

Social Media Use to Bridge Social Inclusion of the Second-Generation Immigrants

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Methodology

To answer our research question, we will conduct in-depth interviews with second-generation immigrants in the United States. Consistent with qualitative approaches to Information Systems research, our research objective is to investigate how social media impacts the social inclusion of users (i.e., second-generation immigrants), rather than to hypothesize or test cause-and-effect relationships. We, therefore, adopt the qualitative approach to provide rich findings.

Expected contribution

Our research contributes to the social inclusion of research on technology and disadvantaged communities. We provide insights into the outcomes experienced by social media users. In particular, we explain how and why second-generation immigrants are likely to feel social included using social media.

Conclusion

Our study highlights the central role of social networking in broadening the inclusion of second-generation immigrants (SGIs). We interviewed SGIs in the US and found out how they deal with their social isolation, cultural discordance and identity problems. Based on self-affirmation theory, we observed that there are strong links between SGI's well-being and feelings of belongingness which are facilitated by social media platforms. These thoughts demonstrate how social media can spread out inclusiveness to underrepresented communities, providing some suggestions for policy makers as well as organizations.

Social inclusion has become a critical issue for organizations and the society wishing to close the inequality and disparity gap associated with underrepresented or disadvantaged groups. It is well known that immigrants trying to start over in a new country face many obstacles (Diaz Andrade and Doolin 2019). However, the many challenges faced by second-generation immigrants (SGIs), i.e., children born to immigrant parents are rarely discussed by mainstream media or academia (Diederich et al. 2022). SGIs conceal their background as a means of survival since they struggle with unique challenges such as feelings of marginalization and identity crisis (Garcia 2019). Thus, these challenges engender their full participation in society.

Introduction

- Given the increasing pervasiveness of social media, social media has become a critical component of individuals' everyday lives (Gonzalez and Deng 2023). People use social media to share experiences with others, search for information, connect with friends and families, find social support, and gain access to fundamental human needs such as a sense of belonging (Kane et al. 2021). For example, refugees, who are forced to leave their home countries, can obtain support and express their cultural identity via social media (Diaz Andrade and Doolin 2019). Information studies (IS) point out that "social inclusion and the lack of social inclusion are imperative to understanding different populations" (Gonzalez and Deng 2023, p. 1314). In this paper, we aim to address the following:
- RQ:** How does social media use impact the social isolation, cultural dissonance, and identity crises of second-generation immigrants?

Theoretical backgrounds

The theory of self-affirmation proposes that the overall goal of the self-system is to maintain an image of global self-integrity (Steele 1988). Self-affirmation can boost self-worth and the effects are related to global feelings of adequacy, suggesting

the compatibility between self-affirmation and well-being (Gonzalez and Deng 2023). Drawing on the self-affirmation theory, we explore how the use of social media make second-generation immigrants feel included via connections.

