THE ROLE OF BUSINESS SUPPORT PROGRAMS IN ASSISTING THE REFUGEE ENTREPRENEURS THE CASE OF SYRIAN REFUGEE ENTREPRENEURS IN TURKEY

2022
MASTER THESIS
BUSINESS ADMINISTRATION

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Prepared as

Master Thesis

KARABUK

May 2022

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THESIS APPROVAL PAGE

I certify that in my opinion the thesis submitted by Ahmad ANKIR titled "THE ROLE OF BUSINESS SUPPORT PROGRAMS IN ASSISTING THE REFUGEE ENTREPRENEURS" THE CASE OF SYRIAN REFUGEE ENTREPRENEURS IN TURKEY Is fully adequate in scope and in quality as a thesis for the degree of Choose Master of Science.

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DECLARATION

I hereby declare that this thesis is the result of my own work and all information included has been obtained and expounded in accordance with the academic rules and ethical policy specified by the institute. Besides, I declare that all the statements, results, materials, not original to this thesis have been cited and referenced literally.

Without being bound by a particular time, I accept all moral and legal consequences of any detection contrary to the aforementioned statement.

Name Surname: Ahmad Saleh ANKIR

Signature:

DEDICATION

I am dedicating this thesis to my beloved father who have meant and continue to mean so much to me. Although he is no longer of this world, his memories continue to regulate my life. whose love for me knew no bounds, who taught me the value of hard work. Thank you so much “Salih”, I will never forget you.

To my mother “Fatima”, who has been a constant source of support and encouragement during the challenges of life. I am truly thankful for your praying.

Special Thanks to My academic supervisor prof. “Elif Cepni”, who guided me in this process and kept me on track.

To all my family members, friends and every one supported me during the hard time, Thank you all.

ABSTRACT

This aims of this study is to identify the business support programs' role (training programs and financial grants) in the performance of entrepreneurs in small projects, a case study in Turkey, and to identify the extent to which the projects under consideration have adopted these programs and the extent to which they are applied and how to benefit from them and to identify the nature of the impact and the relationship between variables Study (Business Support Programs, Entrepreneur Performance). In order to achieve the objectives of the study, the researcher used the descriptive-analytical approach, which attempts to describe the phenomenon under study. From this point of view, the study discussed the literature in the field of auditing by answering several questions. Therefore, the current study will adopt the method of intentional sampling, as this required searching for the opinions of entrepreneurs in emerging projects as well as consultants as a knowledge resource that has the ability to detect trends that achieve this value, and accordingly and for the possibility of generalizing the research results and accuracy in representing his selected sample. For the community from which it was withdrawn, the research sample was represented by (entrepreneurs and workers in the projects under research) and their total is (137) individual entrepreneurs in the sample companies of the study. The researcher used the statistical package (SPSS) program to analyze and test the study hypotheses. The study came out with a number of conclusions, the most important of which are: Training and financial grants had an effective impact in developing the skills and capabilities of small business owners and workers, which was clearly reflected in the participants' ability and effectiveness to better manage production processes in their projects. They have learned skills in this field, and that there is an awareness among small business owners and employees of the importance of investing in training in order to develop the capabilities of their projects and keep pace with the latest technologies in managing small projects. The study presented a set of recommendations, the most important of which are Working on the necessity of employing business support programs (training programmers, financial grants) as an intellectual newcomer, which has become a main focus and a new work methodology to

achieve excellence in the competitive business environment, and thus contribute to building the capabilities of entrepreneurs with knowledgeable orientations and enabling them to support their role in the success of small projects.

Key Words: Business Support Programs; Performance of Small Business

ÖZ

Bu çalışma, iş destek programlarının (eğitim programları ve mali hibeler) girişimcilerin küçük projelerdeki performansındaki rolünü belirlemeyi, Türkiye'de bir vaka incelemesini ve incelenen projelerin bunlara ne ölçüde bağlı olduğunu belirlemeyi amaçlamaktadır. Programlar ve bunların uygulanma kapsamı ve bunlardan nasıl yararlanılacağı ve etkilerinin doğası ve değişkenler arasındaki ilişkiyi belirlemek için Çalışma (İş Destek Programları, Girişimci Performansı). Araştırmanın amaçlarına ulaşmak için araştırmacı, incelenen fenomeni tanımlamaya çalışan tanımlayıcı analitik yöntemi kullandı. Bu noktadan hareketle çalışma, çeşitli soruları yanıtlayarak derleme alanındaki literatürü tartışmıştır. Bu nedenle, mevcut çalışma, bu değere ulaşan eğilimleri keşfetme yeteneğine sahip bir bilgi kaynağı olarak danışmanların yanı sıra gelişmekte olan projelerdeki girişimcilerin görüşlerini araştırmayı gerektirdiğinden ve buna dayalı olarak kasıtlı örnekleme yöntemini benimseyecektir. ve araştırma sonuçlarını genelleme olasılığı ve seçtiği örneği temsil etmedeki doğruluğu için. Araştırmanın yürütüldüğü topluluk için, araştırma örneklemi (araştırma kapsamındaki projelerdeki girişimciler ve işçiler) ve bunların toplamı (137), araştırmaya dahil edilen şirketler örnekleminde bireysel girişimcileri temsil etmektedir. Araştırmacı, çalışmanın hipotezlerini analiz etmek ve test etmek için istatistiksel paket (SPSS) programını kullanmıştır. Çalışma bir dizi sonuçla ortaya çıktı ve bunların en önemlileri şunlardı: Eğitim ve mali hibeler, küçük işletme sahiplerinin ve işçilerin becerilerinin ve yeteneklerinin geliştirilmesi üzerinde etkili bir etkiye sahipti ve bu da katılımcıların yetenek ve etkinliğine açıkça yansıdı. Projelerinde üretim operasyonlarını daha iyi yönetirler. Bu alanda beceriler edindiler ve küçük işletme sahipleri ve çalışanları arasında, projelerinin yeteneklerini geliştirmek ve küçük projeleri yönetmede en son teknolojileri takip etmek için eğitime yatırım yapmanın önemi konusunda bir farkındalık var. Çalışma, en önemlisi, mükemmelliğe ulaşmak için ana odak ve yeni bir çalışma metodolojisi haline gelen yeni bir entelektüel faktör olarak iş destek programlarının (eğitim programları, finansal hibeler) kullanılmasının gerekliliği üzerinde çalışmak olan

bir dizi öneri sundu. Rekabetçi iş ortamında, böylece girişimcilerin yeteneklerini geliştirmeye katkıda bulunur ve küçük projelerde başarılı olmalarını sağlar.

Anahtar Kelimeler: İşletme Destek Programları; Küçük İşletmelerin Performansı

ARCHIVE RECORD INFORMATION

Title of the Thesis	The Role of Business Support Programs in Assisting the Refugee Entrepreneurs the Case of Syrian Refugee Entrepreneurs in Turkey
Author of the Thesis	Ahmad ANKIR
Supervisor of the Thesis	Prof. Dr. Elif ÇEPNİ
Status of the Thesis	Master
Date of the Thesis	15 June 2022
Field of the Thesis	Business Administration
Place of the Thesis	KBU/LEE
Total Page Number	101
Keywords	Business Support Programs; Performance of Small Business

ARŞIV KAYIT BILGILERI (IN TURKISH)

Tezin Adı	Mülteci Girişimcilere Yardimda İş Destek Programlarinin Rolü
Tezin Yazarı	Ahmad ANKIR
Tezin Danışmanı	Prof. Dr. Elif ÇEPNI
Tezin Derecesi	Yüksek Lisans
Tezin Tarihi	15 Haziran 2022
Tezin Alanı	Işletme
Tezin Yeri	KBU/LEE
Tezin Sayfa Sayısı	101
Anahtar Kelimeler	İşletme Destek Programları; Küçük İşletmelerin Performansı

SUBJECT OF THE RESEARCH

This study focuses on the role of refugee entrepreneurs' programs in small projects, the role of business support programs in facilitating and developing their work in their new country, and the challenges that refugee entrepreneurs face in their new country. In addition, it focuses on the types of business support programs provided by training services and financial grants, the role of these programs targeting refugee entrepreneurs, their characteristics, weaknesses and gaps related to the refugee context.

PURPOSE AND IMPORTANCE OF THE RESEARCH

The study provided an academic and practical guideline for drawing features of an emerging model in the decision-making method, which can be a pioneering and suitable attempt for small-project owners to make a decision that fits the nature of the difficulties they face in terms of adjustment and speed in the Turkish environment. The research clarify the theoretical foundations of the concept, importance, objectives and principles of entrepreneurship, and the philosophy and essence of the work of business support programs for Syrian refugees in Turkey.

METHOD OF THE RESEARCH

The descriptive (descriptive-analytical) study approach was adopted by presenting the theoretical frameworks based on references and recent studies in the field of study variables, and the analytical method for analyzing and testing the hypotheses of the study in the researched field.

HYPOTHESIS OF THE RESEARCH / RESEARCH PROBLEM

First hypothesis: There is a correlation between training services and the performance of small business owners for refugees in Turkey.

The second hypothesis: There is an effect of training services in enhancing the performance of small business owners for refugees in Turkey.

The third hypothesis: There is a correlation between the financial grant and the performance of small business owners for refugees in Turkey.

The fourth hypothesis: there is an effect of the financial grant in enhancing the performance of small business owners for refugees in Turkey.

POPULATION AND SAMPLE (IF AVAILABLE)

The target population of this study are entrepreneurs, owners of start-up companies operating in the southern provinces of Turkey (Sanliurfa, Hatay, Gaziantep, Kilis) who have participated in business support programs implemented by non-profit organizations. The sampling framework consists of 1,550 small and medium-sized businesses, ranging from small manufacturing, service, agribusiness, and food beverage/restaurant establishments.

SCOPE AND LIMITATIONS / DIFFICULTIES

1) **Spatial limits:** Includes the spatial boundaries of the study in the provinces of southern Turkey (Sanliurfa, Hatay, Gaziantep, Kilis) as an application field.
2) **Time limits:** The research time limits include the period prescribed for preparing the thesis, from (2022/1/10) to (2022/5/15).
3) **Human limits:** The limitations of the study included a human population through a sample of Syrian refugees in Turkey as a target group.
4) **Objective limits:** Represented by (Business Support Programs, Performance of Small Business Owners).

1. GENERAL INTRODUCTION

1.1. Background of the Study

The forced migration of Syrians has posed economic and social challenges to host nations, and their extended stay has resulted in the emergence of integration as a policy concern. Syrian refugees seeking shelter in neighboring countries have been studied mostly through socioeconomic issues such as government spending, unemployment rates, and inflation (Bizri, 2017). The effects of Syrian immigrants on the labor market and the humanitarian challenges they encounter in Turkey have been the subject of current research. For Syrians in Turkey, who have long been referred to as "guests," integration has only recently been on the intellectual and political agenda. Despite the weight given to economic considerations such as the cost of social benefits, (2019, Kzlay) In debates concerning migration policy and integration, refugee entrepreneurship remains a relatively understudied topic due to its crowding out implications on the labor market (Ceritolu et al, 2017). This study fills that vacuum by combining field research findings with knowledge of the published literature on refugee entrepreneurship, emphasizing its significance for integration (Kloosterman, 2010). This investigation of the Turkish case also adds to the literature by highlighting the impact of the informal sector on discussions of refugee entrepreneurs and integration.

In Turkey, the interest has increased significantly in the last three years in providing support and capacity-building programs for refugee entrepreneurs. This can be noticed through the frequent announcements on the Internet websites and social media networks about training and support programs for entrepreneurs in various Turkish states, provided by Turkish organizations, International and United Nations agencies such as IOM, UNHCR, Concern, Spark, and Impact Hub Istanbul.

Recently, the contributions of support programs, ecosystems, and incubators of entrepreneurship have assumed growing attention from researchers and decision-makers, due to their role in empowering refugee entrepreneurs, stimulating innovation and helping them to address the obstacles and barriers towards business growth of refugee entrepreneurs. However, the current literature on refugee entrepreneurship highlights a lack of in-depth studies on entrepreneurship support programs, in their

various forms, and the impact of these programs on the ability of refugee entrepreneurs to succeed in contexts different from their home country.

Among our main problems are the following sub-questions:

1) Do refugees in Turkey realize the importance of business support programs in helping entrepreneurs?
2) Is there a correlation between training services and the performance of small business owners for refugees in Turkey?
3) Is there an effect of training services in enhancing the performance of small business owners for refugees in Turkey?
4) Is there a correlation between the financial grant and the performance of small business owners for refugees in Turkey?
5) Is there an impact of the financial grant in enhancing the performance of small business owners for refugees in Turkey?

1.2. Significance of the Study

The importance of the research is evident in the importance of the research sample's topics or variables (business support programs, performance of small business owners). The site is the field of research (refugees in Turkey), as this research helps by presenting philosophical analytical frameworks for the research variables.

1) The study provided an academic and practical guideline for drawing features of an emerging model in the decision-making method, which can be a pioneering and suitable attempt for small-project owners to make a decision that fits the nature of the difficulties they face in terms of adjustment and speed in the Turkish environment.
2) Clarify the theoretical foundations of the concept, importance, objectives and principles of entrepreneurship, and the philosophy and essence of the work of business support programs for Syrian refugees in Turkey.
3) Shedding light on the role that business support programs play in enhancing the performance of small business owners for Syrian refugees in Turkey.
4) The importance of the study stems from being a descriptive and analytical study by adopting a survey of the opinions of a group of Syrian refugees in Turkey,

and that the current situation needs such studies, as it provides them with information about capabilities that can be employed in the service of the future direction of their various activities, especially in the Turkish environment that they dealt with studying.

1.3. Research Objective

The main objective of this research can be clarified in introducing Syrian refugees in Turkey to the role of business support programs in enhancing the performance of small business owners, as well as the sub-objectives:

1) Providing refugees in Turkey with a practical, intelligible, and clear picture of the nature of the connection and the effect on business support programs on growth of companies company owners.
2) Helping Syrian refugees by applying the intellectual and philosophical framework for the study variables (business support programs, performance of small business owners), to know the level of their orientation, and then examine the field reality to arrive at conclusions on the same orientation's development.
3) Testing the applicability of the hypothetical model of the study, in terms of variables, and the fields of research variables (business support programs, performance of small business owners).
4) Improving refugee persons' views of the overall content of the assumptions upon which the study was founded, and presenting this link with a hypothetical model intended at field application in order to arrive at the outcomes of testing the study's hypotheses.

