the disciplinary fields of Information Studies and studies of immigration as well as to the migration settlement sector.

1.2 Study introduction and rationale

This exploratory multi-disciplinary study investigates the everyday information practices of new immigrants from the Philippines to Winnipeg, Manitoba, arrived through the Manitoba Provincial Nominee Program (MPNP). Using qualitative methods, including in-depth interviews with 14 Filipino newcomers to Winnipeg, the study focuses on newcomers’ search for settlement information at the points of departure from the Philippines and reception into Canada. I consider how participants navigate both local and global social networks, electronic resources, information providing institutions, and other relevant sources in both the contexts of exit and entry to find the information/help they need to migrate and settle in Winnipeg.

Moreover, this study is an “examination of how locality emerges in a global world” (Appadurai, 1996, p. 18). Specifically, it examines how information practices are constituted locally that are informed by shifting and global world(s), cultural locations and identities, and transnational concerns and motivations. I examine this by considering respondents’ information practices and meaning making processes as they migrate and settle in Winnipeg encountering and incorporating diverse, complex, and often contradictory information into their daily lives and in the project of migration and settlement to Winnipeg. For migrants in this study, information practices are both deeply individualized and embedded within social relations, contexts, and specific locales. They are underpinned by structural factors such as migration policies and social network structures. They are complex, shifting, and iterative.
Within Information Studies, everyday information practices is a well-known concept suggesting that individuals require and seek information on a daily basis in complex ways and from a variety of sources in order to manage their daily lives (Savolainen, 2008). For new immigrants who may not yet have established patterns or identified information sources, information practices may be incredibly daunting and a very complex process. Mehra and Papajohn refer to the unknown information context to which newcomers arrive as a “culturally alien information environment” (2007). Upon arrival both the information needs that newcomers must satisfy as well as the barriers to accessing this information are high.

Although newcomers face critical information issues upon arrival, nonetheless research within the field of Information Studies has been slow to examine this important area of scholarship. As I demonstrate in Chapter 2, research that addresses the information practices of immigrants is sparse and siloed. Taken as a whole, the research points to an array of settlement related information needs, information barriers, and information seeking behaviors experienced by a variety of differently situated migrants. However, much of this research does not address migrants’ settlement and related information practices as they evolve across their settlement journeys. Instead a snap shot is taken that becomes the only representation of a dynamic and rapidly shifting process. I therefore suggest that applying a transnational lens provides a more textured examination of lives engaged in travel and transition and connected through complex and circuitous deterritorialized networks of people and resources. My research focuses on creating a framework or lens for investigating the study of newcomers’ information practices at the intersections of information practices research, social network theory, and transnational migration scholarship.

Winnipeg was selected as the site for this investigation because few studies in Canada examine smaller centres of migration. Similarly, little research has examined the Manitoba Provincial Nominee Program (MPNP) though Provincial Nominee Programs continue to grow across the country (Lewis, 2010). In 2013, Manitoba received 13,100 immigrants, a figure that more than triples that of fifteen years earlier (Manitoba Labour and Immigration, 2014). Most of this growth is attributable to the Manitoba Provincial Nominee Program, which is currently the door through which over 68% of newcomers arrived to Manitoba in 2013 (Manitoba Labour and Immigration, 2014). Winnipeg, Manitoba’s capital city is the most popular destination point for newcomers. Although they continue to arrive to Manitoba in unprecedented numbers, very little research
exists about newcomers’ settlement experiences, particularly research that captures the unique settlement context of mid-sized Canadian cities where social networks often play a more prominent roles in assisting with settlement than do settlement serving agencies (Lusis & Bauder, 2008). Exploring the role of social networks is also particularly salient given that some application streams within the MPNP selection process give priority to migrants if they have familial ties or other supports already residing in Manitoba.

In order to capture migrants’ experiences at a very granular level I chose to look closely at only one immigrant population. The Filipino population was selected because they are the largest immigrant population in Manitoba. In 2013, 29.1% or 3,818 newcomers to Manitoba arrived from the Philippines (Manitoba Labour and Immigration, 2014). While Manitoba has long had a large and vibrant Filipino community, the MPNP has resulted in significant growth for this population. The Philippines’ well known history of mass international migration and large diasporic community also make newcomers from the Philippines excellent candidates for a study focusing on transnationality.

1.3 Applying a transnational lens to research on the information practices of migrants

This research begins from the premise that the information practices of immigrants to Canada needs a great deal of further examination, particularly in light of the concept of transnationalism, which takes as its starting point that immigrants live their lives simultaneously “here” and “there” (Smith, 2001). Immigration therefore, is a process of ties and connections whereby many migrants will sustain ongoing ties and relationships (in terms of ongoing communication, remittances, and political participation etc.) with their countries of origin while developing a new life in a new country. Migrants’ social networks therefore are complex circuits of family, friends, colleagues, and acquaintances residing in the country of origin and receiving country, indeed, quite possibly, around the world.

Historically, migration research has tended to examine migrants at one location rather than as a total social process (Gardiner-Barber, 2008). A transnational lens however seeks to highlight that the conditions of departure and arrival are both deeply connected to immigrant settlement
trajectories and that these connections may remain resonant and ongoing in migrants’ lives during settlement and beyond. Framing migration in this way has significant implications for understanding information practices during this process. Previous research on information practices has tended to focus on how individuals typically find information in relatively static contexts (Dervin, 1997). It does not address how practices shift across space and time and how they are impacted by a variety of (sometimes conflicting) contextual factors that may significantly impact how individuals seek or make sense of information. Transnational research and theories on the other hand, take disruption and disjuncture as a central focus of its work, exploring in detail how migrants make sense of multiple and shifting meanings, ways of knowing, physical and social geographies, institutions, policies, and identities (Appadurai, 1996; Clifford, 1997; Faist, 2000, 2010; Levitt & Jaworsky, 2007).

My research begins from the premise that newcomer settlement information practices occur within a multi-sited context and that the context of departure has significant implications for arrival, and ultimately inclusion into the host country. It focuses on how newcomers navigate new and unknown information landscapes, bringing with them as they do, tools, resources, sensitivities, and strategies forged by other locations, experiences, and landscapes. Further, it emphasizes that information may travel “circuitously” through complicated routes, persons, and across multiple locations. Not only is the process of migration multi-sited or translocal, it may involve players and institutions across multiple national terrains. Social networks are therefore key facilitators of transnational connections and may include “those who move and those who stay behind” (Levitt & Glick Schiller, 2004, p. 596).

In summary, applying a transnational lens to the study of the information practices of migrants prioritizes the following assumptions:

- Migrants’ lives upon arrival to a new county may be multi-sited, incorporating activities, including information activities, directed towards both “here” and “there”.
- The context of migrants’ departure may have significant implications for arrival and ultimately their inclusion into the receiving country.
- Migrants bring with them experiences, cultural understandings, and resources that may affect how they act and make sense of information and the settlement context.
- Social networks are a primary site of transnational connectivity and interaction. Social networks and the interactions between network ties may therefore have implications
for migrants’ arrival and inclusion into the receiving country as well as migrants’ information practices.

These premises affect this studies’ design and implementation, including the research question outlined below as well as study analytical lens (described in Chapter 3) and research methods (described in Chapter 4).

1.4 Study motivation, objectives, and research questions

This research project partially came into focus through a graduate course I took at the Ontario Institute for Studies in Education (OISE) at the University of Toronto entitled Theorizing Transnationality: Feminist Perspectives taught by Dr. Alissa Trotz. As I compared the literature on the information practices of immigrants within the field of Information Studies to the often more ethnographic, experiential, and contextualized literature on transnational migration, I identified what I perceive to be conceptual gaps in the manner by which we, in Information Studies, address how newcomers find, use, and share information. That is, our accounts of information practices do not typically emphasize the complexity of experience for those whose lives are in profound transition and affected by a broad range of factors, both here and there. Later, my own personal experience working on a number of government and academic research projects about migration in Ontario gave me the opportunity to interview newcomers and settlement providers about their migration experiences. Those migration stories and accounts confirmed to me the need for an investigation of migrant information practices that considers individuals’ experiences in a multi-sited context and across their settlement trajectories.

This exploratory study has several related objectives, seeking to achieve both academic and practical applications. From an academic perspective, my research strives to make a contribution to the body of literature on information practices by making explicit the detailed activities and outcomes of the information practices of newcomers from the Philippines arriving through the MPNP. As well, I emphasize examining social networks in this context, another understudied aspect of information practices research.

More broadly, this research is aimed at better understanding how a transnational lens might be applied to this area of research. I propose a framework for investigating the study of newcomer
information practices at the intersections of information practices research, social network theory, and transnational migration scholarship that draws out the dimensions and implications of newcomers’ information practices throughout the migration and settlement process as well as within and across translocal or multi-sited spaces.

From a practical standpoint, my study seeks to contribute valuable information to the Manitoba government and the Manitoba settlement sector about the migration and settlement practices and patterns of one of its largest settling communities, residents from the Philippines. A great deal of Canadian migration research has, in the recent past, focused on the following: immigrant populations that have resided in Canada for long periods, the federal permanent residency migration program, and large centres of settlement (Toronto, Vancouver, Montreal). Today, as noted above, immigration trends have shifted to include Provincial Nominee Programs that encourage migration to smaller Canadian centres. This study considers what settlement looks like for a recently arrived population to Canada, arriving to a mid-sized city through a relatively new migration program. It is therefore hoped that the Manitoba government and settlement sector, as well as other smaller provinces and Provincial Nominee Programs, might glean some practical insights into this understudied area of migration.

To address these objectives, this research considers one broad research question. Under this umbrella are two sub-questions:

• What are the everyday information practices of newcomers from the Philippines to Winnipeg during the migration process?
  1. How do the information practices of newcomers from the Philippines to Winnipeg shift and change as they migrate and settle?
  2. What role do social networks play in the everyday information practices of newcomers from the Philippines to Winnipeg both in preparation for migration and upon arrival to Winnipeg?

Each question and its rational are discussed in turn below.
1.4.1 What are the everyday information practices of newcomers from the Philippines to Winnipeg during the migration process?

According to Savolainen, “everyday information practices may be understood as a set of socially and culturally established ways to identify, seek, use, and share the information available in various sources” (Savolainen, 2008, p.3). This research question therefore closely examines the specific details of respondents’ daily information practices. I consider the information needs that migrants’ identify, how they seek or find information, and how they use and/or share information with others. Of note, an important element of information use in this context is meaning making or sense-making (Dervin, 1992). In particular, Dervin’s approach to sense-making, compatible with notions of information use (Savolainen, 2006a), considers how individuals make sense and interpret information sources to resolve or bridge gaps in their understanding of their world(s). Across shifting and changing information contexts, it is important to consider how migrants make sense of the information they find or receive incorporating (or discarding) this information into their daily settlement practices. I examine these elements of information practices both prior to migration and upon arrival to Winnipeg with an eye towards identifying both local and global practices. As noted above, addressing this research question contributes to the growing body of work on immigrant information practices.

1.4.2 How do the information practices of newcomers from the Philippines to Winnipeg shift and change as they migrate and settle?

This sub-question, building on the notion of Savolainen’s (2008) everyday information practices concept, examines respondents’ everyday information practices as they travel across both space and time. Applying a spatial and temporal lens both nuances and extends this approach, suggesting that when we look at populations across time and in transition, new conclusions might be drawn about how particular populations engage in everyday information practices. Indeed, a significant departure between this research and some information practices research is others’ focus on habitual and routine practices. Within Savolainen’s research (2008) for example, practices are characterized as conscious and unconscious daily and repetitive activities. Migrants’ information practices however, are not regular, banal, or familiar. Instead, the everyday is
decidedly unfamiliar, irregular, and changing. Assumptions about the nature of practice as repetitive and banal requires significant re-thinking in the context of this study. This is examined by tracing respondents’ information practices as they prepare to migrate from the Philippines and then arrive and settle in Winnipeg. Again, meaning making is prioritized. Questions related to how migrants come to make sense of and understand information in a new context are of significance in this study.

1.4.3 What role do social networks play in the everyday information practices of newcomers from the Philippines to Winnipeg both in preparation for migration and upon arrival to Winnipeg?

The role of migrants’ social networks in everyday information practices is prioritized in this study for several reasons. Social networks are known to play a central role in a number of phenomena closely related to this study, including transnational connections and communication (Faist, 2008; Levitt & Jaworsky, 2007; Lusis & Bauder, 2008; Ong, 2003), the support and settlement of newcomers in receiving countries (Eriksen, 2007; del Rio-Laquian & Laquain, 2008; Lusis, 2005; Lusis & Bauder, 2008; Nee & Sanders, 2001; Portes & Bach, 1985; Salaff & Greve, 2004; Waters, 2003), and the travel and exchange of information (Erickson, 1996; Haythornthwaite, 1996, Hersberger, 2003; Johnson, 2003; Pettigrew, 1997, Schutz Jones, 2009; Silvio, 2006; Sligo & Jameson, 2000; Veinot, 2009, 2010). For these reasons, it is deemed critical to highlight the involvement of social networks in migrants’ information practices. Perhaps even more importantly, it is essential to consider the role of social networks in the Manitoba Provincial Nominee Program (MPNP) because the MPNP selection process gives priority to migrants if they have familial ties or other supports already residing in Manitoba. Because the MPNP relies on migrant social network ties to recruit, assist, and cement the reception of newcomers to Manitoba, social networks play a significant role in Manitoba migrants’ migration and settlement processes. This research question examines this role as it relates to migrants’ everyday information practices, both in preparation for migration and upon arrival to Winnipeg.
1.5 Study methodology

The methodological footings for this study are qualitative and exploratory. It was determined that a small in-depth exploratory study was warranted given the interdisciplinary nature of the research and the focus on creating a framework for investigating the study of newcomers’ information practices at the intersections of information practices research, social network theory, and transnational migration scholarship. Data was collected using semi-structured in-depth interviews. Between November 2011 and March 2012, I interviewed fourteen respondents from the Philippines to Winnipeg, each arrived through the Manitoba Provincial Nominee Program within one to four years of the date of interview. Two interviews were conducted with each respondent; the first focused on respondents’ pre-migration experiences and the second addressed their arrival and settlement experiences. Data was analyzed using line-by-line inductive analysis facilitated by the Nvivo software program.

1.6 Study significance

It is hoped this research will contribute to a better understanding of the relationship between information practices and the settlement of newcomers. It is well known that when new immigrants arrive to Canada they are at risk of becoming marginalized members of Canadian society. Considerable research demonstrates how newcomers are economically and socially vulnerable upon arrival to Canada in terms of access to meaningful employment and wages (Walters, Phythian & Anisef, 2006), as well as social, civic, and political participation (Aizlewood, Doody, & Jamieson, 2005). Caidi and Allard (2005) suggest that adequate information access is also one of the necessary dimensions required for improved social inclusion of immigrants. When the particular information needs of newcomers such as information about settlement services, housing, employment opportunities, health or education are not easily available to them, navigation through the Canadian information environment and inclusion into a new country is an overwhelming and difficult process. By identifying how newcomers find (or do not find) the information they require in their everyday lives, this research strives to contribute useful understandings to a broad range of parties whose interests lie in assisting newcomers with their settlement process, including settlement agencies, public libraries, Canadian provincial and federal governments, and ethno-cultural associations.
As described above, an important dimension of determining how newcomers find and use information is to assess this process across their migration and settlement journeys. According to Lloyd, Kennan, Thompson, and Qayyum (2013), individuals experience social exclusion from an information perspective when those “new to the information landscape of a new society and the established methods of information production, reproduction, circulation, and modes of access-find that their previous information practices may no longer be adequate or appropriate in their new setting” (p. 122). Newcomers may arrive to a new context with little awareness of its existing information environment. The process however, of gaining this awareness (or not) as well as configuring existing practices to a growing understanding of a novel information context is an integral part of understanding newcomers’ practices across both space and time. This study seeks to provide a more nuanced understanding of information practices, articulating both specific points of information disjuncture and resolution. As previously stated, this is accomplished by developing a framework for considering information practices at the intersection of information practices research, social network theory, and transnational migration scholarship, and is itself a significant objective of this research.

1.7 Chapter conclusion

In this introductory chapter, this study’s research focus was introduced and described as an examination of the information practices of newcomers from the Philippines to Winnipeg, Manitoba, arriving through the Manitoba Provincial Nominee Program. My approach is exploratory. It is aimed at better understanding how a transnational lens might be applied to this area of research, as well as making explicit the detailed activities and outcomes of newcomer information practices, in particular drawing out the dimensions and implications of their participations within and across transnational social networks and spaces, and across their settlement trajectories. This chapter described the study’s rationale, motivation, research questions, and methods. It introduced key concepts drawn from three disciplinary fields of study, including information practices research, social network theory, and transnational migration scholarship, suggesting that research at the intersection of these fields promotes a picture of settlement information practices over time and within a multi-sited context. Finally, it described
both the academic and practical significance of this research to the disciplinary fields of Information Studies and studies of immigration as well as to the migration settlement sector.
2 Background and Context

2.1 Chapter overview

This chapter provides a broad backdrop to this study. It also examines a number of relevant contextual factors that inform the study’s design and methodology. The first part of this chapter situates Filipino migration to Winnipeg within the broader context of Canadian and Filipino migration practices and policies. The second part of this chapter examines the relationship between migration and human information behavior by examining the existing research within Information Studies in the area of migrant information behavior. Together, the two sections provide a rich backdrop to this area of study, namely the examination of information practices of Filipino migrants to Winnipeg.

2.2 A culture of migration: Global patterns of Filipino migration and settlement

Filipino migration to Canada must be understood in the broader context of global patterns of Filipino migration and settlement. Thus, this story begins with a brief consideration of the Philippines, its history, economy, and the legacies of government encouraged migration. The Republic of the Philippines is located in Southeast Asia. It is a culturally diverse archipelago consisting of 7,107 islands. In 2014, the Filipino population was 107,668,231 making it the thirteenth most populated nation in the world (CIA, 2014). Official languages include Filipino and English (which is the language of the state and educational system). Poverty and unemployment are common. Approximately 27% of the population lives below the poverty line (CIA, 2014). Despite this, there is an approximate 95% literacy rate (CIA, 2014) and a 29% rate of post secondary education in 2008 (UNESCO, 2010).

The history of the Philippines is complex and has been characterized by ongoing political and economic instability. During its tumultuous history, the Philippines has been colonized for long periods by both Spain (1565-1898), and the United States (1898-1946) before finally achieving independence in 1946. The effects of colonization are still seen and felt within the Philippines today. In particular, the introduction of the English language and American-style educational system has had a profound effect on Filipino out-migration (Balakrishnan, Ravanera, & Abada,
2005; Gardiner-Barber, 2008). Because jobs in the Philippines are scarce and low paying, Filipinos have been encouraged by the Philippine government through the 1974 implementation of a “labour export policy” to find work overseas and send remittances back to the Philippines to support their families (Kelly, Astorga-Garcia, & Esguerra, 2009; Rodriguez, 2010). Out-migration is further facilitated because many Filipinos speak English and are educated in American-style educational institutions making them highly desirable migrants in affluent English speaking countries. Indeed, it is argued that Filipinos are being “marketed” around the world by the Filipino government as “the ideal immigrant” (Gardiner-Barber, 2008).

Today approximately 1 out of every 10 Filipinos lives abroad (World Bank, 2011). About 40% of these are temporary foreign workers (also called overseas Filipino workers or OFWs) who engage in ongoing cycles of departure and return to places such as the Middle East, Europe, Asia, and North America. Remittances to the Philippines are the third highest in the world at $25 billion in 2012 (World Bank, 2014). For a number of reasons, Filipinos are a prime example of a transnational population. A large percentage of Filipinos live around the world including both OFWs and permanent residents. Overseas Filipino workers in particular, are in continuous circuits of exit and return encouraged and normalized by a government that actively promotes a culture of migration for its citizens.

### 2.2.1 Filipino migration and settlement in Canada

In 2010, the Philippines eclipsed both China and India to become Canada’s top source country of immigration (Statistics Canada, 2013). Since that time, it has remained 1 of the top 3 source countries to Canada, as have both China and India. In 2011, about 662,600 people of Filipino descent lived in Canada (Statistics Canada, 2011). Before the 1970s, Canada’s Filipino population was quite small. However, Filipino migration to Canada began to increase

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1. There is a significant amount of criticism of Overseas Filipino Worker programs in the Philippines (IBON foundation, 2010; Rodriguez, 2010). Working conditions are often described as isolated, dangerous, and demeaning.

2. The Live-in Caregiver program is a common means by which Filipinas, in particular, arrive to Canada. According to the 2006 Canadian census, 59% of Filipinos who have immigrated to Canada are women, and this is attributable to the prevalence of the live-in caregiver program (Kelly, Astoria-Garcia, & Esguerra, 2009). Research in this area seeks to highlight the gendered and “feminized” aspects of Filipino migration and labour market integration (Rodriguez, 2010, McElhinny, Davidson, Catungal, & Coloma, 2012; Pratt, 2012).

3. It is important to note that since 2006 more than half of newcomers to Canada arrive as temporary foreign workers.
significantly during the early 1970s due to substantive changes to Canadian immigration regulations enacted in the late 1960s. Economic sluggishness and political instability during the final years of the Marcos dictatorship (ending in 1986) as well as during the Aquino administration (1986-92) further resulted in increasing numbers of Filipinos coming to Canada during the mid 1980s and early 1990s (Kelly, 2014).

Toronto has attracted the largest number of Filipinos and is the destination for about half of newly arriving Filipino migrants. While Winnipeg receives only about 10% of Filipino migrants, proportional to the rest of its population, Winnipeg has the highest concentration of Filipinos residing in the city at around eight percent (Statistics Canada, 2014). Across Canada, most cities receive a mix of entrants from the Family Class, Federal Skilled Worker Program and Live-in Caregiver Program. In Winnipeg however, most Filipinos arrive through the Federal Skilled Worker Program, Family Class and, particularly recently, the Provincial Nominee Program (also a skilled worker program). The Live-in Caregiver Program is seldom used in Manitoba.2

2.2.1.1 Filipino migration and settlement in Manitoba

The country from which both Winnipeg and Manitoba receive the highest number of immigrants is the Philippines. Manitoba also receives high numbers of migrants from countries such as China, India, Germany, and Pakistan. During 2013, about 29% of newcomers to Manitoba, who arrived as permanent residents, came from the Philippines (Manitoba Labour and Immigration, 2014). About 92% of these came through the Manitoba Provincial Nominee Program. The first Filipino migrants came to Winnipeg from the United States in the late 1950s. They were professional teachers, doctors, nurses and medical technologists (Bautista, 2012). The second wave of Filipino migrants to Winnipeg were garment workers who were recruited to work in Winnipeg during the 1970s and up until the 1990s when the garment industry in Winnipeg closed

2 The Live-in Caregiver program is a common means by which Filipinas, in particular, arrive to Canada. According to the 2006 Canadian census, 59% of Filipinos who have immigrated to Canada are women, and this is attributable to the prevalence of the live-in caregiver program (Kelly, Astoria-Garcia, & Esguerra, 2009). Research in this area seeks to highlight the gendered and “feminized” aspects of Filipino migration and labour market integration (Rodriguez, 2010, McElhinny, Davidson, Catungal, & Coloma, 2012; Pratt, 2012).
A majority of Filipino immigrants to Canada have arrived since the early 1990s (Kelly, 2014). This trend is also apparent in Winnipeg where the majority of the Filipino community has arrived recently through the MPNP. However, the Filipino population in Winnipeg is the oldest in Canada. Indeed, Winnipeg has a vibrant and active Filipino community including several Filipino newspapers, and Filipino radio and television programming. There are also a number of active Filipino cultural associations in the city. These organizations, communities, and individuals have played a significant role in the recruitment and settlement of recently arrived immigrants arriving through the MPNP.

2.2.2 Research on Canadian Filipino migration and settlement

Like other newcomers, research on immigrants from the Philippines suggests that they are struggling economically. As a group, Filipino newcomers to Canada tend to be proficient in English and many have post secondary education and training. In fact, Filipinos are ranked the second highest among minorities groups in educational attainment but their average annual income is the lowest among both visible and non-visible minorities (del Rio-Laquian and Laquain, 2008). It is widely thought that this is due to ongoing trends of deprofessionalization, deskillling, and occupational segregation in low paying jobs experienced by many Filipinos (Gardiner-Barber, 2008; Kelly, Astoria-Garcia, & Esguerra, 2009, Kelly & Lusis, 2006). Indeed, within Canada there is a high concentration of Filipinos in a few niche labour markets. Filipinos have high segmentation compared to other groups in health care, clerical work, and manufacturing (Kelly, 2006). Very recent research suggests that 1.5 generation (those who migrated to Canada as children) and second generation Filipino youth are also faring more poorly in terms of educational attainment and employment than other second generation youth (Kelly, 2014).

Another focus of the research on Filipino immigration to Canada is the important role that social networks (both local and transnational) play in the social and economic integration of Filipino newcomers (del Rio-Laquian & Laquain, 2008; Kelly, Astoria-Garcia, & Esguerra, 2009; Lusis, 2005; Lusis & Bauder, 2008). For example, the assistance of family and friends upon arrival to Canada has shown to be quite significant, particularly in terms of providing an initial place for
migrants to live and for arranging their first jobs (del Rio-Laquian & Laquain, 2008; Kelly, Astoria-Garcia, & Esguerra, 2009). Lusis and Bauder (2008) further argue that transnational social networks in smaller Canadian cities are often the only information source available for information about life in those cities. Social networks thus play a critical role in sending specific information about Canada back to the Philippines.

As a whole, there are surprisingly few existing research studies about Filipinos in Canada despite the sizable and growing Canadian Filipino population (McElhinny, Davidson, Catungal, & Coloma, 2012). Indeed, McElhinny et al. (2012) situate the absence of research on Filipinos in Canada within a colonial cultural context where Filipinos are rendered invisible within Canadian news media and the academy. The research that does exist paints Filipinos who arrive to Canada through the skilled worker class (including the Manitoba Provincial Nominee Program) as highly educated and with employment ready English language skills, yet faring poorly in terms of employment outcomes, and increasingly long range settlement outcomes. It also points to the importance of social network ties, both local and international for Filipino newcomers as they migrate and settle in Canada. Lastly, there is a growing body of research describing how Filipino identities are (re)constructed through and within local and transnational spaces (Polvorosa, 2012; Bonifacio, 2013). While this body of research is less directly related to this study, nonetheless, like all the research about Filipino settlement in Canada, it points to the daily struggles faced by Filipino newcomers and the strategies they employ as they work to settle in Canada and simultaneously maintain connections to the Philippines.

International research also focuses on diasporic Filipino identities, arguing that these identities are constructed and maintained transnationally through ongoing multi-sited connections and contacts (Espiritu, 2003; Okamura, 2003; Tyner & Kuhlke, 2002). For example, Tyner and Kuhlke (2002) describe how social networking via the internet fosters the proliferation and representation of pan-national Filipino identities. Okamura (2003) describes how particular transnational narratives describing Filipino migration are produced through a variety of contacts between the Philippines and those living overseas. These contacts include pilgrimages home by balikbayan (returnees to the nation), remittances and balikbayan boxes (goods sent from overseas), long distance phone calls, and official and state initiated narratives about migration programs. These studies highlight the complex connections between Filipino identity,
transnationality, and migration, suggesting that socio-cultural identities and understandings are in ongoing negotiation and tied to migration trajectories and practices.

2.3 Settling in Manitoba: The Manitoba Provincial Nominee Program

The prairie province of Manitoba is located in the geographic centre of Canada. The province has about 1,200,000 residents, more than half of whom (about 700,000) reside in Winnipeg. For many years Manitoba had a difficult time retaining immigrants who moved to the area as well as meeting certain labour market demands. This, in conjunction with declining birth rates prompted the provincial government to develop the Manitoba Provincial Nominee Program in 1996 (Lewis, 2010). With the introduction of the MPNP, immigration and immigrant retention to Manitoba has increased by 250%. Indeed, the MPNP is one of the largest Provincial Nominee Programs (PNPs) within Canada, and is often cited as one of the most successful (Lewis, 2010; Wulff, Carter, Vineberg, & Ward, 2008).

Over the last ten years Provincial Nominee Programs have been gaining in importance as a doorway through which newcomers enter Canada. A PNP is an “application and settlement program designed to curb regional population losses, boost economic development and disperse immigration outside of Canada’s largest few cities” (Lewis, 2010, p. 242). While all immigration VISAs to Canada are issued federally, Provincial Nominee Programs allow Canadian provinces to nominate specific applicants for admittance to Canada based on criteria established by each province. Provincial Nominee Programs across the country vary significantly in terms of their admittance criteria as well as the frequency by which they are used to admit migrants to specific provinces.

Like all Provincial Nominee Programs, the MPNP is an economic program aimed at recruiting skilled workers to the province through a variety of assessment streams. At the time interviews were conducted, skilled workers interested in living and working in Manitoba had the best chance of being nominated if they had: education and training (particularly in targeted occupations); Canadian work experience; sufficient English or French language proficiency to start a job soon after arrival; a connection to Manitoba (for example, friends or family living in Manitoba); settlement supports (including enough money to maintain themselves while becoming
established), and; the intention to settle permanently in Manitoba (Manitoba Labour and Immigration, 2010).

Built into several of the most well used assessment streams of the MPNP is the prioritization of migrants who already have family contacts in Manitoba. At the time that this study was conducted, admittance to both the “family stream” and the “general stream” required applicants to identify social contacts living in Manitoba. In addition to having other essential qualifications such as relevant education and training and English language proficiency, newcomers who arrived to Winnipeg through these doors had Filipino contacts (friends and family) who arrived to Winnipeg before them and who officially “vouched” for them on their application forms. These applicants were required to identify “Manitoba supporters” who would contribute to the nominee’s application by formally stating (via a signed document) that they would support the nominee’s settlement process. Respondents in this study arrived to Canada during the period between 2007-2010. Several changes have occurred within the MPNP program since that time. While the MPNP has restructured its admittance streams and requirements, social network ties to the province continue to remain an important feature of MPNP application requirements for specific assessment streams. While the MPNP has been heralded by many as an innovator among PNPs, nonetheless the inclusion of Manitoba supporters as an admittance criterion has been widely debated and discussed within the Canada government and settlement sector. Indeed, only Manitoba and one other province continue to include supporters as part of their PNP admittance criteria.

2.3.1 Settlement services

According to Caidi, Allard, and Quirke, “immigrant settlement is the process by which immigrants adjust to their new homeland; it involves the search for housing, employment, schools for their children, healthcare, and the acquisition or improvement of English language skills” (2010, p. 500). Typically, this term refers to the short-term and practical experiences of immigrants to establish a new home in the receiving country. To assist newcomers with the significant challenges they face as they arrive and work to settle in Canada, settlement service
such as information and referral, English-language instruction, and employment counseling, are made available to those admitted as permanent residents at no cost.\(^3\) Local community and ethnocultural organizations also provide multiple services to immigrants including resources for information, integration, and support.

Since 1998, responsibility for the delivery of Manitoba settlement programs has been devolved to the provincial level through conditional contribution agreements with the Federal government (Carter, 2009). At the time that this study was undertaken, the province of Manitoba had overall responsibility for the settlement of all migrants and refugees that entered the province. At that time, both the MPNP and settlement services were administered by the province. The result was a streamlined settlement sector particularly at the point of arrival where all newcomers were directed to a centralized evaluation and orientation program (the ENTRY program). The organization of Manitoba’s settlement services stands in contrast to other provinces that do not offer a centralized point of entry into the sector. In April 2013, responsibility for provincial settlement was again transferred back to the federal government (Clement, Carter, Vineberg, 2013).

Little research exists that documents how settlement programs facilitate the settlement of Manitoba newcomers, particularly those arriving as permanent residents through the MPNP. A notable exception is a study by Carter (2009) assessing MPNP migrants’ experiences and satisfaction with the MPNP program and settlement in Manitoba. Carter (2009) found that generally the MPNP functions well and that respondents were satisfied with their settlement trajectories, including the settlement support they received from the province upon arrival to Manitoba. A recently released report by Esses, Hamilton, Wilkinson, and Zong (2013) describing migrant settlement outcomes for western provinces in Canada, including Manitoba, also explores the relationship between the Manitoba settlement sector and the settlement of newcomers. Findings from this report are less favourable, indicating that less than half of respondents utilized

\(^3\) It is important to note that since 2006 more than half of newcomers to Canada arrive as temporary foreign workers rather than permanent residents (AMSSA, 2013). These migrants arrive with temporary work VISAs and are generally not expected to reside permanently in Canada, consequently their access to settlement and information services is significantly more restricted than for permanent residents. Although well beyond the scope of this study, the differences in institutional access to settlement information between permanent and temporary residents is profound and bears further investigation.
settlement services. While those that used settlement services typically found them helpful, this study also indicates barriers to the use of settlement services by Manitoba migrants. Furthermore, earlier research on the MPNP suggests that “immigrants and communities are taking on much of the burden for MPNP settlement “ (Lewis, 2010, p. 241) suggesting that it is not the settlement sector that provides settlement supports to newcomers; instead social network ties are doing much of this work. More research is needed that examines how settlement services support the settlement experiences of migrants to Manitoba.

2.4 Research on the human information behavior of migrants

Shifting the lens away from considering the broad contextual factors associated with Filipino migration and settlement to Canada, I turn to examining the relationship between migration and human information behavior by examining the existing research within Information Studies in the area of migrant information behavior. This research is explored to demonstrate the broad range of issues and concerns identified for newcomers struggling to find information after migration. It points to a host of urgent information needs, challenges, and obstacles faced by migrants as they engage in migration and settlement.

According to Bates (2010) information behavior, also called human information behavior, is the preferred term within Information Studies used to describe a range of models, theories, and conceptual frameworks that struggle to describe how “people need, seek, give, and use information in different contexts” (Pettigrew, Fidel, & Bruce, 2001, p.44). Information practices is one such framework. I use the term human information behavior here to be inclusive of the broad range of studies that seek to describe migrants’ relationship to information. The notion of information practices specifically, will be discussed in much more detail in Chapter 3.

Research that examines information issues for migrants has been slow to emerge. Most of the related literature has been in the form of library and practitioner papers and reports describing how best to provide information services to this underserved population (Caidi, Allard, & Quirke, 2010; Peterson, 2014; van der Linden, Bartlett, & Beheshti, 2014; Williment & Jones-Grant, 2012). While often insightful, many of these articles do not address the information related struggles that newcomers contend with outside of the library and in their everyday lives.
However, a growing body of empirical research has begun to address this. Drawing from a 2010 review of the Information Studies literature on immigrant information practices (Caidi, Allard, & Quirke, 2010) as well as more recent research in this subject area, I highlight research on the subject of the human information behavior of migrants. These studies point to a complicated array of concerns, obstacles, and strategies faced by newcomers as they engage in the difficult work of settling in a new location.

In their review, Caidi, Allard, and Quirke (2010) distinguish between the information needs of newly arrived and longer established migrants. They determine that while there is a significant amount of overlap between the information needs of new and longer established migrants, information needs upon arrival tend to be more critical and time sensitive. For example, newcomers require language information, employment information, information about making connections in the community, housing information, and information about finding one’s way around. Longer established migrants on the other hand, have a broader range of needs such as access to leisure material, education-related information, and political information and current events (especially news about the country of origin). Some studies have also identified the pre-migration information needs that migrants must satisfy prior to departure (Shoham & Strauss, 2007; 2008).

Common information resources used by migrants to address their information needs are also identified in Caidi, Allard, and Quirke’s (2010) literature review. They are broadly divided into four categories, including: human sources and social networks; formal institutions and agencies such as settlement agencies, governments, ethno-cultural organizations, and libraries; Information and Communication Technologies (ICTs) such as the internet, mobile phones, radio, television and satellite systems; and “ethnic” media such as local and international newspapers and those in minority languages.

In general, this literature indicates that immigrant social networks are the most important sources of immigrant information. They have however proven to be a “mixed bag” in terms of providing adequate access to information for newcomers. Several studies indicate that social networks are a preferred everyday information source for low-income and particular ethno-linguistic groups because they are trusted and easily accessible (Birkel & Repucci, 1983; Fisher, Marcoux, Miller, Sanchez, & Ramirez, 2004; Gollop, 1997; Khoir, Du, and Koronios, 2015; Liu, 1995; Lloyd et
al., 2013; Silvio, 2006; Sligo & Jameson, 2000). As well, findings reveal that particular immigrant groups respond to sensitive and cultural information from group “insiders” (Fisher et al., 2004; Silvio, 2006; Sligo & Jameson, 2000). However, other studies document the potentially limiting role that social networks can play in information provision, often providing limited or misinformation (Jeong, 2004; Metoyer-Duran, 1993, Chu, 1999, Courtright, 2005). Although social networks have shown to be invaluable for newcomer survival, they may also limit access to information in a number of ways, both structurally (in terms of their small size and homogeneity) and informationally (in terms of the information to which network members have access).

Information barriers, as identified by Caidi, Allard and Quirke (2010) in their review, are the obstacles that prevent information needs from being realized by migrants. A considerable amount of the Information Studies research about immigrant information behavior focuses on the significant barriers to accessing information faced by migrants. These include: language (including fear of speaking in English) (Fisher et al., 2004; Jeong, 2004; Silvio, 2006; Su & Conoway, 1995); suspicion or mistrust of authority or “outsiders” (including government and other institutions) (Silvio, 2006; Sligo & Jameson, 2000; Fisher et al., 2004); isolation (Caidi & MacDonald, 2008; Fisher et al., 2004); lack of information literacy skills (Chu, 1999; Caidi, Allard, Dechief & Longford, 2008; Su & Conoway, 1995; Lloyd et al., 2013); lack of familiarity with receiving country information sources or knowledge about navigating the local information environment (Caidi & Allard, 2005; Caidi et al., 2008; Fisher, Durrance, & Bouch Hinton, 2004; Lloyd et al., 2013; Mehra & Papajohn, 2007; Prock, 2003); differences in cultural values or understandings (Lloyd et al., 2013; Palmer, Lemoh, Tham, Hakim, & Biggs, 2009; Sligo & Jameson, 2000); and, using children to find information (Chu, 1999). These barriers highlight the vulnerability of newcomers. Taken as a whole, this review demonstrates that the information needs and barriers for finding information are high whereas the sources and strategies migrants employ may be limited and few.

2.4.1 Identifying studies that have a transnational orientation

Several gaps are noted in this body of research. In general, studies examine migrant information
behavior at one point in time rather than as part of a social process. Additionally, few studies examine how aspects of the country of origin, such as sociocultural perspectives, affect or influence migrants’ information behavior once arrived to a new location. The remainder of this review describes studies that employ what I call a transnational orientation. Increasingly, human information behavior research has begun to address these issues. Indeed, Pyati’s (2010) review of the information needs and behaviors of diasporic populations suggests that research within Information Studies is beginning to emerge that frames migrants’ information behavior within transnational information environments and contexts. For example, Srinivasan and Pyati (2007) propose the diasporic information environment model (DIEM), a methodology for articulating transnational information behavior. This model strives to connect both the local and place-based information environments of migrant communities to their transnational and ICT-mediated information contexts. While promising, this model has not yet been implemented in practice.

As well, a handful of studies examine how migrants interact with their countries of origin upon arrival to a new setting. Several of these studies also consider the impact that these transnational connections and relationships have on their current information context. In their study of international students, Mehra and Papajohn (2007) describe how ICTs are used as part of this group’s information practices, spanning both local and transnational environments. They describe how International Teaching Assistants (ITAs) use the internet for “glocal” (both local and global) information activities. Baron, Neils, and Gomez (2014) examine the use of mobile phones by Hispanic day labourers in the US to “maintain links with their past and their roots,” (p. 98). Komito (2011) examines immigrants’ use of social media to connect with those in their home country. Srinivasan and Pyati (2007) describe the transnational practices and related information behaviors of Somali refugees in Boston.

Discussions about the relationship between culture, the determination of cultural relevance, and corresponding human information behavior also point to a consideration of the frameworks that newcomers bring with them that influence their engagement with information. This is explored particularly in the context of health information, where cultural understandings of health and wellness play a significant role in consenting to treatment (Caidi & Allard, 2005; Fadiman, 1997; Lloyd, 2014; Palmer et. al, 2009; Sligo & Jameson, 2000). Similarly, Lloyd, et al. (2013) and Kennan, Lloyd, Qayyum, and Thompson (2011) describe how newcomers to Australia struggle to
understand the cultural and tacit knowledges that inform daily life in Australia and the Australian settlement sector.

Few studies have examined how newcomer’s practices transition as they settle, though research that takes this approach is increasing. For example, in their review Caidi, Allard, and Quirke (2010) identify how information needs shift as migrants settle. Dali (2010) and Quirke (2014) both examine leisure in the context of settlement suggesting that migrants’ leisure practices also shift as they settle. Lloyd et al. (2013) and Kennan et al. (2011) argue that refugees move through phases of settlement that correspond with increasing information literacy and therefore improved information practices. Mehra’s (2004) dissertation traces the cross-cultural learning process of international LIS students in a US university. Finally, Lingel (2011, 2014) explores how newcomers devise new information habits upon arrival to New York City that enable them to navigate new city environments.

2.4.2 Summary of the research on migrant human information behavior

The research that exists on migrant information behavior is relatively sparse. The studies that do exist are typically small, qualitative in nature, and specific to one immigrant group. Topics, settings, and theories vary significantly across studies. As noted by Quirke (2014),

what emerges is an assortment of theories, models and frameworks that have little overlap with one another. The field of immigrant information behavior research, therefore, has yet to develop a common conceptual conversation, a bridge across which scholars can make their studies speak to one another (p. 27).

Instead, these few studies point to a number of interesting findings that sensitize how we might begin to think more broadly about the topic of Filipino newcomers’ information behaviors. Taken as a whole, the research points to a wide array of settlement related information needs, information barriers, and information seeking behaviors experienced by differently located migrants encountering a wide variety of settlement experiences. Only a handful of human information behavior studies apply a transnational orientation to their research, though the need for such studies is increasingly being recognized within Information Studies (Pyati, 2010; Quirke, 2014; Srinivasan & Pyati, 2007).
2.5 Chapter conclusion

This chapter painted the contextual landscape in which this study is located by examining a number of relevant contextual factors that inform the study’s design and analytical lens. The first part of this chapter situated Filipino migration to Winnipeg within the broader context of global Filipino and Canadian migration. The second part of this chapter examined a broad range of studies on the topic of human information behavior related to migrants and migration. Together, the two sections provided a backdrop framing the examination of information practices of Filipino migrants to Winnipeg. In the following chapter I introduce the analytical lens that frames this study’s methodology and examination of newcomer information practices.
3 Analytical Lens

3.1 Chapter overview

This chapter introduces this study’s analytical lens, drawing into conversation three distinct areas of scholarship, including transnational migration research, information practices research, and social network theory. Each research area is briefly introduced and discussed in relationship to this study’s interdisciplinary research objectives and overall design. I conclude by laying out my proposed methodology for investigating migrant settlement at the intersection of information practices research, social network theory, and transnational migration scholarship.

3.2 Locating a study of newcomer information practices at the intersection of three fields

Understood as the frame or lens that describes and positions how relevant sensitizing concepts are linked, this study’s analytical lens examines newcomers’ information practices at the intersection of information practices research, transnational migration scholarship, and social network theory. Sensitizing concepts are interpretive and framing devises used as starting points in the process of qualitative research (Bowen, 2006). They are often embedded within particular disciplinary perspectives and are used as points of departure to frame and analyze research data and emerging themes. Put another way, rather than applying a prescriptive approach to research design and data analysis, “sensitizing concepts merely suggest directions along which to look” (Blumer, 1954, p. 7). As noted above, this research combines sensitizing concepts from three distinct research areas to generate an analytical lens for the investigation of this research study. It does so by shining the light of each discipline across one another, revealing novel and interesting dimensions of information practice at this analytical intersection. Below I briefly describe the rationale for an interdisciplinary analytical lens that links sensitizing concepts from three distinct disciplinary fields

One of the most significant trends in recent migration research in North America and Europe has been the introduction and application of the concept of transnationalism (Faist, 2010; Levitt & Jaworsky, 2007). It has been persuasively argued that understanding migration as a transnational process is a fruitful way to study the process of migration. Thus, this research begins from the
premise that the everyday information practices of immigrants to Canada requires further examination in light of the notion of transnationalism, which takes as its starting point that immigrants live their lives simultaneously “here and there” (Smith, 2001). Immigration is thus a process of ties and connections whereby many migrants will sustain ongoing ties and relationships (in terms of ongoing communication, remittances, political participation, and a plethora of other activities) with their home country while developing a new life in the receiving context.

Chatman’s (1985, 1987, 1991a, 1991b, 1996; Chatman & Pendleton, 1995) theory of information poverty, developed over the course of her career studying the information behavior of marginalized populations such as elderly women, incarcerated peoples, and those working as janitors, is useful to understand how certain “vulnerable” populations have difficulty obtaining useful information for solving everyday problems. She argues that there exists a class of information poor (often also characterized by economic poverty), who lack access to information. For a variety of reasons, they often find it difficult or impossible to obtain necessary information for their daily lives (Chatman, 1996). Information poverty is characterized by lacking the necessary resources that enable everyday information seeking. It has been argued that new immigrants may be “information poor” (Caidi & Allard, 2005; Fisher et al., 2004; Lloyd et al., 2013) because they have not had time to develop adequate local networks (in terms of both network size and access to resources attainable through network ties) and they may not yet know how to make sense of or navigate the information landscape of receiving countries.

If, however, newcomers make use of non-local or international information resources during the migration process, perhaps they have been too hastily characterized as information poor. Indeed, it is unclear how the tools, resources, and understandings that migrants bring with them from their countries of origin impact their information practices in receiving contexts. My research therefore begins from the premise that newcomer information practices occur within a multi-sited context. It focuses on how newcomers navigate new and unknown information landscapes, bringing with them as they do, tools, resources, sensitivities, and strategies forged by other locations, experiences, and landscapes. Taking this view, migration is characterized as a complex transnational project of “strategies, competencies, and restrictions” (Romhild, 2003, p. 19); these factors, both positive and negative, may have significant implication for migrant information practices.
My research also emphasizes that information may travel “circuitously” through complicated routes, persons, and across multiple locations. Not only is the process of migration multi-sited, but it may involve players and institutions across multiple national terrains. Social networks are key facilitators of transnational connections and may include those who go, those who have gone before, and those who remain in the country of origin (Levitt & Glick Schiller, 2004). Contemporary research has examined immigration as a transnational process that facilitates migrants’ access to various types of capital accrued through network ties, including social, economic, and civic capital (Evergeti & Zontini, 2006; Kennedy, 2004; Nee & Sanders, 2001; Portes, 1988; Salaff & Greve, 2004; Sanghera, & Thapar-Björkert, 2012); however this work has not focused on these issues in the context of migrants’ information practices.

