

---

**DIGITAL ENGAGEMENT WITH MIGRANTS: A CROSS-BORDER COMPARISON OF  
MOBILE APPLICATIONS AND E-SERVICES**

---

**Gülseren ERGÜN<sup>1</sup>****Çiğdem AKMAN<sup>2</sup>****Melike AKPINAR<sup>3</sup>****ABSTRACT**

This study examines how migration policies have been reshaped by digitalization and the role of mobile applications and online services in the three fundamental stages of migration: regulation, protection, and integration. The case of Turkey is examined in comparison with European countries such as France, Germany, and Poland; the impact of digital services on integration policies is analyzed. Findings reveal that Turkey offers comprehensive digital platforms not only for administrative procedures but also in areas such as social assistance, education, health, and access to rights. The systems developed by Turkey in collaboration with public institutions and NGOs (GöçNet, YİMER-157, Live in Türkiye, Kızılaykart, etc.) exhibit a multi-actor structure, while European countries focus more on guidance and regional integration. In conclusion, Turkey's digital migration policies are considered to be more advanced and comprehensive than European examples in terms of scope, diversity, and depth of implementation.

**INTRODUCTION**

Migration policies are the strategies, laws, regulations, and measures implemented by states or international organizations to regulate, direct, or control the movement of individuals across national borders or beyond. Factors such as globalization, wars, economic inequalities, and climate change have led to an intensification of migration movements in recent years (Usta & Ergün, 2020, p. 1064). In this context, migration policies have become multidimensional, aiming not only to regulate the movement of individuals across national borders, but also to ensure the integration of migrants into the host country, their access to rights, and social cohesion. With the rapid advancement of technology, mobile applications and online services have emerged as innovative tools in migration management processes, playing a significant role in alleviating the challenges faced by migrants and enhancing the capacity of public authorities to effectively implement migration policies.

Mobile applications and online platforms serve many different functions, particularly in the digitalizing world, such as facilitating migrants' access to information, speeding up legal procedures, supporting their social and economic integration, and providing life-saving information in emergencies. Refugees can quickly access the information they need in host countries. Overcoming problems such as language barriers, legal uncertainties, and economic difficulties has become easier thanks to digital tools. This contributes to both an increase in quality of life at the individual level and accelerated adaptation and integration at the societal level.

Internationally, many countries provide support to refugees and foreigners located anywhere in the country through mobile applications and online services. For example, the "Ankommen App" used in Germany focuses on language learning and integration processes. Similarly, the "Digitala Nationella Provet" platform in Sweden aims to improve the academic and professional qualifications of immigrants. Poland offers temporary protection to Ukrainians who have been forced to flee their country as a result of the Russian invasion. The Polish state, in collaboration with UNHCR, has created a digital platform called "Diiia.pl" to make the lives of Ukrainian refugees easier. With the activation of Diiia.pl, you can easily cross the Polish

---

<sup>1</sup> Ph.D. Candidate, Süleyman Demirel University Institute of Social Sciences, Department of Political Science and Public Administration, Isparta/TURKEY, [gulserenergun81@gmail.com](mailto:gulserenergun81@gmail.com), ORCID: 0000-0003-0860-8961

<sup>2</sup> Professor, Süleyman Demirel University, Faculty of Economics and Administrative Sciences, Department of Political Science and Public Administration, Isparta/TURKEY, [cigdemakman@sdu.edu.tr](mailto:cigdemakman@sdu.edu.tr), ORCID: 0000-0001-2345-6789

<sup>3</sup> Lecturer, Karamanoğlu Mehmetbey University, Vocational School of Social Sciences, Department of Wholesale and Retail Sales, Karaman/TURKEY, [melikeakpinar@kmu.edu.tr](mailto:melikeakpinar@kmu.edu.tr), ORCID ID: 0000-0003-0453-6008

border (with a travel document such as a passport) and move freely within the Schengen area. However, to do so, you must be a Ukrainian citizen, be at least 18 years old, and have crossed the Ukrainian border after February 24, 2022. France, through its "JRS WELCOME" program, offers a national family network, shared accommodation, or temporary accommodation for individuals whose asylum applications are currently being processed and who are living on the streets due to a lack of space at the National Center. The program is designed for asylum seekers. However, in exceptional cases, it also accepts legal refugees. France also has another digital program, the "REFAID" mobile app, which shows migrants, refugees, and those who help them where current situations are located using a very simple map. A web-based content management and communication system enables reliable aid companies to manage and update their services, ensure that aid reaches its destination, and facilitate communication between those in need and those who want to help.

