

**Online interactions: An exploration of migrant experiences with
government surveillance from home nations**

Amina Mohamed

A dissertation submitted to

Auckland University of Technology

in partial fulfilment of the requirements for the degree of

Master of Business

2021

Faculty of Business, Economics and Law

Department of Business Information Systems

Attestation of Authorship

I hereby declare that this submission is my own work and that, to the best of my knowledge and belief, it contains no material previously published or written by another person (except where explicitly defined in the acknowledgements), nor material which to a substantial extent has been submitted for the award of any other degree or diploma of a university or other institution of higher learning.

Amina Mohamed

Acknowledgements

Thank you to AUT postgraduate staff and my supervisor for helping me make it this far. Without you guys I don't know where I would be.

This study was approved by the Auckland University of Technology Ethics Committee 27 May 2020, AUTEK Reference number 20/108.

Table of Contents

Attestation of Authorship	2
Acknowledgements	3
List of Tables	5
Abstract	6
Chapter 1: Introduction	7
Research rationale and significance	7
Structure of this dissertation	8
Chapter 2: Literature Review	9
Online interaction of migrants	10
Surveillance	11
Practice Theory	12
Chapter 3: Methodology	14
Philosophical Background	14
Interpretive Descriptive Methodology	15
Positionality of the researcher	15
Ethical Considerations	16
Methods	17
Sampling and recruitment	17
Sample characteristics	18
Participant background	19
Online experience of migrants	19
Data collection	19
Data Analysis	20
Summary	27
Chapter 4: Findings	28
Theme 1: Trust in government	28
Theme 2: Need for surveillance	29
Theme 3: Lack of knowledge of government surveillance	29
Theme 4: Future technology use for government surveillance	30
Chapter 5: Discussion & Conclusion	32
Discussion	32
Contributions of study	34
Limitations of study	34
Conclusion	35
References	36
Appendix 1: Ethics Approval Letter	40

Appendix 2: Participant Information Sheet	42
Appendix 3: Participant Consent Form.....	47

List of Tables

Table 1: Participant Information	18
Table 2: Online experiences of migrants	19
Table 3: Operationalisation table for codes	22-25
Table 4: Conceptual Analysis of Participants' Experiences	33

Online interactions: An exploration of migrant experiences with government surveillance from home nations

Abstract

The research aims to get a better understanding of the experiences of migrants in their pursuit to maintain relationships with their connections in their countries of origin, and how they manage these interactions in the face of surveillance attempts by the governments of those countries.

Practice theory was used to frame the study. This is a small-scale qualitative study which uses the interpretive descriptive methodology to explore the experiences of migrants living in New Zealand their online interactions. New Zealand is a diverse country with a large migrant population that will continue to grow. However, far too little attention has been paid to their group and their online interactions. This research aims to contribute to the limited literature on the topics and to use the knowledge to identify ways to better integrate migrants within New Zealand society.

Key words: government, migrants , online, social media, surveillance

Chapter 1: Introduction

NZ's estimated current population is 5,116,300 and is projected to be 5.8 million by 2038, an average annual increase of 1.1% (Statistics New Zealand, 2021). New Zealand is a culturally diverse nation: according to the 2018 Census, a quarter (27.4%) of NZ population are foreign-born, with Asia being the common region of birthplace (Statistics New Zealand, 2020). Over the past few decades, New Zealand has received an increasing number of immigrants from a wide range of source countries. The last couple of decades has seen New Zealand welcome and increasing number of migrants from a variety of home countries. The waves of migration were heightened by the percentage increase in the New Zealand population of those born in foreign countries. The 2018 census showed 27.4 percent of the New Zealand population was born overseas. That is a 2.2 percent increase from the 2013 census (Statistics New Zealand, 2019).

Research rationale and significance

There is a diverse range of migrant literature from all over the world. However, there is a shortage of studies that examine the online connections migrants have in their daily lives. This research explores the participants' experiences interacting online with their family and friends back home and the practices they have adopted to limit surveillance from their home nations. Migrants form a significant portion of the New Zealand workforce (Statistics New Zealand, 2018). Therefore, it is of value to explore their experiences and their interactions with their home countries.

An example of how online interactions directly impact migrants in New Zealand is China's alleged mistreatment of the Uighurs. Human rights organisations estimate China has jailed over a million Uighurs in what the government refers to as "re-education camps" in recent years. There are reports of Uighurs being exploited as forced labour and women being sterilised forcefully (BBC News, 2021). As news media in many countries including China is tightly regulated, objective truth is difficult to come by, and public narratives are influenced by government's objectives. To fill the gap in trustworthy information, social media and online interaction between the Uighurs and their friends and family living overseas played a large role in raising awareness about the issue. As a result of the increased awareness, many countries have made statements condemning China's action. New Zealand has also joined other nations in condemning China's persecution of Uighurs and other Muslim minorities. These online interactions play a significant role in how their host countries also reacts to this information.

Based on the above discussions, the research question for this research is: *What are the online experience of migrants in New Zealand, and how do these experiences impact how they interact with their home and host society?*

Structure of this dissertation

This dissertation is divided into five chapters. The first chapter is an introduction that describes the context of this investigation. It provides a brief history of immigration in New Zealand and emphasises facts related to migrants. The chapter establishes the academic and practical relevance of this study and emphasises the benefits of this research for New Zealand's migrants. The second chapter is a survey of the literature on migration in New Zealand, online interactions, and government monitoring, and these ideas are seen through the theoretical framework the practice theory on which this research is based. These studies contribute to a better understanding of migrants' typical online experiences in a new host society. Chapter three discusses the research methodology, approach, data collection techniques, study sample, and sample size. In Chapter four, the qualitative approach is utilised to arrive at the study's thematic findings. Finally, in Chapter five, the entire study is reviewed, and recommendations are made.

Chapter 2: Literature Review

Migration is the act of moving from one place to another within a country or over an international boundary with the purpose of settling, permanently or temporarily in a new location (UN Migration, 2019). The majority of people move to pursue key life changes such as higher education, family reunifications or relocation with family, new career opportunities, or marriage (United Nations Department of Economic and Social Affairs Population Division, 2017a).

The main reason individuals move, especially to high-income countries, is to find work, according to the World Migrant Report, making migrant workers the majority of the world's international migrants (IOM, 2018a). Some migrants arrive as skilled foreign employees who travel and work for a brief time in their host nation. Others are skilled migrants seeking permanent work in their host nation. With their in-demand talents, they fill economic shortages. Various countries have developed specific programmes to attract skilled migrants to relocate and contribute to their economies (IOM, 2018a).

Both the migrant's home country and the destination country profit from economic migration. According to a 2017 analysis on the economic effects of immigration in New Zealand, each migrant generates around \$2,653 for the government, which is 15 times more than a New Zealand-born individual's contribution of \$172. Remittances to the migrant's home country usually result in gains in different aspects of human development in the home country, such as higher school enrolment rates (IOM, 2018a).

Some people move for better chances and professional possibilities, while others travel to avoid violence or persecution. Asylum seekers and refugees come under this group since they cross borders in pursuit of safety (Castles, 2018). Family members may also move to join persons who have already entered a nation under one of the categories listed above. New Zealand, the United Nations, Canada, Australia, and most European Union member states recognise the right of immigrant families to re-join (Castles, 2018).

The majority of refugees now resettled in New Zealand come from the Asia Pacific, Africa, the Middle East, and Latin America (Ministry of Business Innovation and Employment, 2017a). Every year since 2017, 750 migrants have been resettled in New Zealand, according to the existing quota. The yearly limit for refugee settlement in New Zealand was increased to 1,000 people in July 2018 (Ministry of Business Innovation and Employment, 2017a). As a result, multi-cultural societies are predicted to develop further, with the Middle East, Latin American, and African ethnic groups (MELAA) having the greatest rate of migrant increase in New Zealand, with the rate of this group predicted to quadruple by 2038. (Statistics New Zealand, 2017).

In decreasing order, the top five countries of origin for migrants to New Zealand are the United Kingdom, China, India, Australia, and South Africa, with most migrants aged 20 to 29 years (Immigration New Zealand, 2017). The favourable immigration policy for skilled migrant categories and overseas students for tertiary education have been the major channels through which immigrants arrive to New Zealand (Akbari & MacDonald, 2014), with more women migrating to NZ than men (Immigration New Zealand, 2017). The Asian population is expected to outnumber the indigenous Maori population and approach one million by late 2020 (Statistics New Zealand, 2017). Between 2013 and 2038, the yearly growth rate of European or Other ethnic groups would be the slowest at 0.5 percent (Statistics New Zealand, 2017). Because of the critical role that migrants play in New Zealand, these forecasts need proactive efforts to better understand their interactions.

Online interaction of migrants

Over the last two decades, the number of migrants in New Zealand has increased in tandem with a succession of technical breakthroughs. Smart phones and other personal gadgets now play an important part in how migrants connect with individuals around them and with people in other countries. Online interactions have gotten simpler and more prevalent as the internet has grown in popularity and accessibility. Migrants can communicate with their friends and relatives many times each day. They are no longer restricted to making costly phone calls once a day or once a week. There are several methods for migrants to communicate online. Social networking platforms such as Facebook, Twitter, and Instagram are popular channels (Bucholtz, 2018) Migrants also connect directly with family and friends using chat platforms like as WhatsApp, Viber, WeChat, Line, and Kakao Talk (Kim & Atkin, 2019). Migrants also utilise virtual communities including forums, blogs, and picture and video sharing platforms like WordPress, Medium, and Squarespace (Bucholtz, 2018).