Srinivasan and Pyati (2007) acknowledge that there is much to be learned from “recognizing the place-based, lived realities of immigrant communities while also acknowledging the existence of complex, globalized, diasporic information environments” (p. 1734). Within Information Studies however, little research exists that directly examines how a transnational and/or social network lens might be applied to better understand how immigrants identify, seek, and use information. My research attempts to address this gap in the literature by drawing together three separate disciplines: transnational migration studies, information practices research, and social network theory. As I will demonstrate, these research domains dovetail with respect to their similar priorities suggesting that there is a logical convergence between these disciplines and an important opportunity for interdisciplinary research. Indeed, as noted above, when you shine the light of each discipline across one another, new factors and dynamics are revealed and brought into focus.

3.3 Transnationalism

The concept of transnationalism and specific transnational practices (such as sending remittances, sustained engagement with sending countries, and international media consumption), have emerged as a consequence of increasing globalization over the last 30 or so years. According to Faist (2010), transnationalism is, in fact, an instance of globalization. Indeed, transnational practices have been enabled by aspects of globalization such as the increase in global movements
of capital, business, and migration as well as advancements in information communication technologies (ICTs). A definition of globalization makes the distinctions between the terms clear:

Globalization describes the process by which regional economies, societies, and cultures have become integrated through communication, transportation, and trade. The term is most closely associated with the term economic globalization: the integration of national economies into the international economy through trade, foreign direct investment, capital flows, migration, the spread of technology, and military presence (Bhagwati, 2004, p. 14).

Transnational migration studies, on the other hand, focus on individuals’ activities and understandings of migration framed within a multi-sited context. The focus of transnational migration studies, and the focus of this research, is therefore on migrants’ practices, formations, and processes rather than on global forces and trends, though obviously all of these phenomena are closely linked.

### 3.3.1 Conceptualizing transnationalism: A brief history

A transnational scholarly research agenda crosses a variety of disciplines, including anthropology, political science, history, sociology, and geography (Morawska, 2003). Conceived in the early 1990’s in the field of Anthropology, the application of a transnational optic to migration research was born out of two concerns with the existing conduct of migration research (Faist, 2010). The first concern, one of “methodological nationalism” (Wimmer & Glick Schiller, 2003) and deterritorialization (Appadurai, 1996), suggests that the nation state has been assumed to be the natural and logical unit of analysis for examining migration. The second concern suggests that the focus on globalization does not consider the daily practices of individual migrants. Often referred to as “transnationalism from below” (Smith & Gaurinizo, 1998), this position suggests that migrants’ lived experiences of migration and settlement had not adequately being taken into account in migration research.

Definitions of transnationalism have shifted during the short history of transnational migration research. Indeed, there is ongoing discussion about how the concept should be understood and applied (Levitt & Jaworsky, 2007). Initially, transnationalism was conceived of as “the processes by which immigrants forge and sustain multi-stranded social relations that link together their societies of origin and settlement” (Basch, Glick Schiller & Szanton Blanc, 1994, p. 6). It was
argued that many migrants retain ties with their home countries through various means including “social, cultural, economic and political linkages” (Kelly, 2003, p. 210). These spatially unbounded communities and linkages were the focus of early transnational research. It is now more commonly thought that, “transnational migration is taking place within fluid social spaces that are constantly reworked through migrants’ simultaneous embeddedness in more than one society” (Levitt & Jaworsky, 2007, p.131). In other words, transnational migration is multi-layered and multi-sited rather than simply a set of sustained and durable internationally linked ties between individuals.

A spate of empirical studies has examined the frequency of specific transnational practices over time and among specific populations. Identifying what exactly constitute transnational practices and activities was a critical piece of the early transnationalism research agenda. For example, studies have demonstrated that immigrants often participate in the civic and political life of their home countries via the newspaper and magazines (Burnett & Nocasian, 2008; Sampredo, 1998), internet (Alampay, 2008; Budarick, 2013; Guarnizo, Portes, & Haller, 2003; Kissau, 2012; Nedelcu, 2012), social media (Dekker & Engersen, 2014; Lastikova, 2014), blogging (Yao, 2009), television (Budarick, 2013; Guarnizo, Portes, & Haller, 2003, and telephone (Baron, Neils, & Gomez, 2014; Owaskuma, 2003; Vertovec, 2004). The consumption of both international and local “ethnic media” and online cultural content has been well established (Budarick, 2013; Ong, 2003). New forms of daily exchange have been identified, including the continuous involvement in everyday decision making of families in sending countries, transnational parenting, financial monitoring, and information exchange (Faist, 2000; Madianou & Miller, 2011; Pratt, 2012; Uy-Tioco, 2007). Outside of Information Studies, information flows and information exchange have been identified as a common component of transnational practices; however, research has not examined this explicitly. Nonetheless, information is often named as a commodity that travels across national borders (Shields, 2014) between migrants (Kissau, 2012; Lusis, 2005; Nedelcu, 2012; Williams, 2006), communities (Faist, 2000; Nedelcu, 2012), work places (Kennedy, 2004; Levy, Peiperl, & Buoquet, 2013), and organizations (Finquelievich, 2004).

Recent research has shifted the focus away from defining transnationalism in terms of specific practices, moving instead to conceptualizing a spatialized transnational context in which a broad range of activities, some local and some global, are undertaken (Faist, 2010). The notion of
translocality describes socio-spatial dynamics that attend to processes of simultaneity as experienced within particular local settings. Described by Brickell and Datta as “situatedness during mobility” (2011, p. 3), research using this framework seeks to “integrate notions of fluidity and discontinuity associated with mobilities, movements, and flows on the one hand with notions of fixity, groundedness and situatedness in particular settings on the other” (Greiner & Sakdapolrak, 2013, p. 376). The term translocal therefore highlights how “spaces and places need to be examined both through their situatedness and their connectedness to a variety of other locales.” (Brickell & Datta, 2011, p. 4).

Considering translocal spaces as dynamic and constituted through linkages both within and across national boundaries has significant implications for migrants who must juggle and hold multiple perspectives, identities, world views, and various types of capital (i.e. social, political, and economic) from multiple locations. Clifford (1997) highlights the destabilizing impacts of movement and migration on migrants’ individual and cultural identities. Chernaik (1999) argues that “[transnational] cultures are creolized not homogenous” (p. 90), suggesting that complex local/global dynamics emerges from multiple origins and meanings. Brah (1996) suggests that diasporic cultures manifest themself in particular locations as an accumulation of the values/ideas/perspectives of both receiving country culture and those who have migrated.

Relatedly, Appadurai identifies an array of mobile practices enacted by migrants that connect global practices and information flows to specific locales. Appadurai (1996) suggests that diasporic connections fostered, maintained, and amplified through various forms of media and technology, such as the telephone and email, have created imagined worlds or “mass mediated imaginary” of places never visited but socially constructed and imagined. He describes how “diasporas bring the force of the imagination, as both memory and desire, into the lives of many ordinary people.” Similarly, Salazar describes imagining as practice of “transcending both physical and sociocultural distance” (2011, p. 578).

Appadurai (1996) considers the relationship among five dimensions of “global cultural flows”, called ethnoscapes, mediascapes, technoscapes, financescapes, and ideoscapes. These scapes are described as the building blocks of social imaginaries constructed “by the historically situated imaginations of persons and groups spread around the globe.” (1996, p. 33). The term scape is used to capture both the fluidity and subjectivity of flows circulating within each sphere. In brief,
ethnoscapes are represented by the people who live and move around the world, technoscapes are global configurations of technology, finan
cescapes are represented by the rapidly moving and shifting flows of global capital, mediascapes are the images and narra
tives produced by global electronic mass media, and finally, ideoscapes are images and narratives produced by governments and other formal and institutional bodies. Through these scapes, various forms of capital, resources, and information flows that simultaneously compliments, contradicts, and challenges one another, revealing the “deeply disjunctive relationship among human movement, technological flow, and financial transfers” (Appadurai, 1996, p. 35).

3.3.2 Examining transnationalism in the context of this study

In sum, this review of the research suggests that a transnational research optic considers how migrants operate across translocal spaces and are the product of “many places and many people connected by networks of practised imagination” (Romhild, 2003, p. 19). It also considers how migrant practices are oriented towards both ‘here’ and ‘there’. I propose that these frameworks for considering how migrants live, negotiate, and experience migration, including its multiplicities, hybridizations, and disjunctures, have implications for understanding how migrants engage in information practices both prior to departure and in receiving contexts. This study therefore strives to examine how information practices are constituted locally that are informed by shifting and global world(s), cultural locations and identities, and translocally situated concerns, priorities, and motivations.

3.4 Social network theory

Before examining the relationship between social networks and transnationalism, I first provide a general introduction to the concepts of social network theory and social capital. Migrants’ social networks are made sense of in light of these concepts.

As noted earlier, it is well known that personal networks are one of the most significant ways by which immigrants remain connected to their countries of origin (Faist, 2008; Levitt & Jaworsky, 2007; Lusis & Bauder, 2008). A great deal of communication, support, information, and financial
capital travels through these international networks. Research on social network theory “asserts that social [relationships] serve as channels for the diffusion of information, ideas and behaviors, and as pathways offering access to information, opportunity, and social resources” (Marsden, 2002, p. 3). Social network theory examines the exchange of information resources through social network ties (the individual connections within one’s social network) as well as how individuals’ social networks function to achieve particular ends.

Within Information Studies, there is a growing body of work that examines how social networks impact information flow, access, and use. A significant vein of this research focuses on how social network structures (how people are connected to each other) impact access to information for specific populations (Erickson, 1996; Haythornthwaite, 1996, Hersberger, 2003; Johnson, 2003; Pettigrew, 1997; Schutz Jones, 2009; Veinot, 2009, 2010). While social networks’ roles in providing access to information has typically been prioritized as the focus of these studies, some research also considers the multiplicity of roles that social networks might play, such as providing emotional support and other affective forms of assistance (Pettigrew, 1997; Veinot, 2009, 2010). Much of this research employs the method of social network analysis. This, and other social network theory research draws heavily from theories of social capital to frame and describe their results. Thus, social capital is briefly introduced below.

### 3.4.1 Social capital

Understanding the relationship between information and social networks is understood by examining this issue through the lens of social capital. There is a diverse literature that characterizes social capital as a benefit to individuals (such as in the social network theory literature) as well as to communities (Putnam, 2000). My research draws substantially from (and challenges) definitions of social capital found specifically within the social network theory literature that define social capital as being constituted through social network structures. According to Lin, social capital is “resources embedded in social networks accessed and used by actors for action” (2001, p. 25). In other words, individuals have social capital to the extent that they are able to mobilize their networks in order to accrue particular resources. According to this definition, the overall structure of one’s network determines the resources to which one potentially has access.
One of the first to conceptualize social capital, Pierre Bourdieu suggests that individuals may have access to resources and capital located within the particular groups of which they are members (1985). Portes elaborates on Bourdieu’s notion of social capital arguing that it is decomposable into two elements, including: 1) the relationships that enable individuals to access the resources held by individuals within their networks; and, 2) the amount and quality of the resources themselves (Portes, 1998, p. 2). Portes argues that it is important to make distinctions between networks and the resources contained within them in order to highlight that social capital is not a static concept; instead it exists to the extent that external resources are accessible within networks and individuals are able to tap into their social networks.

Coleman identifies three outcomes of social capital: obligations and expectations, social norms, and information channels (1988). Obligations and expectations refers to the reciprocity and trust in social relationships that contribute to one’s motivation to assist others in their network. Kin and friendship network ties tend to elicit this form of social capital, recognized in the social network literature as emerging from strong ties (people with whom individuals are close) (Granovetter, 1983). Between strong ties there exists bonds of mutual obligation and expectations of support and assistance in life. For instance, those living in poverty tend to have small highly connected networks containing many strong ties (Chatman, 1996; Granovetter, 1983). Numerous studies examine how strong ties in ethnic and immigrant communities contribute to social capital in the form of aid, social support, and reciprocity (Dekker & Engbersen, 2014; Faist, 2008; Nee & Sanders, 2001; Portes & Bach, 1985; Salaff & Greve, 2004; Waters, 2003).

Social norms refer to expectations that members of their network will behave in a certain way. Networks that are densely knit tend to have greater social expectations and a high degree of adherence to norms. For example, it is argued that, within certain immigrant communities, social norms create the expectation that longer established immigrants in the host country will provide a “leg up” to newcomers (Portes, 1998). They may also stifle information access if individuals are expected to use particular information sources or disregard particular information content (Jeong, 2004) demonstrating that social capital does not always benefit individuals.

Information channels refer to the information that travels within one’s networks. Rather than emphasizing the value of strong ties, as the previous two outcomes do, information travels most
effectively through networks via weak ties (Granovetter, 1983). According to Granovetter, individuals are more likely to find required information through those individuals to whom one is not particularly close (weakly tied), and therefore unlike you and the rest of your network. Burt (1992) argues that information flows across loosely connected networks because networks that are not tightly connected possess structural holes. While strong ties provide daily supports and enforce social norms, weak network ties facilitate access to information. However, weak ties don’t necessarily possess the obligation factor and may not be motivated to help.

According to Lin (2001), it follows then that the greater number of individuals in one’s network that have access to other forms of capital such as human (education), cultural (“good taste”, prestige) or economic (money), the more social capital to which one has access. Lin (2001) argues that individuals who know multiple individuals in prestigious occupations and social locations are better able to acquire information and other types of capital.

Critics of Lin’s approach to measuring social capital argue that networks are dynamic and have a range of structures, functions, and consequences that cannot easily be reduced to simplistic conceptions of how strong and weak ties function (Antcliff, Saundry, & Stuart, 2007). They argue that social context and the broader social structures within which one functions will ultimately determine how individuals employ their social networks. Similarly, Courtright argues that successful information practices of newcomers may be more contingent on the content that flows through social networks (the information being provided) rather than the strength or form of the tie (Courtright, 2005). These criticisms suggest that examining network structure alone does not provide a full picture of how individuals seek and make sense of the resources and information available within their social networks.

3.4.2 Social capital as a framework for examining transnational networks

A growing body of research is examining social capital through a transnational lens (Evergeti & Zontini, 2006; Dekker & Engbersen, 2014; Kennedy, 2004; Lastikova, 2014; Levy, 2013; Nee & Sanders, 2001). For example, Nee and Sanders (2001) examine the way that the various capitals (financial, human, cultural, and social) that immigrants bring with them shape the trajectory of their inclusion into the host country. Their findings suggest that, “the mix of capital immigrants
arrive with and subsequently accumulate, shapes the trajectory of their incorporation into the host country” (2001, p. 386). They argue that for newcomers who do not migrate with financial capital, social capital within the nuclear and extended family is their most important asset and works to realize both economic and non-economic goals. Similarly, Evergeti and Zontini (2006) argue that social capital is accrued through transnational familial networks. Their focus is on the strong ties that contribute to support networks rather than facilitating information access through immigrant connections to the “right people”.

Kennedy (2004) and Levy, Peiperl, & Buoquet (2013) explore how transnational social capital is developed and mobilized among mobile global professionals. Kennedy (2004) finds that significant and lasting friendships develop between individuals who work together outside of their home countries. In this context “weak” ties became “strong” ties that often provided information and job opportunities in the future. Lastikova (2014) and Dekker and Engsberger (2014) argue that new forms of social media allow migrants to retain the strong ties left in the country of origin through ongoing and regular contact fostered through social media platforms. Their work highlights how social capital is maintained across international borders, including the benefits and limitations of this for migrants’ arrival and settlement processes. All of these findings suggest that transnational ties influence social capital in the receiving country, including facilitating local access to resources and information.

Kelly and Lusis (2006), on the other hand, argue that immigrant social capital does not migrate. They argue that,

social contacts may become more or less active and significant depending on context: a casual acquaintance or a neighbour's distant relative may take on a far more important role when they represent a key contact in a distant city. Conversely, knowing the local mayor and congressman in a Philippine provincial setting will yield few benefits after migration (p. 835).

Because the social capital within Filipino social networks cannot be fully migrated to Canada (some ties exist in Canada but they are fewer and are themselves lacking access to resources such as high-status employment and financial capital), Kelly and Lusis (2006) argue that many aspects of social capital are surrendered in the migration process. Further they argue that heavy reliance on a tenuous weak tie (such as a distant relative) does not represent a celebration of the resourceful migrant’s extensive resources but is a signifier of how socially impoverished
immigrant social networks actually are upon arrival. Thus, the role that social capital might play in migrants’ information practices both in preparation for migration and upon arrival to Winnipeg is unclear and bears further investigation.

3.4.3 Examining social networks in the context of this study

From the literature, it is clear that migrants’ social networks, and their resulting (or not) social capital, play an important though often complex role in migration and settlement. Further, like many elements of newcomers’ lives, their social networks are also in transition upon arrival. Because this research investigates the role that transnational networks (network structures that span nation states) play in migration and settlement information practices, understanding social networks through a social network theory and social capital lens is advantageous. It reveals the complex ways that social network structures and content operate and can limit and/or facilitate information and information flows.

Social network theory is often examined using social network analysis, an empirical research methodology that seeks to trace and present the exchange of resources between actors, including individuals, groups or organizations, within a social network (i.e. connected set of units) (Haythornthwaite, 1996). Resources exchanged may be either tangible or intangible such as goods, services, money, information, social support, or influence (Haythornthwaite, 1996). Studying migrants’ social networks using social network analysis allows researchers to observe the structural characteristics of migrants’ networks and the frequency of cross-border ties that immigrants maintain.

Social network analysis however, does not reveal the social contexts or motivations for people’s actions, why they do or do not maintain ties across borders, and the substance of communication and information within tie relationships. In her dissertation, Pettigrew (1997) argues,

Despite repeated calls in the literature, few researchers have chosen to study social networks using qualitative methods. This research demonstrates that qualitative methods can be a powerful means for discerning themes in the social network data that may not emerge through using quantitative methods of data collection and analysis (p. 234).
Likewise, my study employs qualitative methods for examining migrant social networks. In the context of this study, it is unclear that understanding the structural attributes of newcomer social networks (both local and international) will sufficiently explain how newcomers’ networks function in a transnational and shifting context since it is expected that network ties will confound typical categories of strong/weak (as in the example of the tenuous distant relative being called upon for assistance in Winnipeg). As Kelly and Lusis (2006) suggest, it is also unclear to what extent social network resources accessible in one context or location may be transferable to another. As well, typical network characteristics that are appraised during social network analysis (for example, education, employment, household finances) may not be useful indicators since they too are in transition during migration.

For this reason, while my research examines the role of both local and international social networks, including some of their structural attributes such as location and tie strength, it does so by locating social networks alongside other information resources as one of many possible information avenues that migrants pursue as they seek information. Further, as Courtright (2005) suggests, in-depth interviews collect detailed information about the informational content travelling between network ties. This approach is proposed as a means to capture a more complete and holistic understanding of the ways newcomers mobilize their social networks, both local and transnational, in the service of migration and settlement information practices.

3.5 Information practices

Within the disciplinary area of human information behavior, there are a number of theoretical frameworks used to describe how human beings interact with information. Each framework privileges different aspects of this interaction. The notion of information practices is used here, because it is well suited to capture important aspects of migrants’ transnational experiences, particularly their unexpected and undirected encounters with information. As well, the notion of information practices considers a broad range of information activities (information finding, using, and sharing) and considers these activities in relationship to each other, providing a rich conceptualization of individuals’ engagement with information.
Drawing largely from the work of Savolainen (1995, 2008) and McKenzie (2003), I understand information practices to be an umbrella term used to capture the variety of everyday information activities in which individuals engage. According to Savolainen, “information practice may be understood as a set of socially and culturally established ways to identify, seek, use, and share the information available in various sources such as television, newspapers, and the Internet.” (Savolainen, 2008, p.3). As noted above, social networks are often key players in these practices. Information practices include both active information seeking as well as less-directed practices (McKenzie, 2003). Active information practices include the recognition of an information need (or gap in one’s knowledge about a subject) as well as information seeking (or attempts to resolve that gap). Less-directed practices include browsing the internet “for fun” or perhaps general information, or gaining unanticipated but useful information through chatting with a friend. McKenzie’s (2003) research in particular, highlights the importance of recognizing undirected practices and encounters with information, an important issue for this research where migrants are often unclear before departure and upon arrival about what they need and how to find necessary information.

Another important dimension of information practices is that it recognizes and privileges the ways that information practices are deeply connected to social and cultural contexts (Savolainen, 1995, 2008). The notion of information practices highlight the importance of social and cultural factors in individuals’ information related activities. Notions of information practices emphasize “the relational interdependencies between subject and object” (Savolainen, 2008, p. 16) or individuals and the social worlds in which they reside and which inform their information practices.

To achieve this social orientation, information practices research undertaken by Savolainen, McKenzie, and others (Talja, 2001; Talja, Tuominen, & Savolainen, 2005) has employed a social constructionist approach that considers how practices are “constructed through the interaction of the individual and the sociocultural context” (McKenzie, 2003, p. 20). This approach is often tied to a discourse analytic methodology “in which it is assumed that the discourse of a society predominantly conditions the responses of individuals within that society, including the social understanding of information” (Bates, 2005, p. 11). Thus, information practices are assumed to be constituted dialogically in and through people’s engagement with particular social settings. Moreover, information practices are revealed through the repetitive daily activities and language
choices that people make and that are inextricably linked to the “constitution of selves and the formation of meaning” (Bates, 2005, p. 11). This perspective suggests that meaning is made and revealed in our daily practices, habits, and speech. Studies of information practice therefore, have typically attended to and prioritized daily habitual practices and language formations.

Further insight into understanding how information practices are constituted socially is understood by contrasting information practices with another broad concept for considering the relationship between people and information, the notion of information behavior that is often associated with Wilson’s (1997) work and model of information behavior. According to Savolainen (2007a),

> The concepts of information behavior and information practice both seem to refer to the ways in which people “deal with information.” The major difference is that within the discourse on information behavior, the “dealing with information” is primarily seen to be triggered by needs and motives, while the discourse on information practice accentuates the continuity and habitualization of activities affected and shaped by social and cultural factors (p. 126).

Information behavior then, is characterized as a cognitive approach to understanding individuals’ interactions with information, examining their cognitive and emotional motivations for finding and using information. This research might also be characterized as taking a constructivist approach “in which individuals are seen as actively constructing an understanding of their worlds, heavily influenced by the social world(s) in which they are operating” (Bates, 2005, p. 11). While both information practices and information behavior acknowledge the strong connection between individuals and their social worlds, an information practices approach “shifts the focus away from the behavior, action, motives, and skills of monological individuals. Instead, the main attention is directed to them as members of various groups and communities that constitute the context of their mundane activities” (Savolainen, 2007a, p. 120).

While this research embraces many facets of the notion of information practices, such as its

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4 As noted in Chapter 2, the terms information behavior and human information behavior are terms used to describe the broad body of research within Information Studies that describes how “people need, seek, give, and use information in different contexts” (Pettigrew, Fidel, & Bruce, 2001, p.44). As noted above, the term information behavior is also used to distinguish a particular constructivist approach within this broad field of study and is often characterized by Wilson’s (1997) model of information behavior. Going forward in this study, I refer to information behavior as the cognitive approach characterized by Wilson’s work. I use the term human information behavior to refer to the broad umbrella concept describing how people find information in specific contexts.
embeddedness in sociality, its privileging of undirected information practices, and its emphasis on exploring the social and cultural ways that information is sought, used, and shared, I do not employ a social constructionist methodology. Instead, as discussed in greater detail below, this study adopts a more hybrid orientation towards information practices that incorporates social elements as well as constructivist or cognitive elements (such as individual thoughts and feelings) to understand how migrants find, use, and share information during migration and settlement. The rational for my approach emerges from this study’s focus on multi-sitedness, transition, and travel, and is explored in greater detail below. Indeed, as I demonstrate in the following two sections that review the information practices literature related to space and time respectively, conducting research that examines lives in transition requires new modes of examination because previous assumptions that both practices and networks are fixed, stable, and habitual are thrown into question through the application of a transnational optic.

3.5.1 Information practices across space: Translocal landscapes as a framework for examining information practices

As noted earlier, this research considers how information practices shift across space and time. While spatial factors have been identified as significant “contextual qualifiers of information seeking” (Savolainen, 2006b), how the notion of space is articulated and operationalized within the context of migrant information practices requires consideration. Savolainen’s (2006b) review of this research area provides significant insight. He identifies three broad treatments of spatial factors as contextual qualifiers within existing information seeking research. Each approach is discussed in turn below before my own approach is located among these perspectives. According to Savolainen (2006b), the objectifying approach investigates how the configuration of particular spaces enables or constrains information seeking. Space, in this context is an objective and immutable construct that acts upon information practices. On the other hand, a perspectivist approach to investigating spatial factors suggests that information spaces are subjective. This approach examines how people subjectively assess, perceive, and construct the significance of various information sources by locating them in relationship to each other employing a spatial framework as metaphor. Included among this body of work is Sonnenwald’s notion of
“information horizons” (Sonnenwald, 1999, Sonnenwald & Wildemuth, 2001) and Savolainen and Kari’s work on “information source horizons” (Savolainen, 2007b, Savolainen & Kari, 2004). Both of these constructs “map” people’s perceptions of their information spaces to understand how individuals perceive the relevance of information resources from a spatial perspective.

Lastly, the realistic-pragmatic approach “conceptualizes spatial qualifiers of information seeking in conjunction with social factors such as roles and norms “(Savolainen, 2006b), emphasizes the ways in which the availability of information sources in different spaces orient information seeking. This approach straddles the middle line between the first two approaches suggesting that a negotiation occurs between objective constructs of space and individuals’ understandings and navigation of them. Work in this area includes “information fields”, “information pathways” (Johnson, Case, Andrews, Allard, & Johnson, 2006), and Pettigrew’s (1999) notion of “information grounds”. This research considers how spaces (understood here to be both socially and geographically derived) themselves influence, enable, or constrain information seeking as well as how individuals work within, negotiate, and contest spatial contexts.

Drawing on Lloyd’s notion of information landscapes, my study also considers spatial factors using a realistic-pragmatic approach. Lloyd’s (2011) approach to information landscapes, argues that information practices are both informed by and embedded within particular settings or spaces. She argues,

> Information practices are an array of information related activities and skills, constituted, justified and organized through the arrangements of a social site, and mediated socially and materially with the aim of producing shared understanding and mutual agreement about ways of knowing, and recognizing how performance is enacted, enabled and constrained in collective situated action (Lloyd, 2011, p. 285).

Lloyd calls for identifying the connections between people, ideas, and information practices within particular settings, suggesting that information practices are socially constituted within these particular social settings or “knowledge spaces” (2014, p. 53). Lloyd et al. (2013) suggest, “in evaluating and analyzing information, people take into account how and why information is provided, and consider the discourse surrounding information provision and the process by which information and knowledge are sanctioned within particular settings” (p. 127). Individuals make sense of information according to the logics and norms established and maintained within
particular social settings. This notion incorporates tacit, embodied, experiential, and corporeal dimensions to the concept of information spaces, suggesting that information is tied to and embedded in particular sociocultural spaces. In this way, spaces have a profound influence on everyday information practices. At the same time, individuals mediate, contest, and are acculturated into particular spaces. These processes of contestation and acculturation influence the resources to which individuals think they have access and use.

Adding a transnational lens to this perspective both complicates and extends Lloyd’s argument. Rather than considering social sites as distinctively localized and bounded, a transnational perspective suggests that individual practices, including information practices, should be contextualized at a larger scale, emerging from individuals’ participation within translocal or multisited contexts. More specifically, the contextual factors of specific local and simultaneously global information landscapes (in this case constituted through the Philippines, Canada, Winnipeg, and the US) might shape and define information practices and related ways of knowing that migrants develop in the Philippines, bring with them to Winnipeg, and then attempt to employ in Winnipeg. Srinivasan and Pyati (2007) refer to this global-local space as “diasporic information environments” and suggest that research on information behavior has yet to closely examine how these spaces are constituted and navigated by diasporic migrant populations.

3.5.2 Information practices across time: Transition and mobility as a framework for examining information practices

Time and transitions are another study priority, highlighted by a transnational research optic. Time, as a contextual factor of information practices has also received varied treatment within the literature. Again, Savolainen’s (2006c) exploration of this research area is useful to review. He suggests that there are “three major approaches to the temporal context of information seeking: time as a fundamental attribute of situation or context, time as a qualifier of accessibility, and time as an indicator of the information-seeking process” (p. 123). This study considers time particularly as it relates to transition and change and therefore falls within the last approach, time as an indicator of the information-seeking process. Rather than examining individual instances of information-seeking processes however, this study’s focus on transition requires a longitudinal
lens that examines how information practices change over time. Further, this study locates itself alongside more recent studies of information seeking processes (Savolainen, 2006c) by considering how “the dimensions of past, present, and future are embedded in the experiences and perceptions of information needs and seeking” (p. 123).

A significant departure between this research and other information practices research is the focus on the habitual and routine nature of practices that emerges by examining information practices at one point in time. Savolainen (2008) describes information practices for example, as conscious and unconscious daily and repetitive activities driven by repetition and habit. For migrants however, upon arrival to their new residences the everyday is decidedly unfamiliar, irregular, and changing. In this context, assumptions about the nature of practice as habitual, repetitive, and banal require re-thinking. Lingel (2014) argues that migrants develop new information habits upon arrival to a new city, highlighting the importance of repetitive activities for newcomers. However, these habits were formed upon arrival, based on migrants’ interactions within novel information landscapes. While information practices and habit may well be strongly linked, nonetheless a full contemplation of information practices requires us to examine contexts where habits and newness collide.

As noted in Chapter 2, few studies examine the information activities of migrant populations in transition, as they travel across time and space. A notable exception is Mehra’s (2004) dissertation research examining the cross-cultural learning process of international LIS students. Mehra draws from Kuhlthau’s (1991) information search process (ISP) model describing the information search process from the users’ perspective, highlighting both the affective and cognitive dimensions of the search process and documenting the constructive process of seeking and making meaning. Kuhlthau’s work is instrumental in recognizing the “classic triad of thoughts, actions, and feelings central to any constructive process [that] is rarely taken into consideration in study or discussion of information-seeking behavior” (Kuhlthau, 2004, p. 6). Mehra’s (2004) cross-cultural learning process of international LIS students in the US extends Kuhlthau’s model with some important distinctions. As he says,

My phase-model presents a non- hierarchical, experiential, open-ended and more flexible understanding of the constructive process of learning as compared to a stage-model. The research presents actions, thoughts, and feelings as inter-related in the process of sense making as reflected in the cross-cultural learning experiences shared by my case-participants (2004, p. 41).
Mehra’s cross cultural learning model focuses on how international students construct meanings from their experiences, taking into account both the affective aspects of meaning making as well as its cultural, transitional, and experiential nature.

Mehra’s work is also informed by Dervin (2005, 1997, 1992) whose sense-making theory suggests that individuals use information to resolve gaps in their understandings of their world. Dervin’s notion of sense making also considers how individuals make sense of and use information across time and in a variety of context. Dervin (1992) argues,

> Individual use of information and information systems is responsive to situational conditions as defined by that individual. In essence, the individual defines and attempts to bridge discontinuities or gaps. It is this focus on gap-defining and gap-bridging which is seen as offering a way of introducing order to conceptualizations of individual behavior (p. 66).

For Dervin, individuals define both the terms of discontinuity and disjuncture that they experience as well as their resolution. These processes of discontinuity (information gaps) are ongoing and in reaction to a variety of experiences and contexts. Building on Mehra, Kuhlthau, and Dervin, an approach is called for that attends to migrants’ meaning making processes, incorporating their thoughts, feelings, and information related activities, locating information practices within specific contexts and tracing them across both time and translocal landscapes.

### 3.5.3 Affect as a framework for examining information practices

Savolainen’s recent (2014) review of affective factors in information behavior studies suggests that this area has been understudied. Although it has not received significant examination in the literature, exploring the connection between information practices and migrants’ highly charged emotions and feelings during the migration and settlement process seems very appropriate given the extremely emotional and potentially disjunctive nature of transitional processes. Indeed, the transnational literature is replete with examples of the affective dimensions of diasporic existence, particularly around both the desire to migrate (Appadurai, 1996) and also the longing to return to their countries of origin (Appadurai, 1996; Clifford, 1997).

Some research within Information Studies has addressed the role of affect in information
behavior. As noted above, in his dissertation research Mehra (2004) connects his respondents’ meaning making to their thought and emotions suggesting that there is a strong link between individuals’ feelings, thoughts, and information practices. Likewise, Kuhlthau’s (1991) model of the information search process documents students’ thoughts and feelings as they engage in information seeking. Dervin’s (1992) sense-making approach highlights the need to consider affective aspects related to knowing and making sense. Nahl’s (2007) work describing the social-biological information-technology model demonstrates the importance of both cognitive and affective factors in information practices. Similarly Savolainen’s (2014) review suggests that a wide range of emotions can motivate an information search. These can include uncertainty, anxiety, as well as curiosity and optimism. Information seeking is typically avoided however, based on negative emotions such as anxiety, aversion and fear. A growing research area in Information Studies, affective aspects are explored more fully in this study and connected to transitions across the migration process.

3.6 Putting it all together: An analytical lens for examining transnational information practices

This research examines the complex processes for newcomers of information finding, using, and sharing as they travel from the Philippines and settle in Winnipeg. This study focuses on interrogating how information practices shift across space and time for populations whose information landscapes and social network ties are multi-scalar and in profound transition. New modes of examination are required when examining information practices and social networks (and their connections to each other) in contexts of transition and travel (or across space and time) because previous assumptions that these constructs are fixed, stable, and repetitive are thrown into question through the application of a transnational optic. My approach finds the common ground across these three disciplinary perspectives, suggesting that migrant information practices are constituted both individually and through one’s interactions within and across translocal information landscapes and complex deterritorialized networks of people and resources, shifting across both space and time.

In the context of this research, translocal information landscapes are the multi-sited sociocultural and geographical spaces in which information practices take place. This study considers how
these spaces influence and are influenced by migrants’ information practices. Social network ties populate these spaces as well as act as the bridges between them. Both the structures of social networks (how people are connected to each other) and the content travelling within them is examined in relationship to migrant information practices to reveal the role that social network ties (both local and international) play in migrant information practices. Information practices themselves, include the process by which migrants find, use, and share information. These interactions are examined as both social and individual processes. I consider the cognitive and affective dimensions of migrant information practices as they shift across migrants’ settlement trajectories. I also consider the social dimensions of migrant information practices by situating practices in the context of local and transnational social networks and translocal information landscapes.

An emphasis on information use emerges through this framework, as migrants struggle to make sense of new information landscapes. Thus, this approach seeks to identify how migrants’ meaning making practices change across space and time, as well as interrogating how they are informed by both the old and the new (or the here and the there). I speculate that information practices might be understood as derived from and made sense of within multiple, shifting, sometimes conflicting contexts and locales. Further, my approach recognizes that practices may be constrained in complex ways by external barriers such as social network structures and migration policies and institutions. As noted above, individuals’ negotiations, activities, and constraints are located within the spatial and sociocultural context of multi-sited translocal landscapes and complex deterritorialized networks of people and resources.

To capture these processes, in Chapter 7 I introduce 8 settlement-information tables that trace migrants’ information practices across their settlement processes. Drawing from Mehra’s cross-cultural learning model and Kuhlthau’s (1991) information search process, these tables triangulate respondents’ thoughts and feelings related to migration, their information needs, the information resources they consult, and the activities in which they engage to determine respondents’ information practices within each phase of their settlement trajectory. Tables also illuminate the role that social networks play in migrants’ information practices across these trajectories.
This approach is compatible with theories of information practice, though it also extends the boundaries of the concept by considering practices during travel and across multi-sited contexts. It also considers information practices for migrants as both individual and social, moving away from a social constructionism approach to a hybrid approach that privileges the affective and cognitive processes of individuals in transition as well as highlighting the ways that these processes are embedded in specific sociocultural spaces and networks, and tied to particular moments in time.

3.7 Conclusion

This chapter introduced the analytical lens of the present study drawing from three disciplines, including information practices research, social network theory, and transnational migration research. This lens examines the complex processes for newcomers of information finding, using, and sharing as they travel from the Philippines and settle in Winnipeg. It suggests that migrant information practices are constituted both individually (through cognitive and affective processes) and through their interactions within and across translocal information landscapes and complex deterritorialized networks of people and resources, shifting across both space and time. In the following chapter I discuss and describe study methods for collecting, analyzing, and writing up study data.
4 Methods

4.1 Chapter overview

This chapter introduces this study’s research design, data collection procedures, data analysis, and dissertation writing process. It concludes by describing how trustworthiness was ensured in the context of this qualitative research study.

4.2 Research design

4.2.1 Exploratory qualitative research

The purpose of this project is to address the following research question and sub-questions:

- What are the everyday information practices of newcomers from the Philippines to Winnipeg during the migration process?
  1. How do the information practices of newcomers from Philippines to Winnipeg shift and change as they migrate and settle?
  2. What role do social networks play in the everyday information practices of newcomers from the Philippines to Winnipeg, both in preparation for migration and upon arrival?

The methodological footings for this study are qualitative and exploratory. It was determined that a small in-depth exploratory study was warranted given the interdisciplinary nature of the research and the focus on formulating an analytical lens for investigating the study of newcomer settlement at the intersections of information practices research, social network theory, and transnational migration scholarship.

An exploratory research approach was deemed appropriate specifically because research at this particular interdisciplinary intersection has not previously been investigated. Stebbins (2001) describes exploratory research in the social sciences as “a broad-ranging, purposive, systematic, prearranged undertaking designed to maximize the discovery of generalizations leading to description and understanding of an area of social or psychological life” (p. 3). Also described as “exploration for discovery” (Davies, 2006, p. 111), exploratory researchers engage in a flexible,
pragmatic, and thorough exploration of a given area of social life. Rather than approaching their project with specific formulas or theories, exploratory researchers engage in the process of continuous discovery throughout the life cycle of the research project. As in this research project, exploratory research projects aim to lay the groundwork including establishing theoretical and methodological orientation(s) for further investigation into a particular area of study.

Qualitative research is also used in the exploration of understudied phenomena (Stebbins, 2001) and is therefore an appropriate research orientation for this study. In the context of Information Studies, qualitative research is increasingly being legitimated “with the shift from a dominant focus on information systems to a growing interest in individuals and groups of users” (Quirke, 2014, p. 32). Qualitative research “uses a range of methods to focus on the meanings and interpretation of social phenomena and social processes in the particular contexts in which they occur” (Sumner, 2006, p. 249). It closely examines the subjective meanings and interpretations used by individuals to make sense of their world(s). In this study, qualitative research methods allow for a very granular examination of newcomers’ migration and settlement experiences, locating these experiences within the overall context of Philippines to Winnipeg migration.

### 4.2.2 Interview design

Semi-structured in-depth interviews were the methodological tool used in this study. Between November 2011 and March 2012, two semi-structured in-depth interviews each were conducted with fourteen respondents. The first interview focused on respondents’ pre-migration experiences while the second interview addressed respondents’ arrival and settlement experiences. The contents of each interview moved from broad to specific and collected several “types” of data. Interview guides are included in this study as Appendices B and C. Interviews include the following components:

- **Broad semi-structured questions** - These questions were aimed at eliciting migration experiences organized temporally around the process of settlement. Interview one covered the pre-migration experiences. Interview two focused on the arrival experiences of respondents.
• **Critical incident technique questions** - These questions were aimed at identifying several key episodes of information practice during respondents’ migration processes. Key episodes and topics were self-identified by respondents.

• **Resource identification questions** - Respondents were asked to identify key information resources used by them during their migration process. Key information resources were self-identified by respondents. Prompts were given to identify both local and international resources. When respondents identified social network ties as information resources, I also collected minimal social network tie data, including the residence location of the tie and their relationship and closeness to respondent, called tie strength.

• **Mapping tool** - At the end of each interview respondents were asked to locate the resources they identified in their interviews on an “information map”. Respondents located on the information map according to how valuable they were perceived to be by respondents during the settlement process. Used as an elicitation devise, maps prompted respondents to consider aloud how resources were used and valued in relationship to each other and their migration and settlement experiences.

• **Demographic information form** – At the conclusion of the first interview, respondents were asked to complete a form collecting basic demographic and migration information.

Interview questions proceeded from general to specific. Each interview began with two temporally focused “grand tour” questions (Spradley, 1979) aimed at eliciting respondents’ immigration experiences in their own words. The interview then became more focused, asking for descriptions of specific information practices, and finally focusing on the smallest unit of analysis, the information resources used by respondents. This format (going from general to specific) was designed to allow respondents to draw connections and move between their overall migration experiences, their specific information problems and needs, and the resources they selected to resolve their information problems. Each element of the interview guide is discussed in greater detail below.
4.2.2.1 Semi-structured questions

The semi-structured interview is a loosely structured interview designed to inquire about particular issues while allowing respondents to discuss and make sense of issues in their own words. This style of interview promotes “an interaction between an interviewer and a respondent in which the interviewer has a general plan of inquiry but not a specific set of questions that must be asked in particular words and in a particular order” (Babbie, 2001, p. 291). This format allows for unanticipated details and patterns to emerge.

This approach was also employed to address the particular challenge of dealing with the unconscious nature for individuals of information practices. As Bates (2010) argues,

> Activities that involve information seeking are seldom differentiated from the other actions taken to solve problems. Good research design for the study of information seeking must recognize this reality; asking people what they have done lately in the way of information seeking is therefore not the way to get data with high internal validity, as a rule (p. 2386).

Semi-structured interview questions were employed that allowed respondents to describe their settlement experiences broadly. Often information practices were described as part of this process. Respondents were also asked to address specific questions about their information practices, though these questions were couched in language understandable to respondents such as: what important questions did you have; what resources and people helped you; and, where did you get assistance and advice? (See Appendices B and C for examples of interview questions.) Multiple approaches and interventions into the area of information practice allowed me to triangulate results to acquire a picture of respondents’ information practices. It also allowed me to situate their information practices within the broader context of their migration and settlement activities and self identified goals and priorities.

4.2.2.2 Critical incident technique questions

The critical incident technique is a commonly employed method in Information Studies to determine how people actually search for information (Flanagan, 1954). It allows “respondents to describe the information problem in their own words and incorporate the elements of the problem and the search for information that are meaningful to them” (Johnson, 2003, p. 79). In this study I
inquire about particular occasions where respondents have engaged in information practices to find information to migrate, settle, or live in Winnipeg. I also inquire about the success of the information search and why respondents sought information using the strategies they did.

4.2.2.3 Resource identification
Following the collection of several respondent identified critical incidents, I asked respondents to consider and identify all of the information resources that they consulted as they prepared for migration and settled in Winnipeg. Given the amount of time that has passed since respondents initially considered migration, as well as the number and complexity of tasks involved in settlement, there is no doubt that the resource list provided to me by respondents was not exhaustive. Nonetheless this list was collected to gain an understanding of respondents’ preferred information resources as well as the context in which information resources were needed, selected, and used. As well, the semi-structured and critical incident interview questions preceeded the collection of information resources in order to jog respondents’ memories with respect to the resources they employed as they prepared to migrate and arrived to Winnipeg.

As well, when respondents identified social network ties as information resources, I also collected minimal social network tie data, including the residence location of the tie and their relationship and closeness to respondent, called tie strength. Tie strength refers to the overall connectedness between individuals (Haythornthwaite, 1996). Strong ties are characterized as ties that are in frequent contact and/or very close whereas weak ties are characterized as being infrequent and informal. The data that was collected on respondents’ social network ties was used to code interview transcripts according to the nature of the relationship of the resource being discussed as well as it’s location and tie strength to respondent. I describe the process of analyzing the social network data I collected below in section 4.4.1.1.

4.2.2.4 Information maps
Once semi-structured interviews were concluded, respondents were asked to add all of the information resources identified throughout the interview to a relational information map. “Relational maps illustrate the conceptual distance between the participant and other people or
objects, with the importance of the persons or objects diminishing as distance increases from the participant” (Copeland & Agosto, 2012, p. 515). In this study, maps identified the relative importance of information resources, human and otherwise, to respondents both before they migrated and upon arrival to Winnipeg. The maps thus demonstrated how respondents related information sources to each other and privileged particular information sources over others.

Sonnenwald (1999) argues that within any situation and context, individuals have a horizon in which they can act. This information horizon, as she calls it, is a combination of network ties, information providing institutions, and other information resources to which individuals have access as they search for information. Sonnenwald and Wildemuth (2001) developed a data collection method encouraging respondents to draw or map their information sources and pathways on what they call an information horizon map. Savolainen (2007b) and Savolainen and Kari (2004) employ a similar mapping strategy based on Sonnenwald and Widemuth’s approach, what they call an “information resource horizon” approach, to identify and assess individuals’ information source preferences within spatially demarcated spheres of preference.

Similarly, participants in this study were asked to fill in “maps” of the information resources they used during migration and settlement in order to produce spatial representations of the relevance and importance of information resources to respondents during their migration and settlement process. Maps were designed based on the social network maps used by Pettigrew (1999) in her dissertation research to qualitatively collect social network data from her participants. Based on Pettigrew’s map, participants in this study mapped social network ties and other information resources by locating the resources most important to them near the centre of the map. Information maps are located at the end of each interview guide and are included in this study as Appendices B and C.

The information maps in this study were used specifically as elicitation devises to prompt respondents to think through their relationship to information resources as well as information resources’ relationship to each other. Copeland and Agosto note, “Graphic elicitation techniques, which ask research participants to provide visual data representing personal understandings of concepts, experiences, beliefs, or behaviors, can be especially useful in helping participants to express complex or abstract ideas or opinions” (2012, p. 513). Relational maps were used in this
study to assist respondents reflect deeply on their use of information resources, considering both cognitive and affective dimensions of their use.

Respondents were asked to locate at the centre of the map the resources that were most important to them as they migrated and settled. Along the periphery of the map, respondents were asked to locate resources that were least helpful or least important to them as they migrated and settled in Winnipeg. In this way, maps depicted resources preferences similar to Savolainen (2007b) and Savolainen and Kari’s (2004) resource information horizon approach. They also provided visual data about social network ties and their importance to respondents as information resources. Unlike Sonnenwald’s (1999) information horizon maps, these maps did not attempt to capture the dynamic pathways and routes by which respondents made use of resources.

