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Syrian Refugees' Impact on the Lebanese Economy: An Expert View

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## Approval Certificate

Syrian Refugees' Impact on the Lebanese Economy: An Expert View

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May 11, 2018

## **DECLARATION**

I hereby declare that this thesis is entirely my own work and that it has not been submitted as an exercise for a degree at any other University.

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CARLA PIERRE ISSA

## ABSTRACT

**Purpose:** The purpose of the study is to gauge the Lebanese experts' perceptions with regard to the Syrian refugees' impact on the Lebanese economy and to extract accordingly appropriate suggestions for the purpose of managing the expatriates' presence effectively.

**Design/Methodology/Approach:** The research is qualitative and mostly inductive in nature; it uses thirty semi-structured interviews, emerging from the service, public and manufacturing sector and analyzes them in a thematic framework to unfold the Lebanese experts' perception of Syrian refugees' impact on the economy.

**Findings:** Results of the analysis revealed that the majority of the Lebanese caucus communicated divergent perceptions apropos the Syrian refugees' impact on the various mentioned economic subsectors. Negative discernments originated mostly from the public education and health, trade, rent values, job retention-growth, wellbeing and environmental resources. The majority found no relationship between Syrian refugees and tourism, private schools and housing values. Initial participants' awareness was mostly directed by pessimistic discernments. Most of the respondents lacked sufficient knowledge of the Syrian refugees' impact on private hospitals. Consumer prices revealed diversified insights. Labor diversification's need was recognized but not encouraged. Lastly, suggestions uncover appropriate amendments to benefit from the refugees' stay.

**Research limitations/implications:** Further research is needed to interview a larger representative sample emerging from further distant Lebanese areas and more diverse professional backgrounds. Additional time and resources are also required to conduct a quantitative study for the purpose of cross-comparing the results and triangulating the findings. The research's design and methods can be replicated in a developed country to check for any discrepancies and to unfold an interesting assessment.

**Practical implications:** From a practical level, the study attempts to highlight the Lebanese experts' opinions with regard to the Syrian refugees' impact on the Lebanese economy, to gauge their awareness apropos the subject and to adopt their suggestions as a base for future proactive and reactive corrective strategies to be adopted by the highest authorities to the smallest businesses and nonprofit organizations.

**Social implications:** The study reveals severe issues related to the residents' hostility toward Syrian refugees, serious environmental and wellbeing challenges as well as numerous complications in the labor market, which need to be addressed seriously by the Lebanese government and municipalities. Awareness among Lebanese residents must also be instilled so that locals can learn to separate their unconscious political hostility from the real objective truth, regardless of its nature.

**Originality/Value:** The qualitative- inductive nature of the research, in a relevant setting and time, made the study valuable and worthy. The conceptual framework developed, contributed to a further solid research base along with the theoretical and empirical frameworks unfolded in the literature review. Amid all the quantitative studies apropos the Syrian refugees in Lebanon, this research's qualitative conceptual framework is considered the first in its form, in treating the Lebanese experts' perceptions without a pre-developed hypothesis.

**Keywords:** Refugees, Economy, Perception, Syrian, Lebanese, Convergent, Divergent, Impact.



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I would like to dedicate my thesis:

To my mother, Marie Akl Issa: I cannot thank you enough for always being a source of support and inspiration for me! I love you endlessly.

To my father, Pierre Albert Issa: you have always been there for me in everything I do. I hope I made you proud!

To my sisters, Pascale Issa and Houda Issa: I could not be more blessed to have you by my side. I wish you all the best in life and all the success in the world.

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## Chapter 1

### Introduction

#### 1.1 Background

Refugees are demarcated by the United Nation Refugee Agency as “people fleeing conflict or persecution. They are defined and protected in international law, and must not be expelled or returned to situations where their life and freedom are at risk” (UNHCR, n.d). According to the international refugee law, they should be provided enough protection once they are inside the country’s borders in which they are seeking refuge, and must be secured accordingly, to avoid any risk related to their lives or freedom (Ludwig, 2013). Conscious of their dense history, Depillis et al (2015) acknowledged that the misery, deprivation and suffering of refugees embarked long time ago, all through the World War 2, when 40 million Europeans were forced to migrate their lands, escaping the dictatorship of Joseph Stalin, which was the dictator of the Soviet Socialist Republics’ Union (USSR). From this perspective, Floroiu (2016), discussed the process by which the refugees’ status eventually emanated after years of continuous evolution. The researcher discoursed how expatriates were defined on a case by case basis to protect national minorities, between 1920 and 1935 and how their delineations evolved with time, eliminating any social, political and cultural biases, which prevailed in the revised conventions. This development resulted in an inevitable “need for convergent implementation of the international law of human rights, international refugee law, and international humanitarian law” (Floroiu, 2016, p.9). Accordingly, countries were seeking to free their boundaries, more than ever before, in the wake of the refugees’ international crisis, a movement which led to further regional conflicts, chaos and discrimination, amid the global search for permanent solutions.

In other words, economists and migration experts advocating the convergence theory, believed strongly that refugees’ young influx worldwide, could potentially boost the nations’ economies in the long run, since in most cases, the receiving countries were witnessing an ongoing aging workforce and a huge demand for labor (Davis, 2015)

Accordingly, refugees could possibly spend in more taxes and social contributions than the ones they receive, thus, benefiting the host country. To support furthermore the convergence theory, Maystadt and Verwimp (2014), explained the case of the 250 000 refugees, who escaped Rwanda

within 24 hours in 1994 toward Kagera, a region in Tanzania, following political complications. Even though the host country witnessed some minor negative impacts, the economy improved due to the flourishing of businesses in the sleepy areas, to the infrastructure restoration and to the improvement of health and sanitation as a result of UNHCR intervention. Likewise, the introduction of immigrants could also have a positive impact on the country's growth, which can later on encourage an intentional refugees' invasion, since expatriates grow into optimistic boosters for the economy when they accept low level jobs, which are usually rejected by local residents (Alpert, 2006).

From a diverse angle, numerous studies have proved how economically devastating can refugees be, on the countries involved. In recent years, Spain handled more than it could take in immigrants, a wave which was not anticipated and thus caused adverse short-run effects on the local wages (Gonzalez and Ortega, 2011). Also, to challenge the convergence theory, a research led by the Institute for the Global Economy predicted that "the annual cost of refugees to Germany's economy in the coming years to range between €25 million and €55 million—a burden difficult to debate away, even if the economy does well" (Rietig, 2016, para.6). Besides, a closer look at the Syrian war impact on the Levant countries (Lebanon, Jordan, Turkey, Iraq, Syria and Egypt) revealed that the six economies taken together lost 35 billion dollars in output based on 2007 prices; "These aggregate costs of war are equal to the size of Syria's GDP in 2007" (Ianchovichina and Ivanic, 2014, para.3). However, it is central to avoid the underestimation of the strong media influence which seeks to portray immigrants in a dangerous way. Philo and Beattie (1999) noted in Leudar et al (2008, p.188) that "the coverage of immigration in the British media used the terminology of a natural disaster, presenting Britain as the victim of 'floods', even 'tidal waves' of immigrants".

As a middle ground between the convergence theories' supporters and challengers, surfaces a stream of studies arguing that the refugees' effect on the cost of goods/services and on the business activities, depends on what it is considered as a priority to them. Immigrants may care less about land properties, education or any other segment and hence might turn out neutral in the economic impact equation (Codjoe et al, 2013).

Nerveless, the refugee's crisis hit the Middle East, particularly Lebanon, as strong as the European countries: "today the total number of Syrian refugees in Lebanon has reached 1,500,000

approximately including 1,100,000 UNHCR registered” (Lebanon, APIS health consulting group, 2016). MENA nations were already stagnating economies prior to the Syrian war eruption in March 2011, which exploded when the pro-democracy protests filled the streets, accelerating the fiscal crunch. These countries took in numbers more than they can logically handle; the pressure to provide shelter, food, clothing and jobs to refugees did not only generate frustration from neighborhood countries but also initiated feelings of “xenophobia”, which is defined as the development of hostility against refugees. Sundstrom (2013) deliberated furthermore that “xenophobia terrifies the host with the possibility that it will never leave, and forever ruins the act of hosting, sheltering, and giving sanctuary” (p.69). Then again, Lebanese residents arise from various backgrounds, religious and political orientations. Each family member is affiliated with a distinct political party. All these partitions made it hard for the country to adopt a uniform position regarding the Syrian refugees’ inflow, while also keeping in mind the Syrian occupation (1976-2005) and its tough consequences on Lebanon.

By all means, it was argued that the real Syrian refugee crisis is actually taking place in the Middle East and not Europe: MENA countries were struggling at that time with political, economic and ethnic upheavals, so the least they needed was a huge flow of refugees. (Arar et al, 2016). Even UNHCR in Lebanon had to update the healthcare expenses of registered refugees, meaning that 75% instead of 85% are being hospitalized, due to the huge influx of immigrants in recent years (Lebanon, APIS health consulting group, 2016).

Following the previous mentioned historical and contemporary challenges faced internationally by numerous economies, it was compulsory to uncover the direction of the Lebanese acuties with regard to the refugees’ movement, particularly the Syrian inflow. The relevancy and timeliness of the refugee crisis intrigued the researcher to unfold its repercussions on the Lebanese experts’ perceptions. The aim to represent, in the most possible and accurate way, their opinion with regard to the Syrian refugees, became of prominent importance. Locals’ professionals’ insights, surfacing from the service, public and manufacturing sectors, promise to generate valuable and constructive outcomes for both developed and developing economies. Perceptions emerging from a well representative Lebanese caucus, have the power of communicating the roots and consequences behind the refugees’ crisis, and can assist the internal and external economies in understanding its ramifications on the main country’s sectors. The study’s findings could also be used in future



developments concerned with corrective measures as well as proactive plans to treat similar influxes.

## **1.2 Aims of the Study**

Lebanese people are not unified when it comes to Syrian refugees and their effect on the Lebanese economy. This Research attempts to investigate the Lebanese experts' perception belonging to three general sectors with regard to such an impact, in particular on the education, trade, environment, wellbeing, health, prices, job retention/growth, labor diversification, tourism and housing. Parallel to thorough insights' extraction, gauging awareness and unfolding suggestions will also be part of the interview process.

The quest for understanding perceptions emerged from some of the most challenging enquiries associated with the refugees' inflow:

- To which extent did Syrian refugees impact the Lebanese working force and the trade sector?
- Do Syrian refugees have a direct effect on prices' fluctuation?
- Is the country's natural wealth and resource base degrading at a normal pace or did the Syrian flow alter the environment's carrying capacity?
- How is the Syrian refugee's children and teenagers impacting the Lebanese educational sector?
- Did their influx impact Lebanese tourism?
- What about the country's wellbeing and health?

As the Syrian' war actual consequences on the Lebanese economic sector are still blurry, the above questions led the way to a more developed understanding of an initial motive to communicate the very detailed perceptions of numerous professional leaders in the economy. The mapping of purposive participants assisted the researcher in recognizing and classifying supporting members of convergence theory as well as opposing ones to reveal the majority's orientation. Convergent perceptions supported respondents who find optimistic discernments with regard to refugees, whereas divergent ones voiced negative repercussions and pessimistic thoughts.

The research attempts to examine the following:

- Lebanese experts' general awareness of the Syrian refugees' impact on the nation's economy, since their acknowledgments, with regard to the inflows' repercussions, is vague amongst the majority, except politically active residents.
- The perceptions of these professionals a propos various sub sectors in the service, public and manufacturing areas.
- Recognizing pre judgments and biases, and acknowledging them during the research (Syrian refugees' negative insight could stem from the complex historical relationship between the two countries) is of primary importance because it contributes in examining furthermore the discernments' nature and origin.
- Suggesting recommendations and strategies to amend any challenge in the face of a stable economy.
- Untapped opportunities to direct the economy toward a sustainable one.
- The study aim is to unfold multiple approaches to benefit from Syrian refugees as possible positive contributors to the nation's economy.

The research doesn't attempt to:

- Generalize the findings: The study seeks to understand the Lebanese experts' perception with regard to the Syrian refugees' impact on the "Lebanese economy". Each country has its own regional circumstances, economic situation and environmental resources. Some nations are in desperate need for the refugees and consequently, they appeal for their families and provide them with permanent residency. Generalization cannot be applied in this case since it makes the research lose its originality and meaning.

It is important to note that, throughout the study, various additional research goals could arise, due to the challenging qualitative nature of the subject.

The purpose of the present research is to transfer a holistic analysis of the Lebanese experts' perceptions with regard to the Syrian refugees' impact on the economy. Although the possible target sample is wide enough, the researcher will base his quest on the most experienced members in each sector, and will direct his attention toward the most possible rich contributors to the study.

Highlighting the participants' perceptions and mapping them for an operative aim will constitute a solid base for additional future research in the field.

### **1.3 Overview of Succeeding Chapters**

The succeeding chapters will be segmented respectively as follows:

- Chapter 2 will reveal the theoretical and empirical frameworks in relation to refugees' impact on international economies.
- Chapter 3 will defend the adopted methodology, initiating from the philosophical dimension, reasoning approach, population and sampling procedures, research methodology and strategy, data collection tool and finally the conceptual framework.
- Chapter 4 will detail the analysis and findings as follows: analysis processes; generation of the codebook/use and relationship between conceptual framework and findings.
- Chapter 5 will lastly summarize and conclude the research's findings and will develop the issues of reliability, validity, limitations and practical as well as theoretical contributions.

## Chapter 2

### Literature Review

#### 2.1 Introduction

In order to proceed with the research and to develop a strong and robust base for the thesis subject under study, the literature review is an essential part of the dissertation that draws on the theoretical, conceptual and empirical works already submitted in the field. The theoretical framework contributes in many ways to the investigation by unfolding the multiple channels by which refugees affect the host community. These channels certainly open the way to a more logical and understandable analysis, in a world where refugees' influence on the welcoming nations became so vague due to the huge chaos instigated by migration. The empirical framework, on the other hand, is based on observed and measured phenomena that induces conclusions from actual methodology applied and can be mostly replicated in any time given the appropriate data, variables, sample and methods. What's more fundamental lies within the importance of detecting the themes locked in the literature, which is necessary to build the interview guide in the following phases.

Findings in the literature were mixed but clear enough to make the refugees' host community aware of the serious implications that could deteriorate or upgrade the nation's resources, infrastructure, health, education, security and many more sectors in the short or long run. Underdeveloped and developing economies were mostly adversely impacted by the influx of refugees because these communities are not appropriately equipped for a huge surge of expatriates consuming their already scarce resources, altering their labor force and draining their natural wealth. Conversely, developed nations were less affected by the exodus movement, since their infrastructure, labor force and educational system were better able to absorb these huge numbers and were capable, when the situation tolerated, to profit from the migration flow. This, however, does not eliminate some exceptions.

## **2.2. Main body of literature**

Today, welcoming refugees is regarded as a humanitarian obligation from one nation toward the other, since refugees escape their home country involuntarily under harsh and cruel war conditions, hoping to find a safe haven anywhere possible around the world. Their movement across nations affects adversely their own health, psychology, mental and physical abilities in the short term but may influence the receiving states in a positive, negative or neutral way in both the short and long run. Numerical data alone is not enough to support the real effect of refugees because it might neglect major corporations and industries capable of offering valuable information, and might as well conclude false statements based on non-updated financial records, thus, misleading the quantitative research. To better understand the background and history behind the migration movement across nations, and its impact on the economy as a whole and on its multiple sectors, theoretical and empirical frameworks in the next section will expose theories, concepts and studies related to this impact, specifically in the service, public and manufacturing sectors and their subsequent sub sectors.

### **2.2.1. Theoretical Framework**

There occurs to be much support for the convergence theory, which encompasses individuals who back up the belief that refugees have a positive impact on the host country while others, supporting the divergence theory, believe that refugees have a harmful effect on the host country's economy. Together, they combine to generate a somewhat clear outcome that might improve or deteriorate a whole nation's wealth.

To begin with, a simple comparison between refugees and immigrants leads the way to a more robust distinction among the two terms. First of all, refugees leave their countries due to conflicts and war, when they no longer can remain safely in their territories. Thus, they seek protection outside their nation, even if their condition in the host country is miserable. Refugees are also protected in international law, having their own human rights and privileges. Immigrants, on the other hand, are fleeing from their home country for social, education, work or family reunion purposes. Therefore, immigrants are protected under each host country's own immigration laws and processes and they can return home whenever they feel the urge to do so (Edwards, 2016). Hence, distinguishing refugees from migrants is a very central step toward understanding the situation of asylum seekers and how much their condition and circumstances in the host country

can definitively affect the nation's structure in all the possible and uncontrollable ways. When the picture becomes clear, accepting the degree of their direct or indirect influence on the welcoming country's economy becomes more apparent and opens the door for a more detailed analysis.

The succeeding theories are grouped according to the nature of their impact on the host economy:

Yenilmez (2016) emphasizes the prolonged consequences associated with the refugee's integration in the welcoming nation and how much they are capable of being a net benefit for the whole economy, even though they might be a source of disturbance and chaos in the short run. The new labor pool of workers can make the host country stronger in the long run if the government integrates it quickly into the formal labor market. As for developing countries, a huge influx of refugees can exercise pressure to cooperate with the neighboring states and to adjust politics in favor of absorbing the tension, an efficient move that builds new ties and better legislations with other countries in the long run. This is not necessarily true, because even if refugees are integrated into the formal market, they can have a negative effect on the local residents who will have to struggle to find job opportunities. Besides, not all ties with surrounding countries are beneficial since the migration shock can mostly create tensions due to political or financial problems.

However, for developed communities, receiving refugees can grow into an economic benefit in the future because, according to Nie (2015), asylum seekers are more likely to open small businesses and thus create more jobs in an economy suffering from an aging and shrinking population. The latter theory is supported, because opening small businesses can boost the economy and can even create job opportunities for local residents contrary to the employment process by which refugees replace local natives.

Looking more closely at the employment rates and to which degree refugees have been influencing it, Ceritoglu et al (2015) argued that due to the fact that refugees do not have official work permits, they can affect disagreeably the inexpensive, informal and unskilled labor among men and women, by the substitution effect. Additionally, Baghdadi and Banat (2014) discussed in more detail the sudden surplus of unskilled expatriate workers into the host labor market, a phenomenon that can make the substitution easier between refugees and residents, since they are considered a cheaper choice for the local economy. Moreover, the elasticity of labor demand grants employers the freedom to lower wages, which in turn affects the labor market undesirably. The theories already presented tap on the most profound channels by which refugees affect resident's jobs: substitution

effect and elasticity of labor demand, two theories that undeniably deter the normal flow of the labor force and have negative consequences on the industry, unless managed proactively.

Moving to the educational sector with an attempt to shed light on how educating refugees can be a double edged sword, Lynn (2013) argued that costs associated with launching an instructive program specially designed for refugees, are very high and leave schools facing a very uncomfortable burden due to the shrinking contributions of the government. The downside of such programs is that they consume money from other crucial developments, hindering the execution of many beneficial ventures for the host economy. Moreover, Mouamar (2013) argued that refugees affect local children's education adversely through the time and resources asylum seekers are taking away from the native ones. The opportunity cost theory presented in the previous schemes explains clearly how the integration of asylums into school systems can deprive local students from the full attention, energy, resources and time offered by teachers.

Concerning tourism, Michalopoulos (2016) uncovered furthermore a channel by which refugees affected leisure industries in host communities in which they reside. Their presence in huge numbers certainly depreciates tourism because the concerning state converts with time into an unappealing site for vacation activities, reducing the fiscal revenues that governments rely on during the many seasons of the year. And whenever fiscal revenues drop by high percentages, governments lose and cut off their spending on leisure activities. Furthermore, nations today are witnessing more and more violence in areas embracing refugees. Soergel (2016) argued that tourism in these countries is affected negatively as a result of the violent acts that these nations are witnessing due to the liberation of their borders. The theory presented by Michalopoulos is one of the many theories mirroring the negative impact of the migration process on the local economy. Refugees can never have a positive effect on tourism since they consume money that could have been used to boost the local community's infrastructure, resources, environment and other nation's projects. As for violence, it is yet another strong advocate of the damaging influence that refugees have on tourism, even if the disturbance was not directly caused by these asylum seekers.

Additionally, according to UNHCR, refugees can completely harm the environment of the host country since they already reach the welcoming nation facing hunger, grief fatigue and humiliation. Their actions definitely include cutting trees, collecting dead wood and setting fire to survive in the harsh conditions. Deforestation, soil erosion, and depletion of water resources are

major problems concerning the environment degradation caused by refugees as well (UNHCR, 2001). Again, the theory of environmental degradation uncovers the major devastation initiated by refugees as soon as they reach the host country and reflects their requirements to satisfy their basic needs. This theory is strongly supported in under developed and developing communities.

### **2.2.2. Empirical Framework**

The following empirical studies tackle the effect of refugees in developed and developing countries within the service, public and manufacturing sectors. Whether divergent or convergent, the multiple perceptions held by local economies regarding refugees contribute to the establishment of a clear and well-structured conceptual framework for the study.

#### **Divergent perceptions in developing countries/Service Sector:**

To begin with, Rawee (2015) conducted a study aiming at uncovering the socio-economic impacts of the Syrian refugee's influx into Jordan. The researcher made use of secondary sources of information by utilizing extensive literature review to provide his study with information related to the Syrian crisis, the Jordanian economy and the effect of Syrian refugees on this economy. To support furthermore his literature, he then collected the perceptions of Jordanians on the Syrian refugee's influx, derived from the University of Jordan's center of Strategic studies and the NGO REACH. Interviews with 21 Jordanian in the city of Mafraq, which is believed to be home of multiple refugees, also took place to deliver first handed information to the researcher. Results indicated that the presence of an average 50 students per class, the reduction of lesson time for natives and the separation of the two cultures, led Jordanians to develop an undesirable perception of Syrians, as negatively influencing their children. Pertaining to the health sector, there was no substantial evidence that the increase in diseases was related to the Syrian refugee's presence, although the health sector in Jordan faced high pressure to respond to the asylum seekers' needs. When it comes to employment, the effect on the labor market embraced mixed perceptions. The fact that Jordan's labor force was already suffering prior to the crisis worsened the influx and the substitution effect was stronger in the informal sector. However, the forced migration injected \$1 billion of capital into the economy and led to the creation of new jobs. Nevertheless, the Syrian's impact on Jordan's housing sector was devastating and led to the increase in rent prices as a result of higher demand and an augmented refugee's fiscal ability due to the financial aids they received from non-governmental organizations. As for resources, the country was previously facing a high



shortage in water supply, which made the situation much worse after the refugee's arrival. Yet, that doesn't mean that their presence initiated the problem because Jordan's residents were already frustrated from the scarce resources' crisis.

In Uganda, Kreibaum (2015) made sure to reveal, in his study, the impact of the long term presence and the additional influxes of refugees on household's welfare and their access to public services. The study is interesting because Uganda is one of the few countries that provides refugees with the freedom to labor and to move within the whole nation. The nation have been working on integrating them into the labor market as well. Two distinct surveys collected from households during the years 2002-2010 were used in order to adopt a difference in difference strategy on the data retrieved. The focus was on the sudden influx of refugees and their long term impact on the population in Uganda. Findings unfolded two different effects; for the population living near refugee's settlements, residents benefited in terms of consumption and public services' provisions, by boosting trade and attracting new enterprises. This is best explained by the fact that whenever refugees amplified by 10 per 1000 inhabitants, consumption increased by 3%. Nevertheless, the government health provision was affected negatively: an increase of 10 refugees over 1000 residents decreased the probability of the presence of a public health center in specific communities by 10%. Conversely, education was affected positively since the probability that a private primary school is located in areas where refugees reside, increased by 20% when asylum seekers grew in 10 over 1000 inhabitants. This effect was less clear on the privately owned health services and schools. On the other hand, household's perception of refugees was adverse since their situation worsened off in areas where asylum seekers resided.

Moving to the health sector, Baez (2011) led a study in western Tanzania in order to check the short and long run causal effects of hosting refugees from Burundi and Rwanda on outcomes of local children. First of all, the household-level-cross-sectional data from 1992 and 1996-Tanzania Demographic and Health Survey, was used to estimate the short term impact of the shock, specifically tackling the issues of under-five infant mortality and child's anthropometrics as well as morbidity. Surveys collected information from women aged 15-49 and men aged 15-60 including their children, in randomly selected households, on topics related to fertility, education, health, nutrition, family planning, employment and assets. Using a random cluster process, the final sub sample embraced between 500 and 2200 children located in Kagera, Mwanza and Mara

regions. However, to unfold the long term impact of this influx, the Kagera Health and Development Surveys were applied to the Kagera region in the years between 1991 and 1994 as well as 2004. Surveys questioned residents on matters such as household demographics, expenditures, local markets, cools and health facility. A stratified random sample of 5500 individuals was interviewed while focusing on children between 10 and 15 years who were conceived before any refugees' influx took place. THDS and KHDS were then merged with geo-referenced information for all the clusters in the survey. Results showed a worsening of child anthropometrics by 0.3 standard deviation, an increase in infectious diseases by 15-20 % and a boost in children's mortality under five by 7%. As for the long term, this shock affected children's height by 1.8 cm negatively and reduced their schooling years by 7% and literacy by 8.6%. Outcomes revealed the serious implications of the migration shock on the children's host community and its persistence in the upcoming years during their growth.

Reasons that deter the native students' academic development in emerging countries, is best elucidated by Seker and Sirkeci (2015), with their study aiming at uncovering multiple motives behind the failure of most refugees in adapting to the host country's schooling system in Van, an eastern province at the Iranian border. The research adopted teachers' perspective on this subject because they are the ones best capable of observing a large number of refugee children and their parents. The study used qualitative interviews grounded in a phenomenological design and conducted with teachers who had experience in guiding refugees and their parents. They were selected through purposive sampling from primary schools and were aged between 27 and 43 and composed of 5 women and 4 men. Additionally, interviews were led during the academic year 2010-2011 and were analyzed by using axial coding. The findings clearly explained what deterred their academic performance: language issues (communication and learning the language), academic weakness, social and cultural integration, peer communication, parents' attitude toward education, parents' integration problems. Understanding the concerns faced by refugees in schools paves the way to a more comprehensible analysis of their repercussions on local students.

#### **Divergent perceptions in developing countries/Public Sector:**

Moving to the public sector, and in a pursuit to understand the impact of exodus on forest resources, KC and Nagata (2006) conducted a study on the Bhutanese refugees in Nepal's eastern region by analyzing the relationship between forest resources, refugees and the welcoming nation.

Three expatriate's camps located in the government-owned forest land, were chosen for the research which took place from 20 June to 31 July 2004, using both primary and secondary data resources. Views from stakeholders, interviews, focus group discussions and rapid rural appraisal were conducted, from 3 in informal settings to 30 in formal ones. Also, quantitative statistics were collected from the most knowledgeable representatives who lived in the area for a long time and who were mostly familiar with the residents. Results showed that the local population depended on the forest for repairing houses, making furniture, raising animals and for the irrigation, nutrition and cultural festivals. Refugees on the other hand were frequently observed consuming wood from the forest for cooking, hunting animals and collecting herbs, which led to a decrease in the old-growth trees by 40% and to the near extinction of the wild animals. Simultaneously, refugee's actions impacted the livelihood of the local population in three ways: disturbance of the irrigation systems, disruption in the flow of garbage and reduction in the assembly of forest leaves due to the scattering of garbage. The research clearly reflected serious consequences on the environmental wealth, in the areas inhabited by refugees.

To tap on the security aspect and to understand how capable refugees are in altering the local residents' national safety, Mwangi (2014) uncovered, in his dissertation, the immigrant's impact on the country-wide security in Kenya. Questionnaires and one on one interviews were used as data collection tools. Qualitative analysis was adopted and data was retrieved from the ministries of interior coordination and foreign affairs as well as from refugees in Nairobi and its environment. Snowball sampling was used accordingly and 50 respondents were selected. Primary and secondary data (journals, websites, government reports, newspapers etc...) were also collected. Data was analyzed using content analysis, with time and language being the main research barriers. Findings confirmed that Kenya's open door policy on refugees led to an increase in terrorism and to a decline in national security.

The public sector is normally greatly affected by the refugees' inflow, since its services are easier accessed by asylum seekers than the private sector, due to the cheaper prices. However, that doesn't mean that refugee's admittance into the public sector does not constitute a burden on the country. Grounded on this concern, Doocy et al (2016) aimed at uncovering the refugees' repercussions on the public sector, in a research conducted in 2014. The sample, which representativeness was achieved using a cluster design with probability proportional to size

sampling, consisted of 1550 Syrian refugees in Jordan. Members of the sample were in off camp settings. The study aim was to gauge the refugees' repercussions on the health care sector. Alterations in participants' characteristics (geographic placement, facility type, and sector) were inspected using chi-square and t-test methods. Results unfolded that despite the availability of healthcare services, costs were a big burden for the asylum seekers and for the Jordanian government as well, especially in the health system. Further strategies are needed to improve future cooperation between the host government and refugees in order to minimize costs on the local community and to improve the public sector in a way that could subsidy refugees.

#### **Divergent perceptions in developing countries/Manufacturing Sector:**

Looking from another aspect, while remaining within the evolving economies, Codjoe et al (2013) had mixed results pertaining to the Liberian refugees' impact on the host community in Ghana. Data collected was derived from focus group discussions and questionnaire gathered from refugees living inside the camp as well as members of the welcoming community residing around the area. Fetteh Kakraba, Apra, Dadebo and Buduburam were randomly selected as the host communities for the study. The ideal sample size used was 254 with a 0.05 error margin based on the UNHCR estimation. Six refugees' households were randomly selected from the zone dominated by Liberians and the result was a sample of 60 refugees' households consisting of 317 individuals. Also, 15 households were randomly selected from each of the four designated host communities. Interviews with host communities gathered information on 310 individuals in 60 households. As a final point, the perceptions of 100 total participants including the host's country members and refugees were analyzed based on gender and occupation's type. SPSS was used to examine the quantitative data whereas the focus group discussions were recorded and later on grouped into thematic areas. Studies have exhibited that despite the fact that refugees have increased the cost of goods and services and destroyed the environmental resources, they constituted a good source of income for the development and enhancement of the infrastructure. Results embraced mixed results and released a new perspective from which to view refugees as a contributing asset to the host country's economy.

In a pursuit to investigate the labor market consequences of hosting an enormous influx of refugees in Tanzania, a well underdeveloped economy, Ruiz and Vargas-Silva (2016) adopted the KHDS longitudinal dataset which retrieves its statistics from the World Bank. The First round of survey

was conducted during 1992-1993 whereas the second one in 2010. The sample used for the study included Tanzanians aged 16-46 years, residing in Kagera during 1991. The dependent variables mirrored the nature of the activity residents love to do (farming, livestock work, employees, or non-farm-self-employment). It is important to note that the sample chosen was surveyed at the two KHDS time rounds previously specified, and residents who were employees were divided between agricultural and nonagricultural workers. Being an agricultural worker, it was tested if refugee's shock affected the number of activities done and the type of crops cultivated. Thus, knowing that the type of crops changed between the first and second round, a variable was created reflecting this adjustment. Moreover, to uncover how the refugees were influencing the economy, the analysis was limited to 2010 data and adopted the total livestock owned by the household as well as the aggregate size of the shambas in the house, as variables for the study. Finally, to reflect the long run labor market alterations following the migration, the economic outcome of Tanzanians aged less than 16 years was studied in both rounds of the survey. Methodology's main estimations were a series of linear probability models. Results showed that the refugees' surge increased the likelihood of residents working in household shambas or livestock and decreased the probability of working as employees due to the fact that refugees were competing with locals directly on job opportunities.

To study the refugee's impact on the host population that is not directly touched by the conflict, Calderon-Mejia and Ibanez (2016), adopted an instrumental variable strategy to uncover the inflow's causal effect on the urban labor market. The data collected was extracted from multiple sources, cited as follows:

- Official municipal level data on the massacre that led to the exodus from rural areas toward the cities.
- Data on internal refugees from the Department of Social Prosperity (DSP): Residence of origin and date of migration of refugees.
- National household survey (2001-2005, repeated survey), which encompasses the largest 13 metropolitan areas, including urban and rural, since most of the economic activity takes place in these zones. The aim of this investigation was to accumulate household characteristics, education variables and labor force data.

Research findings have reinforced the divergence perception of refugees, advocating the extent to which they are capable of affecting the manufacturing sector in an adverse way. Refugees in this study mostly impacted low-skilled workers in the informal sector in addition to a statistically significant negative effect on the low skilled workers in the formal sector. The asylum seekers' damaging outcome was mainly evident in the increase in substitution effect and in the process of turning their cheap labor into an effective employment alternative, depriving locals from many jobs. Hence, by magnifying the competition, refugee's inflow into Colombia resulted in an adverse outcome in both rural and urban areas.

#### **Divergent perceptions in developed countries/Service Sector:**

Moving to the service sector in a developed area, and in an attempt to study furthermore the impact of hosting expatriate students and their direct effect on native scholars, Pedraja-Chaparro et al (2015) investigated the influence of this inflow on student's grade retention in Spain. The researchers adopted an impact evaluation method based on data extracted from 2003 and 2009 using a difference in difference approach to analyze the relationship between the increase in foreign students and the retention rate. The treated group included schools hosting immigrants while the control group comprised schools not hosting immigrants. The sample was composed of 336 schools in 2003 and 806 schools in 2009 and targeted students aged 15-16 years old who completed six years of formal schooling. The dependent variables in the research were the following:

- Percentage of students in the correct year
- Percentage of native students in the correct year

Whereas independent variables were:

- Percentage of immigrants' students, parental occupation, parental education, school type, and school resources.

The research outcome was that immigrant students do not on average reduce promotion rates among scholars. However, they do affect this rate when their concentration in the educational system exceeds 15%. The main reason behind this finding is that refugees usually have language deficiencies and a lower educational level, thus, when they become numerous, the average academic level of the whole class drops, hindering the remaining local students' promotional rates.

In his quest for determining the extent to which refugees influence rent as well as housing prices in American cities hosting refugees, Saiz (2007) uncovered, through his research, the immigration's impact on this market. Annual data on legal immigration inflows and Census decennial data on the stock of the foreign born as well as housing rents and home values in the city area were used. For study purposes, instruments based on changes in the national levels of immigration, on the characteristics of the immigrants' countries of origin and on immigrant's distribution in earlier periods were also employed. Metropolitan Statistical Area (MSA) fixed-effects regressions and data from the American Housing Survey, were additionally adopted. The (INS) "Immigrants Admitted to the United States" constituted a source for immigration inflows admitted to the US, in which central variables were the nationality of refugees and the Zip code of their residence from 1983 to 1997 in metropolitan American areas. Data sets embraced annual personal information on all immigrants accepted as residents in the US. Further data necessary for the study, which focused on population evolution and their income, was derived from the BEA Regional Information System. Unemployment rates were obtained from the Bureau of Labor Statistics (BLS). Unemployment rates at the metro area level were obtained from the Bureau of Labor Statistics (BLS) and data on weather and elevation was provided by the US Department of Agriculture Economic Research Service Natural Amenities Scale Database. Finally, data on murders were delivered by the FBI's Uniform Crime Reports series. The dependent variable was the annual change in the log of rents. The independent variable was represented by the annual flow of immigrants over population while beta symbolized the percentage change in rents corresponding to this annual flow equal to 1% of the city's original population. Results demonstrated that the process of migration increased the demand for housing and was capable of boosting rent prices in the short run: "An immigration inflow that amounts to 1% of the initial metropolitan area population is associated with, roughly, a 1% increase in rents and housing values" (Saiz, 2007, p.345).

Another reason for divergent perceptions is well unfolded by Vasey and Manderson (2012), in their pursuit to acknowledge the effect that refugees have on the employment, discrimination, access to services and mental health, following the regional resettlement of Iraqi expatriates in Australia. The study, of ethnographic nature, was conducted between 2003 and 2007 with Iraqi refugees (men and women) in Taraville. Methods adopted in the research were group discussions, participant observations and in depth interviews, over a period of 15 months with 36 Iraqi men

and women as well as 16 service providers and inhabitants of the larger community. However, details of participants in the study were altered due to privacy preferences. Most of the refugees were either dependent on welfare aids or working in the agricultural industry.

Findings related to each sector were as follows:

- **Employment:** Australia was already economically suffering before the refugee's inflow because of inequality between urban and metropolitan areas, high suicidal rates, sexual and domestic violence as well as a limited number of children accessing private educational programs. Moreover, rural and regional areas experienced shortage in the medical workforce. Results showed that refugees in regional areas are overrepresented in the underemployed, low paid, low skilled members of the labor force, whereas in major cities, they are more exposed to work opportunities. An outcome of the study focused as well on the perception held by locals that Iraqi refugees lack the will and energy to produce and to benefit the society in which they reside.
- **Discrimination:** Iraqi refugees living in Tarville are alleged as foreigners, non-nationals and Muslims. These perceptions were harsh enough to exclude them from participating in the Australian life.
- **Access to services:** In Tarville, people already lacked proper health services and comprehensive English language classes. Domestic violence was also lacking attention. High turnover of healthcare staff affected the availability of proper treatment and assistance. Iraqi refugee's presence worsened the proper access to services.
- **Mental Health:** In Tarville, deficiency in proper counseling, which is aimed at treating numerous forms of depression resulting from refugee's movement into regional Australia, was in place prior to the expatriates' inflow. Such delays in the handling process can worsen the psychological state of the asylum seekers and is undoubtedly capable of affecting the local population negatively.