Migrants use online contact because it allows them to build a network of individuals who are already established in the host nation, have recently migrated, or are still in their home countries (Kim & Atkin, 2019). It enables individuals to establish a social network with friends and relatives in their home country and share resources critical to the migration process with people in the host nation (Samers, 2010). The internet has enabled immigrants to form virtual communities and retain contact with individuals from their home countries. Brandtzæg (2012) concluded that the Internet “offers free and easy communication with family, friends and acquaintances regardless of time and place” (pp.417). As a result, online contacts among immigrants should improve communication with relatives who stay in the country of origin or, in the case of remigration, relatives who remain in the destination country. In-group relationships are not often limited to those who remain in the home country. Migrants form solidarity connections with fellow migrants based on their common origin and identity. The internet allows you to meet and connect with other immigrants from the same country of

origin. These migrants are inclined to build and sustain mutual relationships in both their host and home nations (Bucholtz, 2018).

A qualitative study of adolescent immigrants in Israel discovered that online contacts with co-ethnic peers provided numerous useful resources to these teens, owing to the fact that they were dealing with many comparable issues. Online interactions also make it simpler to maintain relationships, resulting in stronger bonds (Ellison et al, 2007). Ellison et al (2007) found that “Facebook intensity” was related to “bonding social capital” (emotionally close relationships), and they hint at tie maintenance as a possible explanatory mechanism. For example, the Facebook birthday alert makes it simpler to recall friends' birthdays and should boost the amount of birthday greetings sent overall. This can lead to a perception of one's social network as attentive and caring, and so to a larger perceived strength of relationships.

Surveillance

Migrants from countries with a history of surveilling private individuals may be afraid that their internet interactions and intimate communication with friends and family may be watched by their home government. While government monitoring of individuals and its effects have been investigated, there has been no major research on governments' ongoing monitoring of foreign nationals residing outside their authority.

According to Fernback (2013), surveillance can be defined as “the practice of rigorous monitoring, sometimes openly and sometimes illicitly, of human data for the purposes of control” (p.12). As technology improves, so does the capacity of government agencies to utilise these technical advancements for monitoring. The advent of strong new technologies increased their capacity to monitor personal information and online presence of internet users all over the world. Because of the extensive use of the internet by residents and non-citizens alike, government agencies have paid close attention to internet use and successfully lobbied for more legislative authority to monitor internet users. These legal capabilities include the capacity to violate people' privacy by enabling eavesdropping and the storing of personal information obtained from Internet Service Providers. (Brown& Korff, 2004). Mou et al. (2013) also revealed that the growing usage of social media platforms such as Facebook, Twitter, and others has significantly boosted the quantity of online information and personal identities targeted by government agencies.

Mass surveillance is seen as a global problem. Government agencies defend their use of monitoring technology as an essential tool for combating crime, civil unrest, and terrorism. However, government organisations no longer utilise this technology only to identify criminal suspects. As a type of "data profiling," they now employ algorithms to match hitherto innocent individuals as potential offenders (Brown & Korff, 2004). This is not restricted to the inhabitants of a country.

Monitoring of migrants may be an outgrowth of surveillance of a country's people. Migrants may be apprehensive because any information shared with family and friends might be used against them if they want to return in the future. China's social credit system is an example of this. China's social credit system collects personal information on individuals and assesses it to provide "credit ratings," with an official pilot programme currently in place and plans to expand to the entire country by 2020 (Lee, 2019). The score is based on all the information accessible to the government, which includes financial, social, and civic information on citizens (Wong & Dobson, 2019).

Migrants are concerned about government monitoring to varying degrees. Migrants who do not intend to return to their native country may be less concerned about government monitoring, whereas contract employees may be more anxious.

The previous section discusses how migrants interact with their contacts in their countries of origin, and the role of government surveillance. The discussion showed that this study needs to look at how the attributes of individuals and larger groups interact to affect the behaviour of individuals. A useful theory for such phenomena is practice theory and it is described in more detail below.

Practice Theory

Many organisation studies scholars, particularly those in information systems, employ practice theory as a theoretical framework for examining social practices. The following discussion highlights the major topics based on reading Pierre Bourdieu's writings. (1886). According to the theory, society is made up of numerous spaces, each of which is made up of a number of subspaces or "fields." These fields might include the nation, school, and friends. Fields can persist and overlap at the micro, meso, and macro levels while retaining their distinct structures (Emirbayer & Williams, 2005).

Individuals aspiring for dominance exist within such areas. There are laws that must be observed when an individual enters society in various sectors. Bourdieu refers to these rules as doxa. Each domain has its own doxa. According to the doxa, a person's social group will appraise him or her and assign him or her a valid place in the field. Individuals have a habitus within themselves, which is a propensity that is inherent in an individual. Capital is a resource that allows people to advance in society. Economic, cultural, and social capital are the three types of capital. Financial resources are referred to as economic capital. Cultural capital is comprised of what you own, who you know, your networks, and cultural knowledge (for example, understanding the appropriate cultural codes, how to behave, and what works in contexts/fields). Social capital is further classified into three types: embodied (mental or physical characteristics such as mannerisms, accent skills, taste in music, art, and literature), objectified (material belongings such as vehicles, money, and designer things), and institutionalised (qualifications, credentials, authority) (Bourdieu, 1986). The quantity of capital that an individual may collect grows with time. The more time a someone devotes to accumulating money,

the more valuable it becomes. All these types of capital are automatically converted into symbolic capital when an individual joins a field. The amount of prestige you have may be characterised as symbolic capital. Symbolic capital is rooted in the different types of capital that a social actor may have, such as social, economic, and cultural capital.

Chapter 3: Methodology

The preceding chapter discussed online interaction and government surveillance. It also looked at previous research on migrant experiences, with a particular emphasis on online interactions and experiences. The analysis revealed a limited research on the online interactions of migrants in New Zealand. There have also been few studies on governments spying on their nationals overseas. These gaps reaffirm the importance of this dissertation from both an academic and a practical standpoint.

This chapter begins by describing the philosophical perspective used to answer the research question: *what are the online experience of migrants in New Zealand, and how do these experiences impact how they interact with their home and host society?* The research is driven by a constructivist epistemology and was carried out from the perspective of relative realism (Crotty, 1998; D. Gray, 2014; Guba & Lincoln, 1998). Because this is a study on people's experiences, interpretivism is utilised as the paradigm, and the interpretive descriptive method is utilised to guide the research design and technique (Grant & Giddings, 2002; M. Hunt, 2009; Smythe, 2012). After explaining them, the chapter discusses the researcher's positionality, ethical concerns, and research methodologies.

Philosophical Background

Philosophical orientation is the method used to guide the study design. It is made up of the ontology, epistemology, and paradigm that define the direction of a research endeavour. (Crotty, 1998; D. Gray, 2014). Ontology explains the nature of being and what constitutes reality (Crotty, 1998). In this study, reality was comprised of a plethora of distinct tales and meanings assigned by the participants to their actual experiences. Each person's narrative was unique, nuanced, and shaped by their perspective and upbringing. These various, yet equally true, realities are best explored via the ontological lens of relative realism. (D. Gray, 2014). According to relative realism, reality is contextual, unique to individuals, and malleable. (Guba & Lincoln, 1998).

In a study process, epistemology defines what constitutes knowledge and the many methods for acquiring this information (Grant & Giddings, 2002). In these situations, the individuals built their own worlds, and knowledge was comprised of their narratives and interpretations of their lived experiences. Acculturation is a dynamic social process in which actual knowledge is contextualised and socially formed. (Berry, 2005; Gray, 2014; van Tonder & Soontiens, 2014); As a result, the constructivist epistemological perspective was adopted for this research. Constructivism considers reality to be a product of the participant's views on their experiences, and knowledge to be reconstructions of that reality when the participant and researcher interact (Guba & Lincoln, 1998). The dynamics between the researcher and the participant may have an impact on this knowledge.

A research paradigm is the set of beliefs that guides how information should be gathered, scrutinized, and presented (D. Gray, 2014). This research involved an examination of individual experiences of migrants and their online interactions with their home and host societies. These experiences were forged through intercultural encounters of the participants; and reconstructions and interpretations of these encounters were influenced by the cultural background and circumstances of individuals (Hofstede, 2011; Nishimura et al., 2008). Interpretivism as a paradigm enables a researcher to inductively explore how experiences are perceived, organized and assigned meaning by participants in the backdrop of their specific circumstances (Grant & Giddings, 2002; Gray, 2014). This study therefore uses interpretivism as the perspective that guides the research enquiry.

Interpretive Descriptive Methodology

Thorne, Kirkham, and MacDonald-Emes created interpretive description in 1997 to explore clinical occurrences, and it draws aspects from grounded theory, phenomenology, and ethnography (Thorne et al., 2004). To obtain useful data, the technique was designed to analyse very small samples in great detail, characterise their individual features while simultaneously evaluating collective patterns against known hypotheses (Thorne et al., 2004). The interpretative descriptive methodological design technique is thus suitable for this study, allowing attention to specific examples while inductively discovering parallels among experiences.

