

DIGITAL SOLUTIONS FOR MIGRATION MANAGEMENT: MOBILITY AND INTEGRATION

ANUSH SARGSYAN

Հոդվածը ստացվել է՝ 20.09.24, ուղարկվել է գրախոսման՝ 04.12.24, երաշխավորվել է տպագրության՝ 13.12.24

Introduction. Human migration has long been a fundamental part of global societies, driven by the search for better living conditions, security, and opportunities. In recent years, digital platforms have become pivotal in facilitating migration procedures and improving governance, providing essential tools to manage migration flows and enhance the overall process. These platforms, alongside social networks, play a crucial role in helping migrants integrate into new communities by fostering connections, improving communication, and providing access to vital resources. Additionally, AI tools are transforming the integration experience by offering personalized support in language learning, employment, housing, and healthcare. This article examines the evolving role of digital platforms and AI in the migration landscape. It explores how they streamline processes, enhance governance, and support migrants' integration into more inclusive and resilient societies.

The relevance of the topic. The importance of examining AI and digital platforms in migration stems from their profound effect on the resettlement experience. As global migration becomes more intricate, utilizing technology is vital for overcoming the following challenges: language barriers, accessing essential services, and integrating into new communities. Understanding how these tools facilitate smoother transitions for migrants highlights their critical role in improving migration management and support systems. This knowledge is essential for policymakers, organizations, and researchers working to enhance the efficiency and inclusivity of migration processes.

The main purpose of this article is to explore how AI and digital platforms are revolutionizing the migration experience by making it more efficient, quicker, and better governed. It examines how AI tools facilitate the integration process, how social networks provide essential information and support, and how digital platforms ensure rapid processing of migration procedures while offering valuable assistance to migrants.

The following problems are set to achieve the purpose:

- ✓ Investigate the role of digital platforms in facilitating migration procedures and their management by authorities.
- ✓ Explore the impact of social networks and online communities on supporting migrants
- ✓ and understand the role of various types of platforms in assisting migrants.

Literature review. Throughout history, human migration has been a constant feature of global societies, driven by the pursuit of better living conditions, security, and

opportunities. Among the most studied forms of migration is labor migration, which involves the movement of both skilled and unskilled workers across borders. Scholars have thoroughly explored how labor migration connects to economic growth, social change, and labor markets, highlighting the complex nature of this process and its significant effects on both the countries migrants leave and those they move to. In recent years, technology has become a critical factor in shaping human migration, offering new tools for managing migration flows, supporting integration, and providing migrants with access to essential information and opportunities.

Skeldon suggests that migration, especially international migration, is a complex concept, as its measurement relies entirely on how it is defined both in terms of time and geographic space¹. Technology plays a vital role in migration, used by various stakeholders to either support or restrict movement. Information and Communication Technologies (ICT) are especially important, as migrants use these tools to make informed decisions and execute their plans². Among all available technologies, the Internet stands out as the most suited to the needs of migrants. It offers a space that reflects the migratory experience, being "transnational, interactive, and decentralized."³ In the global context migration is defined by the International Organization for Migration (IOM) as the relocation of individuals, either across international borders (international migration) or within a country's boundaries (internal migration), for a period exceeding one year regardless of the reasons, voluntary or forced, or the means, whether regular or irregular, used to migrate⁴. Digitalization is defined as the ongoing integration of digital technologies and digitized data across the economy and society⁵. A key part of digitalization is AI which helps to automate tasks, improve decision-making, and provide valuable insights from data. Artificial intelligence, with its ability to analyze large amounts of data and make data-driven decisions, offers innovative solutions to address

¹ Skeldon, R., *International Migration, Internal Migration, Mobility and Urbanization: Towards More Integrated Approaches*, Migration Research Series, Maastricht University, 2017, p. 1 <https://www.un.org/en/development/desa/population/events/pdf/expert/27/papers/II/paper-Skeldonfinal.pdf>

² Fortunati, L., Pertierra, R., Vincent, J. (Eds.). *Migration, diaspora and information technology in global societies*. Routledge, 2013

³ Georgiou, M. *Les Diasporas en Ligne: Une Expérience Concrète De Transnationalisme*. *Hommes et Migrations* 1240 (novembre-décembre): 2002, 10-18.