1.4. Study Model and Hypotheses

The hypothetical study model should be created with the goal of providing a systematic treatment of the study problem in light of its theoretical philosophical framework and field analytical consequences, that refers to the logical relationship between the study variables (business support programs, small business owner performance) as an expression of the proposed solutions to the study problem's research questions.

The default search form through Figure (1):

Source: Prepared by the researcher

Figure 1. Study Model

Consistent with the above details in the default search model, the research hypotheses were identified that were based in the process of formulating them in line with the research questions referred to, and for the purpose of answering and proving this statistical relationship, the research hypotheses were identified as follows:

First hypothesis: There is a correlation between training services and the performance of small business owners for refugees in Turkey.

The second hypothesis: There is an effect of training services in enhancing the performance of small business owners for refugees in Turkey.

The third hypothesis: There is a correlation between the financial grant and the performance of small business owners for refugees in Turkey.

The fourth hypothesis: there is an effect of the financial grant in enhancing the performance of small business owners for refugees in Turkey.

1.5 Study Approach

The study method and instrument include the following:

1) **Study methodology:** The researcher relied on the field study approach in this study, which includes conducting field interviews with Syrian refugees in Turkey for the purpose of comprehensive identification, briefing on all aspects of the

problem, analyzing it, and then showing its dimensions, variables, and relations between them without being satisfied with knowledge or Its virtual description.

2) **Study tool:** The study tool is the principal method for gathering primary and secondary data, as well as for gathering all of the practical data needed to evaluate the research hypotheses. Small business owners' performance) in preparation for statistical analysis to test study hypotheses, as well as conducting interviews with refugees for the purpose of clarifying and crystallizing the research problem, and clarifying the paragraphs of the questionnaire in case of need. Researchers and writers specialized in research variables in foreign and Arab scientific sources.

1.6. Study Population and Sample

The target population of this study are entrepreneurs, owners of start-up companies operating in the southern provinces of Turkey (Sanliurfa, Hatay, Gaziantep, Kilis) who have participated in business support programs implemented by non-profit organizations. The sampling framework consists of 1,550 small and medium-sized businesses, ranging from small manufacturing, service, agribusiness, and food beverage/restaurant establishments.

1.7. The Limits of the Study

It includes the limits of the study through four areas, which are as follows:

5) **Spatial limits:** Includes the spatial boundaries of the study in the provinces of southern Turkey (Sanliurfa, Hatay, Gaziantep, Kilis) as an application field.
6) **Time limits:** The research time limits include the period prescribed for preparing the thesis, from (2022/1/10) to (2022/5/15).
7) **Human limits:** The limitations of the study included a human population through a sample of Syrian refugees in Turkey as a target group.
8) **Objective limits:** Represented by (Business Support Programs, Performance of Small Business Owners).

1.8. Managerial Relevance

The current research contributed to providing the necessary scientific foundations for Syrian refugees by exploiting business support programs from training programs and financial grants with the aim of strengthening small business owners in Turkey. The research also presents recommendations to improve the performance and influence of entrepreneurship support programs that were extracted from the analyzed data of interviews of experts and refugee entrepreneurs, reports, and secondary studies. Therefore, this thesis provides a unique contribution to enriching the global literature on refugee entrepreneurs and the effectiveness of entrepreneurship programs in refugee backgrounds and contexts, as well as offering a practical approach that governments, policymakers, decision-makers in international and local organizations can rely on to devise more effective interventions targeting refugee entrepreneurs for developing their abilities to address the barriers towards business growth, which will lead to economic empowerment and social cohesion.

1.9. Structure of the Study

The research contains an introduction and three main chapters, which are as follows:

1. Introduction includes:

1.1 Study background

1.2 the importance of studying

1.3 Objectives of the study

1.4 Study model and hypotheses

1.5 Study Approach

1.6 study population and sample

1.7 The limits of the study

1.8 Managerial Relevance

1.9 Study Structure

The first chapter was entitled (literature review), and it includes the following:

2. literature review

2.1 Situation of Syrian refugees in Turkey

2.2 The concept of entrepreneurship for refugees

2.3 The relationship between innovation, creativity and leadership

2.4 The importance of entrepreneurship in achieving business sustainability

2.5 The importance of entrepreneurship for refugees

2.6 Entrepreneurship goals

2.7 Principles of Entrepreneurship

2.8 Entrepreneurial traits

2.9 Entrepreneurship models

2.10 Challenges Refugee Entrepreneurs Face

2.11 Entrepreneurship support and training programs for refugees

3. METHODOLOGY

3.1. Sample Selection

3.2. Data Collection Procedures

3.3. Instruments

3.4. Data Analysis

4. FINDINGS

4. 1 Challenges Refugee Entrepreneurs Face in Turkey

4. 2 The importance of business support programs in the challenges faced by refugee entrepreneurs in Turkey

4. 3 Attitudes of refugee entrepreneurs towards business support programs

5. Discussions and Conclusions

5. 1 Discussions

5. 2 Conclusions

5. 3 Limitations, Recommendations, and Implications

2. LITERATURE REVIEW

2.1. Introdction

This study focuses on the role of refugee entrepreneurs' programs in small projects, the role of business support programs in facilitating and developing their work in their new country, and the challenges that refugee entrepreneurs face in their new country. In addition, it focuses on the types of business support programs provided by training services and financial grants, the role of these programs targeting refugee entrepreneurs, their characteristics, weaknesses and gaps related to the refugee context (Özar, 2016). This study attempts to find out the knowledge gap related to the relevance of business support programs, the challenges and obstacles faced by refugees in the context of emerging economies, and what are the most influential aspects of these programs and where they fail to assist entrepreneurs to face the challenges and obstacles that prevent the establishment and management of effective and successful projects (Carree et al, 2015)**.**

Although there is a lot of research and studies on entrepreneurship education in small businesses, a limited amount of research has dealt with education programs for refugee entrepreneurs, with a significant scarcity of studies on business support programs for refugee entrepreneurs that include training courses, mentoring, and grants and incubation interventions. Business support programs for refugee entrepreneurs is a relatively new area of research, and when it comes to the challenges that refugee entrepreneurs face in setting up and running their startups, the theoretical and applied literature is lacking for these types of research. Based on the main scope and research question, the studies related to entrepreneurship for refugees and ethnic immigrants, in addition to the challenges and obstacles facing these entrepreneurs, in addition to searching for business support programs for entrepreneurs, especially education and training programs and financial grants for refugee entrepreneurs to discover the impact of these programs To assist entrepreneurs in addressing barriers to effective entrepreneurship (Güven et al, 2018)**.** The importance of this topic was derived from the large number of these projects, as 238 new companies were established with Syrian capital, which rose to 6,311 between 2013 and 2017. According to the Building Markets study, Syrians formally established around 7,200 businesses in Turkey. Istanbul is home

to a large number of the major corporations. The number of Syrian-owned enterprises registered with the Istanbul Chamber of Commerce climbed from 95 in 2012 over 3,129 in 2018, with 10% having a seed capital of more than 500,000 TL ($94,470). According to Building Markets (2018), 2% of Syrian Enterprises are medium-sized (Palacolu, 2019). The number of unregistered small and medium enterprises (SMEs) is predicted to be three times higher.

The heterogeneous use between entrepreneurship and small projects in the business management axis led researchers to explore and clarify the attrition and gaps between studies of entrepreneurship and small projects. Entrepreneurship and microenterprise development are worldwide recognized as means for growth of the economy, as well as job creation. It's understandable that they've attracted so much attention. Many countries around the world, as well as universities, have expressed an interest in fostering entrepreneurship, with countries such as the United States, the United Kingdom, Malaysia, India, China, Singapore, Thailand, Vietnam, and many of others continuing to emphasize the importance of doing so. Without a doubt, the field of entrepreneurial development has generated a fortune of up to $440 million, with more than 75% of that funds earned in the United States as of 1987.

There is a close relationship between entrepreneurship and small projects, as most entrepreneurs start with small projects, devoting time, effort and money to the success of this entrepreneurial project and then gradually expanding, so the success of entrepreneurs starts mainly from small projects.

In Turkey, for example, the importance of developing entrepreneurship cannot be undermined. Its contributions are very clear and clear in economic transformations. Studies have documented that small and medium enterprises represent about 46% of small industries, while 54% are attributed to medium industries, so the development of these projects is of great importance Great and beneficial to society.

The aforementioned importance necessitated the countries and private organizations to support entrepreneurs, especially refugees, through special and various programs, including training programs and the provision of financial grants with the aim of developing their capabilities and making them an important resource in the countries incubating them, as well as because of their significant impact on enhancing the

performance of these projects, which It is beneficial to the country incubating these projects.

2.2 .Situation of Syrian Refugees in Turkey

It is necessary to distinguish migrants and refugees. The term “refugees” refers to people who flee their country due to war, armed conflict or repression. This description is recognized under the conditions for access to asylum rights set forth in international law, Article 1 of the 1951 United Nations Convention and the General Protocol 1967 (International Asylum Law, 2017). The idea of asylum is to move away from fear and from persecution and the desire to ensure safety and protection from the host country and the host community or country, and this is what necessarily makes them eager to recover what they have lost and rebuild it. On the other hand, immigrants are often motivated by the hope for a better life and better economic prosperity for refugees. Despite international laws that try to guarantee the rights of refugees, they remain among the most marginalized and vulnerable classes in society and are usually subject to discrimination and social exclusion, and suffer from challenges of unemployment and harsh living conditions, especially when they are from different ethnic or religious groups. Therefore, the issue of refugee integration and empowerment becomes a priority for the host government, international organizations and donors if they have a real intention not to reproduce the conditions of oppression and harassment from which the refugees fled. Despite the general features of vulnerability and poverty that characterize refugees, many refugees have academic qualifications or professional experiences, and some of them flee their countries with a large stock of intellectual, financial or technical capital that constitutes an asset to create new businesses and contribute to the economy of the new nation. In April of 2011, many Syrian refugees in Turkey were granted “temporary protection” status by the General Directorate of Migration Management, after taking their “biometric” records, whose number had increased to (3,643,870) as of late August 2019 (ERDOĞAN, 2019)**.**

The Syrians who arrived to Turkey faced a number of problems, the first of which being that Turkey is not an asylum-seeking country. It provides similar services to other European asylum-seeking countries, ranging from language acquisition to full integration, and culminating with arranging their living situations, such as granting them

residency in this country for decades. The Syrians were dispersed over several Turkish provinces. Although their presence in the city of Istanbul was the most, and the conditions of their lives in general differed between other Turkish states, centered on social, political, and economic elements, and the Syrians had to discover ways to adapt into the Turkish society that was holding them captive, in conjunction with some Turkish policies that were concerned with the Syrians. In this way, Syrians' lives differed in every detail as a result of these and other developments, as did their diverse views and perspectives on life, reality, and the future (Mustafa et al, 2020).

With the media coverage of some return cases and some individuals who have been granted citizenship, the number of Syrians under the temporary protection program in Turkey is increasing day by day according to the updated data by the General Directorate of Migration Management in Turkey. On the other hand, an average of 465 Syrian children born in Turkey every day has a significant impact on this increase, as well as the number of people entering through the crossings. It should be noted that these "payments and preparations" are dangerous for the Turkish state, and the Turkish community, which had 58,000 asylum seekers in 2011 (ERDOĞAN, 2019).

The increasing flow of refugees and migrants in Turkey, which began on April 29, 2011 and peaked in 2013, was not exclusive to Syrians alone. Between 2014 and 2016, some (approximately 500-700 thousand) asylum seekers, referred to by the government as "illegal immigrants," fled to Europe, while others remained in Turkey. The majority of currently receiving international protection status is now over 470,000 as of July 2019. This number included 170,000 Afghans, according to UNHCR Turkey statistics from September 2018.142,000 Iraqis, and 39,000 Iranians. However, it is not known how exactly the numbers are distributed within the updated 470,000 range announced by the Directorate General of Migration Management. It is possible that the number of Afghans, Iraqis, and Iranians increased further under the “other” category in the figure below, paralleling a similar distribution.8 At the same time, the influx of people that official organizations in Turkey refer to as “illegal immigrants,” which probably include seekers Asylum, continuing in huge numbers (Minister et al, 2019).

Figure 2. Statistics of refugees in Turkey in August 2019

2.3. The Concept of Entrepreneurship for Refugees

The linguistic origin of the word pioneer refers to the person who advances individuals to guide them to their goal and purpose. At the beginning of the sixteenth century, the term "entrepreneur" was first used in the French language. when it was used to denote the risk that accompanies exploratory campaigns (Munoz & Cohen, 2018)**.**

The interest in the topic of entrepreneurship has increased in recent years, due to technological progress and globalization, and increased interest in the private sector to have a major role in the process of economic development in countries of the world, and this has a noticeable impact on the business environment, as well as the competitive situation of local and foreign businesses (Mustafa et al, 2015). Entrepreneurship is not a novel concept or a creation of the twentieth century. Rather, the economist (Richard Cantillon) in 1734 and Jean-Baptiste Say (B. Say) at the turn of the nineteenth century were the first to use the term, and they did so with a personality that was ready to establish. The term of an entrepreneur may be traced back to the economist Joseph Schumpeter (1950), who defined it as a new endeavor or organization that accepts full responsibility for unknown results (Narula & Chaudhary, 2018).

The entrepreneur is defined as a person with the desire and ability to turn a new idea or invention into a successful innovation. The availability of entrepreneurship in

various industries results in the creation of new products or improvements to existing products, which aids commercial and industrial development and drives the economic development process (Hall et al, 2010).

The word leadership has become bears many meanings, and many words have been used as synonyms for the meaning of leadership, but the original is that it is a French word derived from two words (Koellinger et al, 2013).

The term entrepreneurship has been associated since the mid-eighteenth century with the concept of entrepreneurship, which has its roots in the French economy. The French word "Entrepreneurship" means that individual who undertakes an important project or activity, Thus the definition of entrepreneurship changes depending on a number of factors, some of which are related to culture, others to society or the economy, and the qualities connected with them that distinguish individuals of society (Zanella et al, 2019).

Defines (Block, & Spiegel, 2015) leadership as the key to gaining competitive advantages and achieving superiority over competitors. As for (Carree, & Thurik, 2010) he believes that entrepreneurship is the formation and construction of a new economic activity. Pointed (Van der et al, 2012) out that entrepreneurship is a term that refers to the concept of innovation and the creation of new items that were not previously available, as well as the improvement of existing ones. and confirms (Koellinger, 2013) Such as the ability to meet market demands by eliminating low economic demand by introducing new products or creating new ways of working, by new ways of organizing resources.