**Divergent perceptions in developed countries/Public Sector:**

Montero and Baltruks (2015-2016), received support from the European Union program for Employment and Social innovation “EASI”, in order to check the impact of refugees on the local public social services in Europe from mid-December 2015 to February 2016. The methodology adopted relied on an online questionnaire with a sample consisting of all the “EASI” members. A total of 55 responses was received (49 were valid), emerging from 17 different countries. With the support of further online reports and documents, the research took a more serious and detailed pattern. Results highlighted various aspects, some of which are presented in the following section:

- Adequate housing was an issue for refugees and for the local population as well. By securing affordable shelters for asylum seekers, residents suffered from a lack of reasonably priced houses.
- Renting houses for refugees boosted rent prices in the welcoming area, affecting the local population negatively.
- Language was also an important barrier to communication between locals and refugees. Additional translation programs had to be implemented, which led to an upsurge in costs.
- Unaccompanied children created chaos in the area, which had to be solved by the social services.

Further studies are in need to uncover the future impact of this huge inflow on welcoming nations and its long term effect as well.

Socio-political factors can strongly affect the perception toward refugees during their stay in the host country and can prominently hinder their knowledge capabilities, even if asylum seekers' competencies actually surpass the local population. Psinos (2007), searched for discernments in her study with a clear objective of exposing the true barriers behind refugee's integration into the public sector in Britain. Semi-structured interviews with 15 highly educated asylum seekers (8 men and 7 women) were conducted for the research. Sample participants have been located in the UK for six years. Questions, which were theory driven and open-ended, focused on the post-migration experiences of refugees, particularly their employment opportunities within Britain. In addition, thematic network analysis was adopted to interpret the results. Conclusions revealed that

refugees in Britain lack access to the UK economy due to the socio-political discrimination they face in the host country and the negative perceptions accumulated against their presence in the welcoming nation. Findings also showed that despite their knowledge, experience and education, asylum seekers face tremendous challenges in entering the public sector as temporary or permanent workers as a result of the deleterious discriminations. However, due to the limited methodology, results cannot be generalized to other disadvantaged populations. To sum up, one of the practical implications of this study, is the importance of implementing future policies that could offer support for refugees in their related work experiences in the host country, while making sure to benefit from this educated inflow in a positive way.

To uncover a developed country's perception with regard to Syrian refugees, Erdogan (2014) made sure to expose insights about asylum seekers, emerging from the public sector, by focusing on political and security concerns, in addition to their impact on the economy and the psychological state. The article presented by Erdogan is a summary of the study conducted by "by the Hacettepe University Migration and Politics Research Center-HUGO" based on the field research of "Syrians in Turkey: Social Acceptance and Integration". The research was led in 2014 in three border cities and other three non-border cities, and was centered on 144 in depth interviews (72 with Syrians and 72 with non-Syrians) in off camp settings. The research also consisted of an analysis of national media and NGOs. Results showed that despite Turkey's history in hosting massive number of refugees, the country have reached its limits. Local respondents have expressed their frustration by stating their wish that asylum seekers return to their home immediately. However, it is important that Turkey reassesses the duration of stay of Syrians and re-implements peaceful plan integrations with the society in compliance with NGOs, in order to improve the perception of the local population and to account for long term solutions.

#### **Divergent perceptions in developed countries/Manufacturing Sector:**

Murray (2013), presented multiple perceptions in the Wall Street Journal regarding the refugee's integration into the manufacturing sector in USA, specifically in the meatpacking industry. In this paper, the author made sure to collect various, yet conflicting views and insights from economists, who criticized the impact refugees have on wages in the mentioned industries. Although many argued the positive effects that asylum seekers and immigrants could have on the local workers' wages, the majority of experts mirrored the downside of such integration, particularly regarding

the illegal settlers. The trend behind this decline in salaries is mostly foreseen in the long run and may have some damaging effects to be uncovered in the prospect years, though not very clear in the present. Critics based on experience in certain industries can assist the employment process in many ways and is capable of setting the alarm when refugees become a burden for the local economy.

Correspondingly, refugee's flow into manufacturing jobs definitely alters the previously installed hierarchies and instills a diverse approach for work that might be distressing for the local population already working in the industry. In the UK, changes in the labor market have influenced existing managers and workers as well as refugees and migrants, specifically in the food manufacturing sectors. Hopkins (2011), conducted a study on three food manufacturing companies in UK: ReadyCo (ready meal manufacturer, East of England), ChocCo (chocolate manufacturer, English Midlands) and SpiceCo (herb and spice packing company, West of England). All companies are food manufacturers, as this industry is mostly impacted by fluctuations from the supply of their ingredients to the demand of their products. The common feature in these productions is the low skilled, repetitive and routine tasks, in which workers take the low skilled jobs through an employment agency, offering contractual careers and creating informal hierarchies in the workplace. Accordingly, to collect as much information as possible for the research, time spent observing and investigating the production process, type of jobs, skills and many other factors, was crucial for the study. In total, fifty semi-structured interviews were carried out in the three different factories, both with managers and workers. Additionally, lengthy observations took place to verify the interviewee's given statements in the interviews. Results showed that diversification in the workplace led to more informal structures based on contractual status and ethnicity, causing further complexities. Moreover, British interviewees expressed hostility toward foreigner agency workers and reported communication barriers. This clearly uncovered a negative perception toward people coming from outside the UK who are causing disturbances in the workplace and affecting the outcome and productivity of all the local industry workers.

By the same token, productivity in manufacturing firms can be strongly affected by the inflow of forced migrants from multiple areas. In order to test this theory, Paserman (2013), planned to reveal the mass migration repercussions that took place from the former Soviet Union to Israel in 1990. The data used for this study was extracted from the 1990-1999 industrial surveys conducted each

year by the Israeli Central Bureau of Statistics (CBS). Results showed that there is no correlation between productivity and immigrants at the firm level in cross-sectional and pooled regressions, with a negative relationship between the change in output per worker and change in immigrant share. This adverse association was mostly found in low tech industries. Some evidence of a positive relationship was found in high tech industries, but the majority of data supported the negative relationship.

#### **Convergent perceptions in developing countries/Service Sector:**

Within the scope of underdeveloped economies, Taylor et al (2016) add an additional positive evidence on the effect of providing cash aids to refugees in the host communities. Their research covered three Congolese refugee camps in Rwanda within 10 km radius of the host communities. The simulation model adopted was based on “LEWIE” approach, a local economy-wide impact evaluation method which is used to understand the influence of projects and policy shocks on local economies. The model equations included the following: production/input demand functions; expenditure functions for each household group and local market-clearing conditions. Moreover, parameters of production and expenditure functions were estimated with micro data from surveys of households and businesses inside and around each camp. Samples of 162–243 host-country households in 5–8 sectors surrounding each camp were randomly selected from household lists which produced samples of 86–148 host-household and 36–52 refugee-household businesses. Furthermore some of the models used to evaluate the impact of refugees were the following: Cobb–Douglas production functions and Stone–Geary demands without subsistence minima and the GE model. Sensitivity analysis was then used to test the robustness of the simulation. Their research demonstrated that cash spillovers is a good investment since they do generate an increase in the annual real income by \$205 to \$253 by person. Likewise, trade between the region hosting refugees and the rest of the country increased from \$49 to \$55. These results supported furthermore the positive impact migrants could have on the local hosting economy and how they can be viewed as a source of income and profits specifically for underdeveloped nations.

On the other hand, Lambled et al (2016) focused on uncovering the effect of refugees on the mother and child health services in the host community in Cameroon, to check furthermore whether their presence in the host country deteriorates or ameliorates the health service sector in a non-developed nation. The two years under investigation were 2004 and 2011, from which demographic and

health surveys were extracted. Outcome variables were the following: antenatal care coverage, caesarean delivery rate, place of delivery and child vaccination coverage; whereas the exposure variable was the residency in the refugee hosting community. Moreover, a difference in difference strategy was applied on the 10,656 woman in 2004 and the 15,426 woman in 2011. Results of the research supported the theory that refugees do not always contribute to the worsening of the health services in the welcoming nation, since the findings showed that the number of women delivering outside hospitals and children not completing vaccination has dropped by 9% in 2004 and 9.6% in 2011.

In an attempt to shed light on the positive effect refugees can have on the host population, Van Damme et al (1998) uncovered their impact when they settled in Guinea, West Africa, in which they found shelter away from catastrophic circumstances. In Guéckédou Prefecture, an area in Guinea, data related to pregnancy, childbirth and postpartum period was used and extracted from the hospital's district. Records withdrawn from the system dated back to the period between 1988 and 1996 with a major goal of estimating the expected number of births, as a base for calculating the rate of obstetric interventions of the local community. Henceforth, the sample size consisted of three rural areas, which embraced three different levels of refugee's presence (low- medium-high). Results showed that obstetric interventions increased considerably in areas where there was a high number of refugees. Therefore, the refugee-assistance program served in positively developing the health system and the transportation services, in areas where they stood numerous.

#### **Convergent perceptions in developing countries/Public Sector:**

To support furthermore the convergence theory, Maystadt et al (2014) explained the case of the 250 000 refugees who escaped Rwanda within 24 hours in 1994 toward Kagera, a region in Tanzania, following political complications. Data used in the study was based on the KHDS data set collected by the Economic Development Initiatives (EDI) and the World Bank. The KHDS interviewed 915 households up to four times between 1991 and 1994. The sample was randomly selected from 51 communities in the Kagera region. Additionally, the 915 households interviewed between these two periods were questioned again in 2004, adding up to a new sample of 2,700 households, including the ones who moved from Kagera. The recontact rate was up to 93%. The year 1991 is used in order to be able to compare the data prior to the refugee's inflow and after their arrival. Moreover, whether locals lived in a village near the refugees or far from them,

introduced a heterogeneity in the location factor. The same 812 households that were interviewed in 1991 and that were interrogated again in 2004, with complete data, constituted the base for comparison in the research. Results clearly showed that refugees, on average, affected the country's welfare positively. Even though the host country witnessed some minor negative impacts, the economy improved due to the flourishing of businesses in the sleepy areas, to the infrastructure restoration and to the improvement of health and sanitation as a result of UNHCR intervention, although this effect was highly differentiated among the refugee-hosting population.

Internally displaced refugees are capable of having a positive impact on a country's economy at the same intensity as asylum seekers who escape their home country to a completely different area. Although they linger within their land's borders, internally displaced refugees have a huge influence on the public welfare. In Georgia, while escaping war and persecution, one of the asylum seekers' main concern was the maintenance of contact with their loved ones through calls and social networking, aside from their basic needs. Centered on this necessity, Zviad (2009) carried out an observational research of what internally displaced people have taken with them, and accordingly interviewed twenty households. Results have showed that mobile phones have been one of the most important things refugees have not forgotten to take with them while fleeing disaster. Taking advantage of thousands of refugees, Geocell, one of the leading mobile operators in Georgia, offered special packages targeted at refugees, internally displaced people and disabled. The bundles included a 70% reduction in tariffs per min. Moreover, new SIMs were provided for free to the people registered in the Ministry of Refugees and Resettlement. Back then, over 46000 IDPs have used the offer. Despite the pros and cons, Geocell plans in helping refugees and IDPs, benefited the public sector in many ways, including the increased sales and profits. Accordingly, people's displacement from their home land can yield opportunities for the public sector, by the generation of plans and strategies that could attract new customers by focusing on a new niche market as a potential fruitful target.

### **Convergent perceptions in developing countries/Manufacturing Sector:**

As demonstrated by Fakhri and Ibrahim (2016), understanding the effect of refugees on the host country's labor market is crucial in order to plan the most effective and efficient response against such an influx in developing economies. Data used in their study covered the three main governorates of Jordan: Amman, Irbid and Zarqa and is sourced from Jordan's Department of

Statistics, the Central Bank of Jordan and the UNHCR. Variables retrieved were the number of Syrian refugees in Jordan from the UNHCR, the economic activity measured by construction permits for housing units from the Central Bank of Jordan and labor market variables from Jordan's Department of Statistics. The control variable was the economic activity captured by the percentage change in the number of construction permits. The observation took place on a monthly basis from January 2012 to December 2013. Most prominently, labor market indicators included three variables: employment rates, unemployment rates and percentage of labor force participation, noting that geometric interpolation technique was used to obtain the monthly figures of labor market indicators. Finally, in order to examine the macroeconomic variables' response to variations in the Syrian refugees' influx, vector autoregressive (VAR) model was adopted. Results validated that refugees do not have a significant effect on the labor market due to the strict measures countries were adopting to minimize the hiring of refugees and to regulate the local labor market. Additionally, one of the main reasons could also be refugees' location, since they were placed in low-income and fragile border regions, limiting their ability to move freely across states and restraining their easy capability to access labor markets.

In a developing economy like Rwanda, any booster of the manufacturing sector can be regarded as a benefit for the society. Refugees are regarded as positive contributors when they receive cash transfers rather than food rations in order to meet their monthly sustenance needs. The research was led by the United Nations World Food Programme (*WFP*, 2016) and the University of California, Davis. The study purpose was to measure the food assistance impact that was provided by the WFP to the Congolese refugees living in three camps in Rwanda. Interviews with asylum seekers, Rwanda community members and local businesses were conducted. Besides, economies within 10 km of each camp constituted focal points in the study, for the purpose of comparing data between locations where refugees were receiving food aids and between others receiving monthly cash allocations. Findings showed that local communities benefited more when the support received by refugees was cash rather than food. When they receive money, asylum seekers can even translate donations into more trade between the areas in which they reside and the rest of the country. The crucial point here, is that refugee's purchasing power increased as a result of the humanitarian assistance, boosting the local economy. Additionally, the developed agricultural sector benefited more because farmers were able to sell their final products to meet market demand in an easier process.

Another press release from the World Bank (2016) contributed valuably in supporting the positive impact that refugees have on the manufacturing sector, specifically in a developing country like Jordan. The press release focused on the financial assistances, which totaled three hundred million dollars. The money was intended to be pumped into the Jordanian economy in order to refresh the employment opportunities in the country, amid the presence of Syrian refugees. As a result, refugees would have more access to the labor market in the future, and the program would definitely assist both asylum seekers and locals in boosting investment, entrepreneurship and trade. The main goal of this international agreement is to turn refugee's challenge into an economic boom that benefits all parties involved, including the Jordanian government. Additionally, attracting and retaining investment will be one of the contract's main goals, while focusing on the manufacturing sector. The most crucial and valuable point in this press release, is the perception and attitude that the Jordanian government has toward the Syrian refugees in the labor market and how much it believes optimistically that these asylum seekers can play a key role in the manufacturing sector's improvement, despite the despair and the rough consequences that brought them into Jordan.

#### **Convergent perceptions in developed countries/Service Sector:**

In order to reveal the positive effect that refugees and immigrants have on the service trade sector in Sweden, Hatzigeorgiou and Lodfalk (2015) conducted a research using recent migration and trade data among the years 2000 and 2010, between Sweden and 184 of its trading partners. Panel data techniques and instrumental variable methodology were adopted in the model which controlled for unobserved effects and the possible presence of immigration's endogeneity. Throughout the research, the main goal was to support the hypothesis stating that migration boosts Sweden's exports. Results showed that a 10% increase in refugees and immigrants rises the country's exports from 3 to 4.5%. However, there was no effect on imports and it was proven that asylum seekers facilitated trade mostly through reducing fixed trade costs and through information and trust channels within their home countries. Finally, inferences from this study suggested that Sweden must take advantage of the immigrant and refugee's population by integrating them into the labor force in order to boost the trade sector and to benefit the country's economy in every possible way.

Equally in importance, refugees can play a vital role in ameliorating and enhancing the host country's service structure already instilled. That's why, to deepen their knowledge and



understanding of the Australian health sector in Victoria, McBride et al (2016), conducted a study based on the “Refugee Health Nurse Liaison”, an initiative established in response to the problems encountered by asylum seekers in their process of accessing services, especially in healthcare. Hence, qualitative and quantitative data were adopted in this research, revealing details such as: Record keeping, patient feedback and narrative case studies related to the sample. Data was collected quarterly over a one year period (2013-2014). Basic statistical and thematic analyses were used to interpret qualitative and quantitative data. The caucus embraced 946 patients with an age range of 26-35, accepted in the “RHNL” throughout the investigation period, from which 60% were male. Results were as follows:

- “RHNL” facilitated 2376 interventions for the recorded patients throughout 2013-2014: clinical support, advocacy and patient education.
- “RHNL” tailored their services to fit each patient needs and experiences based on their culture, which was valued greatly by the refugees. Communication was also important in making the asylum seeker understand the processes.
- Patients were not only treated based on their medical records, but also on their broader previous state, which could have triggered stressful situations.
- Connection and communication played a key role in the integration process into the system and in the promotion of mutual trust between service providers and patients.

Results encouraged the prominence of carefully choosing the nurses responsible for the refugees’ treatments, since they must know and understand the patients’ culture, background, and experiences in order for the medical cure to take place effectively. This practice did not only help refugees, but was additionally beneficial to the host country’s residents.

Striving to depict a favorable side of refugee’s presence in a developed country, Kohler and Landgraf (2016) made sure to reveal the changes that the housing market could witness in the face of asylum seekers pursuing shelter in Germany. Thus, authors revealed cardinal expert’s opinion concerning the country’s real estate market. Unlike previous critics, the housing sector in Germany could benefit from the refugee’s inflow, leaving concerns emerging solely from the demand side. From the supplier perspective, there were no fears apropos Germany’s real estate. According to a research done by Ernst and Young and based on surveys, more than one third of investors rated

the flood of asylum seekers into Europe as positive. The survey indicated that only 22 % of investors perceived a negative impact. One of the reasons behind this optimistic perception is the fact that old empty properties, unattractive to local residents, have become prime locations to refugees who only care about taking shelter and protecting their families as well as satisfying their basic needs. Expert's perceptions and critics yielded crucial contributions to the study and paved the way for new theories and concepts to be later assessed.

#### **Convergent perceptions in developed countries/Public Sector:**

It is true that funding an educational system for refugees is costly, however, the whole process can have a huge return on investment according to the study conducted by Weng and Lee (2016). The research objective was to check whether immigrants, being refugees and non-refugees, give back to their communities. The study was based on qualitative semi-structured interviews including 54 immigrants and refugees in the United States, 29 of whom are non-refugees and 25 refugees, 34 male and 20 female. Besides, 39 were from Asia, 13 from Africa and 2 from the Caribbean. Data from the interviews was collected and analyzed using field notes which are "in the moment" feelings, experiences and expressions that took place during the interview. Results uncovered that among the participants who contributed to the public sector, 19 members or 66 % were from the non-refugee population, whereas 16 members or 64 % were refugees. The five ways in which immigrants contributed to the community were: Helping family and friends, connecting to those who can help, giving money, fundraising and volunteering. The research revealed that investing in refugees can eventually provide hosting communities with tangible and intangible benefits in the long run, particularly if the welcoming nation is developed in nature and is financially capable of spending huge amounts of capital.

In their aim to reveal the healthcare provider's perceptions apropos refugees' impact on two public hospitals in Australia, Ross et al (2016), conducted a study that consisted of two pages questionnaires containing demographic, quantitative and open ended questions. Stratified purposive sampling and opportunistic sampling were adopted. Questionnaires were distributed to 150 healthcare providers. Response rates at rural sites were 50% and at urban sites were 49%. SPSS was used to analyze the data. Asylum seekers were seen frequently at the hospitals by 40% of the participants in the survey, but at the same time, 70 % of the staff demanded further support to help them deal with the patients. However, 47% solely of the respondents were confident enough

in managing the social and psychological needs of refugees. Unfolding some positive perspectives, participants in the rural area stated that working with asylum seekers developed furthermore their practice and experience in the field, although they were less confident than the urban staff. Yet, various barriers arose during the process of helping refugees: Language, culture, lack of knowledge, problems accessing services, Medicare eligibility and lack of trust in government systems. Additionally, support was more prominent in the rural hospitals. Results shed the light on the fact that most of the respondents requested additional support, due to the fact that caring for refugees in such areas is very challenging in nature. Hence, more education, training and maintenance could be perceived as an opportunity for the participants to ameliorate their experience, widen their cultural perspective and enrich their technical and practical knowledge. But the common finding in both areas was that hospital staff needed more support in order to carry out the public service in a more professional and effective manner and to open furthermore the possibility for refugees to access health services. Since the purposive sample was limited and there was enough room for bias, further studies covering larger sites might be needed for futuristic and more accurate research.

Since volunteering is a social service that benefits the whole community, Jones and Williamson (2014) made sure to expose, throughout their study, paybacks that refugees contribute to their own self and to the society by helping other asylum seekers, refugees and refused asylum seekers in Glasgow. The research disclosed the positive impact that refugees have on the public sector in a developed country. For this purpose, qualitative semi-structured interviews were conducted with 8 volunteers who supported migrants in Glasgow. However, 2 of these volunteers were themselves asylum seekers. Moreover, researchers adopted purposeful and theoretical sampling and data was analyzed through the framework approach. Results indicated that people who participated in volunteering activities provided relief and shelter for the asylum seekers, coupled with a humanitarian motive to help those who are in need. In addition, participants who were refugees themselves, volunteered because the social service improved their well-being. Findings also revealed to what extent volunteering services can help refugees during the integration process in societies and how much it can facilitate their access to different services. Nevertheless, a larger sample of asylum seekers who volunteered would have provided more insights and perceptions regarding their own experiences. In conclusion, the study focused on the vital role volunteering

plays in boosting work skills and welcoming refugees into the local community, especially when asylum seekers volunteer themselves.

### **Convergent perceptions in developed countries/Manufacturing Sector:**

In their pursuit to uncover the effect of refugees on the level of consumer prices in a well-developed economy, Turkey, Balkan and Tumen (2016) conducted a study using a difference-in-differences strategy and a comprehensive data set on the regional prices of CPI items. For consumer prices, the Turkish Statistical Institute's (TURKSTAT) data set was adopted and 437 items were presented while constructing the index. In order to collect prices, a sample of 13000 households was used. To define which sectors in Turkey embraced high informal labor intensities, the Turkish household labor force Survey (micro-level data sets) for the period 2010–2011, was applied for the pre-immigration period. Findings evidenced that the influx of immigrants have caused a decline in consumer prices by 2.5% on average. The strongest advocate supporting this claim is that refugees usually accept lower wages compared to the natives, a process which decreases the value of goods and services produced in this area. Furthermore, the study unfolded that employment substitution took place mostly in the informal labor-intensive sector, driving prices down and leading to a consumer prices' reduction.

In an attempt to study how refugee's impact technology's manufacturing, Howland and Nguyen (2009) conducted a research based on industry and immigration data in the United States, during the year 1990. The focus was on the industry employment change across 276 metropolitan statistical areas. Data was taken from the County Business Patterns for 1990, 1997, and 2000 (U.S. Bureau of the Census, 1990, 1997, 2000). Computer and other equipment were also analyzed at the three digit level of detail. The dependent variable was the change in employment span from 1990 to 1997 for computer, office equipment and electronics manufacturing whereas independent variables were the following:

- Total metropolitan area population in 1990
- Employment in industry in 1990

Control variables in this research consisted respectively of urbanization, localization economies and growth of the native labor force. Endogeneity was also accounted for in the designated model. Results showed that the flow of asylum seekers into the US during 1990, led to the reallocation of

employment to the metropolitan areas attracting refugees and to the slow decline in computer employment.

In the previous study, Howland and Nguyen's objective was to prove that immigrants slowed the decline in computer employment, uncovering a positive aspect of refugee's inflow into the United States. Residing in the same area, authors persisted their research efforts to complement their study with a new one, in an attempt to uncover the role that immigrants have in the labor supply and growth in specific industries. Howland and Nguyen (2010), applied the same framework adopted in their former study to four supplementary low wage manufacturing productions: fruits and vegetable processing, apparel manufacturing, leather products manufacturing and meat processing industry. Employment change for the industries, which is the dependent variable, extended from 1990 to 2000. The hypothesis tested was the following: Job creation is greatest in metropolitan areas where immigrant growth is greatest. Furthermore, the independent variables were as follows:

- Total MA population in 1990
- Employment in industry in 1990

Control variables in the research were respectively: the firm location, population and city size (Urbanization economies), localization economies, regional presence of the most important suppliers and growth in the native born labor force. Endogeneity was also accounted for in this model. Results showed that in general, immigrants increased job retention and growth in most of these industries.

### **2.3 Conclusion**

The subject under investigation is best approached and understood by the literature review already developed, since it uncovers potential research strengths and provides the necessary context for the study. As a further matter, the literature's sequence helps in unfolding crucial elements already adopted by other researchers, while exposing relevant concepts and their interrelationships with one another. Above that, it builds a comprehensive, coherent and detailed outline while constituting a robust base for the conceptual framework. Another imperative increment, is the understanding of each and every element of the research in question, related to the expert's contradicting perceptions about refugees in developed and underdeveloped countries, organized under service, public and manufacturing sectors. The direction and trend set by the literature review in this study uncovers the way in which countries, being developed or developing, deal with the massive flows of refugees while escaping their devastated home areas. Advanced and industrialized nations handled the situation in an efficient and competent manner, taking advantage of their already organized structures. But that doesn't deny the tremendous efforts undertaken by the less innovative nations to welcome and benefit from the labor, education and experience of the expatriates in multiple sectors, in an attempt to boost their own economies. Failure in handling refugees mostly hit the developing nations, who were less prepared to welcome refugees. Following the exposure of multiple discernments regarding refugees, the conceptual framework will thus reveal the pros and cons of hosting asylum seekers and will lead the way in structuring and organizing the interview guide, from which the specific views of Lebanese professionals in the proposed fields will be discovered and analyzed accordingly. The succeeding chapter will unfold a thorough description of the methodology and the research design approved for the study, including the conceptual framework adopted.

## Chapter 3

### Methodology

#### 3.1 Introduction

The subject under study makes it prone to limitations since it is of qualitative nature and too feeble to be sustainable and rational, unless proven to be dependable over time, confirmable by other researches and credible in the eyes of the participants. Qualitative research must then, convey a set of meaning and sensitivity to the data throughout the process of considering the elucidations provided by the study contributors. By this, the researcher avoids including and applying biased data into the study. In this frame of reference, commitment, rigor as well as transparency and importance of the data generated are all crucial foundations for the researcher to be able to justify the methods used and to embed the study furthermore in the validity perspective (Yardley, 2017). And since qualitative methods are perceived by many as a “threat” to validity, researchers must rationalize their decision making regarding the methodology and the steps adopted to generate significant information (Trainor and Graue, 2014). Additionally, to ensure a proper transference from theory to practice, the methodology part must capture the experiential segment of the research and align clearly the essential rudiments for the study application.

Based on the literature closure, the most damaged countries from refugees are underdeveloped and developing in nature, whereas developed nations benefited from the influx. This however, does not ignore the fact that both economies suffered and benefited, at diverse intensities, from the refugees’ inflow. Simultaneously, the impact on education, economy and resources was mostly negative, while the influence was mostly positive on health, trade and employment sectors. However, the overall effect remains mixed with regard to the entire segments. Yet, tourism lingers as a gap in the literature, regarding the Syrian refugee’s effect on the leisure industry. Thus, the research unwraps whether people have more tendency to be convergent or divergent with respect to Syrian refugees in Lebanon, by querying experts respectively about the service, public and manufacturing sectors. The interview is set in motion with the awareness section, which entails:

- (1) The general impact that Syrian refugees have on the market along with its nature, followed by the importance stage which encompasses experts’ perception of the service, public and manufacturing sectors, enumerated as following:
- (2) the general effect of refugees on

education,(3)housing,(4)imports/exports,(5)tourism,(6)Safety/security,(7)environmental degradation,(8)public health/education,(9)value of manufacturing goods,(10)labor diversification and (11)job retention/growth. The closure emphasizes (12) expert's proficient suggestions in improving Syrian refugees' cohabitation with locals, each depending on his or her sector of expertise. For further details apropos the questionnaire, it is advised to refer to appendix (C).

Interviews will guide the research toward a majority either endorsing Syrian refugee's positive impact on the nation, or approving their detrimental effect. The remaining sections will tackle respectively the philosophical dimension as well as the research reasoning approach, the population and sampling procedures, the research methodology and strategy, followed by the sections, questions and protocol of the data collection tool and the conceptual framework. Finally, the last segment will summarize the methodology chapter and will provide associations with the analysis framework.

### **3.2 Philosophical dimension and reasoning approach**

Every day's experiences encompass a set of meaning and involvement from the part of the participants, who live through and cope with the daily occurrences with full emotional and responsive immersion. These experiences are crucial in reflecting member's views and perceptions with regard to the society in which they reside and are mostly effective in transferring the required data in order to answer the researcher's academic theory. Dreyfus (1991), noted in Berglund (2014), that when people are considered as part of the environment and when their totality of being in the world is the basis for the ontological primitive, the philosophical dimension under study is thus "phenomenology". In such a way, Stewart and Mickunas (1990) argued in Bud and Velasquez (2014) that the world we live in is incomplete and has no significance without recognition and realization, which are shaped by conscientiousness. Phenomenology, then, is best suited for the research, since it delivers in depth insights about people's experiences, throughout conducting interviews with Lebanese experts, to gauge their perceptions regarding Syrian refugees (Chong and Ahmed, 2014). Correspondingly, phenomenology focuses on the process of visual engagement, bound with the intention to observe and interact with the environment of interest, as noted by Belova (2006, p.5): "Before attempting an interpretation of its meaning, the viewer engages with the image on a bodily level: it evokes sensual feelings and invites him to physically cross the space and reach for it".



Numerous forms of analysis and reasoning have been developed and used throughout history. Some of them, as stated by Johnson-Laird and Byrne (1991) in Ayalon and Even (p.235, 2008), are: “Association, creation, induction, plausible inference, and deduction”. At the core of rationality, lies deductive reasoning and its ability to reinforce the logical validity of the research analysis based on inferences deducted throughout the central cognitive process (Johnson-Laird, 2009). From this perspective, deductive inference does not necessitate empirical evidence and is thus centered on the logic behind philosophy (Ormerod, 2010). To support this perception, the “University of California” stated in Bradford (2015), that the research theory in deductive reasoning is the starting point from which the departure stands to reach the more specific and real backup observations which will in turn refute or accept the initial broad proposed hypothesis. Inductive reasoning on the other hand, follows an opposite analysis path. It debuts with presenting particular instances for the purpose of generalization. This implies that conclusions drawn at the end are not a restatement of the premises but constitute an “amplification” of knowledge (Ketokivi and Mantere, 2010).

The study is mostly inductive, since the researcher’ aim is to uncover the Lebanese professionals’ perceptions with regard to the Syrian refugees’ impact on the Lebanese economy, without a pre-formulated hypothesis. The researcher simply doesn’t know the possible outcomes and discernments and is thus directed by his interest in uncovering and understanding the majority’s insights apropos the subject matter.

### **3.3 Population and sampling procedures**

To proceed with the appropriate analysis and to be able to extract the necessary data, the chosen population will encompass Lebanese experts in different fields, including non-governmental organizations. The enlarged population mostly serves the research in its ability to offer the required flexibility in selecting the study sample. The knowledge, expertise and opinions of the Lebanese experts regarding the Syrian refugee’s impact are of high value and significance with regard to the validity, confirmability and dependability of the research. Their involvement in the Lebanese economy in all the possible ways, either through experience, observation or actual practicability, is crucially relevant in understanding the true effect of the Syrian refugees on the nation’s economy and whether the majority supports the convergence or non-convergence theory. Although it cannot be enumerated, since there is no official listing of the total active participants in each of the

categories to be studied, the population characteristics are well known and serve as a strong base for the research. The subjects in this population share multiple common features, enumerated as follows:

- Education
- Experience
- Awareness of Syrian refugee's impact in a specific field
- Direct or indirect contact with the Syrian refugees
- Geographical diversity

There is no language issue in the population since participants will be of Lebanese nationality and will mainly speak Arabic, English or French. However, if confronted with any linguistic problem, translation will be a must in order to proceed with the study.

The integrity of qualitative research is not only based on the sample size but also on its veracity in reflecting the project's goals, depth of the data and the proper fit with the initial theory (Roy et al, 2015). To filter the population into pertinent participants, it is of paramount importance to identify the main Lebanese sectors capable of enriching the research and supplying it with the necessary insights about the subject in question. Subsequently, purposive sampling is the most appropriate sampling procedure for this type of study since it can tackle numerous participants, selected according to diverse criteria relevant to the research objective (Guest et al, 2006). As noted by Teddlie and Yu (2007, p.80): "Purposive sampling techniques have also been referred to as nonprobability sampling or purposeful sampling or "qualitative sampling." Since the research requires experts' opinion related to the Syrian refugee's impact on the Lebanese economy, interaction with the interviewees is a must and thus uncovers multiple views regarding the crisis. Dividing the sample into three main economic sectors allows a clear view of the final perceptions and an inductive analysis as well as a robust conclusion. This partition assigns each sub sector to a broader one, organizing all the insights and discernments into: a service sector, manufacturing sector and a public sector. This structure draws a better and more accurate picture of the Lebanese expert's perceptions about Syrian refugees. As a final point, purposive sampling is typically

suitable for qualitative research because it touches the very private opinion of each subject interviewed and reflects different experts' opinions.

To begin with, eight participants from the manufacturing sector will be interviewed. The interviewees will be either employees with high positions (managers) in the hierarchy or the owners themselves, if accessible. The industries of high interest to the research in this field are the following:

- Food production industries
- Plastic factories
- Jewelry wholesale manufactories
- Printing houses
- Sweet companies
- Dairy and Beverage productions

Participants' insights in this sector serve the research in unfolding the refugees' main repercussions on the manufactories and on other sectors as well and in establishing a clearer picture apropos the impact, grounded on their experience, expertise and skills.

Perceptions in the public sector can even develop into more prominent contributions. Eleven individuals in this area will be interviewed to gauge insights about the Syrian refugees:

- Head of municipalities
- Ministers
- General managers
- Non-governmental organizations
- Public healthcare
- Public transit and infrastructure/ Environment
- Resident's security and safety

The public sector can never fail to mirror the development state of the society amid the refugee's presence in the Lebanese territory and thus, is capable of reflecting the social and economic equilibrium as well as the society's sustainability, because any disturbance in the public sector can

shake the wellbeing of a whole nation. Studying this sector and understanding how it deals with this chaotic fusion in civilizations can uncover various patterns through participant's perceptions.

The third and final segment of the economy is the service sector, as important as the other areas to be approached, since its performance designates the development stage of a country. Eleven members of the service sector will be interviewed accordingly.

Some of the service sector areas that will be targeted are the following:

- Schools and universities
- Banks
- Real estate: Rent /Buy/Sell
- Hospitality
- Trade
- Tourism

Sub sectors in each of the categories above are chosen based on their contributions to the economy and depending on the extent to which they are affected by the Syrian refugee's presence in Lebanon.

To support the above specifics, it is central to be aware that the economic sector allows the researcher to tackle refugee's effect on goods and services produced and how much their presence impacts the distribution of resources within regions, by focusing on what is happening in the markets. Accordingly, the inauguration of the sampling procedure embarks with one of the most relevant segments, the business sector. As follows, professors in economics holding a PHD degree will be interviewed from multiple top universities in Lebanon, as well as business owners, managers and top employees who can shed light on the performance of private institutions, prices of goods and services, labor substitution and many more aspects amid the Syrian refugee's presence in Lebanon.

Besides, refugees undeniably affect the investments, loans and deposits in the Lebanese commercial banks, whose ratings and growth are influenced by the huge migrant's influx. Attempting to preserve the Lebanese lira is yet another challenge faced by the Lebanese banking sector during the refugee crisis. As a result, head of commercial banks will be interrogated, since

their perceptions about the convergence-non convergence theory is an indispensable input into the research.

Syrian refugee's inundation into the Lebanese territories doubtlessly overwhelms and distresses the educational sector, within the broader social context resulting from migration. The integration of local and foreign cultures in schools and universities is leaving both populations distressed from the assimilation process, which could deteriorate the learning progression and could initiate furthermore conflicts. Likewise, other than the struggle to adjust to local culture and language, refugee's discrimination and stereotyping could as well affect the mental health of both societies (Block et al, 2014). Subsequently, to validate the theory, it is compulsory to interview head of educational institutions, since this sub sector certainly impacts the perception of Lebanese people regarding the Syrian refugee's incursion.

An imperative sub sector supervenes in the middle of this chaotic redistribution of population, which touches each and every local resident: Health. Whether private or governmental, hospitals and clinics in Lebanon are struggling to receive all the refugees and to treat their illness in the right way, due to their huge numbers and to the institutions' inability in funding the process suitably. Consecutively, residents are being obliged to cope with this overwhelming situation, which indisputably led to more contaminations and infections among the integrated populations. As a result, interviewing head of health institutions will complete the missing part of the picture and will unfold to which extent Lebanese people's health is affected by the Syrian refugees.

Of matchless importance surfaces the environmental resources degradation following the migration crises. Water and electricity over consumption, infrastructure disturbance, and greenery dreadful conditions, are some of the few relocation consequences. In a country already suffering from unsustainable infrastructure, hosting millions of Syrians will definitely lead to an alteration in the environmental wealth. That is why, interrogating individuals possessing the relevant knowledge and info apropos this issue, will either support or negate the convergence theory.