In countries such as Turkey, which experience high levels of migration, such technological solutions are of critical importance. Applications in Turkey are on par with international standards in terms of both scope and accessibility. For example, the "e-Residence platform" allows foreigners to apply for residence permits online and track their application processes, while the "First Step Health Application" facilitates migrants' access to healthcare services. Similarly, "UNHCR Refugee Info" provides refugees with legal and humanitarian aid information, making their daily lives easier. The "Red Crescent Card" helps refugees meet their basic needs while also encouraging their participation in economic life. In addition, the "Education Information Network (EBA)" is a platform used by Turkish citizens as well as Syrians under temporary protection and other nationals under international protection. Similarly, İŞKUR is a platform that anyone with a Turkish ID number can use. Online platforms enable refugees to complete many legal processes online, from residence permit applications to citizenship procedures. This provides refugees with significant advantages, particularly in terms of time and cost.

Mobile applications and online services play an important role as an innovative solution in migration policies. Applications developed specifically for Turkey, such as e-Residence, GöçNet, First Step Health, and Kızılaykart, have supported the integration of refugees and increased the effectiveness of public services. Compared to international examples, Turkey's success in this area demonstrates the positive impact of digitalization on migration management.

This study will examine the role of mobile applications and online services in migration policies, their capacity to respond to migrants' needs, and their contributions to integration processes. It will also focus on examples of the application of these digital tools in national and international migration policies. Applications such as e-Residence, GöçNet, First Step Health, Kızılaykart, and similar applications, as well as services provided through international platforms, will be analyzed in detail with a focus on Turkey. Thus, it will be revealed how the transformation of migration policies in the digitalizing world contributes to the quality of life of migrants and the effectiveness of public policies.

**Keywords:** Migration Policies, Mobile Application, Online Service

## **1. The Use of Online Services in Public Policies**

The digitalization process has transformed public administration not only through technical tools but also through the ways policies are designed and implemented. Services such as e-government applications, online application systems, and digital support platforms have made public policies more accessible, transparent, and citizen-centered (Stern et al., 2018, p. 9). In recent years, services provided through digital platforms in areas such as migration, security, health, education, and social assistance have been seen to contribute significantly to the effectiveness of public policies.

One of the most fundamental contributions of online public services is democratizing access to services by eliminating geographical and physical limitations. Through e-government platforms, citizens can carry out bureaucratic procedures without time or space constraints (Demirci, 2015, p. 101). This is particularly important for disadvantaged groups, people with disabilities, and migrants. According to the UN's 2024 "E-Government Survey" report, 96% of 193 countries worldwide offer public services through online platforms. This rate was 45% in 2003. According to the report, the rate of access to digital public services in developed countries is over 85%, indicating that e-government applications have now become central to the policy-making process rather than complementary (UN, 2024, p. 8).

In Turkey, the e-Government Portal ([www.turkiye.gov.tr](http://www.turkiye.gov.tr)) stands out as a central platform where public services are provided digitally. As of 2025, this system offers 8,429 services, bringing together citizens' transactions in areas such as population, health, education, and justice under one roof. The system has 67,507,116 individual users (Presidency of the Republic of Turkey Digital Transformation Office, 2025). According to 2025 TUİK data, Turkey's population is 85,664,944 (TUİK, 2025). Therefore, 78.8% of Turkey's population uses the platform. Although digitization makes public services more accessible, factors such as digital literacy levels, age, socioeconomic status, and security prevent some groups from benefiting sufficiently from online services (Ün, 2022, p. 420). In this context, closing the digital divide and making services accessible to everyone is critical to the success of digital public policies.