When maps were shown to respondents, I said the following:

I’m asking people to add to this map [show respondents map] all of the resources and people you’ve mentioned throughout this interview. I’ll read you a list of the resources you’ve named. Please add to the map the resources and people that you mentioned when seeking help or advice or information while preparing to migrate to Winnipeg. And if you could, please indicate the people and resources that helped you the most or you found the most dependable near the middle of the map closest to where it says “you”. Please put the least helpful people and resources along the outside of the map. Can you please talk me through it as you’re drawing the map?

Two maps were drawn, one at the end of each interview. Respondents were asked to talk through the reasons they put specific items on the map in specific locations. The process of completing the maps assisted respondents and me to understand how and why respondents utilized, valued, and preferred particular sources of information over others. Maps also elicited interesting discussions about the emotional importance of specific information resources to respondents. All of these discussions were included in transcriptions. Maps were consulted as needed during analysis to make sense of transcriptions but not otherwise analyzed. Maps were an invaluable visual aid used to assist respondents (and me) understand and locate respondents’ preferred information sources in relationship to each other.
4.2.3 Pilot interviews

Pre-migration and arrival interviews were pilot tested on two Filipino newcomers living in Toronto arrived through the skilled worker federal migration program. Toronto was chosen as the location for pilot interviews due to my concerns about finding enough participants in the Winnipeg context. (This concern turned out to be unfounded.) Pilot participants were recruited through a Filipino colleague in Toronto. Pilot interviews were conducted to evaluate interview design, including length, flow, and understandability to participants, as well as to assess the relevance of data collected using interview tools. These interview transcriptions were not included in formal data analysis as pilot interviewees did not migrate through the Manitoba Provincial Nominee Program. However, these interviews were instrumental in the early stages of data analysis in pointing to themes related to Filipino migration, settlement, and related information needs. As a result of pilot interviews, it was determined that the overall data collection method was appropriate. However, some interview questions were eliminated as it was determined that the interviews were too long. Also, demographic information collection was converted to a form to be filled out by respondents, rather than collected orally, also to shorten interview times. Lastly, I decided not to ask respondents about their household income or remittance practices as I felt questions about respondents’ financial situations were too invasive and undermined rapport established between myself and respondents.

4.3 Data collection

4.3.1 Interview site

Ten out of fourteen respondents were interviewed in their homes (20 of 28 interviews). I particularly appreciated being invited into respondents’ homes. This allowed me to get a sense of respondents’ daily lives, meet their children, meet any relatives who lived with them, see their homes, see what they watched on television, observe them interact with their spouses, and eat the (delicious) snacks provided to me. I also believe this made the interactions more collegial and relaxed. It certainly gave me a visual of what “settling” looked like, at least within the context of respondents’ homes. I wrote extensive fieldnotes after each interview trying to capture the spirit of the interaction and describe respondents’ living environments. These notes were included in data analysis.
Two interviews occurred in my home (one couple came to my home and brought their children who watched a movie in my living room while their parents were interviewed separately), two interviews took place in the food court of a mall (a particularly well-known Filipino hotspot in Winnipeg), and four interviews took place at a restaurant where a respondent used to work (both she and her husband were interviewed in the same location on separate occasions). Respondents chose all of these locations. All of the spaces (except my home) were comfortable and well known to respondents. Noise was an issue when it came time to transcribe public interviews. However, I don’t feel that the public locations handcuffed respondents’ openness or willingness to share in any ways. Indeed, some of my most interesting and revealing conversations happened in these public spaces.

4.3.2 Sampling technique and recruitment

This study employs non-probabilistic purposive sampling. According to Hartel, “in purposive sampling, the researcher uses their knowledge about a specific group to select informants who represent the population” (2007, p. 62). I chose to speak with newcomers from the Philippines arrived through the Manitoba Provincial Nominee Program who had not previously lived in Winnipeg and who had arrived less than five years ago at the time of the interview. I sought equal numbers of men and women, as well as principal applicants and dependents. I did not control for occupation, education, region in the Philippines from which respondents came, and ethnic or religious affiliations. The small size of this sample did not allow for this. It was not my original intention to interview spouses but I quickly realized that this allowed me a deeper view into family migration experiences. I determined that I had interviewed a sufficient number of participants when saturation was reached, that is when no new themes or analytical concepts emerged from my data as interviews were being analyzed (Corbin and Strauss, 2007).

In order to recruit respondents, I intended to advertise in Winnipeg based Filipino newspapers and radio. However, the Filipino contacts I have in Winnipeg (cultivated over years of attending Filipino classes and events) put me in touch with several Filipino provincial nominees. Six respondents were recruited this way. From this point forward, I used snowball recruitment. At the end of each interview, I asked respondents if they had other contacts that might be interested in being interviewed. Many respondents suggested others who also participated in interviews. Eight
others were recruited during this method. Over all, recruiting research participants went much more quickly and smoothly than I thought it might.

Throughout this dissertation I will speak of the importance of the role of social networks in respondents’ lives. This was also evident here where I believe social network trust and feelings of obligation paved the way for respondent recruitment. As one of my respondents said, “I didn’t do this [interview] for you. I did it for them [earlier interviewee], because they ask us to help you and they help us so much when we arrive.” Similarly, respondents were offered a cash incentive of $20.00 per interview. Several respondents declined this incentive and told me that they were doing the interview as a favour to others who had supported them during settlement.

Once I was provided with the contact information for a potential participant, I contacted that person by phone. I ensured that all participants were recently arrived provincial nominees. I explained the project to them in detail including projected time commitments. Respondents then selected the site of the interview and we set up a meeting date and time. Sometimes interviews were difficult to schedule as respondents led very busy lives, often with multiple jobs, and many people living in their homes, including young children.

4.3.3 Characteristics of respondents

At the time interviews were conducted, study respondents had lived in Canada between 1 to 4 years. All respondents migrated directly to Winnipeg from the Philippines. Fourteen participants were recruited. Seven participants were principal applicants arriving through the Manitoba Provincial Nominee Program. Six respondents were spouses of principal applicants, and one respondent was a spouse of a principle applicant who arrived through the family class federal program rather than the MPNP. An even number of both men and women participated in this study. All participants had never before lived in Canada. All respondents arrived with post-secondary education and all hoped to continue or pursue meaningful careers in Winnipeg. Table 4.1 describes respondents’ demographic characteristics.
<table>
<thead>
<tr>
<th>Pseudonym</th>
<th>Sex</th>
<th>Year of Birth</th>
<th>Arrival</th>
<th>Education</th>
<th>MPNP arrival stream</th>
<th>Occupation, Philippines</th>
<th>Occupation, time of interview</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nicole</td>
<td>F</td>
<td>1975</td>
<td>Dec 2007</td>
<td>B of trans management</td>
<td>general</td>
<td>labourer and housewife</td>
<td>healthcare aide</td>
</tr>
<tr>
<td>Marvin Co</td>
<td>M</td>
<td>1976</td>
<td>May 2009</td>
<td>B.S. marine transportation</td>
<td>family</td>
<td>seafarer</td>
<td>sheet metal worker</td>
</tr>
<tr>
<td>Dalisay Co</td>
<td>F</td>
<td>1976</td>
<td>May 2009</td>
<td>B.S. accounting</td>
<td>family</td>
<td>accountant</td>
<td>accountant head</td>
</tr>
<tr>
<td>Alejandro</td>
<td>M</td>
<td>1977</td>
<td>June 2009</td>
<td>B.S. industrial engineering</td>
<td>general</td>
<td>programmer</td>
<td>programmer</td>
</tr>
<tr>
<td>Andrade</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mary Joy</td>
<td>F</td>
<td>1978</td>
<td>June 2009</td>
<td>Chemical engineer</td>
<td>general</td>
<td>quality control manager</td>
<td>quality control technician</td>
</tr>
<tr>
<td>Andrade</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cecilia Ramos</td>
<td>F</td>
<td>1976</td>
<td>Aug 2009</td>
<td>B.S. commerce</td>
<td>family</td>
<td>receptionist</td>
<td>fast food cashier</td>
</tr>
<tr>
<td>Lester</td>
<td>M</td>
<td>1986</td>
<td>July 2010</td>
<td>B.S. criminology</td>
<td>family</td>
<td>security guard</td>
<td>retail manager</td>
</tr>
<tr>
<td>Joshua Ramos</td>
<td>M</td>
<td>1973</td>
<td>Aug 2009</td>
<td>B.S. marine transportation</td>
<td>family</td>
<td>seafarer</td>
<td>factory cutter/snapper</td>
</tr>
<tr>
<td>Kate Mendoza</td>
<td>F</td>
<td>1972</td>
<td>March 2007</td>
<td>B.S. nursing</td>
<td>family</td>
<td>nurse</td>
<td>home with children</td>
</tr>
<tr>
<td>Felix Mendoza</td>
<td>M</td>
<td>1973</td>
<td>March 2007</td>
<td>B.S. chemical engineering</td>
<td>family</td>
<td>process engineer</td>
<td>quality assurance coordinator</td>
</tr>
<tr>
<td>Marco del Rosario</td>
<td>M</td>
<td>1976</td>
<td>Sept 2010</td>
<td>Computer technician</td>
<td>general</td>
<td>bus operator and driver</td>
<td>press assistant</td>
</tr>
<tr>
<td>Jonell del Rosario</td>
<td>F</td>
<td>1978</td>
<td>Sept 2010</td>
<td>B.S. industrial engineering</td>
<td>general</td>
<td>purchaser and buyer</td>
<td>buyer and planner</td>
</tr>
<tr>
<td>Sarah Salazar</td>
<td>F</td>
<td>1981</td>
<td>March 2009</td>
<td>B.S. chemistry</td>
<td>family</td>
<td>process engineer</td>
<td>safety officer/HR</td>
</tr>
<tr>
<td>Dante Salazar</td>
<td>M</td>
<td>1978</td>
<td>Jan 2011</td>
<td>B.S. computing</td>
<td>sponsored</td>
<td>network engineer</td>
<td>machine operator</td>
</tr>
</tbody>
</table>

### 4.3.4 Researcher positionality and interview challenges

I am neither Filipino nor a migrant. Indeed as a white woman, born and raised in Winnipeg, I am located very much within dominant Winnipeg culture. To the respondents of this study, I believe I was an outsider in many respects. I suspect that this shaped the research interviews in significant ways. In particular, I felt that some respondents were hesitant about directly addressing how they felt about life in Winnipeg and whether they would like to remain in Winnipeg, particularly when their views were negative. I fear these respondents were concerned about offending me. In order to work around this, I often asked similar questions throughout an interview or tried to “come back” to issues that I identified as sensitive. I did so in an attempt to elicit different, more candid, or more nuanced responses. I’m not sure this strategy was always
entirely effective though I do believe respondents were often quite candid, trusting me with personal and emotional details of their lives.

It should also be noted however, that as a professional working parent of young children, most respondents and I also shared significant commonalities. We chatted about our kids (a lot about kids!) and career building. It was through these informal and personal conversations, so often about the challenges and delights of parenting young children, that I believe trust was established with respondents of both sexes. This provided significant common ground and points to the fact that race, ethnicity, and migration status are some of the ways that people understand themselves (I do not wish to deny the serious implications of these factors for racialized respondents in this study); however, other points of common ground were forged with respondents. As well, the fact that I was often in respondents’ homes four times over the course of a few months meant that by the conclusion of our interviews, an easy and open rapport had been established.

I had the sense that respondents legitimately enjoyed telling their migration stories to an interested audience. They appeared to enjoy teaching me about Filipino culture and the distinctions between Winnipeg and the Philippines. I believe as an outsider, I played the role of an active learner and a student (Creswell, 1998). This role sat comfortably between respondents and me. However, as noted above, when the roles shifted and my location as a member of dominant Winnipeg culture was highlighted, this felt less comfortable (for both of us I believe) and I think in those moments respondents were less likely to share their feelings with me.

As I conducted the interviews language comprehension was only rarely an issue. With two respondents, I felt like the respondent and I might not be understanding each other all the time. This often improved by the second interview as we both improved at hearing and understanding each other. One respondent brought his spouse to translate difficult concepts for us. This helped with understanding each other though it may have affected his willingness to speak freely to me about his migration experiences.

Finding interview times that worked for very busy people with young children was by far the biggest interview challenge. As well, interviews in people’s homes were often cut short or interrupted by family needs. This was the negative side of interviewing in people’s homes, though ultimately I believe it was a trade off worth making as conducting home interviews
provided me with such rich insight into respondents’ lives, and for the most part, fostered a relaxing and collegial interview atmosphere.

4.4 Data analysis

All interviews were transcribed and included in *Nvivo*. To these I also included the fieldnotes that I took following each interview that described my impressions of the interviews, their location, as well as initial thoughts emerging from interviews. I coded transcriptions and fieldnotes using line-by-line inductive analysis based on coding and memoing approaches derived from both Corbin and Strauss (2007) and Emerson, Fretz, and Shaw (2011). As noted by Thomas, “the purpose of inductive analysis is to allow research findings to emerge from the frequent, dominant, or significant themes inherent in raw data, without the restraints imposed by structured methodologies” (2006, p. 238). Using this approach, I sought to engage with the data very closely, coding transcripts at a very granular level, to facilitate the emergence of important themes and trends. As Corbin and Strauss argue, “the analytic process, like any thinking process, should be relaxed, flexible, and driven by insight gained through interaction with data rather than being overly structured and based only on procedures” (2007, p. 12). The process of this intimate engagement with interview data is described below.

4.4.1 Open coding and theme development

Open coding is described by Emerson, Fretz, and Shaw (2011) as “read[ing] fieldnotes line-by-line to identify and formulate any and all ideas, themes, or issues they suggest” (p. 172). At the beginning of my analysis process, I used open coding to carefully code each interview transcript line-by-line. At this point I coded broadly and inclusively, identifying a wide range of topics and themes.

Not surprising, three broad themes emerged from this process, loosely related to the three broad pillars of this research project, including social network theory, information practices research, and the transnational migration literature. More specifically, I created codes associated with all of the information resources that respondents identified in interviews, with a particular emphasis on
elaborating their social network ties. (Coding network ties is also described in greater detail below in section 4.4.1.3). As part of the information practice pillar, I coded the migration and settlement related questions that respondents’ identified, their information related activities, and their descriptions of their interactions with information resources. The codes for this area were sometimes (though not always) informed by the literature on the human information behavior of migrants used here as sensitizing concepts for considering and analyzing data. Often new phenomenon were also observed that was not identified from the literature. For example, I developed the following codes: “telling migration stories”, “receiving migration advice”, “learning from disjuncture”, and “referrals to settlement services”. Lastly, I coded for settlement and migration related practices and experiences. These codes were informed by the literature on transnational migration though again, new phenomenon in this area were also observed and coded. For example, I created codes such as, “migration hurdles”, “reasons for leaving”, and “settlement goals.”

During this early phase of the data analysis process, I noted two other broad sets of themes emerging from the data. These included affective codes describing respondents’ emotions and feelings during their migration process. I also identified several respondent identified and recurring narratives about global migration, specific places (Winnipeg, the Philippines, the US), and the differences between these locales. I also coded for these. For example, I created the codes “better life”, “expectations about Winnipeg”, and “Canada is rich.”

4.4.2 Writing memos and integrative memos

Throughout this process, I engaged in memoing, what Corbin and Strauss (2007) call the written process of analysis. As I coded interviews, I wrote detailed notes and excerpts relating to individual codes, broader themes, and connections between ideas. Memos were also included in Nvivo and were critical elements of the analysis process.

From my initial coding and memoing process, I observed that there was typically a largely sequential “way” that respondents prepared to migrate, migrated, and then settled. Using integrative memoing, I grouped these settlement related activities together organizing them sequentially across the migration process. Integrative memos “elaborate ideas and begin to link or
tie codes and bits of data together” (Emerson, Fretz, and Shaw, 2011, p. 193). In this instance, integrative memos were created that connected settlement related activities to the information resources identified by respondents and the information related activities in which they engaged.

During this more focused phase of analysis, I also identified and added more information codes related specifically to the settlement processes and phases that were clearly emerging from the data. From there I organized identified information resources, questions, and activities into each phase. Respondents’ thoughts and feelings about migration were also identified (as noted above) and included in this process, though these were often already present in this organizational structure, as part of respondents’ descriptions about their migration experiences. This process provided me with the broad organizing structure of this study as well as revealed the connections between respondents’ migration and settlement journeys, their information needs or questions, the information resources they employed, and the information activities in which they engaged.

4.4.3 Coding social network data

As noted above, in addition to identifying all the information resources that respondents’ identified, I collected basic social network data about human information and support resources identified by respondents. In this study, social network data was used to qualify and provide detail about respondents’ relationships to their social network ties. To accomplish this, I asked the following questions about each human information resource named by respondents:

- Where does this person live?
- What is your relationship to this person?
- How close is your relationship?
- How often are you in contact?

These questions were aimed at eliciting the location of each tie as well as closeness or tie strength.

The social network characteristics I collected describing each tie were used as I coded transcripts. I titled human information resource codes based on how respondents characterized the location and closeness of each resource they identified. For example, I identified the following social network codes:
• spouse
• children
• distant friend/relative IWBD \([IWDB = \text{In Winnipeg before departure}]\)
• close friend/relative IWBD
• immediate family IWBD
• distant friend/relative OSBD \([OSBD = \text{overseas before departure}]\)
• close friend/relative OSBD
• immediate family OSBD
• distant friend/relative IP \([IP = \text{In Philippines}]\)
• close friend/relative IP
• immediate family IP
• co-worker Wpg
• co-worker IP
• non-Filipinos
• other newcomers
• MBS [\text{Manitoba supporter}]
• FPM [\text{Filipino planning to migrate}]

These codes were applied to any excerpt that included a reference to any of the social network relationship categories identified above. The social network information I collected was invaluable in allowing me to understand and characterize the relationships between respondents and their information resources. Once identified, social network codes were analyzed like all information resource codes. In other words, the features of each resource were closely examined initially by considering all the excerpts falling within a particular social network resource code. Resources were also considered in conjunction with other codes that identified respondents’ information and settlement activities as data analysis progressed and became more integrative. This process proved to be a very effective approach to considering social network data within an overall qualitative approach to data analysis.
4.4.4 Coding information maps

Information maps were used as elicitation devices designed to motivate respondents to think through their relationship to their information resources. Two maps were drawn, one at the end of each interview. Respondents were asked to talk through the reasons that they located specific resources on the map in the places that they did. These discussions were included as part of interview transcriptions and coded using the interview codebook. Maps were consulted during analysis to make sense of transcriptions but not otherwise analyzed.

4.5 Dissertation writing

While coding was incredibly instructive as a means to identify emerging themes, the most thorough and deep analysis came in the writing of excerpt-commentary units that followed the coding and memo writing process. Defined by Emerson, Fretz, and Shaw (2011) as “interweaving portions of fieldnotes [in this case interview transcripts] with analytic commentary” (p. 212), excerpt-commentary units were the building blocks upon which this dissertation was written. Employing this process, I identified several representative quotes illustrating the relevant themes and concepts I wished to further explore. Using the excerpt-commentary process, I would “write through” respondents’ quotations connecting their words and thoughts to study themes and my own emerging analysis. Conceptual categories and understandings were textured, broadened, and brought into sharp focus through this deep writing. Another important part of the writing process involved writing numerous drafts of this document, often drawing from and combining older excerpts and documents with more recent writing to flesh out and think through arising issues. Thus, this document was written iteratively and over time.

Emerson, Fretz, and Shaw’s (2011) method of writing excerpt-commentary units is a carefully crafted and integrative approach used to embed the experiences and language of study participants into study analysis and findings. Using this method, the writing process is driven by study participant experiences that become “the essential kernels of the story” (p. 203). Similarly, the first draft of this dissertation was an extremely lengthy and descriptive summary of my findings and very closely tied to respondents’ words and experiences. As drafts of this dissertation evolved however, that closeness to respondents’ words and the contexts from which
those words emerge has, in places, diminished. While the chapters that describe the migration and settlement stories of respondents (Chapters 5 and 6) retain their original excerpt-commentary unit format, the chapter describing the relationship between respondents’ information practices and settlement experiences (Chapter 7) is written using a broader range of strategies and writing devises. As well as including some excerpt-commentary units, Chapter 7 includes tables, lists, and decontextualized quotations from respondents. This approach was deemed necessary for reasons of succinctness, brevity, and overall document flow. More specifically, the tables and lists allow the reader to draw both macro and micro level connections between and across respondents’ information practices and their corresponding phases of settlement. I believe the trade off of applying this less contextualized format is that some of the depth and texture of respondents’ experiences are lost in this process.

As the person responsible for documenting and reflecting the experiences of study participants, I was particularly aware of the risk of essentializing Filipino identity and experience based on respondent accounts from my small study sample. As noted by McElhinny et al.,

One particularly salient issue for the project of Filipino Canadian studies is the usefulness of imagining a singular, unitary ‘Filipino’ as an object of scholarly inquiry and political advocacy. Forming political and academic identities around the category ‘Filipino’ can be limiting in so far as it calcifies a unitary object that, in reality, is differentiated by regional, linguistic, cultural, political, and religious affiliations (2012, p. 21).

As noted by McElhinny et al. and others, those migrating from the Philippines have a wide variety of regional, linguistic and cultural identities and affiliations. The excerpt-commentary unit writing approach seeks to attend to a specificity of context and experience, while resisting broader generalizations of research participants. I used this approach where possible, though as noted above, I also include summaries of respondents’ experiences in a variety of formats. I employed all writing techniques with the awareness that extreme caution is required when speaking on behalf of others, particularly those outside of my own cultural community and whose experiences have regularly been conflated and essentialized in academia.
4.6 Ensuring trustworthiness

Frameworks to ensure the rigour and robustness of qualitative research are of utmost importance, particularly in the face of positivist criticisms about the ability to ensure credibility in qualitative research. Lincoln and Guba’s (1985) framework for evaluating trustworthiness in naturalistic inquiry is widely accepted and is employed here to ensure the credibility, transferability, dependability, and confirmability of results from this study. Lincoln and Guba’s (1985) framework considers the following four components:

- **Credibility** – demonstrating that a “true picture of the phenomenon under scrutiny is being presented” (Shenton, 2004, p. 63)
- **Transferability** – demonstrating that findings are applicable in other contexts
- **Dependability** - demonstrating that results are replicable
- **Confirmability** – demonstrating that results emerge from the data rather than researcher motivation or interest

Credibility was established through a variety of methods. Ongoing informal participation with the Winnipeg Filipino community as well as conducting multiple interviews with each participant ensured “prolonged engagement” (Lincoln and Gruba, 1985) with the participant community. Multiple sources of data were also collected and triangulated. These included:

- secondary research on Filipino migration and settlement, human information behavior, transnational migration research, and social network theory (discussed in Chapters 2 and 3)
- pilot interview with Filipino newcomers arrived through the Federal skilled worker program
- interviews with Filipino newcomers arrived through the MPNP
- informal discussions with Manitoba settlement workers, MPNP provincial government employees, members of Filipino ethno-cultural associations, longer established Filipino migrants, and second-generation Filipinos living in Winnipeg

During the data analysis and writing processes, “frequent debriefing sessions” with my advisor and “peer scrutiny” with other PhD colleagues (Lincoln and Guba, 1995) were employed to gather valuable feedback and insight into the data analysis process.
As noted above, transferability is evaluated by comparison to other contexts. Thus, the sections above describing processes of data collection and analysis are written in great detail so that readers might determine the extent to which this study can be generalized to different settings. Appendices provide additional details about study instruments. These include the study information and consent forms (Appendix A) and interview guides (Appendices B and C). Study findings are explored in Chapters 5, 6, and 7.

Aspects of dependability (replicability) are demonstrated where I describe in significant detail the data coding process, data analysis, and the writing process. Feedback from my advisor, dissertation committee, and peers were solicited and invaluable throughout this process. In particular, meetings with my advisor Dr. Nadia Caidi and peer group occurred regularly to discuss study themes, interview codes, writing samples, and preliminary findings. Dr. Jenna Hartel was also particularly instructive in assisting me develop rigorous coding and writing processes.

Lastly confirmability (demonstrating that results emerge from the data) is demonstrated through this study's audit trail. Documented in Nvivo is a rich audit trail for this study, including, interview and fieldnotes, transcripts, information maps, and memos. Multiple dissertation drafts also document the iterative history of this research project. Indeed, as noted above, both data analysis and the process of writing this dissertation incorporated multiple stages of coding, theme selection, and written drafts.

### 4.6.1 Addressing researcher privilege

I conducted this research with the awareness that my own social location and positionality vis-à-vis study participants necessarily affect the knowledge that I produce in this study. Of particular note here was my own struggle with my social location as a privileged outsider studying a racialized and potentially vulnerable population. To address this, as much as possible I sought to be reflexive in my research process. According to Kirby, Greaves, and Reid (2006), “reflexivity, or engaging in a reflexive process, involves openly and honestly recognizing one's location and experiences and deeply considering the implications of one's power” (2006, p. 39). Specifically, I worked to consider and reflect upon the assumptions I brought about research participants and their experiences, global North-South power relations and migration processes, and interview
findings. Both the process of interviewing respondents as well as the process of reflecting the voices and experiences of respondents throughout the course of writing this dissertation were, as noted above, times when I was required to be particularly attentive to my own researcher privilege.

As well, drawing from Milner’s (2007) framework of researcher racial and cultural positionality, throughout the research process I worked towards a process of racial and cultural awareness, aimed at observing the differences in my own and respondents’ cultural positionality and ways of experiencing the world. I do not suggest that I can or do know how respondents’ in this study understand the world. Instead, I was sensitive to the fact that our social locations were different and that this has significant implications for our cultural and epistemic worldviews. I worked to recognize, note, and be aware of these differences and how they might inform my own understanding of the research, particularly as I considered why respondents chose to migrate to Canada and how they settled in Winnipeg.

4.7 Chapter conclusion

This chapter introduced the qualitative methods I employed to conduct this research study. In particular, I described study methods for collecting, analyzing, and writing up study data as well as ensuring trustworthiness. In the next two chapters (Chapters 5 and 6), I describe respondents’ migration and settlement journeys from the Philippines to Winnipeg.
5 Leaving the Philippines: Living “There”

5.1 Chapter overview

This chapter describes the pre-migration experiences of respondents, focusing on respondents’ activities and experiences as they decided and prepared to migrate to Winnipeg. Included are descriptions of respondents’ reasons for departure, application process, and preparations for departure from the Philippines. This chapter tells the story of how a professionally successful group of individuals living in the Philippines made the choice to migrate and move across the world to a place they have never been.

5.2 Introducing the participants

Before presenting the settlement experiences of the participants in this study, a brief introduction to each family is provided below. What is interesting to note is the demographic heterogeneity of these families as well as significant commonalities (but also differences) in their migration experiences. These commonalities are attributed to the eligibility requirements and the selection process of the Manitoba Provincial Nominee Program where post-secondary educated applicants with employment-ready English language skills and social network ties to Winnipeg are given privileged.

Thirteen of the 14 respondents in this study are in their thirties with young or school aged children. In all of these families, one or both spouses had achieved some professional success in the Philippines before the family migrated. Many left successful and prestigious jobs behind when they moved to Winnipeg. All respondents arrived to Winnipeg with post secondary education and English language speaking skills (though their proficiency in this regard varied significantly). Typically those who arrived as principle applicants had stronger English language skills than did their spouses. Before arrival, all of the families had ties to Winnipeg in the form of close or distant family and friends. All names used below are pseudonyms chosen by myself.
5.2.1 Nicole

Nicole came to Winnipeg in December 2007 with her husband and two school aged boys. At the time of this interview, her family has been residing in Winnipeg for almost four years. Two cousins of her mother supported her nomination through the MPNP. Nicole lived with one of these aunts (as she calls them) when she first arrived to Winnipeg. Her family now owns their own home. Before coming to Winnipeg, Nicole worked in Hong Kong as a temporary domestic worker for six months. In the Philippines, Nicole worked in her home caring for her boys. Nicole and her spouse initially worked in Canada as commercial cleaners, a position arranged by her aunt before they arrived. After several months, Nicole took a job at a fast food restaurant. She worked in a variety of retail positions before retraining as a health care aide. Through the MPNP program, Nicole supported the nomination of her sisters’ family to Winnipeg.

5.2.2 Marvin and Dalisay Co

Marvin and his wife Dalisay came from to Winnipeg in May 2009 with their toddler and kindergarten aged daughters. At the time of this interview, they have been residing in Winnipeg for about 2.5 years. Marvin’s sister, who has been living in Winnipeg since 2001, supported their nomination. Before coming to Winnipeg, Marvin worked as a seafarer on a cargo ship and Dalisay worked as an accountant. After arriving and working in a factory for a year, Marvin took a six-month building and construction course and is currently a sheet metal worker. Dalisay began working part-time in the fast food industry. After many months searching for work in her field, Dalisay procured an accounting position. Dalisay’s sister in the Philippines has submitted a migration application through the MPNP on which the Cos are Manitoba supporters. They hope to purchase a home before their family arrives in Winnipeg.

5.2.3 Alejandro and Mary Joy Andrada

Alejandro and his wife Mary Joy came to Winnipeg in June 2009 with their toddler and newborn baby. At the time of this interview, they have been residing in Winnipeg for about 2.5 years. Their application was supported by Alejandro’s second cousin as well as a childhood neighbour from the Philippines who now lives in Winnipeg. Before going to Winnipeg, Alejandro worked
as a computer programmer in a large international corporation and Mary Joy worked as a quality control manager. Although finding employment took longer and was much more difficult than they expected, they are both currently working in their fields. At the time of their interviews, Mary Joy and Alejandro were about to welcome several new family members to the home they recently purchased. Mary Joy was seven months pregnant and Alejandro’s brother’s family was about to migrate from the Philippines to Winnipeg through the MPNP. It is Alejandro’s hope to relocate his entire family to Winnipeg.

5.2.4 Lester

Lester came to Winnipeg in July 2010 with his parents and three younger siblings. At the time of this interview, Lester’s family has been residing in Winnipeg for about 1.5 years. Younger than other respondents and not yet working in a “career job”, Lester worked as a security guard before his family migrated to Winnipeg. In addition to his maternal grandparents who live in Winnipeg, Lester’s two uncles have both lived in Winnipeg for twenty years. They were instrumental in assisting the family with migration and their subsequent settlement process. Within two weeks of arrival, Lester found a job at a fast food restaurant. At the time of this interview, he lives with his parents and siblings in a rental house and works in a retail store. It is his goal to work in law enforcement.

5.2.5 Cecilia and Joshua Ramos

Cecilia and her husband Joshua arrived to Winnipeg in August 2009 with their two young children. Cecilia was seven months pregnant when they arrived. At the time of their interviews, they have been residing in Winnipeg for about 2.5 years. Their application was supported by Cecilia’s sister who has lived in Winnipeg for about fifteen years. The Ramos family lived with Cecilia’s sister and mother when they arrived. Before coming to Winnipeg, Joshua worked as a seafarer on a cargo ship and Cecilia worked as a receptionist. Joshua initially found work in Winnipeg at a factory. At the time of these interviews, he holds two positions, one at a food production plant and the other at his first job, the factory. Cecilia works part-time at a fast food restaurant. Cecilia works evening and weekends when Joshua is at home so that the family
needn’t pay for childcare. The Ramos’ reside with Cecilia’s mother in a townhouse that they recently purchased.

5.2.6 Kate and Felix Mendoza
Kate and her husband Felix, arrived to Winnipeg in March 2007 with their young daughter. At the time of their interviews, they have been residing in Winnipeg for about four years. Kate’s sister, who has been living in Winnipeg since she was a child, supported their nomination. As children, Kate’s aunt and uncle who lived in Winnipeg adopted Kate’s brother and sister. When Kate and Felix arrived, they stayed with her sister’s family. Before coming to Winnipeg, Kate worked as a nurse and Felix worked as an engineer. Upon arrival, Kate chose to be home with their daughter. In 2009 they had another child. Kate continues to stay home to raise their children. Felix’s first job, found two weeks after arrival, was at a warehouse. Shortly thereafter he found another position more closely related to his work in the Philippines. In the evenings Felix works at his church, an organization that is very important to him.

5.2.7 Marco and Jonell del Rosario
Marco and his wife Jonell came to Winnipeg in September 2010 with their five year-old daughter. The brother of Jonell’s godparent and his daughter supported their application. Though they had only met once in person in the Philippines, Marco and Jonell lived with this family for two months when they first arrived to Winnipeg. In the Philippines, Marco worked as a bus operator and driver. At the time of these interviews, he works the night shift as a printing press assistant. He hopes to retrain as a Winnipeg bus driver. Jonell worked in the Philippines as a purchaser and buyer and is now working at a Winnipeg company as a buyer and planner. At the time of these interviews they were living in an apartment and had just purchased a house. They are also in the process of helping Marco’s sister apply to the MPNP program.
5.2.8 Sarah and Dante Salazar

Sarah arrived to Winnipeg for the first time in March 2009. She left behind her two year-old daughter and her boyfriend, Dante. After living in Winnipeg for nine months, Sarah returned to the Philippines to marry Dante. She became pregnant with their second child though she didn’t realize it until after she returned to Winnipeg. After much consideration she decided to return to the Philippines to give birth. Sarah had another baby girl and remained in the Philippines for eight months. When she returned again to Winnipeg, she arrived with Dante, whose application through the family class of the federal immigration program had been successfully processed. Both children remained in the Philippines with Sarah’s parents. In Winnipeg, Sarah works in Human Resources at a recycling plant. Dante works as a machine operator in the same company at which Sarah works. The Salazars rent an apartment and both children remained in the Philippines at the time of this interview. However, when I ran into Sarah and Dante late in 2013 their daughters were with them.

5.3 Considering migration

Many of the respondents in this study began thinking about and even seriously considering migration well in advance of initiating any application process. Often respondents were exposed to others’ migration stories and experiences long before they began planning their own migration. These early encounters are described as having a significant impact on respondents’ desires to migrate.

5.3.1 Encounters of Winnipeg: “Coming to Canada is my dream.”

For many of the respondents in this study, their interest in migration to Winnipeg can be traced back to childhood. According to Nicole, “Coming to Canada is my dream. I know about it from what I see from my aunt. My whole life I was looking at those pictures and wondering about Canada.” Although she lived across the world, Nicole has been looking at pictures of Winnipeg and Canada since her childhood. These images produced by family she had met only briefly created powerful positive associations and impressions of a place she had never visited.
In addition to the physical and tangible imagery created through photography, hearing stories about life in Winnipeg was also often described as the beginning of respondents’ migration journey. As Kate says, “I guess I have been thinking about it [migration] since I was young. My sister is in Winnipeg since she was a girl. She tells me many stories about her life there.” Kate’s sister’s stories and positive assessment persuaded Kate that Winnipeg was a desirable place to live. These messages were first encountered by Kate as a child and continued until she migrated to Winnipeg with her family.

5.3.2 Encounters of migration: “They increased my passion to move.”

Not all respondents in this study had strong ties to Winnipeg. Several however, were interested in and had learned a great deal about migration routes out of the Philippines before they applied to the Manitoba Provincial Nominee Program. Many participants had direct encounters with migration to destinations other than Winnipeg through the experiences of their family members. Alejandro and Mary Joy’s decision to migrate was informed by observing Alejandro’s parents’ successful migration to the United States. Alejandro says,

In 2001 we had a disaster in our family and I felt so helpless. My parents went to the US because of loss of income. And most Filipinos do that. They work in the US for income, like, undocumented workers. They increased my passion to move.

Like others in this study, Alejandro learned about the benefits of migration from his own extended family’s experiences. Although his parents went to the United States, their positive and successful experiences abroad influenced his desire to migrate. Indeed, as he alludes to here, and goes on to suggest more explicitly, he was deeply affected by his family’s crisis. He viewed leaving the Philippines as the only permanent solution to counter the future possibilities of another economic crisis in the Philippines.

5.4 Deciding to leave the Philippines

The reasons and factors that ultimately lead to the decision to migrate are complex. Individual circumstances, encouragement from others, the constraints of sending and receiving country
immigration policies, and cultural values and norms all play a role. Here, I discuss in further detail the complex process for respondents of choosing to migrate to Winnipeg.

5.4.1 A difficult decision: “We’re doing good in the Philippines. Coming here is uncertainty.”

Making the decision to migrate was often not straightforward. For some respondents it was difficult and filled with ambivalence. For example, given his career success in the Philippines, Felix was not certain migrating to Winnipeg was a risk his family should take. He says,

I have one colleague who went to Vancouver. That was not really a good experience for him [laughs]. They were living with friends, not really relatives and he work at the Fed Ex. He was lifting 200 pounds, you know, so some heavy work…. I had negative thoughts about it all. We’re doing good in the Philippines. I don’t want to do hard labour.

In this example, Felix describes his reservations and subsequent migration decision-making process. His concerns arise from stories of the difficult settlement experiences of a colleague who had to do “hard labour”. Felix and his wife’s decision to migrate is also informed by another migration story, the success story of Kate’s cousin. Felix says, “But then seeing my wife’s relatives, that they’re doing well here, I guess, that makes us decide to come forward anyway.” Additionally, Kate’s sister and brother both lived in Winnipeg and offered significant assurances of support and assistance upon arrival. The assurances of already arrived friends and family went a long way in assuaging the concerns of many respondents.

5.4.2 An easy decision, a difficult exit: “We wanted to go. We tried many ways.”

For other respondents, making the migration decision was not a difficult choice. Indeed, it was simple. For several respondents, migration from the Philippines has been a long-standing goal and the real decision-making lay in choosing to what migration program to apply. Their choice to migrate to Winnipeg is understood in this context, as one of multiple attempts to leave the Philippines. For example, Nicole worked in Hong Kong as a domestic worker for six months before applying for the MPNP program. She also took a six-month live-in caregiver program in
the Philippines but ultimately decided not to apply to Canada through this program because of the program’s wait time. As she said, “We wanted to go. We tried many ways.” In this instance, doubt and uncertainty were not holding back Nicole. Rather she was constrained by migration policy structures. For these respondents, encounters with migration processes, policies, admittance requirements, and systems impacted the process and conditions under which they migrated.

5.4.3 Reasons for leaving: Push and pull factors

Lee’s seminal work, *A Theory of Migration* (1966), describes how, when deciding to migrate, emigrants consider factors associated with the area of origin (push factors) and factors associated with the area of destination (pull factors). As is borne out in this research, Lee suggests most people choose to migrate based on a complicated combination of both push and pull factors as well as intervening obstacles and personal factors. Table 5.1 provides a list of factors respondents’ identified as significant in their migration decision-making process.

### Table 5.1 Summary of Respondents’ Reasons for Departure

<table>
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<tr>
<th>Respondents’ reasons for departure</th>
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<tr>
<td>Job related in the Philippines: Limits of current employment opportunities and future employment opportunities; income constraints, no work-life balance</td>
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<tr>
<td>Cost of health care in the Philippines</td>
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<td>Safety and security concerns in the Philippines</td>
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<td>Corrupt government in the Philippines</td>
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<td>Poor education in the Philippines</td>
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<tr>
<td>Chance for “a better life” in Canada</td>
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<td>Canadian government assistance</td>
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The quick and straightforward MPNP migration program offering permanent residency to families

<table>
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<tr>
<th>Strong Canadian healthcare system</th>
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<tr>
<td>Strong Canadian education system</td>
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<tr>
<td>Spending more time with family in Canada</td>
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<tr>
<td>Safety of Winnipeg</td>
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<tr>
<td>Stability of Canadian government</td>
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<td>Financial security</td>
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This list is offered to demonstrate the range of factors respondents’ considered as they made the decision to migrate to Winnipeg. The most cited factors are discussed and contextualized in more detail below.

5.4.3.1 Job related factors: “My job didn’t pay enough to live.”

Difficult working conditions in the Philippines were often cited as reasons for migration. These were related to the limitations of respondents’ current employment, future employment opportunities, or income constraints. Sarah, who felt she had a “good job” in the Philippines working as a process engineer, chose to migrate to Winnipeg because her position did not pay her well enough to achieve her financial goals. She says, “I have a good job in the Philippines. But my job didn’t pay enough to live. We cannot buy a house. We cannot have all those things that we will have in Winnipeg.” Here it is important to reiterate that all of the respondents in this study have pursued post secondary education. Many of them, at least one member of each family, held a professional position before departure. They have an established record of hard work and professional success. In the Philippines, they are among a relatively small middle class, comprised of about 24% of the population (Business Mirror, 2013). Yet many of them, such as Sarah does above, indicated that no matter how hard they worked in the Philippines, they could never achieve the financial success that they believed would be possible for them in Canada.
5.4.3.2 “A chance for a better life.”

Respondents also often referred to the possibilities that Winnipeg offered them as “a chance for a better life.” A better life in Winnipeg was described as including many of the features identified above, including: financial security, the ability to buy a house, spend more time with close and extended family, and Canadian government support. Describing her own reasons for migrating, Cecilia says,

Life in the Philippines is very hard, especially when you don’t have the regular work. And life here, like the government helps us. Mainly the reason why we came is so that my family can be together and like, we would have a better chance here.

As a seafarer, Cecilia’s husband Joshua was often at sea and spent little time with their family in the Philippines. Cecilia hoped that Canada would provide employment opportunities and security while allowing her family to spend more time together. As will be demonstrated throughout this study, these high expectations were not always met when respondents arrived to Winnipeg. Nonetheless, this idea of “a chance for a better life” was a powerful and evocative notion, often used by respondents, such as Cecilia, to describe their motivation for migration.

5.5 The application process

Once respondents decided to apply to the Manitoba Provincial Nominee Program, they began the difficult task of “staging their migration journeys” (Gardiner Barber, 2008). First, respondents completed the application process. Three distinctive steps are identified in this process, including: securing Manitoba supporters, collecting and completing documentation, and securing funding or the “show money” to migrate to Winnipeg. Each step is briefly described below.

5.5.1 Securing Manitoba supporters: Establishing relationships of obligation and support

Built into the Manitoba Provincial Nominee Program application process is a requirement to demonstrate the support of one or two Manitoba supporters. These supporters are Canadian
residents willing to vouch for respondents’ on their MPNP application forms indicating that they know the applicant and will assist them as they settle in Winnipeg. This requirement creates and entrenches complicated relationships for respondents with their network ties already living in Winnipeg who must be willing to assist respondents with their migration process.

For all respondents, the first step in applying to the MPNP program was securing their Manitoba supporters. Family members approached most respondents with information about the MPNP program and an offer of support. Indeed, some respondents were approached on numerous occasions before they decided to apply to the MPNP. For two families however, the process for finding Manitoba supporters was more complex. In both cases, third party family members were solicited to find willing supporters living in Winnipeg. For example, although he lives in the United States, Mary Joy’s father-in-law found and arranged Manitoba supporters for Mary-Joy and Alejandro to enable them to apply to the MPNP. As Mary Joy says,

   My father-in-law fix everything. He fixed the application and even arranged so we can stay there. Cuz we were too shy to call her and say, ‘Aunty can we live there?’ We didn’t even see her. We talked to her once our plane landed. So it’s more on my father-in-law.

Indeed, Alejandro and Mary Joy did not speak directly to their supporters until they arrived to Winnipeg. Thus, support to facilitate their migration journey was mobilized across three countries. It is noteworthy that calls for support and assistance are made (and answered) through such circuitous methods.

5.5.2 Collecting documentation, completing, and confirming forms: “If anything is wrong you just don’t get in.”

Once supporters were in place, respondents began the complicated task of collecting the necessary documentation for the application and filling out the MPNP forms. Below Cecilia, describes the process she underwent in applying to the MPNP:

   First, my sister sent us the MPNP kit. Then I had to gather all the requirements. All the certificates had to be notarized by attorney, like our education, like our training certificates, um, passports had to be photocopied and notarized too and sent to MPNP. And then I also had to put up a fund the “show money”. This is where I declare a
certain amount of funds, saying I have this money in the bank. And I have to ask for certification from the bank for that. Then the notarized copy was sent to Winnipeg. And then we waited for the approval to come. And when it came the process started again. It was really repetitive because they kept sending us forms. We had to fill out all the same things and send it to the Canadian government this time. And then we had our medical exam. And finally we got our VISAs.

All respondents engage in a similar process, following the same numerous, sometimes repetitive steps. Most described it as time consuming and onerous.

Some found the process straightforward, though for others it was more complicated. Nicole, who had limited access to the internet struggled to pull all the application pieces together. When she found out that a friend already living in Canada had a brother also going through the application process, she and her friend’s brother often worked together to make sense of and fill out the documentation. For Nicole a great deal of ingenuity and perseverance was required to complete this process.

Respondents were very aware that if they made a mistake on their MPNP applications, they might well be rejected out of hand. For this reason, respondents solicited assistance from Manitoba supporters to complete and double-check their MPNP applications. As Cecilia says, “We ask them [Manitoba supporters] to make sure everything is ok. If anything is wrong, you just don’t get in.” All respondents describe the important task of seeking confirmation from Manitoba supporters or others living in Winnipeg to ensure that their forms were completed correctly. These actions further entrenched relationships of reciprocity, support, and obligation between respondents and their Manitoba supporters.

5.5.3 Collecting the “show money”: “Financial was the biggest problem.”

Another significant challenge faced by several respondents was raising the requisite “show money.” As a requirement of the MPNP, each family must arrive to Winnipeg with at least $10,000 or more in their bank accounts. As Nicole said, “Honestly with everything, financial was the biggest problem. Every time it was my challenge.” It took Nicole six months to gather all the necessary documentation, and raise the money from various sources to come to Canada. Others
also describe the process of borrowing “show money” from a variety of family sources, often including Manitoba supporters.

5.6 Preparing for migration to Winnipeg

Once respondents made the decision to migrate they engaged in numerous activities to prepare themselves for their journeys. These activities were ongoing from the moment that respondents considered migration, though they ramped up considerably once respondents’ MPNP applications were accepted. Activities included tying up loose ends in the Philippines and preparing for arrival to Winnipeg.