In an attempt to fill a missing gap in the research literature, the quest toward determining the perception of the Lebanese regarding the Syrian refugee's effect on tourism remains of vital prominence in the study. Tourism constitutes a luxurious and unsubstitutable income for the country. It sustains its growth and provides the institutions as well as the government with

considerable funding. Various interviewees from the service, public and manufacturing sectors will thus be questioned apropos this subject to enrich the study with the missing gap.

The safety of local residents and their wellbeing is of prior importance. Over population resulting from the Syrian's influx has made protecting the Lebanese citizens a true challenge. Migrant's inflow into the territories unquestionably disrupted security's control across Lebanese regions, particularly in the areas mostly affected by the inflow, which reside on the country's borders. To shed the light on the progress of security and to which degree the Lebanese government is working on the citizen's safety, members in the public system will be interviewed in order to better understand their stance from the Syrian refugee's crisis and its effect on the Lebanese security.

The housing subsector is, for a fact, as important as other subsectors in assessing asylum seeker's influence. The process of renting, buying and selling houses has vigorously been moved since the war in Syria debuted and huge numbers of migrants exiled from their territories. As a result, the demand and supply of apartments have been reformed meaningfully since the evacuation and that is the main reason why the housing sector has a substantial input into the research and is capable of unfolding a central perception regarding the refugee's presence.

At another side of the controversy, lies the retail and manufacturing sub sector, seriously hit by the wave of migrants. From food, jewelry to plastic industries, the effect on this segment remains unclear, with mixing evidence regarding the influence. But since the Lebanese industries, no matter how small they are, constitute a strong revenue for the local economy, the supply and demand following the Syrian war is a strong indicator of their actual effect on one of the main economic structures.

Heads of municipalities, ministers in the government and general managers are capable of reflecting much of what is going on in the public sector. They can provide links to many answers and maybe possible solutions or processes by which they have tried to manage the flow of migration and mergence into the Lebanese territories. Their perceptions are of high value to the research since they are able to grasp numerous subfields' effect at the same time.

Last but not least, non-governmental organizations could open the way to a more logical and practical perception articulated by highly professional members who are capable of judging the situation based on years of experience globally and locally. The richness they offer to the research

is crucial because these organizations base their decisions according to pre-established plans and visions with international staff coordination and direction. Their objectivity in handling crisis and their mission toward a better refugee wellbeing, supplements the research in a highly constructive way.

The list of the participants, diverse enough to cover almost all sectors, assures the transferability of the research to the wider population, which is an essential element in the qualitative nature of the study.

Below is a table representing the interviewed Lebanese experts. One of the members' identity in the public/ NGO sector, was not disclosed due to confidential reasons.

\*For biography details, please refer to appendix (B).

Table I: List of the purposive sample

Service	Public and NGO	Manufacturing
<b><u>Dr. Gretta Saab:</u></b> Professor of Economics. Chairperson, Department of Economic at Balamand University	<b><u>Edmond Rizk:</u></b> Lawyer. Former education, justice and information minister	<b><u>Daniel Khalil:</u></b> Owner of "FANATTIBAA", Fanar, industrial Zone
<b><u>Dr. Guitta Hourany:</u></b> Director of the Lebanese Emigration Research Center (LERC) and the Campaign Coordinator for "Lebanon: Land of Dialogue among Civilizations and Cultures" Initiative at Notre Dame University (NDU)	<b><u>Fadi Martinos:</u></b> Owner of Mobilitop- Head of Municipality Kartaba- Head of Jbeil municipalities unions	<b><u>Elie Azzi:</u></b> Owner of the "Societe Libanaise d' AMEUBLEMENT"
<b><u>Jack Sabounji:</u></b> Former senior manager, Trade finance at Blom Bank, Lebanon- Member of international Chamber of commerce Paris	<b><u>Georges Kettaneh:</u></b> Secretary General of the Lebanese Red Cross	<b><u>Jean Kallassi:</u></b> Member of the Board of "Kallasi Group" trading

<b><u>Joe Abdallah:</u> Owner-General Manager of “Mousallem and Partners”</b>	<b><u>Georges SalemeH:</u> Head of Fanar Municipality- Owner of Aishti</b>	<b><u>Hanna Himo:</u> CEO of Himo jewelry- Manufacturing</b>
<b><u>Maitre Layla Fares Chahine:</u> Lawyer and principal of Bismizzine private High School- Koura</b>	<b><u>Jean Beyrouthy:</u> President-Syndicat “Des Etablissements Touristiques Balneaires au Liban » and General Manager of “Bel Azur’ hotel and resort</b>	<b><u>Sarkis Douaihy:</u> Managing partner at Douaihy Sweets</b>
<b><u>Mrs. Houda Saadeh:</u> Director of Jdeideh Public School for girls</b>	<b><u>Segaan Azzi:</u> Former minister of labor</b>	<b><u>Shady Asmar:</u> Quality, research and development manager at Dairy Khoury manufactories</b>
<b><u>Maitre Georges Abboud:</u> Owner of Abboud Law Firm- Vice president of the ecclesiastical tribunal of the Greek Orthodox Archdioceses of Tyr, Sidon and Marjeyoun</b>	<b><u>Lena Dergham:</u> Director General of “Libnor”- The Lebanese Standards Institution and DEVCO Chairperson-Germany</b>	<b><u>Georges Rayess:</u> Project Leader- Sales and Operation planning manager at Almaza</b>
<b><u>Dr. Patrick Mardini:</u> Assistant professor of finance at the University of Balamand - Coordinator of the finance concentration.</b>	<b><u>Marlene Haddad:</u> Kaemakam Metn Area</b>	<b><u>Selim Jammal:</u> General manager of Plexi Jammal Manufactory-Roumieh</b>
<b><u>Ziad Zorkot:</u> Quality and Performance Senior Manager at touch Lebanon</b>	<b><u>Anonymous:</u> Deputy Country Director Programmes- Save the children</b>	
<b><u>Fares Challah:</u> Senior Category Manager at Transmed-Lebanon</b>	<b><u>Wissam Zaarour:</u> Head of Municipality Jbeil</b>	
<b><u>Dr. Youssef Khoury:</u> Owner of “El Arz” Hospital-Pediatre/Reanimation Neonatale</b>	<b><u>Ziad Haidar :</u>Head of Municipality Chouaifat</b>	



### **3.4 Research methodology and strategy**

Syrian refugee's influx into the Lebanese territories, for more than six years, has generated a lot of debate regionally and internationally, due to the thousands migrants whose numbers far outsized the capacity to host them. Besides, recent deliberations which were taking place in a continuous pace, are rooted back to the history between Lebanon and Syria, and to the political realities that did not make Lebanon the perfect candidate to host more than a quarter of its already stagnating population (Dionigi,2016). There has been a massive emergence of reports concerning the overall impact of Syrian refugees on the Lebanese territories, but only few tackled the real perception of Lebanese experts among many segments regarding the crisis. Hence, the discernment behind refugee's influence compels a research of holistic nature that supports the unsealing of incisive information, possibly serving the study by integrating different perceptions from multiple sectors in the economy. Backing up this purpose is proficiently achieved through surveying the specimen that will competently assist and contribute to the development of the theory into a concrete and tangible reality among the experts. It serves the researcher in gathering information from the sample of individuals chosen, which represents a fraction of the population being studied.

The convergence non-convergence concept is a compound framework, unless clearly structured, and requires diverse perceptions from the sample selected in order to be able to truly reflect the insightful opinions regarding asylum seeker's inflow into the Lebanese territories.

Considering that data collection will be assembled from first hand sources and will be generated accordingly, semi-structured interviews will be adopted to support the research aim. As stated by Halcomb (2015,p.6): "Semi-Structured interviews, where the researcher has some predefined questions or topics but then probes further as the participant responds, can produce powerful data providing insights into the participants 'experiences, perceptions or opinions". It is clear then, to which extent interviews can gather perceptions from the subjects in question and how reliable they can reflect opinions and views in a very realistic way. Hence, the methodology best suited for the research is, indeed, interviews. Moreover, the research doesn't necessitate mass information, for the simple reason that the area of study require sensitive in depth opinions about Syrian refugee's impact on multiple sectors in the targeted region.

To advocate furthermore the predominance of interviews in this study, Adler and Adler (2002) and Kvale (1996), discussed in Knox and Burkard (2009), the importance of communication between

the researcher and the interviewee. They argued to what extent it can contribute to the qualitative research and to what degree it is capable of boosting the rationality of the data a step further. Hence, interviews are a much better collection tool than any other method because the research entails looking at sensitive information assembled from a purposive sample. This is best achieved through interviewing people who can provide the most accurate inputs and facts. As noted before, surveys are shaped by the philosophical dimension of phenomenology, which centers its attention mostly on people's feelings and experiences as inputs for the study. Phenomenology serves the researcher in many ways and adds multiple benefits to the area of interest. Some of these include the liberality it gives to the participants in talking in their own words without any quantitative constraints, which is mostly described as open ended questions, free of the fixed response questions, usually adopted (Guest et al,2012).Accordingly, perceptual semi-structured questions will fulfill the mandatory insights needed for the research.

### **3.5 Data Collection tool**

To emulate the philosophical dimension, strategy, methodology and research questions into a practical frame, the semi-structured interview questionnaire will serve the study by tapping into the respondent's perceptions and personal views about the subject matter. In reference to Baxter & Babbie (2003) in Rosetto (2014), it was specified that the generation of in depth information and encouragement of discussions as well as listening, is realized through interviewing the purposive participants. Thus, the convergence non convergence conceptual framework, which was grounded on the literature generated, guided the structure of the research by presenting the ideas clearly and orderly for the purpose of collecting data throughout semi-structured interviews. By following the theoretical model as the study progresses, any amendment or revising could take place, as additional themes are possibly generated by the participants. To expound furthermore the value of interviews in qualitative research, it is of paramount position to understand that the description of rich phenomena by the participants and their inputs of life experiences into the study, constitutes a base for a conceptual body of knowledge (Dicicco-Bloom and Crabtree, 2006). The twelve research questions elaborated and specified in the first paragraph of this chapter reflect the process by which the interviewer will extract progressively and implicitly the perception of each member regarding the asylum seeker's presence and will thus, work on different parts of the

interviewee's consciousness to gradually build an integral map of discernments about the subject in question. The questionnaire is found in appendix (C).

The data collection arrangements required multiple hour meetings with Dr. Menassa and Dr. Hamadeh at NDU campus, Zook mosbeh in addition to a continuous exchange of emails. The objective of the sessions was to confirm the themes generated in the conceptual framework, based on the literature review, and to structure the interview research questions, centering them on the themes extracted. The focus was on the importance of the inquiries and their ability to reflect the areas of interest and the sectors already defined in the theoretical framework. The reasonableness and solidity of the questions was also verified and tested many time. Besides, the ethical aspect of the research was guided by the IRB guidebook provided by NDU, and completed accordingly by the researcher to make sure that there is compliance with the university moral guidelines prior to collecting data.

The expected time for each interview was between twenty five and thirty minutes, though this estimated interval is apt to alteration contingent on the interviewee discourse and interest in the subject. Besides asking questions and allowing the free expression of ideas and perceptions with a constrained frame of concepts, the interviewer's role comprises as well taking cautious notes of the interviewee's body language, which by no means, can be recorded through voice or video. Kinesics, which embrace gesture and body movements, are nonverbal cues that can be considered more important than the verbal communication medium (Barmaki, 2016). Kinesics have the aptitude to inform the researcher about further hidden perceptions, possibly contradicting or confirming his already stated beliefs. Body language, involuntarily communicated by the interviewee, enriches the study and thus, allows a more solid analysis of the results. Hence, other than the information transmitted throughout the conversation, the attention will be stirred toward the voice tone, hand gestures, facial expressions and any body movement that the interviewer may find crucial in the breakdown of the outcomes.

Prior to the interview, members selected will be contacted by phone and email in order to specify clearly the purpose of the research and the significance of their input into the study. Explanatory phone calls with representatives or with the participants themselves, ahead of time, can break the ice and can definitely soften up the situation before proceeding with the interviewee. The study's goal, duration of the interview, ethical constraints and many more aspects must be communicated

to the interviewee before requesting an appointment. Subsequently, an email invitation letter specifying the interview's main themes will follow up the conversation and will thus, constitute the ground for either accepting or refuting the meeting.

The development of the interview questions evolved around the predetermined themes. Each interview debuted with a broad spectrum entailing awareness, importance and then a closure with a more specific and determined enquiry, suggesting improvements. The aim of the previous specified progression is to uncover the participants' perceptions in a way that analyses rationally their major awareness regarding the subject, without specifying the area of concern from the start. This will trigger their aspiration in leading the talk and exchanging information with the interviewer. The pursuit to collect insights about Syrian refugee's presence in the Lebanese territories must first and foremost assess the awareness of the participants on the subject. As follows, the initial segment of the interview will encompass an unstructured question that will elicit the respondents to state their most crucial perceived impact pertaining to the refugees' influence, which will be later on transformed into a qualitative ranking valuation.

Freewheeling unstructured questions might uncover vital facts unique to each participant, depending on his traits, characteristics and experiences (Dana et al, 2013). The focus is on the interviewee thoughts, feelings and expressions. By letting their ideas flow in a non-directive way, respondents shape their own course for the concepts rather than being predetermined by the interviewer (Martyn, 2014). Throughout their altercation, the interviewees' unrestricted responses will supply the researcher with the necessary understanding about the subject. The interrogator will then build a more structured conversation for the purpose of tackling the important sectors unspecified by the respondent. Along these lines emerges the semi-structured questions, aiming at psychologically revealing the member's awareness. The goal is to compare the responses among different participants, across diverse sectors.

The purpose of semi-structured questions is to "gain insight into how people attribute meaning to their worlds in social interaction" (Grindsted, 2005, p.1015). Similarly, semi structured interviews provide the researcher and the participant with more flexibility, in the sense that the interrogator can monitor interesting patterns articulated by the accomplice during the discussion and is capable of qualitatively analyzing these remarkable avenues later on (Smith et al,1995). Besides, examining the impact of each segment and evaluating participants' responses about every single

sector will add valuable insight into the research and will provide the necessary input in organizing the different perceptions into the already structured conceptual framework.

Lastly, suggestions for improvement in the sector of expertise of each interviewee, is of crucial prominence. Once the dialogue around the main themes is done, the researcher must allow the participants to recommend and propose amendments apropos the issue. The purpose behind this step is to unfold solutions in dealing more efficiently and effectively with the Syrian refugees. The interviewee, thus, will be given the freedom and opportunity to advice based on his awareness and knowledge regarding the subject.

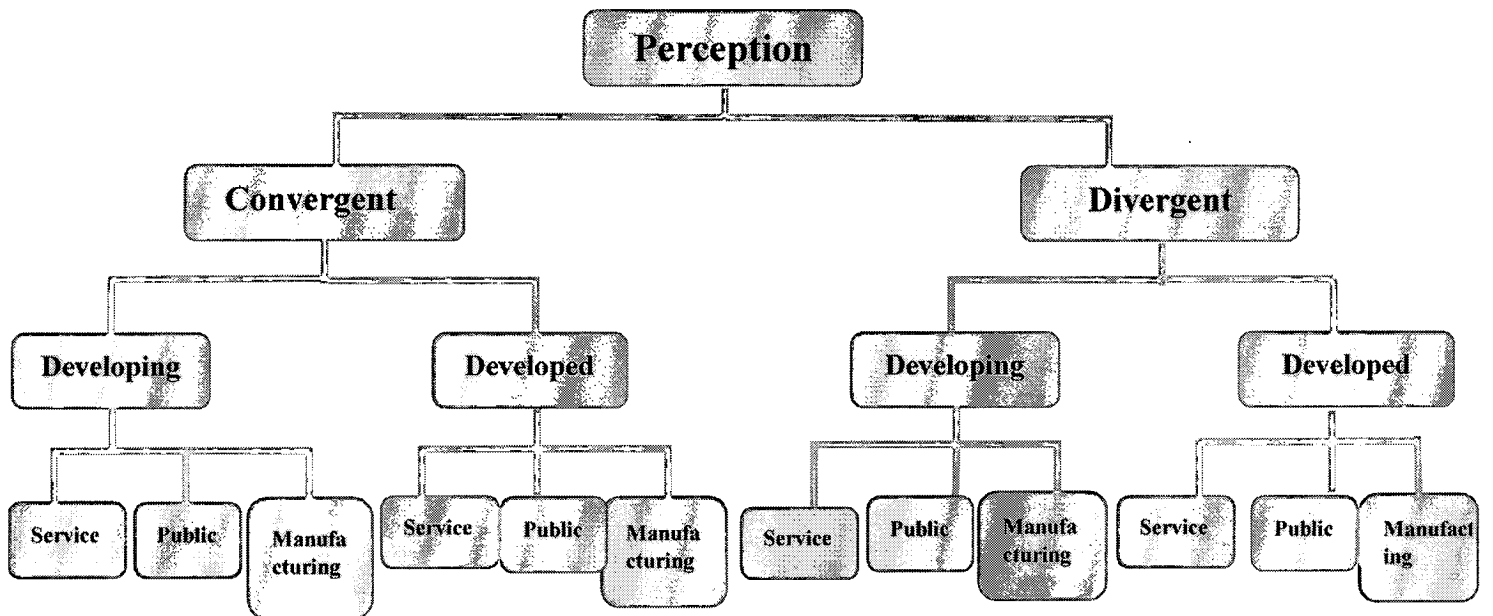
Kindly refer to appendix (D) for an interview sample.

### **3.6 Conceptual Framework**

To outline the appropriate courses of action and to guide the study in the right direction, the conceptual framework emerges from the literature to direct the methodology, interview guide as well as the analysis of the findings. Lacey (2010), stated in Green (2014) that the conceptual framework mirrors the world's view about the topic being studied, delineating the results and perceptions of multiple researchers. However, it is not uncommon for the findings to be different from the proposed conceptual framework since this dissimilarity in itself can result in the generation of new ideas, rooted deeply in real life, and not only on the surface as presented in the concepts (Ivey, 2015). The conceptual framework of the current research was constructed parallel to the literature review and was revised constantly and simultaneously as interviews took place. The outline focused on the separation of diverse views regarding refugee's inflow from multiple countries, based on recent academic studies related to numerous sectors. The segmentation aim was to outline the divergence and convergence insights into a coherent framework, which will serve as a regulation base for the research and will guide the study in the correct route. Besides, the themes proposed in the framework will assist the research in the structuring process of the interview guide and will shed the light on the important segments and sub segments in Lebanon that could be mostly affected by the Syrian refugees. As mentioned earlier, any alteration in the outline could take place as the research progresses toward the practical component.

Below is the conceptual framework restricted to this study:

Diagram I: Conceptual Framework



\*For a detailed conceptual framework, please refer to appendix (E).

### **3.7 Conclusion**

The qualitative nature of the research implied a necessity for adopting a phenomenological philosophical dimension and a mostly inductive approach for reasoning, followed by a directing conceptual framework developed from the literature review. As it should manage the study in the appropriate direction, the context must be structured in a way that sheds light on the most prominent themes which would serve the study furthermore in the interviews and the analysis. Population and sampling choices contributed to a refined selection of the Lebanese experts in multiple fields for the purpose of tackling each and every sector of crucial significance to the research. Data collection tools, supported by the semi-structured questions, along with the research conceptual framework and the early generation of data sustained by the suitable sampling procedure, inundated the right and worthy knowledge that will be relied upon to analyze the findings in the following chapters.

Qualitative research, as elucidated by Shortell (1999), “is consistent with developments in the social and policy sciences at large, reflecting the need for more in-depth understanding of naturalistic settings, the importance of understanding context and the complexity of implementing social change” (p.329). The advantages and payoffs associated with the use of a qualitative phenomenological research are boundless yet challenging. These methods must be supported with a thorough analysis of the data extracted for the purpose of defending their use in the specific research. Addressing the analytical processes in a detailed and comprehensive manner will definitely serve in sustaining the qualitative methods uncovered in the previous section and will pave the way for further valid results.

The analysis and findings of the research will be documented meticulously in the following chapter. The analyses processes and the extraction procedure of themes will be developed methodically as well to prepare for the actual analysis. The chapter will then reveal the findings of the study and will analyze them accordingly.

## Chapter 4

### Analysis and Findings

#### 4.1 Introduction

The richness and intricacy of the actual reality necessitate a multi- methodology approach which deals more efficaciously with the real world (Mingers and Brocklesby, 1997). Johnson et al (2007, p.113) goes further in affirming the concernment of the multi-methodological mix by writing that “mixed methods research is, generally speaking, an approach to knowledge (theory and practice) that attempts to consider multiple viewpoints, perspectives, positions, and standpoints (always including the standpoints of qualitative and quantitative research)”. In support of the previous scheme, Bryman (2006) as well as Creswell and Plano Clark (2011) argued in Fetters et al (2013) that the combination of both qualitative and quantitative methods can enhance the value of the research immensely. Accordingly, quantitative data can explain the results from the qualitative data, and qualitative data as well is capable of weighing the rationality of the quantitative findings (Fetters et al, 2013). Additionally, Collins et al (2006, p.116) acknowledged four rudiments for leading a research with a mixed methodology tactic which are respectively “participant enrichment”; “instrument fidelity”; “treatment integrity”; “significance enhancement” along with their detailed implications. Denzin (1978), acclaimed the importance of using quantitative and qualitative analysis and reasoned that “the bias inherent in any particular data source, investigators, and particularly method will be canceled out when used in conjunction with other data sources, investigators, and methods”(p.14). Being aware of the critical methodological mix but bounded by the available resources and time period, the research was restricted to the qualitative analysis approach. The choice of the methodology, however, does not demarcate the scope of the study. Perversely, it can open the way for other researchers to either use Triangulation which is a “methodological approach that contributes to the validity of research results when multiple methods, sources, theories, and/or investigators are employed” (Farmer et al, 2006, p.377), Facilitation “when one approach acts as a source of hypotheses, or a basis for development of research strategies in the other” (Hammersley 1996, p.167), or Complementarity when “the two approaches provide different sorts of information that complement one another” (Hammersley 1996, p.167). One of the biggest concerns in qualitative research is the credibility of the study, as put by Eisner and Peshkin (1990) in Cho and Trent (2006) “traditionally, validity in qualitative



research involves determining the degree to which researchers' claims about knowledge correspond to the reality (or research participants' constructions of reality) being studied". Challenging and complex, credibility in qualitative research has to be demonstrated beyond doubt to conceal the weakness instilled in adopting a single methodology instead of a mixture of methods, accordingly helping the researcher in lifting the study up to a trustful stand and to avoid scrutiny. By this, the researcher protects the validity of his findings and makes sure that his results reflect thoroughly the phenomena being studied. The development of this previous stance entrenches the potential of a qualitative research and unfolds the way for a thematic analysis framework.

The subsequent paragraph will expand the understanding of the thematic analysis, followed by the analysis and findings of the research in paragraph three. Then paragraph four will relate the results of the study to the conceptual framework, to finally conclude with a summary of the analysis chapter.

## **4.2 Analysis Framework**

### **Thematic Analysis**

Thematic framework is the basis for qualitative analysis. Holloway and Todres (2003), noted in Braun and Clarke (2006) that thematic reasoning assists the researcher in defining a clear outline of his methodology and shapes it in a way that is theoretically as well as methodologically sound. Researchers make sure that their speculations are explicit by adopting the thematic analysis method. The process also recognizes and identifies unique themes within the existing data, before analyzing and reporting the patterns found.

Even though thematic analysis is commonly used, it is not usually announced as the actual method adopted because it is considered to be a "poorly branded" process, in the sense that it is not clearly structured as other methods in data analyses (Meehan et al, 2000) in (Braun and Clarke,2006). Stirling (2001) stated in Braun and Clarke (2006), that this constitutes a deficiency in analyzing, evaluating and comparing the data with other studies' results, which can hamper other researchers in carrying similar projects later on. This does not negate that thematic analysis is a rich method that identifies, analyzes and reports themes within the data set, while describing them in vast details. As noted by Boyatziz (1998) in the same research paper, thematic analysis also interprets multiple facets of the study, going further than simply analyzing the main themes. It is important

to acknowledge, as argued by Fine (2002), that thematic analysis challenges the naïve view where the researcher is only considered to “give voice” to the subjects in question. This is a valuable contribution to the interpretation process of qualitative interviews, since it sheds light on the role of the interrogator and focuses on his effort in selecting and editing the valuable elements in the data collected. The flexibility offered by the thematic analysis must not be taken for granted. It is important for the researcher to know from the beginning how to match his theoretical framework and methods with what he needs to know from the data collection tools, and to consequently recognize these choices as “decisions” and not just ideas.

### **Methods adopted in thematic analysis**

To define the course furthermore, Willig (1999) makes sure to unveil in the same article, the nature of the methods adopted by the thematic analysis. When the purpose is to report experiences, meanings and reality of participants, the thematic analysis is considered an essentialist or realist method. When meanings, events and experiences are examined, a constructionist method arises. Thematic analysis can also be a “contextualist” scheme, operating between the already mentioned methods, to yield an acknowledgment of how people make meaning of their experiences and how the broader context impacts those meanings. The thematic analysis of the research in question holds a contextualist method, since the sample’s subjects are sharing their knowledge, awareness and experiences regarding the Syrian refugees’ impact, while reflecting their personal involvement in the research throughout their spoken perceptions.

### **What consists a theme?**

It is important at this stage to understand, prior to the analysis, the denotation of the word “theme” and why it is so essential in the examination of the data. In the corresponding paper, Braun and Clarke (2006) argue that a theme expresses critical aspects in the data which are in direct relation to the hypothesis. Also, “themes” draw a certain pattern within the data identified, contributing to a more rational analysis. Reoccurrences do not eventually mean that one theme is more important than the other. A researcher’s judgment must thus determine whether a theme is central to the study or no, while maintaining consistency throughout the analysis. Moreover, prevalence in the thematic analysis can be determined in multiple ways, allowing full flexibility for the researcher in judging the most relevant aspects. To represent occurrences in qualitative studies, Meehan et al (2000, p.372) as well as Taylor and Ussher (2001, p298) exemplified respectively, in the same

journal, how words like “the majority of participants” and “many participants” can reflect the true existence of themes within the data.

### **Inductive Vs. theoretical thematic analysis**

When the data is collected explicitly for the research in question, as it is the case for “Syrian refugees’ impact on the Lebanese economy: An expert View” and when the researcher himself analyses the data regardless of his theoretical interest, the patterns identified follow an inductive approach (Patton, 1990). Meaning that, by adopting this method, the data is coded irrespective of the themes extracted in previous researches. This is very important because these earlier acknowledged themes can affect the examiner’s perception and can therefore influence the coding process. Theoretical analysis, on the contrary, does not provide a rich description of the data collected and tends to focus therefore, on some aspects of the data. Moreover, it is driven by the researcher analytical interest in the data.

### **Semantic level vs. latent level in thematic analysis**

The semantic approach in thematic analysis concentrates exclusively on what is said by the interviewee. The researcher does not make an effort to go deeper or beyond what is pronounced by the participants. Patton (1990) also noted in the journal that at the semantic level, data is summarized and interpreted with an attempt for meaning theorization. Whereas at the latent level, the researcher goes beyond the stated words to examine the underlying assumptions and ideologies. Themes at the latent level thus require an interpretive work and not merely a description. The research in question holds latent themes, since the interviewer plays a crucial role in analyzing what is said by the participants, beyond simple description. The themes extracted must be analyzed in details in order for the researcher to be able to cross compare the subjects’ perceptions with a rich background of assumptions underlying the data collected. When all the methods and levels in the thematic analysis are understood and clearly identified, the analysis becomes more valid and reliable, thus leading the researcher in the right direction.

### **Epistemology: Essentialist/ realist vs constructionist thematic analysis**

The research epistemology is significant because it guides what the researcher says about the data and provides a framework for theorizing meaning. When the themes identified in the study are of latent nature, the epistemology tends to focus more on the constructionist approach, because this approach seeks to theorize the socio-cultural contexts and structural conditions surrounding the participants. Thus, the emphasis is not on the individual psychologies. However, essentialist/realist thematic analysis seeks to theorize motivations, experience and meaning directly and in a simple way. Potter and Wetherell (1987), as well as Widdicombe and Wooffitt (1995) argued in the journal that in the essentialist thematic analysis “a simple, largely unidirectional relationship is assumed between meaning and experience and language”. In this case, the epistemology of the research in question is mostly directed toward a mixture between essentialist and constructionist thematic analysis, due to the nature of the research and the aim in seeking both indirect meaning and experience from the interviewees.

Thematic analysis is a constant search for meanings and themes within the data collected from the interviews done, in order to find reoccurrences and repeated patterns of meaning. The levels and methods mentioned earlier do not have to be exclusive since flexibility in thematic analysis allows for different combinations that must finally lead to a detailed product, with an account of what was done and the reason behind it.

### **Steps for doing thematic analysis**

The process of analyzing data inaugurates from the moment the researcher looks for patterns and interest codes in the collected records. This can take place from the very beginning at the data collection stage, when the interviewer starts noticing reoccurrences within the data collected. It is important to note that thematic analysis is a back and forth process of analysis and not just a simple straightforward inquiry, as noted by Ely et al (1997) in the same article.

#### **(1)Familiarizing oneself with the data collected:**

Reading the interviews at least once before starting the analysis is of high priority. Also, reading actively, meaning to be as attentive as possible to details, patterns and codes, is capable of shaping the analysis process. Taking notes in the initial stage where reading occurs can prepare the

researcher for the more formal coding process. Also, it is important to write down a list of what it is interesting in the data and what reoccurrences have caught the researcher's attention during the initial reading process.

### **(2)Transcribing Verbal Data (Interviews):**

Even though transcribing data is repetitive and time consuming, it can be the key to familiarize oneself with the data (Riessman, 1993). It is thus far from being an automated process of just writing down spoken words (Lapadat and Lindsay, 1999). It is important to note that thematic analysis does not necessitate an exhaustive amount of details like the narrative or other forms of analysis. However, it does require a minimum "verbatim" account of verbal and nonverbal statements (Edwards, 1993).

Having transcribed the interviews by oneself, the researcher has developed a deep understanding and a set of interpretive skills, prior to analyzing the data. Familiarizing oneself with the content is very vital for the advanced stages since it entails close attention in transcribing the data (Lapadat and Lindsay, 1999). Writing down the recordings oneself can also contribute to more accuracy, since the interviewer knows best the intended meanings and expressions (verbal and nonverbal), at the time of the interviews.

### **(3)Generating initial codes:**

After writing down a list of the most interesting patterns in the data, generating initial codes emerges. As noted by Boyatzis (1998, p. 63), codes refer to "the most basic segment, or element, of the raw data or information that can be assessed in a meaningful way regarding the phenomenon".

So coding, as echoed by Miles and Huberman (1994), is an integral segment of the analysis and it is thus the course of consolidating the data into significant groups (Tuckett, 2005). To accredit furthermore the critical role of coding, Strauss (1987, p.27) iterated that "Any researcher who wishes to become proficient at doing qualitative analysis must learn how to code well and easily. The excellence of the research rests in large part on the excellence of the coding".

It is crucial to distinguish themes from codes at this phase. Themes are considered units of analysis, are broader than the codes generated initially, and open the way to an interpretive analysis of the

data (Boyatzis, 1998). Codes identified must be matched with data extracts (which must be coded themselves), in order to be able to organize and collate them together later on. Data extracts also can be coded many times, as they can fit into different themes contingent upon the meaning extracted from the data. Discrepancies, contradictions and inconsistencies across the data items are also to be expected during the coding process and are advised not to be disregarded as noted by Braun and Clarke (2006, p.19) “It is important to retain accounts which depart from the dominant story in the analysis, so do not ignore these in your coding”.

#### **(4)Searching for themes:**

Following the generation of initial codes, searching for themes to organize them becomes imperative. Themes are broad patterns across the dataset and are associated with each question in the interview. As noted by Braun and Clarke (2006, p.19) “Essentially, you are starting to analyze your codes, and consider how different codes may combine to form an overarching theme”. There are many methods used to organize and collate codes into general themes, but the best one is to note down the codes along their description on a separate sheet of paper and to bring them together according to the themes. Also the relationship between codes and themes, codes themselves and themes themselves can build an early thematic map helpful in guiding the analysis. However, it is of paramount importance to preserve any extracted key word at this moment for later confirmation or negation, as confirmed by Braun and Clarke (2006, p.20) “At this stage you may also have a set of codes that do not seem to belong anywhere, and it is perfectly acceptable to create a ‘theme’ called miscellaneous to house the codes – possibly temporarily - that do not seem to fit into your main themes.”

#### **(5)Reviewing themes:**

Patton (1990), contended in Braun and Clarke (2006) that internal homogeneity and external heterogeneity constitute dual criteria for judging the themes extracted, implicating that themes must be comprehensible and coherent within each other, yet must also be differentiated clearly between one another. Throughout this phase, filtering the themes by refining them and making sure that they are coherent enough is applied through reading the arranged data extracts under each category. Braun and Clarke (2006) then note that the reader has to “consider whether they appear to form a coherent pattern” (p.20), if not, “rework your theme, creating a new theme, finding a home for those extracts that do not currently work in an already-existing theme, or discarding them

from the analysis” (p.20). Once the codes and their corresponding themes have been revised and confirmed, a thematic map can assist in representing the established relationships between the codes and the themes, keeping in mind that it is of supreme prominence to check “whether your candidate thematic map ‘accurately’ reflects the meanings evident in the data set as a whole “ (p.21). By this, themes arranged are checked within the entire data set and not only with the codes extracted “to ascertain whether the themes work in relation to the data set” (p.21). Possible recoding could take place at this stage since “the need for recoding from the data set is to be expected as coding is an ongoing organic process” (p.21). However, as Braun and Clarke (2006) contended “the process of recoding is only fine-tuning and making more nuanced a coding frame that already works” (p.21), clarifying that recoding must not be time exhausting and the researcher has to know when to stop.

#### **(6)Defining and naming themes:**

Defining themes is a practice of discipline in the thematic analysis. At this stage, Braun and Clarke (2006) argued that “identifying the ‘essence’ of what each theme is about (as well as the themes overall), and determining what aspect of the data each theme captures” becomes apparent (p.22). Also, “it is important to consider how it fits into the broader overall ‘story’ that you are telling about your data, in relation to your research question or questions, to ensure there is not too much overlap between themes” (p.22). Names of the themes specified must be “concise, punchy and immediately give the reader a sense of what the theme is about” (p.22). The process of refinement will result in overall themes and subthemes as well, which “can be useful for giving structure to a particularly large and complex theme, and also for demonstrating the hierarchy of meaning within the data” (p.22).

#### **(7)Producing the report:**

Producing the report as presented by Braun and Clarke (2006) “is to tell the complicated story of your data in a way which convinces the reader of the merit and validity of your analysis” (p.23). The writing must be thus “concise, coherent, logical, non-repetitive, and interesting account of the story the data tell – within and across themes” (p.23). Each theme must be supported with enough data extracts and with “vivid examples” (p.23). The narrative must not be a simple description of the data extracts but must convincingly “go beyond description of the data, and make an argument in relation to your research question” (p.23).

Lastly, thematic analysis provides findings “organized in incidents and stories that have a concrete, vivid, meaningful flavor” (Miles and Huberman, 1994, p.1). Most importantly are the inquiries one needs to ask once the thematic map is clear enough which are the following “what does this theme mean?” “What are the assumptions underpinning it?” “What are the implications of this theme?” “What conditions are likely to have given rise to it?” “Why do people talk about this thing in this particular way (as opposed to other ways)?” and “What is the overall story the different themes reveal about the topic?” (Braun and Clarke, 2006, p. 24). These questions undoubtedly guide the analysis in an eloquent manner, mounting up similitudes, clashes and heterogeneities embedded in the data corpus. Also, research validity is of utmost importance because it transfers a certain degree of trustworthiness required from the researcher. Anney (2014), reflects on the trustworthiness concerns raised for qualitative research as the following:

- Confirmability, which is delineated by (Baxter & Eyles, 1997) in Anney(2014, p.276) as “the degree to which the results of an inquiry could be confirmed or corroborated by other researchers”
- Transferability, demarcated by (Bitsch, 2005; Tobin & Begley, 2004) in Anney (2014, p.276) as “the degree to which the results of qualitative research can be transferred to other contexts with other respondents – it is the interpretive equivalent of generalizability”.
- Credibility, which “establishes whether or not the research findings represent plausible information drawn from the participants’ original data and is a correct interpretation of the participants’ original views” as argued by Graneheim and Lundman, (2004) as well as Lincoln and Guba (1985) in Anney (2014, p.276).
- Dependability, according to Bitsch (2005, p. 86) in Anney (2014) refers to “the stability of findings over time”.



### **Analysis Processes**

Barnes et al (1999), Black (1996) as well as Ritchie and Spencer (1994) noted in Stirling (2001) that qualitative methods are no longer limited to the exploratory stage or confined to a circumstantial scrutiny and are accordingly being adopted in multiple researches previously inclined toward positivist methods. The evolvement of qualitative research has witnessed a “step towards a deeper understanding of social phenomena and their dynamics” (Stirling, 2001, p.385). Still, qualitative research endorses endless challenges, and in this particular study, the biggest struggle was the ability to create a fluent story line of the perceptions’ articulated by the participants and to induct from these, the most relevant codes and themes with relation to the conceptual framework and the literature review and to reform the descriptive part into a confirmatory hypothesis. Reading and reading the transcripts required a lot of concentration and attention to details. Words, statements and even emotions were transcribed and were paid a lot of consideration because they were considered the main analysis’ resources and were holding major theories and arguments. Being mostly inductive, the study implied that “the researcher moves from the data to a theoretical understanding – from the concrete and specific to the abstract and general” (Graneheim et al, 2017, p.30). One of the intense challenges residing “in conducting inductive analysis is to avoid surface descriptions and general summaries” (Graneheim et al, 2017, p.30). Limiting personal bias was also a very difficult yet intriguing process during the study, which will be discussed in the following subsection.

