**Global refugee crisis and the service industries**

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In the past few years headlines all over the world report on ‘refugee crises’ that are related to wars (ongoing war in Syria), ethnic cleansing (Rohingya persecutions in Myanmar) or violence as a result of economic and political instability (Democratic Republic of Congo and, more recently, Venezuela). The UN deﬁnes a refugee as ‘someone who has been forced to ﬂee his or her country because of persecution, war, or violence’ (Article 2 of the 1951 UN Convention relating to the status of Refugees). According to UNHCR, at the end of 2017 there were 68.5 million forcibly displaced people in the world: 40 million were internally displaced, 25.4 million were refugees to other countries and 3.1 million were asylum seekers, or people who have applied for refugee status but are waiting for approval (UNHCR, 2018a). With an estimated 16.2 million newly displaced people, 2017 was the sixth consecutive year that the number of forcibly displaced people in the world surpassed peak World War II levels. Furthermore, the number of refugees is expected to be even higher in 2018.

Academic research on refugees has concentrated predominantly on the vulnerability of refugees during their journey to a new home (Browne, 2006; Collyer, 2010; Koser, 2000); their traumatic experiences and various health, cultural and other challenges during their settlement (Jorden, Matheson, & Anisman, 2009; Lindencrona, Ekblad, & Hauﬀ, 2008; Shishehgar, Gholizadeh, DiGiacomo, Green, & Davidson, 2017); host country services for refugee settle- ment, employability and language skills development (Correa-Velez, Barnett, & Giﬀord, 2015; Finsterwalder, 2017; Hainmueller, Hangartner, & Lawrence, 2016) and their integration to the host society (Ager & Strang, 2008; Phillimore, 2011; Valenta & Bunar, 2010) including gender and age perspectives (Baines, 2017; Hamilton & Moore, 2004; Lewis, 2009). There is also a considerable stream of research on the impact of refugees in host countries and communities (Alix- Garcia & Saah, 2009; Baez, 2011; Del Carpio & Wagner, 2015).

More recently there is a growing attitude among the wealthier countries around the world to raise barriers or even close their borders to refugees, forcing low- and middle-income countries to receive the majority of them. Germany, for example, which hosts the most refugees and asylum seekers among the countries classiﬁed as high-income, received only 669,500 refugees in 2016, raising the total number of displaced people it hosts to 1.4 million. Comparatively, Turkey has received 3.5 million refugees while Uganda, classiﬁed as a low-income country by the World Bank, has taken in 1.4 million. Lebanon, hosting 1 million refugees, has the highest ratio of refugees per its total population: 1 in 6 (UNHCR, 2018b). As a consequence, the research agenda has also shifted to questions related to refugee governance and the management of refugee ﬂows (Allen et al., 2018; Dreher, Fuchs, & Langlotz, 2019), the protection of ‘unwanted’ refugees (Bauböck, 2018; Slominski & Trauner, 2018) and more co-ordinated and eﬀective integration policies and processes (Grzymala-Kazlowska & Phillimore, 2018; Wolf & Ossewaarde, 2018). In addition, a number of studies have emerged on how various industry sectors may facilitate and beneﬁt from refugee integration in the host economies (Korkmaz, 2017; Lundborg & Skedinger, 2016; Wikström & Sténs, 2019).

Recognising that there is still a signiﬁcant gap related to the service sector and its role within the extant refugee research, this special issue is intended to further the conversation on the challenges and opportunities the sector faces and oﬀers in the midst of this global refugee crisis. The aim for this special issue is to showcase a variety of topics, theoretical perspectives, research designs, and methods that scholars are bringing to the refugee literature.

From the six articles published in this issue two are more conceptual and based on extensive reviews of the extant literature (Farmaki & Christou, 2019; Nasr & Fisk, 2019). The four empirical studies focus on a particular ethnic group, namely Syrian refugees in Turkey (Alrawadieh, Karayilan, & Cetin, 2019; Shneikat & Alrawadieh, 2019); refugee service providers in New Zealand (McIntosh & Cockburn-Wootten, 2019); and employers in Sweden (Daunfeldt, Johansson, & Westerberg, 2018). From a theoretical perspective, some of the studies are framed by sociological perspectives of the theory of disadvantaged workers, social network theory and the push– pull theory of entrepreneurship (Shneikat & Alrawadieh, 2019); social embeddedness and integration theories (Alrawadieh et al., 2019); and Derrida’s theory of hospitality (McIntosh & Cockburn-Wootten, 2019); whilst the others propose advancements in service theory (Nasr & Fisk, 2019) and social exchange theory and social representations as analytical lenses for under- standing the nature of interaction between refugees and other groups as well as their perceptions, expectations and roles (Farmaki & Christou, 2019). Methodologically, ﬁve of the studies were qualitative, and one used quantitative and mixed methods approaches.

With respect to content, the ﬁrst paper in this special issue (Farmaki & Christou, 2019) supports the argument that there is a paucity of research that addresses refugee migration in the context of the service industries. To support this argument, the authors set out to examine the extant research at the refugee migration and the service industry nexus. In doing so, they identify that a good deal of research has focussed on the negative impact of refugee migration on host communities. For example, their review reveals current research has considered the additional demand refugees place on services within host communities and on the negative impact that refugee arrivals can have on tourism and transport sectors within destination com- munities. Another stream of research focusses on refugee employment and the entrepreneurial tendencies of refugee migrants. Their review also reveals that a problem with current studies is the lack of distinction between voluntary migrants and refugees as forced migrants. The authors argue that future research must address this distinction and that sound theoretical foundations and multi-disciplinary studies are needed in order to identify the economic and social impacts of refugee migrations within the service industries in order to eﬀectively manage global migration.