5.6.1 “Tying up loose ends” in the Philippines

Once respondents’ received their Canadian VISAs, they had a short window in which to get their affairs in order in the Philippines, pack up, and relocate their lives to Winnipeg. Because the approval process has so many components to it, most respondents were well prepared and anxious to move to Winnipeg by the time their VISAs arrived. Respondents describe engaging in a number of tasks related to completing their time in the Philippines, including: telling their employers they are leaving the Philippines, selling or giving away possessions, packing their belongings, and visiting with friends and family who remained in the Philippines. Dalisay has characterized these activities as, “tying up loose ends.”

A significant concern for some respondents were the family and other local responsibilities that needed to be shifted and/or deferred due to migration. Dalisay describes how she made arrangements for her father’s medical care while she was away. Similarly, Sarah left her daughter in the Philippines to be raised temporarily by her parents. Sarah says,

I wasn’t bringing my daughter. My family, my mom, and also me, I didn’t want to bring her with me. Because it’s going to be hard for me because I don’t really know anybody, even my uncle, we weren’t that close. But that was the hardest part, to leave her. I didn’t know if I could do that… She stayed with my parents. We decided we would talk by skype everyday so she would know me.
How responsibilities remaining in the Philippines were resolved, maintained, or passed along to others was a significant concern for respondents who did not easily leave their lives and responsibilities behind.

5.6.2 Preparing for arrival to Winnipeg: “I call everyone I know there.”

In addition to preparing to leave the Philippines, respondents prepared for arrival to Winnipeg and “the start of my new life.” To this end, respondents worked to learn more about Winnipeg, got in touch with people they knew in Winnipeg, and maintained more regular contact with their Manitoba supporters. Through these various connections, respondents began building their new lives in Winnipeg as soon as they started to seriously consider migration.

Many respondents also prepared for their arrival to Winnipeg by learning about the city, particularly about employment, housing, and family related issues such as schooling and daycare. However, those respondents who wanted to learn as much as possible about the relevant details of their new lives were in a minority. Most respondents did not look beyond their social networks to learn about what life would be like in Winnipeg. As I discuss in much greater detail in Chapter 7, most respondents expected to learn what they needed to know about Winnipeg after arrival. Thus, for most respondents learning about the place to which they were moving took place largely by connecting with other migrants already living in Winnipeg. As well, all respondents were required to take a half day program called the Pre-Departure Orientation Seminar (PDOS) hosted by the Philippine government aimed at informing migrants about the migration process and providing basic information about the countries to which they were moving.

5.6.2.1 (Re)connecting with Filipino-Winnipegers: “I have more friends here than her.”

When Jonell and Marco made the decision to migrate they realized that Marco had four close friends from college living in Winnipeg already. As he said, “We laughed. It was funny because it turned out I have more friends here than her. But we came because of her family.” Once Marco
realized he had connections in Winnipeg, he communicated with his friends before arrival by Facebook and email. Others had similar experiences. Once it was public knowledge in their social circles that they were migrating, respondents often discovered that they knew more people in Winnipeg than they realized. Often, though not always, respondents got in touch with old friends before they arrived. Many respondents identified connecting with others already in Winnipeg as a significant part of their preparations for arrival.

5.7 Chapter summary

This chapter described why respondents in this study chose to migrate to Winnipeg and how they did so. It bears repeating that due to the Philippine's poor economy and government encouraged out-migration, migration is discussed by respondents and their peers as a popular employment strategy, one that is thought to create significant income opportunities for both migrants and their families that remain in the Philippines. Indeed, for some respondents in this study, the beginning of their migration journeys can be traced back to childhood encounters of family stories and photographs generated by Winnipeg-based relatives.

This chapter examined the factors that influenced respondents’ decision to migrate, suggesting that migration to Winnipeg is often framed as an opportunity “for a better life.” Discussions casting migration as an opportunity for a better life occur between respondents, their ties in Winnipeg, and those living in the Philippines. However, the following chapter will suggest that upon arrival to Winnipeg, these high expectations were not always met. This chapter also revealed that many respondents do experience hesitation and doubt about migrating to Winnipeg. It should not be taken for granted that this is an easy or straightforward decision to make, even in the face of what seems to be significant cultural positive reinforcement.

This chapter also described how respondents in this study applied to the Manitoba Provincial Nominee Program and prepared to leave the Philippines. Respondents’ international social networks played a large role in this process. Indeed respondents’ very access to the MPNP was made available to them through their network ties. The nature of the relationship that develops between respondents, their Manitoba supporters, and other network ties in Manitoba is
established through the process of applying to the MPNP program where Filipino-Winnipegers are continually cast as experts and gatekeepers of knowledge and migration.

This chapter laid the groundwork for making sense of how respondents experience arrival and settlement to Winnipeg. In the following chapter, I describe respondents’ arrival and their first years of settlement. Discussions from these chapters form the basis for the development of a phase model of settlement proposed at the conclusion of Chapter 6.
6 Settling in Winnipeg: Living “Here”

6.1 Chapter overview

This chapter describes Filipino newcomers’ experiences and activities related to settlement in Winnipeg. Included are descriptions of respondents’ arrival, search for employment, re-training and career upgrading, search for housing, and ongoing efforts to settle and live permanently in Winnipeg among friends and family. This chapter concludes with the introduction of a Philippines to Winnipeg phases of settlement model that identifies and describes the largely temporal and sequential pattern of migration and settlement for respondents in this study.

6.2 Arrival

Amongst respondents in this study, the first few days after arrival to Winnipeg were remarkably similar. Respondents were picked up at the airport by a large contingent of extended family and friends. From the airport respondents went to their new temporary homes, living with their Manitoba supporters. Activities during the first few days in Winnipeg included:

- collecting essential Manitoba documentation such as Social Insurance Number (SIN) card and Manitoba Health card
- being toured around the city by Manitoba supporters and other Filipinos living in Winnipeg
- visiting and reconnecting with family and friends not seen for many years
- acclimatizing and orienting to a new environment

This period was often overwhelming and disorienting for respondents who were still in disbelief that Winnipeg was their new home. By the end of the first week in Winnipeg, all families had begun the difficult task of searching for work in an effort to begin their lives in Winnipeg.
6.2.1 Moving in with Manitoba supporters: “They really helped us.”

All respondents in this study (except Dante), moved into the homes of their Manitoba supporters. Some families lived with their Manitoba supporters for only two months while others stayed up to one year. Those living with siblings typically felt more comfortable and stayed longer. Respondents, such as Marvin, often had mixed feeling about living with Manitoba supporters. On one hand, as Marvin recognizes, “having their support and a place to stay will help us settle.” On the other hand, respondents were reluctant to move into the home of another family. As Jonell said, “we don’t want to stay for long because it is not our home.” For those, such as Marco and Jonell who were living in the homes of families they had never met, this added stress and discomfort to an already stressful and disorienting period of initial arrival.

In the previous chapter I suggest that the relationship between respondents and their Manitoba supporters is immediately cast as one with strong features of both obligation and support. This is due to the nature of the Manitoba Provincial Nominee Program and the very requirement that respondents identify a Manitoba supporter. Upon arrival to Winnipeg, this dynamic only increased as respondents moved into the homes of their Manitoba supporters and became dependent upon them for significant and daily assistance. For the most part, respondents felt that they benefitted from the emotional and settlement support provided by Manitoba supporters. As Marco says,

Actually when we get here we don’t know anything what to do. The brother of my god parent explained everything you need to do here, buy a car, the daycare, the school, the family doctor, the bank, hmmm what else, finding a job. They explained what to do, where to go. They really helped us.

Like many respondents, Marco was grateful for the ongoing information and support he received. Indeed, Manitoba supporters assisted respondents in numerous ways, including:

- picking respondents up at the airport
- driving respondents around and showing them the sites
- providing respondents details about Winnipeg ranging from where to buy their groceries to how to find a family doctor
- helping respondents apply for jobs, including providing job referrals and references
- helping respondents find an apartment and buy a car
• providing respondents with assistance enrolling their children in school and daycare
• introducing respondents to other Filipinos living in Winnipeg.

Years after arrival, most respondents (with the exception of two families who have severed ties with their Manitoba supporters) maintain strong and supportive relationships with the families that supported their arrival to Winnipeg.

6.3 Getting started

To reiterate, “immigrant settlement is the process by which immigrants adjust to their new homeland; it involves the search for housing, employment, schools for their children, healthcare, and the acquisition or improvement of English language skills” (Caidi, Allard, & Quirke, 2010, p. 500). Typically, settlement refers to the short-term and practical experiences of immigrants to establish a new home in the receiving country. Here I discuss the first steps taken by respondents as they began the settlement process in Winnipeg.

All respondents identified becoming independent as the first step to settlement in Winnipeg. As Marco says, “the first thing to do is find a job, so we can be on our own, move into our own place.” Finding work and moving into their own homes were consistently identified by respondents as the cornerstones to achieving this independence. Buying a car was also viewed as an important marker of independence, though it was less critical than finding work and moving out of the homes of their Manitoba supporters. Even when women delayed their own entry into the labour market, they provided the household support necessary to ensure that their spouses were able to find a position as quickly as possible. Other important tasks of initial settlement undertaken by respondents during the first months of arrival, included:
• getting a Canadian driver’s license
• learning their way around the city
• enrolling in the ENTRY settlement program (for those that did)
• making “family arrangements” such as arranging childcare and schooling
• finding a family doctor, dentist, and other family care providers
• (re) establishing Winnipeg social networks
Below, I discuss in greater detail three of the most discussed issues, including: finding a job, finding an apartment, and re-establishing Filipinos ties in Winnipeg.

6.3.1 Finding work: “I want to find any job right away.”
Finding a job was by far the most discussed subject within respondent interviews. Respondents’ stories about looking for work as well as their employment trajectories were often similar. Only one respondent had a job upon arrival, an under the table position arranged by her Manitoba supporter. Within two weeks to four months all respondents (except those not actively seeking work) found a position. All respondents continued following up with other “better” employment leads after they landed their first positions. As they transitioned between jobs, often they held two positions. Those arriving with established professional careers worked towards moving into a position more closely related to their fields. Most have found work in their field, or related to their field. Those who did not have professional careers in the Philippines, or whose career was not available in Winnipeg (such as seafaring), made inquiries about pursuing education and retraining options. At the time of these interviews, only Nicole and Marvin have successfully retrained.

6.3.1.1 Taking a “survival job”: “I need a job to get started.”
Respondents arrived to Winnipeg expecting to take a “survival job”. They were told by Manitoba supporters and other friends and family living in Winnipeg, the US, and the Philippines, that they “should not be picky”, and to “take whatever job I can find” when they arrived. Alejandro, who was a computer programmer in the Philippines notes, “Preferably I would land something in my same industry. But any job would do. Because I needed a job to move out, to get started, just to get started.” Alejandro’s quote illustrates that because respondents were anxious to establish their independence in Winnipeg, they were encouraged to take almost any entry-level position. Alejandro’s statement however also indicates ambivalence about taking a “survival job”, and his hope that he might land a position in his field, despite what he has been told by friends and family.
Companies, such as Tim Hortons, McDonalds, Safeway, and Canadian Tire were often named by respondents as well known places where newcomers might find their first positions. Other common places of employment included factories and plants around the city. Winnipeg friends and family often referred respondents to specific positions at these companies. For example, Cecilia got her part-time job at a fast food restaurant through a referral from her mother. And Sarah was able to secure a position for her spouse, Dante, at the plant where she worked, when he arrived to Winnipeg.

In the context of this study, the issue of “survival” work is complex. Newcomers took “survival jobs” because their networks ties, trusted Winnipeg experts, said that they should. Indeed as Dalisay puts it, “the government isn’t telling us to take survival jobs. It’s us. We are telling each other to take survival jobs.” Further pressure to take a “survival job” is added by respondents’ own desire to become independent or “get started” as soon as possible and their own expectations that they should be able to find a position immediately upon arrival. Despite their expectations to do so, many respondents expressed ambivalence and mixed feelings about taking “survival jobs”, given their previous educational attainments and professional success.

6.3.2 Finding housing: “This is the start of our life here in Canada.”

While finding employment upon arrival to Winnipeg was the most pressing and immediate need of respondents, establishing a household of their own, was also a high priority in the effort to become independent or “get started.” Nicole, who lived n the homes of two separate families before renting an apartment, described moving out on her own as the start of her new life in Canada. She says, “When we got our first apartment, at that time, that’s when I say to myself, this is the start of our life here in Canada.” All respondents initially moved into an apartment or rental house. Sometimes this was not as simple as respondents expected it to be. Affordable housing shortages in Winnipeg meant that vacancies were quickly filled. Another issue for newcomers looking for an apartment was their lack of previous address or employment history in the city. Without a history of residence and employment in Manitoba, many respondents were turned away from apartments. Thus for some respondents, finding an apartment was a more challenging and lengthy process than expected.
6.3.3 (Re)establishing Winnipeg social networks: “Winnipeg is like Filipino city.”

Recreational and leisure activities were very limited for respondents when they first arrived to Winnipeg. This occurred both because respondents were focused on quickly “getting started” in Winnipeg and because respondents initially knew very little about what the city had to offer in terms of recreational activities. Spending time with Winnipeg friends and family however, was a much enjoyed activity by respondents. During the first few weeks after arrival, respondents had the opportunity to visit many old family and friends. Some relatives they had never met before and some they were visiting after years of separation. As Cecilia says,

We have a lot of relatives and lots of gatherings every week. Especially because we’re newcomers. And they invite you to their house. We learn so much at those gatherings, especially about the jobs, like this company has an opening. They will try to help you. They will give you some information.

Respondents were invited to many parties and events when they first arrived. For many respondents initial arrival was characterized by both reconnecting with friends and family, and building new relationships. As illustrated above, these events were often occasions where respondents relaxed and socialized as well as gained valuable information about employment and other settlement related issues.

Lester describes the importance of meeting old friends and relatives in Winnipeg and making new Filipino friends. “I was worried about making friends here but Winnipeg is like Filipino city. I meet many relatives here. And I meet many other Filipinos. They’re everywhere. Once you meet the people, it’s ok.” A normally gregarious young man, settling for Lester involves connecting with other Filipinos and having a large social network of friends with whom to spend time. Because of Winnipeg’s large Filipino population, and specifically densely populated Filipino neighbourhoods, Lester had no difficulties meeting and socializing with other Filipinos.
6.4 Building a “better life”

In Chapter 5, I explore the reasons why respondents in this study migrated to Canada. All indicated that they hoped for a better life for their families in Canada. Once respondents became independent, working and living on their own, they then began working to achieve many of the markers of the “better life” that they imagined for themselves before they left the Philippines. Respondents consistently identified four elements of a “better life”. These are as follows:

- finding a “career job” (through either employment upgrading or retraining in a new career)
- buying a house
- establishing community in Winnipeg
- bringing friends and family from the Philippines to Winnipeg

Each element is discussed briefly below.

6.4.1 Finding a “career job”: “It’s worth the wait.”

Respondents hoped to find long-term “career jobs” in Winnipeg that provided them with a quality of life unavailable in the Philippines. To this end, respondents continued applying for positions even after they had secured their first “survival job”. Those who came to work in their fields often arrived there by circuitous routes. It was not uncommon for respondents to work two part-time positions or a full-time and a part-time position. Dalisay describes her experience finding work in her field of accounting. At one point she was working part-time at a fast food restaurant, volunteering at a hospital to get work experience, completing an accounting course found through her participation in the ENTRY program, while also looking for work in her field. While job searching upon arrival was an incredibly difficult and exhausting period for her, Dalisay is ultimately pleased that she did not land a full time “survival” position immediately. As she says,

I even go to some of the big store directly like Superstore or Walmart just to have a cashiering job. I find myself lucky that I didn’t get those jobs. Because if I had been hired by them, then I would never have had a chance to work in my field. It’s worth the wait. I was so fortunate. I consider myself to be very, very lucky that I got a job in accounting.
For Dalisay finding a “career job” was a difficult and emotionally exhausting process. It was not nearly as straightforward as she believed before departure that it would be.

Examining the career trajectories of newly arrived professionals from the Philippines to Winnipeg illustrates a complex and rapidly changing set of circumstances for respondents. Indeed, it should be reiterated that respondents are really in the beginning stages of their Canadian careers. Many have made remarkable progress and with great effort. Nonetheless, they face numerous challenges and are limited in their efforts to find “career jobs” by a variety of personal and institutional constraints, including: trying to upgrade one’s career while holding other jobs, engaging in other time-consuming aspects of settlement, the requirement for Canadian experience in the Canadian labour market, and a lack of local social network ties in their professional fields. All of these limitations are barriers that respondents struggle to overcome as they seek career employment.

6.4.1.1 Retraining: “I didn’t think it was this hard to do.”

Many respondents expected to retrain and begin working in an entirely new field once they arrived. Some were successful in this endeavor. For example, two years after arrival, and after working in several “survival jobs”, Nicole took a six-month healthcare aide training program. She now works in a Winnipeg hospital. For many however, the proposition of retraining turned out to be more difficult than initially expected. For example, prior to arrival Kate hoped to resume her career as a nurse in Canada. Upon arrival however, she chose to remain at home taking care of her children due to the high cost of childcare in Canada and the complexity of nursing licensure. She said, “One day I hope to be a nurse again. But before I didn’t think it was this hard to do. My husband, we agree the kids need me here so I stay home.” Kate’s experience is illustrative of many respondents’ experiences once arrived. Although they intend to re-license or re-train, unanticipated obstacles make this process significantly more complicated than expected, leading to the rethinking, abandonment or postponement of these goals. Respondents often underestimated the difficulty in accomplishing career related tasks such as upgrading or finding positions in their fields. This is due in part to the messaging from respondents’ network ties received before departure that the task of upgrading can be easily accomplished. Respondents were often told by their Winnipeg-based network ties, “if I can do
it, you can do it.” This message underplays the difficulties and personal costs associated with the first years of migration. Although respondents were warned that “migrating is hard”, later they suggest that when they first arrived to Winnipeg they were unprepared for what this actually meant.

6.4.2 Buying a house: “It’s our dream here.”

For many buying a house meant fulfilling part of the dream of living in Canada. As Kate says, “And that’s what we’re dreaming about, a house, a car, a better life. That’s why we’re excited to buy a house. It’s our dream here.” Indeed, owning a home takes on special significance for many respondents who indicated that they would not have otherwise have been able to afford a home in the Philippines. At the time of these interviews, five families had purchased their own homes. The significance of these accomplishments should not be underestimated. Respondents who bought homes in Winnipeg did so after living in Winnipeg between one and three years. Often they did this so on one salary and/or the low wages associated with a “survival job.” They also had additional financial constraints such as making remittance payments to the Philippines. For those who borrowed their “show money”, they also needed to repay this debt to their family.

6.4.3 Building community in Winnipeg: “They are our family here.”

Another important aspect of settlement for respondent is developing community ties in Winnipeg. A step beyond reconnecting with friends and family from the Philippines, developing community is about developing sustained and regular connections with others living in Winnipeg. Families in this study connected almost exclusively with other families from the Philippines or of Filipino descent with whom they were put in touch by Filipino-born friends and relatives. Below, Dalisay talks about spending the Christmas holidays with her sister-in-law and other Filipino families living in Winnipeg with whom she has become close. She says, “I can’t imagine to spend the holidays alone with just my family. I think I would be really, really homesick.” For Dalisay and others, having a community with whom to share significant
occasions is essential. All respondents in this study describe similar participation in their Winnipeg communities as very important to their daily happiness and quality of life.

In addition to developing communities of close network ties, respondents enjoyed attending social events with other Filipinos. Below, Alejandro describes an event that he recently attended.

Each town in the Philippines has its fiesta. So, yesterday in Winnipeg we celebrated the feast for the town in the Philippines where we came from. So if it the birthday of the saint of that city, the entire small community celebrates. So yesterday was the city feast. So there were a bunch of people there. Most of them know me. (laughs].

Alejandro tells the story of a Filipino tradition, a patron saint feast that has been transplanted to Winnipeg. Respondents describe numerous similar examples where new traditions and events are created in Winnipeg, born out of traditional Filipino cultures. For Alejandro and others, their experiences of building and maintaining community in Winnipeg are simultaneously global (containing almost exclusively other Filipinos and engaging in Filipino traditions and activities) and local (happening in Winnipeg).

6.4.4 Helping others migrate: “If you have lots of family here you will live happy.”

An important aspect of settlement is bringing other family members to Winnipeg from the Philippines and elsewhere. To date only Nicole has supported her sisters’ migration to Winnipeg through the Manitoba Provincial Nominee Program. Others though, are well under way with their family applications to the MPNP. All have indicated their intentions to sponsor family and friends. As Lester says, “To settle I want to sponsor my family because if you have lots of family here, you will live happy.” For Lester and others, settling in Winnipeg ideally means living among Filipino family and friends, already arrived and brought from the Philippines. Many respondents see the MPNP as the way to accomplish this goal.

6.5 Connecting to the Philippines

Earlier I provided a definition of settlement activities as practical, short term, and bounded. While this definition certainly captures many of the activities in which respondents engage, it
does not capture the full spectrum of respondents’ activities upon arrival to Winnipeg. Another important activity for many respondents is maintaining ties and connections to the Philippines. This activity occurs throughout the settlement process and does not occur sequentially, as do many of the other activities described above. Maintaining linkages to the Philippines is clearly a transnational activity, not immediately identified as a local settlement activity. However, because respondents draw on their international social network ties for settlement advice and support, and because regular and sustained connection to these ties works to address issues of loneliness and homesickness, I argue that these activities are significant and most certainly related to settlement.

Numerous examples demonstrate that respondents maintained significant contact with the Philippines in a variety of ways. For example, Sarah describes how she interacted daily with her daughters.

My parents help me talk to my daughters everyday. We use skype. It is hard but I want to know how she doing. And it would be harder for her here, without my family… You know, if I am thinking of myself only I would not come here, I would stay in the Philippines, but because I am thinking of my whole family who want to have a more good life, a better life. But I have to know what they are doing there or else it is too hard.

Conversations with her daughter sustained Sarah and keep her focused on her settlement goals. I argue therefore that these practices help establish the connections and local traction necessary for Sarah to develop her life in Canada, even when these connections are international rather than local.

Activities that maintain connections to the Philippines, include: daily skype conversations in which mundane information about daily life is exchanged, seeking settlement advice and support, browsing the facebook profiles of friends and family in the Philippines, reading and following Filipino media and current events, and watching Filipino broadcast television. These activities also qualify as social activities, engaged in by respondents for recreation and leisure. Many of these actions qualify as information activities and are therefore discussed in greater detail in Chapter 7 where I discuss respondents’ information practices in significantly greater detail.
6.6 Stages of settlement

It has been argued that adapting to life in a new country is best understood as a process, or a continuum, with various stages associated with specific needs and attitudes toward resources, institutions, and technologies. Mwarigha (2002) identifies three overlapping stages in the settlement process of newcomers. In the first, needs include pressing matters such as food, shelter, orientation to a new city, language interpretation, and language instruction. In the intermediate stage, newcomers’ needs include access to various local systems and institutions, such as municipal services, legal services, long-term housing, health services, and employment-specific language instruction. Lastly, immigrants “strive to become equal participants in the country’s economic, cultural, social and political life” (Mwarigha, 2002, p. 9). At this stage immigrant needs are more diverse and individual in nature. To this model, George, Fong, Da, & Chang (2004) add a pre-migration stage, indicating that newcomers begin the settlement process before they depart their countries of origin. For example, activities such as looking for information about employment or the housing market qualify as the beginning of the settlement process in Canada. Attempts to create a model of settlement for any migrant population, however, raise questions as to the linear nature of settlement and the limits of imposing a rigid temporal structure over what is often a complex and interactive process. For instance, the search for employment might be considered a short or long-term settlement need, as immigrants may find a “survival job” upon arrival, but may also spend years searching for employment suitable to their qualifications.

6.6.1 Philippines to Winnipeg phases of settlement model

Recognizing that representing migration temporally risks conflating or misrepresenting the complexity and diversity of newcomers’ experiences, nonetheless a temporal or sequential pattern of settlement emerges for respondents in this study, at least in this, their early stages of settlement. The model represented below is similar to Mwarigha’s (2002) three-stage model, with several important distinctions. Since respondents in this study have been in Winnipeg between one and four years, this model only incorporates activities for this time period, that is the beginning and intermediate stages of Mwarigha’s model. As well, pre-migration experiences figure largely in this model. It is very clear that respondents’ experiences before migration have a
significant impact on their settlement trajectories. Further, this model also incorporates non-
sequential phases and activities such as the ongoing connections made and fostered between
Winnipeg and the Philippines both while living in the Philippines and then Winnipeg.
Elaborating on Mwarigha’s (2002) model, the following Philippines to Winnipeg phases of
settlement model thus strives to incorporate the rich and complex experiences of respondents as
described in this and the preceding chapter. This model is then used as scaffolding upon which to
trace respondents’ information practices across their migration trajectories.
### Pre-departure phases of settlement

1. **Decide to apply to the MPNP program** [Respondents decide to apply to the MPNP. Many respondents thought about or tried to migrate for many years before they applied.]
   a. Consider migration
   b. Decide to apply to MPNP

2. **Apply to the MPNP program** [Respondents engage in the application process. This phase lasts the duration of the application process.]
   a. Secure Manitoba supporters
   b. Complete the application forms & collect necessary documentation
   c. Collect the “show” money
   d. Submit application
   e. WAIT. RECEIVE APPROVAL FROM MPNP
   f. Resubmit application to Citizenship and Immigration Canada (CIC)
   g. Take medical exam
   h. WAIT. RECEIVE VISA
   i. Attend mandatory Pre-Departure Orientation Seminar (PDOS) by Filipino government

3. **Prepare to depart the Philippines** [Respondents make arrangements to leave the Philippines. This process begins once respondents learn that their applications to the MPNP have been approved. It intensifies once VISAs arrive.]
   a. Quit jobs
   b. Sell or give away belongings
   c. Make arrangements for familial and other obligations
   d. Say good-bye

4. **Prepare to arrive to Winnipeg** [Respondents plan, prepare, and research for their arrival to Winnipeg. This process begins as soon as respondents began considering migration. It intensified once respondents decided to apply to the MPNP program.]
   a. Learn about Winnipeg
   b. (Re)connect with Filipinos living in Winnipeg

### Post migration phases of settlement

5. **Arrival and orientation to Winnipeg** [Respondents arrive to Winnipeg. This short phase reflects the first few days after arrival as respondent orient themselves to Winnipeg.]
   a. Airport pick-up
   b. Move in with Manitoba supporters
   c. Orientation led by Manitoba supporters (Get Manitoba documentation, tour around the city)
6. **Get started** – [Respondents work to find jobs and move out of their Manitoba supporters’ homes often as soon as possible. This phase lasts several months.]
   a. Get a “survival job”
   b. Find an apartment
   c. Settle family (make arrangements for doctor, dentist, childcare, school)
   d. Take ENTRY program [only half of respondents did so]
   e. Get around. (buy a car, get a Manitoba driver’s license, find their way around the city)
   f. (Re)establish network ties

7. **Build a “better life” in Winnipeg** – [Respondents work towards building the better life that they imagined before departure. This phase begins once respondents have established themselves in their own homes. It was ongoing at the time of interviews.]
   a. Upgrade credentials and/or job for a “career job”
   b. Buy a house
   c. Build community in Winnipeg
   d. Bring other Filipinos to Winnipeg

8. **Stay connected to the Philippines** – [Respondents work to maintain their connections to the Philippines. This phase is ongoing and begins upon arrival to Winnipeg.]
   a. Maintain ties to the Philippines
   b. Consume Filipino media

6.7 Chapter conclusion

This chapter described the settlement experiences of newcomers from the Philippines to Winnipeg. All respondents in this study have lived in Winnipeg between one and four years. This chapter presented a story of lives that have undergone rapid change and transition since the moment of arrival to Winnipeg. Respondents’ arrival was characterized as a joyful but also overwhelming and disorienting experience. Respondents received significant support from their Manitoba supporters during the early arrival period, including moving into the homes of their Manitoba supporters.

All respondents identified becoming independent as the first step to settlement in Winnipeg. This was characterized by finding a “survival job”, moving out on their own, and re-establishing Filipino social network ties. Although most respondents had ambivalent feelings about the
prospect of taking a “survival job”, most arrived to Winnipeg with the expectation that this was a necessary part of their settlement process.

Once respondents found employment and housing of their own, they began the complex process of building a better life in Winnipeg based on the markers of a “better life” they imagined for themselves before departing the Philippines. This included: finding a career job (through either employment upgrading or retraining in a new career), buying a house, establishing community in Winnipeg and bringing friends and family from the Philippines to Winnipeg. Unanticipated obstacles made some of these goals significantly more complicated to achieve than expected, leading to the rethinking, abandonment, or postponement of some goals.

Another important activity for many respondents was maintaining ties and connections to the Philippines. Respondents drew on their international social network ties for settlement advice and support. Because regular and sustained connection to these ties address issues of loneliness and homesickness, I argue that these activities are critical to respondent settlement. This chapter concluded with the introduction of a Philippines to Winnipeg phases of settlement model that identifies and describes the largely temporal and sequential pattern of migration and settlement for respondents in this study.

In the following chapter, the phases of settlement model introduced above is used as the scaffolding upon which to examine respondents’ information practices during the migration process and across both space (Phillipines-Winnipeg) and time (pre-migration to 1 to 4 years after arrival to Winnipeg). I consider how respondents’ information practices shift to incorporate their migration related thoughts, feelings, and priorities, information needs, access to information sources, and meaning making processes. Stated more broadly, I consider the relationship between respondents’ information practices and their settlement trajectories.
7 Information Practices Across Phases of Settlement

7.1 Chapter summary

This chapter documents the information practices of respondents as they move across the phases of settlement identified in Chapters 5 and 6. Eight settlement-information tables are introduced that broadly describe aspects of respondents’ information practices, locating them in the context of the Philippines to Winnipeg phases of settlement introduced at the conclusion of Chapter 6. This chapter describes these tables in significantly more detail. It concludes by summarizing how respondents’ information practices connect to phases of settlement and shift as migrants travel from the Philippines to Winnipeg.

7.2 The settlement-information relationship

This study demonstrates that there is a strong relationship between the migration phases through which respondents move and their information practices. Chapters 5 and 6 provide a description of respondents’ migration experiences across both space (the Philippines to Canada) and time (before departure to several years after arrival). I now focus the lens much more closely on the information practices in which respondents engaged as they undertook this journey. This chapter is organized by the migration phases identified in Chapters 5 and 6; these are used as the scaffolding upon which to trace respondents’ information practices across their migration experiences. Each phase is examined closely to reveal the relationship between the features of each phase (including the focus of respondents’ migration related activities, thoughts, feelings, and expectations), and their information practices (including respondents’ information needs, resources used with an emphasis on social networks, information related activities, and more broadly, the connections between these elements).

7.2.1 Introducing the settlement-information tables

The following information-settlement tables are adapted from both Kuhlthau (1991) and Mehra (2004). They draw from Kuhlthau’s information search process model describing the information search process from the users’ perspective, highlighting both the affective and cognitive
dimensions of the search process (1991). Though her research does not acknowledge the social or cultural dimensions to information practices, and focuses solely on information seeking ignoring other dimensions of information practices, nonetheless her work is instrumental in recognizing the “classic triad of thoughts, actions, and feelings central to any constructive process [that] is rarely taken into consideration in study or discussion of information-seeking behavior” (Kuhlthau, 2004, p. 6). Rather than examining how respondents’ thoughts, feelings, and actions affect their information search processes, instead I examine how respondents’ thoughts, feelings, and expectations about migration and their migration related tasks and challenges, affect their information practices. Thus, this is not a study of the constructive process of the information search process per se, rather it explores respondents’ thoughts and feeling about the migration process, situating their migration related information practices within a translocal sociocultural and spatial context.

Similarly, Mehra’s (2004) dissertation about the cross-cultural learning process of international LIS students in the US extends Kuhlthau’s model with some important distinctions. As he says,

My phase-model presents a non-hierarchical, experiential, open-ended and more flexible understanding of the constructive process of learning as compared to a stage-model. The research presents actions, thoughts, and feelings as inter-related in the process of sense making as reflected in the cross-cultural learning experiences shared by my case-participants (2004, p. 41).

Mehra’s research identifies eight phases of cross-cultural learning. His cross cultural learning model takes into account both the affective aspects of meaning making as well as its cultural, transitional, and experiential nature. Examining the thoughts, feelings and actions of International students in LIS, Mehra points out that his population is making meaning of an entirely new culture and information context. Similarly, the settlement-information tables introduced below consider the broad cultural and spatial context(s) in which Filipino migrants must make sense and act.

### 7.2.2 A note about table terms

Before introducing the tables, a brief description is provided about the meaning of each heading as well as how categories relate to each other.
7.2.2.1 Phases of settlement

The Philippines to Winnipeg phases of settlement model identified at the conclusion of Chapter 6 is used as a tool to organize and describe respondents’ settlement experiences. Phases include: Deciding to apply to the MPNP; Applying to the MPNP; Preparing to depart the Philippines; Preparing to arrive to Winnipeg; Arrival and orientation to Winnipeg; Getting started in Winnipeg; Building a “better life” in Winnipeg; and, Maintaining connections to the Philippines. The elements of each phase are not described in the tables in significant detail as they are explored much more closely in Chapters 5 and 6.

7.2.2.2 Phase thoughts and feelings

This category describes the focus of respondents’ migration and settlement related tasks and their thoughts and feelings about migration and settlement as they moved through each phase. Migration is a challenging and highly emotional activity. This phase highlights and demonstrates that respondents’ emotions span a wide range and shift throughout the process. Respondents were highly reflective and aware of their ongoing thoughts and emotions; these were an integral part of their migration experience and pivotal elements of their migration stories.

7.2.2.3 Information needs

That which respondents do not know, and don’t know that they do not know, emerges in this study again and again. Respondents depart and arrive to Winnipeg knowing very little about life in Winnipeg, despite all of the information they receive from their social network ties and the information for which they search. Within the Information Studies literature, the term information need, coined by Robert Taylor (1991), represents an individual’s desire to find or obtain information to satisfy a conscious or unconscious need. By this definition, need is defined individually and internally. In the context of this study the desire to locate specific information, or even more vaguely to learn more about a general topic, was sometimes present, but often it was not. Often, it was only after respondents’ encountered information from one or multiple
sources, that they recognize that they “needed” it. Thus, there was no conscious motivation to find specific or general information, identified in hindsight as necessary. Yet respondents still described their encounters with specific pieces of information, sometimes sought after and sometimes not, as coming to be important. I therefore use the term information need, because it emphasizes the relative importance of specific information to respondents, though with the caveat that need was often understood retrospectively and over time. In this section I include all migration and settlement questions that respondents identify throughout their interviews. Most often these questions are cited exactly as they were stated by respondents during interviews. Occasionally they have been formed into questions by myself, though I do so using respondent words and language wherever possible.

7.2.2.4 Information resources and activities

Information resources are the sources that respondents seek, encounter, and use for information. Described by Hartel as “artifacts, people or experiences” (2007, p. 8), these are the resources to which respondents turned or encountered as they engaged in migration and settlement related practices. In the context of this study, respondents overwhelmingly describe resources to be social network ties, particularly other Filipinos, living both within the Philippines, Winnipeg, and elsewhere. Resources in this study are often described as non-local or not residing in the same country as the seeker. Local resources are considered to be located in the same country as the seeker.

Information activities on the other hand are the things that respondents “do” as they collect, use, and share information related to migration and settlement. “The word “actions” focuses attention on that which [respondents] can be observed to do” (Hartel, 2007, p.8). While information activities are absorbed under the information practices umbrella, they are distinctive. Information practices are broader in nature and include internal phenomena that are not observable to others such as to learn, imagine, and expect. Information activity therefore, describes the specific and observable interactions in which respondents engaged with identified information resources. More internal and meaning making phenomena are explored within the category “Information practices in context.”
7.2.2.5 Information practices in context

A summary of the relationship between all categories is provided here. Specifically, I explore in greater detail the most interesting and unique features of respondents’ information practices during each phase. Here I also consider how respondents makes-sense of, process, and/or use the information they encounter throughout each phase of settlement. Respondents also encountered numerous settlement barriers and obstacles, both informational and more generally, that are expanded upon in this section. These barriers are then linked to respondents’ information practices, the information landscapes in which respondents must operate, and their settlement trajectories.

All eight settlement-information tables are presented below. After each table is introduced, it is described in significantly more detail. A summary of the tables is offered in this chapter’s conclusion.
### 7.3 Phase I: Deciding to apply to the MPNP

#### Table 7.1 Settlement-Information Phase I: Deciding to Apply to the MPNP

<table>
<thead>
<tr>
<th>Thoughts</th>
<th>Feelings</th>
<th>Information needs</th>
<th>Information resources &amp; activities</th>
<th>Information practices in context</th>
</tr>
</thead>
<tbody>
<tr>
<td>Decide whether to apply to MPNP</td>
<td>Hopeful and excited</td>
<td>Few articulated information needs</td>
<td>Talking to friends and family in the Philippines, Winnipeg, and the US about potential migration plans</td>
<td>Collecting migration stories</td>
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<tr>
<td></td>
<td>Mostly confident</td>
<td>Rather, assembling impression of Winnipeg</td>
<td>Browsing the facebook profiles of friends and family in Canada and the US</td>
<td>Conducting very basic online searches about Winnipeg, specifically employment in Winnipeg and the MPNP program</td>
</tr>
<tr>
<td></td>
<td>Some anxious and uncertain</td>
<td>Q’s that impact decision to move:</td>
<td>Seeking online resources about the MPNP program, city of Winnipeg, and Manitoba government services etc.</td>
<td>Imagining life if Winnipeg. Imaginary of Winnipeg as a “place for a better life” creates expectations about settlement in Winnipeg context</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- “What job will I do?”</td>
<td>- CIC website</td>
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<td></td>
<td></td>
<td>- “What is life like there?”</td>
<td>- MPNP website</td>
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<td></td>
<td></td>
<td>- “Will my MPNP application be successful?”</td>
<td>- MB government website</td>
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<td></td>
<td>- “Who is there that I know?”</td>
<td>- google maps</td>
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<td></td>
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<td>- “What do I know about Winnipeg from other people?”</td>
<td>Doing online searches for Winnipeg based employment information</td>
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<td>- Canadian job banks</td>
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<tr>
<td>Winnipeg is a place for “a better life”</td>
<td></td>
<td></td>
<td>Encountering news media from the Philippines, Canada, and the US</td>
<td></td>
</tr>
</tbody>
</table>
7.3.1 Phase activities, thoughts, and feelings: “Should I move to Winnipeg?”

Before respondents actually migrated to Winnipeg they first had to decide to apply to the Manitoba Provincial Nominee Program. This decision making phase was often ongoing for many years as respondents gathered stories and information about leaving the Philippines and migrating to Winnipeg in particular. During this phase respondents such as Lester asked the question, “should I move to Winnipeg?”

While this decision was often not an easy one, nonetheless this period was often characterized as a hopeful and excited time. As Kate says, “We did not have fears. We are positive people. We are excited for this opportunity.” Indeed many were or quickly become very confident about their decision to migrate as well as the likelihood that they would succeed in Winnipeg. Others however, were less certain of both their desire to leave the Philippines and their success in Winnipeg. Some respondents also experienced anxiety about leaving family responsibilities behind. Sarah, for example, struggled as she “really thought about if I could live without my daughter” while she settled in Winnipeg.

7.3.2 Information needs: “What is life like there?”

As respondents decided whether to apply to the Manitoba Provincial Nominee Program, their information needs and questions with respect to migration were relatively few and quite vague. The information needs/questions that impacted respondents’ decision to move included:

- “What job will I do?”
- “What is life like there?”
- “Will my MPNP application be successful?”
- “Who lives there that I know?”
- “What do I know about Winnipeg from other people?”

Rather than having multiple, well-articulated questions, instead respondents assembled an impression of Winnipeg and “what is life like there” relying heavily on the stories of others’ lives in Winnipeg. Before migration, respondents must “imagine” a place they’ve never been, and they must envision for themselves a life in that place. As Kate says, “We didn’t exactly have
questions. My sister told us everything because she lived there. But we need to decide if it is good choice for our family.” Respondents therefore worked to understand whether they wanted to live in Winnipeg and whether their migration application might be successful. For those who have tried to emigrate from the Philippines on multiple occasions, contemplating the likelihood of success through the MPNP was also a key consideration. Also of particular significance, all respondents were concerned about employment possibilities in Winnipeg.

7.3.3 Information resources and activities: “Our families tell us everything we need to know.”

As respondents engaged in information activities during the “Deciding to apply” phase of settlement, they consulted local Filipino resources as well as international sources, particularly their social network ties in Winnipeg. Winnipeg sources were very important to respondents who relied heavily on them for information, support, and (literally) access to Canada through the MPNP. At this phase of migration, Manitoba supporters were contacted to “talk about moving” and answer basic questions about life in Winnipeg, especially around the topic of working in Winnipeg. Respondents also listened carefully to the migration stories of those who migrated before them. They browsed the facebook profiles of friends and family in Canada and the US to glean information about what life is like in Canada.

Respondents deciding whether to apply to the MPNP engaged in extensive discussion with family and friends, both local and international, about migration. Often this discussion was not actively solicited as once others knew that respondents were considering migration, local Filipino residents chimed in with their opinions about the merits of migration to Canada. These opinions were typically positive and Canada was framed by most as a “chance for a better life.”

Respondents also made use of the internet for a number of purposes. This included seeking online resources about the MPNP program, city of Winnipeg, and Manitoba government services. In general, these investigations were quite broad and general in nature. Respondents used the Citizenship and Immigration Canada (CIC) website, MPNP website, Manitoba government website, and Google maps. Most respondents also did very basic online searches for Winnipeg based employment information looking for information about their current or desired professions in Canada. They also used Canadian job banks and did simple google searches with search terms
such as “jobs Winnipeg accountant.” Other than basic employment searching, most respondents (with two exceptions) did very little investigating outside of corresponding with social network ties living abroad, particularly at this early stage.

As well, respondents were often exposed to news media about the Philippines, Canada, and the US. Respondents recount pivotal tidbits of information that helped them construct their understandings of Canada and the US, places to which they have never been. For example, Mary Joy describes how she heard about the US recession on the news so assumed that Canada was a better place to migrate. She says, “Yes, we thought Canada was a good place because the recession in the USA was in news in Philippines. I was always reading about that.” News media about Canada shaped respondents’ impressions of Canada though most respondents indicated that they didn’t actively seek out this information. Rather, news media coverage in the Philippines on the topic of international migration, particularly to the US, was said to be recurrent and ubiquitous.

7.3.4 Information practices in context

7.3.4.1 Collecting migration stories: “If they can adapt, I can adapt.”

Respondents engaged in a number of information practices during this phase. These activities were in the service of assembling an impression of Winnipeg to determine if respondents should apply to the MPNP program. One of the most important of these activities is similar to what Mehra (2004) calls “gathering experiences.” He describes the process by which international students recently arrived to the US “consciously and/or unconsciously observe, mentally record, and try to make sense of their realities in order to navigate their journeys [in a new place]” (p. 143). Respondents in this study however, began gathering the experiences of others’ long before they migrated. They collected other people’s migration stories and experiences. As described earlier, some respondents have been doing this since they were children.

An example provided by Alejandro demonstrates how respondents made sense of others’ migration stories to gain information about migration to Winnipeg. He says,

There were no jobs for my field. But nonetheless, I was still confident that I would land something and adapt because, because of my diverse skill. My neighbours came
here from where I came from and some of them didn’t go to school. And they’re here. They can find a job. They can adapt. They can train. They can study. And eventually succeed. I went to school. I went to university. I’ve had 10 years of solid experience in a work environment. So if they can adapt, I can adapt. That was my mindset or my belief.

Alejandro used the success stories of other migrants to understand and envision his own imagined migration experience. He compared his own qualifications to theirs and assumed that since they were successful, Winnipeg is a place in which he too can succeed.

A great deal of information about migration and settlement was often encountered by newcomers in the form of migration stories told to them by other migrants. These anecdotal success and failure stories of other Filipinos who have already migrated to Winnipeg influenced newcomers’ expectations about life in Winnipeg. As above, participants often resolved information questions about life in Winnipeg by reflecting on and making sense of the stories of people they knew of (but may never have met) who have already immigrated. For example, when respondents recounted concerns or information needs about less tangible issues such as, “how is it to work with Canadians” or “how long will it take me to get a job”, they typically resolved these questions by reflecting on and making sense of the stories of people they knew of (but may never have met) who have already migrated. Once arrived, respondents developed their own migration stories and passed these along to other potential migrants.

7.3.4.2 Imagining life in Winnipeg: “My Filipino friends are thinking you will be rich in Winnipeg.”

Previous research within Information Studies suggests that newcomers arrive to new countries largely unaware of the social, cultural, and informational context to which they are arriving (Mehra, 2004, Mehra and Papajohn, 2007; Kennan et al., 2011; Lloyd et al., 2013). While this was certainly also true for respondents in this study, a significant departure from previous perspectives is that respondents in this study arrived expecting, indeed imagining, that they did know a great deal about Winnipeg, including a basic understanding of the physical environment, settlement process, and what life in Winnipeg would be like. In fact, respondents arrived with very specific expectations about life in Winnipeg and their settlement process.
These understandings were generated, as described above, from stories and information respondents’ received from their social network ties in the Philippines, Canada, and abroad. Respondents both actively sought and passively encountered information about life in Winnipeg through a variety of means, including: stories about migration told in childhood long before departure and during migration preparation; migration photos sent by family and friends abroad; visits to the Philippines from others already migrated; social media browsing of friends’ sites who have migrated; and, conversations with others in the Philippines, Winnipeg, and abroad about migration before and during the migration process. To a significantly lesser extent media encounters, with both Philippines based and international (non-Filipino) media, were also cited as information sources that shaped respondents’ expectations about Winnipeg. These encounters prompted respondents to imagine a place to which they’ve never been, and envision for themselves a life in that place.

In his seminal work, *Modernity at Large*, Appadurai (1996) suggests that diasporic connections fostered, maintained, and amplified through various forms of media and technology, such as the telephone and email, have created imagined worlds or “social imaginaries” of places never visited but socially constructed and imagined. He goes on to say, “For migrants, both the politics of adaptation to new environments and the stimulus to move or return are deeply affected by a mass-mediated imaginary that frequently transcends national space” (Appadurai, 1996, p. 6). In this study, respondents frequently referred to well known narratives about migration circulating within their local and international social networks. These narratives, what Appadurai calls social imaginaries, have deeply impacted and influenced respondents’ expectations about migration and settlement to Winnipeg.