### **Limiting personal bias**

Respondents alone carry and transfer a huge amount of subjectivity through their emotions, perceptions and political favoritisms. Their engagement with the interviewer communicates a huge sum of prejudices that might possibly interfere with objectivity and with the questions’ articulation. Although bias in qualitative research is generally referred to as trustworthiness as noted by Galdas (2017), the researcher must acknowledge its severe consequences on the study’s validity and must therefore, understand how it emerges and for what different reasons. Galdas (2017), discussed furthermore, that the researcher can never detach himself completely from the whole process and that “The concern instead should be whether the researcher has been transparent and reflexive about the processes by which data have been collected, analyzed, and presented” (p.1). Lessening the bias’ degree during the study started off as a learning cycle, since no research

is free from preconceptions, especially when a qualitative framework serves in guiding the analysis. The investigator's direct involvement in the field as the sole interviewer of thirty respondents, made the objectivity goal challenging, yet interesting. It is imperative then, from the researcher's standpoint, to mention the phases that were subject to preconceptions and some of the steps adopted to limit them.

During the formulation of the interview questions, the researcher have put much effort in constructing an objective questionnaire with no leading biases. The determination to build an unbiased interview was on the verge of falling, had the pilot interrogations did not take place. Pilot interviews amended many flaws in the way questions were asked and presented. Even during the first real interview, the assessor's weakness was revealed in the first few questions and was definitely affected by the respondents' opinions. Questions then, were altered minimally to disclose more objectivity from the part of the interrogator. As days passed by and the researcher conducted more interviews, the process of minimizing bias was mastered enough. Keeping notes of possible emotions, prejudices and opinions toward the research matter is very important because it keeps the researcher alerted and aware of what's going on in his mind instead of trying to cover everything like it never happened or like its perfect.

Below is a glimpse of the researchers' bias reflexive journal:

- The word "serious implication" was used the first time an interview was conducted with a manager at a mobile service company. The researcher then made note and acknowledged that it was a leading and biased word, which could have manipulated indirectly the respondent's answer.
- The researcher's social status, background, tone of voice and body language can also alter the communication process and can introduce much bias. Sometimes, nodding or even displaying approval of a declared statement is uncontrollable, but is acquired with time and experience. Acknowledging these ideas was vital prior to the meetings.
- Biases can also arise from the participants' own setting and environment; like for instance interruptions, interviewees' mood swings, interviewee's own preconceptions with regard to the Syrian refugees, participants own hostility feelings and much more. Dealing with the members' already conceived prejudices is challenging and requires a lot of energy and attention to prevent these predispositions from shifting their way up to the interviewer, biasing in turn his questions.

- After conducting the interviews and transcribing them, analyzing the conversations turned out to be a challenging process. The researcher, at this stage, had to transfer specific meanings and patterns unfolded in the interviews without any manipulations or personal biases. The connotations and inferences adopted had to even convey and reflect the participants' own perceptions, freed from the researcher judgment. Again, this is a difficult process, since analyzing and reporting interviews is a narrative procedure and can indirectly motivate the writer to inject his own point of view unconsciously. To limit the negative repercussions of biasing the analysis process, data had to be transcribed and analyzed based on the respondents' sole insights, with appropriate and objective research connotations.

Potential for bias is boundless in qualitative studies, whether emerging from the researcher or the caucus' members themselves. Treating and preventing those prejudices can build a stronger and more valid research, even if the elements of validity are already confirmed. Trusting one's own thoughts and preconceptions and writing them down to acknowledge them, can help the researcher in eliminating, approximately, all the possible biases that could surface from the interviews and that could distort the analysis report.

### **Analysis processes Cont'd**

To resume the analysis process, Ghauri & Gronhaug (2005) specified in Maryam (2016) that a robust research design must accurately deliver the appropriate means of extracting data, which must be able to answer the research questions within the limited resources available. A good research design with a thick description of all the research processes "helps others researchers to replicate the study with similar conditions in other settings" (Anney, 2014, p.277). This in turn "enables judgments about how well the research context fits other contexts, thick descriptive data, i.e. a rich and extensive set of details concerning methodology and context, should be included in the research report" as confirmed by Li (2004, p. 305). By elaborating the purposive sample chosen and by developing a thick description of the procedures, the transferability of the study is facilitated, as positioned perfectly by Bitsch (2005, p.85) "the researcher facilitates the transferability judgment by a potential user through 'thick description' and purposeful sampling". To defend strongly the Credibility of the research, "Member checks" (Anney, 2014, p.277) was

adopted. It is a process in which “data and interpretations are continuously tested as they are derived from members of various audiences and groups from which data are solicited” (Guba, 1981, p. 85). Three of the transcribed interviews and their partial interpretations were sent to three different interviewees in their diverse environment to make sure that their intentions were the same as the ones transcribed by the researcher, which has increased the integrity of the study. Confirmability in turn, was very important because it is “concerned with establishing that data and interpretations of the findings are not figments of the inquirer’s imagination, but are clearly derived from the data” (Tobin & Begley, 2004, p. 392). Confirmability was achieved in this study throughout reflexivity which is “an assessment of the influence of the investigator's own background, perceptions and interests on the qualitative research process” (Krefting, 1991, p. 218). Keeping a reflexive journal to write down the researcher’s thoughts, background and position were very crucial in order to eliminate any bias because “Preconceptions are not the same as bias, unless the researcher fails to mention them. If reflexivity is thoroughly maintained, personal issues can be valuable sources for relevant and specific research” (Malterud, 2001, p. 484). Also, to ensure confirmability of the study a step further, audit trial was endorsed in the research. Audit trial is about detailing the data collection phase, data analysis and elucidation. By this, the researcher exposes all the research decisions and activities from collection to the final report (Bowen, 2009; Li, 2004) in (Anney, 2014). To make sure that findings are unwavering over time, Dependability is achieved through audit trial and code-recode strategy (Anney, 2014). A code-recode strategy “involves the researcher coding the same data twice, giving one or two weeks’ gestation period between each coding” (Anney, 2014, p.278). This approach will be more detailed in the code book section, but it is important to mention it since it was an essential part of the research validity.

The structure of the interview questions, with their preliminary awareness segment and thereafter richness in the topics inquired, offered a vigorous qualitative measurement scale for the respondents’ perceptions, while tapping into multiple economic sub-sectors. The questions’ direction and content aimed at empowering the construct validity, since they have proved to fit around the concepts generated and specifically around the conceptual framework and the literature. The conclusion validity is strengthened in the analysis part where respondents’ denotations and meanings were cross examined to either illustrate a homogeneous, contradicting, or opposing pattern with possible generation of new research ideas and hypothesizes.

To make sure that questions were understood by all the respondents regardless of their background and work experience, a pilot interview was conducted with two subjects from two different sectors in order to assess their understanding of the questions and to guarantee that the data collection tool can flawlessly extract their ideas and meanings in an ethical manner. It is important that the respondents understand the questions and feel comfortable with the interview setting. The pilot interviews were not included in the appendix since they were considered as a test. Thirty interviews were conducted within an approximate one and a half month span (January 17, 2018 to March 1, 2018). The questions were meant to be presented from the broad general to the more specific in order to tap the respondents' awareness with regard to the Syrian refugees and to gauge qualitatively their perceptions concerning multiple sectors in Lebanon. Succeeding the actual data collection, the analysis processes that took place followed the analytical practices that are usually adopted in most of the qualitative studies (Miles and Huberman, 1994):

- Data transcribing: transcribing the data immediately after the interview is of prime importance since the non-verbal cues unarticulated by the respondents can never be remembered for a long period. So jotting down what is felt or seen at the interview setting is a plus for the analysis and contributes to clearer impressions.
- Writing a small biography of each of the respondents is mandatory in reflecting their background, experiences and the environment in which they reside. The contact summary form can be found in appendix (B).
- Reading the transcribed data multiple times and highlighting interesting expressions while noting records and comments parallel to the data corpus.
- Repeating the above process numerous times and conveying the remarkable captions voiced by the participants, in a quote book found in appendix (F).
- Filtering data each time the process is repeated and extracting the main ideas and essential meanings from each interview in order to send them to three randomly chosen participants emerging from three different sectors, so they can confirm the meanings extracted from the data refining process. This procedure enhanced the confirmability and credibility of the research by proving that the researcher's interpretations and filtering of ideas is genuine and representative of the original intended meaning.

- Reviewing the reduced data and extracting codes from both the original set of data and the filtered one and copying the codes extracted into the codebook.
- Recapping the same pattern multiple times until all the codes in the code book are assigned to the twelve predefined themes.
- Checking the extracted codes again to make sure that each code falls in the right theme and reflects the intended meaning.
- Verification of the findings through re-inspection of the transcripts and the reduced data.
- Deliberating the patterns extracted and themes with experts in the fields (service, public, manufacturing sectors) in order to enrich the conclusion validity of the research.
- Subsidizing the hauled out patterns and themes with quotes from the quote book and the data.
- Discussing the similarities, oppositions and nonconformists without seeking to generalize the findings.
- Writing down the findings.
- Reexamining and implementing each and every step of the above phases recurrently, since the process is mostly back and forth and does not follow an imperative direction.

The development of the codebook and its use in the analysis processes are discoursed in the next paragraphs in detail.

### **Generation of Codebook**

The generation of a codebook is a challenging task that requires a continuous revision of the data and a thorough examination of the underlying patterns. Qualitative researchers give a lot of attention to the codebook and consider it as one of the initial and essential steps in the analysis process (Fereday and Muir-Cochrane, 2006) in (Decuir-Gunby et al, 2011). To begin with, codes “are defined as tags or labels for assigning units of meaning to the descriptive or inferential information compiled during a study” (Miles and Huberman 1994, p. 56). They intend to transfer the meaning of “phrases”, “sentences” or “paragraphs” which are all linked together in a single perspective (Miles and Huberman, 1994). Codes extracted in this research were mainly “data-driven” (Miles and Huberman, 1994, p.137), requiring repetitive inspection of the data. A central feature of the codebook is that it needs to be very specific because by this, coders can better differentiate between codes and provide appropriate examples (Decuir-Gunby, 2011).The

codebook generated in this study consisted of eight columns: Code/Definition/Themes/Question/Value/ValueLabel/Statistics/Note. The themes in this research were predefined since the questions themselves in the interview questionnaire directed the formulation of the themes in the study and the categories were the three broader sectors in the economy: Service, Public, and Manufacturing. The predetermined themes were the following:

- Awareness
- Education
- Housing
- Trade
- Tourism
- Wellbeing
- Environment
- Public Health
- Prices
- Labor Diversification
- Job retention and growth
- Suggestions

Each predefined theme held thirty responses to analyze and from which to extract the data-driven codes, under the broader categories of Service, Public and Manufacturing sectors.

The table below serves to represent the process by which predefined themes emerged from the broader categories in the research (Service, public, manufacturing). Consequently, data-driven codes will be generated under each theme mentioned in the following table:

Table II: Categories and Themes

Categories	Service	Public	Manufacturing
<b>Themes</b>		Awareness Education Housing Trade Tourism Wellbeing Environment Public Health Prices Labor Diversification Job Retention/ Growth Suggestions	

Formulating the codebook is an iterative process “in that the researcher may then revisit the raw data based upon theoretical findings and the current research literature” (Decuir-Gunby, 2011, p.138). Codes in turn “allow the researcher to reduce large quantities of information into a form that can be more easily handled” (ICPSR, 2011, p.1). A code “is most often a word or short phrase that symbolically assigns a collective, salient, essence-capturing, and/or evocative attribute for a portion of language-based or visual data” (Saldana, 2009, p. 3).

Coding took place in two cycles. First, it was limited to each sentence, very detailed and summary-like. Hundreds of sentences were coded and the initial process held an infinite number of codes. During this stage, descriptive codes which “summarizes the primary topic of the excerpt” (Saldana, 2009, p.3) were mainly extracted from the data corpus. Additionally, “in vivo” codes, “taken directly from what the participant himself says and is placed in quotation marks”, were also hauled out in the initial coding phase. After a while, a second coding cycle took place. This time, data meanings and patterns were extracted to “capture the datum’s primary content and essence” (Saldana, 2009, p.3). The coding-recoding strategy also enhanced the study dependability, boosting the research’s validity a step further. In the second and third cycle of coding,



discrepancies were found and corrected, specifically in the awareness and suggestions' segment. Many codes were appearing repeatedly in the process which is, as confirmed by Saldana (2009), very natural because similar monotonous patterns are of human nature and it is one of the researcher's goals to catch these consistencies and to document them.

Grouping codes did not mean that the ones corresponding to each theme had to be much alike. It's enough that the codes have something similar to be grouped under the same theme "even, if, paradoxically, that commonality consists of differences" (Saldana, 2009, p.6). Only with those differences and similarities that a credible story line can be generated.

It is important also to identify the patterns' meaning. As explained by Hatch (2002, p.155) in Saldana (2009), patterns are characterized by:

- "Similarity (things happen the same way)"
- "Difference (they happen in predictably different ways)"
- "Frequency (they happen often or seldom)"
- "Sequence (They happen in a certain order)"
- "Correspondence (They happen in relation to other activities or events)"
- "Causation (one appears to cause another)".

Adler and Adler (1987) argued in Saldana (2009) that the researcher is influenced by his personal engagement. The fact that he is an observer in the field, also affects the way he codes the data. It is essential therefore for the researcher to be aware of these subjectivities, which undoubtedly impact the coding process indirectly. Sipe and Ghiso (2004), confirmed the above by stating that "All coding is a judgment call" since we bring "our subjectivities, our personalities, our predispositions [and] our quirks" to the process (pp. 482-483). Acknowledging the prejudices and writing them down in a reflexive journal as stated previously, intensifies the confirmability of the researcher.

It is important to note that coding is "an exploratory problem-solving technique without specific formulas to follow" (Saldana, 2009, p.8). Coding is the link between the exploratory phase and the generation of meanings and concepts since "it leads you from the data to the idea, and from the idea to all the data pertaining to that idea" (Richard and Morse, 2007, p.137).

In this particular research, Miles and Huberman (1994) guided the steps for an adequate coding technique, which are respectively : (1) creating codes (2) revising codes (3) defining codes (4) naming codes.

Following the coding process, codes had to be intercalated into an organized table in which they had to be organized according to their corresponding themes in a way that enables the researcher to analyze the data in a confident and flowing design.

The codebook generated for this study included eight columns,

- Code
- Code Definition: Detailed explanation of the code
- Themes: Each theme from which specific codes are generated
- Question: The question in the interview representing the theme
- Value: The actual coded values in the data for the variable (Y/N or blank)
- Value Label: Textual definition of the codes (Yes/No or not mentioned).  
Missing data can bias an analysis so it is important to convey it in the study.
- Statistics: Representing consensus, majority, variance and outliers in the study. Y= One respondent validating the statement in the code, N= One respondent opposing the statement in the code, Blank= one missing data – Respondents who did not mention the statement in the code.
- Notes: Ideas for further reference.

For further reference, kindly check the codebook in appendix (A).

### **The use of Codebook**

“To codify is to arrange things in a systematic order, to make something part of a system or classification, to categorize” (Saldana, 2009, p.8). It is a procedure in which data is “segregated, grouped, regrouped and relinked in order to consolidate meaning and explanation” (Grbich, 2007, p.21). To use the codebook wisely, the researcher has to categorize codes, since “categorizing is how we get ‘up’ from the diversity of data to the shapes of the data, the sorts of things represented” while “concepts are how we get up to more general, higher-level, and more abstract constructs” (Richard and Morse, 2007, p.157). It is imperative to note that once the codes are assigned to

broader categories, themes, which are defined by Saldana (2009, p.13) as “an outcome of coding, categorization, and analytic reflection, not something that is, in itself, coded”, emerge from the process. During the search for themes, “you are starting to analyze your codes, and consider how different codes may combine to form an overarching theme” (Braun and Clarke, 2006, p.19). It is possible to end up having subthemes also, as put by Braun and Clarke (2009, p.20) “Some initial codes may go on to form main themes, whereas others may form sub-themes, and others still may be discarded”. Braun and Clarke defend furthermore the possibility of emerging subthemes “Sub-themes are essentially themes-within-a-theme. They can be useful for giving structure to a particularly large and complex theme” (p.22). Following the defining and naming of themes, and after reviewing and refining, moving to the next step, which is the actual use of the codebook, becomes vital. At this stage, themes must convey a fluent story of the overall model and “it is important to consider how it fits into the broader overall ‘story’ that you are telling about your data, in relation to your research question or questions, to ensure there is not too much overlap between themes” (Braun and Clarke, 2009, p. 22).

In this research, categories and themes were already predefined, based on the prior knowledge of the researcher, and were assigned the extracted codes, which contradictory to the themes and categories, were data driven, mainly by the essence and the meaning of the context. It is important to note that a “separate code was warranted when the unit of analysis could ‘stand on its own’ and convey meaning outside of the larger context of the interview” (Decuir-Gunby et al, 2011, p.145). Based on the preceding, some codes were generated on the basis of their importance and relevance to the conceptual framework and the literature review, even if they do not reflect consensus.

The present study gave rise to 84 codes, which were brought together into 12 different predefined themes. The broader categories represented the three sectors in the economy: Service/ Public/ Manufacturing and the themes reflected the main subject of each question in the interview. The interpretive analysis required that the narrative writing of the thematic analysis “provides a concise, coherent, logical, non-repetitive, and interesting account of the story the data tell- within and across themes” (Braun and Clarke, 2006, p.23). Captions hauled out from the transcripts intended purposely to support the analysis as “evidence of the themes within the data-i.e., enough data extracts to demonstrate the prevalence of the theme” (Braun and Clarke, 2006, p.23). Most importantly, as written by Braun and Clarke (2006), is the need for the researcher to go “beyond”

the “surface” of the data and to look for higher level of meanings, drifting away from the limitations associated with the words.

The succeeding paragraphs will encompass the interpretive thematic analysis in each of the awareness, education, housing, trade, tourism, wellbeing, environment, public, health, prices, labor diversification, job retention/growth, and suggestions. Each of the themes will be analyzed separately to show the prevalence of a discovered pattern, perception, emotion, action or anything that struck the researchers’ attention and that is relevant to the research problem. The awareness and suggestion themes were the most challenging to analyze since their corresponding enquiries were of free-will nature, restricted from any constraint. The purpose of the analysis is to draw a story line of the respondents’ perceptions regarding the Syrian refugees’ impact on the Lebanese economy along with their suggestions, awareness, emotions, oppositions, contrasts, similarities and even their lack of information or comments. The non-verbal cues were also compulsory resources for the analysis, since they conveyed a deeper meaning and were keen evidence for any disturbance, excitement, uttering or even anger unintentionally expressed by the respondents.

#### **4.3 Analysis and Findings**

The narrative analysis of each predefined concept will encompass a cross-evaluation of the main codes extracted from the service, public and manufacturing sectors in each theme. The analysis will disclose common, rare and unusual codes and will include a cross-comparison through the general categories (Service-public-manufacturing) as well, to check for any interesting patterns along the sectors. (1) Perceptions will be analyzed initially based on the prevailed codes in each theme in general, irrespective of the sectors, following an (2) interpretation of the perceptions’ prevalence across the different sectors to gauge the diverse views and to clarify furthermore the perceptions’ source. Lastly, analysis in each theme will (3) unveil at the end, the main course of the perceptions, meaning whether they are mostly directed toward convergence or divergence. This final step contributes majorly to the ultimate research conclusion and enhances its validity. Parallel to the analysis resides a constant reexamination of the conceptual framework and the research problem, which initially guided the thematic analysis, in order to protect the main purpose of the research.

The analysis progression in each of the succeeding paragraphs is best represented in the following graph:

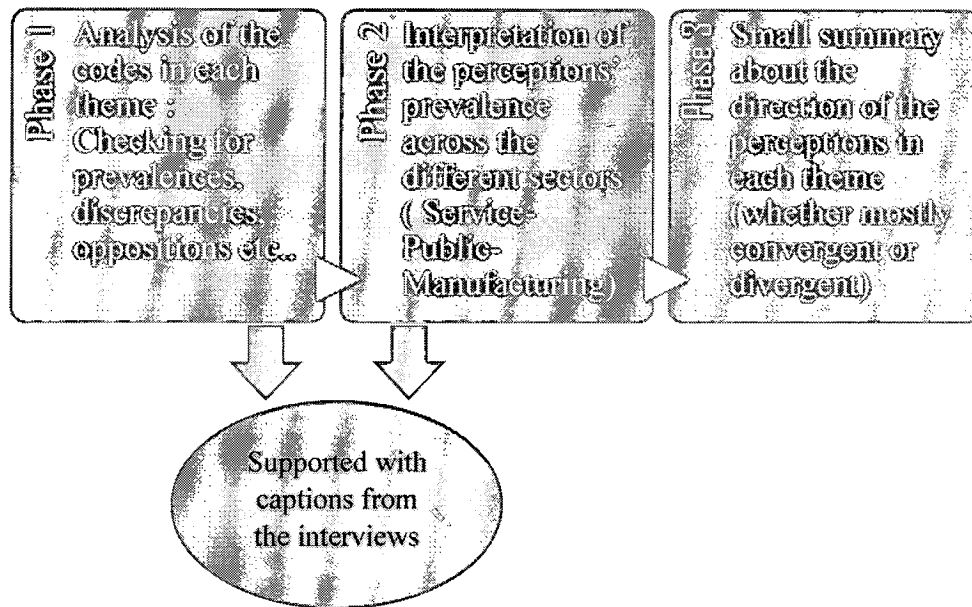


Diagram II: Analysis process

#### **Awareness in the Service/Public/ Manufacturing sectors:**

The interview's first question had a purpose of shaping the Lebanese experts' awareness regarding the Syrian refugees' general impact on the Lebanese economy across the service, public and manufacturing sectors. Its free willing nature unfolded an unbounded flow of ideas and insights with regard to the Syrian refugees' presence in the country. Subjects' inclination to express unfavorable impressions was evident (28-2-0/30), with a significant majority conveying negative words such as "serious", "destructive", "huge" and "burden". As one of the respondents in the service sector put it

*"They are a burden. Their presence is a burden on the Lebanese economy as a whole, on the infrastructure as well as the schooling and housing sector" (Gretta Saab).*

Another interviewee in the manufacturing sector confirmed,

*"Their impact is huge...huge. They are replacing Lebanese residents in the labor force since their labor cost is much lower" (Selim Jammal).*

The disposition to voice pessimistic discernments was accompanied by a group of participants expressing a fear of an infrastructure strain, (12-0-18/30), by communicating their concern apropos the Syrian refugee's excessive demand for water, electricity and mismanagement of waste. One participant in the public sector claimed, with a high tone of voice,

*"The biggest risk we are facing today is the deterioration of health, infrastructure, sewage system and the electricity consumption" (Georges Kettaneh).*

Their infrastructure strain is additionally reinforced by an entrepreneur in the manufacturing sector, who stated that refugees

*"Became a big burden due to their excessive use of the infrastructure" (Jean Kallassi).*

It is correspondingly notable to mention that the majority of the respondents who brought up the Syrian refugees' impact on labor, declared that expatriates do initiate labor substitution (12-2-16/30), with two opposing views. Respondents approached the subject in distress and anxiety, sharing their concern toward the Lebanese labor force who is stagnating as a result of the inflow. One woman, a deputized governor of the whole metn area, pointed out at the crisis by saying that

*"The impact was and still evident especially in the market where Syrian refugees have been replacing Lebanese workers in multiple fields" (Marlene Haddad).*

*"Wherever you go, you can see their labor substitution impact. In each shop or store, at least two Syrian refugees are employed, at least two (Marlene Haddad).*

The labor replacement crunch was also trailed by a fear of alteration in the already established standards, impeccably asserted by the director of the Lebanese Emigration Research Center:

*"This situation resulted in an intense competition for jobs by new entrants particularly in the low scale salary jobs affectedly impacting labor market standards; it has raised unemployment as Syrians drove the wages down for Lebanese and for Syrian economic migrants" (Guitta Hourany).*

One of the contrasting perceptions regarding labor substitution, disturbed the flow of acuties. Syrians' manifestation and integration in the labor market was defended and encouraged, as proclaimed by the coordinator of the finance concentration at the University of Balamand:

*“So basically, their impact in my opinion is mostly positive, if they are allowed to work. However, if you don’t allow them to work, they will have a negative impact” (Patrick Mardini).*

A remarkable pattern emerged as well, amid the fluent stream of notions, backing up the theory that the Syrian refugees’ flow in “huge numbers” impacted the Lebanese economy negatively (11-0-19/30), thoroughly enunciated by the former education, justice and information minister,

*“There is always a negative impact associated with migration and with the inflow of refugees in huge numbers into a certain country” (Edmond Rizk).*

The negative population ratio is unfolded similarly by a project- leader/sales operation manager of a very well know beverage company in Lebanon, who couldn’t keep his sarcastic smile from exposing furthermore frustration,

*“Now, they cohabit our lands enormously, constituting 25% of the Lebanese population, if not more! “ (Georges Rayess).*

This judgment call about the high population ratio, raised questions regarding the government’s efforts toward controlling the refugee’s numbers and was topped by the enunciation of a settlement fear, delineated by a tiny minority (4-2-24/30). The secretary general of the Lebanese Red Cross conveyed meticulously:

*“We are constantly afraid from their settlement and from their nationalization just like the Palestinian case” (Georges Kettaneh).*

Fear of replication of the Palestinian case was mostly brought up by these participants, notably explicated by the former education, justice and information minister, who stated that Palestinians

*“Have been residing in our lands since 1948 in huge numbers” (Edmond Rizk).*

Surprisingly, two interviewees communicated their fears of repatriation, contending the previous statements. One of these outliers, a deputy country director programmes at an NGO, noted with anxiety:

*“What will happen to the shops? What will happen to the buildings that are being rented and renovated? What will happen to the Lebanese employed in the UN agencies and NGOs?”*  
*“(Samar Abboud).*

Coupled with fears of political ideologies, emerges another tiny minority from the public sector (2-0-28/30), declaring their dread toward the disturbing set of beliefs regarding politics, economics, social and cultural affairs, brought along by the Syrian refugees amid their presence in Lebanon. Surprisingly, only three respondents mentioned that refugees were an opportunity for a new target market (3-2-25/30), with two conflicting perceptions. As put by a senior category manager at an international company

*“Many families having high purchasing power came and settled in the country and thus spent a lot of money. These wealthy individuals purchased houses, opened businesses and bought cars”*  
(Fares Challah).

Lastly, a group of eleven respondents mentioned the international donations’ implication on the Lebanese economy, with the majority (8-3-19/30) approving that the global contributions are mismanaged and allocated in the wrong direction. The general manager of a very well-known hotel expressed his worries toward the issue as follows:

*“In the governmental institutions, all the donations that were supposed to be spent for the good of the country were stolen”* (Jean Beyrouthy).

The interview’s awareness segment encompassed various topics advanced by the respondents, short of any preparation prior to the meeting. Only two out of thirty (2-0-28/30), displayed feelings of sympathy for the refugees, which can be explained by the negative perceptions articulated by most of the participants. The majority of the interviewees tapped on the labor crisis, infrastructure strain, negative population ratio and donations’ misallocation. Since the initial question is wide-ranging in content, it is logical to infer that the sample interrogated was aware of the Syrian refugees’ impact on the Lebanese economy, even though its mindfulness was majorly directed by the members’ unconscious fear of historical replication and politics. One manager at a robust mobile services company stated directly after hearing the first question:

*“It seems we are talking politics!”* (Ziad Zorkot), driven by the fear that the interview was about to take a political turn. His smile, and further reaction of closing the office door swiftly, confirmed the affiliation of “Syria” with “politics” and “war” in the minds of the Lebanese residents.



It is of paramount importance, however, to note that the majority of the negative perceptions emanated from the public sector, which is best explained by the fact that they are constantly in direct contact with the Lebanese residents and they are mostly aware of the actual problems in the region. Their answers were more self-assured and assertive compared to those of the remaining sectors. As the general director of “Libnor” noted:

*“Surely, the overall impact is best represented in numbers by the decline in economic growth due to the illegal competition in almost all sectors, impacting mostly poor people who were already stagnating” (Lena Dergham).*

Head of municipalities had their share too, with a burst of emotions and frustrations, reflecting their everyday struggles. As expressed by the head of municipality Chouaifat area:

*“They influence the society and the economy and most importantly, since I am facing this problem every day, they impact public governmental institutions, particularly in water, electricity, garbage and sewage systems” (Ziad Haidar).*

There was, however, a lack of consciousness apropos the possible political ideologies injected by the Syrian refugees, with only two out of thirty respondents mentioning its severe repercussions. The need for more awareness apropos the consequences of such an economic, cultural and political impact, is of prominent importance, and proved necessary following the first interview section.

#### **Education in the Service/Public/ Manufacturing sectors:**

The educational sector unfolded two segments in the schooling field: one concerning public institutions and another one regarding private schools. The impact was clear concerning both divisions. The majority of people who voiced their perceptions toward public schools described the negative impact of Syrian refugees on the organizations (13-8-9/30), with thirteen respondents reporting unfavorable consequences, and eight claiming positive effects on public schools. Among the twenty one subjects expressing their ramifications, one respondent revealed a positive and negative impact consecutively. However, he did not contradict himself since he mentioned the actual dual side of the story, reinforcing the negative effect. The majority of the respondents with negative impressions mentioned the problem of high occupancy rate in public schools (7-0-23/30), meaning that they attributed the deterioration of the scholar system to the refugees’ high attendance numbers in class, as put by the director of a public school for girls,

*“As soon as they have reached Lebanon after the Syrian war, their main problem was their massive numbers. Syrian scholars outnumbered the Lebanese students” (Houda Saadeh).*

The chaos was also exposed by a printing house owner in the manufacturing sector,

*“Their massive presence in public schools have deteriorated the educational level. Why? Because instead of explaining to twenty students, teachers now have to work with thirty or forty students in one session” (Daniel Khalil).*

There was a consensus across another group of participants (5-0-25/30), who agreed that the educational gap between the Syrian and the Lebanese students, as well as the dissimilarity in the learning approach, are one of the main reasons behind the impediment of Lebanese public schools. One former senior manager-trade finance at a trusted Lebanese bank, expressed his attitude toward the situation by stating that,

*“Even if Syrian students used to be enrolled in private schools in their home country, their educational level is still inferior to the Lebanese student’s level” (Jack Sabounji).*

Additionally, a Lebanese entrepreneur in the manufacturing sector supported furthermore the theory by arguing that,

*“Parents are getting irritated from the integration in classes and from the Syrians’ Arabic curriculum” (Jean Kallassi).*

A director of a private school in Bishmizzine reinforced the previous statements, voicing the reason behind the variance in the educational background,

*“This is due to the educational curriculum in Syria and the fact that it is purely Arabic language, even the scientific materials (Physics, chemistry and math) are in Arabic” (Leyla Fares).*

Two respondents holding negative perceptions toward the Syrians’ impact on public schools voted for the misallocation of international donations (2-5-23/30) and their mismanagement, as one participant in the service sector put it:

*“I do believe that the money is misallocated. There is a kind of mismatch between what is offered and what is needed” (Patrick Mardini).*

It is notable to mention that a minority (5-21-4/30) of the sample, did not perceive any alteration in the public school system after the refugees' inflow. Also, a distinct minority (4-26-0/30) did not seem to have any information related to public schools. Accordingly, there was no pressure from the part of the interviewer to extract unauthentic answers from the participants, which enhanced the study's credibility furthermore.

Among the eight participants who claimed that Syrian refugees' integration into the public schools impacted the system positively, around half of them (5-2-23/30) defended the positive role associated with donations, and how they were able to improve public schools by renovating the buildings and updating the curriculum, which clearly shows the conflicting perceptions regarding the subject. A deputy county director program at an NGO defended the effective allocation of donations by asserting that,

*“The ministry of education has also campaigned for additional funding to rehabilitate schools, train the teachers, fix the information management in the ministry and update and develop the curriculums” (Samar Abboud).*

Respondents also mentioned the positive impact of classes divisions on public schools (3-5-22/30), but were outnumbered by an opposing cluster of participants. A very small minority (3-0-27/30) claimed that Syrian refugees' integration into public schools improved the institutions' profits and impacted them positively.

At the other side of the story resides the private school sector, in which participants' answers were much more simple and concise. The majority of the subjects who had sufficient information apropos private schools believed that Syrian refugees did not impact the institutions in any way (15-7-8/30). Most of these participants alleged that the private sector is very expensive and thus, only rich Syrian families can to afford the high tuitions, as one lawyer put it,

*“Most of them are not financially capable of reimbursing the expensive private schools' fees” (Georges Abboud).*

Another head of municipality, based on his area knowledge, assured that

*“Since private school fees are expensive, they were not subjective to an increase in demand” (Wissam Zaarour).*

A minority of the subjects who communicated that refugees do exercise an impact on private schools, claimed that these private institutions benefited from the additional proceeds associated with the high tuition fees (4-3-23/30), and thus supported this theory by stating that,

*“The impact on private schools is positive, as refugees have to pay high educational fees to be enrolled in the private system” (Georges Kettaneh).*

The above insights were opposed by a tiny minority (3-4-23/30), who pleaded that Syrian refugees’ influence hit private schools very hard. One of the active members in the public sector aggressively argued, with a high tone of voice and an irritation clearly expounded by his patriotism toward the country, that,

*“The effect is identical on private schools as well. What’s surprising is that all schools sympathize with refugees when it comes to educational fees, while overlooking the fact that Lebanese people are also suffering financially! If they have endured six years of war, we have endured 40 years!” [Higher tone of voice] (Fadi Martinos).*

As a final point, it is worth to mention that a minority (8-22-0/30) failed to disclose their insights regarding the refugees’ impact on private schools, mostly due to their lack of awareness with regard to the subject.

The failure to obtain a clear consensus in the educational segment is attributed to the fact that numerous insights have been generated with regard to the public and private sector, fragmenting the respondents’ perceptions, with a minority having no awareness concerning the subject. Apropos public schools, the majority of the respondents who voiced their opinion, expressed a divergent perception. These participants claimed that migrants had devastating effects on the Lebanese public schools, mostly due to their high occupancy rate in classes, the existence of a wide educational gap between the two nations and the division of modules into am and pm shifts. Respondents in the service sector were inclined to exhibit more emotions, as one director of a public school expressed,

*“But when you have two separate group of students in one school, it becomes more stressing to manage and control both the expenses and the time spent. Everything becomes more difficult! [Angry tone of voice]” (Houda Saadeh).*

Their frustration and anger emerged from their experience with students and their direct involvement in the field. Negative perceptions were mostly articulated by subjects in the service sector, but were also balanced by an approximately equal number of unfavorable insights from both the public and manufacturing sector. Positive discernments arose mainly from the public sector, with a lesser proportion emerging from the other two segments, best explained by their consciousness of the international donors' efforts to enhance public schools. The lack of awareness proved almost insignificant (13%) among the sectors.

As for private schools, the majority of the participants who enunciated their thoughts, confirmed that Syrian refugees did not impact private schools in any way, with the bulk of this opinion originating from the service segment of the society, who believed that private schools were too expensive for the Syrian refugees. Conversely, subjects who either voiced positive or negative impacts with regard to private schools were equivalent in their numbers and emerged approximately from the three sectors in an equal amount. The lack of awareness originated mostly from the public and manufacturing sectors, best elucidated by their disengagement in the educational field. The results from the education segment proved that public schools are suffering to a great extent from the refugees' huge inflow into the institutions coupled with a lack of control and management. Private institutions did not seem in danger compared to the public schools.