The technique is still in its youth, and there are few resources to turn to for specifics on how to do research using this technique. However, it has significant advantages, such as greater flexibility in data collecting and processing, and it provides methods to decrease researcher bias, such as encouraging researchers to maintain notes and checking transcripts with participants (M. R. Hunt, 2009). It is appropriate for a student researcher making their first foray into the field of research. The researcher's choice of technique for this study allowed her to capture participant interactions via their distinct lenses, as well as attach her own interpretations to meanings provided by the participants to specific occurrences. Given that participants' self-reported descriptions of their experiences and settings will include knowledge, the methodological position also allows for a study of how their interactions with their home and host societies impact their views and worldview. This various level of interpretation has aided in discovering key parts of the acculturation process that were not noticeable to the participants (Grant & Giddings, 2002).

Positionality of the researcher

In this research, the philosophical orientation highlighted above focuses on the researcher's positionality. As a paradigm, interpretivism holds that the researcher contributes to the development of knowledge and that their values are intertwined in the interpretation of the participants' collective

experiences (Guba & Lincoln, 1998). In the context of this study, the researcher is a migrant and refugee who has lived and studied in New Zealand and regularly interacts with her friends and family back in her home country. She was thus, to a significant extent, an insider in that she shared a common background and had similar perspectives with the participants. This affiliation was communicated to the participants at the initial contact; it allowed the participants to feel at ease with the researcher throughout data collection and allowed them to generously provide her access to an important time of their life.

The migrant and refugee experience in New Zealand is not a monolith. Migrants and refugees in New Zealand are from Asia, Pacific, Africa, Middle East, and Latin America. While the researcher and participants had a level of connection due to similar migrant status, there was an element of peripherality due to diverse participant subcultures; this helped eliminate assumptions and bias in the researcher's engagement with the data. This difference in experience basis has played a significant impact in reducing role conflict, which is known to occur when a researcher engages with people or data from a perspective different than that of the researcher (Dwyer & Buckle, 2009).

Ethical Considerations

Throughout the research procedure, efforts were made to ensure that participant confidentiality was preserved. Information about research, its use, and access were made clear to participants prior to the start of data collection, and participation was totally voluntary. The subject and researcher have no work or family connections to rely on. As researchers, it is imperative to be mindful of potential problems in research design and planning. Informed consent is an ethical way to avoid deception, coercion, threats to trust and confidentiality. The researcher addressed key ethical consideration before beginning the study. Ethical principles were used as a guide for the researcher to address the initial and ongoing issues arising from qualitative research. This was done to meet the goals of the research while also maintaining the rights of the research participants (Elswick, 2017). Ethical approval was obtained from Auckland University of Technology Ethics Committee before proceeding with data gathering via interviews.

It is important for the researcher to be aware of their own bias and take measures to ensure this will not affect the outcome of the research. Researcher bias occurs when some aspect of the research design and/or the way in which the research is conducted generates a description or a conclusion which is not accurate (Byrne, 2017). Research bias can be conscious or unconscious. The target participants in this research will be migrants who have lived in New Zealand for a minimum of one year, so it is crucial to be aware of cultural differences and account for them during the interview process. New Zealand is a multicultural society, so it is important to prepare for obstacles such as cultural barriers during the data collection phase. To ensure that the researcher respected the

participants and made sure they were happy to participate, any cultural barriers that might affect the interview process were identified and mitigated prior to the interview taking place.

Methods

Continuing with the preceding parts on the philosophical framework and ethical issues that prompted this study, this section describes the sampling, gives sample characteristics, describes participant recruiting procedure, and explains why thematic analysis was chosen for data analysis.

Sampling and recruitment

The initial participants were chosen via convenience sampling. This sampling strategy enables the researcher to select readily accessible, geographically close, and eager-to-engage participants (Etikan, Musa, & Alkassim, 2016). This was selected because it was acceptable, accessible, and optimum given the time constraints for completing the research. The following selection criteria were used to choose participants from the researcher's personal and professional network:

- Participants must be migrants who have lived in New Zealand for at least one year
- Participants must be from one of the countries of origin with a recorded history of government surveillance of private individuals, such as China, Saudi Arabia, Iran, Russia and Vietnam
- Participants will need to be able to use a desktop computer
- Participants who can communicate in high school-level English
- Participation is open to male, female and non-binary people

Recruitment of participants began by sending an email invitation with the Participant Information Sheet to individuals who worked with migrants and have access to them. These include the diversity manager for AUT, and managers of Citizen's Advice Bureaus (CAB). The email invitation introduced the researcher and the purpose of the study while the Participant Information Sheet will detail the research project, the criteria for potential participants, and clarify any risks and benefits.

These individuals were asked to forward the researcher's email and the Participant Information Sheet to potential participants who meet the study's criteria. Potential participants who are interested in participating in the study were asked to contact the researcher by email or phone.

After they contacted her, the researcher discussed the project with each of them individually to assess if they meet the criteria and if they agree to be interviewed. Potential participants were given two weeks to consider their involvement in the research.

Once a positive response was received, interview times and modes (either phone or another online channel, such as Skype) were discussed and agreed upon via email or phone call to ensure

conversations are confidential. [Note: while face-to-face interviewing was preferable to phone/Skype interviews, this was not possible because of the social distancing measures under the COVID19 lockdown. When lockdown measures were lifted and social distancing rules are changed, face-to-face interviews were allowed to take place.]

The interviews lasted between 30 to 60 minutes each. Participant were asked to review the participant information sheet that was previously emailed to them before the interview. An informed consent form was also emailed to the participant, outlining their rights and their ability to withdraw freely from the interview and study at any given time.

The participants were given the option to print and sign the consent form and send it back to the researcher as a photo attached to an email before the interview can start or to signed via electronic signature and emailed it back. Participants who were interviewed face-to-face were also given the option to return it by hand.

Sample characteristics

The data collection aimed to gather the experiences of migrants from China, Saudi Arabia, Iran, Russia, or Vietnam who have lived in New Zealand for a minimum of one year. Due to resource constraints, the participants also needed to live, study or work in Auckland. Of the five participants recruited for this research, one was male and four were female. Four had completed a minimum of a bachelor’s degree and the fifth was in the process of obtaining one. All five participants had completed some form of tertiary education in New Zealand.

	Participant	Country of origin	Duration in New Zealand	Education	Occupation
1	Anna*	Russia	3 years	Currently enrolled in a bachelor’s degree.	University student
2	Yara*	Vietnam	3 years	Currently enrolled in a master’s degree	Helpdesk support/post graduate student
3	Pam*	Vietnam	3 years	Completed Bachelor’s degree	Account executive
4	Steven*	China	15 years	Completed Bachelor’s degree	System administrator
5	Grace*	Iran	18 years	Completed PhD	University lecturer

* Pseudonyms are used to maintain participant confidentiality

Table 1: Participant Information

Participant background

All participants were academically accomplished and completed some form of education in New Zealand. Grace had come to New Zealand as international students and completed as PhD and now works as a lecturer in a New Zealand. Similarly, Pam and had also entered New Zealand as an international student and decided to stay after completing her degree. Yara is also an international student from in the process of obtaining her masters. She was exposed to the idea of studying in New Zealand as her older brother has also completed his undergraduate education in the country. Steve and Anna moved to New Zealand as children as both their parental figures were exposed to New Zealand through business dealings and were familiar with the country. Steve has completed middle school in China when his family decided to migrate to New Zealand. His mother, a businesswoman has been to New Zealand many times. Similarly, Anna's father has visited New Zealand regarding a job interview prior to the family making the move. Anna was part way through high school when she moved to New Zealand with her father. The participants' motive to move to New Zealand was fuelled by education and better job opportunities.

Online experience of migrants

The table below summarises the online experiences of the interviewees.

Participant	Number of tools/apps used	Frequency	Surveillance awareness	Trust in government
Anna	6+	Daily	Not very aware	Does not trust home government but trusts host (NZ) government
Yara	4	Daily	Some knowledge	Trusts home government and host (NZ) government
Pam	4	Daily	Some Knowledge	Trusts home government and host (NZ)government
Steve	4	Daily	Very aware	Trusts home government and host (NZ) government
Grace	3	Daily	Very aware	Does not trust home government but trusts host (NZ) government

Table 2: Online experiences of migrants

Data collection

A total of five semi- structured interviews were conducted in English. Due to Covid-19 restrictions, three interviews were done over the phone. When Covid-19 restrictions were lifted, the two remaining interviews were conducted in public places in Auckland.

Prior to the beginning of each interview, the researcher discussed the content of the Participant Interview Sheet, summarised the aim of the research and once again reassured the participants their anonymity was guaranteed, and they did not have to share any information they did not feel comfortable sharing. Participants were notified that they may end the interview at any moment if they

felt uncomfortable or withdraw from the research entirely. Prior to the start of data collection, all participants signed a consent form expressing their desire to participate in the study.

The interviews were digitally recorded and transcribed by the researcher. Handwritten notes were taken during face-to-face interviews to capture information that audio recordings could not capture, such as physical gestures, body language, and facial expressions. Participants were given pseudonyms in digital files and field notes to maintain secrecy from the start. The interview was semi-structured, with the researcher having pre-prepared questions to begin with but the option to add questions that may elicit further details from the participants' narratives. The use of pre-written questions helped the interviews to remain focused while being efficient in terms of time. The inquiries revolved upon the participant's demographic, education and work background, frequency of online interactions. Following that, a comprehensive examination of their experiences with online interactions with their friends and family back home, as well as their established routines in this regard took place. They were also questioned about their privacy and their awareness of government monitoring. The questions were designed to be open-ended and non-leading, allowing participants to remember their experiences in quiet if necessary and not finishing off sentences for them.