It is a dynamic process of change, creativity and innovation that requires energy and passion to implement new and innovative ideas, as well as exploit opportunities and resources available, build a clear business plan and creating new working methods to introduce new products that lead to new economic construction (Bonte & Piegeler, 2013). Finally, it can be said that entrepreneurship is building and creating something of value from nothing and continually seizing opportunities based on resources and commitment to the vision, as well as taking into account the element of risk (Block et al, 2015).

Despite these valuable contributions, entrepreneurial efforts can often have disastrous consequences. Entrepreneurship is a way of eliminating poverty and

producing profits for economies, entrepreneurs, and investors by recognizing, analyzing, and exploiting possibilities (Hall et al, 2010). Entrepreneurial activities, for example, pollute the environment and endanger people's health. Recent scientific research on entrepreneurial activity has discovered that they have negative global consequences (Elbers et al, 2018).

Entrepreneurship is defined as the process of forming a new organization or organizations, develop the existing organizations, creating new businesses, or responding to new investment options by planning to manage, develop, and organize projects while being affected by risks, with the goal of reaching profits based on the initiative to form a new business, utilizing resources other than labor and capital (Hoogendoorn et al, 2017).

Although researchers and practitioners have begun to address the negative consequences of entrepreneurial activities, the detrimental impact of entrepreneurial activities on climate and natural life has been recognized for much longer (York, & Venkataraman, 2010). There has been debate in recent years concerning the role of entrepreneurship in addressing social and environmental issues (Hall et al, 2010).

In light of these intellectual developments, multiple conceptual connotations were crystallized to express the concept of entrepreneurship, which we present as in Table No: (1).

Table 1. The concept of entrepreneurship according to the opinions of many researchers

	Researcher, Year, Page	Concept
1	(Carree & Thurik, 2010: 308)	A dynamic process of vision, change, and formation (innovation) that necessitates a lot of energy and enthusiasm in order to come up with new ideas and answers. Being willing to take measured risks, forming a successful project team, and having a clear business plan are all essential components.
2	(Al-Qubaj, 2012: 44)	Develop and manage commercial ventures in order to make money by taking risks, and many of them.
3	(Bonte & Piegeler, 2013: 964)	When entering into entrepreneurial initiatives, the process of selecting and starting a business, organizing the necessary resources, sourcing, and taking into account both the risks and profits involved with the enterprise.
4	(Durowoju, 2014: 422)	It is the analysis of the process of creating new companies, in addition to the actual creation of these companies. It is also an expression of the entrepreneurial behavior of a person who is always looking for new ideas and turning them into a profit opportunity.
5	(Quaidoo, 2014: 41)	It is the ambition to establish a new firm, and it has been stated that entrepreneurship is essential to the market's economic development.
6	(B. Rajasekaran, 2015:21)	Identifying and exploiting opportunities and investing the individual with the skills and abilities he has that enable him to start work projects so as to achieve an invention or innovation through the technical works course.
7	(Elbers et al, 2018: 3)	It entails a set of qualities and styles of behavior associated to business choosing, planning, organizing, and risk-taking, and it necessitates creativity in order to manage them.
8	(Kareem et al, 2020: 632)	Willingness to start a new business or organize, develop, and manage a business in order to produce profits while incurring risks.
9	(Abd al-Hamid & al-Jazza, 2021: 110)	Establishing or developing projects, and employing creative thinking in this area, so that these projects can make a difference in their respective sectors of work.
10	(Demircioglu & Chowdhury, 2021: 314)	It is the process through which a new business is established or a specific facility is developed by providing the necessary resources, organizing resources, and taking into account the expected risks and returns.

Source: Prepared by the researcher based on the above sources.

Entrepreneurship is defined in the current study as Entrepreneurship is a creative activity associated with arranging or developing a new business project through a series of choices that contribute to problem identification that impede or limit the processes of

these initiatives, as well as promoting the concept of optimal use of the various productive components, and entrepreneurship entails a set of challenges and risks that business or undertaking to overcome in order to achieve their objectives.

2.4. The Relationship Between Innovation, Creativity and Leadership

Entrepreneurship is a phenomenon worthy of attention and care, given its great importance in the development that various societies seek and to bring forth generations who realize the opportunities, take the initiative to adopt them, possess the spirit of innovation and creativity, and invest the available resources in an organized manner in order to come up with successful projects that achieve their goals of profit and growth (Acs et al, 2016)**.**

Entrepreneurship requires work greatly, as it is not only good luck and advanced technology, but a skilled workforce capable of taking responsibility and making decisions, and the work force must be educated and trained to excel over competitors **(**Autio, & Szerb, 2014**).**

As indicated in Figure (3), entrepreneurship is the process through which the innovator generates an idea, whereas creativity is tied to the concept's implementation through the availability of the essential resources and processes. As a result, creativity is one of the needs for leadership, and it is a critical aspect in an organization's ability to compete in its industry.because it contributes to the exclusivity of their products, operations or markets, from other competitors and achieves a sustainable competitive advantage within their blue surroundings (Armanios, 2017)**.**

Figure 3. The relationship between innovation, creativity and leadership

Source: Hussein, Maysoon Ali, (2013), "Entrepreneurship in business organizations with reference to the experience of some countries - theoretical research", Babylon University Journal for Human Sciences, Volume (21), No. (2).

Entrepreneurship is concerned with developing the ability to provide a job for oneself and for others through the establishment of new entrepreneurial projects characterized by creativity and innovation.

2.5. The Importance of Entrepreneurship in Achieving Business Sustainability

Entrepreneurship has long been identified as a tool for societal transformation, and experts all around the world are looking at how it may aid the transition to a more sustainable economy and, more generally, sustainable development. The concept of entrepreneurship is critical, regardless of its method (local, regional, national, or international), because society is still looking for the right solutions that will lead to long-term growth (Astebro & Hoos, 2021).

Entrepreneurship and sustainable development are two solutions to ensure the future development of the entire society, but the topic of research on sustainable entrepreneurship is relatively new in the field Science interests, and there were only a few papers in the field of sustainable development and entrepreneurship before 2002. Entrepreneurship and sustainable development are two solutions to ensure the future

development of the entire society, but the topic of research on sustainable entrepreneurship is relatively new in the field Scientific interests (Autio & Wennberg, 2013).

This approach combines all components of sustainable development on an equal footing. In a holistic and integrated way, so organizations based on sustainability seek not only social and environmental goals, but also economic entrepreneurship, although they strive to achieve economic profit, social and environmental goals remain constants in their work (Acs et al, 2016).

This type of entrepreneurial activity revolves on simultaneously achieving three aims, three informed frameworks of the entrepreneurship literature, namely, producing economic gains, non-economic advantages for individuals, and non-economic gains for society. With a commitment to ensure future generations' economic and social well-being, as well as the environment's long-term viability. From the literature on sustainable development, such as nature, life support systems, and society (Pablo Muñoz, 2013).

Figure 4. The Six Elements of Entrepreneurship Development

Source: Pablo Muñoz, (2013), "**The Distinctive Importance of Sustainable Entrepreneurship**", Current Opinion in Creativity, Innovation and Entrepreneurship Volume 2, Issue 1. P:3.

When employed as an all-encompassing phrase, entrepreneurship philosophy has been raised to address the role of entrepreneurial activities to resolving socio - environmental problems, dynamic, and the pursuit of business benefits that generate social value (entrepreneurship and sustainable development) Such a bold approach to entrepreneurship that aims not only to contribute to the organization's long-term viability, but also to make a major and rising contribution to the market and society's long-term viability (James Bell, 2012). As (Autio & Rannikko, 2016) Small and medium-sized businesses are increasingly considered as a source of innovation, entrepreneurship, and competitiveness, and as such, as one of the keys to attaining long-term development. It implies that entrepreneurs acquire competitive advantages, i.e. economic success, by implementing new environmental or social practices.

In this environment, the growing relevance of concerns about sustainable development ideas, which has emerged as possibly the most important topic of our time, is creating new dangers and obligations for businesses, as well as new opportunities. Stakeholders expect organizations to meet the triple bottom line of economic, environmental and social value (Lindgreen et al, 2019). Scholars claim that entrepreneurial work can constructively contribute to a global development (Schaltegger et al, 2016) (Dean & McMullen, 2017) that can meet “the needs of the present without compromising the ability of the future, to meet the needs of special generations”. In this sense, entrepreneurship mechanisms and processes that explicitly revolve around ideas and issues related to sustainable development may provide a central mechanism to help address deep and complex social and environmental challenges.

The surviving entrepreneurs have the potential to cause disruptions and have a detrimental impact on economic progress (Quatraro, & Vivarelli, 2014). Furthermore, expanding entrepreneurship may have unfavorable or counterproductive environmental and economic consequences (Vivarelli, 2013). Entrepreneurs with innovative ideas have the potential to create jobs, improve the economy, increase sustainability, and spark new ideas (Silvestre, 2015).

Organizations and countries can use innovation as a catalyst for change to move toward more sustainable products and services (Almeida et al, 2013). It indicates that society requires more investments and initiatives from organizations and governments to adopt innovative solutions to address current sustainability challenges, indicating that society recognizes the need for more investments and initiatives from organizations and governments to adopt innovative solutions to handle today's sustainability issues Instead of being causes of social inequity and pollution, entrepreneurship and innovation can be used as remedies. as well as encourage (Youssef and colleagues, 2017) Furthermore, their crucial significance in the development of sustainable economies must be assessed. Despite our best efforts to establish a common understanding of the role of entrepreneurship and innovation in achieving sustainable development, environmental and social inclusion requires us to rethink our current assumptions and interpretations.

2.5.1. The Importance of Entrepreneurship in Solving Societal Problems

Describe (Schaltegger & Wagner, 2011) Entrepreneurship as a contribution to “solving societal and environmental problems through "Sustainable growth through the operations of entrepreneurial organizations" and "successful business." Innovations are regarded to be fundamental to these activities (Lüdeke Freund, 2019): "At its core, entrepreneurship is the development of sustainable ideas that target the mass market and benefit the majority of society." For a bigger range of stakeholders, there is an unmet demand."

Seen (Schaltegger & Wagner, 2011) Entrepreneurship is presented in the form of Social Entrepreneurship, Environmental Entrepreneurship, and Community Entrepreneurship, each showing a different focus on solving environmental or economic, social issues, the importance of financial success, and the need to influence society. Explained (Ács et al, 2014) That sustainable entrepreneurs provide theoretically sustainable innovations that transform market imperfections into business opportunities, create value for a wide range of stakeholders and replace unsustainable forms of production and consumption.

Studies show that entrepreneurship should focus on creating (Schaltegger and Wagner, 2011) advocate for ethical values that promote overall quality of life (Patzelt, & Shepherd, 2011) We were unable to find a model that links all of the indicators that

make up a general measure of sustainable entrepreneurship in the current literature, so we can conclude that the common theme in the literature of sustainable entrepreneurship is that it embodies equal contributions in these three dimensions. Researchers, on the other hand, are studying the environment outside of the purview of commercial projects. and social, with a greater emphasis on non-economic rewards for persons (Belz, & Binder, 2013)**.**

When it comes to the definition of entrepreneurship, there is no general agreement on what it means; for many people, it is a complex mix of things (Majid, & Koe, 2012). As an example (Tilley & Young, 2009) Previous researchers attempted to employ the triple bottom line structure, but they struggled to come up with a joint study's results. True, the majority of them were more concerned with environmental issues, describing entrepreneurship as forward-thinking and contributing to economic growth, social fairness, and environmental protection.

2.5.2. The Importance of Entrepreneurship in Business Opportunities

The literature extensively discusses sources such as employment opportunities, motivations of sustainable entrepreneurs, and orientation towards sustainability in entrepreneurship (Kiefer et al, 2019)**.** for example, defines (Cohen, & Winn, 2007) Market defects in the form of ineffective firms, Social and environmental externalities, faulty pricing mechanisms, and incompletely disseminated information are all sources of economic potential that are investigated and exploited direct by entrepreneurs in some circumstances, while laws and regulations give further impetus in others (cs & Szerb, 2014).

Clients, NGOs, and the media can all be powerful motivators, as can personal principles like charity, universality, and philanthropy. Ray Anderson, the founder and CEO of Interface Inc, is a well-known example of someone who saw the reduction of his company's external environmental factors as an opportunity to revolutionize the industry. The floor covering business believes that current rules on climate change and natural resource consumption are insufficient (Schaltegger et al, 2019).

Inventions with the potential to have a positive environmental and social impact must make their mark on the field of sustainability in order to become effective

innovations (Bradley, & Klein, 2016). Entrepreneurs encounter this difficulty when they try to use commercial activities to deploy new solutions to sustainability challenges and when they aspire for big market shares as well as social and political influence. (Bruton et al, 2013). Entrepreneurs link the success of their business directly to achieving positive impacts on the natural and human environment, and in turn to creating value for a wide range of stakeholders (Bradley & Klein, 2016).

We conclude from the above that, in addition to environmental and social goals, entrepreneurs are seeking profit, as profit-making is essential in the entrepreneurial literature, and profit is widely interpreted to Economic and non-economic gain, the economy, the economy, society and society, the profit of an individual or organization to help maintain the business itself, where entrepreneurship includes both environmental and social goals, with the aim of being profitable and economically viable, Entrepreneurship researches how possibilities are discovered and used to generate future goods and services, as well as the economic, psychological, social, and environmental repercussions. In short, we believe that entrepreneurship can only be classified as sustainable, and thus meet the criteria for sustainable development, if it has an equal mix of the three factors.

2.6. The Importance of Entrepreneurship for Refugees

Entrepreneurship during, and after, periods of conflict exhibits many benefits, including reducing socio-economic inequality between social groups, providing new opportunities for cooperation in the pursuit of economic shared benefit, and enabling individuals to redefine identities based on the economy rather than the existing one. On politics (Bizri, 2017). Thus, facilitating reconciliation and interdependence and creating much-needed job opportunities, this in turn creates an educational environment for future entrepreneurs, stimulates competition, diversifies economies and enables turbulent internal change to the status quo as a major potential benefit to entrepreneurship in countries suffering from conflict and fragile states. The coffee production process in Rwanda gives a good example of this, as the coffee industry in this small country has turned into a common interest around which the former contenders (Rashid, 2018).

Individuals affected by conflict try to start elsewhere in their business; However, this entrepreneurship has received a modest share of scientific research compared to research on other immigrants or the work of people from ethnic minorities. Although immigrants, in general, show a greater potential for self-employment compared to the local population, the tendency to start a new business differs greatly in the case of refugees, who present special challenges compared to non-refugees (Myrto et al, 2018).