#### **Housing in the Service/Public/ Manufacturing sectors:**

Syrian refugees shook various pillars in the Lebanese economy and had no choice other than victimizing the housing sector as well. Among the interviewee reports, only five out of thirty (5-25-0/30) respondents stated that refugees had no impact whatsoever on the housing sector overall, due to the absence of competition. Two interviewees, the director of Libnor and the owner of a printing manufactory, stated that "most" of the refugees "reside in "camps" or "campsites", thus, revealing their weak financial capabilities and their inability of impacting the housing sector. Another respondent, the owner of a very well-known sweets' chain in the country, argued that Lebanon has lost the majority of the rich Syrians, and explained, with defeat that,

*"The wealthy- high class traveled to Europe. So in my opinion there was no influence on the buying, selling or rent prices" (Sarkis Douaihy).*

When enquired about the repercussions of Syrian refugees on the country's rent, a small majority (17-8-5/30) declared that refugees' inflow negatively affected rent due to the high demand, causing prices to boom (15-1-14/30). Their argument emerged as a reaction to the lack of average rent prices in the country, following the Syrian war. During their discussion, they were very emotional and expressed feelings of frustration while sympathizing with the students and the low class residents who are financially incapable of reimbursing the high rent fees. It was carefully explained, by the former minister of labor, that,

*"Refugees definitely affected rent prices since you can't find today an apartment with a logical rent price" (Segaan Azzi).*

The above theory is accurately confirmed by the head of municipality of Fanar region, who expressed his concern toward college students, and argued that those

*"Lebanese students heading from mountain areas to study in Beirut had a greater chance of finding a small sized apartment with a low rent price. Today, this opportunity is lost" (Georges Saleme).*

Respondents additionally expressed their uneasiness and worry through a set of verbal and non-verbal clues, as articulated by the owner of a manufactory company, who immediately showed his interest and awareness regarding the subject,

*"Ouffrent? [Higher tone of voice- interest]. Rent was impacted more than buying and selling prices" (Elie Azzi).*

Bursts of irritations accompanied the interview flow, throwing the blame on the Lebanese landlords and the government as well,

*"The impact was negative, definitely negative! [Higher tone of voice], since most of the Lebanese are not cooperating with us and with the higher governmental institutions" (Wissam Zaarour).*

Two respondents uncovered the dual side of the story by highlighting the positive financial proceeds received by the landlords and by acknowledging, at the same time, their devastating impact on the Lebanese families. Additionally, the director of the Lebanese Emigration Research

Center in Lebanon, shed the light on the lowest class residents, arguing that they were mostly impacted by the boom in rent prices:

*“The rising demand by the Syrian refugees for housing has contributed to soaring rental prices affecting especially the poor Lebanese who are unable to cope with this rise” (Guitta Hourany).*

One outlier, a manufactory owner, stated that Syrian refugees decreased rent prices due to the fact that they have currently left the country, heading to the Europe. He claimed that,

*“This explosion in value is starting to lessen due to the recent exodus of refugees toward European countries” (Selim Jammal).*

Participants who defended the positive impact of refugees on rent, focused on the financial proceeds transferred through the increase in lease demand, as described with full enthusiasm, by a deputy country director program in an NGO,

*“They are paying their rent obligations whether they are residing in a land, apartment or garage. Landlords are benefiting hugely from the rent and also from the water and electricity fees!” (Samar Abboud).*

The majority of the respondents who gave insights apropos housing values (15-1-14/30) asserted that Syrian refugees had no impact on the apartments' worth (Buying and Selling), with one outlier declaring the opposite. Interviewees were certain that housing values did not change. They were also unhesitant in proclaiming their perceptions, which ranged from simply explaining that prices fluctuations are attributed to other circumstances in the area, to discussing that Syrians already bought houses before the war. Moreover, respondents debated that most of the refugees did not possess the adequate monetary capabilities to make the deal. As the assistant professor of finance at Balamand put it:

*“The housing market suffers from a huge strike in general, right? And this slowdown is due to the general economic slowdown in the country and is not related to the Syrians” (Patrick Mardini).*

Another participant (Former senior manager at Blom) discussed the political implications following the war and its consequences on the Lebanese housing sector:

*“Following the war, they began to feel that the Lebanese political decisions were oriented toward the Syrian political system, which made them fearful of further investments” (Jack Sabounji).*

The varying perceptions outlined a mixed story conjointly sketched by numerous insights and opinions regarding the rent issue specifically, since most of the discernments with regard to this subject were negative. To validate furthermore their declarations, the plurality of the people who unfolded the damaging rent effect, backed up their claims by stating that it is the higher than average number of Syrian families living together in one condo, that is enhancing the deteriorating effect of rent contracts (10-0-20/30). The argument was discussed by the Kaem Makam of Metn area, who argued with frustration that:

*“One week they are two or three people, the next week they become more. They have turned houses into dorms” (Marlene Haddad).*

Lastly, only a tiny minority discoursed the Syrian refugee’s implications on the infrastructure damage and wellbeing and to what extent their rent practices caused a strain on the resources (5-0-25/30). There was little awareness with regard to the refugees’ impact on the environment and setting in which they reside. Respondents who mentioned the consequences, expressed their anxiety toward the community, as it was thoroughly unveiled by a business entrepreneur/head of municipality:

*“Rent was affected because numerous families are inhabiting the same apartment or room, and by this, they are amplifying the diseases and viruses because they do not have proper access to clean bathrooms” (Fadi Martinos).*

Acknowledging their strain on the infrastructure, the head of municipality of Jbeil affirmed with anger and distress that:

*“What’s more frustrating is that I am not capable of penalizing him based on the law. At the same time, his actions are aggregating our water and electricity consumption and straining our infrastructure” (Wissam Zaarour).*



The satisfying part in the housing segment is that most of the respondents provided the interviewer with concrete instances from their everyday occurrences, as one respondent proclaimed:

*“I personally have an apartment in Daoura but I did not rent it to the Syrians because most of them unfortunately are working in [stuttered], I dislike this word, ‘prostitution’ “(Jack Sabounji).*

The authenticity and realism of the problem necessitated an upsurge in emotions and non-verbal signs that furthermore enriched the validity and credibility of the research. Looking from a general perspective, it was inferred that most of the Lebanese professionals in the different sectors find that Syrian refugees’ impact on the rent is totally negative, with a tendency to attribute this effect to the higher than average number of families living together, to the infrastructure/ wellbeing damage and to the increase in rent prices. The bulk of the negative impressions originated from the public sector, mainly from the head of municipalities and the active members in the public segment. Their fears and concerns were translated by a set of non- verbal reactions, backing up their undesirable statements regarding rent. There was an approximate equal proportion of respondents from each sector mentioning the boom in rent prices as well. Positive and neutral vibes were mostly emerging from the service sector, either due to their lack of awareness/information or because they are not in direct contact with the actual matter. Looking at the housing sector and the perceptions assembled, it is paramount clear that the views regarding rent are divergent in nature. The assessment of housing values, however, uncovered a lack of refugees’ impact on the buying and selling prices. Respondents elaborated on the rent matter more than the buying or selling subject, which clearly highlighted their concern toward a foreseen crisis.

#### **Trade in the Service/Public/ Manufacturing sectors:**

The trade system in Lebanon is closely associated with the retailers and wholesalers in the country, since trade cannot take place without a proper functioning market. To operate effectively, the interchange between nations needs to be facilitated by the economic situation of both the receiving and exporting regions. And because one of the most important indicators of a good economy is its import/export activity and its market condition, including retailers and wholesalers in gauging the Syrian refugees’ impact on this matter, is of prominence importance.

When asked about the migrants’ consequences on the Lebanese import/export movement, the majority of respondents who enunciated their perceptions (13-0-17/30) contended that the shutting down of transit roads after the Syrian war restricted the easy flow of merchandise, which

subsequently impacted trade negatively between Lebanon and multiple other countries, including Syria. However, it is notable to mention that the bulk of these interviewees assured that the deterioration of trade movement emerged from the Syrian war itself and not as direct result of the refugees themselves, which is crucial to indicate for ethical reasons. To illustrate, a large enterprise' business owner, involved in import-export activities, expressed the situation as follows:

*“The real effect was not due to the inflow of Syrian refugees. It was a result of the Syrian war. Lots of merchandize used to be shipped from Lebanon to Syria in an illegal way” (Joe Abdallah).*

His statement was backed up by another entrepreneur in the manufacturing sector, who explained that,

*“Syrians refugees themselves did not affect our export/import. Our main problem is the now closed tunnels connecting Syria and Iraq, which have been closed for 4 years due to the Syrian war” (Daniel Khalil).*

Most of the respondents also mentioned the negative impact on the shipping costs, which boomed as a result of the transit block. Interviewees in the manufacturing sector were inclined to express their frustration concerning the ascending freight fees, as one unsatisfied respondent put it,

*“Carriage by land usually costs a lot less than transport by sea. When Syrian roads were closed, we were obliged to export our products by sea, which has in turn boosted our final products' price” (Jean Kallassi).*

Remarkably, only a minority (4-13-13/30) claimed that Syrian refugees had a positive impact on the Lebanese trade. These respondents felt the urge to defend their argument, with a thorough elucidation of their suggested concepts. One interviewee, the assistant professor of finance at University of Balamand, had his own theory regarding the subject. He developed his idea of a positive impact as follows:

*“Syrian refugees had a positive impact because they reduced the labor cost, consequently reducing production fees”*

He did not, however, negate the challenges of engaging in trade, and discussed accordingly, another economic theory through his flow of ideas,

*“It is very complicated to get the goods out of the port in Lebanon due to the complicated procedures. And usually, when imports become harder, exports also become harder and we call this the learner curve or the learner equivalent” (Patrick Mardini).*

To defend furthermore the positive impact associated with Syrian refugees, another distinctive discussion of the favorable inferences is effortlessly unfolded by one of the biggest jewelry manufactory owners in the country. His optimistic argument was accurately debated:

*“We are currently delivering 21 Karat jewelry to Syrians and Iraqis who have fled to USA, Canada and Australia. It is a golden opportunity to increase our exports and thus, our profits” (Himo Jewelry).*

A minority (5-17-8/30) of the interviewees appealed that Syrian refugees have no impact on trade in a way or another, as one active member in the public sector stated with hesitation,

*“Umm... [Stuttered]. I did not see any effect” (Fadi Martinos).*

And another director of a private school also argued that,

*“I do not see any positive impact on the Lebanese trade. Syrians do not consume from our local products. They prefer to promote their own national yields” (Leyla Fares).*

While some of the respondents kept their judgmental thoughts concealed, others revealed them through their sarcastic non-verbal signals, as one lawyer claimed,

*“Will they purchase from international well-known brands? [Sarcastic smile]. I am not disrespecting them, but I am talking reality” (Georges Abboudd).*

As a final point, the majority of the participants (20-6-4) in the study found an unfair retail competition in the Lebanese market due to the Syrians' lower priced illegal imports and unrestrained opening of retail shops. The illegitimate refugees' actions led to numerous devastating consequences in the marketplace, as the former minister of labor put it:

*“Syrians who used to own shops in their home country, opened shops in Lebanon. Those who had public clinics opened clinics in Lebanon and those who owned gas stations in Syria also*

*opened gas stations in the country. This movement led to an increase in competition and to the shutting down of many Lebanese businesses” (Segaan Azzi).*

Another respondent from the public sector needled about the lack of control, shrinking profits and many other issues related to the Lebanese unfair retail competition:

*“By this, they are forcing other locally owned shops and retailers to drive prices down and to compete with the Syrians. [Silent pause]. We do not have sufficient control” (Marlene Haddad).*

Her answer shed the light on the essential role of higher authorities in controlling the refugees’ movements and businesses decisions, which are impacting the market place tremendously.

Among the minority who proclaimed that Syrian refugees improved the marketplace, one manager at a mobile service company reinforced his theory by stating that,

*“I believe that refugees have the same positive effect on the Lebanese trade, wholesalers and retailers. And especially in retail shops selling MTC cards, since refugees have to spend a minimum of 20\$ per month to recharge their lines” (Ziad Zorkot).*

NGOs’ role was also apparent in the amelioration of the Lebanese small retail shops, as explained by an economics professor/chairperson at the University of Balamand:

*“We cannot deny that NGOs are pumping sums of money into our economy, thus causing a “multiplier effect” on the consumption “(Gretta Saab).*

The majority of the Lebanese experts who enunciated their opinions about trade were inclined to express a negative perception apropos the Syrian war impact on the country’s trade, mostly negating the effect of refugees on the interchange between the two countries, as well as on the remaining nations. Also, the bulk of the members who communicated their insights with regard to the retail market, transferred negative repercussions. Respondents who mentioned the transit block crisis emerged equally from the service, public and manufacturing sector, reflecting a somewhat balanced awareness with regard to the subject. Positive discernments concerning the trade movement arose mostly from the service sector, whereas the unfair trade competition was voiced vastly from both the service and public sector, with a minority emerging from the manufacturing segment. Based on their knowledge and awareness, participants’ perceptions regarding the refugees’ impact on the Lebanese trade unfolded negative insights more than positive ones,

although some of the interviewees had insufficient information and even exhibited neutral opinions. However, the inclination toward an unfavorable side of the story revealed more apparent in the retail shops, since subjects backed up their theories by real life examples from their everyday occurrences, and displayed sympathy for the local shop owners, no matter how small their business was:

*“Accordingly, he received each month 3 boxes of basic needs (food and blankets). So to take advantage of the situation, he used to sell 2 of them to the local shops at a low price, affecting the other retail stores negatively”* as demonstrated by a private school director.

Interviewees expressed their concern for the lack of control in managing the illegal competition as well, exposing disruptions in the management process of refugees and revealing the government’s negligence in handling the marketplace. The former minister of labor expressed his fears toward the refugees’ inflow into the nation, assuming that,

*“Most of those who continued to migrate to Lebanon came from safe areas in Syria and not from danger zones. So we are witnessing a ‘Syrian migration toward Lebanon’ “(Segaan Azzi).*

And so emerges a significant question: Is Lebanon on the verge of a detrimental Syrian migration?

#### **Tourism in the Service/Public/ Manufacturing sectors:**

In reference to the literature review and to the conceptual framework, tourism constituted a gap that the researcher aimed at filling, since the studies related to the vacation industry in developing countries, were not mainly satisfying. The aim was to gauge qualitatively the perceptions of the Lebanese experts across the different sectors, apropos the Syrian refugees’ impact on the Lebanese leisure industry and its repercussions on the economy, since most of the residents are recently attributing the country’s holiday business breakdown, to the refugees’ inflow. This segment of the research stretched out interesting patterns, as a small majority of the interviewees refuted the presence of any kind of relationship between the Syrian refugees and tourism in Lebanon (18-10-2/30). Results were backed up by the belief that there occurs to be much more deep rooted problems in the country, stemming from non-controllable conditions, above the scope of refugees. Accordingly, respondents also mentioned that the Syrian war was a contributing factor to the

instability of Lebanon and thus, the tourism sector (5-0-25/30), while denying the involvement of refugees. A Doctor/ owner of a private hospital acknowledged that,

*“Maybe terrorism emerged indirectly due to the Syrian war, but I do not think there was a direct cause-effect relationship between Syrian refugees and tourism in Lebanon” (Youssef Khoury).*

Also, a senior category manager at an international company pointed out that,

*“I don’t think Syrian refugees themselves led to the deterioration of the tourism sector in Lebanon. I see it more as an external decision” (Fares Challah).*

Participants who voiced an absence of a relationship between the leisure industry and the refugees, communicated a rich understanding about the severity of internal and external affairs, which can prove more devastating than the refugees themselves. As one manufactory owner endorsed,

*“No. Tourism was not affected by Syrian refugees. Our unstable political situation in Lebanon is the main reason behind its impediment” (Sarkis Douaihy).*

Members who exhibited anxiety and distress with regard to the refugees’ inhabitation in light of the stagnating economy, mostly mentioned “security”, “safety” and “instability” connotations as contributing factors to the worsening of tourism (9-1-20/30). One of the respondents in the public sector insisted accordingly that,

*“Tourism was definitely impacted because the unstable and unsafe regions in Lebanon are not qualified to welcome tourists” (Edmond Rizk).*

Another entrepreneur in the manufacturing field confirmed,

*“They have damaged our country’s image. When the low class refugees emerged in enormous figures, tourists from all over the world became unassured of the country’s safety and wellbeing” (Jean Kallassi).*

Others mentioned the repercussions on the roads and airport trafficking as well, as one head of municipality argued,

*“Syrian refugees’ huge numbers caused traffic inside and outside the Lebanese airport, which has restrained tourists from visiting the country. Congested roads also amplified the problem” (Fadi Martinos).*

Emotions of anger and frustration were apparent amongst some participants, who clearly uncovered a certain degree of past political ideologies and their indirect impact on the insights articulated in the public sector, as the former minister of labor asserted with irritation,

*“The system had planned all this with the Syrians. When I was a member in the ministry responsible for the refugees, ministers of internal affairs, social affairs and justice did not comply with any of my suggested plans because they were Sunni” (Segaan Azzi).*

Uncommonly, an outlier expressed a favorable stance with regard to the subject by stating that refugees indeed ameliorated the leisure industry in Lebanon. His positive discernment toward the Syrian refugees was attributed to his knowledge and awareness as well as involvement in the vacation industry. As the president of the marine touristic sites in Lebanon and the general manager of a well-known hotel, the outlier participant asserted that,

*“Their inflow certainly generated a marketplace for weddings, engagements and other occasions for middle and high class Syrians who had to celebrate those events in Lebanon, creating an additional revenue for the region” (Jean Beyrouthy).*

Finally, it is notable to mention that only one participant did not answer, asking from the interviewee to refer to the ministry of tourism, and one respondent from an NGO revealed an unclear and hesitating perception, arguing mainly that the positive and negative effects balanced each other,

*“How many expatriates have been employed in Lebanon following the Syrian crisis, especially in NGOs, embassies, UN and journalism departments? All these employees bought along their families and consumed from Lebanese market, stayed in hotels and paid their bills. How immense is their effect compared to the harmful influence on tourism? It is unclear yet” (Samar Abboud).*

The preceding breakdown unfolded a small majority stating that Syrian refugees themselves did not impact the tourism sector in the country. The specimen who confirmed the previous standpoint accredited the stagnating situation to the Syrian war and to the regional circumstances surrounding Lebanon. Conversely, the minority expressed an unfavorable relationship between the refugees and the impediment in the luxury industry, supporting their arguments mostly by the disturbed wellbeing and safety in the area. It is worthy to note that the awareness in the tourism sector was

quite apparent since the large majority of the interviewees expressed specific perceptions with regard to the vacation industry. The gap was filled, at least in the developing region of Lebanon, and was overshadowed by an absence of correlation between the variables presented, equally delineated by members from the three sectors, while most of the participants who voiced an unfavorable association between Syrian refugees and tourism, originated from the public sector. Findings unsealed important impressions with regard to the tourism sector and proposed a research question outside the scope of the present study: *Is the attribution of tourism failure to the Syrian refugees in Lebanon, a cover up for a more disturbing political decision?*

#### **Wellbeing in the Service/Public/ Manufacturing sectors:**

Following the few pessimistic insights articulated throughout the earlier answers, the researcher's interest in unveiling the nature of the relationship between the Syrian refugees and the society's wellbeing, grew in intensity. Despite the fact that a high percentage of participants previously stated that refugees do not have a direct impact on tourism, a significant majority (24-3-3/30) in this section implied that Syrian refugees do promote corrupt behavior and instability in the society, setting up the biggest unanimity so far, with merely three opposing insights. The respondents' body language and voice tone were crucial kinesics indicators during the interrogation process, since most of the interviewees exhibited unintentional feelings of anger and dissatisfaction with the situation, as one professor- chairperson at the University of Balamand declared with utmost enthusiasm,

*“This is a veryyyy important issue! [Very high tone of voice- interest]. This is what I meant when I was talking about instability. Veryyyy important issue”*

*“They have contributed in the increase in crime and theft” (Gretta Saab).*

Another jewelry manufactory owner claimed with total rage,

*“You have definitely noticed that multiple presenters are hosting Syrian expatriates who either attempted murder or have raped someone. This is catastrophic!” [Higher voice of tone] (Himo Jewelry).*



And sarcasm was apparent behind the smile of a Plexi-glass manufactory owner when he endorsed that,

*“[Sarcastic smile-higher tone of voice]. Here the effect is major. You definitely catch the news every day and hear about all the problems we are facing!” (Selim Jammal).*

Numerous respondents accordingly mentioned the words “theft”, “rape” as well as “crime”, and backed up their statements by communicating real life examples to defend their arguments, as one school director debated in frustration and a high tone of voice,

*“Do you recall the incident that happened in ‘Mezyara’ when a young girl was raped and killed in her own house? This is a pure reflection of our wellbeing since their arrival” (Leyla Fares).*

Again, emotions displayed with regard to the instability and unsafety, translated the respondents’ fear in living amid the Syrian refugees’ presence and voiced their concern toward their families and surroundings. Anxieties were also aggravated as a result of watching the news, which implied that a great deal of residents were moved by the media. Among the ones who conveyed unfavorable perceptions, seven participants (7-0-23/30) claimed that one of the reasons behind the wellbeing disturbance is the high population ratio of Syrian refugees, as one entrepreneur in the manufacturing sector argued,

*“When you inject 1.5 million Syrians into the society, there is no escape from an increase surge in crimes, theft and rape” (Daniel Khalil).*

Additionally, throughout the approximate consensus on the negative impacts with regard to the wellbeing, a tiny minority described a decrease in the society’s “quality of life” (4-0-26/30) as designated thoroughly by the general director of Libnor,

*“We are certainly sure that the quality of life has deteriorated ever since the Syrian refugees have come into our lands. Quality of life embraces education, wellbeing, health, infrastructure and the environment. When all of these indexes deteriorate, the quality of life worsens” (Lena Dergham).*

Amongst the interviewed specimen, around 27% of participants who had unfavorable discernments (8-0-22/30), attributed the wellbeing’s worsening to the “poverty” and “deprivation” of the refugees, as claimed by one senior category manager at a global company,

*“Hunger and deprivation usually lead to more crimes and theft” (Fares Challah),*

Moreover, only three members (3-0-27/30) claimed that Lebanese are involved in corruptions and disturbances in cooperation with Syrians, which rings a very dangerous alarm and proposes many theories beyond the scope of the current research. One of the catchy statements reinforcing the previous argument was claimed by the assistant professor of finance at the University of Balamand -Coordinator of the finance concentration,

*“We then had those bombings, which were not exclusively Syrians, since some Lebanese were involved in them” (Patrick Mardini).*

A tiny minority (3-24-3/27) of the respondents who expressed favorable perceptions with regard to the Lebanese wellbeing, defended their theories in detail, to explain their conflicting views. One of the Lebanese entrepreneurs and manufacturers even argued that:

*“Our security was not disturbed because Americans are the ones controlling our wellbeing and safety. Meaning that Americans themselves, equipped with the necessary satellites, would decide if a bombing or any disturbance must take place” (Jean Kallassi),*

Finally, from the total specimen, another minority (6-3-21/30) contended that the system is appropriately making the effort of controlling the refugees' illegitimate acts, by instilling the effective procedures and regulations, as one contributing member to the public sector voiced,

*“I had 5 night guardians and 20 police officers in the area before the Syrian inflow. After the war, they became 25 night guardian and 40 police officers. We are making sure to take more precautions” (Wissam Zaarour).*

The wellbeing theme carried out a stream of angry emotions as well as concerns toward the country's fate. A significant majority of the participants elucidated divergent perceptions with regard to the Syrian refugees' impact on Lebanon's wellbeing, with most of them claiming an upsurge in theft, crime, rape and a decrease in the quality of life due to the high number of refugees and to their deprivation and poverty. The tendency to mention acts of corruption emerged in accordance with reference to the news appearing on TV, indicating the extent to which the media can reinforce or alter the audience's individual beliefs. Although a minority of the respondents discussed the involvement of both Lebanese and Syrians in acts of corruption and crimes, the

implications of this proposed theory is far from being ignored. Also, the debate of whether the Lebanese authorities are exercising the appropriate effort to bound the unethical and corrupt behavior of refugees, has been heightened majorly in the interview. Lastly, most of the pessimistic connotations emerged from the Lebanese professionals in the service sector, while the public and manufacturing sectors' knowledge covered the remaining codes nearly equally, showing an overall confident stance with regard to the country's wellbeing. However, if it is true that Lebanese are involved with Syrians in criminal and disturbing activities, are the efforts exercised by the legal system capable of breaching these illegal gangs or is the country in desperate need of an external objective intervention?

**Environmental resources in the Service/Public/ Manufacturing sectors:**

Everything that surrounds the human being from living to non-living, builds up to create his environment. Subsequently, residents' environs are considered a principal component in their everyday life, as they provide the necessary resources, infrastructure and sanitary for a normal daily functioning. However, amid the presence of refugees in massive figures, it is imperative to shed the light on the environmental wealth and to gauge the Lebanese experts' perception with regard to the Syrian refugee's impact on the matter.

To begin with, there occurs to be an absolute consensus across the entire caucus (30-0-0/30), that Syrian refugees do impact the environmental resources in a way or another, implying thus an unfavorable relationship between the two variables, irrespective of its intensity. As a panicked public school director declared, with a sarcastic laugh:

*“Everything is polluted! [Sarcastic laugh]. They did not only pollute the environment but they have drained our scarce resources and increased toxic waste and contaminations” (Houda Saadeh).*

One quality, research and development manager at a global company, pointed out at the issue as follows:

*“Our land is dehydrated Carla! [Sarcastic Smile]. Trash and waste have increased” (Shady Asmar).*

Throughout their insights, participants thoroughly described the Syrian refugee's negative impact on the environment, attributing the corrosion to various grounds. The majority (20-0-10/30) mentioned that Syrian refugees induced resource exhaustion and pollution, specifically in the

rivers, water, electricity and floral wealth. Members of the interrogated cluster revealed an utmost awareness with respect to the issue of overconsumption and pollution, as the director of the Lebanese research emigration center stated:

*“There was an impact on the forests in Lebanon as well, Syrian refugees were selling their rations for fuel and were cutting down trees to use them for heating in winter and for cooking”*  
(Guitta Hourany).

Manufactory owners voiced their concerns as well, as one project-leader/sales and operating manager at a beverage industry argued, with a disappointing voice tone:

*“Our electricity is drained, our water is no longer easily accessible and our garbage is becoming uncontrollable. Soon enough there will be a waste crisis in our rivers [head nod-disappointment-frustration] (Georges Rayess)”*.

Another majority of the caucus (20-0-10/30) stated that refugees drained the infrastructure through the traffic congestions, waste crisis and sewage problems. Their frustration was apparent in their reactions,

*“My only fear is the infrastructure and especially the sewage system which is polluting our water. Can you imagine the consequences in 10 years? Pollution will contaminate everything!”*  
(Georges Kettaneh), general director of the Lebanese red cross.

Respondents were even inclined to blame Syrians for theft activities with regard to the scarce resources, as one respondent in the public sector declared:

*“Syrians steal water to take advantage of its availability without paying. Consequently, we, as a municipality, spend a lot of time closing the water pipes which they have disturbed for their own personal use” (Georges Saleme).*

Their high numbers also constituted a pressure on the infrastructure, specifically the roads, which became congested as a result of the refugees' inflow. The situation was perfectly framed by a manager at a service company who claimed that:

*“One of the disadvantages after the Syrian war is the traffic jam we are witnessing today. Our country is not properly equipped to welcome this huge inflow of refugees” (Fares Challah).*

Three participants (3-0-27/30) revealed that refugees promoted the appearance of new diseases, contaminations and viruses. One active member in the public sector questioned the effective use of donations amid the crisis as follows:

*“What about donations? Are they being directed in the right place? This is also a serious dilemma. Poor Lebanese people are starting to envy the Syrians who are getting appropriate funding on multiple levels” (Georges Kettaneh)*

Another respondent from the public sector voiced that,

*“Sanitation and health are stagnating due to the mismanagement of waste, water and the infrastructure in campsites, which is leading to more contamination and viruses” (Lena Dergham).*

Finally, it is notable to mention that a minority of the sample (5-0-25/30) believed that our system is already strained and that refugees simply highlighted the problem. The important thing here is not whether refugees affected the environmental resources or not, it is the suggestion that whether risky problems existed prior to their inflow and to what extent the refugees amplified the crisis, as one head of municipality noted:

*“We cannot deny the fact that we already had problems related to water, electricity and garbage management, prior to the Syrians’ inflow”*  
*“They have amplified the problem” (Ziad Haidar).*

The environmental wealth and the infrastructure are an essential part of the residents’ wellbeing. After gauging the respondents’ perceptions with regard to the available resources, multiple new codes have emerged, from which an already discussed pattern have been apparent also in this sector: the high population ratio. This code reappeared in the environmental segment to prove unquestionably that the high refugees’ numbers push the infrastructure and the environment a step further toward deterioration (6-0-24/30), which ascertains the significance of this code in relation to the study.

The specimen consensus apropos the serious repercussions of the refugees on the Lebanese environment unfolded a complete divergent perception regarding their serious ramifications. The results clearly showed that a very high level of awareness subsists in the minds of the Lebanese experts in their different sectors, regardless of the issues they have further tapped into. The

attentiveness to details and the inclination to develop advanced theories emerged mainly from the public sector, which is clearly explained by their direct involvement in the field and their alertness to the residents' complaints. The remaining two sectors also disclosed details, with the service sector triumphing over the manufacturing segment in the development of ideas. The above findings clearly put forward a set of theories and arguments with regard to the environment amid the presence of refugees and questions again, the efforts put to fight for a better quality of life. Consequently, this theme is directly related to the wellbeing segment already discussed, in that most of the respondents who reported negative consequences with regard to the environment, also testified detrimental repercussions on the Lebanese wellbeing. This relationship undeniably categorizes the wellbeing and the environment as two subsectors undoubtedly affected by the flow of refugees and advocates an urgent plan to extricate the massive pressure.

#### **Public Health in the Service/Public/ Manufacturing sectors:**

Public health is an absolutely indispensable resource to the population who lacks the financial capabilities to receive appropriate treatments in the private hospitals. Also, the condition of this service in the public sector indicates the extent to which the government is exercising the appropriate efforts to look after and treat its residents in a respectful manner. It is noteworthy to mention that some respondents also discussed the impact of refugees on the private hospitals.

Most of the participants who voiced their opinion about the effect, (15-4-11/30) stated that Syrian refugees impacted public hospitals severely, with only four opposing perceptions and a minority exhibiting insufficient information apropos the subject (6-0-24/30). Among the ones who enunciated negative ideas, members mostly talked about the draining of public hospitals' resources, strain on child birth, lack of hygiene and the increase in expenses. As one lawyer explained the crisis with agitation and anger:

*"Catastrophic again...The Rafik Hariri university hospital is out of oxygen! [Higher tone of voice- Agitated]. They are short of oxygen even for the Lebanese patients!" (Georges Abboud).*

Another respondent in the service sector acknowledged the increase in costs as a result of the refugees' huge demand for resources,

*“Syrian refugees were an impediment in the amelioration process of the public hospitals in Lebanon. We, as Lebanese, are indirectly paying for the Syrian’s hospitalization through the health ministry” (Jack Sabounji).*

To highlight the problem of contaminations furthermore, the lawyer/ former education, justice and information minister revealed that,

*“Public health is also being drained due to the surplus in population, causing more diseases and viruses” (Edmond Rizk).*

Challenging views to the previous statements emerged as a minority, but were evident in the analysis since they do propose a different theory with regard to the outcomes. Most of the respondents who suggested a positive impact, backed up their claims with the money pumped from the NGO’s into the public hospitals. To demonstrate, a doctor/hospital owner assured that:

*“I am constantly checking the hospitals in Bekaa and in the North and all I can say is that these hospitals are still alive and functioning due to the Syrian refugees and to the UNHCR donations” (Youssef Houry).*

An additional confirmation to the above argument was discussed by the general director of Libnor:

*“UNHCR is covering all the costs associated with Syrian refugees’ medical treatments in public hospitals, since the ministry of health is not responsible for their medical fees” (Lena Dergham).*

And by the Kaem Makam of Metn area, who suggested an awareness toward the issue:

*“I am aware that public hospitals in the Metn area are being funded by the international organizations to treat the Syrian refugees” (Marlene Haddad).*

Across the caucus interviewed, a minority discoursed that public hospitals were already drained prior to the crisis and that refugees do not have an impact on these public institutions as it is generally claimed. One interesting answer emerged from a member of the service sector who contended that:

*“Since public hospitals are also based on tax payer model instead of user payer model, their services have been exhausted. Again, our governmental tax system is to blame and not refugees themselves”*

*“Even before the Syrian war, we do know that public schools are bad, public electricity is bad [sarcastic smile], public roads are bad and our sewage system is also bad” (Patrick Mardini).*

Concerning private hospitals, only one participant out of thirty voiced the positive impact of refugees on these institutions (1-1-28/30) and was opposed by a single individual. Claiming that they also benefited from the NGOs’ donations, the owner of the private hospital confirmed his awareness by exposing furthermore his association in the field:

*“Since I am a member in the UNHCR committee. The impact of the Syrian refugees on the public and private hospitals is totally positive”*

*“We are lucky to have the UNHCR because if it was not funding our hospitals financially, it would have been a total disaster” (Yousef Houry).*

Finally, only a tiny minority (3-2-25/30) of the sample argued that Syrian refugees did not impact private schools in any way. Their opinions originated mostly from the belief that Syrian refugees are financially incapable of reimbursing the private hospital fees. These arguments developed a judgmental view with regard to the exiled population. As one director of a public school explained:

*“I really don’t think that they had an effect on private hospitals because these institutions require huge sums of money and most of the refugees are not capable of affording these expenses” (Houda Saadeh).*

With reference to the literature and conceptual framework already developed, public hospitals played a major role in gauging the governments’ efforts in undertaking effective processes to improve public services. The interview question broke down the perceptions between public and private hospitals, with fragmented discernments and an absence of consensus. Most of the caucus who communicated insights apropos public hospitals reported divergent views, with the remaining divided between an opposing minority and another larger minority displaying insufficient awareness or neutral answers. The alertness of the subjects who voiced negative consequences



emerged equally from the service, public and manufacturing sectors, unfolding an equivalent understanding of the matter across the various economic segments. There was, however, a reluctance to express opinions regarding private hospitals either due to lack of awareness or as a result of the shifting of attention to the public hospitals, revealing a greater weight on the public institutions. The problematic challenge that unwraps a further developed debate, taps into whether the system can temporarily shift some resources (labor, technology, time etc...) from private to public hospitals, in an urgent plan to amend the complications in the stagnating public institutions. The transfer of assets can thus improve the public hospitals' services and can thus, reduce the pressure on the Lebanese residents.

### **Consumer prices in the Service/Public/ Manufacturing sectors:**

Tracking inflation and consumer prices definitely reflects multiple aspects of the economy and is capable of unfolding the major impacts of hosting a massive population of refugees, since they indisputably constitute a new consumer base with specific set of needs. Querying about consumer prices fragmented the respondents' perceptions: Nearly half of them claimed no alteration of consumer prices from the part of the refugees, whereas the other approximate half embraced convergent and divergent insights, with the negative discernments prevailing over the positive ones. Among the specimen who voiced the lack of impact on consumer prices (14-13-3/30), almost all the subjects clarified thoroughly their proposed arguments, presenting a set of explanations for their suggested theory, each one depending on his background and experience. One assistant professor of finance at the University of Balamand claimed that:

*“There is a ranking called “Ease of doing business” and I think Lebanon ranks the 126<sup>th</sup> worldwide” (Patrick Mardini), while elucidating his stance on the matter.*

The previous proclamation described clearly the reason why the respondent believes that refugees do not influence the marketplace: their incapability to compete with Lebanese businesses is a big impediment to their integration and thus, their possible alteration of the market prices. To confirm furthermore this perspective, the general manager of a coastal Lebanese hotel assured that:

*“Concerning my business, I did not change the pricing of any service provided. I guess the same applies for other products and services, since Syrian refugees' demands are mostly directed toward necessities” (Jean Beyrouthy).*

Also, to reinforce her statement, an active female member in an NGOs claimed with confidence and backed up knowledge that,

*“The effect was not major because WFP monitors the products’ prices in the contracted shops”  
(Samar Abboud).*

The consequences were also attributed to other factors in the region, as one manager in the manufacturing sector claimed that:

*“Consumer prices fluctuated due to the change in petrol cost, which is a completely distinct problem” (Shady Asmar).*

Alternatively, across the disagreeing caucus, respondents’ perceptions were segmented into various discernments regarding the nature of the stimulus. The majority of participants who claimed that Syrian refugees do have an impact on the consumer prices, found the effect negative, with most of them stating that the illegal competition lowered prices and profits down, affecting Lebanese retail shops devastatingly (9-2-19/30). Their reactions apropos the subject revealed interesting non spoken clues and evidences derived from real life examples. As the former senior manager of trade -finance at Blom Bank and the member of international Chamber of commerce Paris endorsed:

*“Syrians who opened small shops are selling their products below cost in order to compete with the Lebanese products, especially agricultural goods like grapes. I personally was not able to sell my grapes’ stock this year due to the Syrian lower price competition” (Jack Sabounji).*

A jewelry manufactory owner also revealed his frustration from the marketplace conditions in the jewelry industry, by carefully discussing the repercussions:

*“Negative. Negative. Negative [Affirmation]. We had to decrease our consumer prices due to fierce competition even if the competitors were just beginners in the market. They have mostly affected the jewelry shops who were at the same level of competition, offering the same designs and quality” (Himo).*

Among the minority who voiced positive insights (2-9-28/30) participants defended their arguments by claiming that refugees lowered prices down due to competition, affecting the economy positively with better off customers, as an owner of a law firm implied,

*“Syrian refugees’ low financial capabilities, impacted our economy positively. Shop owners had to drive consumer prices down for the Syrians to be able to buy their products” (Georges Abboud).*

Lastly, it is notable to mention that one outlier (1-11-18/30) asserted that prices increased due to higher demand,

*“I was in the supermarket yesterday and I realized how much prices have changed” (Edmond Rizk),* and another one claimed a neutral opinion with regard to the decrease in prices (1-11-18/30).

