FACILITATING REFUGEE ENTREPRENEURSHIP THROUGH CAPABILITY APPROACH BASED BUSINESS SUPPORT: AN ACTION RESEARCH

Shuai Qin

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Thesis Abstract

Since entrepreneurship is hindered as a major form of economic activity for refugees in host countries, a number of refugee business support initiatives have emerged globally. The refugee entrepreneurship literature demonstrates that the limited socio-economic circumstances of refugees create distinctive barriers to their entrepreneurship, whereas the literature on business support ignores these needs. This knowledge gap may result in refugees being perpetuated in their precarious economic situation by inappropriate support, as well as wasting social resources. Hence, this study conceptualises the refugee business support (RBS) based on the 'capability approach' (CA). In addition to explaining how refugees' distinct needs are shaped by their integration journeys, this framework defines the nature and embodiments of practically-adequate refugee business support. A two-cycle research-orientated action research (RO-AR) is conducted to implement the CA-based RBS in practice and develop its theoretical constructs.

Throughout the RO-AR, 105 in-depth interviews, 62 participant observations, and five roundtable discussions were collected. To conceptualise the CA-based RBS as a practical-adequate concept, five theoretical constructs were successively calibrated and developed. These include: 1) integration-informed refugees' entrepreneurial needs; 2) refugees' three distinctive conditions in RBS; 3) three necessary embodiments of practically-adequate RBS (integration-informed diagnosis, readiness building, and capability building); 4) impact of practically-adequate RBS: reciprocal enhancement of integration and entrepreneurship, 5) keys to sustain and develop three necessary organisational capacities (relational, integration knowledge, and business support capacities) for delivering practically-adequate RBS. As a result of the formation of these five theoretical constructs, CA-based RBS as a practically-adequate concept is revealed to be sensitive to the interconnections between refugees' integration journeys and entrepreneurial activities. The identification and incorporation of the interconnections not only shapes the provision of practically-adequate support and the development of corresponding organisational capacities, but also overcomes the neglect of refugees' needs in the existing knowledge system of business support.

Keywords: refugee entrepreneurship, business support, refugee business support, capability approach, action research, refugee integration, research-oriented action research, business support organisation.

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List of Abbreviations

Abbreviation	Full name	Short definitions
CA	Capability Approach	The Capability approach focuses on analysing whether individuals have the capability to achieve their valued life/function in society. According to this approach, capability refers to the ability of individuals to transform available opportunities, goods, and means into their valued "doings and beings" with their personal conversion factors in the specific social and environmental context.
RBS	Refugee business support	Services that provide support and assistance to refugees in order to assist them in achieving their entrepreneurial goals.

UNHCR	United Nations High Commissioner for Refugees	A supranational organisation whose purpose is to assist those who have been forcibly displaced in resettling and rebuilding their lives in their new host country.
SME	Small and medium-sized enterprises	N/A
EMBS	Ethnic minority business support	Services that are designed to assist ethnic minorities who face barriers to entrepreneurship due to their ethnic identity and backgrounds.
CR	Critical realism	A philosophical system in the social sciences that asserts that reality may be divided into empirical layer that are experienceable and perceivable, actual layer of emerging observable and non-observable events, and real layer of abstract causal mechanisms that are unobservable and generate the emergence of events.
PCFs	Personal conversion factors	An individual's intrinsic qualities; the factors that have a close relationship to the process by which the individual mobilises and transforms external opportunities, resources, and goods.
SCFs	Social conversion factors	Social characteristics, policies, norms, cultures, how others behave, and other factors that influence the transformation of external opportunities, goods, or means by an individual. As an example, the impact of hostile policies on the economic activity of migrants and refugees.
ECFs	Environmental conversion factors	Physical attributes, geographical location, natural environment; factors closely related to the processes by which individuals transform external opportunities, goods, and means.
OGMs	Opportunity, goods and means	Objects, resources, and opportunities of interest to them in a given context, namely, the inputs for an individual to accomplish their valued 'doings and beings'.
CCFs	Contextual conversion factors	The combination of social conversion factors and environmental conversion factors; contextual factors that are external to individuals but affect their ability to take advantage of and transform external opportunities, goods, and means.
RQ	Research questions	N/A
RO-AR	Research-oriented Action research	A variation of action research. It indicates that the development of theoretical pre-understandings and constructs should be the basis to guide the formulation and re-design of action plans, with the primary goal of developing theoretical constructs from action experiences.
AR	Action research	An engaged research method and philosophy that focuses on solving a practical problem through cyclical actions and research
IFOs	Integration focused organisations	A category of refugee business support organisations identified in this study (Chapter 6.3); refers to those organisations that adopt a holistic approach to refugees, with facilitating integration as a central goal.

PSOs	Prescriptive support organisations	A category of refugee business support organisations identified in this study (Chapter 6.3); refers to those organisations that take a structural approach to refugees with a focus on promoting entrepreneurship.

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Chapter 1 Introduction

1.1 Purpose and context

Entrepreneurship is a process initiated by entrepreneurs to establish business through the identification of market opportunities, innovative activities, value creation and risk taking (Shane, 2003); whereas business support indicates a variety of external services designed to assist entrepreneurs in overcoming challenges associated with establishing and growing their small- and medium-sized businesses (Deakins et al., 2003; Mole et al., 2011; Ram et al., 2012; Wren and Storey, 2002). The term "refugee business support" refers specifically to the services that are designed and provided to facilitate the entrepreneurial activities of refugees. The purpose of this study is to examine what constitutes bespoke business support for refugees seeking to become entrepreneurs and what impacts it can generate through a longitudinal qualitative study. It involves utilising a theoretical lens of the 'capability approach' (Sen, 1999) to identify the distinctive needs of refugees given their holistic integration journey.

This study makes an original contribution to knowledge by conceptualising the refugee business support concept that is adequate for refugees' needs and unpacking its impacts theoretically. Methodologically, this study is a 15-month longitudinal Research-Oriented Action Research (RO-AR) conducted in the UK in collaboration with Propeller (pseudo name) - a leading refugee integration service provider. There are two articulated cycles in this RO-AR research in accordance with the methodology guidance (Eden and Huxham, 2006). In each cycle, the refugee business support concept is first theorised and developed, and localised for application to practice. The practices are then monitored empirically, and the theoretical constructs are revised based on the collected evidence.

The practice of refugee business support has been an under-examined issue in refugee entrepreneurship research (Desai et al., 2021). The unique situation and needs of refugees have also been severely neglected by the business support literature (Bikorimana and Whittam, 2019). The original theoretical contribution of this study is the development of a novel conceptual framework that theorises practically-adequate (Sayer, 2000) refugee business support. This conceptualisation identifies the underlying reasons for the distinctive needs of refugees in business support, elaborates on the necessary embodiments of inclusive support, and disentangles the social and economic impacts of developed support services. Therefore, this study bridges the gap between refugee entrepreneurship and business support literature

and contributes to the academic understanding of what bespoke business support for refugees is, how it is delivered, and what impacts it can achieve.

Refugees are defined by the United Nations High Commissioner for Refugees (UNHCR) as 'people who have fled war, violence, conflict or persecution and have crossed an international border to find safety in another country' (UNHCR, 2023a). By the end of 2022, 108.4 million people worldwide have been displaced from their homes, according to UNHCR (2023b). Out of this total, there are 35.3 million refugees. As of 2022, there were 231,597 refugees and 127,421 asylum cases pending in the United Kingdom (UNHCR, 2023c). Refugees are faced with the need to rebuild their lives when they arrive as newcomers (Harima, 2022). Humanitarian resettlement is intended to provide a safe environment (Shaw et al., 2022), but it does not provide an economical solution for long-term integration, family livelihoods, or career continuity. As a result of the neoliberal economic policy and hostile immigration policy that shape the labour market in many host countries, refugees experience high levels of 'administrative burden' and suppression in their career development, which results in 'worse outcomes' than those experienced by other migrants (Brell et al., 2020, p.94; Huq and Venugopal, 2021). Thus, many refugees turn to entrepreneurship as a means of achieving economic independence and improving their quality of life (Sandberg et al., 2019; Shneikat and Alrawadieh, 2019).

However, entrepreneurship is not a shortcut to economic independence for refugees. Although refugees may be able to achieve economic independence and upward social mobility through entrepreneurship (Refai and McElwee, 2022; Ram et al., 2022), the risks associated with entrepreneurship may worsen refugees' precarity due to their lack of skills, experiences, social capital, savings, hardships within their families, and the hostile rhetoric of policy and toxic public attitudes (Embiricos, 2020; Esses et al., 2017; Ram et al., 2022). A variety of support initiatives have emerged to offer 'refugee business support' (RBS) programmes. According to the Centre for Entrepreneurship (CFE, 2020), there are over 130 refugee business support organisations worldwide. Despite this, existing research on refugee entrepreneurship and business support does not examine the offerings and impacts of these support services in meeting refugees' particular needs (Desai et al., 2021). This limits the scholarly understanding of what constitutes a refugee business support concept that is both adequate and inclusive of refugee needs. Due to the risks of entrepreneurship and the socio-economically marginalised situation of refugees (Embiricos, 2020; Honig, 2018), the disconnect between frontline practices, theory, and evidence-informed policy may lead to supporters with goodwill perpetuating the precarity of refugees. Therefore, it is urgent to extend the scholarly

knowledge and enhance practitioners' delivery in the interest of their beneficiaries' socio-economic lives.

1.2 Aims and research questions

The two main aims of this study are to 1) conceptualise what constitutes practically-adequate refugee business support (RBS) that can accommodate the distinctive needs of refugees; and 2) the corresponding impacts on refugees of practically-adequate RBS. This study is informed by a critical realistic paradigm. Following Sayer's (2000) definition of practical adequacy, a practically-adequate concept of RBS should not only explain the current existing practices and limitations of RBS, but it should also be a deliverable, solution-oriented, and scholarly advanced concept that addresses an unresolved issue. Also, this explains why this study employs a research-oriented action research (RO-AR) approach, because in RO-AR, the theory is continuously developed and revised through its application in practice to demonstrate its theoretical value, practical usefulness, and deliverability (Eden and Huxham, 2006; Ram et al., 2015).

This study draws on several bodies of literature and key concepts relevant to the provision of RBS to refugees and the needs of refugees in RBS, including the socio-economic integration context of refugees in the UK (Fransham et al., 2022), the constrained process of refugee integration (Ager and Strang, 2008), and the marginalised position in career progression (Campion, 2018). Even though this theoretical context suggests that refugees have a wide range of distinct needs in business support, these needs remain overlooked in the business support literature. Hence, this study critically reviews two widely used business support concepts: enterprise support and ethnic minority business support. Both are found wanting in their receptiveness to refugees' diverse integration journeys and distinctive needs. In response to these critiques, this study develops a theoretical framework to address the theoretical gaps, and revises the framework based on longitudinal empirical data in this RO-AR. This process was guided by three main research questions:

- Based on emerging target support initiatives for refugees, what is distinctive about practically-adequate refugee business support?

- How can Propeller apply the new proposed concept of practically-adequate refugee business support and develop its own services for refugees?

- What are refugees' experiences of delivered business support interventions?

1.3 Practically-adequate refugee business support: research and method developments in this study

1.3.1 Theoretical rationale

How do entrepreneurship and business support work? The definition of entrepreneurship has evolved dynamically over the years, but generally, its essence can be summarised as a process of value creation in which entrepreneurs identify and exploit available market opportunities through resource mobilisation, innovation, planning, and organisation (Gartner, 1990; Moroz and Hindle, 2012; Shane, 2003). The success and obstruction of the entrepreneurial process are related to both the competence, experience, and agency of the entrepreneur (Gimeno et al., 1997; Marvel et al., 2016); and contextualised opportunities, institutions, and entrepreneurial culture (Eesley, 2016; Nabi et al., 2017; Shinnar et al., 2012). This indicates that, because of unprepared migration, traumatised journeys, nonadaptive capitals, and hostile receptive environments, the entrepreneurial obstacles faced by refugees are also more severe and complex than those experienced by other economic migrants and locals (Fong, 2007; Obschonka and Hahn, 2018; Ram et al., 2022). This warrants 'distinctive attention' from the existing literature (Sinkovics and Reuber, 2021, p.3).

There has been an unprecedented rise in both policy and academic enthusiasm for the promotion of entrepreneurial activity since the late twentieth century, possibly as a result of neoliberal economic policies (Honig, 2018; Ozkazanc-Pan and Muntean, 2021). The focus of academic inquiry has also shifted from 'what is entrepreneurship' to 'how to facilitate venturing' (Ozkazanc-Pan and Muntean, 2021). In parallel, business support has been proposed as a concept and practice that is related to facilitating constrained entrepreneurship, start-up establishment and growth (Bateman, 2000). The terms 'business support', 'assistance', and 'business advisory services' have been used interchangeably in many theoretical works (e.g., Arshed et al., 2021; Mole et al., 2009; Ram et al., 2012; Rice, 2002), and primarily refer to public and private support offerings for addressing the needs of small and medium-sized enterprises (SMEs). In general, these services are designed to address or mitigate the 'too weak - too small - too isolated' challenges that SMEs are subject to (Bateman, 2000, p. 278). For refugees, as mentioned above, the socio-economic hardships that they face make it more likely that they would demonstrate unique needs when seeking business support (e.g., Bikorimana and Whittam, 2019; Harima, 2022). However, the existing business support

literature has not provided a conceptual approach that addresses the distinctive needs and socio-economic realities of refugees.

Currently, there are two main conceptual branches closely related to the support of refugee entrepreneurship: mainstream enterprise support and ethnic minority business support. It has been problematic for the former, however, that the overly simplistic reductionist approach (see section 3.2) applied to conceptualising enterprise support has failed to address the differences between small business owners (Wapshott and Mallett, 2018). Socio-economically marginalised groups are, therefore, severely underrepresented in mainstream enterprise support practices (Bruton et al., 2022). While ethnic minority business support has been innovative in focusing on the entrepreneurial dilemmas resulting from ethnic identity, community, and immigration policies, it has also been conceptually insensitive to the unprepared migration of refugees and the restrictive socio-economic activities in their post-arrival integration. These non-monetary and life aspects, however, have been found to be closely linked to refugees' conditions in their entrepreneurial process, according to refugee integration literature (Ager and Strang, 2008; Spencer and Charsley, 2021). Therefore, there is an urgent need for a new approach to conceptualise 'refugee business support', to align with refugees' distinctive needs and forced migration context, guide practices and ignite positive changes in refugees' socio-economic life.

1.3.2 Development of practically-adequate refugee business support in this study

The limited development of refugee business support literature can be summarised as the disconnection between existing knowledge systems (conceptuality) and refugees' distinctive needs for business support (reality). Therefore, this study attempts to produce knowledge that can be sensitive to refugees' needs and guide the development of RBS practices based on a novel (and first of its kind) conceptualisation of RBS.

The concept of practical adequacy, outlined by Sayer (2000), is applied as a scheme for assessing conceptualisation and demonstrating the relationship between ontology, epistemology, and practice in this study. As a critical realistic scheme of knowledge production, practical adequacy implies that theory needs to be continuously developed in the context of practice so that it can transcend the past knowledge and serve as a basis for explaining and informing practice to address an issue. Thus, this study is committed not only to developing the RBS concept to explain how support services can be inclusive of refugees' needs, but it is also committed to developing deliverable concept for practice.

Since this study uses practical adequacy as a validity criterion for its conceptualisation work, action research has its excellence as a methodology that emphasises the intertwinement of practical innovation and theoretical development. It was originally proposed by Lewin (1946) as a procedural method comprising: inventing in practice, monitoring the implications, cyclically refining the practices, and developing knowledge to solving practical issues.

To ensure that theory development in AR is less disrupted by practical circumstances, this study adopts a methodological variant of action research that focuses on theory development - Research-Oriented Action Research (RO-AR). Eden and Huxham (2006) proposed the RO-AR method as a way of solidifying and highlighting the significance of theoretical development in AR, RO-AR emphasises that theoretical understanding should be at the centre of AR; as a guide for practice; and as a source of refinements in practice, thereby continuously evolving the initial theoretical constructs (ibid, Eden and Ackermann, 2018).