The importance of understanding the motives behind entrepreneurship lies in attempts to understand and analyze the behavior of individuals during periods of conflict, based on the theory of self-determination that classifies human behavioral motives as internal and/or independent motives, or external motives and/or judged by society and the surrounding environment, The motive behind doing an action is closely related to the results of that action, so we see that understanding the motive behind entrepreneurship may be a determining factor for the success and continuity of the project (Bizri, 2017).

Many researchers have tried to verify the motives of entrepreneurship, some research has identified personal motives such as achievement, challenge, learning, independence, securing material income, financial success, societal recognition and family as the main motives behind entrepreneurship (Rashid, 2018). Other studies see the factors that affect the business start-up process from another perspective with a focus on the country-wide determinants of entrepreneurial activity rates, or environmental factors in other words, such as culture, education, politics, institutions, and economic factors (Myrto et al, 2018).

2.7. Entrepreneurship Goals

Entrepreneurship is a process aimed at discovering, evaluating and optimally exploiting opportunities, a process that involves identifying environmental opportunities and mobilizing resources to take advantage of these opportunities in order to provide improved goods and services to customers while also rewarding the risk taken, so entrepreneurship revolves around environmental opportunities waiting to be exploited (Buffart et al, 2020). According to (Bruton et al, 2013), entrepreneurship is a creative process of organizing and managing projects while also taking chances. It is a process aimed at generating something new while also taking risks.

Depend (Campbell et al, 2012) The same approach in his efforts to describe entrepreneurship as a factor in Recognizing environmental prospects, mobilizing resources to take use of these opportunities, ensuring that consumers receive new or enhanced goods and services, and profiting from the risk they take on her. As a result, entrepreneurship is about learning the skills needed to take the risks of starting a business, formulating winning ideas, and putting them into action with all the vigor, dedication, and enthusiasm required. If he wants to accomplish high institutional performance, he'll need some skills (Bradley & Klein, 2016).

Entrepreneurship aims to achieve the economic and social growth of the community, meet the needs and aspirations of community members for resources in an equal and fair manner, and ensure their continuity without disturbing the order at the local and global levels (Autio et al, 2013). Large firms, it is true, lack flexibility and frequently lack the culture to generate innovative solutions. This is why the future of sustainability is in the hands of enthusiastic people who want to make a difference in the environment, society, and economy. These are the people who will develop the next generation of new technology and business concepts (Carree, & Thurik, 2003). Entrepreneurship includes the basic objectives of social entrepreneurship, Having a positive social impact, resolving societal issues, and increasing social prosperity In contrast to environmental entrepreneurship, which tries to exploit new opportunities and make the world a better place, community development aims to produce non-economic rewards for individuals and societies. Social entrepreneurship is not inspiring, because it ignores the current status of nature, life support systems, and society. Entrepreneurship encapsulates the goal of increasing society's wealth, aiming for profit, and ensuring financial viability in order to pursue additional chances that may develop beyond the purview of the social goal (Färnstrand et al, 2017).

The primary goals of entrepreneurship include: (Carree & Thurik, 2003) (Bruton et al, 2013) (Wennberg & Falkenhall, 2020)

1) Strategically direct environmental and social objectives and considerations.
2) Improving the quality of the entrepreneurs' operations while ensuring that their environmental and social impact should be extensive.

3) Generate a competitive advantage by identifying innovation as new business opportunities, which lead to new and innovative products, production methods, or ways of organizing business operations in an innovative way.
4) Finding a common ground between the aspects of sustainability and profitability, so entering into the discussion of the concept of entrepreneurship is a preoccupation for most organizations that strive towards sustainable development.
5) Organizing creative works to solve problems related to the creativity and innovation agenda to create creative processes as a strategic goal and purpose.
6) Creating the current value of the economy, society and the environment while contributing to the revitalization of future generations, as it allows a closer look at the future and defines the individual who fully integrates with the goals of economic, social and environmental entrepreneurship in its goal and is sustainable in its form to generate future wealth.
7) Discover, evaluate and exploit economic opportunities in the market that detract from sustainability, including those related to the environment.
8) Examining how to discover, create and exploit opportunities and bring in future goods and services, and what are the economic, psychological, social and environmental consequences.
9) Pursuing business opportunities to develop future products, processes, and services while making a contribution to the sustainable development of society, the economy, and the environment, thereby improving the welfare of future generations, entrepreneurship embodies a new form of creating value that seeks to promote not three, but four major factors: social justice, economic justice, environmental justice, and social justice. Environmental conservation, economic success, and generational equality are all important.
10) Pursuing perceived opportunities to bring future products, processes, and services for profit.

2.8. Principles of Entrepreneurship

While much of the literature and media focus on examples of innovation strategies for large organizations, but startups and start-ups have only recently begun to

generate strong interest in research and policy, not only because of their ability to generate above-average financial performance and returns, but also because of increased popularity for product and service offerings, as well as their intent to reduce environmental effects and provide a more accurate reflection (Sam Sarpong, 2020). There are good reasons to learn more about this important category of organizations. Since these small and medium-sized organizations are in fact the backbone of the economies of countries, knowing the basic principles in order for the business of these organizations to become pioneering (Matthews et al, 2010).

Presented (Crals & Vereeck, 2017) a list of ten basic principles for becoming an entrepreneur, which are as follows: (Hwang & Powell, 2005)

1) The organization begins to reduce environmental damage, respect human rights, and treat its employees with great care.
2) Entrepreneurship should be a subjective process and should not be merely a response to external pressures.
3) If an organization wants to practice entrepreneurship, it should set clear goals and objectives.
4) Objectives should be closely related to the practices of the organization and should correspond to the organization's core values and activities.
5) The objectives should be closely related to the needs of customers.
6) The organization should be able to explain the relationship between sustainability, its activities and the production process.
7) The organization must adhere to these long-term goals.
8) Clients and pressure groups should have a transparent overview of the investments the organization makes in relation to entrepreneurship.
9) The entrepreneurship exercised by the organization should not be transmitted to customers through price increases.
10) The organization should not try to overemphasize its efforts.

2.9. Entrepreneurial Traits

This new type of entrepreneurship seems to have distinct characteristics, and the procedure for pursuing entrepreneurial opportunities looks to be more complicated than its classic counterpart. Despite its conceptual appeal and recent research interest in this

field, there is still a lack of understanding of a phenomenon, as well as the need to define limits, connect theoretical areas, and provide theory descriptions of entrepreneurship that go beyond recent methods to social or environmental entrepreneurship. It is a symbol of entrepreneurship, and its significance in entrepreneurship study should be fully understood. Two questions must be answered in this context: What is the definition of entrepreneurship? What is this field's unique contribution to a larger understanding of corporate enterprise? (Kim et al, 2016). Pointed (Klein et al, 2021) that there are many benefits to entrepreneurship in organizations, including:

2.9.1 Gains Across all Organizations

There are two main reasons why organizations take social, environmental and ethical aspects of their behavior into account. The first reason not to do so is bad publicity. When the public perceives a company as unethical, it damages its reputation, which can lead to a loss of revenue, profits, and market share due to conscious customer boycotts or unintentional overstepping of their products. It's important to remember that many of the benefits of entrepreneurship are categorized as avoided costs or losses. The second reason is that idealism is driving an increase in the number of businesses that see themselves as more than just profit-making enterprises. Organizations can still improve their public image by demonstrating respect for people and the environment rather than just profit (Kolympiris & Klein, 2017). Entrepreneurship allows businesses to set themselves out from the competition. Even so, as indicated by the returns of funds for organizations working in the field of development, such as the RG Sustainable Shares Fund, ABN-AMRO Sustainable Funds, and SNS Eco Shares Funds, there have been encouraging results. The Dow Jones Sustainability Index, which was introduced in 1999, demonstrates that sustainable firms outperform others in terms of financial performance, as it comprises the best performing organizations in terms of financial success as well as social and environmental accountability (Klein et al, 2021).

2.9.2. Gains for Small and Medium-Sized Organizations

The internal dynamics that they enter into the process of production and management of human resources, likely to lead to a bolder investment strategy in both

technology and employees that will achieve long-term results, are achieved as a result of the general gain of trying to adapt entrepreneurship in small and medium-sized organizations. Small and medium-sized businesses that supply their products to large corporations that are entrepreneurs themselves and require their suppliers to be entrepreneurs in order to operate may have a direct interest in product and chain-oriented environmental care as well as creating better works. Small and medium businesses who do not foresee these changes and standards risk losing business to smaller competitors that have invested in or are investing in sustainable methods of production (Lamine et al, 2021). Another rationale for entrepreneurship is the concentration of huge worldwide organizations; it is obvious that small and medium businesses cannot compete with giant global players, hence small and medium businesses should concentrate on their immediate surrounds.Other features of entrepreneurship can be summarized as follows: (Klein et al, 2021)

1) The organization's image and reputation are positive.
2) There will be less reliance on diminishing resources.
3) Employee motivation is higher, and new hires are more appealing.
4) Increased productivity as a result of improved technology and better-trained employees.
5) Extensive knowledge of market preferences and opportunities.
6) Risk management (environmental accidents, scandals, bad publicity, etc.).
7) Changes in legislation impose fewer obligations (environmental and social).
8) Organizational social responsibility.
9) Internal company dynamics.Business partnerships with other sustainable entrepreneurs.
10) Business partnerships wıth global partners.

2.10. Entrepreneurship Models

Indicates (Hall et al, 2010) indicated that many studies that aim to contribute to the entrepreneurship literature have focused on creativity and development or interest in the sustainability of organizations, and the social responsibility of organizations, and the latter are often practices in which job occupants participate, not Startups, as there was not much focus on entrepreneurship with regard to startup initiatives in the first models.

In the same context, (Hockerts & Wüstenhagen, 2010) clarified the need to focus on entrepreneurship models by gaining additional insights from comparative studies of entrepreneurship initiatives in both small and large organizations.

Several authors such as (Matos & Hall, 2007) have examined the relationship between entrepreneurship and global problem solving. For example, (Cohen, 2007) has demonstrated that a variety of market inefficiencies contribute to environmental degradation while also providing key entrepreneurial opportunities to create the groundwork for an emergent model of entrepreneurship that delays the loss of ecosystems and gradually improves them. Similarly, (York et al, 2016) It promotes business as a solution to environmental degradation rather than a cause. The authors propose a model that incorporates entrepreneurship's ability to supplement regulation, organizational social responsibility, and activism in solving environmental concerns. According to the report, businesses can reduce pollution and deforestation, maintain the environment, and improve agricultural methods (Shepherd & Pratzelt, 2011). As a result, business can be a solution to several environmental challenges when suitable concepts and strategies are used. Environmental and social issues have been on the agenda of organizations, governments and NGOs for several years now, and as a result, a lot has been done to reduce the environmental impact and improve the quality of life for individuals. Only recently has entrepreneurship emerged as a new platform for discussing a variety of issues Entrepreneurship has the ability to add value across all three aspects of sustainability while also encouraging innovation through new goods, services, and business models (Mazzucato, 2015)**.** There is a set of models for sustainable entrepreneurship that can be illustrated as follows:

2.10.1. Model (Majid & Koe, 2012)

Explain (Majid, & Koe, 2012) A successful model of entrepreneurship, which included the traditional dimension of entrepreneurship that focuses on the economic dimension (profitability), being the basic dimension for the development of other dimensions, and the model included both the social and environmental dimension, as they focus on important issues that should be taken care of, namely Social issues because the organization works within a community and cannot move outside, and environmental issues as the organization should preserve the environment in which the

organization operates, and reflect this image to customers, and the model also included the cultural dimension as the fourth pillar in development for the purpose of achieving harmony between cultural diversity and social justice Environmental responsibility and economic viability.

Figure 5. Model (Majid & Koe, 2012)

Source: Majid Izaidin Abdul & Koe Wei-Loon, (2012), "**Sustainable Entrepreneurship (SE): A Revised Model Based on Triple Bottom Line (TBL)**", International Journal of Academic Research in Business and Social Sciences, Vol. 2, No. 6. P: 303.

The model (Majid, & Koe, 2012) includes the following dimensions:

1) **Economic dimension:** The economic factor, often known as "economic viability," is concerned with the money flow or simply financial difficulties; entrepreneurs do not engage in charitable activity and cannot survive without financial resources. That there is a subset of entrepreneurs who are primarily concerned with profit or financial gain, and who are referred to as "entrepreneurs" or "economic entrepreneurs" because they concentrate on the economic functions of entrepreneurship, such as exploiting opportunities and allocating resources to maximize profits (Slaper, & Hall, 2011).

2) **Social Dimension:** Explaining (Crals, & Vereeck, 2014) the argument that "a business's social responsibility is to increase its profits," this statement undoubtedly influenced the ways in which business was conducted in those days, organizations believed contributed to development However, organizations in the business world today have changed their views on the social responsibility of organizations, due to the development and dissemination of social responsibility of organizations, for example, stated (Spence et al, 2010) that organizations Demand to deal with issues in society, such as human rights, gender and child labor. At the same time, (Crals, E. & Vereeck, 2014) emphasized that entrepreneurship is closer to the social responsibility of organizations and environmental development, in which the contribution of entrepreneurs determines the social and environmental environment. Additionally, also argued that to be considered an entrepreneur one must produce 'social cohesion', which refers to meeting the needs of the individual and society.
3) **Environmental dimension:** This is the aspect of entrepreneurship studies that most researchers are interested in. According to some academics, the ecosystem is critical since natural resources such as air, water, and energy are all part of our ecosystem. Because these resources are limited and non-renewable, they must be protected (Dixon, & Clifford, 2017). Organizations and scholars such as (Pacheco et al, 2010), to mention a few, have used the terms "sustainable" and "Ecological" and "Environmental" and "green" interchangeably to describe conservation of the ecological, ecological, or natural component (Woodfield, 2010).
4) **Cultural dimension:** Researchers asserted throughout the year that entrepreneurship should prioritize economic viability, environmental protection, and social growth (Richomme- Huet & Freyman, 2011). This viewpoint was informed mostly by the notion of the triple net (TBL), which he invented (O'Neill et al, 2009), in which the terms "economic success," "environmental quality," and "social justice" were combined to characterize business sustainability. A few scholars have recently proposed that a new field be added to the frame of sustainable business, for example (Nurse, 2006), which emphasizes the necessity of conserving traditional or indigenous knowledge in order to avoid cultural loss and undue reliance on Western culture. (Majid, & Koe, 2012) further explains

that culture should be considered the fourth pillar in sustainable development in order to achieve harmony between cultural diversity, social justice, environmental responsibility and economic viability.