Respondents were inclined, in their quest for strengthening their arguments, to present actual substantiations originating from their own awareness and knowledge with regard to the issue. Approximately half of the caucus negated the presence of any impact on consumer prices in Lebanon. The previous opinions are fundamental to the study since some of them backed up their statements with official references. As one member in an NGO acknowledged the necessary control procedures which are being implemented by the World Food Program, an international organization that addresses hunger and promotes food as part of the United Nations, to limit price fluctuations in the hosting countries. The severity of such proclamations toward the study is limitless, since they can discredit any further opposing theories. Convergent perceptions in this segment were very rare, again, imposing indisputably a slight pessimistic view with regard to the marketplace condition amid the refugees’ integration. However, looking from a general stance, the plurality of the respondents who answered and who had sufficient information, stated that refugees did not impact consumer prices and that the alteration in values is attributed to other regional circumstances. Awareness emerged equally across the three different sectors in the economy, with practical explanations originating mostly from the manufacturing field, since experts in this segment were more involved in the market. Negative insights were also apparent in the other half majority, reflecting the process by which refugees can impact the local shops harmfully, following the decrease in consumer prices. Results revealed that approximately half of the participants stated the absence of repercussions, whereas most of the remaining caucus who voiced a specific opinion, declared that refugees affected consumer prices negatively.

**Labor Diversification in the Service/Public/ Manufacturing sectors:**

Following the quest for checking consumer prices' fluctuations in the market, it was fundamental to collect perceptions on the subject of labor diversification by gauging the extent to which Lebanese professionals, in the different sectors, encourage employers' variation. With reference to Hopkins (2011) in the literature review already developed, the study revealed distressing ramifications on the local staff when refugees and expatriates were integrated into the industries, which caused disturbances in the work environment. Even though the study was done in a developed country, UK, it became crucial to assemble insights apropos this matter in a developing nation like Lebanon, which is hosting more than a half of its population as refugees.

A significant majority of the respondents across the specimen mentioned indirectly a "need" for Syrian refugees in the labor market (22-8-0/30), analogous to a development of multiple arguments and theories in relation to this requisite. The labor diversification inquiry was challenging because it unfolded a stream of ideas and assimilated contradicting perceptions in some of the answers. The need for Syrian refugees was apparent along this caucus, seamlessly revealed by a lawyer/former education, justice and information minister,

*"Based on the reality that some Lebanese do not accept to fill certain type of jobs, we have to live with the idea that we are in need of some Syrian laborers in multiple sectors" (Edmond Rizk).*

The demand for Syrian labor is clearly elucidated by the former minister as a replacement for Lebanese residents who refuse to occupy certain "types" of jobs. This argument is also reinforced by a private school director who contended that,

*"Yes why not. Labor diversification is encouraged because Lebanese do not always agree to work in certain conditions" (Leyla Fares).*

Their need was also expounded by a member in the NGO, who went a step further in suggesting that employment opportunities prevent refugees from engaging in corrupt behavior and from disturbing the society's wellbeing,

*"If you don't provide direct aid, refugees will have either to work, wait for NGOs' donations or steal" (Samar Abboud).*

Other respondents were keen to shed the light on the importance of a legalized employment process and an appropriate control of their labor terms. As one of the head of municipalities argued:

*“Surely I do encourage this labor diversification but with a strict labor code” (Ziad Haidar).*

Another member in the public sector displayed his concern for the wellbeing of the residents amid the labor diversification:

*“When the transfer process of a Syrian worker is easy and subject to safe and normal situation between the two countries, they are most welcomed!” (Fadi Martinos).*

Amongst the sample that discussed a need for the Syrian labor in the Lebanese market, a minority (6-8-16/30) encouraged the labor diversification process and indirectly communicated that the integration of expatriates into the market goes beyond the simple need for labor. As the assistant professor finance at Balamand stated:

*“I don’t care actually. I encourage less restriction on labor, wage and on the hiring process. I would like to see Syrians and Lebanese having the same opportunities in getting [Assertion] a job. I don’t care about the outcome”*

*“What I actually care about is fairness. I want to have equality in opportunity not in outcome and that’s very important. I think that equality in outcome is something very bad” (Patrick Mardini).*

Labor diversification was also reinforced assertively by a private hospital owner,

*“Surely. Surely. Have you ever been to Europe? You should live and work in Europe to check for yourself that labor diversification should be encouraged” (Youssef Khoury).*

Throughout the interview, few participants were keen to promote the Lebanese employees’ rights in their statements, along with their support for labor diversification (6-0-24/30). These members acknowledged the need for Syrian laborers in the marketplace “if” it does not lead to labor substitution. Their answers uncovered an understanding of the marketplace needs, parallel to the consideration of the residents’ constitutional rights for work. As the general director of Libnor declared:

*“I encourage labor diversification in these jobs because they do not threaten the Lebanese residents and can drastically reduce the cost for the manufacturer due to the lower labor fees”*

*(Lena Dergham).*

The previous statement was also confirmed by an active member in the service sector, who acknowledged that,

*“Labor diversification is necessary because some jobs can only be done by Syrians. Again, a quota must be specified in order to avoid labor substitution” (Fares Challah).*

Consumed by the fear of labor substitution and other severe repercussions of the refugees' incorporation into the Lebanese industries and businesses, a minority of the respondents suggested a necessity for more control of the labor law instilled (4-0-26/30), and another few mentioned that further awareness is required in educational institutions to direct students toward the most needed jobs in the country (3-0-27/30). Interviewees who proposed the above amendments were shadowed by the fear of an absolute labor substitution in the long run and were aware of the necessary preventive steps that had to be implemented by the schools and government. The owner of a Plexi-glass manufactory advised that,

*“The government must only allow a certain percentage and institutions should thus abide by the regulations” (Selim Jammal).*

Another manufactory owner argued with anger and agitation,

*“I seriously recommend spreading awareness in schools to orient students toward the right path and not only encouraging our children to become doctors, architects and lawyers”*

*“I am afraid that my daughters will sell the business after a certain period because they are all abroad now. Where is the new generation?” (Daniel Khalil).*

Challenging the favorable insights of the majority, a lesser portion of the interviewees (8-22-0/30) displayed opposing discernments with regard to the Syrian refugees' integration in the labor market and contended that, by labor diversification, refugees impact negatively the work environment and the Lebanese residents. However, this does not negate the fact that some of them mentioned the involuntary need for Syrian labor, but with dissatisfaction and frustration.

The former minister of labor argued with absolute rage and irritation the consequences of labor substitution and how he ended up searching for a Lebanese assistant with failure,

*“I am personally searching now for a personal assistance and I can’t find one! It’s been six month.... The first thing a Lebanese woman would ask about is time. Why are you even asking when you are in need for money! [Higher tone of voice, angry]” (Segaan Azzi).*

His aim was to reveal that some Lebanese residents refuse to take certain jobs and that Syrian workers are replacing them in all the unskilled fields. Correspondingly, the general director of the Lebanese Red Cross discussed a fear of settlement, an already developed code in the awareness sector,

*“No. No. I definitely do not encourage Labor diversification because I am afraid of Syrian refugees’ settlement”, while unfolding the bitter truth of their mandatory integration “It is true that Lebanese labor quality is better than the Syrian, but the latter accepts harsher work conditions and do not complain during work time” (Georges Kettaneh).*

To conclude this segment, it is of paramount importance, to shed the light on the difference between “encouragement” of labor diversification and the “need” for it. Respondents made the dilemma clear since the majority of them acknowledged the inevitability and the desperate need for Syrian labor in the marketplace whereas only a tiny minority sturdily encouraged their employment in the Lebanese businesses and industries, which clearly shows that the bulk of the respondents had no problem with the refugees’ integration because of the sole absence of Lebanese employees to fill the jobs and not because they do encourage the process of nationalities’ amalgamation in the work place. Most of the participants who voiced their need for Syrian labor were also aware of the necessary precautions that had to be adopted to minimize and limit the severe repercussions of a wrongfully gone labor substitution. Respondents suggested a strict labor code and more awareness in schools as well as universities in an effort to orient students toward further practical jobs currently filled by Syrians. The actual need for labor and its encouragement emerged mainly from the service sector whereas the least favorable insights were voiced from Lebanese experts in the manufacturing field, in which there was an absolute lack of a strong labor diversification reinforcement. Results reflected the complications’ faced by the manufactory owners in finding local employees admitting average wages. Suggestions for more control and

awareness came forth from the service and public sector in equivalence, with a minority of the manufacturers voicing amendment plans.

**Job retention and growth Diversification in the Service/Public/ Manufacturing sectors:**

With reference to the literature review, there were many studies concerning job retention and growth, reflecting various insights with regard to the impact of Syrian refugees on the matter. The study conducted by Ruiz and Vargas-Silva (2016), and previously developed, revealed the severe repercussions of integrating refugees, on the hosting population, specifically in the work place. Accordingly, the job retention/growth theme proved imperative in gauging the Lebanese experts' perceptions toward the Syrian refugees' effect on job retention/growth across the various industries. Following the interview, a large majority of the participants mentioned that, overall, Syrian refugees negatively affect job retention and growth (26-1-3/30). This widely held perception across the caucus unfolded several assertions with regard to the expatriates' consequences on the labor market. As one textile manufactory owner asserted,

*“If you go to any Lebanese restaurant today, most of the waiters and delivery employees are Syrians” (Elie Azzi).*

While reinforcing the previous statement, a senior category manager at a distributing company argued as well that,

*“We used to see Lebanese working in supermarkets behind the cheese and poultry section. Today, Syrians are replacing them in the supermarkets and even in restaurants” (Fares Challah).*

Among the respondents who communicated the negative impact of refugees on job retention (26-1-3/30) half of them attributed this unfavorable effect to their cheap labor and to the fact that they accept harsh work conditions, longer schedules and most importantly lower wages (13-1-16/30). Employers are being forced to substitute Lebanese personnel with Syrian refugees in order to improve profits and to compete fiercely. The owner of a well-known Lebanese sweets' manufactory chain explained the struggle as follows:

*“The pressure following taxes and the lack of governmental support is pushing us further to lower our labor cost, since we can't be efficient in any other way” (Sarkis Douaihy).*



Another Lebanese entrepreneur manifested the problem in numbers, and noted that,

*“90% of Lebanese owned companies dismissed their national workers and replaced them with Syrians in order to lower their labor cost” (Jean Kallassi).*

Additionally, a minority of the negative perceptions proclaimed that Syrian refugees adversely affect job retention and growth precisely in the unskilled sector (6-0-24/30), because the majority of expatriates usually take jobs that do not require high educational skills. The previous arguments were supported by real life instances, mainly emerging from the service sector, as the owner of a private hospital argued that,

*“This worker was hired because we did not find any Lebanese resident to do the job related to the sewage system” (Yousef Khoury).*

The director of a private school at Bishmizzine also stated with anger,

*“My hairdresser here in Bishmizzine replaced some Lebanese employees with lower cost Syrians and since then, I boycotted him” (Leyla Fares), confirmed similarly by a quality research and development manager at a diary manufactory “How many times have we heard that Lebanese restaurants have turned around their labor structure, thus replacing Lebanese workers with Syrians?” (Shady Asmar).*

Challenging the majority, a tiny minority of respondents claimed that Syrian refugees do not affect job retention and growth in the Lebanese industries (3-27-0/30). Although these three interviewees constituted only 10% of the caucus, their professional background and experience unfolded provocative suggestions, contrasting the bulk of the stated perceptions. The assistant professor of finance at the University of Balamand - Coordinator of the finance concentration discussed the matter as following:

*“I don’t think it is easy today to hire a Syrian. Let’s start by that. So saying that they are taking all the jobs is wrong. I would have wished that it was easy to hire a Syrian but it is not”,* he then reinforced his argument by explaining further,

*“So I think that the real issue here is labor qualification and I believe that soon enough, with the robotisation of all the redundant tasks, all those low added value jobs will end up disappearing anyway” (Patrick Mardini).*

Across the interviews conducted, a public school director remarkably stated that if Syrian refugees specialize in specific fields, they can promote the country's economic growth. Her answer was considered an exemption to the rule (1-0-29/30) since it was the only positive statement amid the unfavorable and pessimistic discernments. The director assuredly advocated their valuable input by claiming that:

*“If Syrians get employed in the appropriate jobs for them, then their effect will be positive on the economic growth”, she then specified that their production is highly valued in the “The construction and agricultural field” (Houda Saadeh).*

Parallel to the various insights, two respondents also admitted that Syrian workers are more qualified than Lebanese employees in some sectors (2-0-28/30). Their acknowledgement emerged as follows:

*“Syrians are even more qualified than the Lebanese in some sectors like the construction field for example” (Gretta Saab).*

Lastly, a minority of the caucus voiced the possible amendments with regard to the issue of job retention and growth, by stating that the labor market requires more control procedures as well as protective rules concerning the labor law (4-0-26/30), an already claimed code in the previous themes. Additionally, there was a tendency for a tiny minority to blame the government for its reckless protective labor rules (4-0-26/30). A sole participant attributed the decline in job retention and growth to the employers themselves (1-2-27/30) and proclaimed that:

*“They are affecting job retention and growth but the biggest dilemma is that they are not being legally punished for their behavior. Lebanese are the ones to blame also” (Marlene Haddad).*

The job retention/ growth theme generated several codes with regard to the matter, with the majority agreeing on the negative aftermaths of the Syrian refugees on the Lebanese employees, *“If an employee has been working more than 10 years with them and requests a promotion, he or she is being dismissed directly without prior warning [Sad tone of voice] (Georges Rayess)”*. The interview created a stream of emotions, mainly developed from personal experiences in the work field, as Lebanese experts interviewed were mostly owners and managers in the organization hierarchy. The unfavorable insights were generally advocated by the severe consequences of labor substitution in the incompetent jobs. The critiquing majority acknowledged that Syrian refugees'

upsurge in the unskilled field was a result of the need for labor and not of the preference for the expatriates' work. They were also aware that the demand for Syrian employees is reinforced by their cheap labor. However, Lebanese experts across the multiple sectors, were also conscious about the importance of strict labor laws and the need for more government protection, as if they appealed for more regulations to cease the illegal wave of employment, which is directly affecting the local population. Parallel to their demand for fiercer rules, participants also blamed some Lebanese residents who refuse to engage in practical jobs and, as few interviewees stated, want to climb the ladder as quickly as possible. Unfavorable perceptions dominated the story line, with numerous blaming the system and the Lebanese themselves, whether employers or employees. Negative perceptions, as well as suggestions for supplementary rules, emanated mostly from the public sector, confirming its participants' involvement and knowledge of the law. Members in the manufacturing sector focused majorly on the cheap Syrian labor and its serious effect on job retention/ growth, explained by their direct connection with employees in their businesses and manufactories. Finally, the three Lebanese professionals who voiced that Syrian refugees do not impact job retention/growth, originated from the service segment and had a rich academic background. Also, the plurality of members who mentioned the severe impact of refugees in the "unskilled" work field, were from the service sector, reflecting their awareness toward the different levels in the market place and their acknowledgement of the education' crucial role in avoiding a job retention threat. The repetitive mentioning of labor substitution unfolded the severity of the problem and its repercussions on the Lebanese society, consequently creating an urgent need for a proactive plan to fight for a possible broader employment crisis, amid the refugees' cohabitation.

**Suggestions in the Service/Public/ Manufacturing sectors:**

The last interview segment was mandatory in extracting valuable endorsements for the purpose of improving the economic and wellbeing of the country, amid the massive numbers of refugees and their repercussions discussed previously. The literature review developed in the first part of the study, proved the prominence of propositions in light of the post-war crisis. Interviewees in this section were given the privilege of freewheeling recommendations, to gauge further their essence with regard to the refugees and to test their ability to develop corrective plans based on their convergent or divergent views.

It is interesting to note that more than half of the caucus appealed for more labor laws, a much repetitive code already discussed by multiple respondents previously (16-2-12/30), which was contradicted by two outliers (2-16-12/30) who stated their desire for lower restrictions and more ease of doing business. Among the participants who strongly recommended reinforced labor codes, the owner of a large import-export company indicated that:

*“We can benefit from their presence if they become all legalized with legitimate work papers. Moreover, they have to pay taxes like everybody else” (Joe Abdallah), whose statement was strengthened by a senior category manager at a distributing enterprise, “The ministry of industry and labor in Lebanon must work together to check in which industries Syrians are required the most, within a specified quota of course” (Fares Challah).*

The Kaem Makam of Metn area also endorsed with angry emotions, the importance of following the rules and implementing them in order to benefit from their stay, if possible,

*“There should be more organization and control of the labor force and their distribution in the different segments in the country, specifically the economical, educational and trade sectors” (Marlene Haddad).*

And to stress furthermore on the predominance of a proper labor code, the owner/manager of a manufactory and distributing company implicated the necessity of their labor specialization by stating that,

*“The government must organize their stay and their integration into the Lebanese labor force through allowing them to work in only two sectors: The agricultural and construction field, specifically in concrete and stone finishing, since they do have years of experience in these fields” (Jean Kallassi).*

Participants who suggested opposing recommendations were keen to show the mandatory economic benefit of their labor market integration, as one assistant professor of finance at the University of Balamand - Coordinator of the finance concentration declared with ease, that,

*“We should make it easier for them to work by reducing all the restrictions pertaining to the level of wage or ease of recruiting them. Let us relax all those crazy regulations”*

*“The government must make it easier for Syrians to open a business in Lebanon” (Patrick Mardini).*

Also, the three most mentioned codes, ensuing the labor law, were respectively: the appeal for an official listing of the Syrian refugees in the country (7-0-23/30), the necessity for their labor specialization in specific fields only (7-0-23/30) and the process of repatriation (7-0-23/30). Interviewees unfolded, during their stream of suggestions, the compulsion of developing official statistics of refugees in order to control them and limit their inflow accordingly, as argued by the head of municipality of Jbeil area,

*“We can benefit from their presence when they start to register in the municipalities where they reside, even if they do not have work permits. Syrians must also state the reason behind their presence in the Lebanese territories” (Wissam Zaarour), a statement further reinforced by the Kaem Makam of Metn area, who explained the frustration that: “The big municipalities are facing difficulties in controlling and officially listing the number of Syrian refugees, like for instance Borj Hammoud. The UN is better than us in getting official numbers” (Marlene Haddad).*

Interviewees also made sure to cite the benefits of Syrian refugees' labor specialization, for a better production in the market place. Again, this code has been repeated several times during the interview and proved its inevitability by reappearing again in the final segment. As suggested by the general manager of a very well-known hotel and the Syndicate of the marine touristic site in Lebanon:

*“We can invest in the Bekaa area by building agricultural fields and opening manufactories in order to take advantage from the low cost Syrian labor and at the same time by keeping the refugees away from the developed regions in Lebanon” (Jean Beyrouthy).*

The project Leader- Sales and Operation planning manager at a beverage company contended additionally that,

*“Let Syrian refugees work in agriculture because we are suffering from the lack of cultivation in Lebanon and there are so many unoccupied lands that should be invested in agronomy” (Georges Rayess).*

Amid this flow of recommendations, a minority of respondents recommended fiercely that the repatriation of Syrian refugees itself improves the economic conditions in the country. This suggestion was coupled with feelings of anger and resentment against the refugees' presence in the region. The former minister of labor thoroughly revealed his antipathy toward the Syrians by arguing that:

*"I don't want to take advantage of them! [Angry tone of voice]. This philosophy created by the United Nations is false. Let them return back home and then we can see how to benefit from them" (Segaan Azzi).*

Feelings of hostility and aggression were also evident in the statement of a public school director, when she deliberated that:

*"The best solution in my opinion is if they return to their land as soon as possible! [High tone of voice]. The Lebanese government must plan their way back home" (Houda Saadeh).*

Another surfacing code, articulated by a minority, is the promotion of the Lebanese wellbeing and infrastructure through the international donations received by certain public and private institutions, as the general director of the Lebanese red cross put it,

*"Donations emerging from international organizations must be used for the improvement of the infrastructure just as Turkey is managing the funding appropriately" (Georges Kettaneh).*

The prominence of international donations was also apparent when the general director of Libnor contended that:

*"Work must also be done with the international organizations and is actually being done, to allocate donations for the Lebanese population and not only for the Syrian refugees"  
"Their donations could help us improve our infrastructure in order to be able to handle all the refugees while they reside in Lebanon and to recover our quality of life" (Lena Dergham).*

Few participants mentioned accordingly the prevalence of instilling specific pre-planned standards in order to respond efficiently to the refugees' crisis proactively. Among the recommendations, the lawyer/former education- justice and information minister, declared that:

*"We must learn to control and manage the migration flow by setting standards while taking in consideration the infrastructure and the country's size" (Edmond Rizk), and based on her*

experience in the field, the general director of Libnor thoroughly described the importance of standards by elucidating the following:

*“As ‘Libnor’, we are constantly working toward building standards in response to these kind of challenges since we lack these indicators in Lebanon. There should also be standards in my opinion for the international donors in order to manage their contributions more efficiently and to direct their assistances to refugees as well as local residents” (Lena Dergham).*

A major outlier throughout the whole interview, insisted on the necessity of adopting a user payer model instead of a tax payer model (1-0-29/30) to benefit accordingly from the refugees’ presence. The assistant professor of finance at the University of Balamand - Coordinator of the finance concentration, was keen to re-mention the implication of a user payer model,

*“We must switch to a user payer model instead of tax payer model for all the goods and services supplied by the government”* who also made sure to reinforce the crucial aspect of free labor movement by stating that *“the government must make it easier for Syrians to open a business in Lebanon” (Patrick Mardini).*

Challenging to the previous statement emerges a minority stating that there should be more control of the Syrian refugees’ movement from and to Lebanon (4-0-26/30). The importance of this code develops parallel to the necessity of instilling official listings and standards, two already established codes. The owner of the jewelry manufactory discussed the procedure as follows:

*“But if we have to take advantage from their presence [higher tone of voice-interest], we have to make them pay fees for every day spent in Beirut. In Jordan, Syrian refugees pay 10\$ for every day spent in the country” (Himo),* who referred hence to Jordan as a role model for reacting to the refugees’ crisis.

In light of the suggestions arose few perceptions refuting the possibility of benefiting from the Syrian refugees, complemented by a stream of emotions and anger (5-0-25/30). This tiny percentage displayed a standpoint of hostility and anger toward the refugees’ integration into the Lebanese society, as a local lawyer perfectly described the issue:

*“[Long silence pause]. No way. I am thinking how we can benefit from them. No way. I am trying to figure out how we can take advantage from a two million population” (Georges Abboud),* and approximately the same reaction was mimicked by the professor

of Economics. Chairperson, Department of Economic at Balamand University, who argued that *“In my opinion, I cannot benefit from their presence in any way. They are a burden and a factor of instability. They should go back the earliest the better! (Gretta Saab).*

One distinct and worth the attention answer was articulated by the former senior manager, Trade finance at Blom Bank, Lebanon- Member of international Chamber of commerce Paris, who stated that Syrian refugees must be enrolled in the army in order for them to feel the patriotism. He was considered an outlier since no other participant ever mentioned directly or indirectly this code (1-0-29/30). His suggestion came as a challenge for the favorable and unfavorable perceptions at the same time,

*“I encourage their enrollment in the Lebanese army and the police departments, so they can develop a sense of patriotism for Lebanon, if they plan to stay in the country” (Jack Sabounji).*

Lastly, across the suggestions to impose additional regulations, paying taxes (2-0-28/30) and imposing entry fees (2-0-28/30), were also notable recommendations. One respondent mentioned the necessity for more awareness in schools with regard to job potential and opportunities in the marketplace (1-0-29/30) and a sole participant also suggested that we can benefit from Syrian refugees by considering them a target market, thus offering them customized products to boost profits, as declared by the quality and Performance Senior Manager at a mobile service company:

*“Our next plan is to target the Syrian market with new customized data bundles for the refugees, at cheaper prices” (Ziad Zorkot).*

The disparity was apparent in the generation of endless recommendations and endorsements from the whole caucus. The most striking part is that there was no consensus about a single code in the suggestion segment, since respondents mainly emerged from different sectors and consequently, had various plans and ideas with regard to the refugees' presence. It is however prominent to reveal that most of the interviewees mentioned the necessity for a stricter labor code to reinforce the legal procedures of refugees' employment, for the purpose of a fiercer local work protection. The majority acknowledged the need for Syrian labor in specific sectors and accordingly, suggested the requirement for official listings of their numbers, entry control and the implementation of formal standards, to plan a proactive response to further similar inflows. A minority strongly



proclaimed the need for an urgent repatriation of refugees and unfolded emotions of anger and resentment, equivalent to another minority who simply stated that the country is incapable of benefiting from their presence in any way. Most of the sample was communicating positively with the researcher, and adopted an optimistic view of the situation, whereas a small percentage displayed unfavorable emotions and consequently revealed pessimistic insights. The largest diversity of suggestions emerged from the service and public sector, whereas a smaller depth in assortment originated from the manufacturing field, mainly because Lebanese experts, in their manufactories, are more practical and find struggle in proposing future notions and propositions. The variety and profundity of recommendations regarding the labor code and pre-planned standards proved its veracity in the public sector specifically, based on the direct public engagement in the field. Members in the service sector were mostly inclined to propose economical models and theories, since they had a very rich academic background. Numerous already developed codes in previous themes, reemerged in the final quest, proving their prevalence in amending the possible severe consequences of Syrian refugees in the economic sector and at the same time, advocating their guiltlessness with regard to multiple allegations and prejudgments developed by the host society.

#### **4.4 Conceptual framework and findings**

The conceptual framework, previously developed from the literature findings, seamlessly guided the methodology, research design and analysis by an inductive research frame which “Involves the search for pattern from observation and the development of explanations – theories – for those patterns through series of hypotheses” (Bernard,2011,p.7). As Lodico et al (2010) also discussed, inductive reasoning is “often referred to as a “bottom-up” approach to knowing, in which the researcher uses observations to build an abstraction or to describe a picture of the phenomenon that is being studied” (p.10). The transition from theory to abstract required a thorough elaboration of the theoretical and empirical frameworks in the literature review, a detailed and valid description of the methodology, thirty semi-structured interviews with Lebanese experts in the various economic sectors, and finally an assessment of the professionals’ perceptions with regard to the Syrian refugees’ impact on the Lebanese economy. Analyzing the respondents’ perceptions had a purpose of building a strong and valid research conclusion apropos the refugees’ repercussions and whether these discernments are mostly convergent or divergent in nature, with reference to the already developed conceptual framework in appendix (E). The meanings and patterns generated

from the study revealed that the majority of the Lebanese experts, across the service, public and manufacturing sectors, communicated divergent perceptions and displayed negative receptivity with regard to the subject. The majority of the caucus acknowledged at the same time, the actual need for the Syrian labor in specific fields, while being aware of particular amendments and further required regulations. Tourism, which was a gap in the literature review, proved unconnected to the Syrian refugees, as most of the specimen argued that there exist no relationship between the vacation industry and the refugees' presence in the country. Respondents attributed the impediment in tourism to internal and external regional circumstances out of the refugees' scope. Additionally, most of the Lebanese experts who voiced their opinions, could not find any impact of refugees on the private schools, housing values and tourism, which was discussed previously. The absence of effect was attributed accordingly to other factors mentioned in the analysis and backed up by the participants' actual sayings. Negative perceptions mainly emerged across public schools, rent, trade, wellbeing, environment, public hospitals and job retention/growth. Labor diversification unfolded a "need" for their labor, which failed to translate into a convergent perception. Respondents showed little alertness apropos private hospitals. The awareness segment mostly embraced negative emotions and insights. Discernments about consumer prices were diverse; half of the sample reported a lack of impact, while a significant majority of the other half communicated negative repercussions. Finally, the suggestion part of the interview played an important role in proposing recommendations and amendments to the negative repercussions already articulated by the participants and unfolded various theories and hypotheses with regard to the Syrian refugees' impact on the Lebanese economy.

#### 4.5 Conclusion

The prominence of mixed methodologies in social sciences and the adoption of a qualitative approach to the current research were followed by a thorough explanation of the thematic analysis which revealed apparent in an inductive reasoning structure. The analysis and findings chapter tapped meticulously the different phases of thematic analysis, from the mere transcription of interview records to the very specifics of coding and analyzing the data extracts, enhancing furthermore the credibility, dependability and the replicability of the methodology adopted in a qualitative framework (Miles and Huberman, 1994). Goddard and Melville (2004), contended that an inductive research approach proposes theories at the end of the study as a result of thorough observations in the field. Subsequently, the research findings have unfolded Lebanese experts' perceptions of Syrian refugees' impact on the Lebanese economy, coupled with a gauging of their awareness with regard to the matter and a development of a stream of recommendations in the interview closure.

The majority of the interviewees in the service, public and manufacturing sector communicated negative perceptions concerning the refugees' impact on the country's economy. Lebanese experts displayed an acceptable awareness degree of the Syrians' effect on the economy, regardless of their insights' stand. Participants did not show any reluctance in answering the free-wheeling initial inquiry, except for those who associated the interview to their political ideologies at first, but then were able to proceed and develop a coherent flow of discernments.

The interview also revealed that the majority of the members who communicated their perceptions, claimed the absence of impact on private schools, housing values and tourism. The lack of relationship between refugees and these variables did not ignore the negative insights voiced by some members, but since the majority communicated a nonexistent impact, findings had to mirror the bulk of discernments stated.

The majority of the Lebanese experts who stated their insights apropos the refugees' effect on public schools/hospitals, rent prices, trade, wellbeing, environment and job retention/growth, talked about negative discernments. Also, a minority of interviewees displayed favorable acumens with regard to the previous themes but were overshadowed by a stream of resentment and hostility toward Syrian refugees. The divergent percentage of the caucus made sure to explain thoroughly the reasons behind the unfavorable ideas pronounced during the interrogation process. However, the "need" for Syrian labor in specific fields was not negated or ignored, which leads us to the

labor diversification debate. The latter theme, as previously detailed, revealed a “need” for Syrian labor, despite all the unfavorable insights discussed with regard to the employment process. Respondents also communicated awareness apropos the necessary regulations that must be instilled to limit the severe repercussions of labor substitution. Discernments regarding private hospitals were mostly minor due to the lack of awareness and information regarding the impact. Consumer prices’ theme brought up diverse opinions, half defending the absence of repercussions and another significant majority voicing negative perceptions. Some of the interesting answers throughout the interviews were mainly the suggestion for a relaxed labor restriction and the enrollment of the refugees into the Lebanese army.

It is of paramount importance to induce that the majority of the Lebanese experts recognized the Syrian refugees’ impact on the local economy as divergent, unfavorable in nature. The previously in depth breakdown, developed each theme and analyzed its codes accordingly, gauging qualitatively the participants’ views in a scrupulous way. Suggestions finally emerged from the caucus interviewed, to recommend corrective and proactive actions with regard to the crisis. One of the most mentioned codes in the final theme was the reinforcement of the already existing labor law, the instilment of official listings, the importance of allocating Syrian refugees into specific work fields and the necessity for their repatriation. Recommendations revealed fundamental tactics in regulating and adapting the Lebanese system amid the refugees’ cohabitation and discussed the importance of international donations as well in promoting the Lebanese wellbeing and the infrastructure, if used properly.

## **Chapter 5**

### **Conclusion**

#### **5.1 Introduction**

The qualitative nature of the research put together a number of interrelated themes during the analysis and suggested possible relationships between them, as a result of repetitive codes at various times across the interrogation. The associations and links among the different patterns generated, proved that the Syrian refugees' impact on the Lebanese economy is not as bounded as it seems. Respondents who were inclined to voice that Syrian refugees' impact on the wellbeing is negative, also communicated the same perceptions with regard to the environmental wealth. Similarly, participants who claimed that they "need" Syrian refugees as laborers but did not directly encourage labor diversification, also voiced the belief that these expatriates negatively affect job retention and growth, acknowledging their severe repercussions on the marketplace. Tourism proved unaffected by the surge in refugees, filling a literature gap previously questioning the actual impact. Public schools/hospitals, rent values, trade, wellbeing, environment and job retention/growth, transferred a set of unfavorable perceptions, trailing a stream of frustration and angry emotions. No relationship was extracted between Syrian refugees and private schools, housing values and tourism, even though there was no tendency to communicate convergent perceptions. Refugees' impact on consumer prices uncovered multiple views: an absence of alteration and adverse consequences as well. The majority of the members lacked knowledge regarding private hospitals. The awareness segment generated a torrent of unfavorable insights, with few exceptions, whereas suggestions were very diverse in nature, and tackled numerous topics with regard to the refugees' crisis. The assortment of recommendations in the final section, unfolded the Lebanese experts' desire in revamping rules and regulations, with a tendency for reinforcing them in order to benefit from the refugees' presence in the time being.

The qualitative analysis conducted was able to move from the very specific codes, to the broader themes and categories in a developing country like Lebanon, to the final perception's stand point, which was majorly divergent. The analysis' prominence, however, was also significant in the codes generated across the various categories and themes. The codes themselves revealed the causes, and consequences of some complications, when a negative relationship resided between Syrian refugees and the theme proposed. Additionally, codes unfolded further topics to study in

the future with relation to the refugees' inflow and their repercussions on the Lebanese economy. They have also highlighted the most important patterns in discussing a refugee crisis in a coherent and structured frame.

The analysis conceived a set of questions with regard to the refugees' impact on the Lebanese economy, across the service, public and manufacturing sectors, based on the members' discernments:

- To what extent is the association of Syrian refugees with unfavorable perceptions, influenced by the past historical struggles between Lebanon and Syria?
- Is Lebanon on the verge of a detrimental Syrian "migration"?
- Is the attribution of tourism failure to the Syrian refugees in Lebanon, a cover up for a more disturbing political decision?
- Is Lebanon in desperate need for an external intervention to breach the dual Syrian-Lebanese involvement in the criminal and disturbing activities?

## **5.2 Reliability and validity**

In qualitative research, the issues of reliability and validity are of major prominence, as Brink (1993) contended that "Meticulous attention to these two aspects can make the difference between good research and poor research and can help to assure that fellow scientists accept findings as credible and trustworthy" (p.35). To break down the issue of validity in qualitative studies, Denzin (1970) made sure to discern between external and internal validity; the researcher referred to internal validity as the extent to which the study findings reflect accurately the reality being examined, instead of being the result of peripheral variables. External validity was attributed to the degree to which the research representations can be relevant and applicable among various groups. Reliability, on the other hand, is best depicted by Brink (1993) as "the ability of a research method to yield consistently the same results over repeated testing periods" (p.35). It also delineates how consistent and stable are the researchers' account and the degree of their repeatability (Selltitz et al, 1976). However, in qualitative research, 'reliability' is voiced as 'dependability'; 'generalizability' as 'transferability'; 'internal validity' as 'credibility' and 'objectivity' as 'confirmability' (Trochim and Donnelly, 2008), "when referring to criteria for evaluating the scientific merit of qualitative research" (Brink, 1993, p.35). Transferability of the study, as explained in the analysis, was conveyed through a thorough description of the procedures,

methods adopted and the purposive sample chosen. Dependability was proved through the “code-recode” strategy, a process of “coding the same data twice, giving one or two weeks’ gestation period between each coding” (Anney, 2014, p.278). Credibility was validated through the member’s check process, described formerly in the text. Confirmability was further tested by the reflexivity and audit trial processes, from collection to the final report, also detailed in the pre-analysis phase. Construct validity was furthermore enhanced by the use of appropriate instruments and the certification of findings with various experts and business professionals across the service, public and manufacturing sectors. The previous steps and the validation of results through support from quotes extracted from the data, were also a major contribution to the conclusion validity (Miles and Huberman, 1994). It is also important to note that the transparency of the methods and processes used in the research strengthened furthermore the replicability of the findings (Miles and Huberman, 1994).

### **5.3 Limitations and Contributions**

The qualitative research conducted was confined to a set of limitations, ranging from time constraints to the material used and finally to the sample interrogated. The resources available to the researcher delineated the scope of the study and imposed boundaries for further interviews’ occurrences. The number of total respondents, equivalently emerging from the service, public and manufacturing sectors, could have been elevated to a higher caucus, if time and resources permitted, for the purpose of a greater representation of the Lebanese experts’ perceptions. Restraints also prevented the researcher from undertaking a quantitative method, for the drive of comparing findings generated from the qualitative research. A much broader and varied sample would have also represented the different insights of various non-governmental organizations’ active members, whose majority were unable to obtain approval of the interview in the permitted time interval of the current research. Their contribution could have also added important perceptions emerging from the international institutions, whose donations were also a much repetitive code in the analysis. Further assets and research are needed to highlight the Lebanese experts’ opinion with regard to the Syrian refugees’ impact on the Lebanese economy, and to constitute, thus, a more solid conclusion.

The initial phase of the research encompassed a lot of reading related to theories and empirical studies conducted in different countries, a propos the refugees’ impact on the corresponding

nations. The researcher also made sure to read most of the published articles concerning the refugees' impact on the Lebanese economy. Throughout the scanning process, the majority of the topics discussing the Syrian refugees' impact were either quantitative (reports, percentages....) or mere journal articles communicating news information to the Lebanese residents and the rest of the world. The researcher acknowledged the presence of further studies but was intrigued by the lack of qualitative research with the regard to the Lebanese experts' perceptions on their impact. The research thus, attempted to explicate and communicate an understanding of the Lebanese professionals' insights of the Syrian refugees' effect on the country's economy, focusing on "rare phenomena" as much as "frequent phenomena", since the discernment was made clear by Ochieng (2009, p.17) when she stated that "no attempt is made to assign frequencies to the linguistic features which are identified in the data, and rare phenomena receives (or should receive) the same amount of attention as more frequent phenomena". Meanings and patterns were extracted from the interviews, with a purpose of transferring those significances to the local residents, government, ministries, business owners, organizations, NGOs, researchers and to every individual who has the complete right in understanding the Lebanese experts' discernments of Syrian refugees' implications on the country's economy. The research definitely opened the way for possible future studies, which will be discussed in the following section.