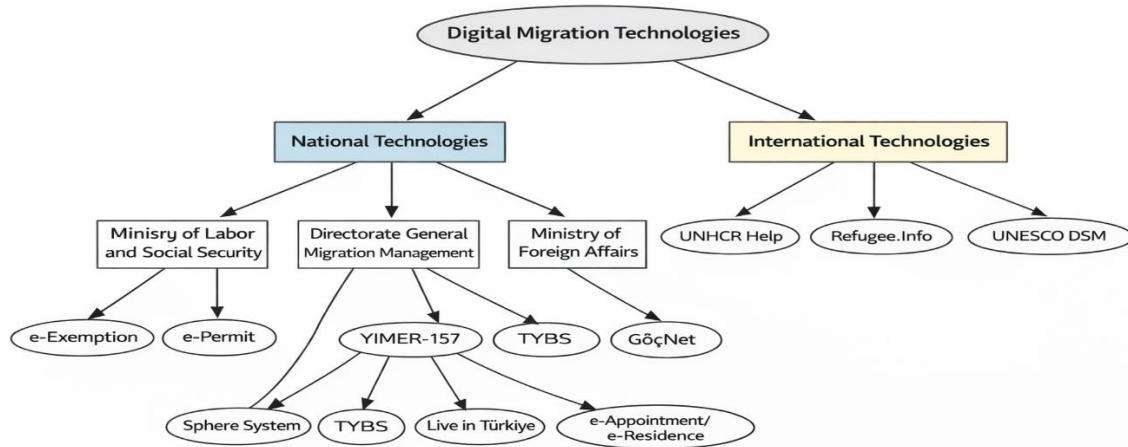
The impact of online services on public policies is not limited to service delivery. Social assistance, support for refugees, unemployment benefits, pilgrimage services, and similar support policies are also monitored and managed through digital systems. For example, services such as support applications for low-income households, unemployment benefit applications, job search procedures, and course program registrations carried out by the Ministry of Family and Social Services, Social Security Institution (SGK) premium inquiries, service statements, and retirement procedures, Hajj and Umrah applications, and lottery procedures are digitally received through the e-Government Portal, and the status and results of applications can be viewed through the system.

Digital services refer to a data-driven, integrated, and interactive management model in which the government redesigns all services it provides to citizens using digital tools (Babaoğlu & Erdoğan, 2021, p. 714). Although digital services are often used synonymously with "e-Government," the concept of digital services is a more comprehensive structure that also encompasses e-Government. This comprehensive structure includes UYAP (National Judiciary Network), MERNIS (Central Population System), FATİH and EBA Project (Information Network in Education), e-Tebligat (Notification Network), e-Nabız (Personal Health Data System), TURKSTAT (Open Data Portal), e-Signature and Mobile Signature, KEP (Registered Electronic Mail), GöçNet (Migrant Registration System), which reduce bureaucracy, save time and space, and bring transparency (Boyalı, 2023, p. 174). Not only service delivery, but also decision-making, data collection, crisis management, and citizen communication processes are part of this structure. Making the system mobile-compatible has increased accessibility and enabled its use by segments with low digital literacy.

## **2. The Use of Online Services in Turkey's Migration Policies**

The increase in global migration movements is forcing states to develop new policy mechanisms in terms of both national security and social cohesion. In this context, migration policies are not limited to regulating migration flows, but also encompass processes such as the integration of migrants, their access to rights, and, in the long term, their acquisition of citizenship (İçduygu et al., 2014, p. 239). The effective management of this multi-layered structure has become more accessible, data-driven, and dynamic thanks to the opportunities offered by digitalization.

Migration management has a multi-actor and multi-layered structure. In this context, the digital technologies developed are not limited to a single government agency; they are also shaped by different ministries and international organizations. Migration is a global issue that requires solutions not only from nation states but also from the world community. Therefore, the following chart systematically classifies digital migration management tools developed at the national and international levels in Turkey.

**Figure 1.** Digital technologies developed in relation to migration in

## Turkey

The title “Digital Technologies Used in Migration Management” at the center of Figure 1 is divided into two main categories. National Digital Technologies refer to systems developed by the Republic of Turkey and implemented by public institutions. These include the E-Exemption and E-Permit Service offered by the Ministry of Labor and Social Security, platforms such as YIMER-157, GöçNet, and “Live in Türkiye” developed by the Directorate General of Migration Management, and the e-visa service offered by the Ministry of Foreign Affairs. International Digital Technologies, on the other hand, include platforms developed by NGOs and international organizations that aim to facilitate access to refugee rights. Platforms such as UNHCR Help, Refugee.Info, REFAID, and UNESCO DS4M contribute to the integration processes of refugees through multilingual access to information, digital counseling, and service guidance.