⁴ IOM Glossary on Migration, 2019, https://home-affairs.ec.europa.eu/networks/european-migration-network-emn/emn-asylum-and-migration-glossary/glossary/migration_en

⁵ Eurofound, <https://www.eurofound.europa.eu/en/resources/digital-age-automation-digitisation-and-platforms#:~:text=Digitalisation%20is%20the%20ongoing%20integration.and%20its%20regulation%20and%20protection>

various challenges in the education sector⁶. AI, on one hand, provides humanity with the opportunity to solve many global issues, but its widespread impact, particularly on areas like the job market, also presents challenges⁷. AI is widely used in managing the migration cycle, involving processes such as facilitating identity verification before departure, submitting and processing visa applications, enhancing border procedures, and predicting migration trends⁸. As digitalization continues to reshape industries by streamlining processes and improving connectivity it has also made remote work easier, allowing employees to work and collaborate from anywhere.

In their study "Impact of Youth Labor Migration and Strategies for Demographic Change Prevention," Armenian researchers highlight the importance of remote jobs in rural areas to deter youth emigration. They also call for government incentives to encourage urban employers to hire rural youth remotely, ensuring stability⁹.

Methodology. In the scope of this research descriptive, comparative, scientific-historical-logical methods were used and implemented. **The obtained results** may be useful for policymakers and organizations by providing valuable insights into how digital innovations can address integration challenges and how digital platforms simplify the migration process enhancing the efficiency and transparency of migration management. Additionally, other researchers studying migration and digital solutions may find these insights valuable for exploring further advancements and improvements in this field.

Analysis. Migration is a dynamic and complex global phenomenon, that affects millions of people abroad. In today's digital era, innovative solutions are playing a critical role in enhancing the mobility and integration of migrants. By leveraging digital tools, governments and organizations can streamline migration processes, enhance access to services, and foster better social and economic integration. Moreover, these technologies offer valuable data for policymakers to make informed decisions, ensuring that migration is managed effectively. Digital solutions not only support migrants in their journey but also contribute to more inclusive and resilient societies.

Among the various digital solutions, migration platforms stand out as essential tools, offering comprehensive support for managing migration flows and providing critical resources to migrants and authorities alike.

⁶ Zhai, X., Chu, X., Chai, C. and others, A Review of Artificial Intelligence (AI) in Education from 2010 to 2020, Complexity, Published by Hindawi, 2021

⁷ Atoyan, V., Artificial Intelligence and digital future. Challenges of the Fourth industrial revolution, Amberd, ASUE, 2019/1, p. 52

⁸ Beduschi, A., McAuliffe, M., 2021. Artificial Intelligence, migration, and mobility: implications for policy and practice. In: World Migration Report 2022 (M. McAuliffe and A. Triandafyllidou, eds.). International Organization for Migration (IOM), Geneva

⁹ Tadevosyan, Z. and others, Bulanikyan, V., Impact of youth labor migration and strategies for demographic change prevention, Amberd, <Tntesaget> Yerevan 2024, p. 103-104

These platforms play a crucial role in ensuring the success and security of migration processes. Currently, they have become indispensable, revolutionizing how individuals and families navigate cross-border movements. Migration platforms provide essential information, services, and support, making the migration process more manageable and accessible. Without them, the challenges of meeting legal requirements, finding employment, and integrating into new communities would be far bigger. As global migration trends evolve, the role of these platforms continues to grow, ensuring safe, orderly, and dignified migration.

Migration platforms, whether websites, mobile apps, or physical centers, offer a range of services like legal aid, job placement, language courses, and community integration. They aim to make migration more effective and affordable for people moving for economic, educational, or humanitarian reasons. Before the digital age, migration systems were fragmented and manual, relying heavily on physical documents and in-person exchanges. Migrants had to navigate complex bureaucratic structures across various agencies, making the process cumbersome and often unpredictable. Communication between migrants and authorities was slow, limited to postal services, phone calls, or in-person visits to embassies, while access to accurate information was scarce.