Data Analysis

The next step in the research process was to interpret the data that had been gathered and recorded. Five people were questioned, yielding a considerable quantity of data. There are numerous approaches for qualitative data analysis, that all attempt to compile data, separate important information from fluff, and build a coherent analysis based on what the data reveals (Patton, 2002). The data was examined using thematic analysis.

Thematic analysis is a method where the goal is to have a systematic arrangement of data, identify and analyse patterns and themes, and provide a thorough description of the data set (Braun & Clarke, 2006). The method is effective when it comes to identifying underlying themes in data and moving findings beyond surface-level descriptions to deeper insights (Braun & Clarke, 2006). This technique was found to be effective by Braun and Clarke (2006) because it fulfils the goal of describing and understanding the participants' experiences and is compatible with the selected interpretative descriptive technique. The steps are as follows:

- Step 1: Data familiarisation and inspecting through active reading on a regular basis
- Step 2: Creating codes that are related to the research question
- Step 3: Identifying appropriate categories and topics that respond to the research question
- Step 4: Evaluating and refining themes

- Step 5: Defining and elaborating on themes in such a way that they represent the data that compose them
- Step 6: Creating of an in-depth study report

The researcher performed data transcription to become more familiar with the data and to help with coding. The coding procedure began during transcribing when the researcher noticed key components. Repeated readings of the transcripts were used to immerse the researcher in the data - the first reading examined the information in its entirety, while following readings were active and done to identify codes. The approach to coding was basic and no attempt to categorise the codes prematurely (Braun & Clarke, 2006; Thorne et al., 2004). Microsoft Excel was used to sort, arrange, and categorise the codes, allowing for simple browsing across the codes.

After completing the coding of all transcripts, the notes and recordings were uploaded into Nvivo, a qualitative data analysis software. The software was used to find patterns and similarities the participant's interviews. Codes were critically examined with the field notes to verify that the codes accurately reflected the context of the talks. Some codes were re-coded at this point to include the substance of the discussions gleaned from the field notes. After that, the codes were carefully combined to create categories that reflect the message provided by the codes. Following the completion of categorisation, all categories were re-visited to verify that their explanations were expressive of the codes included inside them. To ensure that all relevant components were correctly represented, changes were made to the grouping of codes and the naming of categories.

Thereafter, major themes were created by merging categories and resonant patterns. At this step, the original codes were reviewed to see if they aligned with the categories and themes allocated to them. The transcripts were reviewed again to determine whether any reallocation was required. The evaluation resulted in some reallocations of the codes and moving some the categories of several codes under various themes. If codes had similar categories and a few congruent topics they were merged. Some themes' definitions were changed to better reflect the knowledge they contained. All the topic was examined to determine the themes that connect to the study question, its meaning and its significant to direct the inquiry (Braun & Clarke, 2006; Hunt, 2009). The perspective was compared with the previously derived theoretical perspectives of surveillance and online interactions derived from the literature review. These contrasts allowed the researcher to derive concepts and create inferences beyond the apparent, thus answering the research question. The following tables (Table 3) depict the data analysis process.

Interview	Codes
1 Anna	International student, familial connection to New Zealand (“NZ”), migrated due to economic benefits of NZ, low knowledge of host country, high social media use, strong familial connection with home country, commenced tertiary education in NZ, low knowledge of NZ prior to arrival, digital native, privacy concerns related to social media companies, concerned by private companies data collection, trusts home government to not misuse information, not worried about surveillance as she has nothing to hide, surveillance infrastructure not focused on individuals, government has bigger targets to pursue, not much knowledge of host country history of surveillance, government surveillance (“GS”) not covered by home country media, GS not acceptable but necessary, GS unacceptable for citizens based outside home country (“HC”), GS needed to maintain law & order, GS should focus on national threats, increase in tech threat to individual privacy, education on GS needed, Unaware of GS done by NZ, more trust in NZ than HC, privacy slowly decreasing with tech innovation, public needs to be aware of GS, government should be more transparent on what they track.
2 Yara	International student, tertiary education in NZ, Post graduate education in NZ, works in tech industry, strong family connections in HC, low knowledge of NZ prior to arrival, media perception on NZ formed exceptions of NZ, migrated for NZ educational benefits, difficult adjustment period in NZ, developed relationship with other international students from Vietnam, interactions with family was at peak during first few months, social media selection based on usability, video messaging and calling preferred to messaging, digital native, used same applications to communicate with NZ friends and family, selection of social media apps based on convenience, social media does affect sense of privacy, trusts HC to not track her, does not believe they would invade citizens privacy, Public in home country are against GS, HC criticised by public due to increased control of internet, HC media holds government accountable, not much knowledge on GS, feels safe so does not feel the need to research GS, GS is necessary for national safety, GS needed to prevent crime, GS should be limited to those with history of bad behaviour, GS of former citizens sometimes necessary, overseas citizen’s actions sometimes harm HC, nothing to hide as a law abiding citizen, GS necessary to protect national interest, political unrest could be avoided with use of GS, government’s use of public information is not surveillance, large scale surveillance not possible as HC is developing nation, HC does not have robust infrastructure to commence GS, everyday citizens not affected by GS, HC does have power outside their jurisdiction, the benefits of GS outweigh the harm, its people’s own responsibility to monitor what information they post online, Government should also be transparent on GS practices.
3 Pam	Arrived as international student, completed tertiary education in New Zealand, currently working in NZ, No family in NZ, did not have any knowledge of NZ prior to migrating, uses social media to keep connections with HC, digital native, rarely disconnected from the internet, using Facebook owned social media, majority of interactions are done online, limited social media use to one application as a way to keep all interactions in one place, used same applications to communication with home and host country, using social media from a young age, use of social media is part of daily life, social media more convenient than

	<p>other methods, social media is also cheaper than other methods, usability and convenience are biggest factors in deciding what social media is used, aware of social media applications collects her data, social media data is used for personalisation which can be beneficial for consumers, Okay with government collecting data on citizens as long as location is not collected, okay with government collecting data as long as it is not made public, Does not believe government technology is sophisticated enough to successfully track all citizens, knows very little about government surveillance, GS plays role in society, normal citizens don't have to be worried, GS likely targets people with history of bad behaviour, important for government to pick up patterns to reduce harm, HC and NZ are doing job as GS is not in media, likely will change mind with adaptation of technology, AI and big data are concerning for future of GS, government should be more transparent about what they are doing, only necessary information should be shared, citizens need more information on GS.</p>
<p>4 Steve</p>	<p>Immigrated to NZ age 4, immigrated with family from China, family moved for better economic opportunities, completed high school and tertiary education in NZ, digital native, studied computer science, works in IT, never heard of NZ prior to arriving in country, mother previously travelled to NZ prior to family immigrating, experienced culture shock due to the language barrier, was unable to keep in touch with childhood friends in China, uses social media to connect with family in China, also communicates with Chinese international students he met in New Zealand, main social media platform is Wee-chat, speaks with family on weekly basis, plays online games with friends based in China, uses Huawei phone, aware of Huawei spyware scandal but chooses phones based on hardware, uses Instagram and WhatsApp to interact with friends and family based in New Zealand, also has Facebook and LinkedIn but does not use them, exclusively uses wee-chat for friends and family based in China, also sends money "red envelopes" via wee-chat, chooses social media platform based on user interface, are social media and technology platforms are actively collecting information on users, era of big data where tech companies make money from users information, tracking via social media is inevitable, giving up privacy is the price people pay to use services, tracking can be useful sometimes, being tracked refines preferences for ads, not bothered by GS, living in age of big data, you can only accept it, as long as everyone is being tracked by government it's fine, targeted GS is an issue, believes government is tracking to keep country safe, does not see issue with GS by HC or host country, sees issue with third parties such as US Government tracking him, tracking by foreign countries an issue as he has no connection with foreign governments, third party tracking likely has bad intention, he has some information about GS via the internet, GS not confirmed by credible sources, would like the option to opt in or out of GS, would like to choose what information the government is able to access, believes government has good intention regarding surveillance, GS is outside of citizen's control, most citizens don't know they are being tracked, GS is the norm in HC, NZ government does good job balancing privacy and maintaining law & order, HC and host country have different views of GS, citizens have different ideas of what is acceptable, increases technological ability will also increase GS, HC and host country need to adapt with the technology, education and understanding of GS will allow citizens to make better decisions, younger generation are more aware than older generation, GS affects younger generation more as they were born into new technological age.</p>

5 Grace	<p>Moved to NZ to be close to family, came here in early 2000s where migration wasn't a prevalent, developed culture shock, was unable to find a job in NZ regardless of experience and education, went to university in NZ to upskill, technology wasn't as advanced and the early years were spent using calling cards to communicate with family back in Iran, Viber and WhatsApp were used once the technology was available, calling cards were expensive and had a time limit, communication increased with the technological developments, no information on NZ prior to arriving, difficulties in creating connections due to language barriers, came to country with mother, not many familial connections left in Iran, new technology allowed daily interactions with family and friends in Iran, issues with connectivity in HC as internet connection is slow in Iran, Telegram and WhatsApp are popular in Iran, online interaction with HC are more careful as some conversations are sensitive, self-censoring is done on both sides as, doesn't trust HC to not track their interactions, has heard of situations where people's conversations were monitored, doesn't care if government tracks her interactions as she has nothing to hide, caution is still important because family based in HC might be at risk, Has some awareness of GS, GS is needed to keep community safe, GS is okay to some extent, government should only prosecute for high risk cases, there needs to be a reason for monitoring citizens e.g. terrorism, HG is monitoring all citizens without reason, GS without reason creates doubt and paranoia in citizens. If citizens are not doing anything wrong, they are entitled to privacy. Reduced use of social media to protect privacy. Increase in social media use is decreasing privacy, social media companies made users the product, Privacy will continue to disappear with new technology, the only way to protect yourself is to limit online interactions.</p>
----------------	--