#### **5.4 Possible Future research**

It is widely acknowledged that in qualitative research "the main disadvantage" is that "findings cannot be extended to wider populations with the same degree of certainty that quantitative analyses can" (Ochieng, 2009, p.17). From one of the weakest limitation of qualitative research, surfaces the need for a complementary quantitative study. The most repeated codes in the present examination can serve as variable inputs for future quantitative research, through the associations and contradictions revealed in the present study. Besides, the research can be expanded to test the Syrian refugees' impact on developed economies, for the purpose of assessing the different implications that Syrian refugees, in particular, hold on different nations. Findings also can direct multiple exploration in the quest for a proactive and reactive national plan to limit the severe consequences of post-war relocation and to reform already instilled regulations for the purpose of controlling refugees in the various sectors of the economy.



### **5.5 Ending Remarks**

Since the majority of the Lebanese experts' have displayed unfavorable perceptions toward the Syrian refugees' impact on the economy, understanding these negative insights and attempting to minimize them, parallel to the adoption of corrective national procedures, is a challenging task, but a necessary one. Negative perceptions emerge from adverse repercussions, and harsh historical events, in this case. The research presents opportunities for the service, public and manufacturing sector for treating the Syrian refugees' crisis based on realistic perceptions and grounds extracted from the actual population. Establishing a ministry specialized for refugees, is for instance, one of the most interesting and significant suggestions that one of the participants in the public sector voiced about. Throughout this process, further awareness can be injected in the country with regard to the refugees and specific standards to handle their inflow efficiently, can be instilled, while lessening their severe repercussions on the country's economy and its residents. The ministry would work in parallel to the other ministries in the government and would thus, make each officially listed refugee liable for his illegal behaviors and law trespassing movements. At the same time, expatriates would also have the opportunity to work productively in specific sectors in which there is need for their specialization, mostly in the agriculture and construction fields, without impacting negatively the job retention of the Lebanese employees. The ministry would also be responsible for making sure that every refugee is paying a certain amount of tax and would control their movements in and out of the country's border to enhance the security process and limit their free whereabouts in the region.

The findings propose endless suggestions, recommendations and pave the way for various future hypotheses and theories propos the refugees' impact on a country's economy. The researcher's belief, excitement and academic interest in the subject were the main motives behind the study's success. The determination for further developments of advanced studies and for additional immersion in refugees' related cases, internationally and locally, constitutes a major drive for higher educational studies and a longing for a possible involvement in international non-governmental organizations.

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## Appendix

### Appendix A: Code book

Code	Definition	Themes	Question	Value	Value Label	Statistic			Notes
						Number of Y=Yes	Number of N=No	Number of blank	
Infrastructure Strain	Syrian's excessive demand for water, electricity, sanitation, waste, or any resource negatively affects the infrastructure	Awareness	Do you think Syrian refugees have an impact on the Lebanese economy?	Y/N or Blank	Y= Yes, N=No, Blank= Not Mentioned	12	0	18	2 had repatriation anxiety
Labor Substitution	Syrians are replacing Lebanese in the workforce			Y/N or Blank	Y=Yes, N=No, Blank= Not Mentioned	12	2	16	
Negative population ratio	Syrians are impacting the Lebanese economy negatively due to their huge numbers			Y/N or Blank	Y=Yes, N=No, Blank= Not Mentioned	11	0	19	
Fear of Settlement	Fear of refugees' constant settlement in Lebanon			Y/N or Blank	Y=Yes, N=No, Blank= Not Mentioned	4	2	24	
New Market	Syrian refugees are an opportunity for a new target market			Y/N or Blank	Y=Yes, N=No, Blank= Not Mentioned	3	2	25	
Donations' manipulation	International donations are mismanaged and allocated in the wrong direction			Y/N or Blank	Y=Yes, N=No, Blank= Not Mentioned	8	3	19	
Humanitarian conduct	Respondents having expressed feelings of sympathy for the refugees			Y/N or Blank	Y=Yes, N=No, Blank= Not Mentioned	2	0	28	
Political ideologies	The belief that Syrian refugees are imposing new disturbing sets of beliefs about politics, economics, social and cultural affairs			Y/N or Blank	Y=Yes, N=No, Blank= Not Mentioned	2	0	28	
Negative perception	Respondents who mentioned the words "serious", "destructive," "huge," "negative", "problem", "burden" at least once			Y/N or Blank	Y=Yes, N=No, Blank= Not Mentioned	28	2	0	

High Occupancy Rate in public schools	Refugees' excessive numbers in public schools affected students negatively	Education	Do you believe that education has been impacted by the Syrian refugees since the beginning of the crisis?	Y/N or Blank	Y=Yes, N=No, Blank= Not Mentioned	7	0	23
Educational Gap in public schools	The dissimilarity in the learning approach and the lower educational level of Syrian refugees affects Lebanese schools negatively			Y/N or Blank	Y=Yes, N=No, Blank= Not Mentioned	5	0	25
Deterioration of public schools	The impact on public schools is negative			Y/N or Blank	Y=Yes, N=No, Blank= Not Mentioned	13	8	9
Lack of impact on public schools	Syrian refugees did not impact public schools			Y/N or Blank	Y=Yes, N=No, Blank= Not Mentioned	5	21	4
Lack awareness public	Lack of awareness on public schools			Y/N or Blank	Y=Yes, N=No, Blank= Not Mentioned	4	26	0
Positive public donations	The belief that donations from international organizations are improving public schools			Y/N or Blank	Y=Yes, N=No, Blank= Not Mentioned	5	2	23
Positive public classes partition	The arrangement of afternoon classes for refugees affected schools positively			Y/N or Blank	Y=Yes, N=No, Blank= Not Mentioned	3	5	22
Positive public \$	Public benefited because of more proceeds			Y/N or Blank	Y=Yes, N=No, Blank= Not Mentioned	3	0	27
Lack of effect on private schools	Syrian refugees did not affect private schools			Y/N or Blank	Y=Yes, N=No, Blank= Not Mentioned	15	7	8
Advantage for private Schools	Private schools benefited from more proceeds following the refugees' inflow			Y/N or Blank	Y=Yes, N=No, Blank= Not Mentioned	4	3	23
Neutral impact on private schools	Insufficient awareness of the refugees' impact on private schools/ or No answer			Y/N or Blank	Y=Yes, N=No, Blank= Not Mentioned	8	22	0
Negative rent impact	Syrian refugees negatively affect rent			Housing Sector		Y/N or Blank	Y=Yes, N=No, Blank= Not Mentioned	18
Absence of impact on buying and selling values	Syrian refugees have no impact on property values	Y/N or Blank	Y=Yes, N=No, Blank= Not Mentioned			15	1	14

No impact on housing sector overall	Absence of impact on the whole housing sector		What about their impact on the housing sector? Did refugees affect rent and buying prices?	Y/N or Blank	Y=Yes, N=No, Blank= Not Mentioned	5	25	0	Selim Jammal said they decreased prices because they left now
Multiple families	Higher than average number of Syrian families living together is a cause of the negative impact of rent			Y/N or Blank	Y=Yes, N=No, Blank= Not Mentioned	10	0	20	
Rent prices boom	Syrian refugees demand for rent boomed leasing prices			Y/N or Blank	Y=Yes, N=No, Blank= Not Mentioned	15	1	14	
Infrastructure and environment Damage	Syrian refugees' rent for houses caused a strain on the infrastructure and the environment			Y/N or Blank	Y=Yes, N=No, Blank= Not Mentioned	5	0	25	
Transit Block	The Shutting down of transit roads after the Syrian war restricted the easy flow of exports/imports, impacting trade negatively	Trade	Are you aware of the refugee's implications on the Lebanese trade? (Imports, exports).	Y/N or Blank	Y=Yes, N=No, Blank= Not Mentioned	13	0	17	
Unfair retail competition	Syrian's lower priced illegal imports and unrestrained opening of retail shops impacted retailers and wholesalers negatively		Also, do you realize their effect on wholesalers and retailers?	Y/N or Blank	Y=Yes, N=No, Blank= Not Mentioned	20	6	4	
Trade flourishing	Syrian refugees' inflow impacted trade movement positively			Y/N or Blank	Y=Yes, N=No, Blank= Not Mentioned	4	13	13	
Neutral Trade	Syrian refugees have no impact on trade			Y/N or Blank	Y=Yes, N=No, Blank= Not Mentioned	5	17	8	

S.R -tourism	There is a negative relationship between Syrian refugees and the vacation industry in Lebanon	Tourism	Can there be a significant cause-effect relationship between the two?	Y/N or Blank	Y=Yes, N=No, Blank= Not Mentioned	9	1	20	I did not answer
S.R Tourism	There is no relationship between Syrian refugees and tourism in Lebanon			Y/N or Blank	Y=Yes, N=No, Blank= Not Mentioned	18	10	2	
S.R {} Tourism	Unclear relationship between refugees and tourism			Y/N or Blank	Y=Yes, N=No, Blank= Not Mentioned	1	28	1	
Syrian war- Tourism	The Syrian war itself impacted the Lebanese tourism negatively			Y/N or Blank	Y=Yes, N=No, Blank= Not Mentioned	5	0	25	
Refugees - (Safety + Corruption)	Syrian refugees directly promote corrupt behavior and instability	Wellbeing	How do you perceive the wellbeing of the Lebanese residents in the midst of the crisis?	Y/N or Blank	Y=Yes, N=No, Blank= Not Mentioned	24	3	3	3 perceive the country is safe
Refugees- Quality of life	Refugees destroyed the quality of life in Lebanon			Y/N or Blank	Y=Yes, N=No, Blank= Not Mentioned	4	0	26	
Gang (Lebanese + Syrians)	The belief that Lebanese are involved in corruptions and disturbances in cooperation with the Syrians			Y/N or Blank	Y=Yes, N=No, Blank= Not Mentioned	3	0	27	
Appropriate control	The government is appropriately controlling refugees' illegitimate acts			Y/N or Blank	Y=Yes, N=No, Blank= Not Mentioned	6	3	21	

High population ratio - stability	The huge number of Syrian refugees is the main reason behind the instability			Y/N or Blank	Y=Yes, N=No, Blank= Not Mentioned	7	0	23	
Poverty + disturbances	Poverty and hunger promote act of violence and corruption			Y/N or Blank	Y=Yes, N=No, Blank= Not Mentioned	8	0	22	
Negative Wealth	The belief that Syrian refugees impact our wealth negatively	Environment	Do you consider it a challenge to maintain the environmental resources in the face of this huge influx? Can you be specific?	Y/N or Blank	Y=Yes, N=No, Blank= Not Mentioned	30	0	0	
Refugees + (Depletion, overconsumption and pollution)	Syrian refugees induce resource exhaustion, strain and pollution (rivers, water, electricity, floral wealth...)			Y/N or Blank	Y=Yes, N=No, Blank= Not Mentioned	20	0	10	
Refugees + Infrastructure pressure	Refugees drained the infrastructure (Traffic, waste, sewage system...)			Y/N or Blank	Y=Yes, N=No, Blank= Not Mentioned	20	0	10	
System -	The belief that our system is already strained and that refugees simply highlighted the crisis			Y/N or Blank	Y=Yes, N=No, Blank= Not Mentioned	5	0	25	
Refugees+ Viruses and contamination	Refugees promote the appearance of new diseases			Y/N or Blank	Y=Yes, N=No, Blank= Not Mentioned	3	0	27	
High population rate + environmental and infrastructure strain	Their high numbers pushes the pressure on the infrastructure and environment further			Y/N or Blank	Y=Yes, N=No, Blank= Not Mentioned	6	0	24	

Refugees - Public	Syrian refugees impacted public hospitals negatively	Health	What about public health? Was the asylum seeker's flow into the governmental owned institution in the public sector a curse or a blessing?	Y/N or Blank	Y=Yes, N=No, Blank= Not Mentioned	15	4	11	4 said public benefited
No sufficient info	Respondents with no sufficient information			Y/N or Blank	Y=Yes, N=No, Blank= Not Mentioned	6	0	24	
Public -	Respondents who believe that public hospitals were already drained before the crisis			Y/N or Blank	Y=Yes, N=No, Blank= Not Mentioned	3	0	27	
Refugees + private	Refugees benefited private hospitals			Y/N or Blank	Y=Yes, N=No, Blank= Not Mentioned	1	1	28	
No impact on private	Refugees did not impact private hospitals			Y/N or Blank	Y=Yes, N=No, Blank= Not Mentioned	3	2	25	
Refugees # consumer prices	Refugees did not alter consumer prices	Consumer prices	To what extent did asylum seekers influence consumer prices?	Y/N or Blank	Y=Yes, N=No, Blank= Not Mentioned	14	13	3	
Refugees lowered prices -	Illegal competition lowered prices and profits affecting Lebanese shops negatively			Y/N or Blank	Y=Yes, N=No, Blank= Not Mentioned	9	2	19	
Refugees lowered prices +	Refugees lowered prices down due to competition, affecting the economy positively : better off customers			Y/N or Blank	Y=Yes, N=No, Blank= Not Mentioned	2	9	19	
Refugees + prices due to higher demand	Refugees have increased consumer prices due to higher demand			Y/N or Blank	Y=Yes, N=No, Blank= Not Mentioned	1	11	18	
Refugees lowered prices > Neutral	Neutral impact of the decline in consumer prices			Y/N or Blank	Y=Yes, N=No, Blank= Not Mentioned	1	11	18	



Need + Labor	Lebanese employers are in need of the Syrian labor for various reasons	Labor Diversification	Do you encourage labor diversification across the various manufacturing industries in Lebanon?	Y/N or Blank	Y=Yes, N=No, Blank= Not Mentioned	22	8	0
Labor Diversification ***	Labor Diversification is encouraged		Y/N or Blank	Y=Yes, N=No, Blank= Not Mentioned	6	8	16	
Encourages LD if no L.S	Encourages Labor diversification if it does not lead to Labor substitution		Y/N or Blank	Y=Yes, N=No, Blank= Not Mentioned	6	0	24	
Control	Respondents who mentioned that more control the labor law is needed		Y/N or Blank	Y=Yes, N=No, Blank= Not Mentioned	4	0	26	
Awareness	Respondents who mentioned that more awareness is needed in educational institutions to direct students toward the most needed jobs		Y/N or Blank	Y=Yes, N=No, Blank= Not Mentioned	3	0	27	

S. R – Job retention and growth	Syrian refugees negatively affect job retention and growth	Job retention and growth	Do you believe that refugees' Affect job retention and growth in Lebanese industries?	Y/N or Blank	Y=Yes, N=No, Blank= Not Mentioned	26	1	3
S.R # Job retention and growth	Syrian refugees do not affect job retention and growth			Y/N or Blank	Y=Yes, N=No, Blank= Not Mentioned	3	27	30
S. R labor specialization + economic growth	Syrian refugees' specialization in specific sectors promotes economic growth			Y/N or Blank	Y=Yes, N=No, Blank= Not Mentioned	1	0	29
Cheap labor + (- job retention/growth)	Cheap Syrian labor prevents job promotion and growth of the Lebanese employees			Y/N or Blank	Y=Yes, N=No, Blank= Not Mentioned	13	0	17
S. R – Job retention and growth in the unskilled sector	Syrian refugees negatively affect job retention and growth in the unskilled sector			Y/N or Blank	Y=Yes, N=No, Blank= Not Mentioned	6	0	24
Syrian labor > Lebanese Labor	Syrian workers are more qualified than Lebanese employees in some sectors			Y/N or Blank	Y=Yes, N=No, Blank= Not Mentioned	2	0	28
Blame Government	Respondents mentioning that the Lebanese government is to blame			Y/N or Blank	Y=Yes, N=No, Blank= Not Mentioned	4	0	26
Blame employers	Respondents mentioning that Lebanese employers are to blame			Y/N or Blank	Y=Yes, N=No, Blank= Not Mentioned	1	2	27
More labor laws	We need more control and protective rules concerning the labor laws			Y/N or Blank	Y=Yes, N=No, Blank= Not Mentioned	4	0	26

Labor code	Protection of the Lebanese employees through legal procedures ( decrease ease of doing business for Syrians/ mandate work permits for legal employment)	Suggestions	What are your suggestions to improve the conditions in your sector of expertise with regard to the Syrian refugee's presence in Lebanon?	Y/N or Blank	Y=Yes, N=No, Blank= Not Mentioned	16	2	12
International Donations	International donations promote the Lebanese wellbeing and infrastructure if used properly		Y/N or Blank	Y=Yes, N=No, Blank= Not Mentioned	5	0	25	
Official listing	Development of official statistics to control and limit their numbers		Y/N or Blank	Y=Yes, N=No, Blank= Not Mentioned	7	0	23	
Formal Standards	Instill specific pre planned standards in order to respond efficiently to the refugees' crisis		Y/N or Blank	Y=Yes, N=No, Blank= Not Mentioned	3	0	27	
Labor specialization	Let Syrians work in only specific sectors to benefit from them		Y/N or Blank	Y=Yes, N=No, Blank= Not Mentioned	7	0	23	
User payer	Switching to a user payer model instead of tax payer model		Y/N or Blank	Y=Yes, N=No, Blank= Not Mentioned	1	0	29	
Repatriation	Repatriation of the Syrian refugees improves conditions		Y/N or Blank	Y=Yes, N=No, Blank= Not Mentioned	7	0	23	
Absence of Benefit	We can't benefit from Syrian refugees		Y/N or Blank	Y=Yes, N=No, Blank= Not Mentioned	5	0	25	
Entry Control	Controlling their movement to and from Lebanon		Y/N or Blank	Y=Yes, N=No, Blank= Not Mentioned	4	0	26	
Lebanese Army	Syrian refugees must be enrolled in the army to feel the patriotism		Y/N or Blank	Y=Yes, N=No, Blank= Not Mentioned	1	0	29	
Taxes	Refugees must pay taxes		Y/N or Blank	Y=Yes, N=No, Blank= Not Mentioned	2	0	28	
Entry fees	Imposing tariffs on the entry process		Y/N or Blank	Y=Yes, N=No, Blank= Not Mentioned	2	0	28	
Awareness	Increase awareness in schools about job potential and opportunities		Y/N or Blank	Y=Yes, N=No, Blank= Not Mentioned	1	0	29	
New target market	Offering them new customized products to boost profits		Y/N or Blank	Y=Yes, N=No, Blank= Not Mentioned	1	0	29	

## Appendix

### Appendix B: Contact Summary Form

Below is a list of each of the interviewee's position, experience and contributions in their work field.

#### **Service Sector:**

#### **Dr. Gretta Saab: Professor of Economics. Chairperson, Department of Economic at Balamand University.**

Dr. Gretta has been the Chairperson of the Economics department at the University of Balamand for over 10 years to date. With a PhD in International Economics and having successfully completed her HDR recently, she has been a full-scholar visiting professor at well-known universities such as Yale and Mons-Hainaut. Her extensive research has been diversified over numerous regions with a current concentration on the MENA region, focusing on monetary aspects and financial developments. She has contributed to projects related to Lebanon and the MENA region with international institutions, as the World Bank and the ESCWA.

#### **Dr. Guitta Hourany: Director of the Lebanese Emigration Research Center (LERC) and the Campaign Coordinator for “Lebanon: Land of Dialogue among Civilizations and Cultures” Initiative at Notre Dame University (NDU).**

Dr. Hourani holds a Ph.D. from the Graduate School of Global Studies, Tokyo University of Foreign Studies, Tokyo, Japan. She is presently Country of Origin Information Expert on Lebanon for the Fahamu Refugee Programme, Oxford, England. She was a Fellow of the Civic Education and Leadership Fellowship program at the Maxwell School of Citizenship and Public Affairs of Syracuse University in New York. She also served as a member of the Migration Expert Committee of the Directorate of Migrants at the Lebanese Ministry of Foreign Affairs and a member of the UNDP National Academic Working Group on Migration in Lebanon, as well as an expert on migration for the Maronite Patriarchal Synod. Dr. Hourani was an International Development Consultant at the World Bank in Washington, D.C.

#### **Jack Sabounji: Former senior manager, Trade finance at Blom Bank, Lebanon- Member of international Chamber of commerce Paris**

Mr. Jack Sabounji is a senior manager at Trade finance at Blom Bank, Lebanon. He was also an advisor for many bankers' institutions in the Arab countries and a member of international arbitration committee in the domain of foreign transactions and credit in Arab countries. Additionally, he was a member of the international Chamber of commerce Paris. Mr. Jack also was the editor of several publications on documentary credits, collections, letters of credit and stand-by LCs. He is one of the leading experts in formulating solutions to international trade transactions. He prepared and moderated as well several training programs in the fields of documentary credits, collections and stand-by LCs.

#### **Joe Abdallah: Owner-General Manager of “Mousallem and Partners”**

Mr. Joe Abdallah is the owner of “Mousallem Bros” which is a Lebanese trade company located in Beirut. It was established in 1958 and over the years it became one of the leading companies

in foodstuff business operating in the Lebanese market. The company's headquarters accommodate the administrative offices, as well as a storage area of over 6000 cubic meters of refrigerated and freezing space and 10000 cubic meters of dry stores. MB is specialized in the import and distribution of general foodstuff. Its distribution network covers Lebanon through a fleet of dry and refrigerated trucks and vans. MB is the sole representative of International brands and its main suppliers are famous European companies from: Spain, Denmark, Hungary, Bulgaria, Thailand, Austria, Scotland, China, Germany, Italy, Belgium, France, Lithuania, Estonia, Vietnam, United Kingdom....Some of their products are: LA PIARA, COLA CAO, DANISH CROWN, ORLY, MONI, FRIEDRICHS, ZOTT etc....

**Maitre Layla Fares Chahine: Lawyer and principal of Bishmizzine private High School-Koura**

Mrs. Leila Fares is lawyer and the director of Bishmizzine high school. She has graduated from USEK with a BA in Lebanese Law and an MA in international law. She was eager to experience a career in an academic institution. Mrs. Chahine was appointed as the director of the Bishmizzine high school in 2014. Since then, she has focused her work on supporting the educational needs of the school by renewing the curriculum, expanding physical facilities and inaugurating advanced laboratories. Prior to taking the job of director, she has taught for 16 years in the same institution.

**Mrs. Houda Saadeh: Director of Jdeideh Public School for girls**

Mrs. Houda Saadeh has been the director of the public school of Jdeideh for girls since 2000. She holds a BA in history and a masters in history and education. She has been teaching at the public school since 1984. Her will and perseverance opened the door for her to become the director of the institution and to promote the level of education and the curriculum for both Lebanese and Syrians.

**Maitre Georges Abboud: Owner of Abboud Law Firm-Vice president of the ecclesiastical tribunal of the Greek Orthodox Archdioceses of Tyr, Sidon and Marjeyoun.**

Maitre Georges Abboud graduated in 1999 with a bachelor of Law, company law and canon law emphasis, from the Lebanese university. In 2004, he received a diploma in Canon Law from the Sagesse University. He has been the owner of Abboud Law Firm from 2008 till present and the legal consultant of around 120 firms as well as the vice president of the ecclesiastical tribunal of the Greek Orthodox Archdioceses of Tyr, Sidon and Marjeyoun since 2014. Maitre George is also the secretary of public relations in the Lebanese Scout Federation (LSF) since 2015 and the Vice president of the national orthodox scouts.

**Dr. Patrick Mardini: Assistant professor of finance at the University of Balamand - Coordinator of the finance concentration.**

Dr. Patrick Mardini is an assistant professor of finance at the University of Balamand in Lebanon and the coordinator of the finance concentration. His publications are in the field of financial crisis, banks' instability and monetary systems. He has also published on the danger of government intervention in a sectarian society. Dr.Mardini holds a Ph.D. in Economics from Paris Dauphine University. His past employment includes four years at the Paris mutual fund Modèles & Stratégies.

**Ziad Zorkot: Quality and Performance Senior Manager at MTC**

Mr. Ziad Zorkot has graduated from Georges Washington and Beirut Arab universities with an engineering degree. He held the position of senior RF system engineer at LibanCell from 1997 to 2004, then became the service support manager at Motorola until 2009. After a while, he was promoted to program manager at the same company. In 2011, he became the operation manager of Nokia- Siemens networks until 2012, when he was appointed the title of “Head of network quality” at MTC touch and consequently was promoted to “Network quality and senior manager”, to become recently the “Quality and performance senior manager” at MTC. Mr. Ziad is a senior Telecommunication Expert with over than 20 years diversified and extensive industry experience including mobile networks’ engineering and customer experience management “CEM”. He held leadership roles in 2G/3G/4G system design, planning, optimization, operations and development for several national and regional networks (Zain Group). He was also heavily involved during the last 5 years in the development of customer experience management programs and the evolution from classical voice performance management systems to mobile broadband Quality of Experience.

**Fares Challah: Senior Category Manager at Transmed-Lebanon**

Mr. Fares Challah holds a BA degree in business management from LAU and an MBA in marketing from the Haigazian University. He was appointed the title of “senior sales executives” at the “Marketing technology center” from 2010 until 2012, when he switched to “Transmed” and became their “Key account executive” for one year. He was then promoted to field manager and unit manager, to hold today the position of “senior category manager”. Mr. Fares excels at the sales, management and team leadership skills, as well as negotiation and public speaking abilities.

**Dr. Youssef Khoury: Dr. Youssef Khoury, Owner of “El Arz” Hospital-Pediatre/Reanimation Neonatale**

Dr. Youssef Khoury is a member of the board at “Arz” Hospital –Zalka Lebanon. He graduated from “Rene Descartes University Paris 5” as a pediatrician with a specialization in neonatal reanimation. When he got back from Paris, he started practicing his job at the “Arz” hospital in 2000, which was established in 1987 in Zalka-Metn Lebanon by Mimi Khoury.

**Public and NGO sector:**

**Edmond Rizk: Lawyer. Former education, justice and information minister**

A member of the Kataeb party, Mr. Edmond Rizk was one of Pierre Gemayel's closest advisers. He was appointed the Maronite deputy of Jezzine from 1968 to 1992 . He was also the Minister of National Education from 1973 to 1974 in the governments of Amine Hafez and Takiieddine Solh and the Minister of Information and Minister of Justice between 1989 and 1990 in the government of Salim el-Hoss .He was one of the most active MPs in the negotiation of the Taif Agreement. Additionally, in 1994, he was appointed the lawyer of Samir Geagea in the series of lawsuits that were filed against him.

**Fadi Martinos: Owner of Mobilitop- Head of Municipality Kartaba- Head of Jbeil municipalities unions.**

Mr. Fadi Martinos is the founder of Mobilitop, a furniture business, in 1976. He made sure to offer his clientele a wide range of products at a high quality price ratio. In 2002, new products were

introduced like lighting, carpets, beddings, tableware, and modern furniture was emphasized. In 2003, Mobilitop expanded to 20,000 square meters of display and warehouse in a new location on Nahr El Mot Highway. He is currently the head of municipality of Kartaba and the head of Jbeil municipalities unions. A businessman and a trusted member in the public sector, Mr. Fadi Martinos is capable of working toward improving the general wellbeing of the Lebanese and the country itself.

**Georges Kettaneh: Secretary General of the Lebanese Red Cross**

Mr. Georges Kettaneh managed First Aiders since 1992. He built up the Leading Emergency Medical Services network in the country and launched and supervised DM activities (Preparedness, Response, and Relief). Additionally, he planned MCI, Evacuation, Search & Rescue drills and followed numerous training abroad. As Director of EMS and Operations, Georges Kettaneh is regularly participating in the establishment of cease fire or inter-mediation between parties to conflict (July 2006 war, Nahr el Bared 2007, May 2008 crises), thus underlining the standing of the LRC as a key neutral humanitarian actor in Lebanon. He is also a Member of the National Committee appointed by the Lebanese Government to set up a draft for a National Response plan (NRP) and a draft for Chemical, Biological, Radiological and Nuclear plan (CBRN). He is a member of the National Committee for the Draft elaboration of a Mass Destructive Weapons response plan - since July 2010, Member of the IFRC DM Steering Committee in the MENA Zone, Member of the ESCWA Medical Evacuation Plan committee as well as of the Coordination Committee between the Lebanese Red Cross and the Lebanese Ministry of Health.

**Georges Salemech: Head of Fanar Municipality- Owner of Aishti**

Mr. Georges Salemech has been elected head of municipality Fanar in May 2016. Mr. Salemech is also a business man, owning shares in Aishti –Lebanon. From the first day he became mayor, he was dedicated to assess the situation in Fanar region at all levels in order to identify the problems and to develop solutions by responding rapidly. He made sure to bring together a mix of young and educated people, who are working in the public domain for the first time in order to explore the best strategy for managing citizens' affairs. He was able to improve the security, environment, structure, roads and many other aspects of Fanar during his stay and is currently planning for further enhancement.

**Jean Beyrouthy: President- Syndicat “Des Etablissements Touristiques Balneaires au Liban » and General Manager of “Bel Azur’ hotel and resort.**

Mr. Jean Beyrouthy is the founder of “Bel Azur” Hotel located in Jounieh and the president-Syndicat of the marine tourists’ sites in Lebanon.

**Segaan Azzi: Former minister of labor**

Mr. Segaan Azzi was born in 1952 in Ouqayba-Ftuh Keserwan. He has joined the ranks of Kataeb party at an early age and has been the Vice Head of Kataeb Party since 2010. He studied political science and management in Saint Joseph University and worked as a journalist in numerous papers and magazines and headed the news department at Voice of Lebanon radio in 1975. He then established Radio Free Lebanon in 1978 and managed it up to 1986. Mr. Segaan also issued the publication MIB in Paris, and then established SOGETCO, also in Paris, in 1986. He has written

four books. He was revoked from his membership of Labor minister by the Kataeb party in 2016 because he could not abide by the party's decisions.

**Lena Dergham: Director General of “Libnor”- The Lebanese Standards Institution and DEVCO Chairperson-Germany**

Mrs. Lena Dergham holds an agricultural engineer degree from USEK University and a Master's degree in Food Quality Assurance. She started her career as an acting director general at LIBNOR. She is also a member of the Lebanese Metrology Council since 2012 and a member of the board of the Lebanese council for Accreditation (COLIBAC) since 2006. Additionally, Mrs. Dergham has been a member of DEVCO Chair's advisory group in Switzerland. She has also become the chairperson of the ISO policy committee on developing country matters.

**Marlene Haddad: Kaemakam Metn Area**

Mrs. Marlene Haddad originates from Niha-Chouf. She was born with a mission, committed to serve, vowed to help. Mrs. Marlene holds a BA in journalism from the Lebanese university 1986. Although she wanted to pursue her political science and banking studies, the Lebanese war prohibited her from doing so. She started her business career in Al Machrik bank, in the credit department for 4 years. After the bank declared bankruptcy, Marlene participated and succeeded in a required government employee coop's contest where she handled the medical & health files for four consecutive years. In 1997, she presented for the 3rd grade employee test, succeeded and followed a training cycle in the Civil Service's Council. A year later she was appointed Head of Department in the Meten Kaem Makamia under an official decree. In 2005 she is the deputized Governor, and still after 9 years of dedicated work, she is still considered as a 3rd grade officer despite that her rank and positions are rated as a 2nd grade.

**Samar Abboud: Deputy Country Director Programmes- Save the children.**

Samar Abboud is the Deputy Country Director for Programmes at Save the Children International from mars 2017 till present, which is an international non-governmental organization that promotes children's rights, provides relief and helps support children in developing countries. Her former position was a director of operations for the Save the Children International, from June 2015 to February 2017. Moreover, she worked as a design, monitoring and evaluation manager at World Vision Lebanon, as well as a Programme Quality Manager and a Quality assurance director from 2008 to 2015.

**Wissam Zaarour: Head of Municipality Jbeil**

Mr. Wissam Zaarour was elected Head of municipality Jbeil in 2017. He holds a BA in Computer Science from the University of LAU and a BS in computer science engineering. Additionally, he received a secondary teaching diploma in computer science engineering from LAU in 2002. Other than being the head of municipality of Jbeil, he is currently the vice president of the Byblos sporting club and the president of the Association Caritative Maronite Jbeil. Mr. Zaarour owns as well a business for selling and buying computer programs since 1997.

**Ziad Haidar: Head of Municipality Chouaifat**

Mr. Haidar was elected Head of municipality Chouaifat in 2016. He put forward development plans, most notably environmental and social, in order to serve his citizens. He was keen to revive



the economic life in the town. His focus was also directed toward the archaeological sites in the area of Choueifat "Costa Brava" in order to protect the archaeological sites from theft or vandalism and to build a perimeter wall for the area to become a clear archaeological landmark. The President-elect had appealed to the people of his region to cooperate in the best interests of Choueifat.

### **Manufacturing sector:**

#### **Daniel Khalil: Owner of "FANATTIBAA", Fanar, industrial Zone**

Mr. Daniel Khalil was born in 1961 and he is the owner of "Fanattibaa" company which was established in 1995 in Ain Saadeh. The company deals with trade, manufacturing and all types of printing, including advertising products for institutions, bags, boxes, bottles and anything that is related to printing. Mr. Daniel graduated with a business degree and resumed his work in the company. Despite the instability in the country, Mr. Daniel and his brothers were able to import the latest technological equipment from Germany in order to produce and manufacture the highest quality printing services and to differentiate themselves from the remaining manufactories, thus competing efficiently.

#### **Elie Azzi: Owner of the "Societe Libanaise d' AMEUBLEMENT"**

Societe Libanaise d' AMEUBLEMENT was established by Mr. Salim Azzi, father of Mr. Elie Azzi, in 1986. The company is concerned in furniture manufacturing and in customized high end upholstery. The focus was on providing first line raw materials in order to make each item last for ages. The company goal was also to expand internationally in the world of bedding and furniture raw materials, to become global traders and exclusive distributors of many international leading brands. The company received many awards from 2003 until today. After the retirement of the father in 2007, his sons, including Mr. Elie Azzi who graduated from USEK as an interior architect, acquired the shares of the company and became owners and managers. The warehouses today cover more than 1800 square meter in area.

#### **Jean Kallassi: Member of the Board of "Kallasi Group" trading**

Kallassi group was founded in 1950 by Fakher Kallassi, father of Jean Kallassi, who is one of the many members of the boards today. Mr. Jean Kallassi joined the company when he was just 16 years old. He would work during the day and study during the night. With time, he assumed the role of electromechanical engineer in the company and he turned into a true expert in the field of cooling, storage and finding appropriate spaces to store the merchandise. Today, Kallassi Group is one of Lebanon's largest Business operators, which encompasses several sister companies operating in different sectors: FMCG, Logistics, Restaurants, Production, and Real Estate. In the FMCG sector, it is specialized in the import and sales of cold cuts, delicatessen, cheese & dairy products, confectionery, tins, and many others such as Kaval, Puck, Lurpak, Jambino, Voila, Dano, Biscolata, Hersheys, Chex Mix, Haagen Dazs, etc. In the restaurants sector, the company holds the franchise of Burger King (27 outlets all over Lebanon). Kallassi group also provides warehousing, logistics, and distribution services, and has its own production factories for cheese and dairy products, and started with real estate projects.

**Hanna Himo: CEO of Himo jewelry- Manufacturing**

Mr. Hanna Himo is the CEO of “Himo” jewelry, the retail shops and the watches company opened recently. He started manufacturing in 1973 and continued in the production jewelry field for 20 years. In 1993 he opened multiple retail jewelry shops. The CEO continued manufacturing and expanded the capabilities of the industry to become one of the leading jewelry distributors in Lebanon, in parallel to his retail stores opened in multiple Lebanese areas.

**Sarkis Douaihy: Managing partner at Douaihy Sweets**

Douaihy Sweets is a family owned Lebanese Pastries shop selling a wide range of specialty sweets, French pastries, ice cream, confectioneries, and a catering department. The company was founded in 1936 by Mr. Fouad Douaihy in Ehden, succeeded by his son Mr. Georges; Douaihy Sweets is a well-established brand and is now owned by the founder's 4 grandchildren, including Mr. Sarkis Douaihy, who is managing the legacy in a very professional and proficient manner. One of his goals today is to expand to neighboring countries in both franchises and in store displays in malls and shops. Additionally, the focus is on smarter advertising tactics to reach a more youthful target audience.

**Selim Jammal: General Manager of Plexi Jammal Manufactory-Roumieh**

Mr. Selim Jammal is the founder of “Jammal Plexi”, which was established in 1987. The company specializes in the manufacturing of Plexi glass items. Mr. Selim fled to Spain before opening the manufactory to engage himself in training related to industrial manufacturing and to get more practical knowledge in the field. Today, with more than 30 years of experience, the factory now covers an area of 4000 square meters. To compete based on quality and service, Mr. Jammal and his employees constantly commit themselves to offer the highest standards of craftsmanship and durability.

**Shady Asmar: Quality, research and development manager at Dairy Khoury manufactories.**

Mr. Shady Asmar graduated from the Lebanese University with a Master’s degree in Applied Microbiology in 2012. Afterwards, he got a PHD in Medical Microbiology and Bacteriology from the Aix-Marseille University in France. Mr. Shady currently holds the position of quality, research and development manager at Dairy Khoury located in the heart of Ain Al Sindianeh. One of his responsibilities is to continuously make sure that the quality of the products are up to the standards and even better by examining each and every microorganisms in the milk, cheese and yogurt products.