The formation of migration policies progresses along three main axes: the regulation of migration, the protection of migrants, and integration (adaptation) policies (Ministry of Development, 2018, p. 32). First, the “regulation of migration” consists of policymakers developing policies in line with demographic data, international agreements, and demands from civil society. Digital platforms play an important role, particularly in the process of collecting and analyzing this data. This covers a wide range of issues, from border crossings to residence permits. The aim is to systematize the migration process in terms of both security and legal compliance. Since 2015, Turkey has digitized this process with its “Biometric Data-Based Entry-Exit System” (Çiçek, 2024, p. 63). The legal status of migrants entering the country (such as international protection, temporary protection, refugee) is determined at this stage. Residence permits, work permits, or international protection statuses are determined within this scope. These processes are carried out and monitored online via the e-Residence platform. Another platform used, the GöçNet System, is an integrated data infrastructure that tracks demographic information and transactions related to migrants (Karataş, 2023, p. 392). The registration of migrants in central systems forms the basis for both access to services and data-driven policy-making.

The second key pillar of migration policy, “Protection of Migrants,” is a fundamental aspect of migration management at both the national and international levels, grounded in human rights. This phase aims to safeguard the legal, social, and humanitarian rights of individuals displaced due to reasons such as war, persecution, or natural disasters. The obligations of states in this regard are defined by international documents such as the 1951 Geneva Convention and the 1967 Protocol (UNHCR, 2025). The scope of the concept of protection is related to the status of the migrant. Migrants who flee their countries where they face the risk of persecution and seek refuge in safe countries may be granted refugee status or subsidiary protection (İçduygu et al., 2014, p. 123). In cases of mass migration, as in the example of Turkey, states may provide collective protection without conducting individual assessments. The Temporary Protection Regulation issued in 2014 established a legal framework for Syrian refugees (T.C. Official Gazette, 2014).

Regardless of the status of migrants, the “UNHCR Refugee Info App” mobile application provides informative content about the application processes, rights, and support mechanisms for refugees. In addition, the GöçNet and e-İkamet digital systems record individuals' protection applications and make the process transparent and traceable. The “Live in Türkiye” website, created by the Directorate General of Migration Management to prevent the legal and administrative exploitation of migrants, aims to prevent information overload on the internet and to enable foreigners to access accurate information and be effectively guided. Kızılaykart provides social assistance to registered refugees with the support of the European Union. Thanks to its digital infrastructure, aid is distributed fairly and transparently (<https://kizilaykart.org/>).

The third pillar of migration policies, Integration (adaptation), is the process by which individual migrants adapt and adjust to the language, culture, social norms, and daily life of the society they have come to. This process is personal and encompasses the migrant's psychological, economic, and cultural adaptation to their new environment (Erdoğan, 2017, p. 23). Integration should be carried out on cultural, social, economic, and political levels. E-ikamet is a system through which immigrants apply for residence permits in Turkey, make appointments, and update documents. Thanks to digital applications, bureaucracy is reduced and the process becomes easier to follow. E-nabız is a personal health system that allows users to schedule appointments, view test results, and track vaccinations. EBA is a distance learning platform that includes refugee children. Language integration and curriculum alignment are ensured with content supported in Turkish, Arabic, Farsi, and English. İŞKUR Online Services is a platform where not only Turkish citizens but also refugees with a Turkish ID number can track services such as job applications, course registration, and employment counseling online. YİMER is a multilingual support line and information platform that provides services such as legal counseling, asylum rights, and missing person reports. UNHCR Turkey – Help Platform is an international platform that provides reliable information with constantly updated content and is a multilingual system that informs refugees about their rights, application processes, protection mechanisms, and assistance services (<https://help.unhcr.org/turkiye/>).

Refugee Info (by IRC – International Rescue Committee) is a platform that provides refugees with local services, legal information, health, and education guides through a mobile app and website active in Turkey, Jordan, and Greece. This mobile app also features an active help button (<https://www.refugee.info>). REFAID is a map-based mobile application. Refugees can see nearby aid organizations and service points for food, shelter, and health (<https://refaid.com/>). The mobile app, which is used in 41 countries, is also actively used by many NGOs. Digital Services for Migrants (UNESCO Platform) provides a comparative overview of migrant rights in many countries. With this mobile app, the laws of the country you are in and the rights of migrants can be tracked.