Non-governmental organizations (NGOs) and community groups played an essential role in supporting migrants, offering legal advice and emergency assistance. However, resources were often limited, leaving many migrants vulnerable to exploitation by middlemen or fake agents charging high fees for poor-quality services. Border control was also manual, with little international cooperation, complicating the management of cross-border migration and contributing to challenges like undocumented migration and visa overstays.

Digital migration platforms have transformed this landscape, making processes more transparent, centralized, and accessible. In the late 20th century, with the advent of the internet, governments and international organizations began exploring digital tools to manage migration more efficiently. Early platforms primarily focused on providing basic information about visa processes and requirements. Notable milestones from this period include the creation of online visa application systems in the early 2000s, such as the United States Electronic Diversity Visa Lottery (DV) Program (commonly known as the Green Card Lottery) and Canada's Electronic Travel Authorization (eTA). These systems allowed migrants to apply for visas remotely, streamlining the process.

By the mid-2000s, more interactive platforms emerged, enabling migrants to track the status of their applications, access personalized information, and communicate with relevant authorities in real-time. For instance, Canada's Express Entry system, launched in 2015, revolutionized migration by utilizing a points-based system to attract highly skilled professionals through an online platform, making the process faster and more transparent.

In addition to government efforts, international organizations such as the International Organization for Migration (IOM) also began developing digital platforms to support the reintegration of returning migrants and to offer assistance to vulnerable groups, including refugees. One key innovation is the IOM's Migration Information and Data Analysis System (MIDAS), a user-friendly and customizable Border Management Information System (BMIS). MIDAS enables the real-time collection, storage, and analysis of traveler data across entire border networks, allowing states to better manage entries and exits. It also serves as a crucial tool for migration policy planning, providing a robust statistical basis for informed decision-making.

Technological advancements like artificial intelligence and machine learning have further enhanced these platforms, enabling predictive analytics to forecast migration flows and improve decision-making. The COVID-19 pandemic accelerated the adoption of digital migration tools, with countries introducing virtual interviews, online document authentication, and digital identity systems to navigate travel restrictions.

Digital platforms have significantly transformed the migration experience by offering vital tools that specifically address migrants' needs, such as employment support services and communication tools, which play a crucial role in facilitating integration and access to essential information. Employment support services often include information on legal rights, work permits, and regulations. For example, a site like USAHello provides comprehensive guides on how to obtain a work permit and understand labor laws in the United States, ensuring that migrants are well-informed about their rights and responsibilities.

RapidPro, an open platform developed by UNICEF, is primarily designed for communication and data collection, but it also plays a significant role in supporting the integration of migrants into new communities¹⁰. Utilizing SMS and messaging applications ensures effective communication between service providers and migrants, providing timely access to crucial information and services. For example, migrants can receive real-time updates on changes in legal requirements, healthcare services, educational opportunities, and local community events. The platform's customizable nature allows it to be adapted to various contexts and languages, making it an invaluable tool for diverse migrant and refugee populations. Additionally, RapidPro's data collection and analysis capabilities help organizations better understand and respond to migrants' needs, thereby improving the overall effectiveness of support and integration efforts.

Migration platforms can be categorized into three categories: government, NGO, and private sector platforms. Government platforms, like Australia's SkillSelect and the U.S. Citizenship and Immigration Services (USCIS) site, regulate visa processes, border security, and data collection on migration trends. NGO platforms focus on humanitarian aid, supporting vulnerable groups such as refugees and asylum seekers. Private-sector

¹⁰ United Nations Children's Fund, Evaluation of Innovation in UNICEF Work Case Study: RapidPro, New York, 2019 https://www.unicef.org/evaldatabase/index_103533.html

platforms, such as UpCounsel, offer commercial services like legal assistance and job placement.

These platforms play a critical role in ensuring migrants have the information and support by providing real-time updates on migration policies and offering essential services such as legal aid, housing assistance, and language courses, easing the integration process for migrants. Platforms also foster community connections, helping migrants build support networks and access practical advice. However, challenges such as data privacy, unequal access to digital technologies, and the risks of fraud and misinformation must also be addressed to ensure the security and fairness of migration platforms.