**Georges Rayess: Project Leader- Sales and Operation planning manager at Almaza**

Mr. Georges Rayess started his career at Almaza Beyrouth as a production manager from January 1988 to April 2008, he was then promoted to Sales and operation planning and global auditor for Heineken and held these positions from 2008 until present. His recent work focuses on the link between sales and operation to provide smooth production and meet sales demand. Moreover, he is an international auditor for the brewery comparison system between OPCO's. He is skilled in HACCP, budgeting and TPM. Mr. Georges has full industry knowledge in food safety and budgeting as well.

### Appendix C: Interview Questionnaire

1. The cardinal approach that we are going to tackle is related to your awareness of the Syrian refugee's general impact. I long to understand your mindfulness and comprehension of their holistic influence on the Lebanese economy amid their presence in our territories. Thus, my first question will be: Do you think Syrian refugees have an impact on the Lebanese economy?
2. Let's now move to the second part of the interview. To get started, I would like to draw on your personal views and insights with respect to specific segments that you did not mention in the first section. Therefore, the first few questions will be related to the service sector: Do you believe that education has been impacted by the Syrian refugees since the beginning of the crisis?
3. I understand...what about their impact on the housing sector? Did refugees affect rent and selling prices? Can you kindly illustrate?
4. Remaining in the service sector...Are you aware of the refugee's implications on the Lebanese trade? (Imports, exports). Also, do you realize their effect on wholesalers and retailers?
5. What about tourism and refugees? Can there be a significant cause-effect relationship between the two?
6. Now that we have covered some divisions in the service sector, I need your input into the public sector. Amid all these huge numbers seeking asylum in the Lebanese territories, it is paramount for me to mention safety and security. How do you perceive the wellbeing of the Lebanese residents in the midst of the crisis?
7. Let us move the discussion to a more indulgent side. Do you consider it a challenge to maintain the environmental resources (water, greenery, garbage, etc....) in the face of this huge influx? Can you be specific?
8. What about public health? Was the asylum seeker's flow into the governmental owned institution in the public sector a curse or a blessing?
9. The final area crucial to the research is the manufacturing sector. I long to uncover your opinion about the value of industrial goods and their alteration amid the Syrian's cohabitation. To what
10. Taking into consideration the substitution effect and fluctuation of wages, do you encourage labor diversification across the various manufacturing industries in Lebanon?
11. Do you believe that refugees affect job retention and growth in Lebanese industries? Can you elaborate in which specific ways?
12. What are your suggestions to improve the conditions in your sector of expertise with regard to the Syrian refugee's presence in Lebanon? Please elaborate and provide me with concrete examples....

## Appendix D: Transcript Sample

**Interviewer** The cardinal approach that we are going to tackle is related to your awareness of the Syrian refugee's general impact. I long to understand your mindfulness and comprehension of their holistic influence on the Lebanese economy amid their presence in our territories. Thus, my first question will be: Do you think Syrian refugees have an impact on the Lebanese economy?

**Respondent** The impact is negative in relation to multiple sectors which are the energy, services, industry and health. Additionally, their effect on our infrastructure is devastating. Surely, the overall impact is best represented in numbers by the decline in economic growth due to the illegal competition in almost all sectors, impacting mostly poor people who were already stagnating.

**Interviewer** "Let's now move to the second part of the interview. To get started, I would like to draw on your personal views and insights with respect to specific segments that you did not mention in the first section. Therefore, the first few questions will be related to the service sector: Do you believe that education has been impacted by the Syrian refugees since the beginning of the crisis?"

**Respondent** The impact was and is still minimal on private schools. Public schools have faced huge pressure and burden due to the high demand for education from the part of Syrian refugees. But the biggest problem is that international donors are solely allocating their funds to support Syrian students, ignoring the requirements of Lebanese people who are in need, specifically in the education sector. Our public education was already suffering prior to the refugees' inflow, precisely in relation to the logistics and infrastructure. Additionally, the number of public schools was also minimal, barely satisfying the local populations educational needs.

**Interviewer** I understand...what about their impact on the housing sector? Did refugees affect rent and selling prices? Can you kindly illustrate?

**Respondent** Their impact was minimal on the housing sector. Syrian refugees did not affect prices as much as Iraqis did when they sought shelter in Jordan. The latter inflow boomed the Jordanian housing sector, causing inflation. In Lebanon, I do not agree that Syrian refugees themselves directly impacted prices since most of them are either in camps or reside in rural areas and thus live in very poor conditions.

**Interviewer** Remaining in the service sector...Are you aware of the refugee's implications on the Lebanese trade? (Imports, exports). Also, do you realize their effect on wholesalers and retailers?

**Respondent** There was a very big impact on imports and exports (higher tone of voice). For instance, we had a meeting yesterday with the ministry of industry and with Mr. Nabih Berri, in which business people from different industries were stressing on the same influence: the shutting of Syrian transit lands connecting Lebanon with multiple Arab countries, inhibiting them from even purchasing raw materials to manufacture and export. Additionally, there was no financial support for the industries to ship products by sea, since marine freight costs a lot more than land cargo. This substitution in carriage led to an increase in manufactured goods' prices, which eventually lessened the market for industrial products.

Regarding wholesalers and retailers, small shops opened by Syrians are growing in numbers every day without being controlled and managed by the government, contrary to Germany for instance, who had its own rules, regulations and control on the refugees' actions. This led to a competition between local and Syrian wholesalers-retailers. Moreover, there are many jobs who usually need licenses, like for instance taxi drivers, paint workers and sales persons. In Lebanon, Syrian refugees are substituting Lebanese locals in these positions without any legal papers or licenses, mostly in jobs that doesn't need any educational skills and knowledge. This has led to an additional increase in competition and unemployment.

To wrap up, large industries were mostly hit in the export- import segment while small retail shops were mostly affected by the illegal competition and the decrease in prices.

**Interviewer** What about tourism and refugees? Can there be a significant cause-effect relationship between the two?

**Respondent** Surely. Surely there is a significant cause-effect relationship between the two. First of all, the shutting down of roads at the borders between Lebanon and Syria had a negative impact on all the tourists coming from Jordan, Iran and Iraq. Secondly, the political instability and insecurity in Lebanon following the Syrians' inflow impacted negatively the leisure industry in the country.

**Interviewer** Now that we have covered some divisions in the service sector, I need your input into the public sector. Amid all these huge numbers seeking asylum in the Lebanese territories, it is paramount for me to mention safety and security. How do you perceive the wellbeing of the Lebanese residents in the midst of the crisis?

**Respondent** The social index and quality of life index are two international standards adopted recently in the global reports. However, in Lebanon, we do not have official percentages and statistics regarding those indexes but we are certainly sure that the quality of life has deteriorated ever since the Syrian refugees have come into our lands. Quality of life embraces education, wellbeing, health, infrastructure and the environment. When all of these indexes deteriorate, the quality of life worsens.

**Interviewer** Let us move the discussion to a more indulgent side. Do you consider it a challenge to maintain the environmental resources (water, greenery, garbage, etc....) in the face of this huge influx? Can you be specific?

**Respondent** A study done by the UNDP concerning the Syrian refugees' impact on the energy sector in Lebanon revealed that we are in requisite of an extra 450 Megawatt each year to cover the Syrian refugees' needs. Moreover, sanitation and health are stagnating due to the mismanagement of waste, water and the infrastructure in campsites, which is leading to more contamination and viruses. To fight this surge in diseases, the ministry of health is spreading more awareness and vaccinations.

**Interviewer** What about public health? Was the refugees' flow into the governmental owned institution in the public sector a curse or a blessing?

**Respondent** UNHCR is covering all the costs associated with Syrian refugees' medical treatments in public hospitals, since the ministry of health is not responsible for their medical fees. So in this sector, Syrian refugees are being well managed and controlled.

**Interviewer** The final area crucial to the research is the manufacturing sector. I long to uncover your opinion about the value of industrial goods and their alteration amid the Syrian's cohabitation. To what extent did asylum seekers influence consumer prices? Kindly justify your views.

**Respondent** After their inflow, Syrian refugees opened small industries lacking licenses and legal papers, thus operating at a very low cost and competing with the Lebanese industrialists who, on the contrary, have to undergo all the legal procedures. Moreover, Syrians are also illegally importing merchandise from Syria to compete with the Lebanese manufactures. This unfair competition led to the decrease in prices and to the loss of profits and shrinking of market opportunities.

**Interviewer** Taking into consideration the substitution effect and fluctuation of wages, do you encourage labor diversification across the various manufacturing industries in Lebanon?

**Respondent** Our labor law specifies clearly which jobs can be occupied by Syrians or other expatriates. I encourage labor diversification in these jobs because they do not threaten the Lebanese residents and can drastically reduce the cost for the manufacturer due to the lower labor fees. However, there is no sufficient control and management of the Syrians' integration into the labor force recently. Their presence is substituting the Lebanese laborers due to the lack of rules and regulations' implementation. Nevertheless, Syrians who were already in the construction and agricultural fields before the war do not constitute a threat.

**Interviewer** Do you believe that refugees affect job retention and growth in Lebanese industries? Can you elaborate in which specific ways?

**Respondent** Of course they are impacting job retention and growth. Diversification in the labor force is encouraged if it was implemented and controlled under the labor law, without competing with the Lebanese labor.

**Interviewer** What are your suggestions to improve the conditions in your sector of expertise with regard to the Syrian refugee's presence in Lebanon? Please elaborate and provide me with concrete examples....

**Respondent** The first suggestion is that they should return home... (Silent moment). I am talking seriously here. We are embracing today approximately 2 million Syrian refugees while we, as Lebanese, form a population of 4 million. Their presence is illogically huge in numbers and does not make sense. There should be a political will for them to return to safe areas in Syria, if possible. There was also a plan to build campsites near the borders in Syria to shelter the refugees when they evacuate our country. Those two strategies must be implemented in order to moderate their numbers in Lebanon. On the other side, if we want to manage them while they are still residing in the country, we must control their employment process in different sectors to protect the Lebanese retail shops and manufacturers from illegal competition. Work must also be done with the

international organizations and is actually being done, to allocate donations for the Lebanese population and not only for the Syrian refugees. Their donations could help us improve our infrastructure in order to be able to handle all the refugees while they reside in Lebanon and to recover our quality of life. In my opinion, if all the Lebanese followed and implemented the rules and regulations, Syrian refugees will return home eventually since they will not be allowed to open businesses freely and to be employed wherever they want. They will thus find themselves constrained and obliged to follow legal procedures, which will make any illegal action difficult to take. This does not negate our humanitarian obligations toward the asylum seekers. Finally, being DEVCO's chairperson in Geneva, I attended a discussion few weeks ago in Berlin, with representatives from all the developing countries, on how standards can contribute to a better management of the refugees' crisis. The asylum seekers' inflow is not only stressing the Lebanese people, but is also draining the African and American societies. Following the conference, we decided that nations must have specific pre planned standards in order to respond efficiently to the refugees' crisis. Countries must have strategies set to deal with the inflow and to build an appropriate plan to reduce negative consequences. International organizations are thus working toward establishing management systems and perhaps creating ministries for refugees, for a better management and measurement system. As "Libnor", we are constantly working toward building standards in response to these kind of challenges since we lack these indicators in Lebanon. There should also be standards in my opinion for the international donors in order to manage their contributions more efficiently and to direct their assistances to refugees as well as local residents.

## Appendix E: Conceptual Framework

**Divergent perceptions in developing countries:  
Economies believing in refugee's negative  
impact on the hosting nation**

### Service Sector

Refugees negatively influenced children's education in Jordan and increased the pressure on the health sector. They worsened the substitution effect in the labor market

The presence of refugees in Uganda decreased the likelihood of availability of a government health center

Western Tanzania's children health was deteriorated in the short- and long run as a result of the refugee's cohabitation with the local residents

Refugees deterred proper integration of natives into the schooling system in Van (Iran)

### Public Sector

Refugees decreased the growth of trees in Nepal and increased the extinction of wild animals. They also caused disruption in the flow of garbage and reduction in forest leaves' assembly

Refugees increased terrorism and threatened national security of local residents in Kenya

Syrian refugees in Jordan were a burden on the Jordanian government regarding the public health system

### Manufacturing Sector

In Ghana, refugees increased cost of goods and services and destroyed the environmental resources

Residents in Tanzania were replaced by refugees in the labor force. Locals had to work in shambas rather than being employed

Asylum seekers in Colombia increased the substitution effect by making their cheap labor an alternative in the manufacturing industry, depriving locals from many jobs



**Divergent perceptions in developed countries:  
Economies believing in refugee's negative  
impact on the hosting nation**

**Service Sector**

In Spain, refugees reduce promotion rates among scholars in class if they exceed them in number by 15%

Refugee's inflow increased rent prices and boosted housing values in the United States

Iraqi refugees in Australia lacked the will to produce and to benefit the society. They were overlooked as foreigners who made the proper access to services much worse

**Public Sector**

Refugees in Europe affected the public social services in a negative way: They increased rent prices, caused chaos by the unaccompanied children cases and became a cost burden for translation

In Britain, highly educated refugees faced discrimination, negative perceptions and tremendous challenges in entering the public sector despite their education

With regard to political, security and economic concerns, Syrian refugees in Turkey initiated frustration into the local population due their huge numbers

**Manufacturing Sector**

Refugees in the meatpacking industry in USA are capable of lowering the local population's wages in the long run, affecting the labor force detrimentally

In the UK, the food manufacturing sector was troubled due to problems of diversification in the workplace, ethnicity and informal structures. Thus,

Studies revealed a negative relationship between the change in output per worker and change in immigrant share in low tech industries in Israel, following refugee's migration from the Soviet Union

**Convergent perceptions in developing countries:  
Economies believing in refugee's positive impact  
on the hosting nation**

**Service Sector**

In Rwanda, refugees were viewed as a source of income and profits. They also boosted trade between the hosting region and the rest of the country

In Cameroon, refugees contributed to the improvement of the health sector. The number of women delivering outside hospitals and children not completing vaccination dropped

In Guinea, West Africa, refugee's high presence contributed in positively developing the health system and the transportation services

**Public Sector**

For the population living near refugee's settlements in Kagera, residents benefited in terms of consumption and public services provisions. They boosted trade and attracted new companies

Refugees in Tanzania affected the country's welfare positively. Businesses flourished, infrastructure was restored. Public health and sanitation were improved

Asylum seeker's displacement in Georgia stimulated mobile phone operators by boosting their sales and profits. Refugees in turn benefited from the low price customized bundles offered exclusively for them

**Manufacturing Sector**

In Jordan, the strict measures adopted minimized the hiring of refugees and regulated the local labor market, which affected positively resident's job opportunities

Refugees receiving cash aids rather than food in Rwanda increased their purchasing power, boosted the local economy, hence, benefiting the agricultural manufacturing sector by facilitating the selling process to meet market demand

In Jordan, financial assistance pumped into the manufacturing sector is predicted to boost investment as well as trade, benefiting both asylum seekers and local residents

**Convergent perceptions in developed countries:  
Economies believing in refugee's positive impact  
on the hosting nation.**

**Service Sector**

Refugee's growth by 10% amplified Sweden's exports from 3 to 4.5%

In The Australian health sector, Victoria, establishing communication and trust between nurses and refugee's patients facilitated the understanding of the medical process, which was beneficial to the host country residents as well as asylum seekers

Germany's housing market is safe amid the presence of refugees and may even ameliorate due to the fact that asylum seekers may find shelter in old and empty cities, which are unattractive for local residents

**Public Sector**

Investing in refugees in the US gave back positively to the public sector and to the communities around

Refugees in Australia's public hospitals promoted further education, experience training, culture enrichment and improved practicability of the local staff

In Glasgow, refugees who volunteered in public social services to help others, improved their well-being and played an important role in their positive integration into the society while supporting their access to multiple services

**Manufacturing Sector**

In Turkey, refugees declined consumer prices by 2.5%

In the US, immigrants increased job retention and growth in most of the low wage manufacturing productions

The flow of refugees into the US led to the reallocation of employment to the metropolitan areas attracting refugees, and to the slow decline in computer employment

## Appendix F: Quote book

The below quote book assembled the most interesting and stimulating insights voiced by the participants during the interview process.

### **Awareness:**

“They are a burden. Their presence is a burden on the Lebanese economy as a whole, on the infrastructure as well as the schooling and housing sector”. (Gretta Saab).

“Their impact is huge...huge. They are replacing Lebanese residents in the labor force since their labor cost is much lower”. (Selim Jammal)

“The biggest risk we are facing today is the deterioration of health, infrastructure, sewage system and the electricity consumption”. (Georges Kettaneh)

“Became a big burden due to their excessive use of the infrastructure” (Jean Kallassi).

“The impact was and still evident especially in the market where Syrian refugees have been replacing Lebanese workers in multiple fields” (Marlene Haddad).

“This situation resulted in an intense competition for jobs by new entrants particularly in the low scale salary jobs affectedly impacting labor market standards; it has raised unemployment as Syrians drove the wages down for Lebanese and for Syrian economic migrants” (Guitta Hourany).

“So basically, their impact in my opinion is mostly positive, if they are allowed to work. However, if you don't allow them to work, they will have a negative impact” (Patrick Mardini).

“There is always a negative impact associated with migration and with the inflow of refugees in huge numbers into a certain country” (Edmond Rizk).

“Now, they cohabit our lands enormously, constituting 25% of the Lebanese population, if not more! “ (Georges Rayess).

“We are constantly afraid from their settlement and from their nationalization just like the Palestinian case” (Georges Kettaneh).

“Pertaining to the Palestinians, their religious affiliation combined with their high numbers, disturb furthermore the Lebanese demography. They have been residing in our lands since 1948 in huge numbers”. (Edmond Rizk).

“What will happen to the shops? What will happen to the buildings that are being rented and renovated? What will happen to the Lebanese employed in the UN agencies and NGOs?” (Samar Abboud).

“Many families having high purchasing power came and settled in the country and thus spent a lot of money. These wealthy individuals purchased houses, opened businesses and bought cars” (Fares Challah).

“In the governmental institutions, all the donations that were supposed to be spent for the good of the country were stolen” (Jean Beyrouthy).”

“It seems we are talking politics!” (Ziad Zorkot),

“Surely, the overall impact is best represented in numbers by the decline in economic growth due to the illegal competition in almost all sectors, impacting mostly poor people who were already stagnating” (Lena Dergham).

“They influence the society and the economy and most importantly, since I am facing this problem every day, they impact public governmental institutions, particularly in water, electricity, garbage and sewage systems” (Ziad Haidar).

### **Education:**

“As soon as they have reached Lebanon after the Syrian war, their main problem was their massive numbers. Syrian scholars outnumbered the Lebanese students”. (Houda Saadeh).

“Even if Syrian students used to be enrolled in private schools in their home country, their educational level is still inferior to the Lebanese student’s level” (Jack Sabounji).

“Parents are getting irritated from the integration in classes and from the Syrians’ Arabic curriculum” (Jean Kallassi).

“This is due to the educational curriculum in Syria and the fact that it is purely Arabic language, even the scientific materials (Physics, chemistry and math) are in Arabic” (Leyla Fares).

“I do believe that the money is misallocated. There is a kind of mismatch between what is offered and what is needed” (Patrick Mardini)” on the misallocation of donations in schools.

“The ministry of education has also campaigned for additional funding to rehabilitate schools, train the teachers, fix the information management in the ministry and update and develop the curriculums” (Samar Abboud).

“Most of them are not financially capable of reimbursing the expensive private schools’ fees” (Georges Abboud).

“Since private school fees are expensive, they were not subjective to an increase in demand” (Wissam Zaarour).

“The impact on private schools is positive, as refugees have to pay high educational fees to be enrolled in the private system” (Georges Kettaneh).

“The effect is identical on private schools as well. What’s surprising is that all schools sympathize with refugees when it comes to educational fees, while overlooking the fact that Lebanese people are also suffering financially! If they have endured six years of war, we have endured 40 years!” [Higher tone of voice] (Fadi Martinos).

### **Housing:**

“In Lebanon, I do not agree that Syrian refugees themselves directly impacted prices since most of them are either in camps or reside in rural areas and thus live in very poor conditions” Lena Dergham.

“The effect on the housing sector is not major because most of Syrians refugees are located in campsites’ Daniel Khalil.

“The wealthy- high class traveled to Europe. So in my opinion there was no influence on the buying, selling or rent prices” (Sarkis Douaihy).

“Refugees definitely affected rent prices since you can’t find today an apartment with a logical rent price” (Segaan Azzi).

“Lebanese students heading from mountain areas to study in Beirut had a greater chance of finding a small sized apartment with a low rent price. Today, this opportunity is lost” (Georges Saleme).

“The impact was negative, definitely negative! [Higher tone of voice], since most of the Lebanese are not cooperating with us and with the higher governmental institutions” (Wissam Zaarour).

“The rising demand by the Syrian refugees for housing has contributed to soaring rental prices affecting especially the poor Lebanese who are unable to cope with this rise” (Guitta Hourany).

“This explosion in value is starting to lessen due to the recent exodus of refugees toward European countries” (Selim Jammal).

“Following the war, they began to feel that the Lebanese political decisions were oriented toward the Syrian political system, which made them fearful of further investments” (Jack Sabounji).

“They are paying their rent obligations whether they are residing in a land, apartment or garage. Landlords are benefiting hugely from the rent and also from the water and electricity fees!” (Samar Abboud).

“One week they are two or three people, the next week they become more. They have turned houses into dorms” (Marlene Haddad).

“Syrians do not care about discretion issues and thus, rent one apartment for an average of 10 or more refugees” (Jean Kallassi).

“Rent was affected because numerous families are inhabiting the same apartment or room, and by this, they are amplifying the diseases and viruses because they do not have proper access to clean bathrooms” (Fadi Martinos).

“What’s more frustrating is that I am not capable of penalizing him based on the law. All the same time, his actions are aggregating our water and electricity consumption and straining our infrastructure” (Wissam Zaarour).

### **Trade:**

“The real effect was not due to the inflow of Syrian refugees. It was a result of the Syrian war. Lots of merchandize used to be shipped from Lebanon to Syria in an illegal way” (Joe Abdallah).

“Syrians refugees themselves did not affect our export/import. Our main problem is the now closed tunnels connecting Syria and Iraq, which have been closed for 4 years due to the Syrian war” (Daniel Khalil).

“It is very complicated to get the goods out of the port in Lebanon due to the complicated procedures. And usually, when imports become harder, exports also become harder and we call this the learner curve or the learner equivalent” (Patrick Mardini).

“Syrian refugees had a positive impact because they reduced the labor cost, consequently reducing production fees” (Patrick Mardini).

“We are currently delivering 21 Karat jewelry to Syrians and Iraqis who have fled to USA, Canada and Australia. It is a golden opportunity to increase our exports and thus, our profits” (Himo Jewelry).

“Will they purchase from international well-known brands? [Sarcastic smile]. I am not disrespecting them, but I am talking reality” (Georges Abboud).

“Syrians who used to own shops in their home country, opened shops in Lebanon. Those who had public clinics opened clinics in Lebanon and those who owned gas stations in Syria also opened gas stations in the country. This movement led to an increase in competition and to the shutting down of many Lebanese businesses” (Segaan Azzi).

“By this, they are forcing other locally owned shops and retailers to drive prices down and to compete with the Syrians. [Silent pause]. We do not have sufficient control” (Marlene Haddad).

“I believe that refugees have the same positive effect on the Lebanese trade, wholesalers and retailers. And especially in retail shops selling MTC cards, since refugees have to spend a minimum of 20\$ per month to recharge their lines” (Ziad Zorkot).

“We cannot deny that NGOs are pumping sums of money into our economy, thus causing a “multiplier effect” on the consumption “(Gretta Saab).

“Accordingly, he received each month 3 boxes of basic needs (food and blankets). So to take advantage of the situation, he used to sell 2 of them to the local shops at a low price, affecting the other retail stores negatively” (Leyla Fares Chahine).

“Most of those who continued to migrate to Lebanon came from safe areas in Syria and not from danger zones. So we are witnessing a “Syrian migration toward Lebanon” (Segaan Azzi).

### **Tourism:**

“Maybe terrorism emerged indirectly due to the Syrian war, but I do not think there was a direct cause-effect relationship between Syrian refugees and tourism in Lebanon” (Youssef Khoury).

“I don’t think Syrian refugees themselves led to the deterioration of the tourism sector in Lebanon. I see it more as an external decision” (Fares Challah).

“No. Tourism was not affected by Syrian refugees. Our unstable political situation in Lebanon is the main reason behind its impediment” (Sarkis Douaihy).

“The system had planned all this with the Syrians. When I was a member in the ministry responsible for the refugees, ministers of internal affairs, social affairs and justice did not comply with any of my suggested plans because they were Sunni” (Segaan Azzi).

“How many expatriates have been employed in Lebanon following the Syrian crisis, especially in NGOs, embassies, UN and journalism departments? All these employees bought along their families and consumed from Lebanese market, stayed in hotels and paid their bills. How

immense is their effect compared to the harmful influence on tourism? It is unclear yet” (Samar Abboud).

### **Wellbeing:**

“This is a veryyyy important issue! [Very high tone of voice- interest]. This is what I meant when I was talking about instability. Veryyyy important issue” (Gretta Saab).

“They have contributed in the increase in crime and theft” (Gretta Saab).

“Do you recall the incident that happened in ‘Mezyara’ when a young girl was raped and killed in her own house? This is a pure reflection of our wellbeing since their arrival” (Leyla Fares).

“You have definitely noticed that multiple presenters are hosting Syrian expatriates who either attempted murder or have raped someone. This is catastrophic!” [Higher voice of tone] (Himo Jewelry).

“[Sarcastic smile-higher tone of voice]. Here the effect is major. You definitely catch the news every day and hear about all the problems we are facing!” (Selim Jammal).

“When you inject 1.5 million Syrians into the society, there is no escape from an increase surge in crimes, theft and rape” (Daniel Khalil).

“We are certainly sure that the quality of life has deteriorated ever since the Syrian refugees have come into our lands. Quality of life embraces education, wellbeing, health, infrastructure and the environment. When all of these indexes deteriorate, the quality of life worsens” (Lena Dergham).

“Hunger and deprivation usually lead to more crimes and theft” (Fares Challah).

“We then had those bombings, which were not exclusively Syrians, since some Lebanese were involved in them” (Patrick Mardini).

“Our security was not disturbed because Americans are the ones controlling our wellbeing and safety. Meaning that Americans themselves, equipped with the necessary satellites, would decide if a bombing or any disturbance must take place” (Jean Kallassi).

“I had 5 night guardians and 20 police officers in the area before the Syrian inflow. After the war, they became 25 night guardian and 40 police officers. We are making sure to take more precautions” (Wissam Zaarour)

### **Environmental resources:**

“Everything is polluted! [Sarcastic laugh]. They did not only pollute the environment but they have drained our scarce resources and increased toxic waste and contaminations” (Houda Saadeh).

“Our land is dehydrated Carla! [Sarcastic Smile]. Trash and waste have increased” (Shady Asmar).

“There was an impact on the forests in Lebanon as well, Syrian refugees were selling their rations for fuel and were cutting down trees to use them for heating in winter and for cooking” (Guitta Hourany).



“Our electricity is drained, our water is no longer easily accessible and our garbage is becoming uncontrollable. Soon enough there will be a waste crisis in our rivers [head nod-disappointment-frustration] (Georges Rayess)”.

“My only fear is the infrastructure and especially the sewage system which is polluting our water. Can you imagine the consequences in 10 years? Pollution will contaminate everything!” (Georges Kettaneh).

“One of the disadvantages after the Syrian war is the traffic jam we are witnessing today. Our country is not properly equipped to welcome this huge inflow of refugees” (Fares Challah).

“Sanitation and health are stagnating due to the mismanagement of waste, water and the infrastructure in campsites, which is leading to more contamination and viruses” (Lena Dergham).

“We cannot deny the fact that we already had problems related to water, electricity and garbage management, prior to the Syrians’ inflow”.

“They have amplified the problem”. (Ziad Haidar)

#### **Public Health:**

“Catastrophic again... The Rafik Hariri university hospital is out of oxygen! [Higher tone of voice- Agitated]. They are short of oxygen even for the Lebanese patients!” (Georges Abboud).

“Syrian refugees were an impediment in the amelioration process of the public hospitals in Lebanon. We, as Lebanese, are indirectly paying for the Syrian’s hospitalization through the health ministry” (Jack Sabounji).

“Public health is also being drained due to the surplus in population, causing more diseases and viruses” (Edmond Rizk).

“I am constantly checking the hospitals in Bekaa and in the North and all I can say is that these hospitals are still alive and functioning due to the Syrian refugees and to the UNHCR donations” (Youssef Khoury).

“UNHCR is covering all the costs associated with Syrian refugees’ medical treatments in public hospitals, since the ministry of health is not responsible for their medical fees” (Lena Dergham).

“Since public hospitals are also based on tax payer model instead of user payer model, their services have been exhausted. Again, our governmental tax system is to blame and not refugees themselves” (Patrick Mardini).

“Even before the Syrian war, we do know that public schools are bad, public electricity is bad [sarcastic smile], public roads are bad and our sewage system is also bad” (Patrick Mardini).

“Since I am a member in the UNHCR committee. The impact of the Syrian refugees on the public and private hospitals is totally positive” (Yousef Khoury).

“I really don’t think that they had an effect on private hospitals because these institutions require huge sums of money and most of the refugees are not capable of affording these expenses” (Houda Saadeh).

**Consumer prices:**

“There is a ranking called “Ease of doing business” and I think Lebanon ranks the 126<sup>th</sup> worldwide” (Patrick Mardini).

“Concerning my business, I did not change the pricing of any service provided. I guess the same applies for other products and services, since Syrian refugees’ demands are mostly directed toward necessities” (Jean Beyrouthy).

“The effect was not major because WFP monitors the products’ prices in the contracted shops” (Samar Abboud).

“Syrians who opened small shops are selling their products below cost in order to compete with the Lebanese products, especially agricultural goods like grapes. I personally was not able to sell my grapes’ stock this year due to the Syrian lower price competition” (Jack Sabounji).

“Negative. Negative. Negative [Affirmation]. We had to decrease our consumer prices due to fierce competition even if the competitors were just beginners in the market. They have mostly affected the jewelry shops who were at the same level of competition, offering the same designs and quality” (Himo).

“Syrian refugees’ low financial capabilities, impacted our economy positively. Shop owners had to drive consumer prices down for the Syrians to be able to buy their products” (Georges Abboud).

“Consumer prices fluctuated due to the change in petrol cost, which is a completely distinct problem” (Shady Asmar).

**Labor Diversification:**

“Based on the reality that some Lebanese do not accept to fill certain type of jobs, we have to live with the idea that we are in need of some Syrian laborers in multiple sectors” (Edmond Rizk).

“If you don’t provide direct aid, refugees will have either to work, wait for NGOs’ donations or steal” (Samar Abboud).

“Yes why not. Labor diversification is encouraged because Lebanese do not always agree to work in certain conditions” (Leyla Fares).

“When the transfer process of a Syrian worker is easy and subject to safe and normal situation between the two countries, they are most welcomed!” (Fadi Martinos).

“Surely I do encourage this labor diversification but with a strict labor code” (Ziad Haidar).

“I don’t care actually. I encourage less restriction on labor, wage and on the hiring process. I would like to see Syrians and Lebanese having the same opportunities in getting [Assertion] a job. I don’t care about the outcome” (Patrick Mardini).

“What I actually care about is fairness. I want to have equality in opportunity not in outcome and that’s very important. I think that equality in outcome is something very bad” (Patrick Mardini).

“I encourage labor diversification in these jobs because they do not threaten the Lebanese residents and can drastically reduce the cost for the manufacturer due to the lower labor fees” (Lena Dergham).

“Labor diversification is necessary because some jobs can only be done by Syrians. Again, a quota must be specified in order to avoid labor substitution” (Fares Challah).

“The government must only allow a certain percentage and institutions should thus abide by the regulations” (Selim Jammal).

“I seriously recommend spreading awareness in schools to orient students toward the right path and not only encouraging our children to become doctors, architects and lawyers” (Daniel Khalil).

“I am afraid that my daughters will sell the business after a certain period because they are all abroad now. Where is the new generation?” (Daniel Khalil).

“I am personally searching now for a personal assistance and I can’t find one! It’s been six month.... The first thing a Lebanese woman would ask about is time. Why are you even asking when you are in need for money! [Higher tone of voice, angry]” (Segaan Azzi).

“No. No. I definitely do not encourage Labor diversification because I am afraid of Syrian refugees’ settlement” (Georges Kettaneh).

“It is true that Lebanese labor quality is better than the Syrian, but the latter accepts harsher work conditions and do not complain during work time” (Georges Kettaneh).

### **Job retention and Growth:**

“If you go to any Lebanese restaurant today, most of the waiters and delivery employees are Syrians” (Elie Azzi).

“The pressure following taxes and the lack of governmental support is pushing us further to lower our labor cost, since we can’t be efficient in any other way” (Sarkis Douaihy).

“We used to see Lebanese working in supermarkets behind the cheese and poultry section. Today, Syrians are replacing them in the supermarkets and even in restaurants” (Fares Challah).

“This worker was hired because we did not find any Lebanese resident to do the job related to the sewage system” (Yousef Khoury).

“My hairdresser here in Bishmizzine replaced some Lebanese employees with lower cost Syrians and since then, I boycotted him” (Leyla Fares).

“How many times have we heard that Lebanese restaurants have turned around their labor structure, thus replacing Lebanese workers with Syrians?” (Shady Asmar).

“I don’t think it is easy today to hire a Syrian. Let’s start by that. So saying that they are taking all the jobs is wrong. I would have wished that it was easy to hire a Syrian but it is not” (Patrick Mardini).

“So I think that the real issue here is labor qualification and I believe that soon enough, with the robotisation of all the redundant tasks, all those low added value jobs will end up disappearing anyway” (Patrick Mardini).

“If Syrians get employed in the appropriate jobs for them, then their effect will be positive on the economic growth”. (Houda Saadeh).

“The construction and agricultural field” (Houda Saadeh).

“If an employee has been working more than 10 years with them and requests a promotion, he or she is being dismissed directly without prior warning [Sad tone of voice] (Georges Rayess)”.

### **Suggestions:**

“We can benefit from their presence if they become all legalized with legitimate work papers. Moreover, they have to pay taxes like everybody else” (Joe Abdallah),

“The ministry of industry and labor in Lebanon must work together to check in which industries Syrians are required the most, within a specified quota of course” (Fares Challah).

“There should be more organization and control of the labor force and their distribution in the different segments in the country, specifically the economical, educational and trade sectors” (Marlene Haddad).

“The government must organize their stay and their integration into the Lebanese labor force through allowing them to work in only two sectors: The agricultural and construction field, specifically in concrete and stone finishing, since they do have years of experience in these fields” (Jean Kallassi).

“We should make it easier for them to work by reducing all the restrictions pertaining to the level of wage or ease of recruiting them. Let us relax all those crazy regulations” (Patrick Mardini).

“The government must make it easier for Syrians to open a business in Lebanon” (Patrick Mardini).

“We can benefit from their presence when they start to register in the municipalities where they reside, even if they do not have work permits. Syrians must also state the reason behind their presence in the Lebanese territories” (Wissam Zaarour).

“The big municipalities are facing difficulties in controlling and officially listing the number of Syrian refugees, like for instance Borj Hammoud. The UN is better than us in getting official numbers” (Marlene Haddad).

“We can invest in the Bekaa area by building agricultural fields and opening manufactories in order to take advantage from the low cost Syrian labor and at the same time by keeping the refugees away from the developed regions in Lebanon” (Jean Beyrouthy).

“Let Syrian refugees work in agriculture because we are suffering from the lack of cultivation in Lebanon and there are so many unoccupied lands that should be invested in agronomy” (Georges Rayess).

“I don’t want to take advantage of them! [Angry tone of voice]. This philosophy created by the United Nations is false. Let them return back home and then we can see how to benefit from them” (Segaan Azzi).

“The best solution in my opinion is if they return to their land as soon as possible! [High tone of voice]. The Lebanese government must plan their way back home” (Houda Saadeh).

“Donations emerging from international organizations must be used for the improvement of the infrastructure just as Turkey is managing the funding appropriately” (Georges Kettaneh).

“Work must also be done with the international organizations and is actually being done, to allocate donations for the Lebanese population and not only for the Syrian refugees” (Lena Dergham).

“Their donations could help us improve our infrastructure in order to be able to handle all the refugees while they reside in Lebanon and to recover our quality of life” (Lena Dergham).

“We must learn to control and manage the migration flow by setting standards while taking in consideration the infrastructure and the country’s size” (Edmond Rizk).

“As ‘Libnor’, we are constantly working toward building standards in response to these kind of challenges since we lack these indicators in Lebanon. There should also be standards in my opinion for the international donors in order to manage their contributions more efficiently and to direct their assistances to refugees as well as local residents” (Lena Dergham).

“But if we have to take advantage from their presence [higher tone of voice-interest], we have to make them pay fees for every day spent in Beirut. In Jordan, Syrian refugees pay 10\$ for every day spent in the country” (Himo).

“[Long silence pause]. No way. I am thinking how we can benefit from them. No way. I am trying to figure out how we can take advantage from a two million population” (Georges Abboud).

“In my opinion, I cannot benefit from their presence in any way. They are a burden and a factor of instability. They should go back the earliest the better! (Gretta Saab).

“I encourage their enrollment in the Lebanese army and the police departments, so they can develop a sense of patriotism for Lebanon, if they plan to stay in the country” (Jack Sabounji).

“Our next plan is to target the Syrian market with new customized data bundles for the refugees, at cheaper prices” (Ziad Zorkot).