Appadurai (1996) argues that the proliferation of global mass media and migration promotes, “the construction of imagined selves and imagined worlds” (p. 3) by global participants in their every-day lives. As he says,

> The image, the imagined, the imaginary – these are all terms that direct us to something critical and new in global cultural processes: the imagination as a social practice. [T]he imagination has become … a form of negotiation between sites of agency (individuals) and globally defined fields of possibility. … The imagination is now central to all forms of agency, is itself a social fact, and is the key component of the new global order (1996, p. 31).
Thus, according to Appadurai, self-imagining is a daily practice engaged in as a consequence of exposure to and interaction with diasporic public spheres. In this study, respondents actively engaged in imagining their lives in Winnipeg before departure. These imaginaries were informed by globally circulating narratives, or social imaginaries, within respondents’ social networks that describe Philippines to Winnipeg migration and frame it in the larger context of global North-South migration, as well as permanent and temporary migration.

For example, Lester describes repeatedly encountering a feature of the Philippines to Winnipeg social imaginary. He describes how his friends suggest that those who migrate to Canada get rich. He states,

> Most of my Filipino friends are thinking you will be rich in Canada. Everyone says that Canada is an opportunity because it is rich. You need to go for it. Because they don’t know when you arrive here you have to pay your bills. A house. Your bills.

In this example migration is described as an opportunity for Lester that he should embrace. This powerful imaginary persuaded Lester to migrate to Winnipeg. However, Lester also alludes to the fact that his friends have a misperception about wealth in Winnipeg, a misperception that he became aware of after arrival. Lester suggests instead, that his friends in the Philippines are unaware of the realities of the cost of living in Winnipeg. Misperceptions such as this arise throughout respondents’ descriptions of settling in Winnipeg. They often led to confusion and disappointment upon arrival.

It was respondents’ interactions with their social networks in the context of their preparations for migration that came to shape respondents’ imaginaries of Winnipeg. Thus, respondent imaginaries are both themselves information practices (created through interactions with network ties deliberately in the service of seeking migration information but also more conversationally), and contribute themselves to subsequent information practices by shaping respondents’ migration plans, expectations, and actions upon arrival to Winnipeg. Further, these imaginaries operate both globally and locally. Taking a global view, they frame permanent migration to a developed country as the chance for a better life for respondents able to migrate and successfully settle, in this instance to Winnipeg. More locally, they also offer particular information about the city of Winnipeg, the Manitoba government, and the settlement process.
This research does not by any means claim to put forward a cohesive or complete picture of Philippines to Winnipeg imaginaries. Instead, the notion of imaginaries is introduced to highlight the disjuncture between respondents’ expectations about migration and their arrival experiences, suggesting that respondents’ settlement related information practices both affect and are affected by their settlement expectations. These expectations are formed at the very beginning of the migration process and are closely tied to the social imaginaries that respondents encounter and formulate as they prepared for migration.
### 7.4 Phase II: Applying to the MPNP

#### Table 7.2 Settlement-Information Phase II: Applying to the MPNP

<table>
<thead>
<tr>
<th>Thoughts</th>
<th>Feelings</th>
<th>Information needs</th>
<th>Information resources &amp; activities</th>
<th>Information practices in context</th>
</tr>
</thead>
<tbody>
<tr>
<td>Working to understand the application process including how to create a successful application package</td>
<td>Excitement</td>
<td>Well articulated questions related to completing forms and collecting documentation</td>
<td>Talking with friends and family in Winnipeg about completing and verifying documentation</td>
<td>Practical and directed information seeking as respondents attempt to anticipate what will be a successful application</td>
</tr>
<tr>
<td>Uncertainty about filling out forms and application success</td>
<td>Uncertainty</td>
<td>- “How do I fill out forms?”</td>
<td>Consulting official Canadian migration documentation</td>
<td>Respondents work to navigate and understand institutional resources such as migration websites</td>
</tr>
<tr>
<td>Frustration tracking down requirements</td>
<td>Anxiety</td>
<td>- “What documentation do I need?”</td>
<td>- CIC checklist</td>
<td>Respondents understand websites and bureaucratic language</td>
</tr>
<tr>
<td>Anxious to know application outcome</td>
<td>Frustration</td>
<td>- “Should we take the IELTS test?”</td>
<td>- MPNP checklist</td>
<td>Some respondents became experts of migration policies</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- “There is an error on my birth certificate. How do I change it?”</td>
<td>- MPNP application kit</td>
<td>Heavy reliance on those who have already migrated for advice and document review</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- “How do I get the “show money”?”</td>
<td>- CIC website</td>
<td></td>
</tr>
</tbody>
</table>
7.4.1 Thoughts and feelings: “You can’t make any mistakes or you will be denied.”

During this migration phase, respondents applied to migrate to Canada through the MPNP program. At this time respondents were occupied with activities related to completing the application process. In addition to feelings of excitement and anticipation about the possibility of migration, respondents also experienced frustration and especially uncertainty. Respondents knew that the stakes were very high as they filled out their application forms. Even one error might result in the denial of their application. As Nicole says, “it’s scary because you can’t make any mistakes or you will be denied.” Respondents were therefore uncertain about how to fill out the forms correctly and the potential success of their applications.

7.4.2 Information needs: “How do I fill out forms?”

During this period respondents identified well-articulated information needs and questions related to completing application forms and collecting application documentation. These include:

- “How do I fill out forms?”
- “What documentation do I need?”
- “Should we take the IELTS test?” [International English Language Testing System]
- “There is an error on my birth certificate. How do I change it?”
- “How do I get the “show money”?"

Although the resolution to these questions was not always straightforward, nonetheless respondents identified having very specific questions related directly to completing successful MPNP applications.

7.4.3 Information resources and activities: “I used the website regularly.”

Friends and family in Winnipeg again figured largely as information resources during this phase. Manitoba supporters were consulted for their input and advice throughout the application
process. Indeed a great deal of information and advice circulates through Philippines-Canada-US networks about how to successfully migrate and fill out migration applications. Perhaps most importantly, Manitoba supporters were always asked to verify application documents before they were submitted to the MPNP. These practices established Manitoba supporters as migration experts and cemented obligation in the relationship between respondents and their Manitoba supporters.

Respondents also consulted extensively with official Canadian migration documentation such as the Citizenship and Immigration Canada (CIC) checklist, MPNP checklist, MPNP application kit, CIC website, and the MPNP website. Unlike the previous phase where respondents were browsing these sites for general information about Canada and Manitoba, here respondents were engaging in very directed information seeking strategies. Several respondents identified these sites, particularly the government checklists, as very helpful.

Respondents did consult with lawyers and immigration specialists in the Philippine to prepare their MPNP applications, though this was infrequent. Respondents in this study stated that they didn’t need the assistance of immigration specialists because they had Manitoba supporters to assist them. As was stated again and again, “our family tells us everything we need to know.”

7.4.4 Information practices in context

7.4.4.1 Proficiency with bureaucratic sources: “That application was kindergarten.”

Information practices included practical and directed information seeking as respondents attempted to anticipate what would be a successful application. To this end, respondents navigated institutional resources such as migration websites and for the most part were able to make sense of their instructions. This was often respondents’ first direct encounter with Canadian institutions and they reported relatively comprehensible and successful experiences. As Jonell noted, “That application is very kindergarten. You just follow everything on it and that’s it. I’m good at following instructions. It took us about two months to finish everything.” For other immigrant groups, interacting with formal governmental resources can be challenging for reasons related to digital literacy, comprehension, and language fluency (Caidi, Allard, and Quirke,
Most respondents in this study were familiar with ICTs, bureaucratic modes of communication, and more generally, the language of immigration policies and procedures.

Indeed, respondents’ fluency with bureaucratic modes of communication did not come as a surprise. Gardiner Barber (2008) argues that Filipino migrants are considered around the world as “ideal migrants” precisely because they have been educated within US style educational institutions that promote familiarity with the English language and comprehension of Western style bureaucratic structures and paradigms. As well, several respondents became increasingly proficient with migration policies during their multiple migration attempts.

### 7.4.4.2 Soliciting advice to “stage their migration journeys”

Respondents’ knowledge was also augmented by heavy reliance on those who have already migrated for advice about completing documents and document review. Indeed a great deal of information and advice about how best to position themselves to achieve admittance to Canada was provided to respondents. For example, Jonell says, “we ask if we should take the IELTS test. We heard it is better not to take the test because it is hard and we might fail. So we submit our college transcripts instead saying our education was our English.” Jonell’s godmother, living in Winnipeg, suggested that their application was more likely to be successful if Jonell and Marco used their college documentation to verify their English proficiency. In this manner, migration advice travels extensively between Canada and the Philippines. Manitoba supporters were a primary and trusted conduit of migration information for respondents.

Manitoba supporters were also often called upon to review application documents before these documents were submitted. Lester, whose family’s application was supported by his parents’ cousins living in Winnipeg, describes how his aunty (or cousin) was regularly consulted about their MPNP application. He says, “We are always asking our aunty, ‘oh is this correct?’ They’re always checking our papers. We were sending them to them. When a tourist came to the Philippines we would say, ‘can you take these to them?’” This example demonstrates how involved were some Manitoba supporters in respondents’ application processes, as well as how the broader Filipino community facilitated the exchange of resources and information in the service of migration.
Gardiner Barber argues that newcomers from the Philippines appraise global labour markets and immigration policies to “stage their migration journeys” (2008, p. 1267). Because Canada is a sought after destination, would-be migrants go to great lengths, including de-skilling or “retooling”, to fit into particular categories of migration. She argues that transnational exchanges of information, particularly by social network ties that have already migrated, enable migrants to adjust to shifting migration streams offered by various governments. Similar information exchanges were evident in this study as respondents prepared their migration applications.
## 7.5 Phase III: Preparing to depart the Philippines

### Table 7.3 Settlement-Information Phase III: Preparing to Depart the Philippines

<table>
<thead>
<tr>
<th>Thoughts</th>
<th>Feelings</th>
<th>Information needs</th>
<th>Information resources &amp; activities</th>
<th>Information practices in context</th>
</tr>
</thead>
<tbody>
<tr>
<td>Suddenly feeling very busy preparing to leave, “tying up loose ends”, and saying good-byes</td>
<td>Concern about family and other obligations</td>
<td>Well articulated needs related to maintaining responsibilities left behind</td>
<td>Talking to friends and family in Philippines about making various arrangements</td>
<td>Practical and directed information seeking in well known Filipino context</td>
</tr>
<tr>
<td></td>
<td>Nostalgia and sadness about departure</td>
<td>- “How will my father get his medications?”</td>
<td>Consulting with various Filipino institutions</td>
<td>Activities driven by transnational priorities to maintain ties and responsibilities to Philippines</td>
</tr>
<tr>
<td></td>
<td>Excitement about departure</td>
<td>- “How will my daughter be cared for?”</td>
<td>- healthcare sector</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>- “Should we sell our property in the Philippines?”</td>
<td>- banks</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>- “Who will manage my business?”</td>
<td>- lawyers</td>
<td></td>
</tr>
</tbody>
</table>
7.5.1 Thoughts and feelings: “Tying up loose ends”

This phase of migration is short. It occurs once respondents’ MPNP applications have been accepted and respondents are preparing for departure to Winnipeg. During this phase respondents are tying up the loose ends of their lives in the Philippines and saying their good-byes to friends and family. Leading up to this phase, many respondents’ lives have been in limbo as they waited to hear the results of their applications. Suddenly, respondents felt very busy preparing to leave. During this phase respondents experienced concern about the family and other obligations they were leaving behind or in the hands of others, nostalgia and sadness about departure, but also excitement about their impending journey.

7.5.2 Information needs: “How will my daughter be cared for?”

During this phase respondents identified well-articulated needs related to completing tasks or maintaining responsibilities left behind. Information needs include:

• “How will my father get his medications?”
• “How will my daughter be cared for?”
• “Should we sell our property in the Philippines?”
• “Who will manage my business?”

What is important to note here is the importance for respondents of addressing questions related to maintaining aspects of their lives in the Philippines. Many of the concerns listed above are regarding establishing specific protocols to maintain ongoing transnational ties, duties, and activities.

7.5.3 Information resources and activities: Local information seeking

Information activities during this phase occurred within the local Filipino context. They included talking to friends and family in the Philippines about making various local and family arrangements as well as consulting with a number of Filipino institutions such as the healthcare
sector, banks, and lawyers. For example, Dalisay describes how she made arrangements for her father’s care while she was away.

I was worried about my dad. He is sick. I needed to make arrangements to pick up his pills. I called the doctor and the pharmacy and arranged it for a year. After that, my brother does it.

This example points to the fact that family and other responsibilities must be shifted and deferred during migration. The resolution of these responsibilities was sometimes complex.

### 7.5.4 Information practices in context: Making arrangements for local responsibilities

Information practices in this phase were relatively straightforward. They are comprised of practical and directed information practices in a Filipino context that is well known and understandable to respondents. While some of the issues to be resolved were delicate and complex, such as how to delegate family responsibilities, nonetheless respondents knew the information landscape in which information was sought and used. Instead what this phase points to are the previously unrecognized diversity of information needs and related information activities related to the pre-departure context. As theories of transnational migration suggest, individuals do not just leave their lives behind, instead they make arrangements and accommodations for their absence from loved ones and local responsibilities (Faist, 2008, 2010; Levitt & Jaworski, 2007; Madianou & Miller, 2011; Pratt, 2012; Uy-Tioco, 2007). Information needs and activities related to these responsibilities must therefore be recognized as also of considerable importance to migrants.
### 7.6 Phase IV: Preparing to arrive to Winnipeg

#### Table 7.4 Settlement-Information Phase IV: Preparing to Arrive to Winnipeg

<table>
<thead>
<tr>
<th>Thoughts</th>
<th>Feelings</th>
<th>Information needs</th>
<th>Information resources &amp; activities</th>
<th>Information practices in context</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ongoing preparation for arrival to Winnipeg</td>
<td>Confident about settling in Winnipeg</td>
<td>Clear and well articulated questions relating to immediate arrival and settlement</td>
<td>Asking friends and family in Winnipeg specific questions about life in Winnipeg</td>
<td>Practical and directed information seeking about life in Winnipeg</td>
</tr>
<tr>
<td>Some felt no need to find additional information about Winnipeg; they felt assured that MB supporters would tell them what they needed to know.</td>
<td>Confident about assistance from support networks in Winnipeg</td>
<td>- “What job will I do?”</td>
<td>Talking to friends and family in the Philippines, Winnipeg, and the US about migration to Winnipeg</td>
<td>Very few respondents sought information beyond basic job and housing information</td>
</tr>
<tr>
<td>Others had desire to find out additional information about Winnipeg</td>
<td>Uncertain about settlement and/or support</td>
<td>- “How do I prepare a job search?”</td>
<td>Locating friends and family in Winnipeg</td>
<td>Instead assurances of support from Manitoba supporters WAS settlement information</td>
</tr>
<tr>
<td></td>
<td>Curiosity about Winnipeg</td>
<td>- “How do I get a driver’s license?”</td>
<td>Browsing the facebook profiles of Winnipeg friends and family</td>
<td>Poor search skills and little knowledge of Canadian and Manitoban web based resources made independent searching difficult</td>
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<tr>
<td></td>
<td>Hopeful and excited</td>
<td>- “What does the city look like?”</td>
<td>Seeking online resources about Canadian or Winnipeg related matters:</td>
<td>Philippines to Winnipeg imaginary and related migration expectations became entrenched through preparation process and positive reinforcement by friends and family</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- “What does snow and cold feel like?”</td>
<td>- CIC website</td>
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<tr>
<td></td>
<td></td>
<td>- “Are there government agencies supporting newcomers?”</td>
<td>- MPNP website</td>
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<tr>
<td></td>
<td></td>
<td>- “What daycare, school, doctor, dentist will my children go to?”</td>
<td>- google maps</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>- “What do things cost?”</td>
<td>- newcomer blogs</td>
<td></td>
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<td></td>
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<td></td>
<td>- kijiji</td>
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<td></td>
<td>- Walmart/Superstore</td>
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<td></td>
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<td></td>
<td>Doing online searches for Winnipeg based employment information</td>
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<td></td>
<td></td>
<td></td>
<td>- google</td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td>- Canadian job banks</td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td>Taking pre-departure orientation seminars</td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td>- PDOS</td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td>- Canadian government departure seminar</td>
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</tbody>
</table>
7.6.1 Thoughts and feelings: “We were hopeful then.”

This phase was ongoing throughout the pre-departure period. It began as soon as respondents decided to apply for the MPNP and concluded once respondents departed the Philippines. During this phase respondents were preparing for their arrival to Winnipeg by learning about the city and making plans and arrangements. Similar to the Deciding to apply phase, this period is characterized by hope and excitement. Underpinning this hope is often the recognition that respondents are undertaking a risky and difficult endeavor. As Felix says, “Coming here will give us better future. But coming here is uncertainty. It’s a big risk.”

However, many respondents were very confident about their decision to migrate and their presumed success in Winnipeg. They felt assured that their Manitoba supporters would tell them everything they needed to know upon arrival as well as assist them with the settlement process. Marvin, whose Manitoba supporter was his sister with whom he had a close relationship, said,

Yea, because if you have relatives here, you already have the house. You already have somebody who will go with you to places for getting job applications. And you have the networks to say if there are openings, or if they are hiring. So I didn’t think much about coming here, I didn’t worry. I worried about when can we come here?

For these respondents, little reflection or further investigation of the Winnipeg context was required. Others however, were less certain of their success in Winnipeg. They were curious about the city and engaged in various forms of further investigation and research.

7.6.2 Information needs: “What job will I do?”

In addition to the more general questions posed during the “Deciding to apply” phase, respondents also identified numerous specific questions, such as:

- “What job will I do?”
- “How do I prepare a job search?”
- “How do I get a driver’s license?”
- “How do I find an apartment?”
- “What does the city look like?”
- “What does snow and cold feel like?”
• “Are there government agencies supporting newcomers?”
• “What daycare, school, doctor, dentist will my children go to?”
• “What do things cost?”

While employment questions were by far the most prevalent, respondents also had specific questions about how to prepare for life in Winnipeg and what they could expect once they arrived. Many of these questions were extremely practical and related directly to settling such as “how do I get a driver’s license?” Other questions, like those identified in Phase I were related to assembling an impression of Winnipeg. These included questions such as “what does snow feel like?”.

7.6.3 Information resources and activities: “What are other immigrants doing?”

Again, information activities largely included respondents’ friends and family in Winnipeg. Discussions and questions became more specific as respondents planned for their arrival and settlement. During this phase respondents also actively sought out other network ties they might have in Winnipeg and made contact with them.

Canadian based online resources were used during this phase. Official sources such as the Citizenship and Immigration Canada (CIC) and MPNP website were used both to answer specific questions as well as browsed for general settlement information. Google maps was used by respondents such as Felix, who were interested in “seeing how the city looked.” Newcomer blogs were read by Dalisay to get a sense of “what are other immigrants doing.” As well, a number of online shopping sites such as kijiji, Walmart, and Superstore were browsed by both Dalisay and Jonell to understand “how much things cost in Winnipeg.” All respondents also did online searches for Winnipeg based employment information, using both google and Canadian job banks.

Prior to departure, all respondents were required by the Filipino government to take a half-day Pre-Departure Orientation Seminar (PDOS) hosted by the Filipino government. Others also chose to take a full day information session about migration to Canada hosted by the Canadian government. Respondents provided mixed reviews about both of these seminars. While some
thought they were quite helpful, a common criticism of PDOS in particular, was that it was not specific enough to the Winnipeg context to be particularly relevant. As Felix notes, “it wasn’t really about Winnipeg, more Canada. So I didn’t learn anything new.” Some respondents, such as Felix, found the information at these sessions to be very general. It has been noted elsewhere (Lusis & Bauder, 2008) that in the absence of official migration information, social networks come to play a large role in the dissemination of pre-migration information about second-tier Canadian cities. As is demonstrated here and elsewhere in this phase (see section 7.6.4.3 Seeking employment information), respondents were often unable to connect to official sources of information prior to departure because these sources were simply not specific enough to the Winnipeg context to be of informational value to respondents. This increased their reliance on social network ties for information.

7.6.4 Information practices in context

7.6.4.1 Limited information seeking: “We just wanted to go.”

During this lengthy phase respondents engaged in numerous types of information practices, including practical and directed information seeking about life in Winnipeg. It must be stated however that respondents’ search strategies outside of consulting their social networks were both limited and rudimentary. As Kate says,

Well, the general like, we weren’t interested, way back then before leaving, like we just wanted to go. We didn’t ask questions like how to purchase things, we just wanted to move here and then figure out things once we arrived here.

Few respondents sought information beyond basic job and housing information. These questions were typically resolved by inquiring with social network ties in Winnipeg, often Manitoba supporters. Thus respondents’ confidence in their successful settlement as well as confidence that they would be assisted by network ties upon arrival to Winnipeg limited their information seeking.
For a small minority of respondents, it was very important to gather as much information as they could about the city of Winnipeg, the province of Manitoba, and other relevant details of their new lives. Dalisay and Jonell both engaged in extensive information seeking about Winnipeg. While Dalisay’s husband Marvin was persuaded that his sister would look after everything his family needed once they arrived, Dalisay says “I wanted to find out as much as I could before we came. It made me feel more comfortable with coming here.” Her information seeking was therefore motivated by uncertainty. Her information practices included: reading the Winnipeg Free Press to “see what life was like here”; conducting numerous Google searches on a wide variety of topics mostly employment related; reading the Citizenship and Immigration Canada (CIC) and MPNP websites; browsing school division websites, job classification listings, and job banks; and reading the blogs of others already arrived to Winnipeg and Canada. While few respondents did additional research beyond speaking with people they knew already living in Winnipeg and checking the CIC and MPNP websites, Dalisay stands out for her extensive and thorough search for information about a variety of facets of Winnipeg life. Her story is included here as contrast to the typically employed migration preparations as well as to demonstrate a variety of creative and thoughtful information search methods.

Employment information seeking is discussed independently because it was a priority for all respondents. Indeed, concerns and questions about employment were by far the most prevalent. At some point in their pre-migration process, all respondents did do some basic job searching. Joshua describes his search for information about oil refineries in Canada.

Actually when the VISA comes, we just search what would be the jobs here. What will I do here? Mostly I was searching the internet something like working in an oil company or oil refinery. Mostly in Alberta, that’s where they do that. But it’s difficult because I am going to Winnipeg. So I don’t know, what will I do? I used google to see if my position was available in Canada. It is, but not Winnipeg.

While Joshua finds potential employment leads in Canada, these leads are nowhere close to Winnipeg and of very limited value to him. Also of note is the simplicity of Joshua’s general
google searches. These simple google searches were a well-used method by respondents who were searching for basic job information about Winnipeg. For the most part, respondents were unable to conduct comprehensive employment searches about Winnipeg before arrival. Some, such as Alejandro and Dalisay, arrived with relevant and nuanced labour market information. Most arrived instead with assurances from their social network ties that “it is easy to find a job if you are not picky.”

Respondents’ employment information seeking provides a strong example of the limitations of their search skills. This is an area where respondents really did want to learn more yet few were able to conduct sophisticated enough searches on the internet to address their employment related questions. As demonstrated here, outside of official sources such as government websites, and of course their social network ties, some respondents struggled to conduct successful information searches. While most respondents were savvy internet users and were familiar with a variety of bureaucratic and institutional sources, here they demonstrate a lack of knowledge about the receiving context and a limited ability to find and navigate Winnipeg based information resources from afar. This also contributed to respondents’ reliance on their Winnipeg based social networks ties for pre-migration information.

7.6.4.4 Support and assurance AS information: “A resource can’t help you settle.”

Social networks ties were frequently accessed for support and assurance about migration. Indeed, I would argue that these assurances acted as more than emotionally supportive statements. They were in themselves informational, as knowing that respondents would be supported upon arrival was precisely the information that respondents needed to feel assured in their migration process. Many respondents, such as Marvin describes above, did little to no pre-migration information seeking because they were confident that they would be supported by their families upon arrival. Similarly, Marco says,

Filipino resources didn’t help me settle. It was my friends. They told us about Winnipeg. They help us a lot. They help us before we came here and all the time when we are here too. A resource can’t help you settle.
Here Marco suggests that information is not what ultimately assists with settlement. Instead, he emphasizes how the support and assistance he received from Filipino friends prepared him to migrate and settle. This example also demonstrates the value respondents place on their network ties over other resources they might utilize (such as governmental websites or programs) because of the supportive roles that family and friends play in the migration process. Respondents selected their social network ties as information resources not only because they trusted them, but because these ties simultaneously provided emotional support and information. Similarly, Caidi, Komlodi, Lima Abrao, and Martin-Hammond (2014) describe how foreign trained health professionals make use of immigrant online forums in receiving countries to gain “information-as-support” in the face of difficult, unwelcoming, and complex professional environments.

7.6.4.5 Entrenching migration expectations: “My relatives and friends tell me this is an important opportunity.”

I state earlier that Winnipeg was a place imagined and desired by some respondents long before they considered migration. To this I would add that Winnipeg became such a place for respondents as they talked to their friends and family in the Philippines before departure. As Lester said, “I didn’t really want to go. But all of my relatives and friends, they tell me this is an important opportunity. I decide they are right. I will try.” Winnipeg became an imagined and desired place for all respondents through the process of preparing for departure. This occurred through continuous positive reinforcement from family and friends in the form of success stories about migration and messaging from network ties in the Philippines about Winnipeg as a destination for a “better life.”
### 7.7 Phase V: Arrival and orientation to Winnipeg

#### Table 7.5 Settlement-Information Phase V: Arrival and Orientation to Winnipeg

<table>
<thead>
<tr>
<th>Thoughts</th>
<th>Feelings</th>
<th>Information needs</th>
<th>Information resources and activities</th>
<th>Information practices in context</th>
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<tbody>
<tr>
<td>Respondents are overwhelmed and are literally lost. The fact that they have migrated doesn’t seem real</td>
<td>Surprise about aspects of Winnipeg</td>
<td>Few articulated information needs due to information overload.</td>
<td>Talking and visiting with friends and family in Winnipeg, especially Manitoba supporters</td>
<td>Almost everything is informational upon arrival as so much is new</td>
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<td></td>
<td>Excitement</td>
<td>Q’s are very general:</td>
<td>Seeing the sites of the city. Information is gleaned from the entire city environment and touring the city</td>
<td>New information is continuously encountered throughout entire environment and from friends and family in Winnipeg</td>
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<tr>
<td></td>
<td>Fatigue</td>
<td>- “What is this place?”</td>
<td>Encounters with Winnipeg institutions - Service Canada - Manitoba Health</td>
<td>Everyday practices such as chatting take on special informational significance in new context</td>
</tr>
<tr>
<td></td>
<td>Disorientation</td>
<td>- “How are we going to live here?”</td>
<td></td>
<td>Disjuncture and surprise reveal limits of knowledge prior to departure and are themselves information practices</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- “What do we do first?”</td>
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7.7.1 Thoughts and feelings: “It was like we were just visiting another country.”

This phase occurs immediately after respondents arrive to Winnipeg and lasts from a few days to a week. It is short and intense. Arrival to the new city was followed by a period of surprise and disorientation. Newcomers must learn about all aspects of their new home while beginning the work of building a new life for themselves in a new place. Respondents were often overwhelmed and literally lost. The fact that they have migrated doesn’t seem real. Over the first few days Dalisay describes feeling “like we were just visiting another country.” Respondents moved into the homes of their Manitoba supporters and were supported by them throughout this difficult phase. Indeed, almost all families were met at the airport by a large supportive contingent of family and friends. As Alejandro puts it, “it’s a good feeling starting a new life, and all these people supporting you.” Reception by social network ties was thus a first (and positively experienced) step in the settlement process.

7.7.2 Information needs: “What is this place?”

During this short phase respondents had few articulated information needs due to the information overload and disorientation that they were experiencing. Their questions were very general, including:

- “What is this place?”
- “How will we live here?”
- “What do we do first?”

Of particular concern to migrants was beginning the process of building their new lives.

7.7.3 Information resources and activities: Connecting with and observing Manitoba supporters

During this brief phase, spent almost entirely in the company of family and friends in Winnipeg, respondents chatted and visited with people they had not seen in a long time. Some of this discussion was directly related to settlement. Much of it was not, though respondents learned a good deal about Winnipeg from these encounters regardless of their content. For example, when
Cecilia’s sister gave her a tour of the family garden, she realized how different the Canadian natural environment was compared to the Philippines. She said “when I see that garden then I think even the plants here are different. So many things are different.” Similar to gathering migration stories prior to migration, upon arrival respondents gleaned significant information through chatting with and observing the lives of their friends and family already residing in Winnipeg.

During this time all respondents were toured around and shown city sites by their supporters. These arrival activities were directed by Manitoba supporters. As Felix says about his first tour of Winnipeg, “I just looked at things when we drove around. Google maps doesn’t show it to me like this”. Information was, in a sense, gleaned from the entire city environment and through the touring process. Lloyd et al. (2013) describe oral and corporeal information sources (such as observation) as particularly important to refugee newcomers who did not arrive knowing how to make sense of local written documentation. In this study, oral and corporeal sources of information, particularly chatting with family and friends and touring the city, were also important in the early stages of respondents’ settlement.

As well, respondent engaged directly with a number of Winnipeg based governmental institutions such as Service Canada and Manitoba Health. Again, Manitoba supporters facilitated these interactions. Indeed, Manitoba supporters were key translators of information and dimensions of the Winnipeg information landscape upon respondents’ arrival.

### 7.7.4 Information practices in context

#### 7.7.4.1 Everything is informational: “So many things were new to us.”

All of the respondents in this study had never been to Winnipeg before they decided to move there, nor had any visited before they boarded the plane that took their entire family to live permanently in a new country. However they all had interpersonal ties to the city through which they learned about many aspects of Winnipeg before they boarded that plane. None of these connections, or the information gathered from them and other official sources, truly prepared respondents for their first encounters with Winnipeg.
While it is probably an overstatement to suggest that absolutely everything was informational from the moment respondents de-boarded their plane, this is perhaps only a small overstatement. Indeed many, many aspects of Winnipeg life were new to respondents. Thus, respondents encountered new information continuously in their new environments, including the natural environment (vegetation, temperature), the built environment (buildings, streets, geography), and during interactions with friends and family living in Winnipeg. Almost all encounters and experiences might therefore be framed as informational in that respondents learned new things continuously. For example, Kate describes her first encounter with Winnipeg.

Like the next morning when I saw the surroundings, outside the house, it doesn’t feel like a city for me. [laughing] That’s what I feel. I say to myself, “is this Canada?” I don’t feel myself living in Canada at that time, because the people are not there. It looks very empty to me. This is not a city. How will we live here?

Kate is surprised and overwhelmed by the city. Indeed, she cannot fathom that Winnipeg is actually a city because it does not resemble what a city looks like to her. It is therefore very difficult for her to imagine herself living in Winnipeg. Before departure, she assembled an image of life for her family in the city of Winnipeg. Upon arrival, this image is shattered by reality, and must be rebuilt.

The sheer volume of new information was also often overwhelming to respondents. As Mary Joy said, “it was just a lot to take in. So many things were new to us.” Moreover, the examples of information activities provided above demonstrate that normal day-to-day activities, such as chatting, driving around, even looking out the window, take on special informational significance in unknown contexts, where there is so much to be learned and so much is unknown.

7.7.4.2 Disjuncture as information practice: “How will we live here?”

Respondents describe their surprise at many aspects of Winnipeg life, particularly when they first arrived. They suggest that many aspects of the information they received before departure were not fully understandable until they were experienced after arrival. When respondents first arrived, this realization became obvious through their encounters with the physical landscape of
Winnipeg. As respondents settled, this awareness extended to other areas such as the Manitoba housing and labour markets, and the education and settlement sectors.

Although disorienting, these moments of disjuncture and surprise might be considered profound moments of information practice for respondents. They reveal to respondents the limits of their understanding of particular issues and thus create the opportunity for further information seeking and use to clarify or recontextualize their knowledge. According to Felix,

The first days we were going around with my sister-in-law and it was not really what we were expected. We live in a city so we’re used to tall buildings, big malls. So ok. This is it? I think it is about the structure of the buildings, the surroundings, and the environment as a whole. The whole city environment was strange to me. Before I left, I tried to learn about it but I couldn’t really. There is a difference between studying it and living it. A big difference. I need to understand it but I couldn’t until I live here.

Felix used google maps before departure to understand the city landscape of Winnipeg. As he says above, he was unable to truly understand how the city looked until he saw it first hand.

It wasn’t until after arrival that respondents recognized the limitations of what they could know about Winnipeg from the Philippines, and the extent to which their imaginaries of Winnipeg succeeded in “bridging the distance” between the Philippines and Winnipeg. While some things were as expected, others such as the city environment, surprised respondents. These moments of surprise reveal the fragility of the disembodied and de-contextualized information respondents’ gathered prior to migration. Respondents awareness of their limited knowledge was immediate upon arrival, grasped in the physical and built landscape, though the other areas to which this extended became obvious overtime.

Dervin’s (1992) sense-making theory suggests that individuals use information to resolve gaps in their understanding of their world. Mehra argues that for migrants “information and experiences address not one particular “gap” in a situation, but gaps in the entire reality of experience based on lack of cultural experience and knowledge” (Mehra, 2004, p. 38). In this study, gaps were experienced similarly as gaps in respondents’ reality, including their specific perceptions about Winnipeg and settling in Winnipeg. Thus, respondents’ observations of difference and surprise revealed to them the limitations of their preparedness and ability to understand or make sense of a place to which they have never been.
While these moments of surprise reveal the gaps or limits of respondents’ imaginaries of Winnipeg, the true extent of this revelation happened over time as respondents became increasingly familiar with other aspects of Winnipeg life. For example, Cecilia describes her own progressive understanding of the concept of Winnipeg cold. She says,

My sister told me it was cold here. And OH MY GOD!! [loud laughing] I couldn’t imagine negative, this temperature, in the Philippines [laughing]. But when we got here it was starting to get cold but it was not that bad. Our first winter was not bad so we had it easy. And then the second winter was crazy. It took me two years to learn what real cold feels like [more laughing].

Cecilia suggests that it wasn’t until she had lived in Winnipeg for two years that she fully grasped the concept of cold and what Winnipeg winters feel like. Before they departed the Philippines, all respondents, in some manner or another, tried to learn about what life in Winnipeg would be like. The limitations in their abilities to do this however are revealed in the moments of surprise and disjuncture described by respondents both upon arrival to Winnipeg and as they continue to settle in Winnipeg, encountering and resolving moments of information disjuncture.
### 7.8 Phase VI: Getting started in Winnipeg

**Table 7.6 Settlement-Information Phase VI: Getting Started in Winnipeg**

<table>
<thead>
<tr>
<th>Thoughts</th>
<th>Feelings</th>
<th>Information needs</th>
<th>Information resources &amp; activities</th>
<th>Information practices in context</th>
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<tr>
<td><strong>Urgency to find job and move on their own or “get started”</strong>&lt;br&gt; All family member efforts are put towards finding first job for at least 1 family member&lt;br&gt; “Settling” children was often the responsibility of women&lt;br&gt; Most difficult period of migration for respondents</td>
<td>Discomfort with unemployment and living in the home of others&lt;br&gt; Mixed feelings about working “survival jobs”&lt;br&gt; “Desperation” if job not found immediately&lt;br&gt; Confused by information overload and how to meet goals, find jobs, and interpret information&lt;br&gt; Loneliness, uncertainty, and second thoughts about migration&lt;br&gt; Excitement about “new life”&lt;br&gt; Excitement to reconnect with family and friends</td>
<td>Practical information is required in all areas of daily living.&lt;br&gt; “Survival job”&lt;br&gt; - “How do I look for a job?”&lt;br&gt; - “Where should I look for work?”&lt;br&gt; - “Where should I apply?”&lt;br&gt; - “What should my resume look like?”&lt;br&gt; <strong>Settle family</strong>&lt;br&gt; - “How do I find a doctor, dentist, childcare, school for my children?”&lt;br&gt; - “Where will my baby be born?”&lt;br&gt; - “Where should my kids go to school?”&lt;br&gt; - “Should I put my kids in daycare?”&lt;br&gt; - “What government programs support children and families?”&lt;br&gt; - “How will my kids adjust to their new school?”&lt;br&gt; <strong>Get around</strong>&lt;br&gt; - Talking and visiting with friends and family in Winnipeg. Newcomer and other migrants’ stories and referrals are very important&lt;br&gt; - Driving around to find things like doctor’s office or dentist&lt;br&gt; - Reviewing and browsing broad and/or generalized newcomer information received before departure or upon arrival&lt;br&gt; - newcomer information package received in Vancouver airport&lt;br&gt; - pamphlets and guidebooks from orientation sessions in Philippines&lt;br&gt; - CIC website and checklist&lt;br&gt; - MPNP website and checklist&lt;br&gt; - Searching local websites and other local guides&lt;br&gt; - Winnipeg transit website&lt;br&gt; - maps of Winnipeg&lt;br&gt; - Home renter’s guide&lt;br&gt; - kijiji&lt;br&gt; - car dealership websites&lt;br&gt; - GPS&lt;br&gt; - Doing simple google searches for local information&lt;br&gt; - Searching online job sites&lt;br&gt; - Government of Canada Job Bank</td>
<td>Numerous urgent and well-articulated information and settlement needs in combination with poor finding strategies and limited access to resources makes this a very difficult time&lt;br&gt; Continued gathering stories and information from Manitoba supporters and other Winnipeg ties. Faith in networks results in heavy reliance on ties, referrals by ties, and tie advice.&lt;br&gt; Recognition that things might not be as expected. Respondents experience what Mehra (2004) calls “triggers” or incidents where differences between Philippines and Winnipeg are experienced.&lt;br&gt; Respondents began formulating new information strategies for the local Winnipeg landscape&lt;br&gt; Beginning stages of reconciling imaginary with experience of living in Winnipeg</td>
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</table>
| "How do I buy a car?" | - Government of Manitoba job bank  
- Winnipeg Free Press job listings  
- Workopolis  
- Service Canada |
| "Where should I buy a car?" | - Attending information sessions organized by Winnipeg based institutions  
- ENTRY program  
- School hosted meeting for newcomers |
| "How do I get a MB driver’s license?" | |
| "Where should I take driver lessons?" | |
| "How do I find my way around the city?" | |
| "How do I ride the bus?" | |

**Re-establish ties**

- "Who do I know here?"
- "How can they help me?"
- "How do we live with this family?"
- "What can we expect from them?"
- "What do they expect from us?"
7.8.1 Thoughts and feelings: “I wanted a job right away. It was the first part of the plan.”

During this phase, respondents work to become independent of their Manitoba supporters and “get started” on their new lives. This includes both finding a job and moving out on their own. As Felix said, “I wanted a job right away. It was the first part of the plan.” All family member efforts are put towards finding that first job for at least one family member. Settling children was often the responsibility of women.

This was by far the most difficult period of migration. Respondents felt uncomfortable being unemployed and living in the home of others. They had mixed feelings about working “survival jobs”, but described being “desperate” if these jobs were not found immediately. Indeed, within a very short period of arrival, respondents put a great deal of pressure on themselves to be employed despite the fact that they didn’t yet know how to find work. Expectations of immediate employment success derived from the fact that respondents were told before arrival that “survival jobs” are easy to find.

During this phase respondents have so much to do and learn but they were bewildered by how to meet their goals, find jobs, and interpret information. This led to loneliness, uncertainly, and second thoughts about migration. The first few months were noted by most as particularly challenging. Not wishing to overstate this fact, many respondents also indicated they were still excited about their new lives and excited to reconnect with family and friends.

7.8.2 Information needs: “How do I find my way around the city?”

During this phase respondents experience a proliferation of very pressing, complex, and often difficult to resolve information needs. Respondents’ activities during this phase are broken down into five broad categories, including finding a “survival job”, finding an apartment, settling family, getting around the city, and re-connecting with family and friends living in Winnipeg. Information needs and questions are grouped together by these subjects. They include:

“survival job”
- “How do I look for a job?”
- “Where should I look for work?”
• “Where should I apply?”
• “What should my resume look like?”

Apartment
• “When can we get our own apartment?”
• “How do I look for an apartment?”
• “Where should I live?”
• “What is required to get an apartment?”

Settle families
• “How do I find a doctor, dentist, childcare, school for my children?”
• “Where will my baby be born?”
• “Where should my kids go to school?”
• “Should I put my kids in daycare?”
• “What government programs support children and families?”
• “How will my kids adjust to their new school?”

Get around
• “How do I buy a car?”
• “Where should I buy a car?”
• “How do I get a MB driver’s license?”
• “Where should I take driver lessons?”
• “How do I find my way around the city?”
• “How do I ride the bus?”

Re-establish ties
• “Who do I know here?”
• “How can they help me?”
• “How do we live with this family?”
• “What can we expect from them?”

Most of the information questions identified by respondents are related to accomplishing very task oriented and practical goals. Of particular note are questions related to establishing social network ties. Respondents recognized the importance of reconnecting with other Filipinos in an effort to build community ties but also for settlement assistance including finding information. As Joshua said, “We wanted to meet as many people as we can. That’s how you learn about the jobs and other things too, like where to buy things, how much things cost.” Indeed, (re)building social networks as an information finding strategy remained a constant theme throughout most phases of migration and settlement.

While most men’s information activities related to finding employment, women had a broader range of responsibilities, as they were typically responsible for settling families. For example,
Cecilia, who arrived to Winnipeg seven months pregnant needed to make arrangements for pre-natal care and childbirth. Cecilia’s sister, already living in Winnipeg, arranged a family doctor for Cecilia prior to arrival. Nonetheless, Cecilia had numerous (and unique) information needs to resolve immediately upon arrival related to where her baby would be born, how the healthcare system in Canada operates, and how she would pay for her pre-natal care. (Until she arrived, she did not know that pre-natal care in Canada is free).

7.8.3 Information resources and activities: Employing browsing, chatting, and other orienting strategies

During this phase respondents engage in numerous strategies, employ multiple avenues, and consult a variety of sources to find information. However, it should be stressed that during this period, friends and family in Winnipeg, particularly Manitoba supporters were still the most used and valued information and support resource for respondents. Respondents required significant assistance with navigation and interpretation of the Winnipeg information landscape. At this point respondents still lived with their Manitoba supporters and were very dependent on them for information about settling, getting around the city, and most other aspects of daily life. These interactions happened casually in daily conversation and also strategically as respondents inquired about specific issues. Much of the information about daily life was conveyed tacitly as respondents observed and mimicked the daily practices of their hosts.

For example, Dante describes spending every day, upon arrival, at a local mall that is populated by a large number of Filipino retirees. Dante describes going to the mall to pass the time as well as learn from, chat with, and be in the company of other Filipinos. He says,

> I go to the mall every morning and stayed there until 3:30 when my wife finish work. Basically I was walking and talking to the retired Filipinos. I asked them questions about my job searching but they were no help [laughs]. I was just seeing what they were doing, and what to do in Winnipeg. They give me advice and information. They told me to think positive and I will be ok here…. And I was there to talk to the people, talk to any of the Filipinos, to make me less lonely.

This example demonstrates the importance of other Filipino network ties to respondents as both information and support resources. As is discussed in greater detail in the phase “Maintaining connections to the Philippines”, it also demonstrates the relationship between
the engagement with and consumption of Filipino resources and respondents’ Filipino identities.

Like Dante, respondents’ search strategies were often quite general and included various forms of browsing. Sometimes respondents browsed the city. For example, respondents drove around to find things like doctor’s office or dentist as well as to orient themselves to the city. Similarly, Lingel (2011, 2014) describes how newcomers to a major US city use wandering as an information practice to learn about their environment. Respondents also browsed and reviewed broad and/or generalized newcomer information received before departure or upon arrival. These included newcomer information package received in the Vancouver International airport, pamphlets and guidebooks from orientation sessions in the Philippines, the Citizenship and Immigration Canada (CIC) website and checklist, and the MPNP website and checklists. Browsing is a method of information seeking often employed when individuals are not certain what they need or are looking for. Certainly, that is the case here where driving around and browsing official migration resources were used as general orienting strategies.

Respondents used a number of local websites and guides to find specific local information. This included the Winnipeg public transit website, maps of Winnipeg, the Home renter’s guide, kijiji, and car dealership websites. Respondents did simple google searches for local information. They also approached local institutions for specific information such as banks, car dealerships, schools, and doctors and dentists offices. Many of these local agencies were recommended by Manitoba supporters and other social network ties. Indeed, social networks ties were very helpful in hooking respondents into specialized newcomer services and a variety of service providers.

In terms of finding employment, respondents relied heavily on their network ties for referrals and they also often used online job sites. These include the Government of Canada Job Bank, the Government of Manitoba job bank, the Winnipeg Free Press job listings, Workopolis, and Service Canada. Many of these sites were known to respondents prior to departure. Their friends and family recommended other sites.

As well, about half of respondents used settlement services during this phase, particularly attending the ENTRY program, a comprehensive two-week settlement course offered by the provincial government. Others attended other information sessions organized by Winnipeg based institutions such as school hosted meeting for newcomers. For those respondents who did take
the ENTRY program, this was often key to hooking them into a suite of employment and settlement related organizations and programs (explored in greater detail in the following phase).

7.8.4 Information practices in context

7.8.4.1 Many information needs in an unknown information landscape: “I felt like I know nothing.”

Numerous pressing information and settlement needs in combination with poor finding strategies and limited access to network resources made this a very difficult time for respondents. They had many, many things to learn and do and they didn’t yet have the skills or resources to do so. As Mary Joy said about this, “It was so frustrating. I am used to knowing how to do things in the Philippines. Here, I felt like I know nothing.” Mary Joy goes on to say that it wasn’t until after her husband participated in the ENTRY program that they felt like they were beginning to understand life in Winnipeg. She says, “That’s when we started to open our minds. Because the first week is so dark and I don’t know what’s out there. We always go with someone because I am scared of getting lost.” Respondents expressed fear of the unknown and frustration about the difficulty of conducting information searches in an environment with which they were not familiar. At this point in their migration process, respondents required significant assistance from their social network ties with translation, navigation, and interpretation of the Winnipeg information landscape, particularly with employment and housing markets.

This phase was also particularly challenging for those respondents whose English language skills were limited. In particular, respondents who arrived as spouses (rather than principal applicants) did not always arrive possessing the employment ready language skills of their spouses. Upon arrival to Winnipeg, these folks in particular struggled to make sense of, read, and understand English language materials and interact with native English speakers.