**Table 1.** Key Digital and Online Platforms Used by Refugees in Their Integration Process in Turkey

Platform Name	Scope	Digital Type	Languages	Access Link
e-İkamet	Residence application and update	Web	Turkish, English	<a href="https://e-ikamet.goc.gov.tr">https://e-ikamet.goc.gov.tr</a>
e-Nabız	Access to health data and appointments	Web/Mobil	Turkish	<a href="https://enabiz.gov.tr">https://enabiz.gov.tr</a>
EBA	Distance learning and curriculum tracking	Web	Turkish, English, Arabic	<a href="https://www.eba.gov.tr">https://www.eba.gov.tr</a>
İŞKUR Online	Job application, course registration, consulting	Web	Turkish	<a href="https://www.iskur.gov.tr">https://www.iskur.gov.tr</a>
Kızılaykart	Social assistance application and card tracking	Web	Turkish, English, Arabic	<a href="https://kizilaykart-suy.org">https://kizilaykart-suy.org</a>
ALO 157 - YİMER	Multilingual helpline and information	Web & Call	Turkish, English,	<a href="https://yimer.gov.tr">https://yimer.gov.tr</a>

		Center	Arabic Farsi	
<b>UNHCR Help Turkey</b>	Guide to rights and assistance services	Web	Turkish, English, Arabic	<a href="https://help.unhcr.org/turkey">https://help.unhcr.org/turkey</a>
<b>Refugee.Info</b>	Local information, legal/health guidance	Web/Mobil	Multilingual	<a href="https://www.refugee.info">https://www.refugee.info</a>
<b>REFAID</b>	Displays assistance services on the map	Mobil	Multilingual	<a href="https://www.refaid.com">https://www.refaid.com</a>
<b>UNESCO DS4M</b>	Compares digital migration services	Web	English	<a href="https://ds4m.org">https://ds4m.org</a>
<b>Biometric Access Control System</b>	Identity verification and security at borders	Government Integration	Turkish	For official use only
<b>GöçNet</b>	Immigrant records, permit procedures, and analysis	Government digital infrastructure	Turkish	<a href="https://www.goc.gov.tr/kurumsal-yayinlar">https://www.goc.gov.tr/kurumsal-yayinlar</a>
<b>Live in Türkiye</b>	Refugee life guide, services, rights	Web	Turkish, English, Arabic	<a href="https://www.liveinturkiye.com">https://www.liveinturkiye.com</a>

**Source:** Has been Created by Authors

These platforms facilitate refugees' access to information, enable them to exercise their rights, and allow for the implementation of integration policies with digital support. All are active and publicly accessible platforms. Regulating migration is a fundamental step aimed at controlling migration movements and ensuring they are conducted within a legal framework. Digital systems accelerate registration, authorization, and control mechanisms in this process, ensuring more transparent and effective migration management. Protection policies guarantee migrants' access to fundamental rights and services after they enter the country. Thanks to digital platforms, application, information, and assistance mechanisms have become more accessible, supporting rights-based protection processes for migrants. Integration policies are of vital importance for the sustainability of migration management. For these policies to be successful, they must be rights-based, participatory, digitized, and culturally inclusive. Digital tools and NGO collaborations in Turkey demonstrate that integration can be carried out more effectively with digital support.

### **3. Turkey as a Comparative Example with International Applications**

Digital public services in migration management are no longer limited to registration and permit processes, but have also become effective tools in areas such as the protection, information, and integration of refugees. Many European Union member states have developed different digital approaches in response to refugee crises. France uses the "Bienvenue en France" (Welcome to France) platform to communicate with refugees; this system is coordinated by the French government and Ofii (L'Office Français de l'Immigration et de l'Intégration) (<https://www.facforpro.com/>). In addition, there is a multilingual digital guide system called Refugees.info, which Turkey also uses. This system provides refugees with easy-to-understand content on education, employment, and social rights via both a mobile app and a web system (<https://refugees.info/>).

Germany is one of Europe's most advanced countries in both digital migration systems and integration policies. The "Ankommen App" (Arrival App) provides support for refugees in areas such as language learning, cultural information, and legal processes. This app was developed in collaboration with the Federal Office for Migration and Refugees (BAMF), the Goethe Institute, and ARD (<https://www.ankommenapp.de/>). The app enables communication with other foreigners. Another app, BAMF (Federal Office for Migration and Refugees), helps with finding counseling centers for immigrants on a map, requesting legal support, family reunification, and searching for language course centers (<https://bamf-navi.bamf.de>). The Wefugees app is a multilingual app created in collaboration with NGOs that enables all immigrants in the country to communicate with each other. In other words, the app is recognized

as a digital forum among refugees in the country. Refugees can ask each other questions and reach authorities on this platform (<https://www.wefugees.de>). Another website, "Handbook Germany," provides information on migration, family life, health, and living space categories and tracks legal procedures. The website offers services in many areas, such as visa procedures, diploma equivalence procedures, obtaining a driver's license, language courses, protection of women, and unaccompanied children (<https://handbookgermany.de/>). These platforms not only provide information but also enable refugees to digitally access social services, the healthcare system, language education, and employment.