In this study, the application of practical adequacy to RBS involves four steps: conceptualising RBS to be inclusive of the distinctive needs of refugees, assessing and re-developing the concept with the experiences from existing RBS practice, applying the newly developed concept, and tracking its impacts. Following the four steps outlined above, the empirical chapters of this thesis focus on developing the theoretical framework raised in this thesis step by step towards making it practical adequacy, as the Figure 1 below.
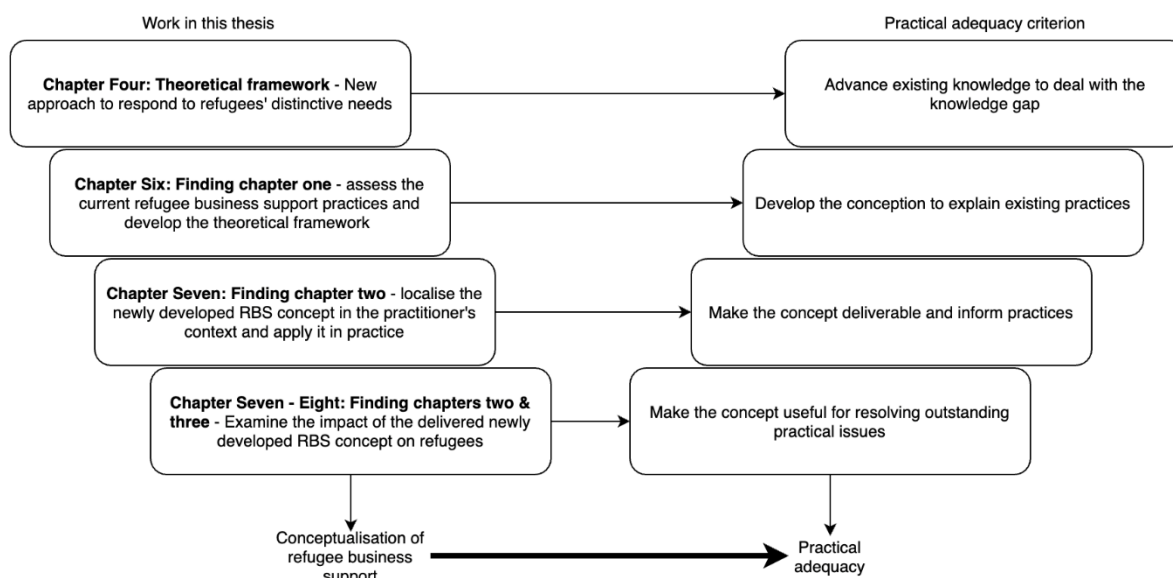
Figure 1 Steps of achieving practical adequacy in this study (Researcher's work)

Specifically, to fill the knowledge gap, this study employs the capability approach (CA) to conceptualise practically-adequate RBS as a service that promotes the entrepreneurial capability of refugees (Sen, 1999). CA is an approach to analysing people's capability in their

life to achieve their valued goals (Sen, 1999). It defines capability as the ability of individuals to choose their most valued option from many life choices, and to manifest it through the transformation of external resources within an empowering context (Sen, 1999; Nussbaum, 2011). According to CA, an individual's capabilities and states, as well as the resources available to them, are situated, facilitated or inhibited by the context in which they exist (Robeyns, 2005). Therefore, CA approach is useful for unfolding how marginalised community's non-monetary life aspects constrain their economic behaviour from a holistic view (Villares-Varela et al., 2022). This indicates that the relationship between refugees' non-monetary plight, such as their constrained socio-economic lives, and their distinctive needs in entrepreneurship should be responded by the functionality of RBS. It is at this stage of the CA-based RBS conceptualisation that this research is theoretically inclusive in identifying the distinctive needs of refugees.

Further, this study assessed and calibrated the 'pre-understandings' of CA-based RBS prior to formally delivering the intervention in the first RO-AR cycle. This was done through interviews with 42 managers of global RBS initiatives. During this phase, the theoretical framework (pre-understandings) was further calibrated and developed to: (1) confirm the integration-informed distinctive business support needs of refugees could be mapped out by CA-based approach; (2) explain the link between refugees' distinctive needs and their conditions in the RBS; (3) theorise the three necessary embodiments of CA-based RBS to respond to refugees' distinctive conditions; (4) unpack the necessary capacities of support organisations to deliver CA-based RBS; and (5) identify the contextual factors that impact on the delivery of CA-based RBS.

In the formal delivery phase of the first RO-AR cycle, this theoretical approach was applied to support services for refugee beneficiaries in two regions of UK through co-design with a partner organisation - Propeller. The experience of practical delivery extends the existing CA-based RBS framework by theorising the positive impact of CA-based RBS on refugees' socio-economic experiences, while identifying related factors limiting the efficiency and quality of CA-based RBS (e.g., access to external business support resources and newly arrived community). These newly identified limitations in delivery triggered the second action cycle to address them as well.

In the second action cycle, the two conditions that catalyse the delivery and quality of CA-based RBS were theorised, which elaborates on how support organisations can maintain and build capacities to provide CA-based RBS in the long run. Till then, this concept has been gradually theorised to include five theoretical constructs: the identification of integration-

informed needs, the distinctive conditions of refugees in RBS, the corresponding embodiments of practically-adequate RBS, the impacts by delivering these elements, and how the required capacities of the support organisations are maintained and developed.

In summary, this study aims to address the gap in knowledge on tailored business support for refugees. It creates a fivefold theoretical contribution: (1) develop an innovative framework for analysing refugees' distinctive needs in entrepreneurship and business support; (2) conceptualise RBS to be responsive to refugees' needs and its impacts on refugee entrepreneurship and holistic integration; (3) leave a roadmap for policy literature to enhance the role of support organisations in facilitating refugee integration through entrepreneurship; (4) add clarity to the role of multi-dimensional integration journeys in RBS and the application of CA in refugee service provision; (5) and unfold the role of the timing element in RBS for enhancing or hindering the entrepreneurship and integration.

1.4 Structure of this thesis
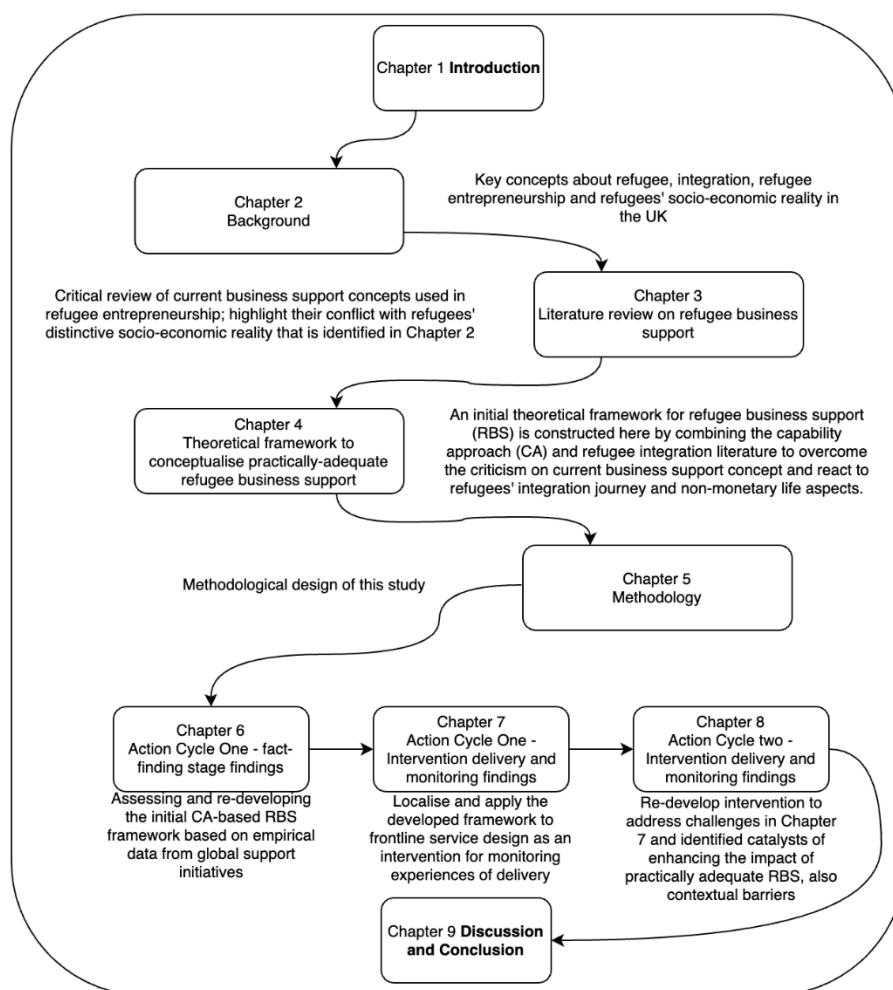
Figure 2 Thesis map diagram (Researcher's work)

This thesis consists of nine chapters as above Figure 2, whose main elements are also outlined below.

Chapter 2: This background chapter discusses the multidimensionality and two-way nature of refugee integration, and discusses refugee integration's relationship with refugees' distinctive challenges in entrepreneurship. Moreover, this chapter examines how the UK labour market system, economic and immigration policy have socio-economically marginalised refugee communities in the UK historically and currently. This demonstrates that refugees have difficulty integrating economically and socially, setting the scene for this study.

Chapter 3: The existing literature on business support is critically reviewed, identifying two broad streams of business support research that are relevant to refugee entrepreneurship: mainstream enterprise support and ethnic minority business support. Consequently, it highlights the inadequacy of existing business support knowledge in accommodating the distinctive needs of refugees, thus requiring a new practically-adequate conceptual approach.

Chapter 4: An initial theoretical framework for RBS is constructed by combining the capability approach (CA) and refugee integration literature. This framework explains how refugees' integration status and holistic lives limit the process by which they transform external opportunities and resources into entrepreneurial ventures. Additionally, this CA-based RBS framework defines the functions that a practical RBS should perform. Over the course of the RO-AR, this initial framework is further developed and enlarged to shape it into a practically-adequate concept.

Chapter 5: This chapter describes the methodology of this study. Its first half deals with the critical realism paradigm the author subscribes to, the feasibility of RO-AR in addressing the research questions, the background and the representativeness of the partner organisation, the main participants, as well as the detailed steps of the RO-AR cyclical model utilised in this study. The second half describes how the four data collection phases are integrated into the two RO-AR cycles, the logical reasoning and the analysis approach used, the validity enhancement approach, and ethical concerns.

Chapters 6 - 8: These three finding chapters present and discuss the empirical material from the two action research cycles of this study. Prior to intervention delivery in the first cycle, Chapter 6 examines current global support initiatives. These findings provide the basis for assessing and re-developing the initial CA-based RBS framework.

It is in Chapter 7 that the re-developed CA-based RBS framework is further localised and applied to frontline service design as an intervention. In this chapter, the corresponding impacts of CA-based RBS delivery are examined. Additionally, this chapter identifies and describes potential barriers to the efficiency and quality of CA-based RBS delivery, which leads to Chapter 8 for re-designing the interventions.

By re-developing intervention strategies, Chapter 8 identifies the role of accessibility to resources and the community in enhancing the efficiency and quality of delivering CA-based RBS, as well as helping support organisations in maintaining and developing the necessary organisational capacity. Lastly, this chapter also identifies the contextual barriers that cannot be addressed in this RO-AR.

Chapter 9: This chapter summarises the theoretical constructs (key findings) found in this study, and maps these findings to the research questions posed in this study. Additionally, this chapter summarises the theoretical, practical, and methodological implications of this study, and concludes with a reflection on limitations and recommendations for future research.

Chapter 2 Background: Refugee integration, refugee entrepreneurship, and the socio-economic reality in the UK

2.1 Introduction

Refugee's life is still affected profoundly by the socio-economic environment, immigration policies, political rhetoric, and public attitudes in the host society. These factors can play either a beneficial or detrimental role in refugees' integration journey and their socio-economic activities (Ager and Strang, 2008). As a consequence of the hostile reception system in the UK, refugee integration in the host country may not only be hindered, but may further undermine refugees' life-rebuilding activities and socio-economic advancement. Therefore, before providing a critical review of the knowledge related to refugee business support, this chapter intends to cast light on the socio-economic situation of refugees in the UK as well as defining key concepts, such as refugee, refugee integration, refugee entrepreneurship, and the relationships between them. This chapter provides a contextual and conceptual grounding for the rest of the study, with three main objectives: 1) define theoretical concepts that are related to RBS and inform the remainder of the study - including refugee, multi-dimensional refugee integration, and refugee entrepreneurship; 2) unpack the constrained refugee integration and corresponding socio-economic situation of refugees in the UK; and 3) discuss the impact of the integration journey on refugees' entrepreneurship.

The Figure 3 below provides a map of the chapter. This chapter begins with an explanation of the relationship between multi-dimensional refugee integration and economic activity in the literature. On this basis, the second section discusses the hostile socio-economic environment in the UK as the context of refugees' limited integration journey of refugees and the structural disadvantages they experience. The third section demonstrates how impaired integration compromises refugees' agency and capital in navigating their entrepreneurial journeys.
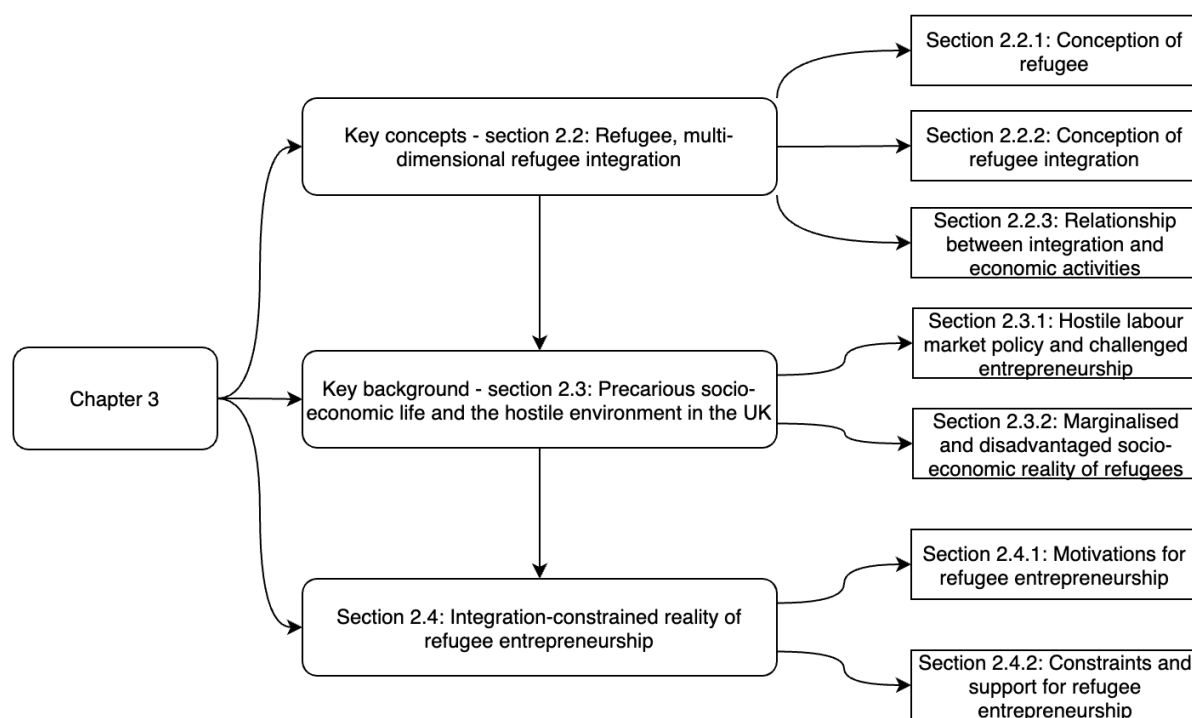
Figure 3 Chapter map of Chapter 2 (Researcher's work)

Towards the end of this chapter, the main argument - that is, the challenging socio-economic context in which refugee entrepreneurs operate and the implications for their entrepreneurial activities - is re-emphasised. This provides a strong theoretical and practical rationale for considering refugees' distinctive entrepreneurial plights when examining business support, which informs the critical review of refugee business support literature in Chapter 3.

2.2 Conceptions of refugee and refugee integration

2.2.1 Conception of refugee

The word 'refugee' often evokes bleak and abstract images of 'flight', 'wandering', 'trauma' and so on, but its meanings are not fixed or universal. They can vary in accordance with the social structures and cultural norms of different contexts (Shacknove, 1985).

The Refugee Convention (UNHCR, 1951) defines a refugee as 'someone who is unable or unwilling to return to their country of origin owing to a well-founded fear of being persecuted for reasons of race, religion, nationality, membership of a particular social group, or political opinion' (UNHCR, 1951, p. 3). The international community has also widely accepted this definition in setting up their reception system. In particular, the UK government has used

similar criteria: 'To stay in the UK as a refugee you must be unable to live safely in any part of your own country because you fear persecution there' (Gov.UK, 2023a). Before refugee status is granted, the applicant's status stays as an 'asylum seeker' in the host country. Shacknove (1985) argues that the concept of refugee draws on three implicit criteria that relate to refugees' journeys, experiences, and situations:

- A country should respect, uphold and support the legal rights of its citizens, and this is the basis for citizens' participation in society.

- Refugees lose their rights and the trust and loyalty connections with their original state because of their displacement.

- The main manifestation of this 'loss' in the social life of refugees is persecution and alienation.

A sensitivity to the institutional rhetoric towards refugees is necessary for conducting research in this sphere (Betts, 2014). This shapes the encounters of refugee communities in the UK, and determines who are the recipients of RBS. Given the general alignment between the definition of UK and UNHCR for refugee status and criteria of granting, the definition of refugee employed in this study is based upon the three implicit criteria outlined above and the <1951 convention>. Given the use of this concept, it is evident that refugees and economic migrants hugely differ in terms of their migration background upon entering the host country. Correspondingly, this has led to a growing body of work on refugee integration that explores the unique disadvantages of refugees' post-arrival life (Ager and Strang, 2010).

2.2.2 Multi-dimensional refugee integration

Refugee integration involves all the interconnected aspects of their lives. The departure and arrival are the start of their integration journey. 'Integration' is difficult to define as it depends on individuals' context and subjective perception (Robinson, 1998). Many Western governments have advocated integration support for refugees since the turn of the millennium and defined achieving 'integration' as full and equal citizenship of refugees and attainable 'legal residence and personal autonomy' (European Commission, 2005, p. 2; Home Office, 2000). In 'The Integration of Refugees', published in 2018, UNHCR emphasises the need to continuously strengthen the 'association' between refugees and host societies, to enhance refugees' social participation and economic independence.