7.8.4.2 Job seeking challenges: “We are desperate, so we will just apply anywhere my relatives think is good.”

Respondents limited information searching skills as well as the limited resources to which they had access are illustrated in respondents search for “survival jobs”. Their “survival job” search
strategies were informed by advice from their networks ties as well as the fact that upon arrival, respondents did not know how to access the tools they needed to apply for positions within their fields. Winnipeg labour markets were a particular area of difficulty. All respondents took the advice they received not to be “picky” about finding a job. As Alejandro says,

I wasn’t very particular at first. Just any job would do. I just applied. [laughs] Sort of a shotgun approach. [laughs] I just fired them off. My resume uhh wasn’t very specific, any, administrative, or any job. Just entry level jobs I applied for.

All respondents cast as wide a net as possible, applying for as many positions in a wide variety of industries, generally at the entry level. Much of the job search process was conducted using two methods, online searching and dropping off resumes at targeted locations recommended to respondents by their network ties. As Felix said, “you know we are desperate, so we will just apply anywhere my relatives think is good.” These simple job search strategies, as well as numerous personal job referrals, did yield jobs for respondents. However, several respondents indicated that they would have looked for work differently, if they knew then, what they know now about the Winnipeg labour market and the agencies available to support newcomers to find work in their fields.

While respondents’ settlement was facilitated enormously by assistance from their network ties, especially during these early days after arrival, it is not clear that these benefits extend to the area of employment. Some respondents argue that the strategies for finding employment recommended by their social network ties limited their ability to find work in their fields. For example, Dalisay indicates that at one point she was considering changing careers and becoming a healthcare aide based on information received from her Manitoba supporters. As she says,

At that time I was already so desperate. I was thinking whatever opportunity came first, I am going to grab. Like I worked in the Philippines for more than 10 years in a profession I enjoy doing and then all of a sudden when I came here I was thinking at first, that it’s not a reality, so I start thinking about going into some other field. … I thought maybe healthcare because I was surrounded by all people in the healthcare field. Even my brother-in-law recommended me to volunteer at the hospital.

Dalisay articulates very well the tension and the stakes for respondents of finding work quickly. She also indicates how persuasive the advice of others’ living in Winnipeg can be in the face of little individual understanding of the Winnipeg employment landscape.
Ultimately, Dalisay does not believe the advice she received about employment seeking was helpful. She says,

I was talking to people who never had the experience of trying to find a job right after they got here because my in-laws they came here because the government brought them here directly from the Philippines to work here in Canada. So they never had the experience that I had. People don’t share the same experiences so they don’t know what it’s like to find a job in Canada. The help that they can give you only goes so far. And maybe the help that they gave me was actually not helpful.

Dalisay indicates that the context of migration for her Manitoba supporters was different than her own, and therefore they lacked the ability to provide useful guidance to Dalisay. And at that time, Dalisay too lacked experience with the Winnipeg context to recognize the limits of her supporters’ advice. As is particularly evident around the issue of employment searching, faith in local networks resulted in heavy reliance on network ties, referrals by ties, and tie advice. Respondents’ obligation to their networks ties made them vulnerable and receptive to all advice. It was often not until much later that respondents were able to more critically and thoughtfully evaluate the merits of some of the advice they received.

7.8.4.3 Contradictory and “trigger” experiences

Throughout this phase respondents continued to collect information from their Manitoba supporters and other Winnipeg network ties in the form of stories, observations, and advice. To these, respondents begin to add their own experiences and encounters with the Winnipeg information landscape. Occasionally, as Dalisay’s story illustrates, respondents’ own experiences contradicted those of their Filipino network ties, though Manitoba supporters are also migrants to Winnipeg. Respondents made sense of and used the stories of other migrants in their own settlement experiences though sometimes circumstances, such as labour market conditions, had changed substantially by the time respondents arrived and were seeking employment. This occasionally led to confusion, frustration, and disappointment.

As demonstrated above, during this phase respondents began to recognize more clearly that things might not be as expected and that the assumptions on which they relied upon arrival might need to be rethought. Respondents experienced what Mehra (2004) calls “triggers” or incidents where differences, in this case between Winnipeg and the Philippines, were experienced and
noted. In this study, triggers occurred frequently when respondents’ pre-arrival expectations were contradicted (as noted above by Kate and Felix), when respondents’ experiences conflict with tie stories and advice (as noted above by Dalisay), and when respondents experienced a clash between their pre-arrival cultural beliefs and their arrival experiences (as noted below).

As one respondent says,

In the Philippines everyone will try to help you. Once I live with my aunt, I know that it is not the same here. Other Filipinos here, they want you to help them. Like the job my aunt gave for us. She said just a part-time job; it’s just for a start. But then it didn’t happen. She only gave us a little every two weeks. And then we did 80% of the work. It made me sad when I found out later on that it’s not fair, what she’s giving us. It change what I think about Filipinos here. And that is sad too.

This participant suggests that notions of obligation and assistance between individuals are different in Winnipeg than in the Philippines. Her negative experience significantly impacted her beliefs about Filipino culture in Winnipeg and other Filipinos’ willingness to help as information and support resources in the local Winnipeg context. This example illustrates how arrival experiences impact understandings of the local information and cultural context and how these reformulations affect further information practices. In this instance, social networks ties became devalued as information and support resources and were not used or trusted by this respondent to the same extent that others trusted and made use of their local Winnipeg contacts. These moments were also often the early stages of reconciling respondents’ pre-arrival expectations with their ongoing experiences of living in Winnipeg.

7.8.4.4 Formulating new information strategies for the local landscape: “In the Philippines you can ask anybody.”

During this phase, respondents begin to realize that some of the information related habits and strategies they employed in the Philippines were not transferrable to the Winnipeg context. For example, Marco describes how he needed to change his approach to driving and finding his way around the city. He says, “You cannot ask anybody here, ‘Where is this place?’ There’s nobody there especially in the winter. Not like in the Philippines, you can ask anybody, ‘Hey. Where is this place?’” Marco indicates that it was especially important for him to remember directions and learn his way around Winnipeg quickly because he could not rely on the
navigation strategies he used in the Philippines where he would just ask for directions as needed. This example demonstrates how the Winnipeg landscapes influenced and constrained respondents’ information practices as well as the ways that respondents navigated and worked around these constraints by developed new and innovative information practices tailored to the new context.
### 7.9 Phase VII: Building a “better life” in Winnipeg

#### Table 7.7 Settlement-Information Phase VII: Building a “Better Life” in Winnipeg

<table>
<thead>
<tr>
<th>Thoughts</th>
<th>Feelings</th>
<th>Information needs</th>
<th>Information resources &amp; activities</th>
<th>Information practices in context</th>
</tr>
</thead>
<tbody>
<tr>
<td>Respondents work towards meeting the settlement goals they identified for themselves, particularly: - career job - home ownership - building a local community - bringing family from the Philippines to Winnipeg</td>
<td>Confusion about how to meet settlement goals, find “career” jobs, navigate formal institutions</td>
<td>Needs become more nuanced and complex</td>
<td>Talking and visiting with friends and family in Winnipeg.</td>
<td>Information needs and resulting practices driven by attempts to meet settlement goals and have a “better life” as imagined before migration</td>
</tr>
<tr>
<td>Recognition of the barriers to achieving some settlement dreams means that some goals are reconsidered</td>
<td>As phase continues, growing confidence with ability to navigate Winnipeg environment</td>
<td>Upgrade job - “Should I change careers?” - “How do I find a job in my field?”</td>
<td>Approaching local institutions for task based information - bank - car dealerships</td>
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<td>Upgrade credentials - “In what field should I retrain?” - “How do I upgrade my education?” “What programs are available?” -“Where can I get a scholarship to upgrade my education?” “How do I get into the police department?” “How do I get accredited?”</td>
<td>Searching web based information providing services - Comfree - MLS housing listings</td>
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<td>Buy a house - “Where should I buy a house?” - “How do I buy a house?” - “How can I get a decent house for my money?”</td>
<td>Using local Manitoba websites - Manitoba government immigration websites - employer websites</td>
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<tr>
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<td>Feeling settled in Winnipeg - “What’s the best way to adjust to Winnipeg?” “Can we succeed or adapt?” “How can we settle on our own?” “Can I survive financially and emotionally?”</td>
<td>Using and gathering information from Filipino service providers - Filipino driving instructor -Filipino realtor - Filipino car dealerships -Filipino hair dressers</td>
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<td>Information encountered and exchanged at Filipino organizations and events (information grounds) - Salon de Manila - ANAK - Church - Philippine-Canadian Centre of Manitoba - job “parties” - Fiestas</td>
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<td>Talking to others met in Winnipeg</td>
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<td>Respondents must navigate complex labour markets, settlement and government sectors, and housing market and make sense of them from a limited (though growing) understanding</td>
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<tr>
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<td></td>
<td>Awareness of the Winnipeg information landscape develops unevenly. Employment and retraining sectors are particularly difficult to comprehend</td>
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<td>As stage continues, respondents’ information practices become more sophisticated. They use search methods outside of tie advice, including government and settlement sector and begin to identify limits of tie advice</td>
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<tr>
<td></td>
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<td></td>
<td>Respondents re-imagine Winnipeg and the Philippines based on their own</td>
<td></td>
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</tbody>
</table>
- “Is it worth it to be here?”

*Bring other Filipinos to Winnipeg*
- “How can I bring my family members to Winnipeg?”
- “How can my sister bring her child even though she is divorced?”

- Filipinos met on the bus or at mall
- co-workers from Winnipeg based jobs (especially Filipinos)
- other newcomers met through settlement and employment services
- teachers and parents of other students

Reading, watching or listening to Winnipeg based news media
- CKJS
- Winnipeg Free Press
- Pilipino Express
- Filipino Journal

Approaching or being referred to Winnipeg educational institutions:
- CDI college
- Red River Community College
- Louis Riel Arts and Technology Centre

Approaching or being referred to employment, newcomer, and government programs
- Service Canada
- Winnipeg English Language and Referral Centre (WELARC)
- Employment Projects of Winnipeg
- Success Skills Centre
- Employment Manitoba
- Job fairs
- Employment counselors

Migration experiences. Drawing from these experiences, they recognize and evaluate the similarities and/or differences between locations and this forms basis for re-imagining Winnipeg.
7.9.1 Thoughts and feelings: “I need to accept the reality of what I can do here.”

In this phase, respondents work towards meeting the settlement goals they identified for themselves in the Philippines before departure, particularly: finding a career job, home ownership, and establishing a community including bringing family from the Philippines to Winnipeg. However, some respondents also begin to identify barriers to achieving some settlement dreams as they struggle to meet these goals. Joshua notes that he has not yet found a satisfying career in Canada.

My biggest challenge is my career. I need to accept the reality [laughs] of what I can do here. Because I went to school for four years in the Philippines and after all that, I can’t do that job anymore. It’s very hard to say “oh it’s useless”. We accept the reality. But also I ask, if we stay here what will we become? I think life is not just about the way of living, or the kids. The kids are growing up. I need to retrain, do something new, have a career.

Although Joshua, has not met his own goal of finding a career position, his family have met other important settlement goals including buying their own home. This points to the tensions in respondents’ settlement experiences. Many do meet many of their pre-migration settlement expectations. Simultaneously, many, such as Joshua, also describe unmet expectations and disappointments. As this phase continues, respondents describe experiences of pride and satisfaction with their settlement progress and growing contentment with Winnipeg life. Respondents also describe missing their country of origin and their family and friends in the Philippines.

7.9.2 Information needs: “Can we succeed or adapt?”

Similar to the previous phase, respondents identify numerous complex information needs. Needs have shifted from being immediate and urgent to longer-term and more complex, addressing not only survival but issues of quality of life in Winnipeg. Indeed, because information needs during this stage are often related to career goals to be achieved through multiple steps and over time, they become increasingly difficult to both articulate and address. They include:

Upgrade job
  • “Should I change careers?”
  • “How do I find a job in my field?”
Upgrade credentials
  • “In what field should I retrain?”
  • “How do I upgrade my education?”
  • “What programs are available?”
  • “Where can I get a scholarship to upgrade my education?”
  • “How do I get into the police department?”
  • “How do I get accredited?”

Buy a house
  • “Where should I buy a house?”
  • “How do I buy a house?”
  • “How can I get a decent house for my money?”

Feeling settled in Winnipeg
  • “What’s the best way to adjust to Winnipeg?”
  • “Can we succeed or adapt?”
  • “How can we settle on our own?”
  • “Can I survive financially and emotionally?”
  • “Is it worth it to be here?”

Bring other Filipinos to Winnipeg
  • “How can I bring my family members to Winnipeg?”
  • “How can my sister bring her child even though she is divorced?”

While information needs related to improving their employment status were still of major concern, respondents also articulate information needs related to bringing and settling others from the Philippines in an effort to build Filipino community in Winnipeg. At this point, their needs also reflect longer-term settlement priorities.

7.9.3 Information resources and activities: Connecting to a diversity of personal and institutional resources

During this phase respondents again engage in numerous strategies, employ multiple avenues, and consult a variety of sources to find information. However, the information resources and activities in which they engage during this phase are wider, more diverse, and more direct. Respondents do a better job of finding relevant information as they become more aware of potential resources and activities and gain a better understanding of the Winnipeg information landscape.
As in all migration phases, talking and visiting with friends and family in Winnipeg was a critically important information activity. To their list of human information sources, respondents also added a growing list of Filipinos and/or newcomers. This included using and gathering information from Filipino service providers such as Filipino driving instructors, Filipino realtors, Filipino car dealerships, and Filipino hairdressers. As well respondents struck up informative conversations with Filipinos met on the bus or at the mall, co-workers from Winnipeg based jobs (especially Filipinos), other newcomers met through settlement and employment services, and the teachers and parents of other students. Respondents also encountered and exchanged relevant information at Filipino organizations and events such as Salon de Manila (run by a Filipino barber), church, the Philippine-Canadian Centre of Manitoba, job “parties”, and fiestas. During this phase respondents recognized that they needed to widen their social networks in order to accrue particular resources and this is reflected in a wider and broader pool of network ties. While ties were still often the first stop for information, respondents were able to act on tie advice to accrue additional information resources.

Respondents continued to search local websites and other web-based information providing services for information including Comfree, MLS housing listings, Manitoba government immigration websites, and employer websites.

Respondents regularly engaged in reading, watching or listening to Winnipeg based news media. With the exception of the Winnipeg Free Press, all other resources were Filipino. They include: Pinoy TV and The Filipino channel (TFC) (Filipino television channels subscribed to through cable packages), Pilipino Express and Filipino Journal (local Winnipeg Filipino newspapers), and 810 CKJS (local Winnipeg Filipino radio station).

Those pursuing re-training approached or were referred to Winnipeg educational institutions such CDI college, Red River Community College, and the Louis Riel Arts and Technology Centre. Others were approached or referred to a host of employment, newcomer, and government programs, including Service Canada, Winnipeg English Language and Referral Centre (WELARC), Employment Projects of Winnipeg, Success Skills Centre, Employment Manitoba, and numerous job fairs and employment counselors. During this phase respondents sought and used a wider array of official and institutional resources, often (though not always) with favourable results.
7.9.4 Information practices in context

7.9.4.1 Information practices driven by settlement goals: “If I didn’t want to get my brother or sister, I wouldn’t bother rushing buying a house.”

In this phase, respondents’ information needs and resulting practices are driven by attempts to meet their settlement goals. These settlement goals migrate with respondents from the Philippines. As I previously state, respondents bring with them well-formulated expectations and goals, crafted through interactions with respondents’ social network ties and a Philippines to Winnipeg social imaginary. For example, Mary Joy and Alejandro rushed to buy a home only one year after arrival in order to have a place to stay for the family that they intended to support through the MPNP program. Concern that MPNP program requirements would change (as they have) and eliminate the possibility for Mary Joy’s family to migrate to Winnipeg, caused Mary Joy and Alejandro to deliberately fast track their settlement process. As Alejandro said, “if I didn’t want to get my brother or sister, I wouldn’t bother rushing buying a house. I would have waited until the market slows down.” This demonstrates that settlement choices have obvious implications for information practices where respondents’ information activities are driven by settlement related activities, priorities, and pacing.

Occasionally settlement goals were re-imagined or delayed as respondents encountered barriers to achieving these goals. As Joshua says,

I don’t have long term plan anymore because I told you my career as a seaman, I can’t use it. So here I don’t know. I was planning to go to school when I got here but…. But our schedule is busy. My wife is working. How to arrange it?

For Joshua, as for others, the realities of settling in a new country as well as the responsibilities of raising a young family mean that it is more difficult to find time for retraining than was imagined. Thus, for numerous reasons (as described below), Joshua and Cecilia are in the process of re-imagining their settlement goals.

7.9.4.2 Retraining challenges: “It’s really confusing.”

During this phase respondents strive to meet their goals by navigating complex labour markets, settlement and government sectors, and housing markets, making sense of them from a limited,
though growing understanding. In his quest for improved employment, Joshua finds it difficult to make sense of all of the retraining options available to him.

Because when I was inquiring at ENTRY program, they said you have to go to Manitoba Start for career information. And then when I go to Manitoba Start, they say you just go to Success Skills Program so that you would know how to apply for careers. I went there to Success Skills but they said your career process will be difficult and you need a new career because of no ocean or ship. You have to go back to school or take a new course. Yea, you can do that but you need to inquire with EI. Again I go back to the EI [laughing] to get tuition fees paid. That’s why I was really confused. And then I’m saying, “I go here already!” I want a lifetime job but how to find it? It’s really confusing. I learn a little at each place, yea [laughing] but not enough to have answers and not enough to do something.

Although the Manitoba settlement sector is largely centralized, nonetheless it contains numerous agencies fulfilling different roles for settlement, particularly for employment. Joshua had a difficult time navigating through these agencies. He struggled to comprehend the organizing structure of the settlement sector as well as the fragments of information he received at each location. Without a broader understanding of the Winnipeg employment and retraining sector, he was unable to put the pieces together to formulate an understanding of this issue. While friends and family were able to provide significant direction for finding information in a variety of areas, Joshua struggled when required to find his own way through the settlement and employment sectors. Similarly, a recent study (Esses, Hamilton, Wilkinson, & Zong, 2013) examining settlement outcomes in Manitoba suggests that confusion about where to access assistance and support is the biggest barrier to utilization of the settlement sector.

It should also be noted that awareness of particular sectors of the Winnipeg information landscape developed unevenly for respondents. For example, respondents often more easily developed an understanding of the housing market (with the assistance of their network ties), but the employment and retraining sectors were much more complicated and challenging to comprehend and operate within. In this case, Joshua continues to struggle with making sense of the settlement sector as well as the employment and retraining sectors in Winnipeg. As demonstrated below however, others were better able to make sense and use their encounters with the settlement sector to procure meaningful employment. In their study of the settlement of refugees in Australia, Lloyd et. al (2013) also note that study participants familiarized themselves with particular information landscapes separately and over time.
7.9.4.3 Utilizing a growing diversity of information resources and strategies

As this stage continues, respondents’ information practices become more sophisticated. They use search methods outside of the advice, including the government and settlement sector, incorporating and navigating between multiple and differently situated information resources. For example, Alejandro describes the process of finding information to buy a home in Winnipeg.

They gave me the CMHA website in the Entry program. I read it and I asked my friend about the steps, about what he did when he bought his house, and then just verified on the internet…. And then I was talking to a mortgage specialist like the rates, about how to get it…. And I talked to my parents too. They were very supportive, because they knew the story of our plan. It was not just my plan but our family’s plan to get my brother over. I need a house for that. They even offered money to get started.

In order to find information and make decisions about buying a house in Winnipeg, Alejandro consults a wide variety of information resources, including the settlement sector, the internet, a Filipino friend who has resided in Winnipeg for a longer period than Alejandro, and his parents in the US. Each resource addresses different aspects of his information seeking process. Of note, Alejandro’s friend confirms the official information Alejandro has identified through the settlement sector. As well, Alejandro’s parents provide emotional support about this big decision.

7.9.4.4 Connecting with the settlement sector: Going “beyond the job banks”

While many of the day-to-day settlement concerns experienced by respondents were resolved by Manitoba supporters and other friends and family, respondents benefitted from the expertise of the ENTRY program and the settlement sector particularly when it came to employment information. While some struggled with the complexity of the settlement sector (as Joshua describes above), for others this resource was extremely beneficial. As Dalisay says,

It’s kind of great that my brother-in-law is bringing us to everywhere, all the recreational stuff here in Winnipeg. But then when you try to discover information about how to find a job, where to work, everything, like employment information, it’s really me, going by myself, to all these places, using services like Success Skills and the ENTRY program.
Dalisay and others credit settlement and employment services with providing them with the necessary information tools and other forms of support to land jobs in their fields.

Not all respondents however, participated in the settlement sector. Sarah did not feel she needed to take the ENTRY program. As she said, “I don’t have time to take the ENTRY program. And I don’t think I need it. My priority is earning, take any job, so I can bring my family. And I had my uncle. He would tell me what I needed to know.” Those that didn’t enroll in the program cited their family as providing sufficient information and support. Sarah’s very pressing settlement goal to bring her daughters to Winnipeg quickly also informed this decision.

The ENTRY program provides newcomers with a suite of settlement related information services. In the context of this study however, respondents discuss the ENTRY program largely in terms of the employment assistance it provides. Dalisay suggests that it was this and other employment related settlement services that enabled her to improve her job searching strategies, or “to go beyond the job banks” as she puts it. Felix suggests that he changed the wording on his cover letter based on the language he heard instructors using at the ENTRY program to “challenge employers to hire me.” Others mention the wide spectrum of social networks provided by the organization. Alejandro describes meeting up with other newcomers at the Success Skills Centre, where they exchanged information about available job openings. Thus, the centre also became a de facto employment “information grounds” or adhoc and temporary location where information was exchanged (Fisher, Durrance, & Bouch Hinton, 2004; Pettigrew, 1999). Indeed very quickly, some respondents were able to devise strategies and methods to capitalize on the information they received from these programs. Settlements programs were often invaluable in providing some respondents with a broader and more nuanced understanding of the particular labour markets that they were trying to access.

7.9.4.5 Re-imagining Winnipeg and the Philippines: “Living here changes my idea of there.”

Respondents arrived to Winnipeg having no direct experiences with the city. Their imaginaries of Winnipeg therefore, were very powerful tools, used by respondents as they anticipated the scope and trajectory of their lives in a new place. As respondents spent time in Winnipeg, they were able to draw from their own experiences living in the city to modify or adjust their pre-migration
impressions of Winnipeg. As Nicole put it, “living here changes my idea of there.” This process continued during the current settlement phase. In this way, respondents re-imagined Winnipeg, taking into account their newly formed experiences and perceptions.

For example, Alejandro incorporates his own experience struggling to find work in Winnipeg into his re-imagined notion of Winnipeg. Prior to migration, Alejandro thought it would be relatively simple to find a “survival job”. After he spent four months of searching to find his first job, Alejandro no longer thinks that jobs are easy to find in Winnipeg. He says,

Our culture, we adjust. They say the hard part here is the weather. But actually it’s not. Like in our culture we’re used to living in extreme conditions, like, some people migrated to very hot places like Saudi and the desert, and some migrate to very cold climates. Once they get a job the weather is nothing, it’s really the security issue. You have to provide for your family. Once you get a job it’s easy. The hardest thing in Winnipeg is getting a job.

Alejandro situates his own migration experience within a broader context of Filipino culture and Filipino migration. His experience is both connected to other narratives of Filipino migration (for example, Filipinos are adaptable and adjust to extreme temperatures) and it speaks back to and clarifies these narratives. Contrary to Philippines to Winnipeg social imaginaries, Alejandro believes finding a job in Winnipeg is difficult; it is much more difficult than adjusting to the extreme cold. Indeed, it was much more difficult than he was told it would be prior to migration.

In the same way that Winnipeg is re-imagined by respondents’ experiences living in Winnipeg, so too the Philippines is re-imagined. As one respondent says,

We think of them as lazy [in the Philippines] because some of them just lost hope in finding a better job. It’s really hard to find one. And in the Philippines you have so many supports. The common joke here is in the Philippines you can live even though you don’t have work because a lot of people will help you. Here you have to work. You cannot live because nobody will pay your bills.

Living in Winnipeg also reframes respondents’ notions about the Philippines. In this instance, a respondent compares Filipinos in the Philippines to those in Winnipeg, suggesting that all Winnipegers are required, because of their circumstances, to work harder than some people in the Philippines. Respondents draw from their own experiences, as well as local Winnipeg based narratives (that they were not exposed to prior to migration), to reformulate their impressions of the Philippines. As noted here, these impressions are always complex though they aren’t always
favourable. Also of note is that Winnipeg and the Philippines are so often described and understood relationally, as comparisons of each other.

These re-imaginings are themselves information practices as respondents use local and experiential information to make sense of the Winnipeg context. They build on and adjust the narratives with which respondents arrive. Thus, respondents’ experiential and tacit knowledge(s) gained from exposure and interaction within the Winnipeg context come to nuance respondents’ perceptions and practices directed towards both Winnipeg and the Philippines. And like respondents’ initial imaginaries from the Philippines, re-imaginings impact how respondents conduct future information practices by shaping respondents’ settlement related expectations and activities. As noted below in the following phase, “Maintaining connections to the Philippines”, they have a profound effect on the information that respondents share about migration with potential migrants still in the Philippines.
### 7.10 Phase VIII: Maintaining connections to the Philippines

#### Table 7.8 Settlement-Information Phase VIII: Maintaining Connections to the Philippines

<table>
<thead>
<tr>
<th>Thoughts</th>
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</thead>
<tbody>
<tr>
<td>Desire to maintain connection to Philippines, know what is happening in the Philippines, and maintain Filipino identity</td>
<td>Loneliness and missing the Philippines, Curious about what is happening in Philippines, Concern for those left behind</td>
<td>Rather than requiring specific information, information activities are often to achieve affective goals of assurance, support, and being connected. Some specific questions, related to advice about daily life are directed to trusted sources in the Philippines - “Should I buy a second car?” - “Can we afford to buy a house?” - “Should I take a second job?”</td>
<td>Daily mundane conversations with family and friends in the Philippines and elsewhere Asking advice from trusted family and friends in the Philippines Browsing and chatting with same via Facebook and email. Sharing photos Reading and watching Filipino media, movies, and TV. - Pinoy TV - TFC (The Filipino channel) - Pilipino Express - Filipino Journal - The Philippine Star - 810 CKJS</td>
<td>Expressive information practices in the form of daily mundane conversations between respondents and family and friends in the Philippines are conducted for assurance, support, and to stay connected. Consuming Filipino media is an orienting information practice undertaken to stay connected to the Philippines and feel more “Filipino”. Respondents provide their own stories and advice about migrating to Winnipeg to other potential migrants shaping future Philippines to Winnipeg imaginaries</td>
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</tbody>
</table>
7.10.1 Thoughts and feelings: “You miss your home.”

This phase occurs simultaneously with other arrival phases. It is distinguished from activities within the other phases to highlight the importance here for newcomers to maintain connections to the Philippines, know what is happening within the Philippines both with close family and friends but also more generally, and to maintain a Filipino identity in Winnipeg. It originates in both loneliness and nostalgia for the Philippines. Clifford (1997) highlights the tension of living in one place while desiring another, stating, “diaspora cultures thus mediate, in a lived tension, the experiences of separation and entanglement, of living here and remembering/desiring another place” (Clifford, 1997, p. 255). Similarly, respondents express significant homesickness and longing for the Philippines as they settle in Winnipeg. As Lester says, “you miss your home.”

7.10.2 Information needs: “I need to know that my daughters are doing good.”

Rather than requiring specific task-oriented information, information activities are often used to achieve affective goals of assurance, support, and staying connected to important others living far away. It was often the act of making and maintaining connections, rather than the information gleaned that mattered during this phase. As Sarah says, “My family is the reason why I stay here. So it’s the way that I communicate with them every week, they give me a support system, to be strong, and work hard. So it’s more emotional, to help me settle good here.” Sarah suggests that regularly skypeing with her family promotes her continued focus on her settlement process.

However, some specific questions, related to advice about daily life in Winnipeg were also directed to trusted sources in the Philippines. These include:

- “Should I buy a second car?”
- “Can we afford to buy a house?”
- “Should I take a second job?”

Respondents also worked to maintain ongoing knowledge about the state of Filipino politics, sports, and pop culture.
7.10.3 Information resources and activities: Staying connected through daily practices of conversation and media consumption

The information resources in this phase centre around Filipino resources, most originating in the Philippines, though some based in Winnipeg. Activities included daily mundane conversations with family and friends in the Philippines and elsewhere; asking advice about settlement from trusted family and friends in the Philippines; and chatting, emailing, sharing photos, and browsing social media profiles of friends and family in the Philippines and around the world.

For example, Cecilia describes how Facebook was used as an international communication and organization tool when a natural disaster struck the Philippines. She says,

The city where that earthquake was, it was in the city where I grew up. We found out about it through Facebook, like our friends put up a Facebook page. It’s all about the flood. And all the people write their comments there. And my classmates put up a page concentrated on all of our classmates affected by the flood. And then we send help anyway we can because they collect money through the page.

Cecilia’s description of how Facebook was utilized as an international information sharing and organizing hub, demonstrates the innovative ways that social media tools can connect international migrants. It also highlights the importance for Cecilia of remaining in touch with Filipino classmates, particularly to offer support in the face of a disaster.

Respondents also engaged in a significant amount of reading and watching Filipino media, movies, and television. This includes: Pinoy TV and The Filipino channel (TFC) (Filipino television channels subscribed to through cable packages), Pilipino Express and Pilipino Journal (local Winnipeg Filipino newspapers), The Philippine Star (Philippine news portal established to provide Filipino related news to global Filipino community), and 810 CKJS (local Winnipeg Filipino radio station).

7.10.4 Information practices in context

7.10.4.1 Looking backwards: Information practices as assurance and support

During this phase respondents stay connected to other Filipinos living abroad. Rather than
searching for specific information, practices include seeking and dispensing advice, daily conversations to build and maintain interpersonal connections, and consumption of media produced in the Philippines. Thus, these practices are orienting (Savolainen, 2008) and expressive rather than directed. Orienting practices refer to the daily practices in which individuals engage as they monitor everyday events and concerns through various sources, particularly using the media (Savolainen, 2008). Expressive information practices are informal communication based activities “that have a phatic function (i.e., small talk or informal activities that open up a social channel and may lead to more substantial or focused communication)” (Caidi, Allard, & Quirke, 2010, p. 514). These informal and conversational practices are motivated by and deeply connected to fulfilling emotional needs though they simultaneously address information needs relating to the welfare of beloved family and country.

These practices assist to establish the emotional connections and local traction necessary for immigrants to develop their lives in Canada, even though these connections are transnational rather than local. For example, Jonell describes how her family skypes into extended family events held in the Philippines.

I really miss when they have a gathering there, like they celebrate a birthday or an event. Just last Saturday, they celebrated my daughter’s birthday. We skyped into the party. Also, my father is very religious. Every December we have what we call send off. The purpose is to bless our family for the year. We were also included in that, via skype [laughs].

It is important to both Jonell and her family in the Philippines that she participates in meaningful family events. Earlier I indicate that prior to migration respondents build connections with their networks in Winnipeg for settlement assurance and support. Now I suggest that maintaining ties to the Philippines elicits the same results and is therefore also an important dimension of both settlement and information practice.

7.10.4.2 Seeking settlement advice from the Philippines: “My family is still part of the decision making.”

Respondents also ask their transnational ties for specific advice related to settlement in Canada. Often family, such as parents, were consulted about making big purchases or significant decisions. Jonell consulted her family about buying a second car in Winnipeg. As she said, “my
family is still part of the decision-making”. Others provide examples of asking for advice about moving or purchasing a home. In these instances, Filipino ties were consulted because of their role in the family as a trusted advisor rather than because they were thought to be local experts, as Manitoba supporters were thought to be. Others such as Felix however, indicated that he did not ask his family in the Philippines, for advice or information. As he said, “How could they help me? They are not here.” Clearly, not all respondents used this avenue. This illustrates how families stay connected and some remain relevant as information sources after migration.

7.10.4.3 Consuming Filipino media: “You feel more Filipino.”

Respondents also engage in activities such as using Filipino media and keeping up with Filipino news. As Felix says,

I like the 6 o’clock news from Philippines. I just, even if I’m here, I still feel I need to know what’s happening. It’s still my home. Like what’s the weather, what’s the calamity? Is there something wrong? Part of my heart is still there. I feel for my country still. And it’s something to talk about eh? When you’re with your community, it’s something to share. “Did you know that this place something horrible happened in our country?” You feel more Filipino.

This daily habitual activity allows Felix to feel connected to the Philippines. It fulfills his need to know what is happening in the Philippines and makes him feel “more Filipino.” It also allows him to develop connections with other Filipinos living in Winnipeg. Other studies have shown that migrants often monitor and participate in their home countries via social media, the newspaper, internet, and television (Guarnizo, Portes, & Haller, 2003; Komito, 2011; Sampredo, 1998). Similarly, this study demonstrates that connections to the Philippines are maintained through regular and habitual media scanning and consumption. These habits are sometimes new and sometimes brought with them and newly employed in the Winnipeg context. In his study of migrants from the Philippines and Poland living in Ireland who browse the social media profiles of friends and family abroad, Komito (2011) calls this low-level monitoring. This might also be described as a form of orienting information. In this case orientation is directed towards the Philippines.

Respondents also describe consuming Filipino media to address loneliness and homesickness. As Cecilia notes,
I think they take away the boredom while I stay here. So, in a way I think, like a pill that I take to…. Well sometimes you feel homesick, like you miss the environment, like how it is to be with the community. And it provides you with a relief, a temporary relief. You remember who you are and what it meant to be in your country. So it helps me cope up.

Consuming Filipino media is described here as a tool employed to cope with the difficulties associated with settlement. Similarly, Komito (2011) describes how migrants from the Philippines and Poland living in Ireland passively monitor and browse the social media profiles of friends and family abroad to maintain strong ties and affiliations to their countries of origin. Komito speculates that maintaining such strong transnational affiliations may slow down the process of participation in host countries, whereas this study suggests that maintaining transnational affiliations provide respondents with support and emotional assurance required for settlement.

7.10.4.4 Information sharing: Re-telling the Philippines to Winnipeg imaginary

As respondents spent time in Winnipeg, they were able to draw from their own experiences living in the city to modify or adjust their pre-migration impressions of Winnipeg. In this way, respondents re-imagined Winnipeg, taking into account their newly formed experiences and perceptions. Respondents then shared their re-imagined understandings of Winnipeg with family and friends in the Philippines, especially other potential migrants. Some of the stories they shared sound remarkably similar to the ones that they themselves were told. For example, Lester describes the advice he would give a potential migrant to Winnipeg. He says, “If there is a job opportunity take it. Don’t choose your job the first time. The time is for experience. You need to have experience first before you find another job. If there’s a job, any job, grab it.” By telling the same stories he heard before migration, Lester perpetuates the currently existing narratives about finding employment upon arrival to Winnipeg.

Others however, suggest that the stories they tell are different from the information they received before migration and upon arrival. For example, Jonell warns her friend coming to Winnipeg that settlement is difficult.
I have a friend coming here and so that’s why I’m telling her that you really need to save while you’re still there in the Philippines. Don’t think that you can easily get a good job here. The settling process between the Philippines and here is so hard. You really need to be prepared physically, emotionally, and financially.

Jonell’s migration advice is different than the advice that she was given. She believes hers is more honest. Similarly, Dalisay tells potential migrants “Finding a job is not easy but you should wait until you get what you want. Don’t give up.” Dalisay and Jonell believe the advice they have provided to potential migrants is a more accurate view of the current challenges within the settlement process. Their personal migration stories also contradict and nuance existing narratives about settlement in Winnipeg and have the potential to re-shape existing imaginaries.

Moreover, respondents became pivotal points of contact and information for their friends and families interested in migrating to Winnipeg. Alejandro describes the role he plays in his brother’s migration application process.

I did the checking all the reviews of this document, all the missing stuff, I did it. It’s me processing his documents, “oh this is missing, don’t give it to me yet. You need this one”. Like I assessed it first before he really had it all figured out. And the next steps, they would ask me. Just about buying a car and what else to do. They would always ask me first what to do.

As they settle in Winnipeg, respondents themselves become key sources of information and access to Winnipeg for other potential migrants. Thus, within the broader scope of their transnational network ties, respondents’ roles shift and change across their migration process. Over time they become the gatekeepers of information and access to Winnipeg.

## 7.11 Chapter summary

Taken together, the settlement-information tables demonstrate that information practices for respondents in this study shifted as they moved from the Philippines to Winnipeg, through phases of settlement, and gained experience and access to resources through their exposure to the Canadian information landscape. Prior to migration, respondents could only imagine their lives in Winnipeg and the information that they might need to settle. While the expectations that respondents’ arrived to Winnipeg with did not always turn out to be true, nonetheless, these
expectations shaped their settlement and related arrival information practices, at least immediately upon arrival. As respondents settled they continued to learn about the local context and a variety of resources to which they might have access; this broadened their understanding of the Winnipeg information landscape and consequently their information practices. Within these tables an emphasis also naturally emerges on both the value and limits of respondents’ social network ties as information resources. Indeed network ties were the most consistently cited information source by study respondents, used to gain information, support, and assurances about migration and settlement in Winnipeg.

Prior to migration respondents’ information needs related to making the decision to migrate, applying to the MPNP program, and preparing to migrate. Successfully completing the MPNP application process was a challenge for some migrants. Many information needs generated from this complex task. Preparations for migration included seeking information related to both maintaining Filipino ties and responsibilities and planning for Winnipeg settlement. Information needs were often discrete and clearly articulated by respondents, particularly those related to completing the application process. However, at times information needs were also vague and related to “assembling an impression” of Winnipeg. The issue of “not knowing what I didn’t know” emerged early and often in respondents’ migration experiences. After arrival to Winnipeg, respondents reflected on the many things that they did not know or understand before departure and for which they could not prepare.

A variety of information resources were identified that assisted respondents’ with these processes. Social network ties residing in Winnipeg were by far the most relied upon information resource prior to migration. Also important were other social network ties residing in the Philippines and abroad, official Canadian government resources, and the internet. Generally speaking, outside of consulting with their social network ties, respondents’ pre-migration information practices were very limited. Although respondents did not engage in a broad range of information practices, nonetheless they migrated to Winnipeg with specific migration and settlement expectations and a Philippines to Winnipeg imaginary developed out of their interactions with their social network ties, especially other migrants. The migration stories of other migrants played a critical role in the development of respondents’ Philippines to Winnipeg imaginaries. To a lesser extent international media also played a role in the formulation of migrants’ pre-migration expectations.
All of the respondents in this study had never been to Winnipeg before they decided to move there, nor had any visited before they boarded the plane that took their entire family to live permanently in a new country. However all respondents had interpersonal ties to the city through which they learned about many aspects of Winnipeg before they boarded that plane. None of these connections, or the information gathered from them and other official sources, truly prepared respondents for their first encounters with Winnipeg. Arrival was thus often met with surprise and disorientation.

Upon arrival respondents experienced an onslaught of information needs. They had many, many goals to accomplish and needed to do so in an information landscape with which they were entirely unfamiliar. Due to this unfamiliarity, respondents also indicated that they were often unaware of what they needed to know and learn about. Information needs upon arrival were urgent and immediate and included finding housing and a job and settling family. As respondents settled, information needs became more complex and longer term including career upgrading and retraining. Respondents’ interests and leisure time also expanded as they continued to live in Winnipeg and learn about what the city had to offer. Also of significant importance to respondents throughout settlement, was the need to remain connected to the Philippines and loved ones abroad.

Respondents’ information resources and activities also shifted across arrival phases of settlement. Initially respondents were very reliant on their social network ties, particularly their Manitoba supporters, for information and settlement advice. As well, respondents conducted less specific information activities such as browsing migration literature, chatting with social network ties, and driving around to orient themselves to Winnipeg. Over time respondents’ information resources and practices became more diverse, more specific, and incorporated official and institutional resources such as the settlement sector and the variety of resources offered by the settlement sector. These resources were often of great benefit to respondents, particularly in terms of finding career employment. Respondents also continuously reflected upon their own experiences of living and settling in Winnipeg to clarify and re-conceptualize the expectations about Winnipeg settlement brought with them from the Philippines.

Thus, for respondents in this study the process of settling, devising settlement goals, and engaging in information practices are related, iterative, and cyclical. As respondents moved
through phases of settlement they gained awareness and comprehension of the pressing areas and aspects of settlement with which they were contending in that moment. Awareness and comprehension of the Winnipeg information landscape was not acquired evenly. Instead, respondents continued to experience confusion and disorientation as they moved through phases of settlement and their information needs became increasingly complex. Drawing from their newly acquired Winnipeg based experiences and observations, respondents gained increasing awareness of the Winnipeg information landscape, developing broader and more diverse information resources from which to draw. Respondents also drew from these local experiences to speak back to and reframe their own understanding of the Philippines to Winnipeg imaginary.

In the next chapter, I discuss several implications from these findings that address study research questions. These implications include: 1) a framework for respondents’ translocal meaning making; 2) a discussion locating migrants’ information practices within and across transnational social networks; and 3) the introduction of four conceptual implications of applying a transnational and social network lens to this area of study.
8 Discussion

8.1 Chapter overview

This chapter introduces and describes several main findings of this research study. It begins by re-stating study research questions, indicating the locations in this study where research question results are explored in detail, both in Chapters 7 and 8. I then discuss three main findings drawn from the Settlement-Information tables introduced in Chapter 7. These findings include: 1) a framework for respondents’ translocal meaning making; 2) an exploration of the role of social networks in the information practices of newcomers, and; 3) four conceptual implications of applying a transnational and social network lens to the study of migrant information practices. Each finding is discussed at length in this chapter.

8.2 Summary of research question results

The objective of this research is to explore how new immigrants from the Philippines to Winnipeg (who arrived through the Manitoba Provincial Nominee Program and who have lived in Winnipeg for less than four years) identify, use, and share information during the migration process and upon arrival to Canada. My approach is exploratory. It is aimed at better understanding how a transnational lens might be applied to this area of research, as well as making explicit the detailed activities and outcomes of newcomers’ information practices, in particular drawing out the dimensions and implications of their participation within and across transnational social networks, translocal information landscapes, and across their settlement trajectories. As a consequence, this research is motivated by one broad research question containing two sub questions:

- What are the everyday information practices of newcomers from the Philippines to Winnipeg during the migration process?
  1. How do the information practices of newcomers from the Philippines to Winnipeg shift and change as they migrate and settle?
  2. What role do social networks play in the everyday information practices of newcomers from the Philippines to Winnipeg, both in preparation for migration and upon arrival to Winnipeg?
The results of each question are discussed further below.

8.2.1 What are the everyday information practices of newcomers from the Philippines to Winnipeg during the migration process?

Details about the everyday information practices of newcomers were identified and addressed in great detail in Chapter 7. In this chapter I explored respondents’ information needs, resources, activities, and practices situating them, where possible, within the broader scope of relevant literature. This study demonstrates that there is a strong relationship between the migration phases through which respondents move and their related information needs, resources, activities, and practices. A broad range of activities and practices, directed towards both the country of origin and the receiving country are identified and situated within the scope of respondents’ settlement journeys. Not all of the identified activities are explored further in this discussion chapter. While a broad overview of practices is introduced in Chapter 7, several key issues are examined in much further detail here. Opportunities for further study are also identified in Chapter 9, study conclusion.

8.2.2 How do the information practices of newcomers from the Philippines to Winnipeg shift and change as they migrate and settle?

Sub-question one, addressing how newcomers’ information practices shift and change as they migrate and settle, is addressed in Chapter 7. Tracing respondents’ information practices across their phases of migration and settlement provides numerous examples of how respondents’ information practices change, shift, and adapt as respondents’ migrated and settled in Winnipeg. Prior to arrival, although respondents did not engage in a broad range of information practices outside of consulting their social network ties, nonetheless they migrated to Winnipeg with specific migration and settlement expectations and a Philippines to Winnipeg imaginary emerging from those interactions with social network ties, especially those already living in Winnipeg. Upon arrival, as respondents moved through phases of settlement they gained awareness and comprehension of the pressing areas and aspects of settlement with which they
were contending in that moment. Although respondents continued to experience confusion and
disorientation as they moved through phases of settlement and as their information needs became
increasingly complex, they drew from their newly acquired Winnipeg based experiences and
observations to gain increasing awareness of the Winnipeg information landscape and develop
broader and more diverse information resources from which to draw. Respondents also drew
from these local experiences to speak back to and reframe their own understanding of the
Philippines to Winnipeg imaginary. These shifts are further synthesized and described below
where I introduce a translocal meaning making process that describes the meaning making
process of respondents throughout their migration process, situating it within the context of
respondents’ individual migration and settlement information practices as well as the broader
framework of respondents’ transnational social networks and translocal information landscapes.

8.2.3 What role do social networks play in the everyday
information practices of newcomers from the
Philippines to Winnipeg, both in preparation for
migration and upon arrival to Winnipeg?

Sub-question two, addressing the role of social networks in the information practices of
newcomers both in preparation for migration and for settlement, is also addressed in Chapter 7
where the role of social networks as information and support resources was frequently identified
and discussed across respondents’ phases of settlement. Prior to migration, respondents made
extensive use of both local and Winnipeg based ties. Global or transnational Winnipeg based
social network ties were consulted to discuss the migration decision, as well as to collect
information about the MPNP application process and life in Winnipeg. More generally,
respondents gleaned migration and settlement information through the migration stories of their
social network ties as well as through browsing migrants’ facebook and social media profiles.
Local Philippines based ties also provided significant support and assurances with respect to the
decision to migrate to Winnipeg.

Upon arrival to Winnipeg, respondents’ Manitoba supporters became critical sources of
information and support, providing extensive assistance to respondents in numerous ways,
including: orientation to the city; referrals to services such as daycares, schools, health services,
and shopping; employment seeking assistance and referrals; and more general support and advice
about how to settle in Winnipeg. Respondents’ reliance on their social network ties diminished over time. In most cases however, Manitoba supporters in particular, continued to play a far more important and supportive role in respondents’ lives than prior to migration. Respondents also engaged in transnational information practices, this time directed back to the place from which they came. Once arrived, respondents sought to stay in touch and remain connected to friends, family, and the Philippines itself.