In Armenia, platforms like workpermit.am and repatarmenia.org are playing a key role in managing migration processes. Launched in 2022, workpermit.am enables employers to electronically submit applications for foreign workers, streamlining the process of obtaining temporary residence status. The platform also offers services for citizens of EAEU member states, facilitating the legal registration of both workers and their families in Armenia. Meanwhile, repatarmenia.org provides comprehensive resources for repatriates, offering assistance with visas, Armenian language courses, job placement, and integration services.

Another important area where digital tools play a vital role is in supporting the integration of migrants. Social networks have become essential tools for facilitating the smooth integration of many immigrants as they provide access to vital information even before arriving in a new country. Many migrants run blogs where they share valuable insights across various aspects of life in their new country. Thematic groups and special Telegram channels are also created on platforms like Facebook and other social networks, allowing newly relocated or potential migrants to ask questions and get answers from those with firsthand experience. These social communities, often organized by country or city, have become essential support networks, made possible only by today's digitalization. Critical issues for migrants are extensively discussed on these platforms:

- Experienced migrants provide advice on choosing a place to live based on income and preferences.
- The process of obtaining a driver's license is explained, even offering contacts for preparation specialists.
- Detailed information about the education system and individual schools is shared, which is key for integrating children smoothly.
- Recommendations for affordable stores for household goods, cars, and everyday shopping are provided.
- Insights into the labor market are shared, including job application requirements, interview experiences, and advice, increasing chances of quicker employment.

These sources of information significantly save newly relocated individuals time and money while easing their integration into a new environment. They also create

opportunities to meet new people and build friendships, which positively impact the adaptation process.

Social networks play a crucial role in supporting migrants by providing important information on immigration policies and procedures. Platforms like Facebook, Telegram, and Reddit host numerous groups and forums where users share updates on visa requirements, legal changes, and personal experiences. These online communities often disseminate information faster than official channels, helping migrants stay informed about their rights and obligations. For instance, Facebook groups such as "Expats in Dubai" or "Americans in Germany" offer advice on visa processes, job opportunities, and cultural adaptation. Subreddits like r/IWantOut and r/expat are valuable resources for users to ask questions and share migration experiences, with Reddit's voting system highlighting the most accurate and helpful content.

Additionally, specialized websites like Expat.com and InterNations provide extensive resources, including country guides, articles on immigration policy, and forums for users to connect. These platforms frequently collaborate with legal experts and experienced migrants to offer reliable and detailed advice. Studies have shown how groups on Facebook, for example, have helped Filipino domestic workers in Hong Kong share information about legal rights and support networks¹¹. Moreover, government agencies like the U.S. Citizenship and Immigration Services (USCIS) and nonprofit organizations such as the International Organization for Migration (IOM) actively use social media to update and assist migrants globally.

Employment is a crucial factor in successful migration, and job support services play a major role in this. Remote work platforms and career development tools help migrants find jobs, offer resources for training and courses, and connect them with potential employers. Platforms like LinkedIn provide access to job listings tailored to the migrant's qualifications, while also offering the chance to network with professionals globally, join relevant groups, and gather information about required skills. LinkedIn is also a valuable resource for business contacts, with some platforms even offering employee reviews, salary insights, and details about company culture, aiding migrants in making informed decisions.

After the events of September 2023, social networks played a crucial role in helping thousands of Armenians who relocated from Artsakh to Armenia find employment. Many employers expressed their willingness to offer jobs to people from Artsakh by posting available positions. Numerous organizations and individuals also provided free courses and training, aiming to ease the challenges these people faced while settling into their new communities. In addition to government support, individuals and organizations joined efforts to assist the refugees, with social networks becoming the

¹¹ Piocos, C., Vilog, R., Bernadas, J., Interpersonal Ties and Health Care: Examining the Social Networks of Filipino Migrant Domestic Workers in Hong Kong, *Journal of Population and Social Studies* (JPSS), 31 October 2021, Volume 30, 2022.

primary source for sharing and receiving information about essential items and supplies. Without social media, it would have been impossible to organize and implement refugee support efforts on such a large scale. Thanks to these platforms, many families saw their burdens lighten, and funding sources were found both within Armenia and across the diaspora. Social networks were also used to share information about available housing, which significantly sped up the resolution of accommodation issues for many refugees.