The need for further research within the service sector using sound theoretical foundations is also recognised by Nasr and Fisk (2019) in the second paper within this special edition. These authors concur with Farmaki and Christou (2019) that there is a need for a clear distinction between voluntary and forced or involuntary migration and that multi or transdisciplinary approaches are required. The latter is demanded by the size, complexity and multi-faceted nature of the global refugee crisis. More speciﬁcally, they argue that future research on the global refugee crisis should be underpinned by Transformative Service Research (TSR). Nasr and Fisk (2019) report that the central assumption of TSR is that humanity is embedded and surrounded by services such as healthcare, social and disaster relief service systems which have the potential to improve the social, collective and individual well-being of refugees. To be realised, dialogue and interaction between service companies and their refugee customers is required. Service design is therefore fundamental to realising well-being outcomes for both parties and should be considered at micro, meso and macro levels. The authors recommend a number of research questions that should be addressed at these three levels through future research.

In the subsequent four papers of this special edition, refugees are core to the empirical research undertaken, albeit within diﬀerent countries and diﬀerent contexts. Recognising the traumatic experiences of refugees and their marginalisation in host country societies, McIntosh and Cockburn-Wootten (2019) investigate how to improve the welcome oﬀered to refugees being resettled into new destinations. The focus of their study is the welcome oﬀered by multiple service providers including not-for-proﬁt organisations, community groups and government and non-governmental organisations (NGOs) in New Zealand, a country which accepts approximately 1,000 refugees annually under the United Nations High Commissioner for Refugees’ (UNHCR) annual refugee quota programme. Drawing on a sample of 35 stakeholders representing 34 service organisations, these researchers utilised the Ketso method of facilitated workshops where participants jointly identify problems and prioritise solutions. Through this approach the researchers identiﬁed seven key themes to improve the welcome of refugees when resettling into New Zealand. Priorities identiﬁed included greater collaboration amongst the diﬀerent service providers and the need for education and language and other training to help refugees integrate into the community. Interestingly, in line with the argument presented by Nasr and Fisk (2019), the researchers also identiﬁed the need for refugees to have a voice in the design and delivery of the services to support their resettlement and integration into the new host community.

Integration of refugees is further explored in the research conducted by Alrawadieh et al. (2019). The authors, however, look to the positive impact of refugees on host countries through the lens of refugee entrepreneurship. The authors recognise that refugee entrepreneurs can make a signiﬁcant and positive contribution to the economies of host countries. However, the authors also note there these entrepreneurs often face challenges in their eﬀorts to establish a business enterprise. Their study therefore aims to identify the challenges faced by Syrian refugee entrepreneurs in Istanbul. As noted above, Turkey is one of the major refugee-receiving centres for refugees displaced by the continued conﬂict in Syria. Their qualitative study of hospitality and tourism entrepreneurs identiﬁes that entrepreneurs face 4 key challenges which the authors categorise as legislative and administrative, ﬁnancial, socio-cultural and market-related. The study also sheds further insight into the integration of hospitality and tourism entrepreneurs into host communities.

The theme of integration and entrepreneurship and the potentially positive impact of refugees continues in the article written by Shneikat and Alrawadieh (2019). These authors speciﬁcally sought to examine the impact of refugee entrepreneurship on their integration into host country societies. Their qualitative study of Syrian refugee hospitality entrepreneurs in Turkey adds to our knowledge through the identiﬁcation of the motivations of these refugees to begin their own entrepreneurial enterprise. Similar to factors that drive migration generally, refugee entrepreneurial motivations can be classiﬁed into both push and pull factors. Push factors include survivability, the desire for independence and a limited access to a labour pool, whilst pull factors include the availability of resources and reasonable starting costs. The authors suggest their ﬁndings conﬁrm previous research that argues refugees have limited options in the face of their need for survival. Their research also contributes to our understanding of the factors that underpin these entrepreneurs choice of the hospitality sector. It further suggests that starting an entrepreneurial venture can enhance refugee integration into a host country society. However, it also reveals the importance of language proﬁciency in the integration process and that language can act as either a facilitator or barrier to integration.

The ﬁnal article also examines the topic of employment and migration. Daunfeldt et al.’s (2018) research take us to Sweden to investigate the types of ﬁrms that employ non- Western refugee immigrants using matched employer-employee data from Statistics Sweden. Their focus of their analysis is on the hiring decision of non-Western immigrants who migrated from Africa and Asia, a group that mostly includes refugees and relatives of refugees. Their study reveals that ﬁrms within the service sectors are most likely to employ this category of migrants, with hospitality businesses being the most proliﬁc employers yet ﬁrms within the retail sector employing less than ﬁrms within the construction sector. Their study also reveals that migrants create networks within the same industrial sectors and the authors therefore consider the impact of their ﬁndings on current government policy.

Together, these articles make a contribution to the literature by contributing to the gap in our understanding of the role of the service sector in tackling the refugee crisis. More speciﬁcally, this special edition identiﬁes relevant theories to help academics understand the potential role of the service sector in helping to manage this crisis. Furthermore, it highlights opportunities within the service sector to help address the global refugee crisis as well as the challenges that must be overcome to realise these opportunities.

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