Following the Russia-Ukraine war, Poland has become one of the countries in Europe that has accepted the most Ukrainian refugees. The Polish government has set up special websites and mobile platforms for Ukrainian refugees and created a digital support network that works in coordination with NGOs through the "Pomagam Ukrainie" (I Help Ukraine) portal. This network connects Ukrainian refugees in need of assistance with Europeans willing to help, and delivers aid through the coordination of NGOs (<https://pomagamukrainie.gov.pl/>). "UA SOS" is a dedicated assistance portal providing information to Ukrainian refugees about access to living, health, education, and social support services in Poland (<https://uasos.org/kontakt/>). "Migranci.info" is a multilingual platform that provides information on rights, obligations, and daily life for all refugees and migrants, offering guidance in areas such as health, work, family reunification, and residence permits (<https://migranci.info>). The Ocalenie Foundation app is an NGO-based digital assistance platform. This app also provides many integration services such as legal advice, language courses, protection of women and children, and psychological support. The application is available in many languages and allows users to apply for documents such as visas, equivalency certificates, and driver's licenses (<https://ocalenie.org.pl>). The main reason for the rapid development of digital systems in Poland is that they were suddenly exposed to mass migration pressure. According to UNHCR data as of January 2025, there are 6,932,700 registered Ukrainians in Europe and 1,903,100 registered refugees in Poland (<https://www.unhcr.org/>). The fact that the refugees are linked to a single geography and language (Ukrainian origin) has ensured that the procedures are carried out quickly. The most important reasons are the rapid allocation of EU funds to digital projects, the open cooperation network established by Poland with NGOs, and the technical and financial support provided by all European countries to Poland, which has accelerated the process. The applications are based on basic needs guidance and are not as extensive as "integration applications" in Germany.

Jordan, a Middle Eastern country, has become one of the countries hosting one of the world's largest refugee populations following the Syrian civil war after 2011, and this situation has accelerated the shift towards digital solutions in public administration. Digital systems developed to overcome the difficulties experienced in the registration, assistance, protection, and access to information processes for refugees have been shaped largely in collaboration with UNHCR, the World Food Programme (WFP), and other NGOs (UNHCR, 2023). In this context, Jordan is among the pioneering countries providing digital rights-based support to refugees through both biometric data-based registration systems (RAIS) and blockchain-based cash assistance systems. RAIS is a centralized system, developed in collaboration between UNHCR and the Jordanian government, that keeps records of refugees' social assistance. Data such as assistance history, family information, and identity numbers are stored digitally. Only institutions can access the platform. This system was also used in Turkey, but on September 10, 2018, UNHCR's operational activities in Turkey were significantly restricted. In this context, UNHCR's powers in processes such as the resettlement of refugees to third countries were reduced and transferred to the Directorate General of Migration Management. Turkey stated that it wanted to manage refugees through a national system and that this process was part of the principle of sovereignty (<https://www.unhcr.org/tr/>).

Jordan is one of the first pilot countries to deliver direct cash assistance to refugees via blockchain through its "Cash Assistance via Blockchain" system. This system, which operates through biometric scanning (iris recognition) via the EyePay Network, is run by the WFP. It allows users to make purchases without the need for a bank card (<https://innovation.wfp.org/>). In addition, multilingual web-based information portals such as UNHCR's Help Platform and Services Advisor facilitate refugees' access to basic rights, education, and health services; their Arabic-language content strengthens communication with the local population (<https://help.unhcr.org/jordan/>).

**Table 2.** Digital Migration Management Practices in France, Germany, Poland, Jordan, and Turkey

Country	Platforms/Programs	Objectives	Key Features
France	Refugies.info, Bienvenue en France	Integration guidance, access to social services	Multilingual interface, simplified information, social rights orientation
Germany	Ankommen App, BAMF-NAvI, Handbook Germany, Integreat, Wefugees	Language learning, legal support, regional integration	Government-NGO-media collaboration, local content support
Poland	PomagamUkrainie, Ukraina.gov.pl, Ocalenie, Migranci.info	Emergency guidance, legal aid for Ukrainian refugees	Fast response to mass migration, Ukrainian-language support, NGO partnerships
Turkey	GöçNet, YİMER-157, E-Residence, E-Appointment, Live in Türkiye, Kızılaykart, SGDD-ASAM, Refugees Association	Residence, social assistance, access to rights, guidance, and NGO partnerships	Public-NGO cooperation, multilingual platforms, focused on both administrative and social integration
Jordan	RAIS, UNHCR Help, Services Advisor, Blockchain Cash Assistance	Registration, aid distribution, information, financial support	UN-focused systems, biometric registration, aid via blockchain, Arabic content