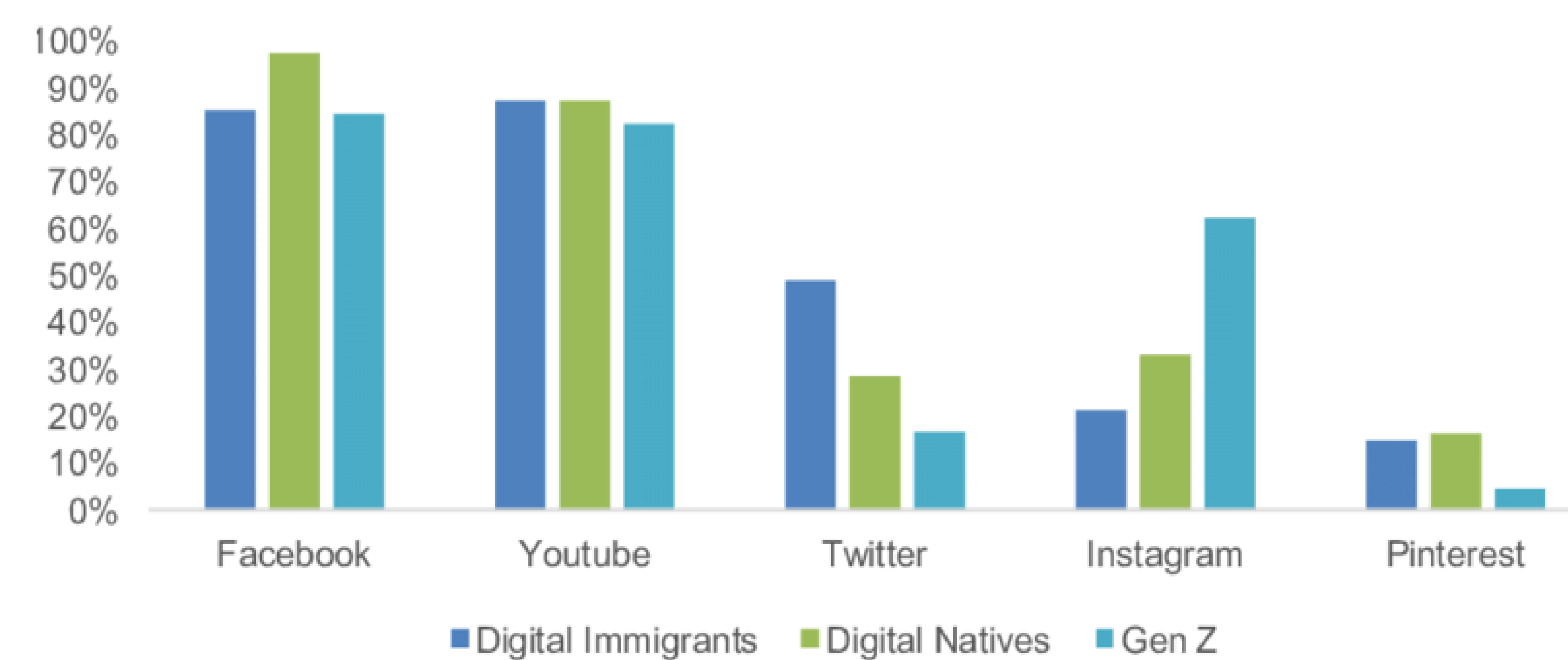


Figure 1: Probability of social media usage

Source from https://www.researchgate.net/figure/Probability-of-social-media-usage-for-Digital-Immigrants-Digital-Natives-and-Gen-Z_fig3_315787017

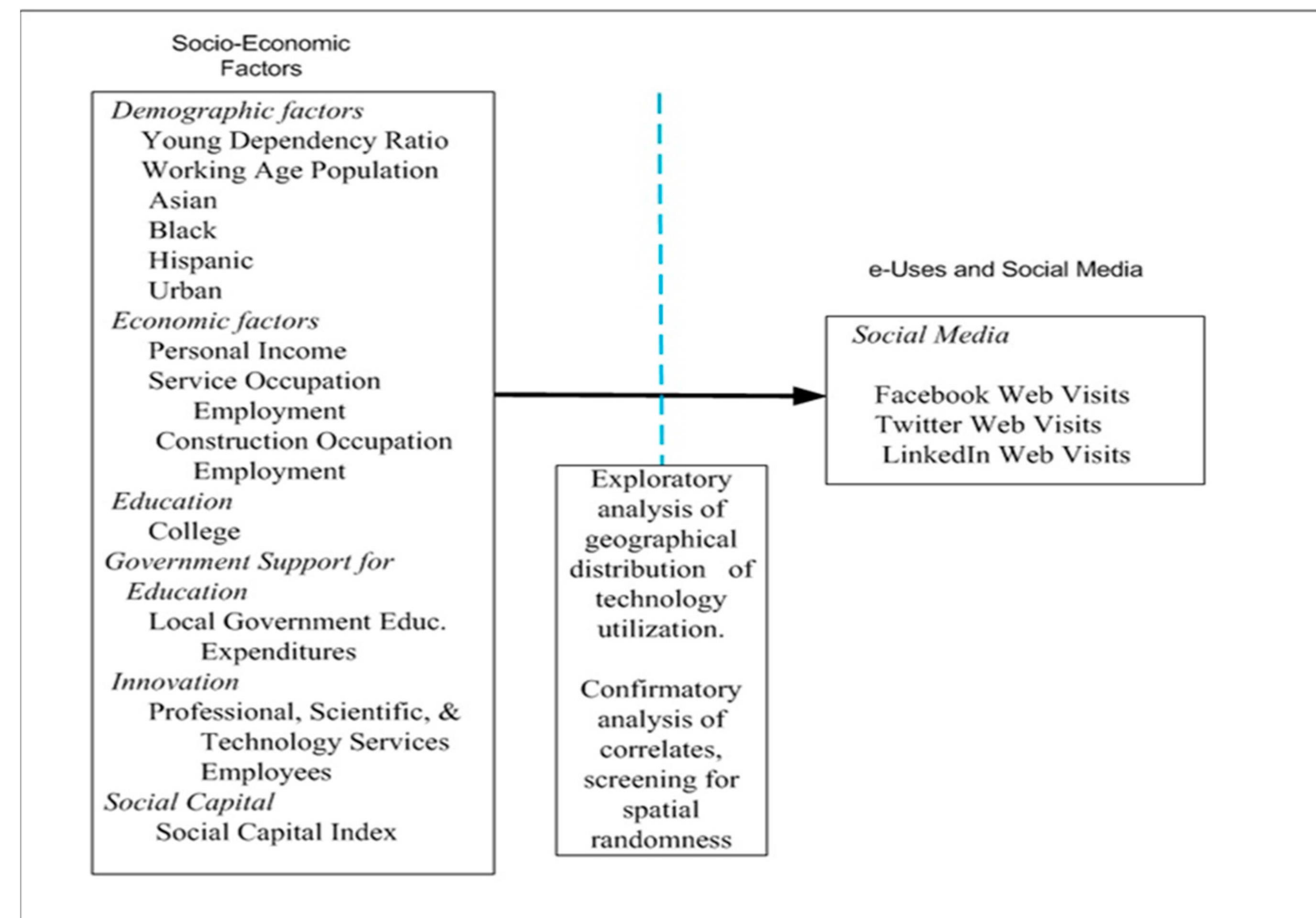


Figure 2. Conceptual model of social media usage in U.S. counties.

Source from <https://www.mdpi.com/2220-9964/8/9/424>