We shouldn't overlook the crucial role AI tools play in helping migrants integrate into new communities by addressing various challenges. They assist in finding the best resettlement locations, as seen with tools like GeoMatch (an AI tool developed by the Immigration Policy Lab at Stanford University), which uses data to predict where migrants are most likely to succeed based on factors such as language and education¹².

In education, AI tools can personalize learning for migrant students. For example, AI-powered language apps are transforming how migrants, both adults and children, learn new languages. These apps offer real-time translations, correct language mistakes, and provide multiple translation options, thus enhancing vocabulary and comprehension. This is particularly important for children who are entering educational systems in their new country, and for parents who need to assist with homework or school communications. Some of the most popular language learning apps are Duolingo and Babbel, offering lessons in 36 and 14 languages respectively. Another app, Tandem, provides users with speech recognition and error correction tools, as well as immediate feedback through the use of AI. Meanwhile, an app called Memrise personalizes lessons based on the learner's pace and progress, helping to retain vocabulary and grammar through automatic language recognition and real-time exercises.

Healthcare is another area where AI is making a substantial impact. Migrants often struggle to navigate healthcare systems in their new country due to language barriers. AI-based tools, such as Babylon Health in the UK, offer medical consultations through AI-powered chatbots. These tools can provide diagnoses based on symptoms and suggest next steps, making healthcare more accessible to non-native speakers. Another important tool is telemedicine platforms, which allow patients to connect with healthcare professionals via video calls or messages. K Health, an AI-powered primary care company, analyzes patients' symptoms and medical history to provide personalized health information and connect users with remote consultations. This is especially helpful for migrants who struggle to visit healthcare facilities. We shouldn't overlook the importance of mental health during the migration process. Some AI tools, like WYSA and Tess, are helping migrants cope with psychological stress, anxiety, and depression by providing chatbot-based mental health support in multiple languages.

¹² Fei, J., McEvenue, P., Sjeff van Grinsven, AI for Immigrant Integration, Stanford Impact Labs, February 2021, <https://impact.stanford.edu/article/ai-immigrant-integration>

Overall, AI plays an essential role in enhancing migrants' quality of life by facilitating access to services, improving communication, and providing tailored support throughout the integration process.

Our review of the websites of leading Armenian medical institutions and the RA Ministry of Health, widely used globally, brought us to the conclusion that those websites are not currently employed here. Communication with medical centers is limited to phone calls or online interactions with staff, who may be unavailable due to their heavy workload. Implementing chatbots could enhance the efficiency and speed of providing essential information to clients. This would be especially valuable for migrants, as it would help them resolve issues more effectively and without additional resource expenditure.

Scientific novelty. This study uncovers the transformative role of digital platforms and AI-driven tools in migration procedures and integration. By examining how these technologies enhance access to services, facilitate integration, and provide essential support, along with the impact of social networks on the overall integration process, this study highlights significant advancements in aiding migrant adjustment. Additionally, it was observed that Armenian healthcare organizations lack chatbots to provide quicker and more efficient services, which are commonly used worldwide. Therefore, their implementation is recommended.

Conclusion. Digital platforms and AI-based tools play a pivotal role in facilitating the integration of migrants into new communities. Platforms that streamline migration procedures and management ensure more efficient processing of documentation, legal compliance, and policy implementation. Through virtual communities, migrants receive valuable information about various aspects of life, get answers to their pressing questions, and form business connections, thereby enhancing their career opportunities. AI-driven tools make healthcare and educational services more accessible, accelerate the process of choosing a place of living and finding employment, and help overcome language barriers. Overall, the use of AI and digital technologies has transformed the migrant experience, making the process of settling and succeeding in a new country more manageable and accessible.