2.10.2. Model (Mihaela Kardos, 2012)

Set (Kardos Mihaela, 2012) to represent entrepreneurship through various streams of thought and literature, including environmentally oriented environmental entrepreneurship, social enterprise (entrepreneurship that aims to provide innovative solutions to issues that have not been solved by the Organization for Economic Co - Operation), Corporate Entrepreneurship (contributing to the change of organizational, community, and market organizations), and corporate entrepreneurship (contributing to the change of organizational, community, and market organizations).

Figure 6. Model of Thought Streams Producing Entrepreneurship

Source: prepared by the researcher based on (Mihaela Kardos, 2012: 1031).

2.10.3. Model (Weidinger et al, 2014)

The CSR approach to businesses has received a lot of attention in recent years, changing from a defensive/reactive (compliance oriented) strategy to an innovative/proactive management model (entrepreneurship). In the business world, the term "entrepreneurship" has lately emerged to characterize the most recent extremely entrepreneurial and business-based view of business and society. Current definitions of entrepreneurship place a premium on novel solutions or long-term ideas that appeal to a broad audience and add value to society. According to sustainable entrepreneurs, entrepreneurs or individuals can be called or organizations within their main businesses and contribute to sustainable development (Weidinger et al, 2014) Others think that entrepreneurship refers to a distinct set of long-term business methods aimed at improving social and economic value (shared value).

Despite the fact that many people believe entrepreneurship has the potential to become the most popular strategic management technique of our time, he added that (McMullen et al, 2008) The basic assumption has always been that the leading organizations of the future will be those that can develop enterprise solutions to the most pressing social and environmental challenges, and that entrepreneurship will not only be a major driver of business success, but also a major driver of social and environmental success. But it will also be a major driver of social and environmental success. Entrepreneurship is a strategic management method to creating new items, services, management systems, markets, and processes of the organization that enhance a company's social and environmental value. As a result, the major question is how to integrate sustainability into the core business to improve competitiveness and economic value. To accomplish this synergy between economic success and sustainability, innovations will be required. Simultaneously, new management ideas and processes are required, as well as shared value rather than shareholder value. This ethical viewpoint offers a novel approach to shaping the role of business in society, and this thinking provides a strong foundation for a new capitalism in which work is the main driver of social and environmental innovation.

Figure 7. Model (Weidinger et al, 2014: 2)

Source: Weidinger Christina, Franz Fischler, Rene´ Schmidpeter, "Sustainable Entrepreneurship Business Success through Sustainability", Springer-Verlag Berlin Heidelberg 2014, Springer Heidelberg New York Dordrecht London, (2014).

2.11. Challenges Refugee Entrepreneurs Face

In general, the main barriers to refugee entrepreneurship, Poor market choice, lack of innovation, bureaucratic complexities, authorities' lack of reliance on foreign credentials, difficulty evaluating entrepreneurial policies, All of these barriers prohibit people from accessing human resources, networks, and social surroundings, as well as establishing market possibilities. Lack of formal and informal access to funds, a lack of skills and knowledge, insufficient support programs, strained social ties, and bias in society and the workplace (Rashid Lubna, 2018).

Many refugees, however, have overcome or mitigated these challenges sufficiently to start new businesses, This has resulted in a number of benefits, including enhanced psychological and emotional well-being, a sense of belonging in their new communities, and increasing independence on government and private-sector aid. It has also empowered refugees by allowing them to make their own decisions, take charge of their own life, provide employment possibilities for other refugees, identify and implement innovative solutions to asylum-related difficulties, and drive entrepreneurship in the host country. (Alrawadieh et al, 2018).

Entrepreneurship is difficult for anyone, immigrant or not, but it is fair to say that it is even more difficult for immigrant entrepreneurs because they face unique challenges as well as common challenges that all entrepreneurs face. The most common challenges that immigrant entrepreneurs face are language barriers, cultural differences, and lack of resources. Inability to obtain funding to start a business Inadequate understanding of business culture and practices a lack of collaboration Getting a handle on the regulatory and tax environment Finding and hiring the appropriate people (Altinay & Altinay, 2008)**.**

The following criteria are key to overcoming the challenges: (Rashid Lubna, 2018)

1) **Knowledge and Openness:** Immigrants who devote time in learning and adjusting to change, in my opinion, are far more likely to succeed than those who do not. The company is built on a foundation of trust. The key to success is adapting to work habits and culture, but one must first understand both. Integration is a never-ending process.
2) **Languages:** Immigrant entrepreneurs who do not face language obstacles are more likely to study, network, and comprehend business processes than those who do not. Those with language hurdles should be willing to devote time in learning the language; otherwise, you can simply start a business for a living - but communication is essential if you want to be successful.
3) **Existing community:** Immigrants who are welcomed by a well-established community have a distinct edge over those who are not. These contacts can assist you in finding translators and coaches/mentors, as well as keep you connected to resources, giving you a significant advantage over individuals who do not have access to this network.
4) **Coaching and Mentoring:** It's vital to have someone who has been through this process to act as a role model, advisor, and, at times, to hold you accountable. They'll not only assist you avoid the mistakes they've made, but they'll also introduce you to their network and, in certain cases, help you close commercial agreements by providing a positive reference.
5) **Tailored Support to Meet the Specific Needs of Immigrants:** It is the responsibility of the government, nonprofit groups, and other service providers

to ensuring that immigrants have access to resources they require and that they are assisted in integrating into the business community.

2.12. Entrepreneurship Support and Training Programs for Refugees

2.12.1. Training Services

With the increasing difficulties of providing decent job opportunities for refugees in the region, many international organizations are tending to provide entrepreneurship training to refugees and help them establish their own start-up projects, but achieving this “big” goal seems to be conditional on the facilities provided by governments to organize work in this sector, especially With some decisions excluding refugees, however, many NGOs continue to provide training and incentive programs to support young refugees' orientation to the entrepreneurship sector (Katrin & Josette, 2018**).**

Refugees face many difficulties in obtaining a job, which is why many international organizations are looking for actual solutions so that refugees can find suitable work for them. These organizations provide refugees with entrepreneurship training to ensure that they help them establish their own small projects. Achieving this great goal depends on the facilities provided by Arab governments to work in the entrepreneurship sector. Despite this, these NGOs did not stop providing training programs, those training programs that support refugees and encourage them to go to the entrepreneurship sector **(**Valerio, & Robb, 2014**).**

Due to issues integrating into the labor market, they frequently experience difficulties earning an income in their new home. Refugees are one of society's most marginalized populations, and an entrepreneurial tool can help them (Raijman, & Tienda, 2003). When refugees decide to start their own business, they are generally unfamiliar with the business and regulatory environment. Furthermore, administrative, social, and cultural barriers may limit refugees' potential, as well as the long-term viability and growth potential of the enterprises they establish. As a result, effective and targeted entrepreneurship training is critical in supporting these refugees and improving their living conditions; thus, owning their own business can be a valuable source of income for them while also leading to social integration and other intrinsic benefits, as well as contributions to the host community (Katrin & Josette, 2018).

A recent study among Syrian refugee women in Jordan, for example, found that participating in the vocational training program enhanced participants' self-confidence and self-esteem (Jabbar & Zaza, 2015). Personal resources are crucial since they have a favorable correlation with entrepreneurial achievement (Bullough et al, 2015). Self-efficacy is closely related to self-confidence, with task-oriented self-confidence being described as the belief in one's ability, and generalized self-efficacy being the belief in one's ability, which is a major contributor to business success (Baum & Locke, 2004). Entrepreneurs who trust in their abilities to accomplish a variety of jobs in a variety of settings have a better chance of succeeding and seizing more difficult possibilities (Gorgievski et al, 2010).

2.12.2. Grant Finance

Supporting refugees and their families in their efforts to integrate into the labor market, particularly as entrepreneurs, is one approach to help them contribute to the host country's society and economy. Effective and targeted business assistance plans play a vital part in this process because they may lack knowledge and information about the respective business and regulatory environment (Katrin & Josette, 2018).

In the available studies on entrepreneurship among refugees, the main focus is on the challenges faced by these emerging entrepreneurs (Wauters & Lambrecht, 2008). Despite having a strong entrepreneurial mindset, refugees frequently struggle to understand the local market and language, form valuable networks, and obtain financial resources (Fong et al, 2007). It's nearly impossible to succeed in business in a foreign environment, and one method to help newcomers overcome these obstacles is to provide customized programs tailored to their needs, such as literacy, bursaries, and business development training classes. Entrepreneurship as a tool for starting something new To be able to start a viable business without the network and linguistic knowledge and abilities, it is vital to grasp the country culture and the way financial and regulatory institutions operate. This is especially true for entrepreneurs (Gonzales et al, 2013).

In Turkey, UNHCR and UNDP are working together to support the government's response to the Syrian crisis through a Regional Refugee and Resilience Plan. International NGOs collaborate with Turkish NGOs and groups to promote the provision of services and financial aid through national systems, as well as to assist refugees and

asylum seekers in connecting with government services. These groups are in favor of providing international help (Topcuoğlu, 2019).

3. METHODOLOGY

3.1. Introdctıon

This chapter includes an accurate and comprehensive description of the study's procedures, represented by its community and sample, in addition to the primary and secondary data collection tools and everything related to the programs and tools used in the analysis, as well as a description of the study's variables, testing and analysis of the study's hypotheses. This chapter included the following paragraphs:

3.2. Sample Selection

3.2.1. Population and Sample Size

The sample community represents the basis of scientific research because it provides the necessary information to form answers to research questions, and in order to choose hypotheses on the ground in a work environment in Turkey, the researcher chose a group of (1550) Syrian entrepreneurs working in Turkey.

The sample plays a key role in the success of the research process, and the sample consists of the part that represents the entire research community, which makes the main objective of it is to represent the community in the best way, and for this the current study will adopt the method of random sampling, it required a search for the opinions of entrepreneurs working in Turkey, and accordingly and in order to generalize the results of the research and the accuracy of the representation of its selected sample of the community from which it was drawn, The researcher distributed (155) questionnaires to the individuals surveyed, and (137) questionnaires were retrieved, meaning that the number of valid forms is equivalent to approximately (84%) of the surveyed community.

3.2.2. Study Methodology

The research methodology in business administration expresses the process of obtaining information related to the market, customers and the field of business itself through detailed studies, as these studies contribute to increasing the sales and profits of

the organization. It also helps in planning investments and financial results effectively, in addition to contributing to staying abreast of the latest trends and current innovations in the market.

The descriptive (descriptive-analytical) study approach was adopted by presenting the theoretical frameworks based on references and recent studies in the field of study variables, and the analytical method for analyzing and testing the hypotheses of the study in the researched field.

3.2.3. Description of the Study Sample

Table (2) shows the demographic characteristics of the study in terms of work location, educational qualification, age group, nature of work, form of work ownership, and years of work. The researcher suffered a lot and spent a lot of time and effort to complete the collection of questionnaires, and the answers were distributed as follows:

Table 2. Demographic Informatin

1. What is your position in the business?					
Owner		Manager		Worker	
number	%	Number	%	number	%
89	65%	31	22.6%	17	12.4

2. What is your HIGHEST educational qualification or nearest equivalent?									
Primary/ Secondary		Certificate		Diploma		Bachelor degree		Master degree	
number	%	number	%	number	%	number	%	Number	%
9	6.5%	26	18.9%	20	14.6%	74	54 %	8	6 %

3. What of the following categories describes your age bracket?							
< 20 Years		20 – 29 Years		30 – 39 Years		40 – 49 Years	
number	%	number	%	number	%	number	%
2	1.4	30	21.9	54	39.4	51	37.3

4. What is the nature of the business you are operating?									
Retail/ wholesale business		Manufacturing		Service business		Agricultural processing		Food / beverages/restaurant	
number	%	number	%	number	%	number	%	Number	%
15	11%	27	19.5%	32	23.3%	16	11.6%	47	34.3%

5. What best describes the form of ownership of your business?					
Sole proprietorship		Partnership		Limited company	
number	%	Number	%	number	%
41	29.9%	54	39.4%	42	30.6%

6. How long has your business been in operation?							
Less than 2 years		2 – 5 years		6 – 10 years		More than 10 years	
number	%	number	%	number	%	number	%
22	16%	49	35.7%	38	27.8%	28	20.5%

Source: Prepared by the researcher

The results of the above table showed that the position of entrepreneurs in medium and small projects was a large percentage of (65%) belonging to the employers, then in the position of the manager and then in the position of the worker. As for educational qualification, the largest percentage of bachelor's degree holders was (54%), while the lowest percentage was for master's degree holders, at (6%). With regard to the age group, the largest percentage was for the category (30-39), at a rate of (39.4%), while the lowest percentage was for the category (< 20 years) at a rate of (1.4%). With regard to the nature of work, the largest percentage of restaurants, food and beverages work was (34.3%), and the lowest percentage was for retail traders (11%). The largest answer for describing business ownership was partnership with a percentage of (39.4%), while the lowest percentage was for intellectual property with a percentage of (29.9%). Finally, the job experience for the largest category was for the category (2-5) and for (35.7%), while the percentage for the category was (less than 2 years) at a rate of (16%). These percentages indicate the experience and awareness of the selected sample and its awareness of the questions presented to it and the answer in the light of the logical explanations for those questions.

3.3. Data Collection Procedures

The availability of a set of study requirements and tools which are used to collect information and data with the goal of theoretical rooting, as well as the requirements for data gathering in its applied framework, to gain information and verify the validity of hypotheses, is required to complete research and studies. The research is both practical and theoretical., as follows:

3.3.1 Theoretical Aspect

The researcher based his descriptive section on what was presented from foreign and Arab studies and scientific research, as well as theses, university theses, books, and conference proceedings that were gathered from various sources such as libraries, digital libraries, information bases, and the global network of the Internet.

3.3.2. Field Side

The sources of information gathering in this aspect were: Personal interviews: They were conducted through field visits conducted by the researcher to many owners of small and medium-sized enterprises, for the purpose of closely reviewing the initial data necessary to diagnose the study problem, its objectives and nature, and the extent to which it can be implemented in those projects. Giving them an idea about the subject of the study, explaining the questionnaire's paragraphs and discussing it with the sample to check its reality, the clarity of its paragraphs, and the possibility of answering them, as these interviews included a number of them. And a questionnaire, which is the main tool used to collect data in order to analyze it and reach the objectives of the study.

3.4. Instruments

3.4.1. The main study tool

In completing the field study, the researcher relied on the questionnaire form, which is a major source for data collection, and its formulation took into account clarity in diagnosing and measuring the dimensions of the study, and due to the lack of a ready-made scale to measure the dimensions of the study, the researcher relied on the approach of formulating a special questionnaire for the current study, which constitutes the title It has a potential support for the success of its objectives, based on previous studies that were classified in a manner consistent with the current study's methodology and objectives, to come up with a scale that was adopted in this study after a comprehensive evaluation was conducted for it by a group of specialized experts. Tables (3), respectively, show the studies that dealt with the factors and variables of the current study, and an attempt to benefit from them in building a scale for the current study.