Regarding forced migration, the concept of 'integration' is largely informed by social theory (e.g., Ager and Strang, 2008; Blau, 1960). At the level of social integration, the development of integration is explained as a process of gradual strengthening of the association between individuals and groups; the foundation for establishing this association is the positively shared value elements such as social experiences, characteristics, and norms (Blau, 1960). So, in the early studies on refugee integration, the concept was understood as a process whereby newcomers adapt to the normative culture, regulations, and structures of the host society (Entzinger and Biezeveld, 2003).

However, many scholars contend that integration is a process in which refugees and host communities interact, rather than refugees' unilateral learning and conformity to the host socio-cultural and institutional environment (Crul and Schneider, 2010). The notion of two-way acculturation suggests that the interaction between newcomers and host society can have a reciprocal impact on the perception and behaviours of both parties (Komisarof, 2009). Therefore, there has been a shared recognition in the literature that refugee integration is a two-way incremental 'process' that is shaped by factors of 'individuals' (micro personal experiences), 'structures' (market, legal, and social institutions of the host country), and 'interactions' (between individuals and the host society) (Kearns and Whitley, 2015; Lomba, 2010). This indicates, in addition to refugees' learning and adaptiveness, host society should also learn how to meet the needs of refugees to facilitate their integration (Strang and Ager, 2010). Otherwise, a hostile environment can impede the integration process by endangering and ignoring the socio-economic experiences of refugees (UNHCR, 2018; Strang and Ager, 2010).

Moreover, 'integration' is multi-dimensional, with each dimension contributing to or limiting the others. Based on more than 200 integration indicators used by the Council of Europe (1997), Ager and Strang (2008) developed a conceptual framework to map out the dimensions of integration. Their framework comprises four core dimensions of integration as the below Figure 4: foundation, facilitators, social connections, and markers and means, which explain the different aspects of refugees' socio-economic life. First, the foundation refers to the citizenship rights that are granted to refugees by their host countries. Considering the rights of refugees is not only an important component of social equality and justice, but also determines the socio-economic context under which refugees pursue autonomy and rebuild their lives (Ager and Strang, 2008). According to Favell (1998), formal citizenship is a prerequisite for integration.
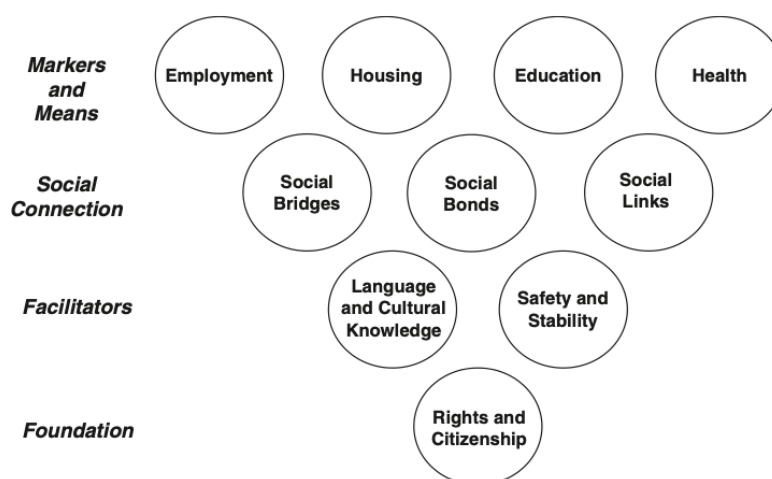
Figure 4 Core domains of Refugee integration (Reproduced from Ager and Strang, 2008, p.2)

The second aspect, facilitators, integrates the subcomponents 'language and cultural knowledge' and 'safety and security', it highlights how deficiencies in both subcomponents hinder and limit the social activities of refugees. In conjunction with Blau (1960), gaps in language and cultural practices significantly impede communication and interaction between newcomers and host communities. From a process perspective, this inhibits the connection between 'refugee individuals' and "structures" (Morrice et al., 2021), therefore limiting the mutual adaptation and learning process of both the 'newcomer' and 'host society' (Kearns and Whitley, 2015). Meanwhile, a compromised sense of safety and security may result in the stigmatisation and isolation of refugees in the neighbourhood. As a result of the associated verbal harassment, verbal abuse, and victimisation, the refugee may even experience post-arrival trauma - affecting their confidence and ability to connect with the host society (Casimiro et al., 2007).

As a third dimension, social connections are crucial for refugees to access social resources, and their sense of belonging to the host society (Ager and Strang, 2010). Various types of social ties (for example, inter-ethnic bonding and inter-community bridging, see Putnam, 2000) contribute to sustainable interactions between refugees and the host socio-cultural system (Elo and Dana, 2019). Interpersonal relationships facilitate the social integration of refugees by strengthening the interaction between 'individuals' and 'structures', as well as promoting their sense of belonging (Elo and Dana, 2019; Frazer, 2020).

As a final point, the market and means dimension covers four categories of socio-economic activities that are closely related to the integration of refugees: employment, housing, education, and health. Successful employment means that refugees in the host country can translate their skills and competencies into employability within the host labour market, thus

becoming economically self-sufficient (Lee et al., 2020). Second, the housing element provides refugees with a geographical context in which to interact socially. Conversely, repeated relocations can undermine the continuity and quality of refugee social relationships (Damm and Rosholm, 2010). Third, the educational resources available to refugees are essential not only for their own professional development, but also for their ability to gain access to a wide range of host socio-cultural knowledge. Finally, good health and accessible health services are imperative at the grassroots level for the continued social participation and proactive self-exploration of refugees (Ager and Strang, 2008).

As a basic concept, the four-dimensional definition of refugee integration and its corresponding sub-dimensions has been widely employed in the remainder of this study. Meanwhile, in practice, refugee integration dimensions and sub-dimensions are not isolated from each other, but rather related to one another (Spencer and Charsley, 2021). As a result of this interaction, the failure of one dimension could lead to systemic damage to the entire process of refugee integration. To further examine the distinctiveness of refugee entrepreneurship in light of refugee integration, the following sub-section demonstrates the relationship between multiple integration dimensions and refugees' economic activities.

2.2.3 Integration dimensions and economic activities

It is evident from the redevelopment of Ager and Strang's (2008) model of integration by social theorists that multi-dimensions of integration are interconnected, leading to emerging studies dedicated to exploring the relationship between refugee integration and their economic activity (e.g., Bakker et al., 2014; Fasani et al., 2022; Martén et al., 2019; Refai et al., 2024). As a major central outcome of such research, the economic integration of refugees has more frequently begun to be studied as a particular stream of integration - this refers to the long-term participation of refugees in the economic activities of host countries through employment and entrepreneurship, and is the core to personal autonomy (Bloch, 2008; Fasani et al., 2022; Refai et al., 2024). In recent empirical studies on refugee integration, economic integration is not only an important sub-dimension of 'markers and means' in Ager and Strang's (2008) model but also an object that is heavily influenced by other dimensions of integration (e.g., Kaida et al., 2020; Martén et al., 2019; Refai et al., 2024).

To better understand the complex relationship between the dimensions of refugee integration, Spencer and Charsley (2021) developed a heuristic model of integration. They argue that no single aspect of integration should be considered in isolation. The development of social integration, for instance, contributes to the employment of refugees by enabling them to

accumulate social capital. It is possible that a successful employment experience could provide refugees with more social resources and cultural knowledge. Consequently, when conducting research on refugee integration, it is important to consider the multi-dimensional nature of the process.

In recent research, the intrinsic links between integration dimensions have been a prominent topic. By utilising Ager and Strang (2008) as a framework and recent empirical studies on refugee economic integration as a guide, a number of prominent, noteworthy, and worrying types of interaction between integration dimensions and refugees' economic activities can be identified.

1) Foundation - Economic integration: Loss of citizenship rights can exacerbate the marginalisation of refugees in the labour market. An example of this is the employment bans imposed by most European countries on asylum seekers. As a result of such bans, newcomers are removed from the labour market while waiting for refugee status and their careers are significantly disrupted, leaving them with less confidence, motivation and opportunities to re-enter the labour market. The negative effect of waiting an additional seven months on the employment competitiveness of refugees takes ten years to wear off, according to Marbach et al. (2018).

2) Facilitators - Economic integration: Human capital is an important asset that cannot be overlooked, both in terms of employment and entrepreneurship. In some instances, it may be used to determine if newcomers possess the necessary skills and competencies to succeed in host markets and in employment (Bloch, 2008). The lack of language skills and cultural awareness, however, may significantly hinder refugees' ability to communicate with others when trying to engage in economic activities (Sandberg et al., 2019). Consequently, this can lead to misunderstandings that may not only suppress the refugees' confidence but also leave them with limited social capital (ibid). As a result, these groups are likely to work more in familiar cultural-linguistic environments within ethnic enclaves, which prevents them from interacting with wider communities and markets (Danzer and Yaman, 2013).

3) Social connections - Economic integration: Refugees often lack social connections as a result of their unprepared migration. This limits their ability to access information, opportunities, and resources through social networks (Campion, 2018; Sandberg et al., 2019). As a result, they are forced to rely heavily on informal networks of family and compatriots to gain access to information and opportunities for employment or to become entrepreneurs (Humphries et al., 2005).

4) Other markers and means - Economic integration: Disadvantages in housing, education, and health can all have negative impacts on economic activity, yet refugees often have difficulties progressing these integration dimensions. As a result of repeated relocation, refugees are not only unable to form social ties with their neighbourhoods, facing commuting costs, but also do not have the opportunity to explore the urban environment as they would like (Damm and Rosholm, 2010). Also, refugees' opportunities to develop adaptive skills for employment or entrepreneurship is limited because of the lack of further education opportunities (Campion, 2018). The traumatisation and health issues (marginalised health resources) inhibit refugees' willingness and ability to engage in economic activity as well (Stempel and Alemi, 2021).

The interplay between these dimensions not only implies that refugees have unique needs in the process of economic integration due to the complexity of the integration journey (Elo et al., 2019), but it is also important to consider how the support service for economic integration impacts other aspects of integration. The next section provides a comprehensive examination of the socio-economic environment of the UK and refugees' situation within that environment.

2.3 Precarious socio-economic life and the hostile environment in the UK

While the economic activities of refugees are an integral part of long-term integration and have received extensive academic attention, the socio-economic status of refugees in the United Kingdom remains highly marginalised.

The available data in the UK primarily pertains to border movements (entry and exit) of refugees and budget reports for refugee resettlement services. The existing survey data on refugees' economic activities shows that refugees are highly disadvantaged in the economy. According to the UK Government's Refugee Employability Programme policy statement published in 2023, refugees are generally over 20% less likely to be employed than other UK population. It is important to note that 21% of refugees who are defined as employed do so through entrepreneurial activity, which is 7% higher than the average for the rest of the UK population (Kone et al., 2019).

The entrepreneurial environment in the UK reinforces this competitiveness as well. The five-year survive rate of start-ups in the United Kingdom is only 38.4%, according to Statista (2022). Failure to understand market demand, cash flow problems, got out competed, and poor management are the top four most common causes of business failure (Statista, 2021). The

unpreparedness of refugees to migrate and their hindered integration could place them at a further structural disadvantaged position in terms of acquiring socio-cultural understanding, wealth, opportunities, and adaptive management skills. Hence, based on existing knowledge, refugees tend to face severe and distinctive entrepreneurial barriers more often in the UK market due to their forced journey. Therefore, it is essential to examine how the unique disadvantage of refugees' socio-economic status in the UK is shaped by socio-cultural and institutional policies. In parallel, this is also an essential foundation for understanding the context in which refugee business support operates in the UK in this research.

2.3.1 Neoliberalism labour market and entrepreneurialism

Neoliberal policies further disadvantage refugee communities on the labour market and in entrepreneurship. Neoliberalism is an ideological movement that emerged after the First World War (Mirowski and Plehwe, 2009). Economically, it refers broadly to: 'the deregulation of the economy, the liberalisation of trade and industry, and the privatisation of state-owned enterprises' (Ganti, 2014, p. 90). From the mid-1970s onwards, neoliberalism gradually culminated under Thatcherism and progressively transformed into a dominant mode of government policy in the UK that appealed to the market's self-regulation function (Jessop, 2004; Steger and Roy, 2010).

Since the recession caused by the financial crisis in 2008, the UK's economy has grown by an average of 1.1% per year in GDP (Gross domestic product). The two most severe recessions were caused by the financial crisis of 2008-2009, which resulted in a 4.5% recession, and the Coronavirus outbreak of 2020-2021, which resulted in an 11% economic downturn (ONS, 2023). There are signs of recovery following the economic shock caused by the Covid-19 pandemic and lockdowns since April 2020 onwards. Considering the labour market, in December 2020, the UK reached a four-year high of 5.1% unemployment; however, this unemployment issue eased gradually between 2021 and 2022, and fell to a recent low of 3.5% in August 2022 (Statista, 2023).

In terms of economic policy, the UK was able to achieve nearly two decades of continuous rapid economic growth through 'deregulation' and 'liberalisation' in finance, labour markets, foreign trade, and reduced expenditures on social services and benefits between the 1980s and early 21st century. However, due to financial crisis, the Conservative-Liberal Democrat coalition government established the Office for Budget Responsibility (OBR) in 2010 to manage the budget crisis, and introduced the measure of 'austerity' in order to address the

fiscal deficit and enhance international confidence in the UK market and economy (HM Treasury, 2015; Poinasamy, 2013).

The theme of this austerity policy has also been used by subsequent Conservative government as a fundamental tone of economic policy. As a result of this massive reduction in social spending, the government has in fact shifted the responsibility of securing employment, career development, and personal quality of life to individuals (Taylor-Gooby and Stoker, 2011). The policy to reduce social services and state benefits may have had a limited impact on high-income groups, but it has significantly increased the hardships facing marginalised communities (Buck et al., 2005). Due to this, many civil society organisations have stepped forward to fill in the service gap and provide disadvantaged individuals with necessary support (Kangas-Muller et al., 2023; Hall, 2021).

After Brexit and the outbreak of the pandemic, economic policy in the UK has become more economic growth-centric with austerity at its core. To highlight regional economic inequalities and the country's economic growth goals, the Conservative government published a 'levelling up' white paper in 2022. The concept of 'levelling up', however, is believed more of a 'belated acknowledgement' of the inequalities that have been exacerbated by austerity in the regions (Fransham et al., 2022). As a result of little investment in local authorities to deliver interventions in this austerity context, the delegation of power towards local authorities has not been matched with their capacity to enact changes, nor has there been a systematic mechanism for responding to economic inequality (ibid). Accordingly, the 'levelling up' of economic policy to constrain economic inequality is currently considered more a political slogan rather than a strategic action.

Furthermore, labour market policies and the entrepreneurial environment in the UK have been affected to varying degrees because of austerity policies in a neoliberal structure. In the UK, neoliberal austerity policies emphasise individual productivity and cost efficiency in the labour market. In this neoliberal perspective, the responsibility for one's own career development is assumed to be borne by the individuals themselves. However, not all individuals have been able to obtain stable, skill-matching employment under the UK's labour market policies (Buck et al., 2005). As a result of the limited employment support available from the public sector, those who are marginalised from the labour market are even more vulnerable (Gray and Barford, 2018).

To promote employment and reduce government spending, conditions and sanctions are applied further to the unemployed: for example, unemployed people are required to

demonstrate active job-seeking, attend regular meetings with job centre coaches, and 'do everything your work coach tells you to do to find work' and so on (DWP, 2021). Furthermore, as part of the 2011-2015 Welfare-to-Work program and the recent Work and Health Programme, the Department for Work and Pensions (DWP) has begun outsourcing contracts to charities, social enterprises, and other supplier organisations. Even though this initiative generated £4 billion in revenue for government contractors such as Atos, G4S, Capita and Serco, 79% of the public did not trust these service providers to understand and respond to the needs of the marginalised population (Watton, 2015). The use of outsourced services has also resulted in a high degree of variation regarding service quality (Goodfellow, 2020). In this manner, labour market infrastructures under austerity policies: the Job centre plus (JCP) and contractors' services, appear to create problematic barriers to the employment of marginalised communities.

During the austerity era, as employment support became tighter and more fragmented, entrepreneurship became a natural economic tool that aligns with the individualism-oriented and growth-centric ideology of the time. Entrepreneurship has been a central theme of government economic policy since the Conservative government actively promoted self-employment in the 1980s. According to the DWP and HM Treasury (2015) and 'The growth plan 2022' (HM Treasury, 2022, p.19), 'encouraging entrepreneurship and supporting growth' is a core mission of government economic policy. Many government actions are being implemented to make the UK 'an easier place to do business', including upskilling entrepreneurs, increasing lending, 'encouraging entrepreneurship within the specific region' and 'within the specific community', 'helping unemployed people to establish their own businesses', and many other entrepreneurial-enthusiastic initiatives. However, the austerity policies have significantly weakened grassroots enterprise support activities. Business Links (a network of business supporters) and all nine regional development agencies (RDAs) (originally driving regional economic development and providing support to SMEs), were shut down in 2011. 36 Local Enterprise Partnerships (LEPs) and growth hubs serve as a partial replacement in the frontline for some of the business support 'functions' of RDAs (LEP network, 2023).