**Source:** Has been Created by Authors

Digital migration systems in Turkey are run by public institutions, with institutional support provided through systems such as GöçNet, YİMER-157, Live in Türkiye, and E-Randevu. However, systems in Turkey focus more on administrative functions (permits, registration, appointments, etc.) and do not include social integration applications such as those found in France and Germany. Multi-stakeholder digital networks are common in European countries, Jordan, and Turkey. Jordan is developing systems that are more UN-focused.

Many European countries adopt the concept of “selective migration,” favoring skilled individuals, those proficient in the local language, or professionals addressing labor shortages. Their policies are thus built around long-term integration. Unlike Turkey, which faces ongoing, large-scale migration pressures, European countries distribute migrants through quota systems, making integration more manageable. EU funding and coordinated technical support have accelerated the development of digital systems in these countries. Furthermore, in the EU, integration is not only a social issue but also a strategy for public security, countering radicalization, and enhancing labor market participation. Therefore, digital tools are integrated into essential processes like job applications, school enrollment, and tax registration. Jordan, meanwhile, represents a pioneering model by delivering financial assistance via blockchain and biometric systems under UNHCR leadership.

Turkey, in contrast, has framed its integration policies around the notion of temporary protection rather than assimilation, focusing on a short-to-medium-term hosting model.

## CONCLUSION

This study examines how migration policies have transformed with digitalization, particularly focusing on the role of mobile applications and online services in migration regulation, protection, and integration policies. Comparisons drawn from international and national examples reveal that digital tools not only provide administrative convenience but also offer multi-layered structures that support migrants' access to rights, service usage, and social integration.

The findings of the study show that Turkey is one of the countries that has implemented digitalization in migration management to the greatest extent. Turkey has established a multi-stakeholder digital service network both through public institutions (such as e-Residence, GöçNet, YİMER-157) and in cooperation with international organizations and NGOs (such as Kızılaykart, UNHCR Help, SGDD-ASAM platforms). These services go beyond registration and permit procedures, providing migrants with support across a wide range of areas, from education and health to employment and social assistance.

In comparison with European countries, it has been observed that countries such as France and Germany have focused on integration-oriented digital guidance systems, while Poland has developed emergency-based platforms in response to the Ukraine crisis. Jordan, a Middle Eastern country, mainly provides support through digital assistance and biometric registration systems led by UN agencies such as UNHCR and WFP. In contrast, despite continuous intense migration flows, Turkey demonstrates a more comprehensive approach to digitizing both administrative and social integration processes. In this respect, Turkey's digital migration policies are more advanced than those of many European countries in terms of scope and depth.

In conclusion, Turkey's digital migration systems offer a model for migration management that can be emulated, embracing not only efficiency but also a human rights-based, multilingual, and multi-layered service approach. Enhancing the sustainability and inclusivity of these systems is critical for adapting to both local and global migration dynamics.

## REFERENCES

Babaoğlu, C., & Erdoğan, O. (2021). *Yerel hizmetlerde dijitalleşme ve yerel yönetimler*. (Ed: Ö. Önder, E. B. Sipahi, & M. Yamana), Yerel yönetimler: Yönetim, siyaset, kent ve güncel tartışmalar (ss. 713-732). Gazi Kitabevi.

Boyalı, H. (2023). Türkiye'de Vatandaş Odaklı İdare: E- Devlet Ötesi Dijitalleşen Kamu, *Bucak İşletme Fakültesi Dergisi*, 6(2), 172-190.

Çiçek, M. (2024). Türkiye'de Biyometrik Veri Güvenliği: Kişisel Verilerin Korunması Kanunu Çerçeveinde Etik Bir Değerlendirme, *Kişisel Verileri Koruma Dergisi*, 6(2), 54-76.

Demirci, K. (2015). Türkiye'de Yurttaş- Devlet İletişimi Açısından E-Devlet Uygulamaları: BİMER Örnek Olayı. *Akdeniz İletişim Dergisi* (23), 96-114.