Generally, the findings from this study suggest that social network ties are an invaluable and often used information resources for respondents. However, while they facilitate and enable information practices and a variety of supports for settlement in multiple, daily ways, they sometimes also limit newcomers’ access to information by providing inaccurate or outdated information as well as influencing respondents’ willingness to seek alternative information resources. More specifically, social network ties provided respondents with numerous useful referrals about all manner of settlement, hooking respondents into a wide range of relevant newcomer and Filipino based service providers. They provided extremely helpful and creative advice and suggestions about settlement, and they were often an invaluable source of emotional support during a difficult time. However, social network ties were, by and large, unable to assist respondents find “career work” and/or retraining opportunities, and at times, provided inaccurate direction in this and other areas.

Building on findings from the settlement-information tables of Chapter 7, the role of social network ties is elaborated below. In particular, two study findings are discussed further. These include:

1. The role of social networks in translocal meaning making.
2. The role of social networks in simultaneously meeting both the affective and information needs of respondents.

These discussions highlight the ways that social networks are connected to and implicated in respondents’ meaning making processes. They also demonstrate that global and local social network are related to respondents’ information and meaning making processes and settlement trajectories in contradictory and complex ways. Building on these discussions, I then offer broad observations about employing social capital as a framework to consider global and local social networks connected within and across translocal information landscapes.
8.2.4 Conceptual implications

Another priority of this research, described in Chapter 3, is to examine how we might study immigrant information practices at the intersection of transnational migration scholarship, information practices research, and social network theory. The settlement-information tables described in Chapter 7 emerged from the development of an interdisciplinary analytical lens drawing relevant concepts from these three disciplines into conversation. At the conclusion of this chapter, I introduce four conceptual implications of the findings drawn from the settlement-information tables and, more broadly, the study of migrant information practices incorporating transnational and social network theory optics. These conceptual implications include:

1. Migrant information practices occur in a translocal context.
2. Information practices are embedded in migration and settlement practices.
3. Individuals’ relationship to information shifts across information landscapes.
4. Migrants engage in transnational information practices both prior to migration and during the settlement process.

All of these findings are explored in greater detail below.

8.3 Translocal meaning making

As I state earlier, this study is an “examination of how locality emerges in a global world” (Appadurai, 1996, p. 18). More specifically it examines how information practices are constituted locally that are informed by shifting and global world(s). I examine this by considering respondents’ meaning making processes as they migrate and settle in Winnipeg encountering and incorporating diverse, complex, and often contradictory information into their daily lives and in the project of migration and settlement to Winnipeg. For migrants in this study, meaning making is both deeply individualized and embedded within social relations, contexts, and specific locales. It is underpinned by structural factors such as migration policies (the MPNP) and social network structures. It is complex, shifting, and iterative. Moreover, each step within the process of meaning making is fluid as respondents move through each step, sometimes repeatedly, in their efforts to come to understand and make sense of the world(s) in which they live.
Within Information Studies, Dervin articulates the most well known framework of meaning making. Her sense-making theory suggests that individuals use information and information seeking to resolve gaps in their understandings of their worlds (1992). Mehra suggests that for migrants “information and experiences address not one particular “gap” in a situation, but gaps in the entire reality of experience based on lack of cultural experience and knowledge” (Mehra, 2004, p. 38). Supporting Mehra’s suggestion that sense-making occurs for newcomers not on a gap by gap basis but much more broadly, this research demonstrates how respondents work to navigate and come to understand novel information landscapes, drawing from (sometimes conflicting) transnationally located information, narratives, and resources. Further, following Savolainen’s (2006a) conceptualization of sense-making as a construct related to information use, meaning making is also understood here to be an important aspect of information use that is dynamic and constructive (related to how respondents learn and construct meaning in their lives), as well as tied to social contexts and relationships. In other words, this process describes how respondents actively engage in producing meaning out of the socially located information that they are provided or encounter.

I call this process translocal meaning making because it is embedded in the various situatedness in respondents’ lives and shifts over time. To reiterate, the term translocal is used to highlight how “spaces and places need to be examined both through their situatedness and their connectedness to a variety of other locales” (Brickell & Datta, 2011, p. 4). In this study, meaning making is both formed by and then informs others’ meaning making processes across deterritorialized and translocal information landscapes. Also of note is the important role that both local and global network ties play in the process of translocal meaning making. In section 8.4, I further describe the ways that translocal meaning making is embedded in respondents’ global and local social networks. Translocal meaning making is outlined below in Table 8.1.
Table 8.1 Translocal Meaning Making

1. **Imagining Winnipeg** – Using stories, media, photos, and socially circulating narratives, respondents imagine Winnipeg, their life in Winnipeg, and develop specific expectations about arrival and settlement.

2. **Information disjuncture** - DEPARTURE. RUPTURE. REALITY GAP. Upon arrival, almost everything is an information practice. Most experiences are informational revealing how much is NOT known. Information encounters in the new landscape create confusion as respondents realize that what they thought they knew about Winnipeg doesn’t “match” their own impressions of the place they imagined.

3. **Increasing sophistication and understanding of Winnipeg information landscape** - Personal experiences and growing familiarity with the Winnipeg information landscape leads to a greater understanding of the local and cultural context and promotes ongoing reflection and reconsideration of Philippines to Winnipeg social imaginaries.

4. **Re-imagining Winnipeg** – Formulated from their new awarenesses, experiences, and their own migration experiences, individuals re-image Winnipeg, the Philippines, and the Philippines to Winnipeg social imaginary.

5. **Social imaginary of Philippines to Winnipeg migration is re-imagined** – As newcomers tell their stories and give advice to would-be-migrants looking to migrate through the MPNP, the Philippines to Winnipeg social imaginary shifts to accommodate new articulations of migration upon which would-be-migrants rely to develop their own migration expectations.

Each step in the translocal meaning making process is described in greater detail below.

### 8.3.1 Step 1: Imagining Winnipeg

Previous research within Information Studies suggests that newcomers arrive to new countries largely unaware of the social, cultural, and informational context to which they are arriving (Mehra, 2004, Mehra and Papajohn, 2007; Kennan et al., 2011; Lloyd et al., 2013). While this was certainly also true for respondents in this study, a significant departure from previous perspectives is that respondents in this study arrived expecting, indeed imagining, that they did know a great deal about Winnipeg, including a basic understanding of the physical environment, settlement process, and what life in Winnipeg would be like. In fact, respondents arrived with very specific expectations about life in Winnipeg and their settlement process. Thus, the first step
in the translocal meaning making process takes place in the Philippines as respondents imagine their lives in Winnipeg.

This imaginary was generated from stories and information respondents’ received from their social network ties in the Philippines, Canada, and abroad. Respondents both actively sought and passively encountered information about life in Winnipeg through a variety of means, including: stories about migration told in childhood long before departure and during migration preparation; migration photos sent by family and friends abroad; visits to the Philippines from others already migrated; social media browsing of friends’ sites who have migrated; and, conversations with others in the Philippines, Winnipeg, and abroad about migration. These encounters occurred both before and during the migration process. To a significantly lesser extent media encounters, with both Philippines based and international media, were also cited as information sources that shaped respondents’ expectation about Winnipeg. These encounters prompted respondents to imagine a place to which they’ve never been, and envision for themselves a life in that place.

Imagining, in this context is understood to be a form of disembodied meaning making with the intention to “transcend both physical and sociocultural distance” (Salazar, 2011, p. 578) in the pursuit of knowledge and understanding about particular locales. Literature that examines the evocation of imaginaries suggests, as Appadurai (1996) does, that imaginaries are constructed through a variety of domains or scapes, but particularly through flows of international media (Romhild, 2003; Salazar, 2011). In this study however, respondents’ social network ties are instrumental in promoting a Philippines to Winnipeg social imaginary. I want to be very clear that numerous media and mediums, governmental and institutional messaging about migration, and the historical legacies of colonialism between the Philippines, Spain, and the US contribute to the imaginary terrain through which Filipinos across the globe become transnationally linked. This is not that story, though it is one worth telling. In this study however, it is ongoing engagement with network ties in the service of collecting information and preparing for migration that plays a pivotal role in shaping respondents’ Philippines to Winnipeg imaginaries. This is the story of how migration preparations, particularly information practices in the form of contact and connections with other migrants already living in Winnipeg, permit would-be-migrants to assemble very particular imaginaries and expectations about their own would-be settlement experiences.
Imaginings of Winnipeg are developed both passively and actively as respondents prepare for migration. As noted, many respondents such as Nicole and Kate have been imagining and dreaming of Winnipeg since their childhoods. As I discuss in Chapters 5 and 7, photographs, migration stories, and social imaginaries about emigration from the Philippines framed these dreams and provided the impetus for respondents to apply to the Manitoba Provincial Nominee Program. Once respondents became actively involved in the application and preparation process, the process of imagining Winnipeg became more dynamic. At this time, respondents began more actively seeking information, stories, social network connections, and advice about Winnipeg. Some of respondents’ information needs were specific such as looking for employment and housing information. Much of it however was more general, and was in the form of collecting stories and assurances of support about migration. Winnipeg became an imagined and desired place for all respondents through the process of preparing for departure. This occurred through continuous positive reinforcement from family and friends in the Philippines, Winnipeg, and abroad in the form of success stories about migration and messaging from network ties in the Philippines about Winnipeg as a destination for a “better life”.

Sanghera and Thapar-Björkert (2012) suggest that “the desire for social mobility and the ambition to overcome disadvantage” (p. 141) are promoted through social imaginaries. Salazar (2011), Smith (1994), and Ong (2003) however, suggest that social imaginaries also have their “dark sides.” In the context of this study, respondents’ imaginaries have complex implications for their migration and settlement trajectories. On one hand, as Sanghera and Thapar-Björkert (2012) argue, respondents’ imaginaries, developed through interactions with their network ties, played an important pre-departure role in motivating respondents to consider migration and confidently prepare to migrate. Respondents in this study imagined that Winnipeg would provide a better life for their families. Indeed, as Salazar argues, “the cosmopolitan West is a dream, an act of imagination, and an aspiration” (2011, p. 588). On the other hand, as described more fully below in Step two, respondents arrived to Canada with fairly one-dimensional and poorly articulated expectations about this better life in Winnipeg. Thus, upon arrival, respondents were surprised and disoriented by the information disjunction they experienced.

Lloyd et al. (2013) describe storytelling between newcomers arrived to a new country as a form of social information that is embodied, experiential, and tied to informal information sharing. They suggest that it is a fundamental way by which nuanced, contingent, and tacit information is
shared and through which newcomers come to learn about everyday living in their new information landscape. Their research however, does not consider how these stories are contextualized and made sense of where those receiving the information do not reside within the information landscape (or physical space) about which stories are shared. In the context of this study, stories were pivotal to contributing to respondents’ settlement plans and expectations. For respondents however, these pre-migration stories lack precisely the embodied and experiential context to which Lloyd et al. (2013) refer, and therefore contextual details must be imagined. The information gleaned from these stories was valuable to respondents in that it mobilized their migration imagination and it provided them with the confidence to risk migrating. However, the understandings that these stories produced were vague and generalized, focused on the notion of “a better life”. Prior to arrival these stories are critical information resources. Upon arrival they create confusion, disorientation, and sometimes, distress.

8.3.2 Step 2: Information disjuncture

Once respondents arrive to Winnipeg, many of their pre-migration assumptions and expectations are blown wide open. This happens immediately as respondents see for the first time a physical environmental that does not match the picture they created for themselves prior to migration. Thus, step two of translocal meaning making is characterized by profound information disjuncture. Many, many aspects of Winnipeg life were new to respondents. Respondents encountered new information continuously, through the natural environment (vegetation, temperature), the built environment (buildings, streets, geography), and in their interactions with friends and family (through daily conversations, observations of daily life, and specific inquiries of social network ties). Almost all of respondents’ early arrival encounters and experiences were informational in that respondents learned new things continuously, largely tacitly through observation, conversation, and mimicry.

Information encounters in the new environment often created confusion and feelings of surprise as respondents realize that what they thought they knew didn’t “match” their own expectations of the place to which they had arrived. These moments of surprise and disorientation are characterized here as information disjuncture. This disjuncture was experienced immediately upon arrival, grasped in the physical and built landscape, though the other areas to which this
extended became obvious over time. For example, as respondents started applying for jobs and then looking for apartments, they re-experienced information disjuncture. Respondents thus came to understand and operate within the Winnipeg information landscape unevenly and iteratively. While moments of information disjuncture continued to occur for respondents throughout their settlement process, they came to be resolved more easily as respondents drew from their growing awareness of the Winnipeg information landscape.

Although disorienting, moments of disjuncture and surprise might be considered profound moments of information practice for respondents. They reveal to respondents the limits of their understandings of particular issues and thus create the opportunity for further information seeking and use to clarify or recontextualize their knowledge. Lloyd, Kennan, Thompson, and Qayyum (2013) also use the term information disjuncture to describe when individuals “new to the information landscape of a new society and the established methods of information production, reproduction, circulation, and modes of access- find that their previous information practices may no longer be adequate or appropriate in their new setting” (p. 122). Building on their notion that migrants come to recognize the limitations of using their pre-migration information practices in a new setting, I use the term information disjuncture more specifically to describe how respondents experience particular encounters with information that do not resonate with their existing understandings and ways of knowing. Information disjuncture in this study, refers to the visceral and embodied experience of disruption and confusion created by information encounters within the receiving context.

Moments of surprise reveal to respondents the fragility of their de-contextualized and disembodied imaginaries. In part, respondents developed their pre-migration imaginaries by ascribing specific meaning to terms such as large, small, hot, cold, easy, and hard. For example, respondents were often told that Winnipeg was cold before they migrated but as Lester says, “I didn’t really understand what cold is until I experience it here.” In other words, much of the language used to describe Winnipeg involved the use of relative terms, only understandable contextually in their interaction with local environments. Respondents’ ongoing and repeated moments of information disjuncture revealed to them the limitations in their pre-migration, de-contextualized understandings as well as their limited understanding of particular relative terms. Moments of information disjuncture also point respondents to additional embodied and
experiential information from which to draw in the ongoing process of meaning making, that is respondents’ own experiences are used to address information disjuncture.

Moments of information disjuncture can be also characterized as undirected information practices in which respondents were not seeking to address particular information needs. As does McKenzie (2003), this study recognizes that information practices are often not deliberate or strategic. Respondents arrive to Winnipeg without knowing what it is that they need to know as well as where they should look to find information. Thus, accounts where respondents serendipitously encounter information, often learning from their mundane daily practices and encounters as well as their experiences of information disjuncture figure largely in respondents’ descriptions of their information practices. Perhaps even more importantly, as one respondent says “not knowing what I didn’t know” is a pivotal experience for respondents in this study revealed to them through moments of information disjuncture.

8.3.3 Step 3: Increasing sophistication and understanding of Winnipeg information landscape

In the third step of translocal meaning making, respondents gain increasing sophistication and understanding of the Winnipeg information landscape. Over time, respondents’ direct encounters and experiences with Winnipeg based information landscapes provide respondents with a greater awareness of potential information resources and assists respondents to contextualize and make sense of the advice they have received, particularly from their local social network ties.

During this step, respondents’ information practices move from general, unspecific, and very dependent on Manitoba supporters to explicit, independent, and considerably more sophisticated. Upon arrival, respondents’ information seeking strategies were often quite general and included various forms of browsing. For example, respondents drove around to find things like doctors’ offices or dentists as well as to orient themselves to the city. Much of the information about daily life was acquired tacitly as respondents observed and mimicked the daily practices of their hosts. During this time, respondents required significant assistance from their social network ties with navigation and interpretation of the Winnipeg information landscape. These examples demonstrate that normal day-to-day activities, such as chatting and driving around, take on special informational significance in unknown contexts, where there is so much to be learned and
so much is unknown. It also points to the critical role played by social network ties in this process.

Over time respondents’ information resources and practices became more diverse, varied, and sophisticated. They incorporated official and institutional resources such as the settlement sector. These resources were often of great benefit to respondents, particularly in terms of finding career employment. Respondents also became increasingly proficient with complex labour markets, settlement and government sectors, and housing markets. They began to use search methods outside of social network tie advice and began to identify the limits of some of the advice they received. Like information disjuncture, this step also occurred iteratively and unevenly across respondents’ experiences of settlement.

As well, drawing from their own experiences, respondents began to recognize more clearly that things might not be as expected and that the assumptions on which they relied prior to arrival might need to be rethought. Respondents begin to acquire and reflect upon their own experiences and encounters within the Winnipeg information landscape to formulate additional information finding strategies, understandings, and resources. Respondents also experienced what Mehra (2004) calls “triggers” or incidents where differences between Winnipeg and the Philippines were experienced and noted. Triggers often occurred when respondents’ pre-arrival expectations were contradicted. An example of this often cited by respondents was that they were not able to find “survival” jobs as easily as they thought they would prior to migration. Beech (2014) notes that imaginaries “often sit uncomfortably with the reality of the places considered” (p. 175) as they are often too general and fantastical. In the context of this study, respondents came to understand both the general and the fantastical within their own pre-migration expectations through their experiences living and seeking work in Winnipeg.

Thus respondents began to acquire what Pollack (2015) characterizes as experiential information. She suggests, “experiential information is sensation, emotion, fact, skill, knowledge, or understanding acquired or otherwise derived from interactive participation in a social or solitary context, or occurring at some point thereafter as a result of contemplation and reflection” (p. 256). From this definition, it is clear that experiential information is deeply personal and cannot be relayed to another; it must be experienced first hand. Respondents’ first hand experiences within the Winnipeg information landscape were pivotal to their process of coming to understand
and operate within it. While this may seem obvious, it does point to interesting distinctions about the nature and value of different forms of information (for example experiential information vs. story telling) and the process by which these information forms are made sense of and used by individuals, particularly in new contexts.

Occasionally, respondents’ own experiences contradicted those of their Filipino network ties, though Manitoba supporters are also migrants to Winnipeg. Appadurai suggests that social imaginaries “create specific irregularities because both viewers and images are in simultaneous circulation” (1996, p. 4). Similarly, respondents made sense of and used the stories of other migrants in their own settlement experiences though sometimes circumstances, such as labour market conditions, had changed substantially by the time respondents arrived and were seeking employment. As is described in greater detail in the following step, through their own experiences, respondents came to reflect upon and reconsider the advice provided to them and distilled through the stories of their Manitoba supporters. As Kate notes, “For us we take the advice of our relatives but also wait and see, observe. We don’t just do everything they say.” Like Kate, over time many respondents drew from their own experiences to rethink the centrality of Manitoba supporters’ advice and referrals, and adopted a broader set of information resources from which to draw.

8.3.4 Step 4: Re-imagining Winnipeg

In the fourth step of translocal meaning making, respondents engage in ongoing reflection and reconsideration of the imaginaries and related settlement expectations that they brought with them from the Philippines. Goals and expectations are adjusted or rethought based on growing experiences and a greater awareness and understanding of the local Winnipeg context. Furthermore, respondents adjust their understandings of the social imaginary related to both the Philippines and Winnipeg as they incorporated and integrated their own experiences and perceptions into their construction of a Philippines to Winnipeg imaginary.

Respondents re-imagined their understandings of Winnipeg as they processed and made sense of the growing tacit and experiential knowledge gleaned from their time in Winnipeg. This was used to modify or adjust their pre-migration impressions of Winnipeg. In this way, respondents re-
imagined Winnipeg, taking into account their newly formed experiences and perceptions. Respondents however, still situated their own migration experiences within a broader context of Filipino culture and Filipino migration. For example, as noted by Alejandro who described how adaptable Filipinos are to other cultures, respondents made sense of their migration trajectories drawing from global narratives about Filipino migration around the world. As Romhild suggests, “imagination, is not simply imposed on the Other in a one-way direction, but appropriated and acted on in terms of co and counter imagination” (p. 4). In this study, respondents both located their Winnipeg migration experiences in a context of global migration and spoke back to and refined those narratives based on their own experiences.

In the same way that Winnipeg is re-imagined by respondents’ experiences living in Winnipeg, so too, the Philippines is re-imagined. Living in Winnipeg also reframes respondents’ notions about the Philippines. Respondents draw from their own experiences, as well as local Winnipeg based narratives about the Philippines (that are sometimes negative and were therefore withheld by Manitoba supporters prior to migration), to reformulate their impressions of the Philippines. Particular aspects of the Philippines are reconsidered through the lens of experiences gained from a different location. This re-casting of the Philippines is most evident when respondents draw comparisons, as they so frequently do, between the Philippines and Winnipeg. “In the cultural logics of migration, imaginaries play a predominant role in envisioning both the green pastures and the (often mythologized) memory of the homeland” (Salazar, 2011, p. 586). It is respondents’ multi-sitedness and their travel within and between multiple local information landscapes that informs their particular perspectives and related meaning making practices about both Winnipeg and the Philippines. It is precisely respondents’ co-location within multiple information landscapes that informs a translocal meaning making process that takes into account multiple and sometime conflicting ways of knowing and doing things.

Brah (1997), Clifford (1996), and other transnational theorists might add to this that rather than being a one-directional process, when information landscapes collide as they do in this research, not only do respondents’ encounters with these landscapes change how respondents make-sense of both settings, but the settings themselves are changed through these encounters. This is demonstrated by the import to Winnipeg of Filipino ‘fiestas’ and the ongoing arrival of new provincial nominees, motivated to migrate to Winnipeg because of their engagement with
Philippines to Winnipeg social imaginaries (as well as the concrete and personal supports available to them in Winnipeg in the form of helpful family and friends).

For newcomers in this study, migration related information practices are iterative and experiential and shift as migrants gain an understanding of their current information landscapes. They also have implications for the socially constructed imaginaries circulating across these linked spaces. These re-imaginings are themselves information practices as respondents use local and experiential information to make sense of the Winnipeg context. Like respondents’ initial imaginaries from the Philippines, re-imaginings impact how respondents conduct future information practices by shaping respondents’ settlement related expectations and activities.

8.3.5 Step 5: Social imaginary of Philippines to Winnipeg migration is re-imagined

Here the social imaginary of both Winnipeg and the Philippines shifts as respondents contribute their own migration experiences and narratives back into social space. As noted earlier, respondents tell their own migration stories and provide the advice they deem relevant to other potential migrants, who are anxious for advice, assistance, and migration information. It should be noted however, that this last step is an assumption about translocal meaning making that cannot be verified by my study. Respondents do indicate that they will and do provide different information than they received to those considering applying to MPNP. As well it is unclear how resilient are social imaginaries in the face of disparate constructions of experience. Salazar suggests that “the analysis of locally produced popular culture, however, suggests that predominant imaginaries can and do change, albeit slowly” (2011, p. 594). Based on many respondents’ comments that they have provided significantly different migration advice to potential migrants than was provided to them, I speculate that the Philippines to Winnipeg imaginary does shift over time.

As respondents spent time in Winnipeg, they were able to draw from their own experiences living in the city to modify or adjust their pre-migration impressions of Winnipeg. In this way, respondents re-imagined Winnipeg, taking into account their newly formed experiences and perceptions. Respondents then shared their re-imagined understandings of Winnipeg with family and friends in the Philippines, especially other potential migrants who often contacted
respondents for information, support, and advice. Some of the stories respondents shared sound remarkably similar to the ones that they themselves were told. Many respondents suggest however, that the stories they tell are different from the information they received before migration and upon arrival. Respondents’ personal migration stories contradict and nuance existing narratives about settlement in Winnipeg and have the potential to re-shape existing imaginaries.

This step locates translocal meaning making socially as meanings made are fed back into the translocal meaning making process through respondents’ information sharing with their social networks ties. Processes, such as respondents’ interactions with experiential information are deeply individual but they are also fed back into a global sociocultural context as lessons learned and migration stories to be consumed by other would-be migrants. In this way, respondents’ experiences have impacts on the next generation of provincial nominees in the same way that the experiences of those who came before study respondents affected their meaning making and information practices. This demonstrates how meaning making is both individually and socially constituted. It is embedded in social information and imaginaries but also personal, derived as it is, experientially and emotionally.

This step also demonstrates the shifting roles and locations of respondents in their social networks as they migrated and settled in Winnipeg. The role of social network ties in respondents’ migration and settlement information practices are described in significantly more detail below.

8.4 Locating migrants’ information practices within and across transnational social networks

Built into some admittance streams within the Manitoba Provincial Nominee Program is the admittance of newcomers who already have family ties to Manitoba. These admittance streams create and capitalize on chain migration to ensure that newcomers select and remain in Manitoba. Chain migration is defined as a “movement in which prospective migrants learn of opportunities, are provided with transportation, and have initial accommodation and employment arranged by means of primary social relationships with previous migrants” (MacDonald & MacDonald, 1964,
It is well known that having social networks ties already residing in receiving contexts are powerful motivators of migration (Dekker & Engbersen, 2013). In the context of this study, respondents’ social network ties played instrumental roles in both encouraging migration and facilitating settlement.

As noted in Chapter 3, a social capital framework has been applied extensively to consider the value of social networks ties for both migration and human information behavior. It has been noted in both disciplinary fields that individuals’ relationships to their network ties can, under particular circumstances, promote significant social support and access to resources. This study has largely considered the role of social networks in the overall context of migrants’ information practices across space and time. Indeed, the role of social networks in respondents’ everyday information practices is explored extensively in the settlement-information tables introduced in Chapter 7 as well as summarized above in section 8.2.3. Framing my observations through a social network lens, I now summarize the specific role of respondents’ social networks across translocal information landscapes. In particular, I highlight two critical understudied aspects of social network tie involvement in information practices as demonstrated in the settlement-information tables. These include:

1. The role of social networks in translocal meaning making.
2. The role of social networks in simultaneously meeting both the affective and information needs of respondents.

Building on these discussions, I then offer several observations about employing social capital as a framework to consider social networks connected within and across translocal information landscapes.

**8.4.1 The role of social networks in translocal meaning making**

Social network ties played a pivotal role in respondents’ imaginaries and resultant expectations about settlement in Winnipeg. In this study, social networks are also the means by which respondents gain a majority of their information about Winnipeg before they migrate. They are the scaffolding on which social imaginaries flow between Winnipeg and the Philippines. Manitoba supporters in particular, played a critical role in this process. The strong reliance and
sense of obligation to Manitoba supporters that is formed through the MPNP admission requirements and cemented through the application process situates Manitoba supporters as trusted and invaluable Winnipeg experts and creates a context whereby respondents are very receptive to information and advice provided by these networks ties.

Manitoba supporters were almost exclusively characterized by respondents as strong or close ties (even when they didn’t directly know their Manitoba supporters prior to migration), in part because of their helpful role in the migration process. As introduced in Chapter 3, the social capital literature suggests that strong ties, built on trust, closeness, and support create relationships of reciprocity and obligation between network ties (Lin, 2001; Portes, 1998). The facets of these relationships create the motivation to provide assistance and help among strong ties. Similarly, Eriksen argues, “transnational flows tend to be initiated, maintained and routinized through webs of commitment reproduced by reciprocity and underpinned by a moral community based on cultural or other commonalities” (2007, p. 5). Manitoba supporters are similarly characterized in this study as strong ties, connected to respondents through their role as facilitators of respondents’ migration, and also through their connectedness as Filipinos, and often family members.

In the context of this study, the social network dimensions of trust, obligation and support, that define the relationship between respondents and their Manitoba supporters, contributed to entrenching specific narratives about Philippines to Winnipeg migration. More specifically, respondents often felt extremely grateful to their Manitoba supporters for providing them with the opportunity for a “better life.” Manitoba supporters were also thought to be trusted experts well versed in the ways of Winnipeg life. These beliefs further contributed to the casting of Manitoba supporters as trusted, generous, and reliable experts. It was precisely the features of this relationship that encouraged respondents to be receptive to information provided by Manitoba supporters, particularly narratives about life and settlement in Winnipeg. In the context of this study, it is the glue that strong ties provide that facilitates transnational information flows and the travel and reception of migration and settlement information.
8.4.1.1 Limits of social network ties and the information they provide

While respondents were extremely successful in terms of persuading their non-local ties to assist and support them in their migration journeys, nonetheless the information contained within these transactions had limits for respondents who were often unable to fully understand and make sense of the information they received upon arrival to Winnipeg. On one hand, respondents’ imaginaries, developed through interactions with their network ties, played an important pre-departure role in motivating respondents to consider migration and confidently prepare to migrate. On the other hand, respondents arrived to Canada with fairly one-dimensional and poorly articulated expectations about life in Winnipeg resulting in arrival experiences of surprise, disorientation, and information disjuncture.

Upon arrival, the deeply rooted notions of obligation and reciprocity residing in respondents’ networks (the very traits that encouraged non-local ties to be of such assistance), also sometimes constrained respondents’ access to information as respondents relied heavily on Manitoba supporters for information and were reluctant to seek out other sources of information. Thus, it was again the dimensions of strong ties, notably trust and obligation, which limited how respondents made sense of and used information provided by their Manitoba supporters upon arrival. Information provided by Manitoba supporters was initially given enormous preference over other information sources though this changed over time. These factors influenced the process by which respondents came to learn about and make meaning within the Winnipeg information landscape.

8.4.1.2 Shifting roles of social network ties

Through the cyclical nature of translocal meaning making, respondents have multiple and shifting roles with respect to information in their social networks. Initially, respondents have multiple information needs and require information from their Manitoba supporters and other Winnipeg network ties. However, as respondents remained in Winnipeg they became important source of information to other potential migrants. For example, Alejandro described how he was in charge of implementing his extended family’s migration to Winnipeg through the MPNP. Social network relationships are thus restructured through the process of travel and time spent in Winnipeg. Respondents come to hold dual positions of both privilege in their networks abroad
while being reliant and beholden to Manitoba supporters locally. This duality of locations situates translocal meaning making as a social activity, when, as noted above, respondents fed their own re-imagined imaginaries back into the Philippines to Winnipeg imaginary.

8.4.2 Social network ties simultaneously address both affective and informational needs of respondents

Social networks play a significantly positive role in the settlement of Filipino newcomers to Winnipeg. When they are evaluated in the context of the overall assistance and support they provided to respondents’ it should be noted that they were extremely helpful to respondents in a variety of ways, both informationally and beyond. With respect to information practices specifically, this study demonstrates that respondents expressed multiple objectives when they approached social network ties for information. These objectives extended significantly beyond information retrieval. These include: personal validation and confirmation, support and assurance, and community and identity building. The informational role that social network ties play in the lives of respondents appears to go well beyond simply locating needed information (though this was also crucially important).

This study emphasizes how the support and assistance respondents received from Filipino friends and family prepared them to migrate and settle. This demonstrates the value respondents place on their network ties over other information resources they might utilize (such as governmental websites or programs) because of the supportive roles that family and friends play in the migration process. Respondents selected their social network ties as information resources not only because they trusted them, but because these strong ties simultaneously provided emotional support and information. Similarly, when describing the information maps produced by respondents during respondent interviews, respondents often indicated that certain ties were most helpful throughout the migration process because they felt close to and supported by those ties during migration. Often respondents did not evaluate information resources based on their reliability or quality of information provided but in the context of their overall function in respondents’ life. This also points to how information itself is valued by respondents. In this study and the uncertain and highly stressful context of migration, support IS information.
Respondents also recognized the importance of reconnecting with other Filipinos in an effort to build community ties but also for settlement assistance, particularly to find relevant information and job referrals. (Re)building social networks as an information finding strategy remained a constant theme throughout most phases of migration and settlement. Similarly Fisher et al.’s (2004) examination of low income Hispanic farm migrants revealed that they also preferred to use trusted informal sources for their information needs such as family and friends who emigrated to the region months or years earlier. According to Fisher et al. (2004), these sources were selected because of their homogeneity with participants. Their participants sought information from sources that were “like them” for reasons related to trust, but also to encourage the development of strong ties through the development of ongoing contact and connections. Respondents in this study engaged in similar activities by reconnecting with ties, both prior to departure and upon arrival that they had not been in contact with for many years. These activities were strategic and aimed at satisfying the related goals of building community and gaining access to resources, in other words, developing social capital, in the local context.

Upon arrival to Winnipeg, respondents engaged in information practices directed back to the Philippines, also with the objective of meeting affective and emotional needs. Respondents sought to stay in touch and remain connected to friends, family, and the Philippines itself. In these examples, information practices address loneliness and homesickness. They may play a critical role in respondents’ adjustment to Winnipeg. Again, these activities focus on maintaining connections with strong ties. Here too, information practices meet emotional needs.

8.4.3 The role of social capital in migrants’ information practices

To reiterate, social capital refers to the “resources embedded in social networks accessed and used by actors for action” (Lin, 2001, p. 25). In other words, individuals have social capital to the extent that they are able to mobilize their networks in order to accrue particular resources. According to this definition, the overall structure of one’s network determines the resources to which one potentially has access. Moreover, both strong social network ties and weak social network ties may play different roles in individuals’ access and usage of resources located within their social networks. Drawing from the social capital literature, the relationship between the
structure of respondents’ social network ties and their information practices as they migrated and settled in Winnipeg is explored further here.

In the context of this study, it is the glue of strong ties that facilitates transnational flows of information and entrenches the reception of particular social imaginaries by respondents. Indeed strong ties, particularly Manitoba supporters, were by far the most important and relied upon information resource by respondents. Interestingly, Dekker and Ensberger (2013) found that weak ties were the most important resource for gathering pre-migration information as weak ties often provided new or unique information to participants. Further, their participants used social media to establish and connect to numerous weak ties located in the receiving country prior to migration. My study stands in contrast to this. While respondents did use social media to connect to acquaintances located in the receiving context to a certain extent, respondents’ efforts before migration were largely focused on building and entrenching strong ties to gain support and assurances about migration, especially with Manitoba supporters. Moreover, rather than connecting with multiple resources, respondents focused on building and maintaining connections with their Manitoba supporters. Again, the relationship established between respondents and their Manitoba supporters through the terms of the MPNP application process, shaped respondents’ interactions with their Manitoba supporters, potentially discouraging a broader range of information practices and resources.

Examining respondents’ social networks in transition reveals that strong ties remained essential throughout the migration process. Many weak ties located in the country of origin, on the other hand were lost in respondents’ transition to Winnipeg. To reiterate, weak ties represent those in one’s network to whom one is not close. These ties are known to be the best providers of information because there is often little overlap between weak ties and other strong ties in one’s network (Burt, 1992). In this study, the information value that weak ties provide was lost over the course of migration. Simply put, the weak ties that are in respondents’ social networks reside in the Philippines and can provide little assistance in the Canadian context. The loss of respondents’ weak ties appeared to constrain their information finding abilities, particularly as respondents struggled to find jobs in their fields. The professional networks that respondents developed and made use of in the Philippines did not transfer to the Winnipeg context.
Upon arrival, many respondents focused their efforts towards developing strong Filipino ties to address both information and social support needs. While some respondents recognized the value of developing weak tie by participating, for example, in settlement sector programming, other respondents did not pursue this. As respondents settled, their information practices and strategies shifted. Through their growing interactions with the local information landscape and other resources, respondents widened their social networks to include both strong and weak ties. Kelly and Lusis (2006) suggest that social capital does not migrate. In the Winnipeg context, structured as it through the MPNP admissions process, strong ties appear to migrate. Weak ties must be reconstituted in the receiving context.

In summary, respondents’ social network structures shaped the way that respondents related to the information provided by their social networks. Moreover, the structure of respondents’ networks both fostered and limited respondents’ access to information. In particular, the loss of weak ties during the migration process may have significantly inhibited respondents’ access to employment information. However, this loss was mediated over time as respondents developed a broader range of resources from which to draw. Examined through a social capital framework, this discussion demonstrates the relationship between respondents’ social network structures and the implications of these relationships for respondent information practices. This discussion also demonstrates how migration admittance requirements shape the information landscape by shaping how respondents engage with information resources (in this case their network ties).

8.5 Conceptual implications

The purpose of this study at its broadest is to consider the implications of applying transnational and social network theory lenses to research that examines migrant information practices. Here I demonstrate how the application of these lenses affords us a unique perspective on migrants’ information practices. Four conceptual implications, drawn from study results, are as follows:

1. Migrant information practices occur in a translocal context - the transnational and globalized world in which migrants operate is a significant contextual factor that informs respondents’ information practices along both local and global dimensions.
2. Information practices are embedded in migration and settlement practices – information practices are iterative and deeply attached to emotions as well as individual and social expectations and goals that are rooted in settlement and settlement practices.

3. Individuals’ relationship to information shifts across information landscapes – forms of capital and their relationship to information are not static but shifting for respondents as they migrate and settle, moving across both space and time.

4. Migrants engage in transnational information practices - this study demonstrates that migrants engage in a host of global or transnational information practices both prior to migration and upon arrival to Winnipeg aimed at eliciting a variety of outcomes.

These are each described in greater detail below.

8.5.1 Migrant information practices occur in a translocal context

Savolainen (1996b), Dervin (1997) and others note the growing interest in identifying and examining contextual factors in studies of human information behavior. Specifically, the transnational context in which this study takes place is highlighted and explored further here. I suggest that globalization and transnationalism are the overarching contexts in which information practices occur for respondents in this study. They both produce and inform the information landscape(s) in which migrants operate. To reiterate, I use Lloyd’s term, information landscape (2010), because it highlights tacit, embodied, experiential, and corporeal dimensions, suggesting that information is tied to and embedded in particular sociocultural spaces. Lloyd (2010; Loyd et al., 2013) defines information landscapes as

an intersubjective space, each information landscape reflects the taken for granted and agreed on modalities of information that are understood by people who are engaged in the collective practices and performances of that landscape. These modalities are constructed through epistemic, social, and corporeal experiences with information (Lloyd et. al, 2013, p. 130).

In the context of this study, information landscapes are viewed as simultaneously global and local, suggesting that these spaces are more fluid than previously considered. Below I discuss how information landscapes operate as contextualizing dimensions in this research project.
8.5.1.1 The global migration information landscape(s)

Transnationalism is described as a conceptual space that connects network ties in multiple countries through flows of information, goods, and capital. Particular discourses of globalization, as Kelly (2012) argues, travel within and across transnational landscapes.

Globalization exists not only as a set of material processes of economic and social change, but also as a set of ideas and discourses that fosters a specific representation of the global economy… It is a representational strategy in which the social world is rendered comprehensible. In essence, it creates a particular spatial imaginary that invokes a global space of flows in which specific places are inserted. This then is the more abstract “landscape of globalization”- the imaginary landscape of the global economy in which people and places construct their ‘situation’ in global space (p. 2).

In the context of this study, the global migration landscape is a transnational imaginary, a particular iteration of globalization that frames permanent migration to a developed country as the chance for a better life for respondents able to migrate and successfully settle, in this instance, to Winnipeg. This imaginar(ies) is informed by globally circulating narratives within respondents’ social networks that describe Philippines to Winnipeg migration and frame it in the global context of North-south migration, as well as permanent and temporary migration. These assumptions about the nature and value of globalization and global migration are the backdrop to respondents’ migration expectations and experiences. It is these cultural logics and circulating imaginaries that inform respondents’ migration related activities. And as previously stated, they are created through transnational flows incorporating respondents’ network ties in the Philippines, Winnipeg and elsewhere.

This articulation of the global migration landscape is not static or unified; nonetheless it is a hugely influential contextual factor for respondents in this study. Put another way, the recognition that Filipino migrants in this study live in a global world, where their network ties and all manner of resources including information and remittances move back and forth frequently within a framework of global capital, power, and migration, is yet another way to characterize the transnational nature of the information landscape in which respondents live and operate. Thus, both the physical spaces of transnationalism and the culturally produced understandings of the place of global migration in the lives of Filipinos inform the global migration context that is the backdrop of this study.
8.5.1.2 The local information landscape(s)

To acknowledge the importance of the global however, should not mean to lose sight of local contexts. Indeed respondents come to know and understand Winnipeg experientially, as they live, work, and play there. Further, respondents’ understandings of life in Winnipeg emerge as they compare it with their understandings of the Philippines, and the places from which they come. In this study, understandings of place are referential. They emerge, indeed develop or are constructed, from consideration of, or a back and forth between particular information landscapes. Respondents’ experiences of migration are embedded within and articulated as multiple, sometimes contradictory, “locals”.

Respondents in this study come to understand and make sense of particular information landscapes through their engagement with and consideration of multiple local information landscapes. It is respondents’ multi-situatedness and their travel within and between localized information landscapes that informs their particular perspectives and related information practices. Nedelcu (2012) argues that the process of migration results in “social actors’ capacity for perceiving ‘other’s otherness’, that is, the contradictions and complementarities that exist between different cultures, and for incorporating them in a creative manner” (Nedelcu, 2012, p. 1343). In other words, respondents’ encounters with multi-sited information landscapes are cumulative and may produce a nuanced understanding of sociocultural distinctions, differences, and related information practices. It is the totality of these specific localized experiences that influence migrants’ information practices. Local information landscapes then, are considered alongside each other as contextual dimensions that deeply inform one another and respondents’ resultant information practices. Thus, respondents’ negotiations with and experiences of multiple localized information landscapes also inform the translocal context. Both global and local dimensions are important contextual factors to consider when researching migrant information practices.

8.5.2 Information practices are embedded in migration and settlement practices

Savolainen argues that “the choices made by people are affected by the ways that they seek and use information” (2008, p. 1). Similarly, I suggest that how information is sought, used, and
shared is at the very heart of the migration process for the respondents in this study, affecting their settlement choices and trajectories. In the context of this study, information practices (both local and transnational) are embedded in respondents’ settlement activities. Moreover, the processes of preparing for migration, migrating, and then settling are linked as are the resulting information practices that occur throughout these processes. Information practices are iterative and deeply attached to respondents’ emotions as well as the individual and social expectations and goals that are also rooted in their settlement trajectories and practices.

This study demonstrates how embedded information practices are in all migration activities, and how migration and settlement related thoughts, feelings, and expectations influence information practices. I argue that social and cultural expectations about migration and the process of settlement (including how to settle as well as expectations about finding work, housing, and resources to assist with settlement) originating in the Philippines prior to migration, have a significant impact on how respondents find and use information once arrived to Winnipeg. In other words, information practices are embedded in cultural and social practices as well as particular local contexts or information landscapes. Respondents’ epistemological frameworks as well as their ways of knowing and doing things emerge from their social and geographic locations as Filipinos living in the Philippines but connected through diasporic flows and ties to other Filipinos across the globe. This has implications for the ways that respondents make sense of and interact with information both in the Philippines and once they arrive to Canada.

Moreover, information practices are invisible and unrecognizable to the respondents in this study, who, as they told their migration stories, embedded information practices into their migration and settlement narratives revealing how deeply information practices are rooted within respondents’ understandings and articulations. The "red thread" of information (Bates, 1999) is interwoven in all of respondents' settlement practices and cannot easily be separated from the contexts in which they occur. Indeed, respondents’ accounts and justifications of their information practices were built into their migration narratives and are deeply embedded in these profoundly important stories of struggle, success, and adaptation. Thus, in the context of this study, examining how respondents tell and understand their migration stories provided great insight into the relationship between their settlement goals, desires, and expectations and how they have engaged (or not) in information practices to meet these complex and ongoing goals. The embeddedness of information practices in respondents’ migration processes was also rendered visible by methods
tracing respondents’ activities across space (the Philippines to Winnipeg) and time (phases of settlement).

8.5.3 Individuals’ relationship to information shifts across information landscapes

Respondents in this study are positioned as both marginalized and privileged in their relationship to information, both in and through their social networks and also in the larger contexts of Canadian and Filipinos cultures and information landscapes. This fluid relationship to information access and social capital is in tension with information constructs such as information poverty that only look at encounters with information at a fixed point rather than acknowledging a fluidity of meaning making and access to resources.

Out of necessity, respondents in this study came to learn how to operate in the Canadian information landscapes on the go and as they settled. The need for this was surprising to some respondents who thought that they knew what to expect in Winnipeg before arrival. Indeed, in the Philippines, most respondents appeared very competent operating in the local Philippines information landscape. They also demonstrated significant competence with bureaucratic modes of information as they prepared their application documents. Moreover, respondents were socially privileged, well connected, and seen to be successful by their Filipino peers precisely because they have migrated to Canada. Once arrived to Winnipeg however, respondents’ social, economic, and cultural capital were significantly compromised and handcuffed in the Canadian context. They often struggled to find relevant information and resources, particularly upon arrival. They also struggled to upgrade their careers and/or retrain in the Winnipeg labour market context, an area that some respondents did not yet fully comprehend at the time they were interviewed. Contradicting this, all of the understandings and information related skills that respondents possessed prior to migration still apply to the Filipino context, a space in which respondents also continued to operate. For example, respondents were often called upon to provide migration advice, information, and support to potential migrants hoping to migrate through the MPNP program. In this way, respondents were simultaneously privileged and marginalized both with respect to information landscapes and their social capital.
This is further complicated by the fact that respondents were, to a certain degree, able to mobilize aspects of their knowledge and networks in the Canadian context. For example, respondents in this study had social capital that extended to some areas of settlement (such as finding relevant newcomer services, daycares, and schools) but often not to the area of employment. Thus, respondents’ relationship to information and information landscapes is complex and shifting rather than fixed and static. Moreover, respondents’ social capital and their competencies within various information landscapes “are valued differently across different scales” (Greiner & Sakdapolrak, 2013, p. 376).

The notion of information poverty is not a particularly useful construct to apply to this population as it does not capture the dynamic and shifting nature of respondents’ relationship to information. Similarly, Lingel and boyd call for “a refinement of information poverty as a construct, where one can experience conditions of information poverty in some facets of one’s life but not in others” (2013, p. 991). In this study for example, characteristics of information poverty for respondents’ included the inability to evaluate information upon arrival, as well as a lack of access to information for employment. On the other hand, respondents were “information rich” to the extent that they were able mobilize their own knowledge and the knowledge of pivotal network ties to successfully complete MPNP migration applications as well as provide important migration information to other potential migrants. These examples, as well as numerous others drawn from this study’s findings, suggest that applying a framework that works to understand respondents’ meaning making across space and time is better able to articulate the dynamic and fluid experiences of acting and learning within and across multi-sited information landscapes.