Categories	Codes
Trust in government's motives	Trusts HC to not track citizens, does not believe HC would invade citizen's privacy, HC media would hold government accountable, trusts HC government to not misuse information as long as everyone is being tracked by government its fine, targeted GS is an issue, believes government is tracking to keep country safe, does not see issue with GS by HC or host country
Nothing to hide	government has bigger targets to pursue, not worried about surveillance as she has nothing to hide, nothing to hide as a law-abiding citizen, the benefits of GS outweigh the harm, its people's own responsibility to monitor what information they post online. Caution is still important because family based in HC might be at risk. online interaction with HC is more careful as some conversations are sensitive, self-censoring is done on both sides as, doesn't trust HC to not track their interactions, we are living in age of big data, GS is around you can only accept it,

Prevent crime and social unrest	GS needed to prevent crime, political unrest could be avoided with use of GS, GS plays role in society, normal citizens don't have to be worried,
Protect national security	GS is necessary for national safety, GS should be limited to those with history of bad behaviour, GS of former citizens sometimes necessary, overseas citizen's actions sometimes harm HC, GS likely targets people with history of bad behaviour, important for government to pick up patterns to reduce harm, GS is okay to some extent, government should only prosecute for high-risk cases, there needs to be a reason for monitoring citizens e.g. terrorism.
Lack of understanding about data use	social media does affect sense of privacy, privacy concerns related to social media companies, concerned by private companies' data collection, government's use of public information is not surveillance, government should also be transparent on GS practices, not much knowledge of home country history of surveillance, government should be more transparent about what they are doing, only necessary information should be shared, social media companies made the users the product.
Limited knowledge of how prevalent government surveillance is in home country	Education on GS is needed, participants don't have much knowledge of host country's history of surveillance, government surveillance not covered by home country media, some feel safe so does not feel the need to research GS, HC unlikely have power outside their jurisdiction so no need to worry about GS, education and understanding of GS will allow citizens to make better decisions, , he has some information about GS via the internet, GS not confirmed by credible sources, would like the option to opt in or out of GS, would like to choose what information the government is able to access.
Lack of surveillance infrastructure in host countries	surveillance infrastructure not focused on individuals, large scale surveillance not possible as HC is developing nation, HC does not have robust infrastructure to commence GS, does not believe government technology is sophisticated enough to successfully track all citizens.
Advances in technology	privacy slowly decreasing with tech innovation, AI and big data are concerning for future of GS, younger generation are more aware than older generation, GS affects younger generation more as they were born into new technological age.

Table 3: Operationalisation table for codes

Themes	Codes
Trust in government	Trust in government, Nothing to hide
Need for surveillance	Prevents crime and social unrest, protects national security.
Lack of knowledge in government surveillance	Lack of understanding about data use, limited knowledge of how prevalent government surveillance is in home country.
Future technology use for government surveillance	Lack of surveillance infrastructure in home country, advances in technology.

Summary

This chapter discussed the philosophical foundation for this research, as well as the ontology, epistemology, and research paradigm choices. Interpretive descriptive methodology was presented as the methodology that drove this research with an overview of how it met the research needs. The researcher's positionality was discussed. How this position affected the study procedure was also discussed. The fundamental ethical issues that underpinned this research was also noted, with a particular emphasis on the dialogue that took place around the study method and design. The techniques used for sampling, participant recruiting, data collecting, and data analysis were all explained in the final section. The method employed to collect and analyse data resulted in the identification of four key themes, which will be discussed in the next chapter.

Chapter 4: Findings

The aim of this study is to get a better understanding of the capacity and challenges migrants face in their pursuit to maintain relationship with their connections back home and how they may respond to surveillance by the governments of those countries. The results obtained from the analysis of the recorded and transcribed interviews led to the emergence of three core themes. These themes are: trust in government, the need for surveillance, lack of knowledge on surveillance and future technology use for government surveillance.

Theme 1: Trust in government

The consensus among the participants was that they are aware their government's efforts to monitor their online interactions, but they feel they do not have much to worry about as they have not acted in an illegal manner.

"I trust my government not to monitor me because there is nothing that I'm doing that is of any interest to them. Like I'm not an interesting person. I'm not someone who is planning to do something or has a certain history of doing weird things, so I feel like there's just no need for them to track me or look after me."

Some of the participants highlighted that it was unlikely their interactions would be singled out and government surveillance would be focused on those with a history of suspicion.

"I would say so I'm pretty sure they might do some basic checkups from every person, but I feel like if there's nothing specific or like very weird that you're doing like you're good to go."

For those who have little trust in their government, like Yara take initiative to filter information they send back to their friends and family. Yara was adamant she did not trust her home government noted it was due to the government's history of using surveillance technology to prosecute citizens who might oppose the government.

"I haven't been there for like 18 years, you know, I don't know except but what I heard from my friends and family. They're saying that it's a bad situation and government is monitoring everybody for no reason actually. Everybody, you know everybody, and this makes them feel vulnerable and they feel that they're not they don't have the freedom to talk."

"Whenever I'm talking for example to my sister. I need to be careful of what I'm saying. And also, I mentioned her, you know, be careful what you are saying. Because we don't know what's going to happen, you know, but like I said, I personally don't care because I am not in Iran. I worry about my sister. I don't want to put her in a bad situation and to get her, you know involved."

Steve had full trust in both their home and host countries and was not opposed to having their online interactions tracked by either government. Steve noted he would like the option to choose but if no choice was given, he was comfortable being tracked as he were a citizen of both countries. However, a line was drawn when it comes to foreign countries like the United States of America.

“I’m okay with the New Zealand government, I wouldn’t see any issue with Chinese government. It’s the same thing to me. I’d still prefer that they give us the option to say yes or no on whether you want to be tracked. But I live in a country like New Zealand, it means I love the people and I love the government here as well. Not love, but I believe in the government because they won’t do anything bad to their own people.”

Theme 2: Need for surveillance

The government monitors citizens for a variety of reasons, including crime prevention, revenue law enforcement, and voter tracking (Bennett, 2015). However, national security is a primary goal of monitoring (Parliament of the Commonwealth of Australia, 2015. Reddick et al., 2015)

Pam and Yara who are both from Vietnam thought government surveillance for those based overseas was limited to the political enemies of their current government. Pam elaborated on the need for monitoring the online interactions of citizens based overseas as they still can influence things that occur in their home countries. She cited the political and civil unrest that is common in her host country and how government surveillance plays a big part in preventing these issues from occurring.

“We have been through a long history of wars and there were many that had different opinions about politics. The Communists and other parties. And those people on Facebook those who want to change the Vietnamese party, the Communist party to another party. So yeah, they want to gather more people. They encourage people to take down the current politics, the current party and build a new one and it’s against the law. The government is doing their best to take those group down and track their activities. There are many active overseas and I think they cannot do much overseas, but they’re trying to prevent it happening in Vietnam.”

Theme 3: Lack of knowledge of government surveillance

All those participants were aware of their home countries’ history of government surveillance. However, they were not aware of how extensive their home country monitored citizens at home and abroad. Anna, the youngest participant, admitted to having limited knowledge of their home country’s surveillance systems.

“I know very little about it. To be honest, I think they can track our location our type of behaviours like what group we join online if we join any anti-government group or if we are doing sort of bullying action online. Or if we speak publicly about a political issue that are sensitive. If we are more educated about what kind of information they are collecting and what they are going to use it for definitely are going to make us more wary.”

Anna also noted that her home country Russia did have a history of surveilling it's citizens, but she thought these practices were only put in place during war time. She advised she would have been more careful about her online interactions if this knowledge was more widely known by the public, and they would not be happy as the public values their privacy.

“I feel like our private online interactions are the same if we are walking. When we are walking on the street and then all of a sudden a police officer just going right behind you and listens to you talking with your friends. Like it doesn't make sense. And I feel like it's violating my rights and my freedom of speech.”

Theme 4: Future technology use for government surveillance

The consensus with the participants was their view on government surveillances would change with the technological advancements made. Most of the participants are all heavy technology device users. While they were aware of the tracking abilities of their personal devices the majority believed their home and host countries do not yet have the infrastructure in place to track their interactions to the point, they feel unsafe. However, they were area of the possibilities that comes with advances in technology and believe privacy is something that needs to be protected.

“I think there will be a point that that issue will be a bigger concern for all of us because I think when artificial intelligence in all of those kinds of Advanced Technologies become way too smart. Well, then it should those kinds of companies should have social responsibility as well in terms of what they going to share with the government. And I think what is really important is that both parties should agree on sharing something that support their mutual goal. Go and support the ultimate goals that going to do good for the community do good for the nation as a whole only they shouldn't share like unnecessary information but is too private.”

Yara noted while technology becomes more accessible and cheaper people lose more of their privacy in return. Yara arrived in New Zealand in 2001 and initially used expensive calling cards to contact her family in Iran but as technology developed it became easier to connect and see her family.

“At the beginning to actually communicating with her. It was very hard and expensive. Very expensive because at that time we didn't have the technology we have now.”

Yara notes it is easy for her to contact her family now with the advances in technology but she still prefers to speak with people face to face. Especially when she is speaking about private matters. Yara notes she has a PhD in computer science, but she does not like using devices.