Furthermore, the DWP outsources and partners with service providers to deliver business support programmes to different communities throughout the country. This has resulted in issues such as a lack of trust in support providers and inconsistent quality of service (Ram, 2012). When combined with the low survival rate of start-ups within the first five years in the UK, this aggressive encouragement of entrepreneurship may be a dangerous compensatory 'individualised tool' designed to deflect labour market barriers and discontented public

sentiment (Honig, 2018; Ram et al., 2012; Turner, 2020). Two contradictions are therefore prominent: the fragmentation of entrepreneurial infrastructure and the tightening of fiscal budgets for long-term support services seem to contradict the ambitious institutional enthusiasm for entrepreneurship (Honig, 2018; 2021); and it may also result in many groups with specific business support needs not being supported (Ram et al., 2012). Thus, as people flock to the entrepreneurial journey, the encouragement of free market competition under the neoliberal framework appears to result in more marginalised groups becoming disadvantaged and failing to compete in a highly competitive market (Ram et al., 2012; Ram et al., 2022).

2.3.2 Reception and the socio-economic context of refugees

Apart from the UK's economic policies, the socio-economic disadvantages experienced by refugees can also be attributed to the UK's immigration policy, reception system, and socio-cultural environment. As reported by the ODI (2019), the UK has the most positive public attitude towards economic immigration activity in Europe, which explains the 18.3% ethnic minority population in England (Gov.UK, 2022, based on census 2021). In certain areas, such as London and the West Midlands, this percentage rises sharply to 63.2% and 28.2% (ibid). Therefore, the UK is characterised by a diverse ethnic population.

In contrast, the public attitude in the UK is very negative toward the acceptance and settlement of forced migrants (ODI, 2019). The Conservative and Labour parties frequently construct immigration and forced migration control as a central issue in British politics due to their political gamesmanship around political elections (Dempster and Hargrave, 2017). Furthermore, this has resulted in a continuous tightening of immigration policies and a hostile environment for refugee integration (Betts, 2014; Goodfellow, 2020), including:

1) Long asylum processing cycles and long-term detention in the UK: In December 2022 alone, backlogs of applications resulted in 110,000 asylum seekers (two-thirds of all applications) waiting more than six months for a decision on their refugee status (Institute for Government, 2023). Many of these applications were from 2021, which indicated the waiting time for many asylum seekers could be around two years (ibid). Asylum seekers are held in immigration detention during this time and assigned to a narrow, socially and communally isolated place of residence (hotels and flats in collaboration with the government). They are prevented from working, obtaining education or training during this process and rely on the £47.39 weekly benefit (Gov.UK, 2023b). Approximately 36% of people living in detention centres in the UK tend to self-harm, according to a study by Ehntholt et al. (2018). The introduction of policies such as the Illegal Migration Bill 2022-2023 and the associated

'Rwanda Plan' aimed at making it easier and more brutal for governments to detain and remove incoming asylum seekers provides further evidence that this hostile environment is intensifying, resulting in secondary trauma and stress for refugees.

2) Structural disadvantages socially and economically: Even after gaining refugee status and the right to reside and work legally in the United Kingdom, refugees face limited socio-economic support and marginalisation. There is an inequality of access to resources for refugees of different ethnicities in the UK because of differential socio-economic assistance schemes provided by the government (Elo et al., 2022). Through these programs and policies, the government works with frontline providers to promote the economic integration of refugees of a particular ethnicity (Griffiths and Yeo, 2021). For example, the Syrian VPRS budget, the Homes for Ukraine grant (Shropshire Council, 2022), and Ukrainian refugees' instant access to the labour market. Other refugees are not eligible for such social support programs. With limited support, language barriers, lack of recognition of qualifications, lack of credit history, lack of adaptive skills, and lack of understanding of refugees by employers, refugees are 'marginalised' in the labour market and are often employed in low-barrier, and precarious jobs that are highly incompatible with their skills (Lee et al., 2020). Additionally, this implies a 'take it or leave it' dilemma, which severely limits refugees' agency for determining their own economic fates (Griffiths and Yeo, 2021). As a result, many refugees are forced to leave the labour market and resort to entrepreneurship for livelihood (Skran and Easton-Calabria, 2020).

3) Toxic rhetoric and stigmatisation: In the UK and many other countries in Europe, refugee status is heavily stigmatised. For example, the toxic rhetoric relies on a "threat narrative" that depicts refugees from other cultures as a threat to society's well-being (Esses et al., 2017; Goodfellow, 2020). Because of the mass media's coverage of migrant crime, and hostile immigration policies, this tendency is reinforced. Often, right-wing governments legitimise their hostile immigration policies by invoking such 'threat narratives' and 'high costs of resettlement' (e.g., BBC, 2015; ODI, 2019). This politicised and media-driven message has subconsciously deepened refugee stigmatisation and public resistance towards refugees. This stigma could affect refugees' confidence in their lives, causing anxiety and trauma that affect their socio-economic exploration (Goodfellow, 2020; Quinn, 2014). The inactive and hindered integration also leads to them being less accepted by host societies in the labour market and in entrepreneurial activities, thereby undermining refugees' livelihoods and further marginalising them (Alrawadieh et al., 2019; Ram et al., 2022; Refai et al., 2024), and undermining refugees' trust in institutions, society, and supporters (da Silva Rebelo et al., 2018).

2.4 Integration and entrepreneurship

Building on the refugee integration framework above, the integration journey is closely and intrinsically linked to refugees' entrepreneurial motivation and activities (Refai et al., 2024). This study follows Bruyat and Julien's (2001, p. 169) definition of entrepreneurship as the process of operating a business project through value creation within a given time and space, resulting in 'an innovation and/or a new organisation'. As a hot topic in academic and policy research, Refugee Entrepreneurship (RE) highlights the refugees' ontological distinctiveness by engaging with the 'stringent necessity and critical challenges' (Abebe, 2023, p. 312) that refugees bear in entrepreneurship.

The preceding two subsections in this chapter demonstrate the uniqueness of the refugee journey and the structural disadvantages faced by refugees in the economy which propel many into entrepreneurship as a route towards economic empowerment and integration. This section further discusses the motivation and barriers faced by refugees when pursuing entrepreneurship.

2.4.1 Motivations for refugee entrepreneurship

Based on the composition of economic activity among refugees in the UK, the rate of entrepreneurship is up to 21%, 1.5 times higher than that of locals (Kone et al., 2019). The motivation behind this apparent enthusiasm for entrepreneurship is inseparable from the refugee integration journey. Refugees' motivations revolve largely around the economic 'opportunities', the 'social needs', and the economic 'wants' they pursue during their integration process. Firstly, refugees are often segregated by ethnicity and face language barriers after entering host country due to immigration policies and language barriers. As a result, they tend to explore the socio-economic environment through interaction with refugee and ethnic compatriots (Humphries et al. 2005; Patacchini and Zenou, 2012). For refugees, these informal family networks and sibling connections provide a valuable resource and role model from which to learn, to emulate, and to identify entrepreneurial opportunities relevant to their ethnic or cultural identity (Klaesson and Öner, 2021). The cultural assets that these newcomers possess provide the preconditions for them to operate a 'differentiated' business idea for an ethnic customer base. It includes, for example, cultural food restaurants, creative sectors, cultural clothing, etc. (Senthanar et al., 2021). Further, such economic 'opportunities' may also be attributed to refugees' distinctive professional skills and personal experiences, as well as their social capital in their homeland (e.g., international trade) (Jones et al., 2017).

In addition, refugees are often motivated by their resilience as well as the desire to transform their stigmatised socio-economic identity. Under the British neoliberal economic system's strong encouragement of entrepreneurship (see 2.3.2), successful entrepreneurs are portrayed in the media and political rhetoric as a positive heroic identity - associated with qualities such as courage, creativity, and resilience (Honig, 2018; Turner, 2020). Generally, for refugees who experience stigma and a toxic public attitude because of their 'refugee' status, entrepreneurship is not only associated with a positive socio-economic status and 'desirable' 'widespread recognition' (Adeeko and Treanor, 2022), but it also means that being an entrepreneur facilitates social interaction with those who are not similar to them (Shepherd et al., 2020). Thus, refugees' entrepreneurial enthusiasm is more likely to be activated.

Since refugees are much less likely to be employed in the UK than their counterparts from other communities, entrepreneurship may be a forced choice for them (Hacamo and Kleiner, 2022). In the austerity-oriented neoliberal labour market, refugees have difficulty finding jobs that match their skills and qualifications, as well as being isolated from the labour market and remaining in a perpetual economically inactive position (Abebe, 2023; Fong, 2007). This is a significant obstacle to refugees' attempts to rebuild their lives and achieve personal autonomy (Betts and Collier, 2017). With the 'enthusiastic promotion' of refugee and migrant entrepreneurship in the UK, refugees may be compelled to pursue economic integration and life-rebuilding through entrepreneurship - 'a consequence of welfare abandonment under neoliberalism' (Huq and Venugopal, 2021, p. 127). While refugees' reasons for entering entrepreneurship may be highly dependent on a particular motivation, mixing multiple motives is also possible and common (Freiling et al., 2019).

2.4.2 Constraints and support for refugee entrepreneurship

Despite entrepreneurship becoming a major channel for economic integration, refugees generally face a hostile environment and inhibited social integration in the host country that adversely affect the preparation and development of their entrepreneurial activities. As described in the literature, this unique dilemma of refugee entrepreneurship emerges from two main issues: 1) the lack of human, social, and physical capital in the integration journey; and 2) the difficulty of obtaining tailored support (Griffiths and Yeo, 2021; Osman, 2020; Refai and McElwee, 2020; Smith et al., 2019).

Firstly, as refugees migrate unprepared, their social ties to their homeland gradually deteriorate (Harima, 2022). However, instability is a common feature of refugees' post-arrival lives (Damen et al., 2022; De Jager, 2015). The long waiting times, limited income, passive

relocation, language barriers, and toxic public attitude that refugees experience in the UK reception system further restrict their range of movement and interactive opportunities, thereby inhibiting their ability to establish new social connections (Ekren, 2018; Embiricos, 2020). The result is that most refugee entrepreneurs must rely heavily on bonding capital, such as connections with co-ethnic and refugee peers, and cannot build 'bridging capital' across communities (Ram et al., 2022). The effect of this is extremely detrimental to their ability to access new resources, support, ideas and industrial relations (Ram et al., 2022), thereby threatening their entrepreneurship in the UK market, where a high elimination rate has already been observed (Embiricos, 2020).

Secondly, the post-arrival trauma caused by the long integration journey prolongs the impact of the interruption of refugees' careers in terms of their human capital. While economic integration is important for the long-term survival of refugees, there may be more priorities to consider in their integration journey: for example, access to security and safety, dealing with mental stress and trauma, and family reunion (Strang and Ager, 2010). These concerns may significantly limit the confidence and commitment of refugees to engage in high-risk-taking enterprising and innovative work (Spencer and Charsley, 2021; Lyon et al., 2007). It is this erosion of commitment that further reinforces refugees in a structurally disadvantaged position in the competitive marketplace, as it limits the time, energy, and emotion that they can invest in entrepreneurship (Erikson, 2002).

Moreover, the 'rules of the game' of the UK market are alien to most refugees as a result of the inhibited social integration process caused by the hostile environment. Knowledge of local social norms (Koburtay et al., 2020) and tax and legal obligations related to entrepreneurship also put pressure on refugees when developing business plans and actually operating their businesses (Moon et al., 2014). Thus, refugee entrepreneurs have also been challenged by acquiring business knowledge specific to their industry and building adaptive skills (Breitenbach et al., 2024; David and Coenen, 2017; Shneikat and Alrawadieh, 2019; Smith et al., 2019). Furthermore, refugees are often unable to access their homeland wealth/deposit due to their hasty departure. Due to language barriers, lack of credit history, culture and religion (attitudes towards lending behaviour), their ability to raise funds is also not warranted within the financial system of the host country (Kašperová et al., 2022). This threatens the stability of refugee-owned businesses during their early stages of development, making it difficult for them to sustain their business operations and hardly thrive (Engel and Keilbach, 2007). Therefore, as a result of the barriers in the financial system, the refugees and wider ethnic minority businesses are unable to contribute dynamism, diversity, and value to the market (Kašperová et al., 2022).

It has been noted that the government budget for business support has been cut during the UK austerity period, business links and regional development agencies have been replaced, which conflicts with the institutional encouragement for entrepreneurship. Technically, these business support services provided by mainstream systems bear the responsibility for supporting entrepreneurs in gaining access to resources and information to acquire appropriate entrepreneurial capital (Kurczewska et al., 2020). However, the distinctive challenges in refugee entrepreneurship arising from integration activities continue to be underrepresented in the design and understanding of mainstream support. Integration theorists provide a framework for considering the particular circumstances in which refugee entrepreneurship occurs (e.g., Ager and Strang, 2008; Spencer and Charsley, 2021), which is a necessary element in raising the concerns of grassroots supporters.

Nevertheless, mainstream business support services tend to overlook this inclusiveness and the complex implications of refugee integration for their entrepreneurial activities (Ram et al., 2012; 2022; Kašperová et al., 2022). This could lead to 1) the inability of general business support services to 'locate' and access refugee communities and leave refugees staying at the periphery of the business system (Richey et al., 2021); 2) general business support providers not understanding the complex needs of refugees and losing the opportunity to build long-term relationships with these clients (Kašperová et al., 2022); 3) neglecting the potential impact of support on the broader integration journey of refugees (Spencer and Charsley, 2021). Even though inclusivity remains lacking, the landscape of refugee entrepreneurship and understanding of refugee business support is evolving with 130 organisations worldwide providing business support services for refugees. Yet these diverse practical efforts have not yet been systematically examined scholarly, which also set up the main context for this imperative research topic.

2.5 Conclusion

The purpose of this background chapter is to set the scene for this study by defining the concepts of refugees, refugee integration, and refugee entrepreneurship and discussing the current socio-economic situation of refugees in the UK. As a major form of economic integration, entrepreneurship not only contributes to refugee economic integration, but also interacts with and is impacted by other integration dimensions (Spencer and Charsley, 2021; Strang and Ager, 2010). An assessment of how refugee economic activity has been hampered in the UK is presented, which engages with both the hostile policy environment and the socio-economic context for refugees. This chapter also sheds light on the entrepreneurial

motivations and the specific challenges faced by refugee entrepreneurs and the issues with mainstream business support services in the UK. It can also be assumed it's this barrier that has led to the emergence of surged RBS initiatives globally (Desai et al., 2021).

Structurally, this chapter highlights a void in the empirical and theoretical sphere, with no knowledge dedicated to linking distinctive refugees' business needs with business support initiatives. A huge disadvantage, therefore, exists for practitioners to provide scientific RBS, to build knowledge about effective practices, and for policymakers to understand the need for championing this type of service. To address this issue systematically as well as develop the existing literature on business support for contributing to both theory and practice, the forthcoming section delves into business support literature systematically and critically identifies the theoretical gaps in business support research and the necessity of investigating RBS.

Chapter 3 Refugee business support: A literature review

3.1 Introduction

According to the Background chapter, refugees who wish to start a business are faced with complex and marginalised socio-economic challenges due to their constrained multi-dimensional integration. Many business support initiatives have been developed in response to the surge of refugee entrepreneurship. The research questions in this study are mainly related to conceptualising the practically-adequate refugee business support (RBS), applying the concept in the practices, and unpacking its impact on refugees. Therefore, to develop RBS without reinventing the wheel from existing business support literature, this chapter examines and provides a critical review of existing mainstream enterprise support and ethnic minority businesses (EMBs) support concepts and approaches.