Erdoğan, M. M. (2017). *Kopuştan Uyuma Kent mültecileri, Suriyeli mülteciler ve belediyelerin süreç yönetimi: İstanbul örneği*, İstanbul Bilgi Üniversitesi Yayınları.

İçduygu, A., Erder, S. & Gençkaya, Ö. F. (2014). *Türkiye'nin Uluslararası Göç Politikaları, 1923-2023: Ulus-devlet Oluşumundan Ulus-Ötesi Dönüşümlere*, Koç Üniversitesi Göç Araştırmalar Merkezi Proje Raporları 1/2014 TÜBİTAK 1001\_106K291.

Kalkınma Bakanlığı. (2018). 11. Kalkınma Planı (2019-2023), Dış Göç Politikası Özel İhtisas Komisyonu Raporu, Ankara.

Karataş, M. (2023). Türkiye'deki Dijital Teknolojilerin Göç Açısından İncelenmesi Ve Geliştirilmesi Hakkında Bir Değerlendirme. *Türk İdare Dergisi*, 0(0), 379-409.

Kızılay (2025). <https://kizilaykart.org/suy/tr/index2.html>

Stern, S., Daub, M., Julia, K., Anna W, & Axel, D. (2018). Government 4.0-The Public Sector in the Digital Age, *Leading in a Disruptive World*; McKinsey & Company, March, s.1-18.

T.C. Cumhurbaşkanlığı Dijital Dönüşüm Ofisi, <https://cbddo.gov.tr/>

T.C. Resmî Gazete. (2014). *Geçici Koruma Yönetmeliği*.

TUİK, (2025). İstatistik Veriler, <https://data.tuik.gov.tr/Kategori/GetKategori?p=Nufus-ve-Demografi-109>

UN. (2024). United Nations, *E-Government Survey, Accelerating Digital Transformation for Sustainable Development*, New York. <https://publicadministration.un.org/egovkb/en-us/Reports/UN-E-Government-Survey-2024>

UNHCR (2025). <https://www.unhcr.org/tr/tuerkiye-de-unhcr>

Usta, S. & Ergün, G. (2020). Göç ve Mülteci Olgusu: Kavramsal Çerçeve, *International Journal of Disciplines Economics & Administrative Sciences Studies*, Vol:6, Issue:24; pp:1063-1074.

Ün, L. (2022). Kamu Hizmetinde Yeni Konsept: Akıllı Kamu Hizmeti, *Bingöl Üniversitesi İktisadi ve İdari Bilimler Fakültesi Dergisi*, 6 (2), 415-440.

### Application Programs

France. (2025). Multilingual Education Platform, [https://www.facforpro.com/actualites/label-bienvenue-france/?gad\\_source=1&gclid=Cj0KCQjwna6\\_BhCbARIsALId2Z157xitslyHxbPrhW2yPx2xuNftSBOEB3o8X7uga55zMdXVEyEk\\_OwaAnnnEALw\\_wcB](https://www.facforpro.com/actualites/label-bienvenue-france/?gad_source=1&gclid=Cj0KCQjwna6_BhCbARIsALId2Z157xitslyHxbPrhW2yPx2xuNftSBOEB3o8X7uga55zMdXVEyEk_OwaAnnnEALw_wcB)

Germany. (2025). A guide for your first weeks in Germany, <https://ankommenapp.de/APP/DE/Startseite/startseite-node.html>

Germany. (2025). BAMF Navigation in the Fields of Asylum Procedure and Integration, <https://bamf-navi.bamf.de>

Germany. (2025). Migration Everything about visas, residence and naturalisation, <https://handbookgermany.de/>

Germany. (2025). The question & answer community for refugee & migrant topics, <https://www.wefugees.de>

Poland. (2025). Charities – EN A blog about all charities in Poland, <https://uasos.org/>

Poland. (2025). PomagamUkrainie Are you looking for help? Do you want to help refugees? <https://pomagamukrainie.gov.pl/>

Poland. (2025). Supporting refugees in establishing a safe home in Poland, <https://ocalenie.org.pl>

Refugee info (2025). A European Information Service for refugees, migrants, and asylum-seekers, <https://www.refugee.info>

UNHCR Jordan. (2025). UNHCR Jordan-Support centre for refugees and asylum-seekers <Https://Help.Unhcr.Org/Jordan/>

World Food Programme (2025). Building Blocks Blockchain network for humanitarian assistance-Graduated Project, <https://innovation.wfp.org/project/building-blocks>