“I am like a computer person, you know, but still, I am against using them sometimes. Because like I said, I don't trust it. So, I don't feel you know, using this device for anything, especially monitoring. And even for conversations to be honest. I'm using those for to communicate my sister. That's it.”

Yara notes technology is constantly changing and it is difficult to keep up with. She advises that the younger generation is more aware of the power devices hold and the information they contain but she is concerned for the older generation who might fail to keep up.

“Older people are disadvantage you know. Especially people that were old when we were introduced the technology. Because they don't have as much information. They are they're less likely to be aware of the risks.”

Chapter 5: Discussion & Conclusion

In this chapter, an overall discussion of the findings is presented, along with directions for future researchers, and the study's limitations.

Discussion

The term “field” refers to the social environment in which capitals are valued. (Bourdieu, 1986, 1990). All participants in the research started out in the same field of education. The participants entered New Zealand as international students and as the individuals' completed their education moved into different fields as their knowledge, skills and competences increased. Yara, Anna, Steve and Grace are currently occupying the same field in different roles. Grace works in academia as a professor, Steve is an employee of a university and Yara and Anna are students. Pam on the other hand works as an account executive from the tourism industry so her field is different.

The participants who have been living in New Zealand for longer periods were able to establish higher economic, social, cultural, and symbolic capital. These participants also seem to have limited the groups they interact with as the years they have lived in New Zealand increased. An example of this is Steve, he has been in New Zealand for more than fifteen years. His interactions with friends in China decreased as time went by as he left his home country at a young age. The bonds he had with his friends were not as strong as the ones he had with his family. As time went by, his interactions with his home country were limited to his weekly chats with family members. This directly affected his online interactions. The topics discussed with his family are not topics he deems sensitive, so he feels he has nothing to hide. China is also a country he considers relatively safe, and he is highly supportive and trusting of the Chinese government, so he can communicate easily with his family back home.

Steve's experience with his home country is a directly contrast to Grace's experience. Both Steve and Grace work in academia and they both have been living in New Zealand for a long time. Grace is also a professor in a university in Auckland, so she also has higher economic, social, cultural, and symbolic capital. While Steve can freely communicate with his family in China and does not worry about government surveillance, Grace is a direct contrast to that. She moved to New Zealand from Iran and speaks with her family in Iran two times a month. While Grace is free to express any political views, she wants as no repercussions will occur in New Zealand, but she is careful about the topics she discusses with her sister when they talk to each other on WhatsApp. Grace noted that she is afraid of something happening to her sister, so she censors her thoughts and only discusses things she deems as not private. The implications would fall on her sister, so Grace is careful about what she discusses.

While Grace has high symbolic capital in New Zealand due to her high levels of education and her role as an academic, this is not the case in Iran. She has not returned to Iran since she initially left.

Anna, the Russian student, arrive in New Zealand in her late teenage years. She had completed part of her high school studies in New Zealand and went on to enrol into university. She initially arrived in New Zealand with her family but has become financially independent during her university studies. Her decision to become financially independent directly impacted her economic capital. Without access to her parents' money, she had to take on a part time job to supplement her student allowance and move into a flat with other students. Anna's access to New Zealand students greatly increased her cultural capital as she was able to familiarize herself with the New Zealand culture. Anna also worked a part time job and while completing her university studies. This resulted in decreased interaction with her friends and family back home. While Anna noted she is on her phone constantly, she tends to find herself communicating daily with her friends based in New Zealand as they are classmates and workmates. While Anna still communicates with her connections in Russia, these chats have decreased from daily interactions to weekly interactions. However, the conversations are longer. She also advised that her use of Russian-based apps has decreased. Anna noted the longer she has been in New Zealand, the easier it is for her to adapt to her host country and the apps used by her friends and family in New Zealand.

Pam and Yara have the most similar views and online interactions. Both came to New Zealand as international students from Vietnam. Their online interactions were also centred around their family and friends back home. They are also very active in Vietnamese community groups, so their economic, social, cultural, and symbolic capital are similar. Pam has completed her education and works full time so her economic is high. Yara is the president of the Vietnamese Students association so her cultural capital would be higher. The above discussion is summarised in the table below.

Participant	Habitus	Economic Capital	Social Capital	Cultural Capital	Symbolic Capital
Anna		low	not well-connected in New Zealand or Russia	Very familiar with cultural practices in NZ? Also familiar with Russian cultural practices.	No high symbolic capital in New Zealand or Russia.
Yara		Low	somewhat well-connected within the Vietnamese students In Auckland	Somewhat familiar with cultural practices in NZ? Also familiar with Vietnamese cultural practices.	medium to low symbolic capital in New Zealand and Vietnam.
Pam		Medium	somewhat well-connected within the Vietnamese	Somewhat familiar with cultural practices in NZ? Also familiar with	medium to low symbolic capital in

			students In Auckland	Vietnamese cultural practices.	New Zealand and Vietnam.
Steve		High	well-connected in New Zealand. Not well connected in China	familiar with cultural practices in NZ? Also familiar with Chinese cultural practices.	medium - high symbolic capital in New Zealand.
Grace		High	well-connected in New Zealand	familiar with cultural practices in NZ? Also familiar with Iranian cultural practices	High symbolic capital in New Zealand.

Table 4: Conceptual Analysis of Participants' Experiences

All the participants' online interactions are based on friendships and relationships cultivated in their home countries. The participants use several applications to interact with their home countries, but Facebook and WhatsApp are the most popular. Participants like Anne and Steve also use applications like WeChat and VK as they are the most popular applications in their home countries. As the participants age increased, so did their awareness of government surveillance. The younger participants like Anna, Pam and Yara are aware their interactions are being likely being monitored by the government of their home country. However, they believe that is not an issue because they have not committed any crimes and are based overseas.

Contributions of study

This study contributed to the limited literature available on migrants' online interactions in New Zealand. New Zealand is a diverse country with a large migrant population that will continue to grow. However, far too little attention has been paid to their group and their online interactions. This research contributed to the limited literature on this topic. The results show that migrants are heavy users of online interaction tools/apps and their use does not seem to vary by their level of capital. There was a range of awareness of government surveillance, but this did not affect their use of online interaction tools/apps. These findings will help identify ways to better integrate migrants into New Zealand society. A second contribution of this study is a better understanding of how migrants perceive monitoring by the governments of their countries of origin. Increased awareness of this will help better understand the pressures faced by migrants and how they deal with them.

Limitations of study

This is one of the few studies done on the online interaction activities of migrants in New Zealand. This research had a sample size of five, with all the participants based in Auckland. Future studies may want to study a larger sample. Future researchers may also want to find out more details around the topics migrants discuss over different app/tools and how or whether these topics differ across the different apps/tools.

Conclusion

The study has undertaken to answer the research question *what are the online experience of migrants in New Zealand, and how do these experiences impact how they interact with their home and host society?* Research was carried out using the interpretivist paradigm, with the goal of evaluating and interpreting the experiences of participants while maintaining the context. The approach employed was interpretative descriptive, and the research tried to properly describe participants' experiences while simultaneously attempting to make sense of their individual and communal experiences. Data analysis for the interviews was done to find patterns or themes in the experience of the participants. Five semi structured interviews were done. The notes and recordings from the interview were uploaded into Nvivo, a qualitative data analysis software. The software was used to find patterns and similarities the participant's interviews. The thematic analysis was also used to categorize the data into themes. Five themes were found to impact the online experience of migrants. The themes were trust in government, the need for surveillance, lack of knowledge on surveillance and Future technology use for government surveillance.

One emerging themes in the data was migrants trust in their home and host government. It was noted the migrants were aware their government's efforts to monitor their online interactions. However, they believed they interactions did not warrant any suspicion, so they did not feel the need to change how they interacted. If they have not acted in an illegal manner, they believed the government had more important matters to focus. Another theme explored was the need for surveillance. Given the current uncertain state of the world, it was acknowledged that some form of surveillance was needed to ensure countries can protect themselves and citizens. While it is uncomfortable for citizens to have their private interactions monitored, it is a small price to pay when considering the impact these surveillance programs have on. National security is the reason why these programs were initially established. Citizens who come from nations that have dealt with terrorism and political unrest are likely to accept this. Lack of knowledge of government surveillance and to what extent citizens and non-citizens are monitored by their country played a large role. The participants were unaware of the information collected by their government. Some of the participants were unaware that government surveillance was standard practice and noted that if more information but these programs were available to the public they were be Lastly, technological advances in government surveillance were also explored. Participants felt that the surveillance technology used by governments was not yet sophisticated enough to be concerned over.