Table 3. The Sources on Which the Study Scale Was Based

Variables and dimensions		References
BUSINESS SUPPORT PROGRAMS	Training services	(Katrin & Josette, 2018) (Raijman & Tienda, 2003) (Wauters & Lambrecht, 2008) (Gonzales et al, 2013)
	Financial grant	
THE REFUGEE ENTREPRENEURS (Performance of small-scale entrepreneurs)		(*Bizri*, 2017) (Bradley & Klein, 2016) (Bruton et al, 2013)

Source: Prepared by the researcher

The questionnaire prepared for this study included two main axes, each of which included a set of paragraphs that the researcher presented to the sample members, as follows:

The first axis: It expresses the demographic characteristics of the study sample, which included diagnosing their identifying information (work location, educational qualification, age group, nature of work, work ownership, years of service).

The second axis: included the main dimensions of the study, as follows:

1) **The independent variable (Business Support Programs):** It included (14) items divided into two dimensions: (training services) and included variables (X1-X9), and after (financial grants), and included items (X10-X14).
2) The dependent variable (performance of small business owners): It included (6) items, and it includes items (Y1-Y6).

3.4.2. Study Instrument Test

Missing Data:

Before beginning the process of analysing data and extracting statistical indicators, make sure there are no shortages or missing numbers in the data. The third step is to deal with the data as it is, and to identify missing values, the researcher used the (SPSS V.23) program to extract the frequencies and percentages, as it is evident from the program's outputs that the data does not have any missing values.

Normal distribution test for data:

The purpose of this test is to determine the data distribution as well as whether the tests to be used are parametric or non-parametric (Sekaran & Roger, 2016). The normal distribution is evaluated using statistical methods, particularly the Kolmogorov-Smirnov test or the coefficients of skewness and skewness coefficients (Tabachnick et al, 2014). (Hair et al, 2010) believes that the standard value to ensure that the data are distributed normally is to fall within the permissible range which is (1.96 ±), as the data was tested by relying on the (Kolmogorov-Smirnov) test and as shown in the table (4).

Table 4. Results of the Normal Distribution Test

Test type and parameters / Variables	Kolmogorov-Smirnov		
	test statistics	moral value	morale test
BUSINESS SUPPORT PROGRAMS	0.074	0.004	moral
Performance of small-scale entrepreneurs	0.084	0.001	moral

Source: Prepared by the researcher based on SPSS V.23

The significance value of the Kolmogorov-Smirnov test for the research variables was smaller than the significance level at the end of the investigation (0.05), and this indicates that the variables do not follow a normal distribution. Accordingly, variables that do not follow a normal distribution will be treated based on the standard formula through what is known as the standardization method, after dividing the difference between the values of the variables from their arithmetic means by their standard deviations (Chatterjee & Hadi, 2006).

Test for the existence of a polylinear problem:

This assumption requires that there is no high correlation between the independent dimensions, i.e. between them (De Vaus, 2002), because in the event that there is a high correlation between the independent dimensions, we will have a problem called multicollinearity, so when two independent dimensions are related At a high level between them, we should get rid of one of them when analyzing, because the high correlation between them indicates that they measure the same thing (Kenneth et al, 2017), as it is impossible to distinguish between the effect of each of them on the dependent variables, hence the goal The main reason for conducting this test is that it will keep us away from any problem when testing hypotheses (De Vaus, 2002), as this

problem can be detected through the Variance Inflation Factor-VIF, and the Tolerance value (De Vaus, 2002), according to (Hair et al, 2010), that the value of Tolerance should be (0.10) or greater and its inverse variance inflation factor (VIF) should be (5) or less as an indicator of the absence of polymorphism Linear (Hair et al, 2010), and for the purpose of verifying the existence of this problem. Whether or not, these two tests can be performed through the program (SPSS V.23) as shown in the following test:

Table 5. Multicollinearity Test for Business Support Programs

BUSINESS SUPPORT PROGRAMS	Collinearity Statistics	
	Tolerance	Variance Inflation Factor
Training Services	0.741	1.349
Financial Grants	0.723	1.383

Source: Prepared by the researcher based on SPSS V.23

It is clear from the results of Table (5) that the variance inflation factors (VIF) for the dimensions of all business support programs, which ranged between (1.349-1.383), as less than (5), and the value of tolerance (Tolerance) for the independent dimensions, which ranged between (0.723-0.741), that is, it is greater than (0.10), and this indicates that there is no problem of multi-linearity within the research dimensions of the burdened variable of business support programs.

The validity of the search measurement tool:

This aspect includes three axes: (apparent content validity, stability and consistency between components of the scale (Cronbach's alpha), internal consistency, structural validity of the sample adequacy test (KMO), and as follows:

1) Validity of the apparent content of the tool (resolution)

The questionnaire was presented to a group of arbitrators, with experience and different specializations, their number reached (8) arbitrators in order to know their opinions on the extent of clarity of the paragraphs of the questionnaire, its interrelationship and the extent of its suitability to measure the required variables. Drafting, intellectual content and correcting the phrases that should be corrected, with the addition or deletion of any variable of the axes. In light of the opinions expressed by

the arbitrators, the researcher made amendments and formulated some phrases that the arbitrators saw the need to reformulate them to be clearer.

2) Stability test

The possibility of getting the same results when repeating a same scale (Oppenheim, 1992), as reliability is being used to determine (to what extent can renewed use of the scale and the results remain the same, and the stability of the scale over time, and the scale results are similar in different time periods) (De Vaus, 2002). Internal consistency should be equal to or greater than (0.70) to be considered satisfactory, as the value of (Cronbach's Alpha) varies from 0 to 1. (Hair et al, 2010), however if it is less than that, internal consistency is considered poor (Hair et al, 2010). It is frail and lacks a sufficient level of solidity. As stated in Table, the measurement instrument's stability test (resolution) can be clarified (6).

Table 6. Consistency Results Among the Components of the Scale

The Scale	Cronbach's Alpha Dimensional Coefficient	Honesty
Training Services	0.931	0.965
Financial Grants	0.93	0.964
BUSINESS SUPPORT PROGRAMS	0.925	0.962
Performance of small-scale entrepreneurs	0.923	0.961
The questionnaire in general	0.93	0.964

Source: Prepared by the researcher based on SPSS V.23

Cronbach's Alpha values ranged from 0.5 to 1.0, as seen in Table (6). (0.923-0.931) The internal consistency coefficients (Cronbach's Alpha) for the variables and dimensions are greater than 0.70, indicating that the variables and dimensions have adequate internal consistency, while the internal consistency coefficient (Cronbach's Alpha) for the scale as a whole indicates that the scale has adequate internal consistency. Its value was (0.93), suggesting that the research scale (resolution) was extremely stable, demonstrating the extent of its internal consistency., as well as the stability of its paragraphs, and proof of the extent to which the scale can be repeated and produce the same results.Conducting other statistical tests based on these results. As for honesty, it is the degree to which the scale measures the purpose for which it is designed or for

which it was developed, as the results in Table (6) indicate that they ranged between (0.961-0.965) Which is a good percentage.

3) Split-half Reliability Tests

The internal consistency of a scale indicates the homogeneity of the scale's components that measure a specific notion or theory. That is, the questions should be associated to one another as part of a group that assesses a single topic. In the sense that the questioner deduces the scale's overall meaning and each of its component inquiries from it (Sekaran & Roger, 2016), The extent of the scale's internal consistency can be determined by determining the correlation between the component questions or by conducting confidence tests in the two halves of the scale (Split-half Reliablitiy Tests), which the researcher will use, which is to determine the correlation coefficient between the scores of the individual questions and the scores of the even questions in the questionnaire, and the correlation coefficient is corrected by the (Spearman-Brown) correlation coefficient. The correlation coefficient of the resolution was determined to be (0.770) while using this method, indicating that it has great stability with its many scales and can be used at different times for the same individuals with the same findings.

Table 7. The Internal Consistency of the Scale (Half Segmentation)

Cronbach's Alpha	Part 1	Value	.920
		N of Items	14[a]
	Part 2	Value	.945
		N of Items	6[b]
	Total N of Items		70
Correlation Between Forms			.770
Spearman-Brown Coefficient	Equal Length		.870
	Unequal Length		.870
Guttman Split-Half Coefficient			.862

Source: Prepared by the researcher based on SPSS V.23

4) Structural validity of the sample adequacy test

The criterion (Kaiser-Meyer-Olkin, KMO) will be used to ensure the sample's sufficiency; its value must be greater than (0.50) in order for the sample to be sufficient, and this is a basic condition that must be met. It is an indicator of the relationship between the variables, in addition to the (Bartlett) test, because the level of significance

for this relationship must be less than (0.05), allowing us to confirm that the relationship is statistically significant while ensuring that the correlations between paragraphs are acceptable. As stated in Table, a questionnaire on the condition of significant value (Chi-Square) was used to determine the acceptability of the mentioned correlation coefficients as seen in table (8).

Table 8. Shows KMO and Bartlett's Test for Research Dimensions

Dimensions	Number of Paragraphs	KMO	Bartlett Test Based on the value of Chi-Square	Sig
Training Services	9	0.868	1308.900	0.000
Financial Grants	5			
BUSINESS SUPPORT PROGRAMS	14			
Performance of small-scale entrepreneurs	6	0.839	1259.513	0.000

Source: Prepared by the researcher based on SPSS V.23

It appears from Table (8) that the value of (KMO) is greater than (0.50), which amounted to (0.839, 0.868), respectively, which according to (Kaiser) classification is a good value and indicates that the sample size is sufficient to conduct statistical analyzes, and as shown in the table a test (Bartlett) indicating the presence of morale, as the test value reached (1259,513, 1308.900) respectively at the level of significance (0.000), which is less than (0.05), as the results indicate that the correlation matrix is not a unity matrix, the previous results indicate that the sample size was It is sufficient and a good indicator for subsequent statistical analyzes.

3.4.3. The Statistical Methods Used

Based on the objectives and directions of the study, and the content of its hypotheses, and for the purpose of finding the correlation and impact relationships between the variables (business support programs, entrepreneurs) and to verify the validity of the hypotheses, a set of statistical tools were used by relying on the statistical

software (SPSS-V.25) to conduct the analysis These methods can be classified according to the needs of the study. It included (arithmetic mean, standard deviation, coefficient of variation, multiple regression coefficient and correlation coefficient).

3.5. Data Analysis

This paragraph attempts to translate the theoretical and intellectual results that emerged mainly from the literature review and were confirmed on the theoretical level into field results in the small projects sample of the study by relying on hypotheses derived from the theoretical framework, and trying to investigate them using statistical means and cognitive measures.

To achieve this, the field side of the study was based on two basic paragraphs that seek to provide an integrated framework for the statistical steps and procedures required to test the study's hypotheses and verify its objectives. Concerning the level of availability and practice of the dimensions of the study variables (business support programs, the performance of entrepreneurs in small projects) from the point of view of the study sample entrepreneurs, while the second paragraph included an analysis of the study's hypotheses.

3.5.1. Description and Diagnosis of Study Variables

This paragraph includes a description and diagnosis of the study variables (business support programs, the performance of entrepreneurs in small projects) by directing questions to the study sample individuals and based on the following statistical methods: (arithmetic mean, standard deviation, average relative weight, relative importance, answer direction, Dimension availability ratio, and gap size), which are as follows:

1) Variable Description Business Support programs

Training Services

The results related to the training programs dimension, as shown in Table (9), showed that the highest value was at the paragraph, which reads (Marketing and advertisement services) with an arithmetic mean (3.795), a good level and a standard

deviation (0.900), with an average relative weight of (75.89). This paragraph came at level (1) of relative importance, and this indicates that entrepreneurs in small projects are greatly interested in marketing and advertising services to promote their projects.

As for the lowest value, it came at the paragraph which states (Technology use) and with an arithmetic mean (3.536), a good level and a standard deviation (0.903), as its average relative weight was (70.71), as this paragraph came at the level (9) of the relative importance and this indicates The use of technology in the projects under discussion is not sufficient and in line with developments in the market.

As for the overall level, after the training programs, it achieved a total mean of (3,671) with a good level and a standard deviation of (0.915). In general, the results indicate that the percentage of availability of the dimension in the projects under research has reached (74.62%), while the size of the gap has reached (25.38%), as entrepreneurs in the projects under research seek to use training programs on an ongoing basis.

Table 9. Is the Arithmetic Mean and Standard Deviation of the Training Program Dimension

Ferries	Arithmetic Mean	Standard Deviation	Average Relative Weight	Relative Importance	Answer Direction
Basic business management skills	3.786	0.862	75.71	2	Agreed
Business risk management	3.696	1.010	73.93	4	Agreed
Investment skills	3.755	0.882	75.09	3	Agreed
Marketing and advertisement services	3.795	0.900	75.89	1	Agreed
Extension services	3.625	0.905	72.50	6	Agreed
Information and advice	3.670	0.841	73.39	5	Agreed
Consultancy	3.580	0.962	71.61	8	Agreed
Book keeping and accounting services	3.603	0.917	72.05	7	Agreed
Technology use	3.536	0.903	70.71	9	Agreed
General Medium	3.671	0.915	---	---	---
Availability after (training programs)	74.62%				
Gap size	25.38%				

Source: Prepared by the researcher based on SPSS V.23

Financial Grant

According to the hypothetical research model, the financial grant dimension was adopted as one of the dimensions of the business support program variable, as Table (10) shows the arithmetic mean, standard deviation, average relative weight, order of importance in relation to the paragraphs, and the level of answer to the opinions of the sample investigated, as the related results showed that the highest value was in the paragraph which Its text is (The procedures for obtaining the financial grant are complicated and consuming long time) with an arithmetic mean (3.732), an average level and a standard deviation (0.933), as its average relative weight was (74.64), as this paragraph came at the level (1) of the relative importance This indicates that the procedures for obtaining financial grants are not that complicated, especially after submitting a feasibility study for projects to donors.

As for the lowest value, it came at the paragraph, which states (grants conditions requirements are too stringent), with an arithmetic mean (3.607), a good level and a standard deviation (0.927), as its average relative weight was (72.14), as this paragraph came at the level (5) of the importance Relativity This indicates that there are some special and complex conditions related to financial grants.