Based on the discussion in Chapter 2 regarding the distinctive needs of refugee entrepreneurs, the theoretical dilemmas when applying the current business support concept to refugee entrepreneurship is presented in this chapter. This chapter identifies two main research streams that largely shape the current theoretical understandings about the business support for refugee: the mainstream enterprise support literature that focuses on entrepreneurship support and SME support; and ethnic minority business support (EMBS) literature (studies focus on ethnic minorities and migrants' entrepreneurship). In setting the scope of the review, this chapter does not limit itself to any particular forms or 'terms' of business support but focuses on the wider literature on facilitating start-ups' establishment and growth. It also doesn't focus on 'who' provides the support, business support provided by government, business support agencies, and professional individuals were included in the reviewed literature. Below is the chapter map that outlines the concepts that have been comprehensively reviewed in this chapter and their theoretical logical subordination.
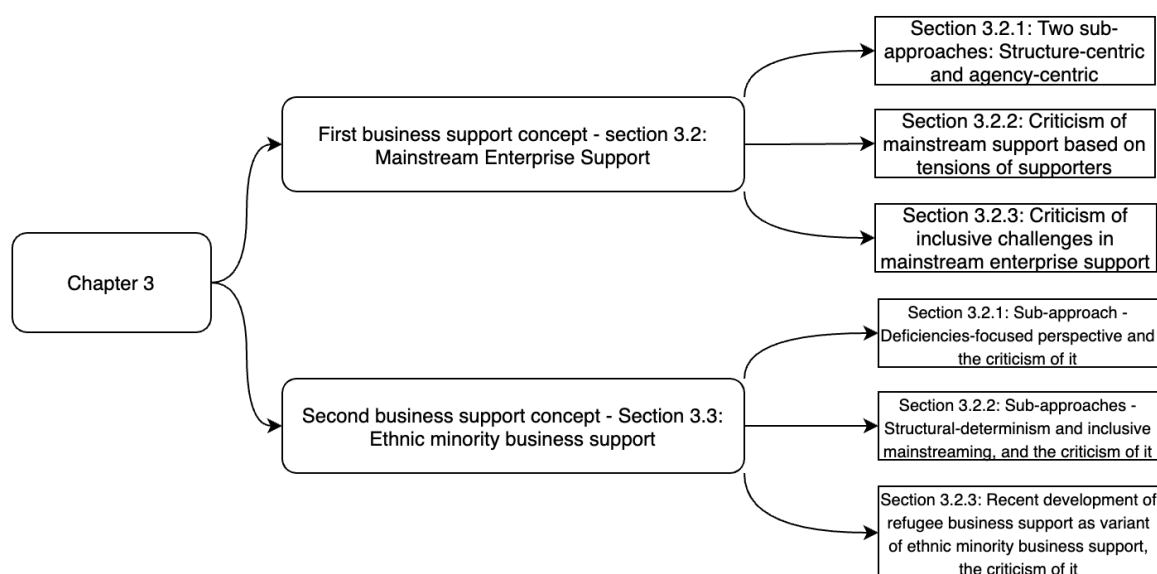
Figure 5 Literature review flow and chapter map (Researcher's work)

By identifying the two main streams of literature mentioned above, this review develops five critical perspectives about the misalignment between the current business support concept and distinctive refugee entrepreneurship:

1) Despite that Chapter 2 discusses the uniqueness of refugees' needs in business support, the homogenising approach remains commonly used in the literature on mainstream business support, which define the limited company size, resources and competitiveness issues are the target of support (Wapshott and Mallett, 2018). Consequently, ethnic identity and distinctive integration journeys of refugees have been neglected (Bruton et al., 2022).

2) Although the multi-dimensional integration process of refugees greatly influences and shapes the socio-economic reality of refugee entrepreneurship, the existing literature on EMB support (EMBS) ignores the specific nature of refugee journeys compared to that of migrants and ethnic minority natives (Ram et al., 2022; Richey et al., 2021).

3) Existing EMBS literature tends to construct the role of support in dealing with individual deficiencies in the new environment and structural barriers by highlighting ethnic resources, entrepreneurs' inabilities, and institutional exclusion of host countries (Rath and Swagerman, 2016). Nevertheless, these efforts misrepresent refugees whose agency could be severely restricted and their integration journey, as the 'background' of entrepreneurship, might also be severely impeded (Ager and Strang, 2010).

4) Scholars have redeveloped the EMBS to reflect refugees' entrepreneurial characteristics very limitedly, mainly through adding additional support elements to EMBS practice. The development, however, remains confined to the prescription level and fails to criticise existing concept or build RBS concept that is more sensitive to the socio-economic challenges of refugees posed by their integration journey.

5) In both literature streams, business support is defined and evaluated within the context of small business management, such as entrepreneurship, trading, and growth (e.g., Boter and Lundström, 2005). However, for refugees, entrepreneurship is not just an economic activity that is 'influenced' unidirectionally by other dimensions of integration, but also an instrument that exerts facilitating/inhibiting effects on other dimensions (Shneikat and Alrawadieh, 2019; Spencer and Charsley, 2021). Within the existing conceptualisation of business support, it is difficult to understand the deeper and broader implications of business support for refugees.

This chapter is divided into two main sections, a critique review of the mainstream business support and EMBS concept and approaches, respectively. These critiques also inform the theoretical gaps that need to be addressed through a well-crafted RBS framework in this study.

3.2 Enterprise support concepts and approaches

3.2.1 Structure-centric and agency-centric approach

Research on entrepreneurship and small businesses suggests that external support can significantly improve the success of entrepreneurs (Cravo and Piza, 2019), as well as the economic development of a given region (Bergman and McMullen, 2022). There are numerous academic studies on the importance of business support for the entrepreneurial intentions, the survival of start-ups, and regional economic development (Cumming and Fischer, 2012; Ram et al., 2012). In general, the term 'business support services' (Mole et al., 2009) refers to public/private/third sector initiatives that facilitate the establishment and growth of businesses and alleviation of barriers encountered by entrepreneurs (Deakins et al. 2003; Högberg et al. 2016; Wren and Storey, 2002). Support services can be provided by multiple actors, including: local authorities (Högberg et al., 2016), non-profit organisations (ibid), for-profit companies, and even independent professionals (Bergek and Norrman, 2008). The main forms of business support are advisory services (Cumming and Fischer, 2012), training and mentoring programme (Waters et al., 2002), and network support (Phillipson et al., 2006) for businesses at different timing and stages (Klyver et al., 2018). Furthermore, incubators, accelerators and

co-working space for early-stage businesses are also emerging forms of business support (Bergman and McMullen, 2022).

However, the concept of business support is still vague. Neoclassical economics provides a basis for the emergence of the business support concept. In neoclassical economic theory, the market is characterised by a dynamic equilibrium between supply and demand, and the rational allocation of resources (Colander, 2000). In many cases, however, SMEs are unable to compete with their larger counterparts due to limitations in their size, resources, and opportunities (Penrose, 1959). Therefore, the neoclassical economic theory emphasises that government and social actors should respond to the emerging 'monopoly power' within the market by providing supportive interventions to enhance small firms' competitiveness and growth (Caves and Porter, 1977). Accordingly, this sub-section focuses on the interventionist business support concept, which entails public bodies and social actors implementing techniques aimed at enhancing entrepreneurship rather than a cursory review of the 'broadly based view of entrepreneurship policy' (Smallbone, 2016, p.202). These included interventions can be summarised as a response to the disadvantages that SMEs face under a size-neutral policy environment and market competition (Wapshott and Mallett, 2018). As this study focuses primarily on business support practices, the 'laissez-faire' approaches to government in the neoliberal ideology are not included in the review (Henry, 2008). Therefore, by reviewing the main forms of intervention in mainstream enterprise support (for entrepreneurs and SMEs in general) literature, two approaches to business support are identified:

1) Structural-centric hard approach: Grounded on the resource-based view (Terziovski, 2010), the hard approach aims to buffer SMEs from the structural disadvantages they face in market environments by providing them with access to additional business resources (Spigel and Harrison, 2018). It focuses on how the survival and growth of SMEs in a given institutional and business environment are constrained by limited available resources for start-ups (Wright et al., 2017). Among the examples are financial investment programs that are tailored to start-ups of all stages (pre-entry and development), including grants and angel investments (Audretsch et al., 2020; Fraser et al., 2015); start-up focused support networks administered by venture capitalists, accountants, lawyers, and other business professionals (Colombo et al., 2019; Kenney and Patton, 2005; Wennberg and Lindqvist, 2010), co-workspaces, and start-up hubs (Srivastava and Khosla, 2023). The purpose of these support activities is to increase start-ups' access to financial capital, human capital, and social capital by optimising the structural environment in which entrepreneurs operate (Spigel, 2017).

2) Agency-centric soft approach: This approach, as opposed to structural-centric, argues that shortcomings in SMEs' own 'soft' skills within the organisations, including leadership, financial planning, teamwork, marketing, and communication skills have resulted in SMEs only having access to limited resources and competitiveness (Glaub et al., 2014; Sawang et al., 2016). Therefore, an agency-centric approach focuses more on helping SMEs improve their knowledge, skills and capabilities through upskilling. This is primarily achieved through the development of internal human capital to facilitate the organisation's ability to proactively access external opportunities and resources. A few examples include advisory and long-term mentoring (Arshed et al., 2021; Kösters and Obschonka, 2011), management skills training (McKenzie, 2021), and communication and social skills training (Baron and Markman, 2000; Dimitriadis and Koning, 2022).

It can therefore be argued that the structural-centric approach is an exemplary indirect approach that focuses on helping SMEs by enhancing available inclusive opportunities in the business system. It enables start-up firms to operate in a size-inclusive environment, while a direct service model like the agency-centric approach is designed to upskill SMEs to overcome their size-based disadvantages in the competition.

These two approaches provide different theoretical perspectives on the support approaches to assist SMEs to survive and thrive and tacitly demonstrate the importance of distinguishing the needs of start-ups from those of established large companies. Recently, however, the concept of mainstream business support for SMEs has been criticised for heavily homogenising and ignoring start-ups' diverse characteristics (Elo et al., 2020; Wapshott and Mallett, 2018). It has been shown that this is a reductionist approach that over-simplifies the definition of enterprise support by asserting three commonalities between small businesses: potential, lack of resources, and oppression by the system (Wapshott and Mallett, 2018). However, entrepreneurial identity (Radu-Lefebvre et al., 2021) and refugee entrepreneurship literature (Desai et al., 2021) demonstrate that the entrepreneur's identity, journey, and interplay with the context is a crucial force that shapes their reality of entrepreneurship.

In the absence of an understanding of the underlying reasons that create barriers to different start-ups, enterprise support hardly becomes responsive to diverse needs and the root causes of hindered entrepreneurship (Ram et al., 2012). It is true that entrepreneurs can negotiate with support providers to obtain the best-customised services based on this confined conception (Sawang et al., 2016). However, the concept of enterprise support overlooks the differences between entrepreneurs' identities and journeys among start-ups. Institutionally, because of the business support concept developed on this premise, support services might

be easily focus on the size disadvantages of start-ups without sensitivity to their diverse entrepreneurial journeys. This limits the structural premise of frontline supporters' responsiveness to the demands of a variety of start-ups (Karlsson et al., 2021).

3.2.2 Tensions of mainstream enterprise support: the supporters' perspective

Another major body of contemporary business support research lies in the role of business support organisations. In practice, both the delivery of structural-centric and agency-centric approaches involve the frontline service providers (Cumming et al., 2015). Specifically, agency-centric relies on the interaction between supporters and service recipients, which means that differences in strategic decisions of support organisations could intervene in this progress and result in divergent outcomes (Mole and Bramley, 2006; Sawang et al., 2016). Although most Organisation for Economic Co-operation and Development (OECD) countries encourage to offer business support to SMEs (Mole et al., 2009), the relationship between the design of this support and the outputs is still widely contested. There has been a long-running debate over nearly two decades of research about the best way to ensure that the outcomes of publicly funded business support outweigh its financial costs (Dyer and Ross, 2007). A widespread neoliberal regime also further demands tests of the efficiency of support; otherwise, the high social service costs and low economic returns may result in further budgetary cuts (Irwin and Scott, 2023).

As an effective measurement of publicly funded business support, the breadth and depth of the agency-centric approach have been proposed (Mole et al., 2011). In addition to evaluating the UK's Business Links and their replacement, 'Local Enterprise Partnerships and Growth Hubs', this measure has also been used to assess the delivery of government-outsourced projects undertaken by business support organisations (Mole et al., 2009). The depth of support indicates how intensive the assistance and follow-up counselling are offered; a higher breadth is defined as increased service coverage through cost-efficient light-touch service. In literature, an emphasis on higher service depth compared to the light-touch 'broader' strategy provides more interactive opportunities for supporters to incorporate the characteristics of SMEs, leading to superior impacts on business performance (Mole et al., 2011). Additionally, Sawang et al. (2016) emphasise the value of practical knowledge transformation, collaborative learning, and tailored services on top of a simple 'breadth' and 'depth' duality. An intensive service could help SMEs learn how to perform a task in the long run rather than simply completing a task for them. But to do so, supporters must engage in systematic interaction and build long-term relationship with the businesses (Mole and Bramley, 2006). Even though in-depth, hands-on, and tailored approaches are considered more transformative for SMEs,

many business support organisations still make contrarian choices (ibid). There has therefore been considerable research on the role management of business support organisations to explain the reasons behind their ambivalent 'choice' (e.g., Arshed et al., 2021; Mole et al., 2011).

The process of making a strategic choice for support organisations is viewed as their manoeuvre between institutions, clients, as well as internal pressures (Arshed et al., 2021). In the first instance, the government contracts with grassroots supporters to deliver business support by providing funding (Arora-Jonsson and Larsson, 2021). Because support organisations depend on the public fund to deliver support, sustain the business, and build the team, they have varying degrees of flexibility when developing strategic plans (Cornelius and Wallace, 2010; Mole et al., 2011). With a high reliance on public funding, the 'light-touch' strategy was more effective in matching the pragmatic restrictions of supporters' resources. In contrast, having access to an abundance of industry networks and alternative resources enables supporters to develop a more flexible response to SMEs (ibid).

Thus, as supporters develop support strategies and make choices, they must broker between institutional pressures (target of delivery, core funding, funding period), client pressures (possibly unique needs) and internal pressures ('doing the right thing') to develop situational 'role management tactics' (Arshed et al., 2021). In order to respond to emerging client demands, mainstream supporters often had to go beyond 'traditional repositories' in order to develop contingency measures (Ram et al., 2012, p. 515). Considering this premise, the mainstream enterprise support concept leaves a question mark when it comes to explaining how marginalised entrepreneurs can be accommodated (Pickernell et al., 2022). The concept of mainstream enterprise support tends to homogenize SMEs, so the application of it in practice has in fact bred ambivalence among frontline business supporters when supporting marginalised communities. Frontline supporters are left in a whirlwind of storms as a consequence of these contradictory dilemmas. They are not only hard to gain the flexibility to respond to the diverse needs that they come across, but also difficult to build rapport with diverse communities (Arshed et al. 2021; Kasperová et al., 2022; Ram et al., 2012). Consequently, existing research on business supporters has been a wake-up call for this homogeneous approach to the concept of business support, which not only ignores the diversity of entrepreneurial identities and journeys, but also leads to conflicting strategic positions for business supporters and limited frontline support efficiency. Furthermore, this theoretical argument also could inform why mainstream services fail to attract diverse entrepreneurs, including ethnic minorities, migrants, and refugees (Kasperová et al., 2022; Ram et al., 2022).

3.2.3 Inclusive challenges of mainstream enterprise support

Currently, the debates in the mainstream enterprise support literature are revolved around the different approaches (Sawang et al., 2016), efficiency (Mole et al., 2011), and enablers and inhibitors of support delivery (Arshed et al., 2021; Cumming et al., 2015). In the concept development of enterprise support, however, the diversity of entrepreneurs does not appear to become the focus. As a result, existing enterprise support lags behind the policy debate on inclusive entrepreneurship that has developed in recent years (Bakker and McMullen, 2023; OECD, 2023). Viewing diverse SMEs homogeneously has allowed many quantitative studies to monitor the performance of support services conveniently, providing much guidance for policy development (e.g., Rostamkalaei and Freel, 2017). This trend, however, can result in those marginalised entrepreneurs whose unique needs are not only not met in mainstream services but are also misrepresented in positivist evaluations (Elo et al., 2020; Ram et al., 2012).

In general, the existing concept of enterprise support draws upon an essentialist perspective to explain the functionality of support and the recipients' needs. In this way, the commonalities like disadvantaged size and limited resources of start-ups are seen as their core needs in defining 'what and who should be supported' (Dana et al., 2022; Pickernell et al., 2022). However, this leads supporters to attribute the frustrations facing SMEs simply to business capacities; whereas entrepreneurs' diversity and journeys are not adequately appreciated (Dana et al., 2022; Ram et al., 2017). The interplays between entrepreneurs' diversity and their socio-economic activities challenge the inclusivity of the mainstream enterprise support concept. This further creates a paradox for frontline business supporters to access and win the trust of marginalised entrepreneurs (Arshed et al., 2021; Scott and Irwin, 2009). From the supporter's perspective, the mainstream enterprise support concept 'regulates' supporters' actions through institutional resource allocation, which also confines what is the repertoire of mainstream support activities (Mole et al., 2011). Consequently, the mainstream concept fails to provide the necessary prerequisites for supporters, such as time, core funding, and knowledge, to react to the diversified needs of heterogeneous SMEs (Arora-Jonsson and Larsson, 2021).

From the perspective of a recipient, the entrepreneurial journey is a process of socially constructed learning. Entrepreneurs draw information from those around them and from their own experiences to develop their vision, behaviour, and attitude to entrepreneurship (Bhansing et al., 2020). Literature on entrepreneurship, for instance, has highlighted the

influence of elements such as the entrepreneur's socio-economic identity (Dana et al., 2022; Kasperová and Kitching, 2014), life issues (Kisfalvi, 2002), and ethnic background (Ram et al., 2022) on entrepreneurial challenges. This comes from a wider discussion about how various social identities generate various challenges for entrepreneurship and may require tailored support interventions. For example, sexual minorities (Essers et al., 2022), gender perspective (Aman et al., 2022; Ozkazanc-Pan and Muntean, 2021), ethnic minorities (Ram et al., 2012), and disabilities (Kašperová and Kitching, 2014). It is true that some impacts of social factors still can be covered by the mainstream enterprise support concept. For example, long-term counselling and capital building for entrepreneurs with no management experience, as well as grants for entrepreneurs who lack start-up capital are also helpful in enhancing minority entrepreneurs' access to resources (McKenzie, 2021). However, simple reductionism of the enterprise support concept does not help enact an inclusive business support system to be sensitive to the complex business needs of diverse entrepreneurship adequately. This only leaves a long-lasting marginalised position for minority entrepreneurs in the mainstream business support system (Alkhaled and Sasaki, 2022).