References

- Akbari, A. H., & MacDonald, M. (2014). Immigration Policy in Australia, Canada, New Zealand, and the United States: An Overview of Recent Trends. *International Migration Review*, 48(3), 801–822. <https://doi.org/10.1111/imre.12128>
- BBC News. (2021, March 26). Who are the Uighurs and why is China being accused of genocide? Retrieved June 10, 2021, from <https://www.bbc.com/news/world-asia-china-22278037>
- Bennett, C. J. (2015). Trends in Voter Surveillance in Western Societies: Privacy Intrusions and Democratic Implications. *Surveillance & Society*, 13(3/4), 370–384. <https://doi.org/10.24908/ss.v13i3/4.5373>
- Berry, J. W. (2005). Acculturation: Living successfully in two cultures. *International Journal of Intercultural Relations*, 29(6), 697–712. <https://doi.org/10.1016/j.ijintrel.2005.07.013>
- Bourdieu, P. (1986). The forms of capital (R. Nice, Trans.). In J. G. Richardson (Ed.), *Handbook of theory and research for the sociology of education* (pp. 241–258). New York, NY: Greenwood Press. Retrieved from <https://www.marxists.org/reference/subject/philosophy/works/fr/bourdieu-forms-capital.htm>
- Brandtzaeg, P. B. (2012). Social Networking Sites: Their Users and Social Implications - A Longitudinal Study. *Journal of Computer-Mediated Communication*, 17(4), 467–488. <https://doi.org/10.1111/j.1083-6101.2012.01580.x>
- Braun, V., & Clarke, V. (2006). Using thematic analysis in psychology. *Qualitative Research in Psychology*, 3(2), 77–101. <https://doi.org/10.1191/1478088706qp063oa>
- Brown, I., & Korff, D. (2009). Terrorism and the Proportionality of Internet Surveillance. *European Journal of Criminology*, 6(2), 119–134. <https://doi.org/10.1177/1477370808100541>
- Brown, I. and Korff, D. (2004). *Striking the Right Balance: Respecting the Privacy of Individuals and Protecting the Public from Crime*. Wilmslow: Information Commissioner's Office.
- Brown, L., & Holloway, I. (2008). The initial stage of the international sojourn: excitement or culture shock? *British Journal of Guidance & Counselling*, 36(1), 33–49. <https://doi.org/10.1080/03069880701715689>
- Bucholtz, I. (2018). Bridging bonds: Latvian migrants' interpersonal ties on social networking sites. *Media, Culture & Society*, 41(1), 104–119. <https://doi.org/10.1177/0163443718764576>
- Castles, S. (2018). International migration at the beginning of the twenty-first century: global trends and issues. *International Social Science Journal*, 68(227–228), 151–162. <https://doi.org/10.1111/issj.12185>
- Crotty, M. (1998). *The foundations of social research: meaning and perspective in the research process*. London; Thousand Oaks, Calif.: Sage Publications.
- Damian, E., & Van Ingen, E. (2014). Social Network Site Usage and Personal Relations of Migrants. *Societies*, 4(4), 640–653. <https://doi.org/10.3390/soc4040640>

- Dwyer, S. C., & Buckle, J. L. (2009). The Space Between: On Being an Insider-Outsider in Qualitative Research. *International Journal of Qualitative Methods*, 8(1), 54–63. <https://doi.org/10.1177/160940690900800105>
- Ellison, N. B., Steinfield, C., & Lampe, C. (2007). The Benefits of Facebook “Friends:” Social Capital and College Students’ Use of Online Social Network Sites. *Journal of Computer-Mediated Communication*, 12(4), 1143–1168. <https://doi.org/10.1111/j.1083-6101.2007.00367.x>
- Elswick, S. E. (2017). *Data collection: methods, ethical issues and future directions*. New York: Nova Science Publishers, Inc.
- Emirbayer, M., & Williams, E. (2005). Bourdieu and Social Work. *Social Service Review*, 79(4), 689–724. <https://doi.org/10.1086/491604>
- Estimated population of NZ | Statistics New Zealand. (2021, October 21). Retrieved June 10, 2021, from <https://www.stats.govt.nz/indicators/population-of-nz>
- Etikan, I. (2016). Comparison of Convenience Sampling and Purposive Sampling. *American Journal of Theoretical and Applied Statistics*, 5(1), 1. <https://doi.org/10.11648/j.ajtas.20160501.11>
- Fernback, J. (2013). Sousveillance: Communities of resistance to the surveillance environment. *Telematics and Informatics*, 30(1), 11–21. <https://doi.org/10.1016/j.tele.2012.03.003>
- Grant, B., & Giddings, L. (2002). Making sense of methodologies: A paradigm framework for the novice researcher. *Contemporary Nurse*, 13(1), 10-28.
- Gray, D. (2014). *Doing research in the real world*. London: SAGE.
- Guba, E., & Lincoln, Y. (1998). Competing paradigms in qualitative research. In Norman K. Denzin, Yvonna S. Lincoln (editors): *Landscape of qualitative research: theories and issues*.
- Hofstede, G. (2011). Dimensionalizing Cultures: The Hofstede Model in Context. *Online Readings in Psychology and Culture*, 2(1). <https://doi.org/10.9707/2307-0919.1014>
- Hofstede, G., & Bond, M. (1984). Hofstede's Culture Dimensions. *Journal Of Cross-Cultural Psychology*, 15(4), 417-433.
- Hunt, M. R. (2009). Strengths and Challenges in the Use of Interpretive Description: Reflections Arising From a Study of the Moral Experience of Health Professionals in Humanitarian Work. *Qualitative Health Research*, 19(9), 1284–1292. <https://doi.org/10.1177/1049732309344612>
- Immigration New Zealand (2017) Immigration New Zealand New Zealand immigration statistics. 2017. <http://www.migrationstats.com/nz/home>
- Kim, & Atkin. (2019). How Government Surveillance Policies Modify SNS Use in South Korea. *Journal of Information Policy*, 9, 214. <https://doi.org/10.5325/jinfopoli.9.2019.0214>
- Lee, C. S. (2019). Datafication, dataveillance, and the social credit system as China’s new normal. *Online Information Review*, 43(6), 952–970. <https://doi.org/10.1108/oir-08-2018-0231>

- Mou, Yi, David Atkin, Hanlong Fu, Carolyn A. Lin, and T. Y. Lau. (2013) "The Influence of Online Forum and SNS Use on Online Political Discussion in China: Assessing 'Spirals of Trust'." *Telematics and Informatics* 30(4), 359–69.
- New Zealand's population reflects growing diversity | Stats NZ. (2018, March). Retrieved June 10, 2021, from <https://www.stats.govt.nz/news/new-zealands-population-reflects-growing-diversity>
- Nishimura, S., Nevgi, A., & Tella, S. (2008). *Communication style and cultural features in high/low context communication cultures: A case study of Finland, Japan and India*. Research Report 299]. presented at the meeting of the subject-didactic symposium in Helsinki on Feb. 2, 2008. Part 2., Helsinki Retrieved from <http://www.seppotella.fi/nishimuranevgitella299.pdf>
- Parliament of the Commonwealth of Australia. 2015. "Revised Explanatory Memorandum - Telecommunications (Interception and Access) Amendment (Data Retention) Bill 2015." Retrieved 19/05/2021 from https://parlinfo.aph.gov.au/parlInfo/search/display/display.w3p;query=Id:%22legislation/ems/r5375_ems_e6cf11b4-5a4e-41bc-ae27-031e2b90e001%22
- Patton, M. (2002). *Qualitative research and evaluation methods*. Thousand Oaks, Calif.: Sage Publications. Retrieved from /z-wcorg/ database.
- Reddick, C. G., Chatfield, A. T., & Jaramillo, P. A. (2015). Public opinion on National Security Agency surveillance programs: A multi-method approach. *Government Information Quarterly*, 32(2), 129–141. <https://doi.org/10.1016/j.giq.2015.01.003>
- Samers, M. (2010). *Migration (Key Ideas in Geography)* (1st ed.). Oxford, England: Routledge.
- Smythe, L. (2012). Discerning which qualitative approach fits best. *New Zealand College of Midwives Journal* (46), 5-12.
- Statistics New Zealand. (2017, May 18). National ethnic population projections: 2013(base)–2038 (update) | Stats NZ. Retrieved February 12, 2021, from <https://www.stats.govt.nz/information-releases/national-ethnic-population-projections-2013base2038-update>
- Statistics New Zealand,. (2019, September 23). New Zealand's population reflects growing diversity | Stats NZ. Retrieved May 22, 2021, from <https://www.stats.govt.nz/news/new-zealands-population-reflects-growing-diversity#:~:text=There%20were%201%2C271%2C775%20people%20in,from%2025.2%20percent%20in%202013.>
- Statistics New Zealand. (2020, April 21). 2018 Census data allows users to dive deep into New Zealand's diversity | Stats NZ. Retrieved May 14, 2021, from <https://www.stats.govt.nz/news/2018-census-data-allows-users-to-dive-deep-into-new-zealands-diversity>

- Stephens, M. (2017) Refugee resettlement and activism in New Zealand. *Forced Migration Review*. 54 (43). [[Google Scholar](#)]
- UN Migration. (2020, January 17). Key Migration Terms. Retrieved December 15, 2020, from <https://www.iom.int/key-migration-terms>
- United Nations Department of Economic and Social Affairs Population Division (2017a). *International Migration Report 2017*. New York: United Nations Department of Economic and Social Affairs Population Division. [[Google Scholar](#)]
- United Nations Department of Economic and Social Affairs Population Division (2017b). *Trends in International Migrant Stock: The 2017 Revision*. New York: United Nations, Department of Economic and Social Affairs, Population Division. [[Google Scholar](#)]
- van Tonder, C. L., & Soontiens, W. (2014). Migrant Acculturation and the Workplace. *Procedia - Social and Behavioral Sciences*, 143, 1041–1047. <https://doi.org/10.1016/j.sbspro.2014.07.550>
- Wong, K. L. X., & Dobson, A. S. (2019). We're just data: Exploring China's social credit system in relation to digital platform ratings cultures in Westernised democracies. *Global Media and China*, 4(2), 220–232. <https://doi.org/10.1177/2059436419856090>

Appendix 1: Ethics Approval Letter

27 May 2020

Harminder Singh

Faculty of Business Economics and Law

Dear Harminder

Ethics Application: 20/108 Online interactions: An exploration of migrant experiences with government surveillance from home nations

Thank you for submitting your responses to AUTEK's conditions. We are pleased to advise that your ethics application is approved subject to the following conditions:

1. Provision of an assurance that data will be kept on an external hard drive and stored securely on AUT premises; please update the Information Sheet to reflect this;
2. Update the following sentence in the Information Sheet with the words in **bold** - 'You should also not participate in the research if you feel that participating would have a negative impact on **your life** or the lives of your friends, family members and other loved ones in your country of origin or in New Zealand'.