As for the overall level, it achieved after financial grants an arithmetic mean of (3.645) and at a good level and with a standard deviation of (0.680). In general, the results indicate that the percentage of availability of the dimension in the projects under study amounted to (72.89%), while the size of the gap reached (27.11%), and this indicates that the projects under consideration depend for their success on funding programs and financial grants in Syrian projects operating in Turkey.

Table 10. Is the arithmetic mean and standard deviation of the Financial Grant Dimension

Ferries	Arithmetic Mean	Standard Deviation	Average Relative Weight	Relative Importance	Answer Direction
grants conditions requirements are too stringent	3.607	0.927	72.14	5	Agreed
The methods of using the financial grant are very strict	3.612	0.856	72.23	3	Agreed
The size of the financial grant matches the needs of the business	3.661	0.899	73.21	2	Agreed
The procedures for getting the financial grant are complicated and consuming long time.	3.732	0.933	74.64	1	Agreed
It is difficult for you to provide accurate financial statements to the organization.	3.612	0.891	72.23	4	Agreed
General Medium	3.645	0.680	---	---	---
Availability after (training programs)	72.89%				
Gap size	27.11%				

Source: Prepared by the researcher based on SPSS V.23

In order to rank the importance of the dimensions of the business support programs variable, the coefficient of variation was used depending on the arithmetic mean and standard deviation, and the table (11) shows that the financial grants dimension came in the first place in terms of the dimensions of the business support programs variable, as most of the sample answers were in agreement about this dimension compared to In other dimensions, the coefficient of variation for this dimension reached (18.6), and this indicates that the projects under consideration are interested in financial grants in the development and development of their projects, and then the training programs came, where the coefficient of variation reached (24.9), and this indicates that training programs are important to develop their operations and the experiences of their employees and entrepreneurs. Therefore, the importance of this

variable can be arranged in the first place after (Financial Grants) and in the second place came after (Training Services).

Table 11. Order of importance according to the coefficient of variation for the dimensions of the business support programs variable

T	Business Support programs variable	Arithmetic mean	standard deviation	Variation coefficient	Variable order
1	Training Services	3.671	0.915	24.9	2
2	Financial Grants	3.645	0.680	18.6	1

Source: Prepared by the researcher based on SPSS V.

2) Variable Description Performance of Small business owners

The results related to the (BUSINESS SUPPORT PROGRAMS) variable, as shown in Table (12), showed that the highest value was at the paragraph, which states (Business returns greater than costs) with an arithmetic mean (3.777), a good level and a standard deviation (0.783), as the average weight Relative to it (75.54), as this paragraph came at level (1) in terms of relative importance, and this indicates that the returns produced from small projects for entrepreneurs are large and exceed the costs of business.

As for the lowest value, it came at the paragraph that states (I constantly develop my services and offer the most quality products), with an arithmetic mean (3.634), a good level and a standard deviation (0.908), as its average relative weight was (72.68), as this paragraph came at the level (6) Since the relative importance and this indicates that entrepreneurs do not develop their businesses and services appropriately, so it is necessary for entrepreneurs to pay attention to developing their own services and businesses in order to enhance their capabilities and expertise.

In general, the variable (BUSINESS SUPPORT PROGRAMS) achieved an arithmetic mean (3.733), a good level, and a standard deviation (0.819). In general, the results indicate that the variable is available in projects with a percentage of (74.66%), while the size of the gap has reached (25.34%), as the results indicate that the

performance of small projects can be developed by relying on training programs and financial grants.

Table 12. Is the Arithmetic Mean and Standard Deviation of the Performance of Small Business Owners

Ferries	Arithmetic Mean	Standard Deviation	Average Relative Weight	Relative Importance	Answer Direction
I run my business well and have a market share and customers.	3.723	0.849	74.46	4	Agreed
Business returns greater than costs	3.777	0.783	75.54	1	Agreed
More and more customers are receiving services or buying products over time.	3.759	0.801	75.18	2	Agreed
I constantly develop my services and offer the most quality products.	3.634	0.908	72.68	6	Agreed
I have a good network with suppliers.	3.737	0.762	74.73	3	Agreed
I have a marketing plan that will attract more clients.	3.670	0.813	73.39	5	Agreed
General Medium	3.733	0.819	---	---	---
Availability after (training programs)	74.66%				
Gap size	25.34%				

Source: Prepared by the researcher based on SPSS V.23.

3.5.2. Analysis of the Study Hypotheses

1) Correlation Relationships Test

This paragraph deals with testing the correlation between the study variables represented by the independent variable, business support programs by removing them (training programs, financial grants) and the dependent variable the performance of entrepreneurs in small projects, as the aim of the correlation analysis is to discover the

existence of a significant relationship between the variables, and helps us analyze The link is to specify the following:

First: The Relationship Direction

1) Positive: It indicates that the two variables change in the same direction. As the values of the variable X increase, the values of the variable Y also increase. As the values of X decrease, the values of X decrease. That is, there is a direct relationship between the two variables.
2) Negative: Indicates that the two variables are in opposite direction. As the values of X increase, the values of Y decrease or decrease. That is, there is an inverse relationship between the two variables.
3) Zero: There is no linear relationship (there is no line around which points are collected) between the two variables.

Second: The amount, size, or strength of the relationship

The value of the correlation coefficient ranges from +1 to -1, the sign of the correlation coefficient determines whether the correlation is positive or negative, but its value describes the size of the correlation, a high value indicates a strong correlation, For example, if the value is +1, then it indicates a completely positive correlation coefficient, and if the value is -1, then it indicates a completely negative correlation coefficient. The following table shows (13) a framework for determining the size of the value of the correlation coefficient (Dancy & Reidy, 2017: 182).

Table (13) framework for determining the strength of the correlation coefficient

Connection strength	Reverse correlation	Positive correlation
Perfect Connection	1-	1
Strong Connection	0.9-	0.9
	0.8-	0.8
	0.7-	0.7
Medium Connection	0.6-	0.6
	0.5-	0.5
	0.4-	0.4
Acceptable Connection	0.3-	0.3
	0.2-	0.2
	0.1-	0.1
No connection	0	0

Source: **(**Dancy & Reidy, 2017: 182**).**

To determine the degree and direction of the association between variables, the Pearson correlation coefficient will be utilized. In the psychological, social, and behavioral sciences, it is one of the most extensively used statistical approaches for determining the relationship between variables. To determine the significance of the simple correlation coefficient, the value of (t) will be used (Al-Mashhadani and Hormuz, 481:1989). The correlation analysis yielded the following results:

First, test the primary study hypothesis: which says (there is a statistically significant correlation between business support programs and the performance of small business entrepreneurs)

Because the calculated (t) value was (9.510), which was greater than the tabular (t) value of (1.660), the correlation coefficient between business support programs and the performance of small business entrepreneurs was (0.538**) at the significance level (0.000), which is less than the significance level (0.05), and this means accepting the hypothesis that states (there is a statistically significant correlation between business support programs and the performance of small business entrepreneurs).

Testing the first sub-hypothesis: (The training program dimension has a statistically significant relationship with small business entrepreneur performance.)

The correlation coefficient between the training program dimension and the performance of small-business entrepreneurs was (0.342**) at the significance level (0.000), which is lower than the significance level (0.05), because the calculated (t) value reached (5.423), which is higher than the tabular (t) value of (1.660), implying acceptance of the hypothesis (there is a statistically significant correlation between the training programs dimension and the performance of small business entrepreneurs).

Testing the second sub-hypothesis: (There is a statistically significant relationship between financial awards and small company entrepreneur performance.)

Because the calculated (t) value reached (5.624), which is greater than the tabular (t) value of (1.660), the correlation coefficient between the financial grants dimension and the performance of small business entrepreneurs was (0.353**) at the significance level (0.000), which is less than the significance level (0.05), and this means accepting the hypothesis that states (there is a statistically significant correlation between the financial grants dimension and the performance of small business entrepreneurs).

Table 13. Values of Correlation Between the Aspects of Business Assistance Programs and Small Business Entrepreneur Performance

Dependent Variable	Independent Variable	Correlation Value and Significance Level		(T) Test	(T) Tabular Value
The Performance of Small Business Entrepreneurs	Training Services	Correlation value	0.342**	5.423	1.660
		Sig	0.000		
	Financial Grants	Correlation value	0.353**	5.624	
		Sig	0.000		
	BUSINESS SUPPORT PROGRAMS	Correlation value	0.538**	9.510	
		Sig	0.000		
The number of accepted hypotheses			3	Correlation is significant at the 0.01 level (2-tailed).**	
Percentage			100%		

Source: Prepared by the researcher based on SPSS V.23.

2) Impact Relationships Test

This paragraph is concerned with testing the impact hypotheses identified by the investigation, with the goal of establishing whether or not they may be accepted or rejected. It will be examined using the simple linear regression equation. in the following manner:

$(Y= \alpha+\beta 1X1)$

(α) Constant represents the amount of the constant, and this relationship means that the dependent variable The dependent variable (Y) is a function of the real value of the independent variable's dimensions, and this relationship means that the dependent variable (Y) is a function of the independent variable's dimensions. The estimations of these values, as well as their statistical indicators, were derived at the research sample level for a sample of entrepreneurs working in small projects in Turkey, whose number is estimated to be in the thousands (137). The following variables will be explored, and the levels of effect between them will be analyzed:

Testing the second main hypothesis: This hypothesis states that there is a statistically significant effect of business support programs in improving the

performance of small business entrepreneurs. Through the data of Table (15), it is clear from the coefficient of determination (^2R) that business support programs and in terms of their dimensions, explained (29%) of the variables affecting the improvement of the performance of entrepreneurs of small projects, and with the support of morale, the calculated value (F) of (90.43), which is greater than Its tabular value of (3.94) at a level of significance (0.05) and a degree of freedom (1.222), and that the remaining percentage (71%) is due to other variables that were not included in the study plan or could not be controlled, as shown by the regression coefficient (Beta), which indicates that Increasing business support programs by one unit will lead to a change of (0.555) in the performance of entrepreneurs of small projects, and this is supported by the significant value of (t) calculated, which is greater than its tabular value at the level of significance (0.05). Accordingly, we accept the hypothesis that states (there is a statistically significant effect of business support programs on the performance of small business entrepreneurs).

Testing the first sub-hypothesis: This hypothesis states that there is a statistically significant effect of the training program dimension on the performance of small business entrepreneurs. Through the data of Table (15), it is clear from the coefficient of determination (^2R) that the training programs explained (12%) of the variables affecting the performance of entrepreneurs of small projects, and with the support of moral support, the calculated value (F) of (29.41). It is greater than its tabular value of (3.94) at the level of significance (0.05) and the degree of freedom (1.222), and that the remaining percentage (88%) is due to other variables that were not included in the study plan or could not be controlled, as shown by the regression coefficient (Beta), which It indicates that an increase in training programs by one unit will lead to a change of (0.272) in the performance of entrepreneurs of small projects, and this is supported by the significant value of (t) calculated, which is greater than its tabular value at the level of significance (0.05). Accordingly, we accept the hypothesis that states (there is a statistically significant effect of the training program dimension on the performance of small business entrepreneurs).

Testing the second sub-hypothesis: This hypothesis states that there is a statistically significant effect of the financial grants dimension on the performance of small business entrepreneurs, and through the data of Table (15) it is clear from the coefficient of determination (^2R) that the financial grant programs explained (13%) of

the influencing variables In the performance of small business entrepreneurs, and with significant support, the calculated (F) value of (31.62) is greater than its tabular value of (3.94) at the level of significance (0.05) and the degree of freedom (1.222), and that the remaining percentage (87%) is due to other variables. It was not included in the study plan or could not be controlled, as shown by the regression coefficient (Beta), which indicates that an increase in financial grant programs by one unit will lead to a change of (0.318) in the performance of small business entrepreneurs, and this is supported by the significance of the calculated (t) value It is greater than its tabular value at the level of significance (0.05). Accordingly, we accept the hypothesis that states (there is a statistically significant effect of the financial grant program dimension on the performance of small business entrepreneurs).

Table 14. Analyzing the Impact of Business Support Programs on the Performance Of Entrepreneurs Of Small Projects

Independent Variable	Dependent Variable	Constant Limit Value (α)	The value of the marginal slope coefficient (β)	coefficient of determination (R2)	(F) computed value	Tabular (F) value	Sig	Significance
Training Services	The Performance of Small Business Entrepreneurs	2.515	0.272	0.117	29.412	3.94	0.000	Moral
Financial Grants		2.389	0.318	0.126	31.624		0.000	Moral
Business Support Programs	---	1.510	0.555	0.289	90.432		0.000	Moral

Source: Prepared by the researcher based on SPSS

4. FINDINGS

4.1. Challenges Refugee Entrepreneurs Face in Turkey

Small projects in Turkey face many challenges represented by government conditions and rules, as well as the large number of Syrian refugees, who number (3.6) million, as well as the impact of these projects on the economic crisis in Turkey of 2018, and then the COVID-19 crisis and weak profits with high rates of unemployment and inflation. . Moreover, Turkish public opinion, though distracted, shows no sign of softening anti-immigrant views.

Hostility towards refugees has escalated in Turkey in recent years, with a number of politicians campaigning to impose stricter restrictions on refugees, which has contributed to an increase in feelings of hatred towards refugees, especially Syrians, as they constitute the largest percentage in the country, and this may make it one of the challenges facing the pioneers business in the success of their projects.

Entrepreneurship itself is a challenging journey especially in the beginning, but for immigrants and refugees, there are additional barriers:

First, there is the language barrier.

Second, they are not familiar with local structures, how the market works, or market and customer requirements, so they need more time to adapt to the host countries.

Third, although some subsidies and government support are available to entrepreneurs from the host country, they are not necessarily available to refugee or immigrant entrepreneurs.

4.2. The Importance of Business Support Programs in the Challenges Faced by Refugee Entrepreneurs in Turkey

The importance of business support programs represented by training programs and financial grant programs significantly limits the challenges faced by refugee entrepreneurs in Turkey, as training human resources and developing their expertise in small projects and supporting them with financial grant programs provided by donors

and international organizations supporting business, this enhances the Entrepreneurs' ability to face challenges.

Syrian capital investment in Turkey has been increasing since the Syrian war crisis began in 2011. Currently, the estimated number of companies established by Syrians in Turkey exceeds 10,000 companies, ranging from small, medium and large-sized enterprises, including official and unregistered companies. Syrians invested about $334 million in 6,589 new official companies between 2011 and 2017.