REFERENCES

1. Atoyan, V., Artificial Intelligence and digital future. Challenges of the Fourth industrial revolution, Amberd, ASUE, 2019/1, p. 52
2. Beduschi, A., McAuliffe, M., 2021. Artificial Intelligence, migration and mobility: implications for policy and practice. In: World Migration Report 2022 (M. McAuliffe and A. Triandafyllidou, eds.). International Organization for Migration (IOM), Geneva

3. Fei, J., McEvenue, P., Sjef van Grinsven, AI for Immigrant Integration, Stanford Impact Labs, February 2021, <https://impact.stanford.edu/article/ai-immigrant-integration>
4. Fortunati, L., Pertierra, R., Vincent, J. (Eds.). Migration, diaspora and information technology in global societies. 2013, Routledge
5. Georgiou, M., Les Diasporas en Ligne: Une Expérience Concrète De Transnationalisme. Hommes et Migrations 1240, 2002 (novembre-décembre): 10-18.
6. Piosos, C., Vilog, R., Bernadas, J., Interpersonal Ties and Health Care: Examining the Social Networks of Filipino Migrant Domestic Workers in Hong Kong, Journal of Population and Social Studies (JPSS), 31 October 2021, Volume 30, 2022.
7. Skeldon, R., International Migration, Internal Migration, Mobility and Urbanization: Towards More Integrated Approaches, Migration Research Series, Maastricht University, 2017
8. Tadevosyan, Z. and others, Bulanikyan, V., Impact of youth labor migration and strategies for demographic change prevention, Amberd, <Tntesaget> Yerevan 2024, p. 103-104
9. United Nations Children's Fund, Evaluation of Innovation in UNICEF Work Case Study: RapidPro, New York, 2019
https://www.unicef.org/evaldatabase/index_103533.html
10. Zhai, X., Chu, X., Chai, C. and others, A Review of Artificial Intelligence (AI) in Education from 2010 to 2020, Complexity, Published by Hindawi, 2021
11. Eurofound, <https://www.eurofound.europa.eu/en/resources/digital-age-automation-digitisation-and-platforms#:~:text=Digitalisation%20is%20the%20ongoing%20integration.and%20its%20regulation%20and%20protection>
12. IOM Glossary on Migration, 2019, https://home-affairs.ec.europa.eu/networks/european-migration-network-emn/emn-asylum-and-migration-glossary/glossary/migration_en

DIGITAL SOLUTIONS FOR MIGRATION MANAGEMENT: MOBILITY AND INTEGRATION

ANUSH SARGSYAN

Abstract

Nowadays, human migration, driven by the pursuit of better opportunities, is a complex global phenomenon increasingly shaped by technology. This article examines the impact of digital platforms and artificial intelligence (AI) tools on the migration process, particularly their role in facilitating access to essential services such as healthcare and education and supporting migrants' integration into new communities. The study shows the role of digital platforms in managing and facilitating migration flows and

compares globally used technologies with those available in Armenia, identifying areas for improvement. By analyzing how digital solutions streamline migration processes and enhance management, this article provides valuable insights for policymakers and organizations aiming to support migrants more effectively.

The main purpose of this article is to explore how AI and digital platforms are revolutionizing the migration experience by making it more efficient, quicker, and better governed. It examines how AI tools facilitate the integration process, how social networks provide essential information and support, and how digital platforms ensure rapid processing of migration procedures while offering valuable assistance to migrants.

The following research objectives were set:

- to investigate the role of digital platforms in facilitating migration procedures and their management by authorities,
- to explore the impact of social networks and online communities on supporting migrants,
- to understand the role of various types of platforms in assisting migrants.

Methodology. In the scope of the article descriptive, comparative, scientific-historical-logical methods were used and implemented.

Scientific novelty. This study uncovers the transformative role of digital platforms and AI-driven tools in migration procedures and integration. By examining how these technologies enhance access to services, facilitate integration, and provide essential support, along with the impact of social networks on the overall integration process, this study highlights significant advancements in aiding migrant adjustment. Additionally, it was observed that Armenian healthcare organizations lack chatbots to provide quicker and more efficient services, which are commonly used worldwide. Therefore, it is recommended to implement them.

The research findings may be useful for policymakers and organizations by providing valuable insights into how digital innovations can address integration challenges and how digital platforms simplify the migration process enhancing the efficiency and transparency of migration management. Additionally, other researchers studying migration and digital solutions may find these insights valuable for exploring further advancements and improvements in this field.