The distinctive agency and journey of ethnic minority entrepreneurs is an important and good example of the challenges in applying mainstream enterprise support concept in accommodating minority entrepreneurs' characteristics. Organisational size is indeed a critical constraint for ethnic minority businesses (EMBs), preventing them from accessing more resources, opportunities, and developing sustainable competitive advantages (Huang and Liu, 2019), thereby placing them in a disadvantaged position in the marketplace. However, a simple reductionist approach to discussing only the operational constraints of EMBs is insufficient (Bruton et al., 2022). Many studies on entrepreneurship and organisations have ignored the role of ethnicity and migration journeys in shaping the encounters and moves of EMBs (Ray, 2019) -- namely the 'racialised structure' and 'racialised agency' of entrepreneurs (Bruton et al., 2022). Due to the context in which they operate, EMBs' actual needs for 'business support' are significantly shaped, and a race-neutral approach further diminishes the already limited socio-economic representation of ethnic minorities in mainstream enterprise support (Bruton et al., 2022). The racialised identity of entrepreneurs links to their dilemmas such as language barriers, suppressed social capital, limited collateral and credit history, limited trust in host country institutions (Kašperová et al., 2022), the 'credentialing of whiteness' (Nelson et al., 2023; Ray, 2019, p.36), and implicit prejudice from their customers (Liu et al., 2020).

Furthermore, ethnic minorities have also generated assets and agency through their ethnic background. For example, solidarity and the intention to improve the racialised structure of the

community (Bengtsson and Hsu, 2015), and mobilising international links and cultural assets (Lorenzen and Mudambi, 2013). It is vital to recognise that these racialised dilemmas and opportunities not only demonstrate the influence of racialised socio-economic realities on small businesses, but also reveal the dangers of ignoring these structures when conceptualising business support.

It may be argued that race-neutral is a precautionary view to avoid conceptual silos and the reinvention of wheels. Even though there are research claims to develop a universal 'common theoretical conversation' to address unconventional entrepreneurs' needs, they also affirm the need to pay specific attention to the connection between belonging to a particular social group and barriers in entrepreneurship (Bakker and McMullen, 2023, p.1). Certainly, the presence of ethnic-related agencies and barriers provides further evidence that this connection exists, and that separate conceptual effort is necessary. Therefore, ethnic minority business support (EMBS) research has gained considerable momentum over the last thirty years as a response to the distinctive barriers of EMBs. Therefore, the next section provides a systematic critical review of EMBS literature.

3.3 Ethnic minority business support perspectives and refugee communities

3.3.1 Deficiencies-focused perspective: overlooking the distinctive journeys of refugees

A prerequisite to examining the relevant literature in EMBS is the clarification of how the definitions of ethnic minorities and migrants are used in EMBS. An ethnic minority is generally defined in economic geography as an individual that belongs to an ethnic community that has less population than the major ethnicity in society, and they share ethnic social norms, culture, and language with other co-ethnic members (Jones et al., 2010). The concept of migrants, on the other hand, has been widely used in the development of transnational entrepreneurship to refer to groups of people who have autonomy, choose to migrate by crossing borders, leaving their home countries and undertaking risks in order to engage in economic activity abroad (Parker, 2009).

However, in contemporary EMBS literature, the terms 'ethnic minority' and 'immigrant' are often used interchangeably. They are mainly merged to discuss the racialised socio-economic reality of entrepreneurship within the host social structure (Honig, 2020). The main outcome of this mix highlights how 'race' is related to entrepreneurial barriers, which challenges the homogeneous approach in the mainstream enterprise support concept and highlights the

unique circumstances and needs of ethnic minorities (Bruton et al., 2022). Specifically, EMBS discusses how 'racialised' identities negatively affect entrepreneurial activities in host countries (Dabić et al., 2020). For instance, limited social resources, ethnic segregation (Honig, 2020), cultural distance, constraint and being trapped in informal and enclave economies (Alkhaled and Sasaki, 2022), forced entrepreneurship (Chrysostome, 2010), limited access to funding (Kasperova et al., 2022). A key result of this barrier debate has been the birth of the 'deficit-model' approach to EMBS (Ram, 1998, p.146). Deficit-model interventionism is widely used in social work studies, which emphasises 'focusing on the individual's weaknesses' when providing external support' (Akerlund and Cheung, 2000, p.279). This approach can also be viewed in EMBS as an inclusive explanation of the agency-centred approach found in mainstream enterprise support. According to the 'deficit-model', ethnic minority entrepreneurs' aspirations and moves are constrained by their racialised identity and limited abilities (Fregetto, 2004; Morris et al., 2020). For example, language skills, social connection, cultural adaptation etc. Thus, the deficit-model is raised to be sensitive to these constraints so that entrepreneurs themselves can receive appropriate and responsive services (Oc and Tiesdell, 1999; Ram, 2019; Sithas and Surangi, 2021).

As part of the 'deficit-model', EMBS practices are designed to address the perceived deficiencies of entrepreneurs at a personal level by adding targeted support elements to the agency-centric approach, for example, through language, culture, management literacy, and mentoring programmes (Rath and Swagerman, 2016). In terms of the format, this approach is largely inherited from the 'agency-centric' approach in mainstream enterprise support, which is structured around the 'deficits' of small organisations. The main differences between them lie in: 1) the different outputs of the reductionist ideology, with the deficit-model employing the racialised identity-related skill deficiency and moving beyond the organisation-level symptoms to explain the EMBs' particularistic needs (Ram et al, 2012); 2) that the deficit-model transcends the essentialist mindset of mainstream enterprise support in favour of the heterogeneity of 'communities' (Vertovec, 2007).

In practice and theory, the deficit-model has been challenged. Practically, there is a contradiction between the deficit-model and hostile immigration policies in many host countries. As the deficit-model emphasises attention to the entrepreneurial characteristics of ethnic minorities and the response to deficits, support organisations need to construct knowledge of diverse minority communities, and invest in support resources, time and energy to coin reaction (Ram et al., 2013). However, given dominated role of mainstream enterprise support in business system and a hostile environment, the allocation of support resources and attention to marginalised communities is further limited (Deakins et al., 2003; Hall, 2021). This

can result in: supporters not having the capacity to reach out to newcomer communities, and not having the resources to learn and respond to the differences and needs of different ethnic communities (Arshed et al., 2021).

The 'deficits' of newly settled communities cannot be compared with those of long-established and well-connected ethnic communities (Ram et al., 2012). The use of the deficit-model with limited support resources may result in supporters misusing their knowledge of well-represented ethnic minorities in order to serve a wide range of diverse EMBs. Therefore, supporters' resource dilemma could isolate underrepresented newcomer communities even more, thereby creating 'new hierarchies' and inequalities (Ram et al., 2013). Due to this, supporters' trust-relationship with the diverse community is impacted, and the knowledge-building pipeline is missed, their capacity to engage a wide range of EMBs is, therefore, further constrained (Scott and Irwin, 2009; Ram and Trehan, 2010).

In theory, the deficit-model has long been based on an ethnic-centric approach. The model does not offer a migration and integration perspective to examine the differences between refugees' and other migrants. Despite the significant differences in refugee and migrant journeys noted in the literature on refugee integration (Parker, 2009, Spencer and Charsley, 2021), ethnic-centric support homogenises refugee and migrant integration journeys at the micro level and fails to be sensitive to the unique impacts of diverse journeys on refugees' entrepreneurship.

Based on the limitations of the deficit-model, some other scholarly work with a structural focus identifies the limiting effects of 'impaired opportunities' for ethnic minorities, for example, the lack of inclusiveness of the financial system, the exclusion of regional business ecosystems, and the crisis of trust between EMBs and institutions, etc. (Berntsen et al., 2022). These works critique the deficit-model's neglect of the host country's socio-economic structure and its limitations in creating positive social change systematically in the long term (e.g., Honig, 2020; Ram, 2019; Rath and Swagerman, 2016). Hence, they advocate overcoming the drawbacks of the deficit-model by further examining the structural disadvantages and impaired opportunities that host socio-economic systems create for ethnic minority entrepreneurs (Kloosterman, 2010; Sinkovics and Reuber, 2021). As a parallel to the deficit-model, the next subsection discusses the development of this structural-determinist model and the limitations associated with it.

3.3.2 Structural-determinism and inclusive mainstreaming: ignoring impaired refugee agency

In addition to the individual-level approach, the structural-determinism approach dedicates to assisting ethnic minority entrepreneurs in overcoming the chronic structural dilemmas they face. Many scholars have argued that the 'structural-centric' approach of mainstream enterprise support should be redeveloped in order to provide better access to opportunities tailored to the excluded minority entrepreneurs (e.g., Kloosterman, 2010; Lassalle and Shaw, 2021; Rath and Schutjens, 2019). In conjunction with the discussion above regarding the limited resource and attention allocated for EMBs in mainstream enterprise support systems (Arshed et al., 2021; Mole et al., 2011), deficit-model support cannot be guaranteed to be sustainable and flexible in this top-down support structure (Ram and Smallbone, 2003). Scholars advocating the structural-determinants model believe that the socio-economic challenges face by ethnic minority entrepreneurs cannot be radically changed through grassroots activism, especially when such frontline delivery is project-based, short-term and difficult to sustain (Dheer, 2018; Ram et al., 2012; Yamamura, 2023).

The structural-determinants model is based on the well-known mixed embeddedness theory (Kloosterman and Rath, 2001). Similarly, the structural-determinants model embraces that ethnic minority entrepreneurs' motivations, capital, and entrepreneurial practices are heavily shaped by the host institutional and social environment (Kloosterman and Rath, 2001; Kloosterman, 2010). Specifically, the lack of credit history, market ghettoisation, unrecognition of educational qualifications, complex bureaucratic processes, and access to bespoke support faced by ethnic minorities demonstrate how the institutional environment creates barriers to EMBs' embeddedness (Baycan-Levent and Nijkamp, 2009; Honig, 2020; Ram et al., 2017). Furthermore, the embeddedness perspective also elucidates the effects of the destination social system to which ethnic minorities are subjected, a concept referred to as social embeddedness (Kloosterman, 2010). Among these are exclusions based on racism, religion, entrepreneurial culture, social norms etc. The combination of these two types of embeddedness shapes the opportunities available to ethnic minorities with specific entrepreneurial capital and resources (Ram et al., 2017). Therefore, the structural-determinants model promotes an institutional environment that is inclusive of ethnic minorities' needs by advocating for policymakers to initiate changes.

In addition, there is a third EMBS perspective which comes from entrepreneurship scholars' concerns about the 'infinite decomposition of science and practice' around minority entrepreneurship. Their argument is holism-based, which suggests that minority business support is often a result of institutional dysfunction, and that the difficulties experienced by unconventional entrepreneurs can be attributed to a non-inclusive system (Bewaji et al., 2015; Elo et al., 2020; Ibrahim and Galt, 2011). Accordingly, they advocate the continuous

moderation of mainstream enterprise support through a bottom-up approach to achieve the inclusion of disadvantaged minority entrepreneurs (Alexander et al., 2007; Blackburn et al., 2007). A social equity perspective emphasises the importance of providing 'equivalence of outcome/input ratios' to enable all entrepreneurs to pursue and benefit equally from enterprise support (Cook and Hegtvedt, 1983, p. 218). Conversely, inequality emerges. Consequently, mainstreaming advocates that equity can best be achieved by continuously integrating the needs of minority entrepreneurs into mainstream practice through localised pilot programmes - to provide equal benefits of business support available to different populations (Bakker and McMullen, 2023). Therefore, neither agency-centric nor structural-centric interventions provide sustained momentum to address this structural inequality.

Not only ethnic minorities, but also sexual minorities, persons with disabilities, and women may have distinctive needs for business support (Guercini and Cova, 2018; Miller and Le Breton-Miller, 2017). Regarding supporting ethnic minority entrepreneurship, both mainstreaming and structural determinism see institutional and policy change as the key outcome of EMBS. Although their philosophical paradigms are quite different, structural determinism still relies on a reductionist tendency to attribute business impediments to the contradiction between ethnicities and institutional regulations (Aterido et al., 2011; Sawang et al., 2016), thereby appreciating institutional adjustments to adapt to the new needs in business support. The mainstreaming view, however, focuses on the holistic functioning of support in the host country, emphasising the inclusion of unconventional needs in the mainstream enterprise support; as well as the continuous improvement and invention of enterprise support as an underpinned mechanism (e.g., Pagano et al. 2018). Not only should the needs of EMBs be transmitted from the bottom up, but the plight of broader minority entrepreneurs (Bakker and McMullen, 2023). Consequently, this perspective does not focus on racial segmentation at the individual level, but rather advocates for systemic inclusion for all minorities. According to its manifesto, this approach leads to a different design of support than structural determinism.

Currently, based on the discussion of Blackburn et al. (2007) and Ram et al. (2012) on mainstreaming business support, three necessary dimensions could be summarised in order to achieve inclusive mainstreaming. They are: 1) institutional legitimisation of minorities' needs to avoid the stigmatisation and exclusion of minority entrepreneurs from mainstream enterprise support; 2) Establishing bottom-up learning mechanisms to allow mainstream support to learn from localised pilot support projects; and 3) Continually improving mainstream enterprise support through policy adjustments to accommodate the needs of emerging

entrepreneurial activities. To achieve this, mainstream enterprise supporters must possess the knowledge, skills and resources required to meet the needs of diverse entrepreneurs.

Mainstreaming offers a new approach to thinking about business support based on the holism tendency. Applications of mainstreaming are recognisable in the literature, such as the collaboration between community supporters and mainstream enterprise support agencies (Ram et al., 2012), and local stakeholder consultation and engagement (Blackburn et al., 2007). The question remains, however, whether policymakers could consistently invest in and engage with this bottom-up knowledge-sharing pipeline. Especially, as neoliberal and hostile policies deepen in Western countries, institutional investment in marginalised ethnic minority entrepreneurs may be further suppressed (Hall, 2021).

Although both EMBS approaches in this section use structural changes to address the plight of ethinic minority entrepreneurs, the highly structure-centred approach has been widely critiqued for failing to acknowledge the agency of EMBs (Sepulveda et al., 2011). Given the diversity of entrepreneurial experiences, it is dangerous to ignore personal journeys and the interplay between agency and structure (Hvinden and Halvorsen, 2018; Villares-Varela et al., 2022). For example, entrepreneurs may be inclined to distrust mainstream support due to past experiences (Ram and Jones, 2008). In refugee entrepreneurship, not only do refugees develop corresponding entrepreneurial motivations for building social identity, upward mobility (Adeeko and Treanor, 2022) and self-reliance (Hacamo and Kleiner, 2022), but also to deal with hostile integration. The 'non-monetary aspects' of their journey also may push them into entrepreneurial activity (Villares-Varela et al., 2022, p. 1140). For example, refugees who have experienced immigration detention and toxic public attitudes may develop a strong desire for freedom, a desire for a positive social image, and a desire to connect with / isolate from past identities (ibid). The interplay between these factors shapes not only the reality of refugee entrepreneurship but also the barriers they face (Chakraborty, 2022). As a result, structural approaches to EMBS ignore the impact that 'non-monetary aspects' of refugee integration have on entrepreneurial activity, which also obscures the uniqueness of RBS.

3.3.3 Limited refugee business support: the gaps of defining refugee business support

There has been some sporadic works on the topic of business support for refugees in recent years. These works have largely focused on critiquing existing mainstream support services and emphasising refugees' plight rather than exploring the practice of existing refugee business support. For instance, Bikorimana and Whittam (2019) refer to there is a limited amount of ethnic knowledge held by these mainstream support agencies, as well as a lack of

institutional structure and resources to build this knowledge. Additionally, mainstream support agencies have neglected entrepreneurs' diversified trajectories and characteristics, which also contributes to this ambivalence. Accordingly, their work corroborates the main criticism of this study on mainstream enterprise support: mainstream support services are characterised by 'simplistic' reductionist tendencies that reduce the plight of businesses simply to the level of organisational scale rather than to the wide range of characteristics and social experiences of refugee entrepreneurs (Spencer and Charsley, 2021).

Although RBS has not yet been examined independently as a concept that differs from mainstream enterprise support and EMBS, some recent literature has advocated the redevelopment of EMBS to address refugee entrepreneurs' unique challenges. These articles emphasise the distinctive needs of refugees that business support services should further incorporate by adding new elements of support. A number of examples are provided, including: specialised community outreach (Nayak et al., 2019), pre-startup literacy (Harima, 2022), expectation rationalisation (Qin, 2023), building social connections (Nijhoff, 2021), changing stigmatised identities (Legrain and Burridge, 2019), alleviating anxiety and empathising with personal circumstances (Harima et al., 2019). On the basis of empirical evidence, these works demonstrate indirectly that EMBS only provides a limited level of inclusion for refugees and therefore needs to be redeveloped in order to meet their needs. It is unfortunate, however, that although the above RBS-related work offers many perspectives on developing new support services, it remains primarily prescriptive. As a result, these proposals do not engage with the underlying reasons of refugees' distinctive business support needs, i.e., two-way, multi-dimensional integration based on individual trajectories and the host country context (Ager and Strang, 2010). Consequently, they have been unable to construct and provide an effective RBS concept for understanding and responding to the dynamic, always-changing refugees' needs and the holistic impact of support on refugees (Desai et al., 2021).