Please provide us with a response to the points raised in these conditions, indicating either how you have satisfied these points or proposing an alternative approach. AUTEK also requires copies of any altered documents, such as Information Sheets, surveys etc. You are not required to resubmit the application form again. Any changes to responses in the form required by the committee in their conditions may be included in a supporting memorandum. Please note that the Committee is always willing to discuss with applicants the points that have been made. There may be information that has not been made available to the Committee, or aspects of the research may not have been fully understood.

Once your response is received and confirmed as satisfying the Committee's points, you will be notified of the full approval of your ethics application. Full approval is not effective until all the conditions have been met. Data collection may not commence until full approval has

been confirmed. If these conditions are not met within six months, your application may be closed and a new application will be required if you wish to continue with this research.

To enable us to provide you with efficient service, we ask that you use the application number and study title in all correspondence with us. If you have any enquiries about this application, or anything else, please do contact us at ethics@aut.ac.nz.

We look forward to hearing from you,

(This is a computer-generated letter for which no signature is required)

The AUTEK Secretariat

Auckland University of Technology Ethics Committee

Cc: hass.amina94.10@gmail.com

Appendix 2: Participant Information Sheet

Date Information Sheet Produced:

25 May 2020

Project Title

Online interactions: An exploration of migrant experiences with government surveillance from home nations

An Invitation

My name is Amina Mohamed and I am currently studying towards my Masters in Business and a key component is a dissertation that I will complete under the supervision of Associate Professor Harminder Singh. My research aims to explore how migrants communicate with their family and friends online while also limiting observation or surveillance by the governments of those countries. This will be done by interviewing migrants who come from countries with a history of surveillance.

What is the purpose of this research?

This study aims to explore how migrants maintain their connection with their communities and families in their source countries. The study will provide a safe collective environment for migrants to critically reflect on their online experiences and their dealings with government in both formal and informal ways. The research will contribute to knowledge about migrant online interactions. The findings of this research may be used for academic publications and presentations.

How was I identified and why am I being invited to participate in this research?

To participate in this research, you have to:

- Be a migrant from China, Saudi Arabia, Iran, Russia and Vietnam
- Have lived in New Zealand for a minimum of one year;
- Be able to communicate in high school level English
- Be able to use a desktop computer
- Live, study or work in Auckland

You were identified as a potential participant by an intermediary, who sent you an invitation email or text message with this Information Sheet. You are being invited to participate

because you communicated your interest in participating in this study by contacting the researcher after receiving the email/text message.

How do I agree to participate in this research?

Your participation in this research is voluntary (it is your choice) and whether or not you choose to participate will neither advantage nor disadvantage you. Once you communicate your interest in participating in this study by contacting the researcher, you will be given two weeks to consider your involvement in the research. You are able to withdraw from the study at any time. If you choose to withdraw from the study, then you will be offered the choice between having any data that is identifiable as belonging to you removed or allowing it to continue to be used. However, once the findings have been produced, removal of your data may not be possible.

What will happen in this research?

Prior to the interview, I will send you the questions that will be used as a guide. I will then arrange a suitable time to talk to you using a mode which we both agree on, such as the telephone, Zoom, WhatsApp or Skype. I am happy for you to suggest a mode of communication if you wish, but if you cannot think of one, I will suggest a suitable one and check with you whether you are comfortable with using it.

Participation in this project is voluntary. If you decide to take part, it would involve my interviewing you individually for one hour, and audio recording the interview. Before the interview starts, you will be asked to choose a pseudonym so that when I write my report, your identity will be protected.

You have the right to not answer a question during the interview and to have the recording stopped at any time. My responsibility will be to assist you to either continue the interview, re-schedule the interview, or withdraw from the research.

The interviews will be transcribed by a professional who has signed a confidentiality agreement ahead of time. Once transcribed, the transcript of the interview will be returned to you to give you an opportunity to make any alterations you feel are necessary. You will have two weeks from its receipt to make these changes and return the transcript to me. Otherwise I will assume that you are happy with it.

What are the discomforts and risks?

There are no direct discomforts or risks involved. You will not be asked anything of a personal nature. If you feel that participating in the research would put you at risk of feeling embarrassed, anxious,

depressed, lose your self-esteem and or respect from other participants, it is advisable that you do not participate. You can also leave during the research whenever you wish. You should also not participate in the research if you feel that participating would have a negative impact on **your life** or the lives of your friends, family members and other loved ones in your country of origin or in New Zealand.

How will these discomforts and risks be alleviated?

I do not envisage any direct discomforts or risks involved in this study. I am aware that discomforts or risks may arise during the interview if you choose to discuss sensitive issues in the interview. If you feel discomfort during the interviews, please let me know as soon as possible. If you feel that the research has caused you any discomfort, arrangements will be made for you to get free counselling sessions provided by AUT Health Counselling and Wellbeing is able to offer three free sessions of confidential counselling support for adult participants in an AUT research project. These sessions are only available for issues that have arisen directly as a result of participation in the research, and are not for other general counselling needs. To access these services, you will need to:

- drop into our centres at WB219 or AS104 or phone 921 9992 City Campus or 921 9998 North Shore campus to make an appointment. Appointments for South Campus can be made by calling 921 9992
- let the receptionist know that you are a research participant, and provide the title of my research and my name and contact details as given in this Information Sheet

You can find out more information about AUT counsellors and counselling on <http://www.aut.ac.nz/being-a-student/current-postgraduates/your-health-and-wellbeing/counselling>.

What are the benefits?

- The research will help you reflect on your choice of online channels to communicate with connections back home
- The findings of this research may add to the existing body of knowledge on online interactions by migrants
- This research contributes to the completion of a Master's degree. The experiences and knowledge gained from

this research will enhance the primary researcher's skills and expertise in research relevant to migrants.

- The research will be published in academic journals and conferences, helping to build professional and academic reputations.

How will my privacy be protected?

Your responses will be kept confidential. The data that is collected will be used in an aggregated and/or pseudonymised manner in the research thesis and other research publications. The preservation of confidentiality is paramount. Every effort will be made to make sure participants' identities are kept hidden by using the pseudonym they provide us. No identifiable information will be given to third parties. Only my supervisor and I will have access to the Consent Forms.

When the research is complete, your data will be encrypted and password-protected and kept on an external hard drive, which will be stored securely on AUT's premises. I will be using your data in my thesis, in conference presentations and in journal publications. After six years, all data will be securely destroyed. A copy of my research

findings will be made available to you upon request. You will be given the opportunity on the Consent Form to indicate your wish to receive a summary of the findings.

What are the costs of participating in this research?

There are no financial costs to you. However, you will be given a token of appreciation for your time in the form of petrol voucher worth \$30.

What opportunity do I have to consider this invitation?

You will be given two weeks to decide whether you are interested to take part in the study or not. I will contact you after a week to re-confirm your participation. Any questions that you have may be directed to me or my supervisor.

Will I receive feedback on the results of this research?

Yes. You will receive a copy of the findings through email

What do I do if I have concerns about this research?

Any concerns regarding the nature of this project should be notified in the first instance to the Project Supervisor, Associate Professor Harminder Singh, harminder.singh@aut.ac.nz. Concerns regarding the conduct of the research should be notified to the Executive Secretary of AUTECH, ethics@aut.ac.nz, (+649) 921 9999 ext 6038.

Whom do I contact for further information about this research?

Please keep this Information Sheet and a copy of the Consent Form for your future reference. You are also able to contact the research team as follows:

Researcher Contact Details:

Amina Mohamed

+64212160151

tdc3506@aut.ac.nz

Project Supervisor Contact Details: Associate Professor Harminder Singh

harminder.singh@aut.ac.nz

(+649) 921 9999 ext 5029

**Approved by the Auckland University of Technology Ethics Committee on *27 May 2020*,
AUTEC Reference number 20/108.**

Appendix 3: Participant Consent Form

Consent Form

Project title: Online interactions: An exploration of migrant experiences with Government surveillance from home nations

Project Supervisor: Harminder Singh

Researcher: Amina Mohamed

- I have read and understood the information provided about this research project in the Information Sheet dated 25 May 2020.
- I have had an opportunity to ask questions and to have them answered.
- I understand that notes will be taken during the interviews and that they will also be audio-taped and transcribed.

- I understand that taking part in this study is voluntary (my choice) and that I may withdraw from the study at any time without being disadvantaged in any way.
- I understand that if I withdraw from the study then I will be offered the choice between having any data that is identifiable as belonging to me removed or allowing it to continue to be used. However, once the findings have been produced, removal of my data may not be possible.
- I agree to take part in this research.
- I wish to receive a summary of the research findings (please tick one): Yes No

Participant's signature:

.....

Participant's name:

.....

Participant's Contact Details (if appropriate):

.....
.....
.....
.....

Date:

*Approved by the Auckland University of Technology Ethics Committee 27 May 2020,
AUTEC Reference number 20/108.*