Keywords. Migration, digital platforms, artificial intelligence (AI), integration, healthcare access, educational services, support to migrants, social networks, communities

**ՄԻԳՐԱՅԻԱՅԻ ԿԱՌԱՎԱՐՄԱՆ ԹՎԱՅԻՆ ԼՈՒԾՈՒՄՆԵՐ.
ՇԱՐԺՈՒՆԱԿՈՒԹՅՈՒՆ ԵՎ ԻՆՏԵԳՐՈՒՄ**

ԱՆՈՒՇ ՍԱՐԳՍՅԱՆ

Համառոտագիր

Արդի պայմաններում մարդկային միգրացիան համաշխարհային բարդ երևույթ է, որն ավելի ու ավելի մեծ ազդեցության է ենթարկվում տեխնոլոգիաների կողմից: Այս հոդվածում ուսումնասիրվում է թվային հարթակների և արհեստական բանականության (ԱԲ) գործիքների ազդեցությունը միգրացիոն գործընթացների վրա, մասնավորապես դրանց դերը առողջապահության և կրթության հիմնական ծառայությունների մատչելիության ապահովման, ինչպես նաև նոր համայնքներում միգրանտների ինտեգրման հարցում: Ներկայացվում է թվային հարթակների դերը միգրացիոն հոսքերի կառավարման և հեշտացման գործում, ինչպես նաև համեմատվում են համաշխարհային մասշտաբով կիրառվող տեխնոլոգիաները Հայաստանում հասանելի գործիքների հետ՝ բացահայտելու բարելավման հնարավոր ոլորտները: Թվային լուծումների միջոցով միգրացիոն գործընթացների դյուրացման և կառավարման բարելավման եղանակների վերլուծության շնորհիվ այս հետազոտությունը կարևոր տեղեկատվություն է տրամադրում քաղաքականություն մշակողների և կազմակերպությունների համար՝ նպատակ ունենալով ավելի արդյունավետ աջակցել միգրանտներին:

Հոդվածի հիմնական նպատակն է ուսումնասիրել, թե ինչպես են ԱԲ և թվային հարթակները հեղափոխում միգրացիոն փորձառությունը՝ այն դարձնելով ավելի արդյունավետ, արագ և լավ կառավարվող: Ուսումնասիրվում է, թե ինչպես են ԱԲ գործիքները հեշտացնում ինտեգրման գործընթացը, սոցիալական ցանցերն ապահովում անհրաժեշտ տեղեկատվություն և աջակցություն, և ինչպես են թվային հարթակները ապահովում միգրացիոն ընթացակարգերի արագ իրականացում՝ առաջարկելով արժեքավոր օգնություն միգրանտներին:

Հոդվածի նպատակին հասնելու համար առաջադրվում են հետևյալ **խնդիրները**. ուսումնասիրել թվային հարթակների դերը միգրացիոն գործընթացների դյուրացման և այդ գործընթացների կառավարման հարցում, ուսումնասիրել սոցիալական ցանցերի և առցանց համայնքների ազդեցությունը միգրանտներին աջակցելու գործում, հասկանալ տարատեսակ հարթակների դերը միգրանտներին աջակցելիս:

Մեթոդաբանություն: Հետազոտության շրջանակներում կիրառվել են նկարագրական, համեմատական, գիտական-պատմա-տրամաբանական մեթոդներ:

Գիտական նորույթ: Ուսումնասիրությունը բացահայտում է թվային հարթակների և ԱԲ-ով կառավարվող գործիքների դերը միգրացիոն

գործընթացներում և ինտեգրման գործում: Ուսումնասիրելով, թե ինչպես են այդ տեխնոլոգիաները բարելավում ծառայությունների հասանելիությունը, հեշտացնում ինտեգրումը և ապահովում անհրաժեշտ աջակցություն, ինչպես նաև սոցիալական ցանցերի ազդեցությունը ընդհանուր ինտեգրման գործընթացի վրա՝ այս ուսումնասիրությունը կարևոր առաջընթաց է ցույց տալիս միգրանտների հարմարեցման հարցում: Բացի այդ, նկատվել է, որ ՀՀ-ում առողջապահական կազմակերպությունները չունեն չափոթյուններ՝ ավելի արագ և արդյունավետ ծառայություններ մատուցելու համար, որոնք լայնորեն օգտագործվում են ամբողջ աշխարհում: Ուստի խորհուրդ է տրվում ներդնել դրանք:

Ստացված արդյունքները կարող են օգտակար լինել քաղաքականություն մշակողների և կազմակերպությունների համար՝ ապահովելով արժեքավոր տեղեկություններ այն մասին, թե ինչպես կարող են թվային նորարարությունները լուծել ինտեգրման մարտահրավերները և ինչպես են թվային հարթակները հեշտացնում միգրացիոն գործընթացը և դրա կառավարումը՝ բարձրացնելով միգրացիոն հոսքերի կառավարման արդյունավետությունն ու թափանցիկությունը: Բացի այդ, միգրացիոն և թվային լուծումների ուսումնասիրությամբ զբաղվող այլ հետազոտողներ կարող են այս արդյունքներն օգտագործել հետագա բարելավումների և առաջընթացի ուսումնասիրության համար:

Բանալի բառեր: Միգրացիա, թվային հարթակներ, արհեստական բանականություն, ինտեգրում, առողջապահական ծառայությունների հասանելիություն, կրթական ծառայություններ, աջակցություն միգրանտներին, սոցիալական ցանցեր, համայնքներ:

ЦИФРОВЫЕ РЕШЕНИЯ ДЛЯ УПРАВЛЕНИЯ МИГРАЦИЕЙ: МОБИЛЬНОСТЬ И ИНТЕГРАЦИЯ

АНУШ САРГСЯН

Аннотация

В настоящее время человеческая миграция, вызванная стремлением к лучшим возможностям, представляет собой сложное глобальное явление, которое все больше формируется технологией. Эта статья исследует влияние цифровых платформ и инструментов искусственного интеллекта (ИИ) на миграционный процесс, в частности их роль в упрощении доступа к основным услугам, таким как здравоохранение и образование, а также в поддержке интеграции мигрантов в новые сообщества. В исследовании подчеркивается роль цифровых платформ в управлении и упрощении миграционных потоков, а также сравниваются технологии, используемые в мире, с теми, что доступны в Армении, определяя области для улучшения. Анализируя, как цифровые решения упрощают

миграционные процессы и улучшают управление, данное исследование предоставляет ценные сведения для политиков и организаций, стремящихся более эффективно поддерживать мигрантов.

Основная цель этой статьи — исследовать, как ИИ и цифровые платформы революционизируют миграционный опыт, делая его более эффективным, быстрым и лучше управляемым. Рассматривается, как инструменты ИИ способствуют процессу интеграции, как социальные сети предоставляют необходимую информацию и поддержку, и как цифровые платформы обеспечивают быструю обработку миграционных процедур, предлагая ценную помощь мигрантам.

Для достижения этой цели поставлены следующие задачи: исследовать роль цифровых платформ в упрощении миграционных процедур и их управлении властями, изучить влияние социальных сетей и онлайн-сообществ на поддержку мигрантов, понять роль различных типов платформ в помощи мигрантам.

Методология. В рамках данного исследования были использованы и реализованы описательные, сравнительные, научно-исторические и логические методы.

Научная новизна. Исследование выявляет преобразующую роль цифровых платформ и инструментов на основе ИИ в миграционных процедурах и интеграции. Изучая, как эти технологии улучшают доступ к услугам, содействуют интеграции и предоставляют необходимую поддержку, а также влияние социальных сетей на общий процесс интеграции, данное исследование подчеркивает значительные достижения в помощи адаптации мигрантов. Кроме того, было замечено, что армянские медицинские организации не используют чат-боты для предоставления более быстрых и эффективных услуг, которые широко применяются во всем мире. Поэтому рекомендуется их внедрение.

Полученные результаты могут быть полезны для политиков и организаций, предоставляя ценные сведения о том, как цифровые инновации могут решить проблемы интеграции и как цифровые платформы упрощают миграционный процесс и его управление, повышая эффективность и прозрачность управления миграцией. Кроме того, другие исследователи, изучающие миграцию и цифровые решения, могут найти эти данные ценными для дальнейшего изучения достижений и улучшений в этой области.

Ключевые слова. Миграция, цифровые платформы, искусственный интеллект, интеграция, доступ к здравоохранению, образовательные услуги, поддержка мигрантов, социальные сети, сообщества.