Furthermore, in conjunction with Arshed et al.'s (2021) examination of the supporter's dilemma, it is evident that there are rare institutional incentives for the accumulation and building of supporters' refugee knowledge due to the absence of appropriate concepts related to refugee business support (e.g., resources, time, means). This is also evidenced in empirical work, as Bikorimana and Whittam (2019) found that although many supporters in frontline services identified different needs of refugees and migrants in business support (e.g., entrepreneurial literacy, language, frequently forced entrepreneurship, traumatised entrepreneurship, etc.), there was a lack of institutional environment and flexibility (e.g., resources, time, measurement) for supporters to feedback and capitalise on this community-related knowledge to drive transformative change in support design. Refugee entrepreneurs are further marginalised as

a result of institutional indifference to their needs. This explains the first theoretical gap that has to be addressed in this study.

Moreover, current concepts of business support are highly economic narrative-based, ignoring the value and importance of business support as a component of the reconstruction of refugee lives (Spencer and Charsley, 2021). This has created an intellectual gap in what constitutes 'bespoke' business support for refugees in precarity. Considering the definition, it is essential that RBS serves the basic economic function of assisting entrepreneurs in overcoming entrepreneurial obstacles to launch, survive, and thrive (Högberg et al., 2016; Wren and Storey, 2002; Mole et al., 2011). In the contemporary definition of business support, non-monetary elements are largely neglected. According to Villares-Varela et al. (2022), refugee newcomers' needs in business support are shaped by their vulnerable living conditions, inhibited capacities, limited agency and autonomy, and other non-monetary aspects as well. For example, limited agency means that refugees are not offered equal options as others in their economic life; a vulnerable life indicates that the relative impact of entrepreneurial risk is magnified, and inhibited capacity means that despite their capacity to make choices, an enabling context that empowers refugees to access resources and transform resources into entrepreneurial activities is structurally absent (see Sen, 1999). As a result of these non-monetary aspects, refugees' vulnerability and integration traits have been found to be connected to their entrepreneurial endeavours, reflecting a link between refugee entrepreneurship and their well-being. The significance of flagging this link in the refugee business support literature is necessary as supporting entrepreneurship (both monetary and non-monetary aspects) may drive holistic effects on refugees' life-rebuilding (Ager and Strang, 2008; Skran and Easton-Calabria, 2020; Spencer and Charsley, 2022). Therefore, the second gap that needs to be addressed in this study is the need not only to define refugee business support by examining the integration journey of refugees in business support, but also to examine RBS holistically within a framework that incorporates both monetary and non-monetary impacts.

In summary, 'holistic view' is essential to understanding RBS. In light of existing research findings (e.g., Ager and Strang, 2008; Villares-Varela et al., 2022), the business support needs of entrepreneurs are rooted in economic mechanics, but are shaped by complex non-monetary conditions (Ton et al., 2021). It is therefore necessary to move beyond the simplistic ethnic-centric approach in order to disentangle the business support needs of refugees and migrants, due to their highly heterogeneous social experiences. In contrast, being caught in an endless reductionist cycle and limited institutional resources sphere may cause the voices of some well-represented refugee communities being amplified in practice, resulting in new inequalities

in policy and structure (Bakker and McMullen, 2023). It is, therefore, necessary to embrace an individualised-inclusive approach to the effectiveness of RBS, thus defining RBS and examining its significance in the life-rebuilding of refugee entrepreneurs based on their holistic conditions and needs (monetary and non-monetary).

3.4 Conclusion

As a result of this critical review, two traditional approaches to mainstream enterprise support, based on reductionist tendencies have been identified - the structural-centric approach and the agency-centric approach. The two approaches engage with SMEs' external resource offerings and individual-level capacity to access resources, respectively, to address the bottlenecks to the survival and development of SMEs. Despite this, the simplistic reductionist tendencies of these two approaches ignore the importance of entrepreneurial characteristics, agency, and personal journey. To compensate for the lack of inclusiveness inherent in mainstream enterprise support, EMBS has been proposed as a concept to address racialised conditions. A review of related EMBS literature identifies three theoretical approaches as part of the development of this 'niche' concept: the deficit model, the structural-determinist model, and the inclusive mainstreaming approach. The first two approaches propose ethnic-centric interventions at individual and institutional levels by redeveloping the mainstream enterprise support concept for EMBs. It should be noted, however, that these approaches could be significantly constrained by hostile context and economic policy, which would pose a serious challenge to the development of supporters' knowledge on diverse entrepreneurship and corresponding reaction. The third holism-based mainstreaming advocates avoiding the theoretical disaggregation of low-level attributes, such as gender, race, sexual orientation, and age, and instead advocates the development of an inclusive mainstream enterprise support at the institutional level to facilitate the inclusion of 'unconventional entrepreneurs'.

These conceptual categories and the five approaches, however, do not adequately address the unique needs of refugees. Accordingly, this challenges the efficiency of existing support practices in building refugees' entrepreneurial capability (Harima et al., 2019; Ton et al., 2023; Sen, 1999). Aside from the economic narrative, there are also non-monetary aspects like refugees' agency, social integration, trauma, and confidence that are not addressed in existing definitions of business support. This neglect may result in theoretical indifference to the unique situation of refugees, which may lead to exacerbated hostile environments. Additionally, the five existing approaches do not provide a comprehensive understanding of the role of refugee business support that takes into account refugee integration as a condition (Spencer and Charsley, 2021). As a result, it's urgent to address the two corresponding theoretical gaps that

this study identifies: the need to conceptualise refugee business support, and unfolding the holistic impacts of refugee business support.

Chapter 4 Conceptualising practically-adequate refugee business support: A theoretical framework

4.1 Introduction

'The freedom to have any particular thing can be substantially distinguished from actually having that thing.' ----Sen (2005, p.155)

A theoretical framework is a system of relationships between concepts and assumptions, which provides navigation for the methodology, data analysis, and interpretation of this study (Anfara Jr and Mertz, 2014). The literature review chapter criticises existing business support approaches for failing to address refugees' distinctive needs. Therefore, this study intends to fill this gap in this chapter by developing a theoretical framework that seeks to conceptualise a practically-adequate RBS. However, although a utopian approach to RBS may theoretically meet all refugees' needs, this might not provide a realistic guide to facilitating changes in the real world. Therefore, before moving forward with this chapter, it is important to clarify what epistemic position is being applied in this study for the conceptualisation of RBS.

As a means of addressing this 'valid' issue about theoretical development, this study employs Sayer's (2000) 'practical adequacy' as the criterion for the development of the RBS concept. Practical adequacy highlights that 'knowledge must generate expectations about the world and about the results of our actions that are actually realized'. (Sayer, 1992, p.69). Hence, in the context of RBS, practical adequacy indicates it is imperative to construct knowledge that can guide practices to address pressing refugees' barriers and be continually sharpened in practice. This signifies the new concept should be crafted to extend the existing body of knowledge, explain existing refugee business support practices, advance supporters' practices and respond to refugees' distinctive needs. Specifically, this means theoretically developing a 'practically-adequate RBS' that can be genuinely applied by supporters, is sensitive to the distinctive needs of refugees, and guides the design of support activities.

This chapter, therefore, symbolises the first step in the construction of practically-adequate refugee business support in this study - advancing existing knowledge. This is done by developing a new theoretical approach to address the neglect of refugees' distinctive needs in the existing business support literature.

This chapter builds on the CA framework in order to provide a conceptual development of RBS that is sensitive to individual journeys, agency, and marginalised socio-economic situations. Through this process, this study could move beyond the simplistic reductionism and holism approach of current business support knowledge. Despite the primary purpose of the framework in this study is to theorise the distinctiveness and impacts of RBS, the framework can be applied extensively to examine how support services or policies influence marginalised groups' entrepreneurship. It is also one of the many exemplary applications of CA in economic policy and social services research (e.g., Alkire and Foster 2011; Ansari et al. 2012; Anand and Sen 2000; Kroeger and Weber, 2014; Walker and Unterhalter, 2007).

The Figure 6 below illustrates the distinctiveness and expected impact of practically-adequate RBS in establishing refugees' entrepreneurial capability within a CA framework, having taken refugee integration into account as the socio-economic context of refugees' entrepreneurial reality. The rest of this chapter elaborates on this framework step by step. The section 4.2 elaborates on the CA approach and the necessity of using CA in conceptualising RBS to overcome the knowledge gaps. With CA, section 4.3 discusses how the refugee integration journey distinctively shapes the challenges and needs of refugees in exploring entrepreneurship. This provides a platform for exploring the idiosyncrasies of practically-adequate RBS. The chapter then discusses four CA-informed avenues by which RBS is structured to act on the process of refugee transforming external opportunities and resources to enhance refugee capability in entrepreneurship (4.4). A theorisation of the potential comprehensive impacts of this RBS on entrepreneurs is presented at the end (4.5).
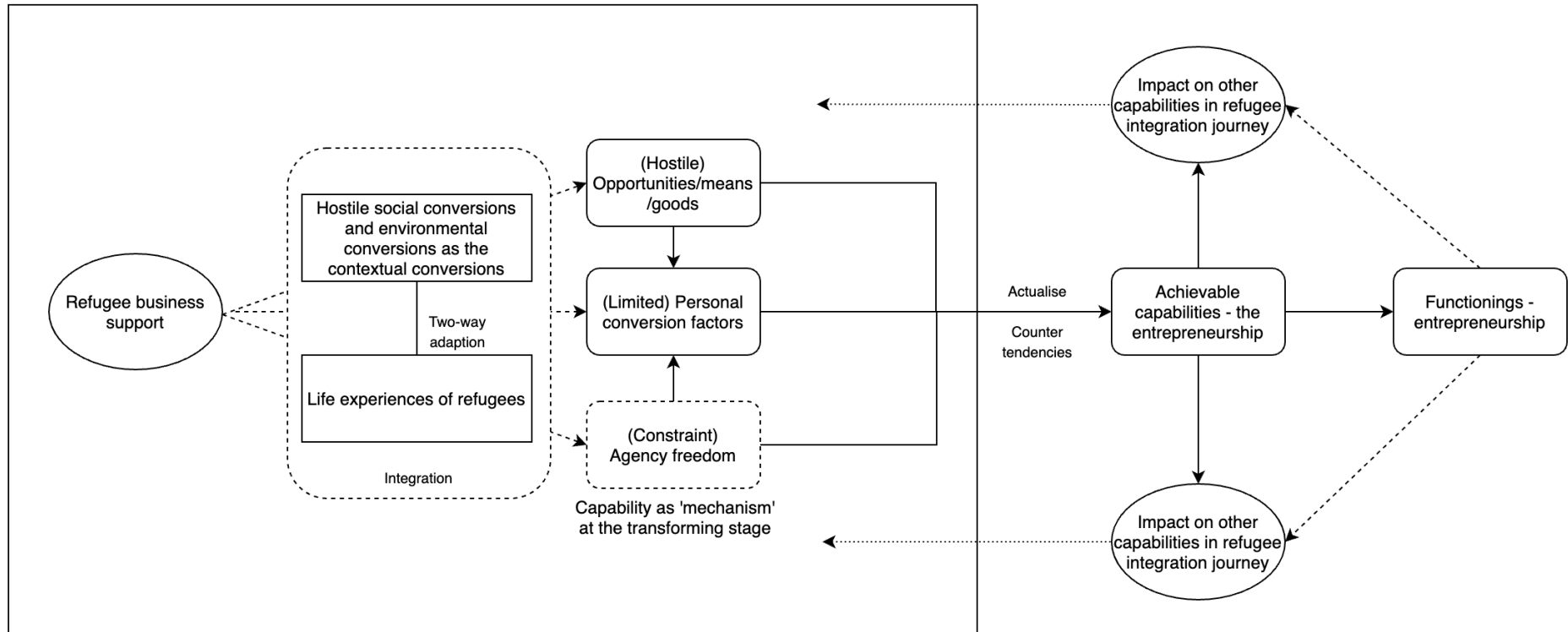
Figure 6 Theoretical framework of practically adequate RBS and its impacts (Researcher's work)

4.2 Developing CA-informed conception of RBS

4.2.1 The background and original framework of Capability approach (CA)

Background and history of CA

This chapter constructs a new theoretical framework to conceptualise the practically-adequate refugee business support and its impact on refugees. This is achieved primarily through introducing the capability approach (CA) (Robeyns, 2011; Sen, 1999; Ton et al., 2021) to unpack the interconnection between refugee integration and their entrepreneurial capability.

Regarding the conceptualisation and history of the CA framework, it was first pioneered by Amartya Sen in a series of research works in the late 1970s (e.g., Sen, 1974; 1979). Rather than relying solely on past resourcism evaluative accounts of human well-being through their resources and goods, CA is a concept that combines the goods that people can access in a given social structure with the purpose that is of significant value to the individual. Essentially, Sen (1999) defines CA as a philosophical framework for assessing individuals' well-being - whether they can exercise their valued 'doings and beings' in a given social context (Nielsen and Axelsen, 2017) - such as being educated, economically independent, healthy, and married. 'Doings and beings' are referred to as functioning in CA. CA refers to the collection of functionings that an individual can achieve or arrive at (not necessarily have already achieved) within a particular social context as a set of capabilities (Robeyns, 2005; Sen, 1999).

Several philosophers, including Martha Nussbaum, Ingrid Robeyns, and Sabina Alkire, have developed CA in two complementary ways: by developing its domain of application and by studying its philosophical foundation. For example, Martha Nussbaum (2011) proposes a partial theory of justice based on CA by highlighting a list of capabilities that are central and fundamental to human social life. Ingrid Robeyns (2005) provides a theoretical distinction between CA and other well-being evaluation methods and its role in addressing social and gender inequality. Sabina Alkire and James Foster (2011) developed the Alkire-Foster method based on CA, which has been widely used by many countries and the United Nations, to design evaluative metrics for identifying poverty and the impacts of policy interventions on poverty. CA has also been widely used in human development studies (Fukuda-Parr and Kumar 2003) as a means of unfolding people's structural challenges and the reasons and impacts of policies. Such applications include, for example, the role and evaluation of health justice (Ruger, 2009), education justice (Walker and Unterhalter, 2007), agency and freedom

(Keleher and Kosko, 2019; Pettit, 2003), corporate social responsibility (Giovanola, 2009), and opportunities in the labour market (Orton, 2011) etc.

The original framework of CA

Based on the shared view in Sen (1999), Robeyns (2005) and Nussbaum (2011), the original framework of CA consists of several core concepts and the relationships between them: agency freedom; opportunity, goods and means (OGMs); personal conversion factors (PCFs); social conversion factors (SCFs) and environmental conversion factors (ECFs).

A person's agency freedom is the basis for their capability, as it refers to whether they can make decisions freely about pursuing a particular functioning. It differs conceptually from option freedom, which indicates an individual's available options within a social or regulatory environment. However, option freedom does not necessarily indicate everyone can equally pursue that option (Pettit, 2003; Watson, 2020). For example, employment and entrepreneurship are both legal and institutionally supported choices for refugees - they have option freedom (Chen, 2013; Pettit, 2003). Multiple factors (such as xenophobia in society, hostile labour market policies, and refugees' skills) make refugees' unable to see/access employment as a choice (Ekren, 2018; Embiricos, 2020). Entrepreneurship might thus be an alternative option.

Opportunities, goods, and means (OGMs) are tangible and intangible resources that may be of interest to individuals in a social context and that can be mobilised as inputs to enable their functioning. These OGMs are directly related to personal conversion factors (PCFs), that is, the intrinsic qualities associated with an individual's use and mobilisation of resources. For example, people may choose to use a bicycle (OGMs) to reach the top of a mountain (a functioning). To use a bicycle, one must have the skills necessary to ride, the knowledge about the mountain, and necessary physical strength (PCFs). Meanwhile, social conversion factors (SCFs) are culture, norms, and policies that impact on individuals' access to and mobilisation of OGMs; and environmental conversion factors (ECFs) are the geographical and natural environment around the individual that impacts on their conversion efforts (Robeyns, 2011). Unlike PCFs, the combination of SCFs and ECFs are all external to individuals and are therefore collectively referred to as contextual conversion factors (CCFs) in this study.