8.5.4 Migrants engage in transnational information practices both prior to migration and during the settlement process.

The term transnational information practices is used here to distinguish information practices where the information resource begin consulted is not local to the information seeker. In other words, transnational information practices refer to the international or global information practices in which respondents engaged. I use the term transnational information practices to highlight not only the global dimensions of these practices, but as a reminder of the transnational
context in which they occur. However, I acknowledge that this definition is problematic for a variety of reasons. Indeed, once respondents arrived to Winnipeg, transnationalism in the context of this study, did not exclusively focus on how respondents interacted with non-local social networks and other resources. Instead, transnationalism was lived by respondents very locally. Indeed, this is the story of how a community of Filipinos (some recently arrived, some arrived 20-30 years ago) are building a life for themselves in a small Canadian city, removed in so many ways from the Philippines, yet also intimately connected to the Philippines through numerous complex relationships, information flows, and a myriad of other connections. And while newcomers interviewed in this study do engage in global communication and practices, it is their local practices, steeped as they are in the local Filipino community that is really the focus of respondents’ information practices after arrival. Indeed, even when information practices occur locally, a vast majority of these exchanges occur between Filipino migrants living in Winnipeg, suggesting that these practices too, might be characterized as transnational in nature. Thus the hybridized nature of local exchanges might also warrant the label transnational information practices.

However, in an effort to explore the particularities of respondents’ global information practices, the term transnational information practices is being used here specifically to explore practices that are non-local. Examining transnational information practices from this angle reveals interesting findings about respondents’ social network composition and their social capital, how information does (or does not) travel across great distances, and about how and why individuals might choose to approach non-local resources for settlement related information. It also highlights and prioritizes the myriad of non-local concerns, priorities, and activities in which migrants engage throughout migration and settlement. A brief summary then, of respondents’ transnational information practices is included below. These activities are also embedded in the settlement-information tables in Chapter 7 and described in greater detail throughout this study.

Prior to departure for Winnipeg, respondents made extensive use of their transnational network ties located in Winnipeg and elsewhere abroad, particularly the United States, to collect information about the Manitoba Provincial Nominee Program application process, life in Winnipeg, and life as a migrant. Further, they used numerous official Canadian based migration resources such as the Citizenship and Immigration Canada (CIC) and the MPNP websites to find the information that enabled them to create successful MPNP applications. At this point in time,
transnational information practices focused on successfully completing the application process and migrating to Winnipeg. They were also used to solicit support and assurances about migration. Manitoba supporters were the most used transnational resource, trusted and extensively relied upon by respondents.

Upon arrival to Winnipeg, respondents also engaged in non-local information seeking, this time directed back to the place from which they came. Once arrived, these practices had wholly different objectives, as respondents sought to stay in touch and remain connected to friends, family, and the Philippines itself. To this end, respondents’ transnational activities were many, including: daily mundane conversations with family and friends in the Philippines and elsewhere; soliciting settlement advice from trusted family and friends in the Philippines; and chatting, emailing, sharing photos, and browsing social media profiles of friends and family in the Philippines and around the world. Respondents also engaged in a significant amount of reading and watching Filipino media, movies, and television. Before migration, newcomers used transnational information sources to collect information that was both instrumental and expressive and was in the service of mobilizing migration. Once arrived, transnational information practices were most frequently expressive in nature and related to remaining connected to the Philippines.

As ties moved from being local to transnational or transnational to local, they were utilized differently by respondents to acquire different types of information. Indeed, as Kelly and Lusis argue (2006), the use value of social network ties appears to change as migrants move across transnational spaces. For example, prior to migration respondents engaged in information practices directed to Winnipeg to initiate their migration journeys. Upon arrival to Winnipeg, respondents sought to stay in touch and remain connected to friends, family, and the Philippines itself. In these latter examples, information practices themselves may contribute to important and beneficial outcomes and may help establish the connections and local traction necessary for immigrants to develop their lives in Canada, perhaps even when those information practices are transnational rather than local. Indeed, examining the shifting role(s) and outcomes of transnational information practices warrants further research.
8.5.5 Summary of conceptual implications

Taken together, these conceptual implications suggest that migrants’ information practices are more dynamic, fluid, and iterative than articulated in previous studies that examine migrant information practices. Conversely, these implications also demonstrate the ways that information practices are affixed to and embedded within particular activities, locales, and information landscapes. This study thus affords us a unique perspective on migrants’ information practices, suggesting how we might shift the ways we understand the relationship between information and migrants’ settlement related goals, expectations, and activities, recognizing how deeply embedded and intertwined are these activities within information practices, and acknowledging the fluidity of individuals’ relationship to information and the knowledge(s) it produces.

8.6 Chapter conclusion

This chapter reviewed this study’s research questions and main findings. It began by re-stating study research questions. I then discussed three main findings drawn from the Settlement-Information tables introduced in Chapter 7. These findings include: 1) a framework for respondents’ translocal meaning making; 2) an exploration of the role of social networks in the information practices of newcomers, and; 3) four conceptual implications of applying a transnational and social network lens to the study of migrant information practices. The following concluding chapter reviews and summarizes the entire research project, including assessing study implications for policy, practice, and future research, as well as study strengths and weaknesses.
9 Conclusion

9.1 Chapter overview

This chapter reviews this study’s main research questions and study findings. Study implications for policy, practice, and future research are then explored. Significant study contributions as well as the limitations of this research are also examined.

9.2 Summary of study findings

This study addressed one broad research question containing two sub-questions:

- What are the everyday information practices of newcomers from the Philippines to Winnipeg during the migration process?
  1. How do the information practices of newcomers from the Philippines to Winnipeg shift and change as they migrate and settle?
  2. What role do social networks play in the everyday information practices of newcomers from the Philippines to Winnipeg, both in preparation for migration and upon arrival to Winnipeg?

The results of each research question are described in significant detail in Chapters 7 and 8.

Additionally, this study draws five main conclusions for consideration. These include:

1. The formulation of an analytical lens to study migrant settlement at the intersection of three disciplinary fields: transnational migration research, social network theory, and information practices research. (This is outlined in Chapter 3.)
2. Eight settlement-information tables that describe in detail the relationship between respondents’ information practices and the eight phases of respondents’ migration and settlement established in Chapters five and six. (These are described in Chapter 7.)
3. Five step process of translocal meaning making during migrants’ settlement process. (This is described in Chapter 8.)
4. Discussion locating migrants’ information practices within and across transnational social networks (This is described in Chapter 8.)
In summary, the findings from this study demonstrate that information practices for respondents in this study shifted as they moved from the Philippines to Winnipeg, through phases of settlement, and gained experience and access to resources through their exposure to the Canadian information landscape. Prior to migration, respondents could only imagine their lives in Winnipeg and the information that they might need to settle. While the expectations that respondents’ arrived to Winnipeg with did not always turn out to be true, nonetheless, these expectations shaped their settlement and related arrival information practices, at least immediately upon arrival. As respondents settled they continued to learn about the local context and a variety of resources to which they might have access; this broadened their understanding of the Winnipeg information landscape and consequently their information practices. Social network ties were the most consistently cited information source by study respondents, used to gain information, support, and assurances about migration and settlement in Winnipeg.

Prior to migration respondents’ information needs related to making the decision to migrate, applying to the MPNP program, and preparing to migrate. Successfully completing the MPNP application process was a challenge for some migrants. Many information needs generated from this complex task. Preparations for migration included seeking information related to both maintaining Filipino ties and responsibilities and planning for Winnipeg settlement. Information needs were often discrete and clearly articulated by respondents, particularly those related to completing the application process. However, at times information needs were also vague and related to “assembling an impression” of Winnipeg. The issue of “not knowing what I didn’t know” emerged early and often in respondents’ migration experiences. After arrival to Winnipeg, respondents reflected on the many things that they did not know or understand before departure and for which they could not prepare.

A variety of information resources were identified that assisted respondents’ with these processes. Social network ties residing in Winnipeg were by far the most relied upon information resource prior to migration. Also important were other social network ties residing in the Philippines and abroad, official Canadian government resources, and the internet. Generally speaking, respondents’ pre-migration information practices, outside of consulting with their
social network ties, were very limited. Although respondents did not engage in a broad range of information practices, nonetheless they migrated to Winnipeg with specific migration and settlement expectations and a Philippines to Winnipeg imaginary developed out of their interactions with their social network ties, especially other migrants. The migration stories of other migrants played a critical role in the development of respondents’ Philippines to Winnipeg imaginaries. To a lesser extent international (non-Filipino) media also played a role in the formulation of migrants’ pre-migration expectations.

All of the respondents in this study had never been to Winnipeg before they decided to move there, nor had any visited before they boarded the plane that took their entire family to live permanently in a new country. However all respondents had personal ties to the city through which they learned about many aspects of Winnipeg before they boarded that plane. None of these connections, or the information gathered from them and other official sources, truly prepared respondents for their first encounters with Winnipeg. Arrival was thus often met with surprise and disorientation.

Upon arrival respondents experienced an onslaught of information needs. They had many, many goals to accomplish and needed to do so in an information landscape with which they were entirely unfamiliar. Due to this unfamiliarity, respondents also indicated that they were often unaware of what they needed to know and learn about; respondents experienced immediate and profound information disjuncture. Information needs upon arrival were urgent and immediate and included finding housing and a job and settling family. As respondents settled, information needs became more complex and longer term including career upgrading and retraining. Respondents’ interests and leisure time also expanded as they continued to live in Winnipeg and learn about what the city had to offer. Also of significant importance to respondents throughout settlement, was the need to remain connected to the Philippines and loved ones abroad.

Respondents’ information resources and activities also shifted across arrival phases of settlement. Initially respondents were very reliant on their social network ties, particularly their Manitoba supporters, for information and settlement advice. As well, respondents conducted less specific information activities such as browsing migration literature, chatting with social network ties, and driving around to orient themselves to Winnipeg. Over time respondents’ information resources and practices became more diverse, more specific, and incorporated official and institutional
resources such as the settlement sector and the variety of resources offered by the settlement sector. These resources were often of great benefit to respondents, particularly in terms of finding career employment. Respondents also continuously reflected upon their own experiences of living and settling in Winnipeg to clarify and re-conceptualize the expectations about Winnipeg settlement brought with them from the Philippines.

Upon arrival, respondents’ social network ties both fostered and limited respondents’ access to information. Strong ties, such as Manitoba supporters provided both emotional support and access to information. Respondents sought information from these strong ties because they offered emotional support, a critical information need in the difficult and emotional context of migration. On the other hand, sometimes respondents’ sense of obligation to their Manitoba supporters prevented respondents from seeking information from a broader array of sources, particularly institutional and employment related resources. This was mediated over time as respondents developed a broader range of resources from which to draw.

Thus, for respondents in this study the process of settling, devising settlement goals, and engaging in information practices are related, iterative, and cyclical. As respondents moved through phases of settlement they gained awareness and comprehension of the pressing areas and aspects of settlement with which they were contending in that moment. Awareness and comprehension of the Winnipeg information landscape was not acquired evenly. Instead, respondents continued to experience confusion and disorientation as they moved through phases of settlement and their information needs became increasingly complex. Drawing from their newly acquired Winnipeg based experiences and observations, respondents gained increasing awareness of the Winnipeg information landscape, developing broader and more diverse information resources from which to draw. Respondents also drew from their local experiences to speak back to and reframe their own understanding of Winnipeg, the Philippines, and the Philippines to Winnipeg imaginar(ies).
9.3 Implications for policy and practice

This study draws three broad implications for policy and practice. These have been drafted for the consideration of Information Studies scholars, information professionals, government, and the settlement sector.

9.3.1 Implications for research on the information practices of migrants

This research examines the complex processes for newcomers of information finding, using, and sharing as they travel from the Philippines and settle in Winnipeg. It focuses on interrogating how information practices shift across space and time for populations whose information landscapes and social network ties are multi-scalar and in profound transition. This is examined through an analytical lens located at the intersection of three disciplines, including information practices research, social network theory, and transnational migration scholarship. Indeed, transition, travel, and multi-sitedness provide a useful counter lens through which to complicate and problematize notions of information practice that describe information practices and contexts as relatively stable, fixed, and enduring. In contexts of transition the relationship between individuals’ cognitive processes (how they think, feel, and make sense of their surroundings) and the social contexts in which they are operating become complex and contradictory; information related activities must be carefully considered in each moment rather than being automatic or habitual. Transitional and multi-sited contexts thus provide a unique opportunity to problematize the relationship between individual and social processes in information practices. As I discuss in Chapter 3, taking this approach challenges some aspects of the social constructionist approach that has often been used to characterize information practices within the literature (Savolainen, 2008). Nonetheless, I believe there is value in continuing to interrogate and extend the application of the concept of information practices, as has been demonstrated by the analytical lens formulated for this research project.

This study demonstrates that migrants’ information practices are more dynamic, fluid, and iterative than articulated in previous studies that examine migrant information behavior. Conversely, it also demonstrates the ways that information practices are affixed to and embedded within particular activities, locales, and information landscapes. It suggests how we might shift
the ways we understand the relationship between information and migrants’ settlement related
goals, expectations, and activities, recognizing how deeply embedded and intertwined are these
activities within information practices, and acknowledging the fluidity of individuals’
relationship to information and the knowledge(s) it produces. Research that examines the
information practices of migrants should therefore continue to explore this area as I note below,
by applying a transnational optic that captures dimensions of transition and travel.

9.3.2 Migration information provision strategies by practitioners should target migrant social networks

This study confirms Caidi and Allard’s (2005) proposition that successful information practices
are a requirement of settlement. It demonstrates how respondents came to better understand the
dimensions of the Winnipeg information landscape. This included improved recognition and
articulation of specific information needs, improved information evaluation, and knowing where
to access required information. These skills were essential for respondents’ settlement in
Winnipeg. Indeed, without these facilities respondents were significantly handcuffed in meeting
their settlement goals. Below I discuss strategies designed to address and improve respondents’
information practices in the Winnipeg context, particularly in their early stages of arrival, before
a broader range of information practices have been developed by newcomers.

To facilitate settlement and social inclusion, information and resource provision services are
offered by receiving country governments, the settlement sector, and information institutions
such as libraries. Alongside these official channels of information, respondents in this study were
also often exposed to settlement information through a variety of informal avenues such as
already migrated friends and family and social media platforms such as facebook and twitter. As
noted on numerous occasions, the information from social network channels did not always
“match” official sources. Indeed, settlement information, but also advice, support, other migrants’
stories of migration, and the social and cultural expectations that respondents’ encountered from
social networks confirmed, augmented, defied, and/or contradicted official sources of
information. In other words, the information from which respondents made sense was varied and
contradictory. This was particularly the case with respect to employment information.
Respondents navigated complex, sometimes contradictory, systems of information as they engaged in the critical work of settlement.

This study identifies several reasons why respondents are limited or prevented from utilizing the settlement sector, particularly to find employment. Several respondents did not use the settlement sector because their social network ties discouraged them from doing so. Others were not sure where to seek assistance and had a difficult time navigating the sector (especially around complicated issues like employment). Lastly, as noted above, some information received by respondents from their social network ties directly conflicted with official sources of information. For these reasons, typical settlement and information provision strategies, limited to official information providing institutions will not be successful for this population which did not use libraries at all and were often discouraged from using other institutional resources, such as the settlement sector, by their network ties.

Atypical information provision and sharing strategies are therefore required to reach this population. Strategies might therefore include intervening in unofficial information channels such as Filipino social networks, and targeting information provision to community based social and leisure events, and through community social media. Multi-stakeholder partnering with community organizations and/or the settlement sector should be considered for these purposes. While information may indeed have the potential to foster inclusion for vulnerable populations such as Filipino newcomers to Canada, it must be available, recognizable, and personally and culturally meaningful to those who might benefit from it. This information must also be inline with information received through respondents’ social network ties, particularly during the early stages of arrival.

9.3.3 The migration policy structures that inform migrants’ arrival have implications for their settlement

Respondents who arrived to Winnipeg through the Manitoba Provincial Nominee Program did so, in part, because they had social network ties already residing in Winnipeg. The relationship between respondents and these network ties structured respondents’ arrival and settlement processes in Winnipeg in specific and ongoing way. As noted throughout this study, social
networks played a critical and central role in the settlement of respondents. This is in keeping with earlier research on the MPNP that suggests “immigrants and communities are taking on much of the burden for MPNP application and settlement “ (Lewis, 2010, p. 241).

Built into the MPNP application process is a requirement to demonstrate the support of one or two Manitoba supporters. This requirement creates and entrenches complicated relationships for respondents with their network ties already living in Winnipeg who must be willing to assist respondents with their migration process. As noted elsewhere in this study, MPNP admittance policies played a significant role in shaping the relationship between respondents and the social network ties that supported their MPNP applications. This is discussed specifically with respect to respondents’ information practices and the substantial ways that respondents’ relationships to their Manitoba supporters shaped their migration related information practices. This study points to the unanticipated ways that migration policies, structures, and admittance requirements shape the settlement of newcomers. In this instance, the strong relationships that were cast through this process largely benefitted respondents who received significant migration and information support. However, this study also notes that sometimes obligation to their network ties constrained respondents’ information seeking. Because respondents relied so heavily on their Manitoba supporters and placed such trust in them, Manitoba supporters became the most important information resource to respondents before migration and upon arrival. As noted above in section 9.4.2, this also points to the need for the government and settlement sector to connect with and work together with local Filipino communities to frame the information and messaging travelling between the Philippines and Canada about migration and settlement to Winnipeg.

This study demonstrates that the migration doors through which migrants arrive to a new country have implications for their settlement. In the context of this study, respondents’ network ties significantly shaped the trajectories of respondents’ settlement by providing substantial and ongoing support. They also occasionally impeded settlement by constraining access to information about employment and occasionally providing inaccurate information. More research in this area is needed that explores how governmental migration policies and practices structure arrival experiences and access to information resources for migrants.
9.4 Study contributions and limitations

9.4.1 Contributions of the study

As identified above in section 9.2, this study contributes a number of insights to the literature on information practices. Here, I identify two of this study’s most significant contributions and reflect upon them in greater detail.

9.4.1.1 Translocal meaning making

A major contribution of this study is the development of a process of translocal meaning making which is described at length in Chapter 8. This framework contributes to the research area of information practices, representing as it does, a dynamic view of migrants’ engagement with information and related meaning making processes as they migrated and settled in Winnipeg. In particular, this five step process describes how respondents came to make sense of, understand, and function within the Winnipeg information landscape. Rather than examining individual instances of information practice, this study’s focus on transition prioritizes examining how meaning making shifts across time and space.

Within Information Studies, Dervin articulates the most well known framework of meaning making. Her sense-making theory suggests that individuals use information and information seeking to resolve gaps in their understandings of their worlds (1992). Mehra suggests that for migrants “information and experiences address not one particular “gap” in a situation, but gaps in the entire reality of experience based on lack of cultural experience and knowledge” (Mehra, 2004, p. 38). Supporting Mehra’s suggestion that sense-making occurs for newcomers not on a gap by gap basis but much more broadly, translocal meaning making describes how respondents work to navigate and come to understand novel information landscapes, drawing from (sometimes conflicting) transnationally located information, narratives, and resources. It demonstrates how respondents blend or reconcile multiple “realities” or ways of making sense.

Meaning making is understood to be an important aspect of information practice that is both socially and individually located. It is a constructive process (related to how respondents learn and construct meaning in their lives), as well as tied to social contexts and relationships. In other words, this process describes how respondents actively engage in producing individual meaning
out of the socially located information that they encounter. These meanings made are then fed back into the translocal meaning making process through respondents’ information sharing with their social networks ties. Thus, meaning making is both a social and individual process. It is shaped by (and shapes) social networks and information landscapes, but it is also personal, derived as it is, experientially and emotionally.

Another significant dimension of this construct is that it demonstrates how migrants come to operate informationally in particular spaces, characterized here as translocal information landscapes (Lloyd et al, 2013). This process identifies how respondents’ practices shift as they move from one information landscape to another, examining how practices are connected and linked, blending and building upon one another other. Lastly, translocal meaning making demonstrates how social network ties and the information travelling within them connect transnational spaces to each other as well as contribute to the making and negotiation of meaning for migrants in this study.

In summary, translocal meaning making considers respondents’ meaning-making processes as they migrate and settle in Winnipeg encountering and incorporating diverse, complex, and often contradictory information into their daily lives and in the project of migration and settlement to Winnipeg. It demonstrates that meaning making is both deeply individualized and embedded within social relations and network structures, specific sociocultural contexts, and specific locales. It is complex, shifting, and iterative.

9.4.1.2 Information disjuncture and its’ resolutions

Another major contribution of this study is the development of the concept of information disjuncture and its addition to the information practices lexicon. Information disjuncture is described in the settlement-information tables discussed in Chapter 7 and again within the process of translocal meaning making described in Chapter 8. I continue this discussion below where I review the concept and describe how it was resolved, reduced, or negotiated by migrants as they settled in Winnipeg.

Information disjuncture is described as an individual’s encounters with information where the information encountered produces feelings of surprise, disorientation, disbelief, and sometimes
distress. In moments of information disjuncture, individuals are unable to make sense of the information they are encountering because this information is not situated within their frame of reference or understanding. The concept is similar to Dervin’s (1992) notions of information gap and discontinuity. However, additional and distinctive elements are highlighted. For example, the notion of information disjuncture suggests that information not only resolves gaps in reality, but it creates them. In other words, encountering information that is outside of one’s understanding creates confusion and disorientation. Secondly, the term disjuncture is used to highlight the emotional and often distressing aspect of the disjuncture experience. Respondents in this study experienced profound information disjuncture when they arrived to Winnipeg. These feelings were compounded for respondents because they arrived to Winnipeg imagining that they knew what to expect based upon arrival. When their arrival experiences did not meet these expectations, respondents experienced information disjuncture.

Respondents describe their surprise at many aspects of Winnipeg life, particularly when they first arrived to Winnipeg. They suggest that many aspects of the information they received before departure were not fully understandable to them until they were experienced first hand after arrival. When respondents first arrived to Winnipeg, this realization became obvious through their encounters with the physical landscape of Winnipeg. As respondents settled, this awareness extended to other areas such as the Manitoba housing and labour markets, and the education and settlement sectors.

As respondents settled in Winnipeg, they engaged in a number of activities that resolved and/or reduced their experiences of information disjuncture. Early arrival strategies included browsing, chatting, mimicry, and other general forms of information gathering and observation. Before respondents made the decision to migrate to Canada they “assembled an impression” of Winnipeg. Upon arrival to Winnipeg they must again re-assemble an impression of Winnipeg because many of their pre-migration expectations have dissolved upon arrival. They do so however, incorporating their own first hand observations of life in Winnipeg. Because respondents are new to the Winnipeg information landscape, initially they may not know how to “use” or make sense of the experiential information that they glean through their initial observations and browsing strategies.
Respondents continued to collect information from their Manitoba supporters and other Winnipeg network ties in the form of stories, observations, and advice. To these, respondents begin to add their own experiences and encounters with the Winnipeg information landscape. Respondents experienced what Mehra (2004) calls “triggers” or incidents where differences, in this case between Winnipeg and the Philippines, were experienced and reflected upon. In this study, triggers occurred frequently when respondents’ pre-arrival expectations were contradicted, when respondents’ experiences conflicted with network tie stories and advice, and when respondents experienced a clash between their pre-arrival cultural beliefs and their arrival experiences. Respondents’ disorientation within the Winnipeg information landscape was resolved over time through respondents’ growing and direct encounters with the Winnipeg information landscape, as well as their increasing ability to reflect upon, contextualize, and make sense of these encounters. Individual moments of information disjuncture continued to occur for respondents but were more likely to be resolved easily as respondents drew from their growing awareness and competency within the Winnipeg information landscape.

9.4.2 Limitations of the study

A potential limitation of this study was the timing of respondent interviews. Although this study collects data at different periods of time, it is not actually a longitudinal study. That is, all interviews took place long after respondents had arrived to Winnipeg. In fact, between two to seven years of time had passed since respondents applied to migrate through the Manitoba Provincial Nominee Program. The result of this is that details were forgotten or glossed over, dates were blurred, and there were sometimes inconsistencies between spouses’ recollections of events. This study might therefore have benefited from a true longitudinal approach that repeated respondent interviews over a period of time. Using such an approach, I might have interviewed respondents as soon as they arrived to Winnipeg and again, several years later. This might have significantly improved respondent recall. Not only this, but respondents’ preparation and arrival perspectives would not be influenced by their time spent in Winnipeg. On the other hand, respondents’ migration stories would not have been as well crafted. Respondent interviews, as they were told to me, provided a well thought-out and well-articulated picture of respondents’ experiences driven by their feelings and reactions to the process. This “full story” was very useful.
to understand the deeply connected factors of meaning making, affect, and experience, that arose in this study.

Another potential limitation of the study was both the small sample size and the homogeneity of the population I interviewed. Indeed, because I so often interviewed spouses (6 couples of 14 respondents) this further limited the range of migration experiences that were described. On one hand, I collected fewer stories and fewer accounts of migration than if I had interviewed respondents unknown to each other. On the other hand interviewing spouses was an opportunity to collect rich and detailed accounts of family migration processes. Taking this “family view” provided a deep examination of migration and settlement that benefitted this study’s in-depth, qualitative, and exploratory approach.

Additionally, because my sample did not provide a broad spectrum of migrant experiences, the transferability of research results to other migrant populations is limited. In particular, the importance of social networks ties in respondents’ settlement processes will not be evident in the experiences of many migrants for whom migration is a very solitary and isolating experiences. Nonetheless, this study provides deep description and explanation that make conceptual contributions to the research domains informing this multidisciplinary study.

Finally, within this study I intended to take a broad view of respondents’ settlement and information practices. However, two themes emerged very strongly that significantly shaped the study emphasis and writing, including employment and employment seeking, as well as the use of informal human sources to find information. My interview guide was designed to collect self-identified and varied stories of respondents’ daily settlement experiences. I have chosen to focus on what held the attention of my respondents as they were interviewed, specifically their ongoing struggles to find meaningful employment in Winnipeg and their extensive use of their network ties to find information. However, I think it is unfortunate that my interviews did not elicit a broader range of experiences and resources to be documented in this study.

9.5 Avenues for future research

Several avenues for future research are proposed based on the findings from this exploratory, interdisciplinary study. Two broad areas for future research are described in detail below.
9.5.1 Further research on information practices in transition

As I have noted throughout this study, this research employs a novel approach to examining migrant information practices by examining them in transition and considering how they shift across both space and time. Indeed, in several places I advocate strongly that research that examines migrant information practices should be conducted employing a transnational optic that focuses on travel and transition as well as the multi-sitedness of transnational lives. I suggest that this research should shift the focus away from considering and prioritizing habitual and routine practices, examining instead instances of information negotiation, learning, and meaning making. Others such as Quirke (2014), Pyati (2010), and Srinivasan and Pyati (2007), have echoed the sentiment that migrants information practices should be examined using approaches informed by transnational and diasporic paradigms.

To this I would add that the information practices literature more broadly might also benefit from additional studies that focus on the information practices of populations in transition. Indeed, Savolainen notes that “there is a need for empirical studies relating the spatial and temporal factors of information seeking” (2006b). Some research in this area has been undertaken. For example, Stutzman (2011) explores the role of social networking sites to facilitate stress management and adaptation of first-year college students to the college environment. McKenzie (2001) explores how women pregnant with twins engage in information practices during the transitional period of pregnancy. Both studies contribute insightful observations about the contexts and processes of transition for specific populations. Other information related studies that focus on transition and that might contribute interesting findings to this area of research include studies on illness and the process of getting sick or well, transitioning into a new job, program of study, or field of employment, and major life transitions such as having children (as noted above), moving in with a romantic partner, or retirement. A greater body of work that explores how specific populations engage within and between particular information landscapes, life events and transitions, and sociocultural contexts would expand and broaden this focus of information practices research.
This research also briefly examined how social networks transition across nations and the migration process. This work is informed by notions of social capital, particularly Kelly and Lusis’s (2006) observation that social capital does not migrate. Specifically, I examined the relationship between respondents’ social capital during the migration process and their information practices, finding that during the migration process respondents’ social network structures both enables and constrains information practices. Additional research that examines the relationship between contexts of transition, information practices, and social networks would greatly expand this area of research.

### 9.5.2 Further research exploring the roles of imagination, storytelling, and experiential information in information practices

This study raises interesting questions about the nature and value of different forms of information and the process by which these information forms are made sense of and used by individuals. In particular, experiential information, imagining, and storytelling and listening are all processes that arise and play an important role in respondents’ settlement and meaning making processes. Further exploration into each of these areas is warranted.

When describing the phases of translocal meaning making, I suggest that imagining is a disembodied form of meaning making. In the context of this research, imagining is often specifically tied to storytelling and listening. It is a process that has implications for how respondents perceive and operate within their world(s) as well as the ways that they engage in information practices. For example, the social imaginary connecting the Philippines to Winnipeg shaped respondents’ settlement goals and expectations as well as their understandings of how they should settle in a place to which they had never been. These expectations influenced respondents’ information practices upon arrival to Winnipeg. While imagining is not entirely rational or grounded in experience, nonetheless it appears to be a very powerful devise that shapes how respondents’ make meaning in the world.

Also figuring largely in respondents’ accounts of their information practices is what Pollack (2015) characterizes as experiential information. She suggests, “Experiential information is sensation, emotion, fact, skill, knowledge, or understanding acquired or otherwise derived from
interactive participation in a social or solitary context, or occurring at some point thereafter as a result of contemplation and reflection” (p. 256). From this definition, it is clear that experiential information is deeply personal and cannot be relayed to another; it must be experienced first hand. Respondents’ first hand experiences within the Winnipeg information landscape were pivotal to their process of coming to understand and operate within it. These first hand accounts often contradicted respondents’ earlier imaginings.

Imagining, storytelling, and experience are information practices that have not received significant attention within Information Studies. More research is needed in this area that considers the relationship of the imagination to information practices in contexts of the unknown and in transition. Questions arise such as, how is the practice of imagining engaged in by non-migrants? What is the role of storytelling in imagining and experiential information? And how do processes of imagining and experiencing differ in individuals’ information practices? Research that addresses these questions would broaden this area of inquiry.

9.6 Chapter conclusion
This chapter offered some final thoughts and reflections on this study of the information practices of newcomers from the Philippines arriving to Winnipeg through the Manitoba Provincial Nominee Program. I began by summarizing study research questions and the five broad conclusions drawn by this study. Building on these summaries, I identify the major contributions of this study as well as its implications for policy and practice within the settlement sector and information institutions seeking to serve newcomers. I consider the limitations of the study and avenues for future research. In particular, I argue for more research that examines a variety of populations in transition as well as research that explores the tensions identified in this study between imagination, story telling, and experiential information.
References


ANAK (June-Sept, 2010). *From Manila to Manitoba: Celebrating 50 years with the Filipino-Canadian community in Manitoba*. Manitoba Museum. Winnipeg, MB.


Appendices

Appendix A – Information and Consent Forms

You are being asked to take part in a study that explores the settlement experiences of newcomers from the Philippines to Winnipeg who arrived through the Manitoba Provincial Nominee Program (MPNP).

You are being asked to participate because you were born in the Philippines, immigrated to Winnipeg through the Manitoba Provincial Nominee Program (MPNP), and have lived in Canada for less than 5 years.

This study will explore the settlement experiences of newcomers from the Philippines to Winnipeg, including how they look for, use, and share information about migration and life in Winnipeg. This project is part of my doctoral studies in the Faculty of Information at the University of Toronto.

If you choose to take part, you will be asked to participate in two interviews. Each interview will take about 60 to 90 minutes, depending on how much you would like to say. The interviews will be held in the place of your choice, such as your workplace, a café, or a public library. In these interviews, I will ask you questions about your migration experiences including questions about leaving the Philippines and about life in Winnipeg once you arrived. I will ask you about the sources of information you used as you prepared to leave the Philippines and once you arrived to Winnipeg. I will also ask about any relationships you had in Winnipeg before you arrived as well as the connections you maintain with the Philippines now that you live in Winnipeg. Lastly, I will ask you to take part in a short “mapping” exercise in which you will be asked to create a map containing all of the sources of information you mention in your interviews.

Your participation in this study is voluntary, and you can choose not to participate, or to withdraw from the study at any time without negative consequences. You can choose not to answer any of the interview questions. If you choose to withdraw from the study, any information you have provided will be removed from the study.

If you agree, I will audio-record the interviews to help me to remember the details of your answers. This is optional, and if you do not want the interview to be recorded, it will not be recorded.

The risk of taking part in this study is that you may be reminded of difficult settlement challenges you faced after arriving in Canada, or problems you faced before migrating. If you feel uncomfortable at any time, you can take a break or stop the interview. The benefit of this study is that you may enjoy reflecting on your migration experience including what you’ve achieved in Winnipeg. It is hoped that by getting your thoughts on the settlement experiences of newcomers from the Philippines, this study could help to influence settlement programs and other supports to assist newcomers. As a token of my appreciation, you will be given $20 at the end of each interview to thank you for your time.

The results of this study will be published as journal articles and will be presented at conferences. Your participation will be kept confidential. Your name and other identifying information will be known only to me and will not be included in presentations or written reports. The map that you create may be published or publicly displayed but pseudonyms will be used to represent the names of people you know. If you would like to be invited to a presentation of the study’s results, or receive a written summary of the findings, please give me your contact information.

If you have any questions about this study, you can contact the researchers:
If you have any questions about your rights as participants in this study, you can contact the Office of Research Ethics at the University of Toronto at ethics.review@utoronto.ca or (416) 946-3273.

Consent to participate

- I agree to take part in this study and participate in two interviews to discuss my experiences with the settlement process and the sources of information I used to migrate and settle in Winnipeg

- The researcher has explained the study and I have had a chance to get answers to any questions I may have had

- I agree that the researcher can tape record our interview (OPTIONAL)

- I would like to hear about the findings of this study and be invited to a presentation and/or receive a written copy of the results (if yes, please give the researcher your contact information) ______

______________________________
Name (please print):

______________________________
Signature:

______________________________
Date:
Appendix B – Interview 1: Pre-migration interview guide

A. The migration process - departure
I. Thinking about migration
   • When did you first start thinking about moving away from the Philippines?
   • Can you please tell me about how you made the decision to immigrate to Winnipeg?
Probes:
   • What were the reasons you decided to move?
   • Who did you talk to about it?
   • Did you consult any other resources (Resources are anything that you consulted to help you such as books, newspapers, websites, the radio, information guides, government agencies or recruiters, meetings you attended, and anything else you can think of)?

II. Preparing for migration
   • After you decided to move, can you please tell me about the steps you took to get ready to move to Winnipeg?
   • How did you prepare to leave the Philippines?
Probes:
   • What plans did you make?
   • What was important for you to do or learn about?
   • Did you consult any resources? (for example books, newspapers, websites)
   • Did anyone help you?

III. Did you have any concerns or fears about leaving the Philippines? What were they? How did you deal with them?

IV. Did you have any concerns or fears about living in Winnipeg? What were they? How did you deal with them?

B. Information practices
I. Thinking about the time you first thought about migrating until you actually moved to Canada, what were some of the most important questions you had about immigrating to Winnipeg?

Probes:
   • Can you tell me more about the question? How did it arise?
   • Did you get an answer to your question? If so, what was the answer?
   • How did you go about finding the answer to your question? What sources did you consult? Where did you go and who did you talk to?
   • Why did you select each source?
   • What did you find out from each of these sources?
   • What did you do with the information?
   • What happened when you located the information? Did it help? Did it change anything for you? How did it make you feel?
C. Information resources

I. In addition to what you’ve told me, are there any other resources or people that stand out for you or that were particularly helpful to you as you prepared to move to Winnipeg? (For example in finding information about housing, schools, jobs, immigration policies, Winnipeg weather, Canadian culture, hobbies you enjoy, where to meet new people, and anything else you needed to know about)

1. Do any people stand out for you?
   - Who?
   - Why did you contact them/they contact you?
   - How did you get in contact?
   - What did you find out from this person?
   - Did it help? How so?
   - How often did this person help?
   - Where does this person live?
   - What is your relationship to this person?
   - How close is your relationship?
   - How often are you in contact?

2. Do any websites or internet resources stand out for you?
   - What websites?
   - Why did you consult it?
   - What did you find out from this website?
   - Did it help? How so?
   - How often did you use this websites

3. Do any organizations or groups stand out for you?
   - What?
   - Why did you contact it/it contact you?
   - How did you get in contact?
   - What did you find out from this organization?
   - Did it help? How so?
   - How often did you use this resource?

4. Do any media (such as newspapers, TV, radio) stand out for you?
   - What media source?
   - Why did you consult it? How did you hear about it?
   - What did you find out from this source?
   - Did it help? How so?
   - How often did you use this resource?

5. Do any books, magazines, guidebooks, or pamphlets stand out for you?
   - What source?
   - Why did you consult it? How did you hear about it
• What did you find out from this source?
• Did it help? How so?
• How often did you use this resource?

6. Did you get in touch with any government agencies or immigration recruiters?
   • What agency?
   • Why did you consult it? How did you hear about it?
   • What did you find out from this source?
   • Did it help? How so?
   • How often did you use this resource?

7. Did you attend any classes, meetings, or information sessions?
   • What event?
   • How did you find out about it?
   • What did you hope to learn?
   • What did you find out from this source?
   • Did it help? How so?

D. Transnational practices
I. Transnational contacts
   1. Before you came to Winnipeg did you know anyone here?
      • Who?
      • What is your relationship to this person?
      • How regularly were you in contact with them before you decided to immigrate?
      • How long have you known them?
      • How close was your relationship?
      • Did you get in touch with them before you immigrated?
      • Did they assist you? How so?
      • Before you came, what did they tell you about life in Winnipeg?
      • Did what they tell you help you? How so? Did it change anything for you? How did it make you feel?

   2. Before you came to Winnipeg did you know anyone in Canada? Who?
      • Who?
      • What is your relationship to this person?
      • Where does this person live?
      • How regularly were you in contact with them before you decided to immigrate?
      • How long have you known them?
      • How close was your relationship?
      • Did you get in touch with them before you immigrated?
      • Did they assist you? How so?
      • Before you came, what did they tell you about life in Canada?
      • Did what they tell you help you? How so? Did it change anything for you? How did it make you feel?
II. Have Filipinos who lived in Winnipeg or Canada before you, helped you to migrate to Winnipeg? How so?

III. Before you came to Winnipeg, what did you think life here would be like?

IV. Is life in Winnipeg what you thought it would be like?

E. Information/help resource map

[Give respondents the map]

I’m asking people to add to this map [show respondents map] all of the resources and people you’ve mentioned throughout this interview. I’ll read you a list of the resources you’ve named. Please add to the map the resources and people that you mentioned when seeking help or advice or information while preparing to migrate to Winnipeg. And if you could, please indicate the people and resources that helped you the most or you found the most dependable near the middle of the map closest to where it says “you”. Please put the least helpful people and resources along the outside of the map. Can you please talk me through it as you’re drawing the map?
Interview 1 - Information map

Respondent ID # ________

You
Appendix C – Interview 2: Arrival and settlement interview guide

A. Arrival and settlement

I. Arrival

• Can you please tell me about your experience of living in Winnipeg during the first few weeks you were here? What did you do when you first arrived?

Probes:

• Did someone pick you up from the airport? Who?
• Where did you stay the first few days?
• What were your most pressing needs? How did you meet those needs?
• Did you use any resources or services? (Resources are anything that you consulted to help you such as books, newspapers, websites, the radio, information guides, government agencies, classes you attended, and anything else you can think of)?
• Did anyone help you meet those needs? Who? How did they help?

II. Settling in Winnipeg

• Can you please tell me about your experience of settling in Winnipeg over the last x years. What steps have you have taken to settle and live in Winnipeg?

Probes:

• How did you go about settling in Winnipeg?
• What did you need to do?
• What did you need to learn about?
• Did anyone help you? Who? How did they help?
• Did you use any resources or services?

III. What have been some of the biggest challenges you have faced in moving to Winnipeg? How did you deal with them?

IV. What were some of the most surprising or unexpected things about moving to Winnipeg? How did you deal with them?

V. Does Winnipeg feel like your home?

VI. Do you intend to stay in Winnipeg?

B. Information practices

I. Thinking about the time you landed in Winnipeg until the present, what are some of the most important questions you have had about settling and living in Winnipeg?

Probes:

• Can you tell me more about the question? How did it arise?
• Did you get an answer to your question? If so, what was the answer?
• How did you go about finding the answer to your question? What sources did you consult? Where did you go and who did you talk to?
• Why did you select each source?
• What did you find out from each of these sources?
• What did you do with the information?
• What happened when you located the information? Did it help? Did it change anything for you? How did it make you feel?

C. Information resources
I. In addition to what you’ve told me, are there any other resources or people that stand out for you or that were particularly helpful to you as you settled in Winnipeg? (For example in finding information about housing, schools, jobs, health, Winnipeg weather, Canadian culture, hobbies and things you like to do, how to get around, where to meet new people, and anything else you needed to know about)

1. Do any people stand out for you?
   • Who?
   • Why did you contact them/they contact you?
   • How did you get in contact?
   • What did you find out from this person?
   • Did it help? How so?
   • How often did this person help?
   • Where does this person live?
   • What is your relationship to this person?
   • How close is your relationship?
   • How often are you in contact?

2. Do any websites or internet resources stand out for you?
   • What websites?
   • Why did you consult it?
   • What did you find out from this website?
   • Did it help? How so?
   • How often did you use this websites

3. Do any organizations or groups stand out for you?
   • What?
   • Why did you contact it/it contact you?
   • How did you get in contact?
   • What did you find out from this organization?
   • Did it help? How so?
   • How often did you use this resource?

4. Do any media (such as newspapers, TV, radio) stand out for you?
   • What media source?
• Why did you consult it? How did you hear about it?
• What did you find out from this source?
• Did it help? How so?
• How often did you use this resource?

5. Do any books, magazines, guidebooks, or pamphlets stand out for you?
• What source?
• Why did you consult it? How did you hear about it
• What did you find out from this source?
• Did it help? How so?
• How often did you use this resource?

6. Did you get in touch with any government agencies or immigration recruiters?
• What agency?
• Why did you consult it? How did you hear about it?
• What did you find out from this source?
• Did it help? How so?
• How often did you use this resource?

7. Did you attend any classes, meetings, or information sessions?
• What event?
• How did you find out about it?
• What did you hope to learn?
• What did you find out from this source?
• Did it help? How so?

D. Transnational practices
I. Keeping in touch
• Who do you keep in touch with outside of Winnipeg?
• How do you keep in touch? E.g. calling, email, skype, facebook
• How often were you in contact this month?
• Do you have a role in family decisions?
• How often do you return to the Philippines?
• When you communicate with people outside of Winnipeg, what do you talk about?

II. During the time that you have lived in Winnipeg, can you tell me about a time that you have asked for advice or information from someone living in the Philippines or abroad?
• What was the question? How did the question come up?
• Who did you ask?
• Why did you consult them?
• What is your relationship to that person? How long have you known them?
• Did you get an answer to your question? If so, what was the answer?
• What did you do with the information?
• What happened when you got the information? Did it help? Did it change anything for you? How did it make you feel?
III. Have Filipinos back home helped you settle in Winnipeg? How?

IV. What do you tell your friends/relatives about living in Winnipeg?

V. What do your friends/relatives think about life in Winnipeg?

VI. Media consumption

1. Do you read Filipino or Winnipeg based newspapers (either in Winnipeg, from the Philippines, or elsewhere outside of Canada)?
   • Which ones? What sections?
   • How often?
   • Why do you read it? What do you enjoy about it?

2. Do you watch Filipino TV (either in Winnipeg, from the Philippines, or elsewhere outside of Canada)?
   • Which programs?
   • How often?
   • Why do you read it? What do you enjoy about it?

3. Do you read Filipino websites?
   • Which ones?
   • How often?
   • Why do you read it? What do you enjoy about it?

4. Do you listen to Filipino or Winnipeg based radio?
   • Which programs?
   • How often?
   • Why do you read it? What do you enjoy about it?

5. Do you read Filipino books?
   • What kinds?
   • How often?
   • Why do you read it? What do you enjoy about it?

VII. During the time that you have lived in Winnipeg, can you tell me about a time that you have looked for or found information from a Filipino resource (such as website, book, or radio)?
   • What was the question? How did the question come up?
   • What resource did you consult?
   • Why did you select that resource?
   • Did you get an answer to your question? If so, what was the answer?
   • What did you do with the information?
   • What happened when you got the information? Did it help? Did it change anything for you? How did it make you feel?
VIII. Have Filipino resources (such as TV and websites) helped you settle in Winnipeg? How?

IX. Has anyone from the Philippines asked you for information or advice about migrating to Winnipeg?
   • Who asked?
   • What information or advice did they ask for?
   • What did you tell them? How did you help them?
   • What is your relationship to this person?
   • How close is your relationship?
   • How often are you in contact?

E. Information/help resource map

[Give respondents the map]

I’m asking people to add to this map [show respondents map] all of the resources and people you’ve mentioned throughout this interview. I’ll read you a list of the resources you’ve named. Please add to the map the resources and people that you mentioned when seeking help or advice or information after you arrived to Winnipeg. And if you could, please indicate the people and resources that helped you the most or you found the most dependable near the middle of the map closest to where it says “you”. Please put the least helpful people and resources along the outside of the map. Can you please talk me through it as you’re drawing the map?
Interview 2 - Information map

Respondent ID # ________
Appendix D - Demographic information sheet

Respondent ID# _______

1. Migration History

1a. In what country were you born?

1b. In what month and year did you come to Canada?

1c. Besides the Philippines, in what countries have you lived?

_____________________________   _____ year of entry _____ year of exit

_____________________________   _____ year of entry _____ year of exit

_____________________________   _____ year of entry _____ year of exit

1d. Through what Manitoba Provincial Nominee Program stream did you come to Canada? Please check one.

   i. _____ Family stream

   ii. _____ General stream

2. Language

2a. What languages do you speak well enough to hold a conversation?

2b. What languages do you speak at home?

2c. What was the language that you first spoke in childhood?

3. Family

3a. Are you married or living in a common-law relationship?   ___ yes   ___ no

3b. How many children do you have?

3c. Do your children live with you in Winnipeg?   ___ yes   ___ no

3d. If no, where do they live?

4. Age

4a. In what year were you born?
5. Education
5a. What is the highest level of education you have achieved? Please check one.
   i. _____ did not go to school
   ii. _____ some high school
   iii. _____ finished high school
   iv. _____ some post secondary
   v. _____ Trade school. Name program: __________________________
   vi. _____ College. Name program: __________________________
   vii. _____ University. Name program: __________________________

5b. In what country did you get your education?

5c. In what year did you graduate?

5d. What was your trade or profession in the Philippines?

6. Employment
6a. What work did you do in the Philippines?

6b. Do you currently have a job? ___ yes ___ no

6c. If yes, what work do you do in Winnipeg?

7. Household information
7a. Who do you live with at the present time?