Business support programs are a very important source of business for refugee-founded companies in Turkey, the open economy, the geographical location of Turkey, as well as the strength of the “Made in Turkey” brand in terms of high perception Quality in Arab countries is one of the most positive aspects of setting up a business in Turkey . Availability of services, quality of infrastructure, availability of raw materials and equipment were also mentioned among the positive aspects by entrepreneurs. Specifically, for the domestic market, a large number of refugees in Turkey provides a significant advantage in sales. Most of the entrepreneurs also talked about the great facilities provided by the Turkish government to refugees to set up their own businesses and the encouraging economic incentives in this regard.

4.3. Attitudes of Refugee Entrepreneurs to Wards Business Support Programs

The required support from NGOs includes similar institutions: providing management capacity building courses for entrepreneurs and skills development courses for their employees, periodically explaining Turkish laws through media and social media platforms, and helping them communicate with Turkish companies. Most of the Syrian refugee entrepreneurs in Turkey rely on business support programs represented by training and financial grants provided by organizations and donors. The positive aspects experienced by the founders of small businesses were identified as follows:

1) Strategic positioning for Turkey in marketing and sales
2) Local market opportunities
3) Government support

Most of the small and medium business owners by the refugees mentioned that providing high quality services or products and their experience in the field in which they worked previously is one of the most important reasons for their success. In addition to providing products or services that are demanded by a large number of refugees living in Turkey, the Turkish population is also interested. On the other hand, they considered that the sharp competition by Turkish companies and their lack of focus on the requirements of the local Turkish market were among the main reasons for their decline or failure in some cases.

The top three areas refugee entrepreneurs expect to receive support from the government:

1) Reducing the regulations and costs related to the establishment of the company, such as the recruitment share, tax reduction, incorporation costs and insurance fees.
2) More support in trade with Arab markets, import and export.
3) Helping to increase integration between Turkish and Syrian companies.

Most of the support mentioned within the framework of these three areas was the reduction of taxes, establishment fees and insurance fees, as well as greater support for trade, import and export, and facilitation of financial transactions and remittances, and they also demanded to facilitate the issuance of work and travel permits between Turkish countries. Turkish laws into Arabic and the publication of brochures and pamphlets in Arabic to make them available to the refugee business community.

5. DISCUSSIONS AND CONCLUSIONS

This chapter included, in its contents, a focus on the methodological, philosophical and applied summary of the study's conclusions in terms of forming clear and comprehensive visions and perceptions that were built on the basis of theoretical accumulation and applied testing in both its experimental and content analysis. Passing through descriptive statistics to testing hypotheses empirically and supporting them with content analysis, and using them to enrich academic and applied knowledge by determining the extent of agreement or disagreement with existing theories and their compatibility with different philosophies and cultures, and its reflection on a set of recommendations and what benefits the companies under study to achieve their goals by benefiting from the conclusions of the study, As well as a set of proposals for future studies, and accordingly, this chapter included two sections: the first was devoted to the most important discussions reached by the study, while the second included a set of conclusions and recommendations that might benefit entrepreneurs and proposals related to research continuity within the framework of knowledge integration through future research and studies. Reliable based on evidence Suggested research model.

5.1. Discussions

1) Training and financial grants had an effective impact in developing the skills and capabilities of small business owners and workers, which was clearly reflected in the participants' ability and effectiveness to better manage production processes in their projects. They learned skills in this field, and that there is an awareness among small business owners and employees of the importance of investing in training in order to develop the capabilities of their projects and keep pace with the latest technologies in managing small projects.
2) There is success for the training program and financial grant programs for small enterprises to deliver its message through the training programs it offers in the field of project management, human resource management, problem-solving methods and decision-making, and in refining the skills of participants in the field of management, which in turn affected the increase in project profits, as indicated The study showed that there is an impact of demographic factors and

the nature of project work on the impact of training on the development of performance of small projects.

3) There is no doubt that training and financial grants have been of great importance to many managers of institutions, whether non-profit or non-profit, in order to raise the level of skills owned by workers and employees in those institutions, as educational curricula and academic qualifications do not cover specialized aspects in the modern requirements of many of jobs, because many jobs are created as a result of the tremendous development in technology, communications and information, in addition to the requirements of globalization, the emergence of international companies, the diversity of people's needs, and the fluctuation of rapid demand for services and goods that were not known before. The rapid growth and development of many services and goods that are developed on a daily basis, and the above confirms the importance of training to advance the skills of employees, graduates and workers to train them in specialized skills in a variety of domains of work in order to continuously improve their skills, knowledge, attitudes, and behavior, as well as their ability to adapt to new and emerging developments in the corporate environment. The revolution in communications and information.

4) It is undeniable that small initiatives play an important role in the development process, and their relevance has grown in recent years as the function they play has evolved in light of changing political and economic situations and their implications for the Turkish economy.

5) It is very important to take care of small projects and develop them, and provide them with a sufficient sum of administrative skills and capabilities in the administrative, accounting and economic fields, and to make them aware of the most up-to-date administrative methods for successfully managing their projects, as well as the problems that small projects face and how to address them, which necessitates the development of small project owners' skills in order for them to make the best use of the available resources for the project, which requires the implementation of business support programs for them that meet their training needs and raise their level and their leadership and leadership capabilities.

5.2. Conclusions

This paragraph presented the start of the theoretical framing that was based on the proposals of the pioneers in administrative thought and the field of entrepreneurship and the intellectual and philosophical concepts involved, employed in a practical and scientific context to be an intellectual model, and a starting point for subsequent studies. as follows:

1) The financial grants dimension achieved the first rank in terms of relative importance at the variable level of business support programs, which indicates the importance of the financial grants dimension by focusing on marketing and advertising services, and developing basic business management skills and investment skills.
2) The training programs dimension ranked second in terms of relative importance at the variable level of business support programs, which indicates the importance of the training programs dimension by developing procedures for obtaining the financial grant and reducing the complexity and time, as well as the proportion of the size of the financial grant with business needs, as well as the methods of using The scholarship will be very strict.
3) The variable of entrepreneurs in small projects got a high degree of importance according to the answers of the respondents, which indicates that entrepreneurs in small projects seek to achieve business returns greater than costs, and more and more customers receive services or buy products over time, and develop a good network with suppliers.
4) The results of the field study showed the existence of a significant correlation between business support programs through (training programs and financial grants) and support for entrepreneurs in small projects by focusing on business support programs, including training programs and programs for financial grants that affect the performance of Entrepreneurs in small projects.
5) The results of the field study showed a significant correlation between training programs and supporting entrepreneurs in small projects by focusing on training programs for teaching computer programs, training on modern systems, and training for human resources development, which affect the overall performance of entrepreneurs in small projects in Turkey.

6) The results of the field study showed a significant correlation between the financial grant and the support of entrepreneurs in small projects by focusing on financial grants provided by organizations and donors in developing the performance of entrepreneurs in small projects in Turkey.
7) The results of the field study showed a significant effect of the business support program variable with its dimensions (training programs and financial grants) in supporting entrepreneurs in small projects by relying on business support programs provided by organizations that affect the development of small projects.
8) The results of the field study showed a significant effect of the training program dimension in supporting entrepreneurs in small projects, as the use of training programs activates the ability of organizations to develop the performance of entrepreneurs in small projects.
9) The results of the field study showed a significant effect of the financial grants dimension in supporting entrepreneurs in small projects by focusing on compensation and financial grants that affect the performance of entrepreneurs.

5.3. Limitations, Recommendations, and Implications

5.3.1. Limitations

This study was determined by a number of restrictions:

1) The size of the sample, as the study focused on small projects operating in Turkey more, which limits the possibility of circulating these results on the rest of the intermediate and large projects.
2) This study included a group of small projects in southern Turkey only.
3) This study dealt with business support programs in its dimensions (training programs, financial grants) and these dimensions do not represent all dimensions of the various business support programs that were focused on in previous studies. This study dealt with only small projects and these do not include intermediate and large projects.

5.3.2. Recommendations

In line with the previous conclusions, the researcher places a set of recommendations in the hands of those engaged in small projects, the study sample, and researchers in the hopes that they will receive appropriate and sufficient attention in order to achieve the study's desired goal. The recommendations include:

1) Working on the necessity of employing business support programs (training programs, financial grants) as an intellectual newcomer, which has become a main focus and a new work methodology to achieve excellence in the competitive business environment, and thus contribute to building the capabilities of entrepreneurs with knowledgeable orientations and enabling them to support their role in the success of small projects.
2) Emphasis should be placed on bookkeeping services, the use of modern technology, and the provision of consultations in training processes to enhance the role of entrepreneurs in small projects, the sample of the study.
3) Focus should be placed on the conditions granted to entrepreneurs in small projects and work on providing accurate finance for small projects in Turkey.
4) We should focus on the services provided by entrepreneurs and small projects constantly and provide high quality products by paying attention to appearance and design.
5) Work on developing a set of marketing plans and ideas that help attract more customers and focus on attracting new ones.
6) Interest in developing the capacity to train the human resource of entrepreneurs, as it has an impact in time and cost in small projects in Turkey.
7) Increasing investment in human resources management from entrepreneurs in small projects operating in Turkey, due to its importance in providing information at a high speed that helps entrepreneurs in developing projects.
8) Preparing programs and training courses for various levels on effective ways to deal with human resource technology in order to improve the performance level of entrepreneurs in small projects.
9) The necessity of employing training and continuous learning programs in small projects in Turkey for the purpose of increasing knowledge and developing

capabilities and experiences of entrepreneurs towards developing their creative ideas.

5.3.3. Implications

The aim of the statement of future studies is an attempt to bridge the shortcomings in the current study and develop the idea based on it, so it is possible to clarify the shortcomings about the current study by limiting the study to a local environment only, and reducing it to one sector (small projects sector), and weak focus on the role of pioneers Business in small projects. Based on this, the researcher puts forward a set of proposals for conducting future research and studies in order to achieve cognitive and applied integration, as follows:

1) Conducting a study that diagnoses a relationship between business support programs (training programs, financial grants) and sustainable entrepreneurship in a sample of small and medium-sized enterprises.
2) Studying the current study model by applying to different sectors for the possibility of conducting a comparison from a knowledgeable side and the possibility of obtaining financial data to make an applied comparison.
3) Studying the current model and comparing it between three levels (locally, regionally, and globally) to find out the possibility of support for generalizing the model at any level.
4) Studying the impact of business support programs (training programs, financial grants) on developing the creative abilities of entrepreneurs.
5) Studying the nature of the relationship and the impact between business support programs (training programs, financial grants) on developing the entrepreneurial behavior.

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LIST OF ATTACHMENTS

T.C.
KARABÜK ÜNİVERSİTESİ
SOSYAL ve BEŞERİ BİLİMLER ARAŞTIRMALARI ETİK KURULU
KARARLARI

TOPLANTI TARİHİ : 18.01.2022
TOPLANTI NO : 2022/01

Karabük Üniversitesi Sosyal ve Beşeri Bilimler Araştırmaları Etik Kurulu toplanmış ve aşağıdaki kararı almıştır.

Karar 51:

07/01/2022 tarihli Prof. Dr. Elif ÇEPNİ'nin Etik Kurul form ve ekleri görüşüldü.

Karabük Üniversitesi Öğretim Üyesi Prof. Dr. Elif ÇEPNİ danışmanlığında yürütülen **"Mülteci Girişimcilere Yardımda İş Destek Programlarının Rolü Türkiye'deki Suriyeli Mülteci Girişimciler Örneği"** konulu çalışma kapsamında uygulanmak üzere ekte sunulan çalışmanın etik kurallara uygunluğu oy birliği ile kabul edilmiştir.

/ASLI GİBİDİR

Prof. Dr. Elif ÇEPNİ
Sosyal ve Beşeri Bilimler Araştırmaları Etik Kurul Başkanı

Apappendix

Guestionnaire form

After Greetings ....

We hope that you will dedicate part of your time and cooperate with us in answering the paragraphs of the questionnaire that was prepared to measure the variables of the doctoral thesis tagged (**THE ROLE OF BUSINESS SUPPORT PROGRAMS IN ASSISTING THE REFUGEE ENTREPRENEURS: THE CASE OF SYRIAN REFUGEE ENTREPRENEURS IN TURKEY**), and since you are concerned with the matter, we ask you to answer its paragraphs with accuracy and objectivity, and in order to complete the picture, please note the following important points:

1. The answers will be used for purely scientific purposes, so there is no need to mention the name on the form.
2. Please be the answer based on the existing reality and not on the basis of what you deem appropriate and correct.
3. Please answer by placing a tick in front of one choice for each question that you think reflects reality or is closer to that, bearing in mind that there is no right or wrong answer.
4. Please answer all questions, because leaving any question unanswered means that the form is not valid for analysis.

Regards…

Demographics

PART A:

DEMOGRAPHIC INFORMATION

1. What is your position in the business?

- Owner
- Manager
- Worker

2. What is your HIGHEST educational qualification or nearest equivalent?

- Primary/ Secondary

- Certificate
- Diploma
- Bachelor degree
- Master degree

3. What of the following categories describes your age bracket?

- < 20 Years
- 20 – 29 Years
- 30 – 39 Years
- 40 – 49 Years

4. What is the nature of the business you are operating?

- Retail/ wholesale business
- Manufacturing
- Service business
- Agricultural processing.
- Food / beverages/restaurant

5. What best describes the form of ownership of your business?

- Sole proprietorship
- Partnership
- Limited company

6. How long has your business been in operation?

- Less than 2 years
- 2 – 5 years
- 6 – 10 years
- More than 10 years

Study Variables

PART B:

- Please rate your level of satisfaction with the provision of training services on business based on the following indicators:

Variable A:

Training services:

	Least satisfied 1	Fairly satisfied 2	Satisfied 3	Very satisfactory 4	Most satisfactory
Basic business management skills					
Business risk management					
Investment skills					
Marketing and advertisement services					
Extension services					
Information and advice					
Consultancy					
Book keeping and accounting services					
Technology use					

Variable B:

Financial grant:

	Least satisfied 1	Fairly satisfied 2	Satisfied 3	Very satisfactory 4	Most satisfactory 5
Grants conditions requirements are too stringent					
The methods of using the financial grant are very strict					
The size of the financial grant matches the needs of the business					
The procedures for getting the financial grant are complicated and consuming long time.					
It is difficult for you to provide accurate financial statements to the organization.					

Variable C:

Performance of small-scale entrepreneurs

	Least satisfied 1	Fairly satisfied 2	Satisfied 3	Very satisfied 4	Most satisfied 5
I run my business well and have a market share and customers.					
Business returns greater than costs					
More and more customers are receiving services or buying products over time.					
I constantly develop my services and offer the most quality products.					
I have a good network with suppliers.					
I have a marketing plan that will attract more clients.					

Thank you ....

)Katrin & Josette, 2018(
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