Therefore, the original framework of CA is outlined in Figure 7 below. 'Having a capability' in CA refers to that individuals can successfully transform external OGMs into their valued 'doing and being' in a particular combination of PCFs, SCFs and ECFs.
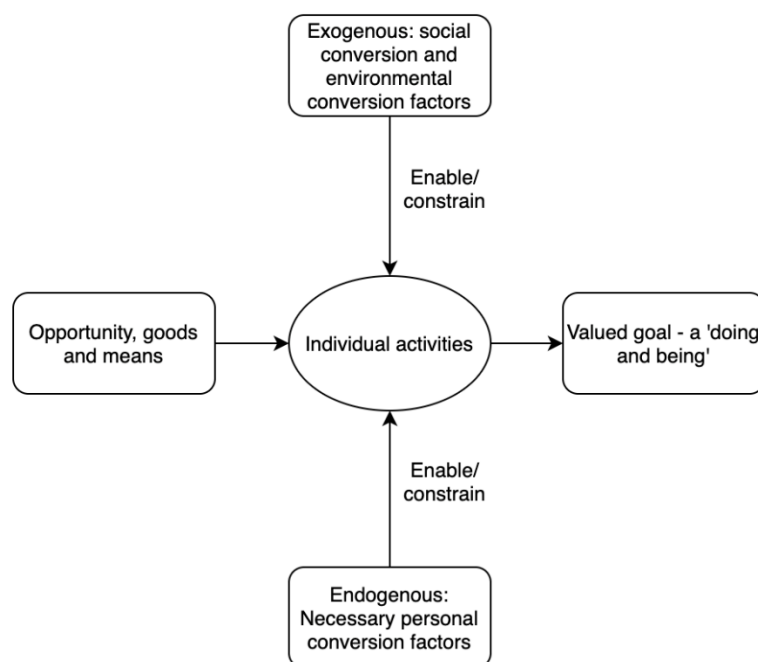
Figure 7 Original core framework of CA transformation (developed from Sen, 1999; Robeyns, 2005; Nussbaum, 2011)

Using the example of refugee entrepreneurship to illustrate these concepts, market opportunities, demand, and raw materials are all OGMs that individuals can access and mobilise in society for enterprise (Shane, 2003). People must, however, possess a series of necessary intrinsic qualities (PCFs) to transform these resources into profitable entrepreneurial ventures, like health, mental readiness, business skills, knowledge, energy, and time (Erikson, 2002). It is also essential that social systems (SCFs) (e.g., enterprise and immigration policies) and environments (ECFs) (e.g., isolated areas, hard to commute to or access the market) do not unfairly restrict refugees' access to and use of these resources (for example, racism, marginalisation, isolation). In next section of 4.2.2, the advantages and limitations of CA and the rationale of applying it in conceptualising practically adequate RBS is further demonstrated.

4.2.2 Rationale for adopting CA to conceptualise RBS

Advantages and rationale of adopting CA: CA has four key advantages as an analytical framework for understanding marginalised groups' pursued activities, encounters, and needed support (Keleher and Kosko 2019; Robeyns, 2005; Sen, 1999; Villares-Varela et al. 2022; Walker and Unterhalter, 2007). They are: 1) CA provides an inclusive and holistic view of understanding marginalised individuals' experiences; 2) CA bridges agency and structure to

explain how an individual's capability is constrained and enhanced; 3) CA outlines a series of pathways for support services to address constrained capability; 4) CA sees the varied human capabilities are interconnected with each other.

By matching CA's four advantages and the knowledge gaps identified in Chapter two and Chapter three, this sub-section elaborates on four core reasons why CA should be applied to conceptualising practically-adequate RBS.

First, previous business support concepts overlook the fact that diverse life circumstances (non-monetary aspects) can lead to different people requiring divergent support to achieve similar 'functioning' (e.g., economic functioning in employment and entrepreneurship). Hence, the first advantage of applying CA in RBS is to move beyond the dominance of the economic narrative on the business support concepts. As an inclusive and holistic philosophical approach, CA is helpful for identifying the impacts of refugees' distinctive journeys (e.g., Ager and Strang, 2008; Bloch, 2008; Kaida et al., 2020; Spencer and Charsley, 2021) on their entrepreneurship (as a functioning), and also unravels what should be the required support to respond to refugees' distinct needs.

Second, CA's emphasis on agency freedom helps reflect critically on entrepreneurship in a neoliberal context, as a possible 'doing and being' may not be the truly valued or suitable path for vulnerable groups. Because of hostile labour market policies (Campion, 2018) and neo-liberal enterprise policy (Embiricos, 2020; Honig, 2018; Ozkazanc-Pan and Muntean, 2021), refugees are encouraged to be an entrepreneur as an alternative gate to employment. As discussed in Chapter two, forcing many refugees into high-risk self-employment may further perpetuate their economic precarity (Easton-Calabria and Omata, 2018; Honig, 2018). Thus, CA seeing agency freedom as a foundational element helps to dynamically account for the interplay between refugees' agency and structure in the RBS, thus identifying refugee entrepreneurs' restricted agency in career options and providing necessary reactions.

Third, the concepts of building capability in CA are relevant to the process by which individuals transform external OGMs. The elements in this process, such as constrained PCF, CCF, and agency freedom, can be employed to explain and identify how entrepreneurial activity is uniquely constrained for refugees in their integration journey, while conceptualising responsive support corresponding to these distinctive needs.

Fourth, CA also explains how capabilities are interrelated (Sen, 1999). As an example, health can exist as a standalone capability and as a necessary PCF for pursuing entrepreneurship

(Robeyns, 2005; 2011). It suggests that a changed capability is always interrelated to others. As a result, this also contributes to the theoretical gap identified in Chapter 3 - that is, the absence of a systematic examination of the impacts of RBS in current empirical work. Also, mainstream business support evaluations are heavily reliant on economic narratives and productivity (Mole et al., 2011), ignoring the impact of support initiatives on entrepreneurs. Consequently, this strength of CA could help explore both the monetary and non-monetary impacts of RBS and unravel the link between different changing capabilities.

Limitations and responses: CA's application in studying RBS also has its limitations. The primary concern is that its highly individualistic views on well-being might pose a challenge for resourcing and implementing personal-centric services (Barclay, 2016). Accordingly, this study has addressed this limitation. As mentioned in Chapters 2 and 3, the individualised approach is essential to understanding and responding to refugees' highly diverse and complex non-monetary life contexts (Bikorimana and Whittam, 2019; Ram et al., 2012; Villares-Varela et al., 2022). To ensure that CA-based individualism is balanced with deliverability, this study combines practical adequacy criteria with a highly participatory approach (see Chapter five) to avoid possible utopian theorising driven by excessive individualism in CA. In other words, the purpose of this study is to map out a feasible RBS that is derived from CA analysis and is applicable to the existing policy context.

Development from original CA framework to CA-based RBS framework: The core work done in Chapter 4 is to incorporate the refugee integration and entrepreneurship literature to develop the original CA framework (Figure 7) into the CA-based RBS framework for conceptualising RBS (i.e. Figure 6). This is divided into three main stages as presented in Figure 8 below. Section 4.3 incorporates the refugee integration and entrepreneurship literature to elaborate on how OGMs, PCFs and agency freedom (core to entrepreneurial capability building) are uniquely constrained. By doing so, the original CA framework is developed to explain why refugees are challenged in entrepreneurship distinctively and why RBS needs to respond to these challenges. Then, the two subsections in 4.4 further identify four possible CA-informed support avenues around OGMs, hostile CCFs, PCFs and agency freedom. The conceptualisation of the unique challenges in 4.3 leads to the conceptualisation of possible RBS activities in 4.4. This is followed by 4.5, which further maps the interconnected capability emphasised in the CA framework to the interconnected integration dimensions in the integration literature to illustrate the possible holistic scope of RBS impacts. This develops the CA framework from conceptualising support activities in 4.4 to the conceptualisation of the impacts of RBS in 4.5. As a result, the original CA framework is also developed into a complete

CA-informed RBS framework that speak to the distinctive needs of refugees, possible support practices, and impact scopes.
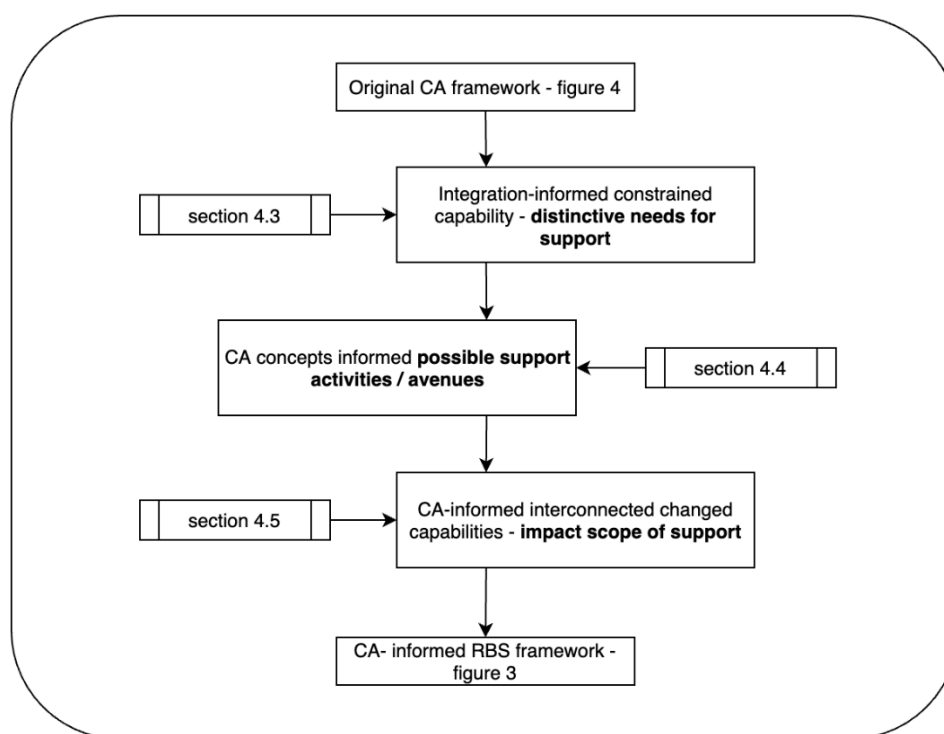
Figure 8 Development journey from original CA to CA-based RBS framework (Researcher's work)

4.3 Integration-based contextual conversion factors: entrepreneurship in refugee integration

According to the CA, it is inappropriate to reduce hindered entrepreneurship simply to the limited organisational factors – like organisation size, competitiveness, innovation, or limited personal skills. When it comes to CA, Individuals' position in social structure, like class, ethnicity, immigration journey enables them to possess different conversion factors that may facilitate or interfere with their capability building (Villares-Varela et al., 2022; Smith, 2010). Consequently, with two refugee entrepreneurs with similar visions, management skills, and business ideas, one may struggle to compete and end up failing, while the other begins its fruitful entrepreneurial journey.

Furthermore, capabilities may contradict or reinforce each other in contributing to entrepreneurial capability. As an example, a person's ethnic identity may aid them in gaining customers' legitimacy for their entrepreneurial activities in the co-ethnic market, but may also create barriers when they try to break-out into the mainstream (Fairchild, 2010; Wang and Warn 2019). Through the interaction between these non-monetary life aspects, multiple

facilitative/inhibitory conditions develop, leading to different heterogenous economic narratives of refugee entrepreneurship (e.g., Hatak and Zhou, 2021). As a result, even if entrepreneurs could have similar accessible OGMs, these OGMs are transformed into a highly heterogeneous entrepreneurial reality for refugees. This section, therefore, focuses on how the CA framework serves as an analytical perspective to disentangle the relationship between refugees' integration journeys and their entrepreneurial activities, which helps overcome the theoretical gap in Chapter 3 and develops the concept of RBS towards practical adequacy by including refugees' distinctive needs.

4.3.1 Interplay: social, environmental and personal conversions in integration journey

Based on the capability approach, the process of transforming opportunities, goods and means into a functioning resonates with the multi-dimensional integration background of refugees in entrepreneurship and its potential impacts. This subsection takes refugee integration in their host country as the background of CA analysis and explores how the capability of refugees for entrepreneurship is compromised and demands appropriate support because of their constrained integration. This subsection first discusses that SCFs and ECFs intrinsically contribute to the integration process of refugees as contextual elements; therefore, 1) shaping the divergent entrepreneurial opportunities available to refugees and, 2) intervening in the process of transforming OGMs of refugees (e.g., Greenspan et al., 2018; Smyth et al., 2010). As discussed in Chapter 2, there is an interconnection between the multi-dimensional integration of refugees and their entrepreneurial barriers. This connection is identified in the reviewed literature of Chapter 3 as an element neglected by current business support concepts. However, the impacts of SCFs and ECFs for refugees in entrepreneurial capability building and resource transformation can be considered in the framework of CA. By discussing the role of SCFs and ECFs as the manifestation of hostile environment of refugee integration, this subsection emphasises the role of SCFs and ECFs in affecting refugee capability building and resource transformation in entrepreneurship. In this study, contextual conversion factor (CCFs) is proposed as a new term to refer to the combination of SCFs and ECFs in refugee integration.

As a reminder, the integration process is not a one-way process and cannot be inferred and explained solely by the dynamics of CCFs. It is the experiences and background of settled individuals and the exogenous CCFs that determines the level of integration achieved and perceived by refugees (Smyth et al., 2010; Valtonen, 2004). For example, unpreparedness of individuals and hostile reception system can both hinder refugee integration, thereby limiting refugees' economic activities (Spencer and Charsley, 2010). Therefore, these interrelated

dimensions of integration are largely informed by CCFs and serve as the 'theories of society' in refugee entrepreneurship to explain the impacts of contextual conversion factors in CA.

To begin with, refugee integration research has applied the concept of opportunity structures in order to illustrate the role of CCFs in facilitating/hindering the access of refugees to 'entrepreneurial opportunities, means, and goods' (see Phillimore, 2021). There is a typical example of this occurs when Western governments relocate refugees to remote areas, away from education, career development, socialisation, and provide them with limited benefits (£47.39 per head per week in the UK). As a result, such policies and environments limit refugees' access to entrepreneurial information, resources, industrial networks, and training opportunities (Stewart, 2012). Even in developed urban areas, refugees face other challenges. Due to the dispersed location of refugee groups in the city, it is difficult to distribute support resources and identify refugees (Scott, 1998; Zetter and Deikun, 2010). This urban resettlement can also amplify the detrimental effects of toxic public attitudes on accessible opportunities, as refugees often have to deal with more frequent tensions with locals, even though the host community is an important resource for refugees to access (Pavanello et al., 2010).

Additionally, intuitively harmful CCFs such as ethnic protectionism and xenophobia campaigns are regularly present. As a result, refugees are limited in their ability to integrate into mainstream society and the business ecosystem (Crush and Tawodzera, 2017), as well as their access to the banking system (Fong et al., 2007), suppliers and customers (DeQuero-Navarro et al., 2022). These findings confirm the negative impact of limited social integration caused by hostile CCFs on refugees' access to entrepreneurial capital (Spencer and Charsley, 2021). The 'entrepreneurial frenzy' that is promoted in many neoliberal economies, as discussed in Chapter 2, in conjunction with the expectation of refugee self-reliance, suggests that refugees could be forced to undertake low-cost, low-marginal return entrepreneurial programmes due to limited access to information and resources, which may result in bitter competition and failure (Easton-Calabria and Omata, 2018).

Moreover, toxic CCFs may inhibit refugee agency during the integration process, thus limiting refugee participation in entrepreneurship. CCFs greatly interfere with individual agency freedom, protecting or compromising it (Çetrez et al., 2021; Pettit, 2003). Typical examples in the integration process include fragmentation and distance of social services, relocation, meagre benefits, waiting for family reunions and trauma caused by dehumanised detention, all of which result in refugees not having the financial, time and energy to engage in regular

social/vocational activities for self-improvement (Çetrez et al., 2021; Kreisberg et al., 2022; Lee et al., 2020). As a result of neoliberal labour market exclusion, low-paid mismatched jobs, and other conditions, refugees are unable to achieve self-reliance through employment (Campion, 2018). These unfulfilled 'aspirations' reveal other capabilities inherently linked to entrepreneurial capabilities that are inhibited by CCFs as part of the refugee integration process. The state of diminished agency freedom has long led many refugees to seek risky entrepreneurial activities in order to attain faster self-reliance and economic integration (Zighan, 2021).

Lastly, toxic CCFs may directly limit refugees' ability to build and apply their personal conversion factors to the integration process for building entrepreneurial capability. The isolation of refugees in detention centres, the lack of social interaction and communication, and the toxic public attitude towards refugees can negatively impact their entrepreneurial confidence, social skills, and physical and mental health (Crawley et al., 2018; Steel et al., 2006; Strang and Ager, 2010). It should be noted, however, that these are also important components of constructing self-efficacy in entrepreneurship (Boyd and Vozikis, 1994; Unger et al., 2011). In addition, the lack of institutional recognition of academic qualifications, the impacts of hostile neighbourhoods on social interaction, and the geographic distance for refugees to access social networks all have an impact, to varying degrees, on refugees' ability to enhance human capital and acquire useful social connections (Ram et al., 2022; Refai et al., 2021).

Therefore, this subsection examines the inhibitory effects and impacts of CCFs on opportunities, PCFs, and agency freedom within the context of refugees' limited social integration, confirming the intrinsic link between multiple integration dimensions in CA.

4.3.2 CA-informed business support: From CA analysis to support provision

According to the consensus in the social sciences regarding CA, individuals need freedom to make choices and take 'quest-like' actions in order to build their capabilities (Alkire, 2005; Deneulin and Shahani, 2009). However, agency freedom not only underpins the capability-building process but can also negatively impact capability. For example, exercising the freedom to pursue unhealthy habits can undermine an individual's ability to achieve healthy capabilities (Frediani, 2010). It is also structured according to whether social structures, institutions, and environments provide sufficient material and institutional resources to enable a particular individual to exercise certain capabilities that they value (Briones, 2011; Egdell and McQuaid, 2016). Refugees' valued employment may not translate into their pursuit of

employment due to the hostile labour market - i.e., limiting their agency freedom. On this premise, entrepreneurship as a compensatory option has been shown in many studies to potentially perpetuate refugees' sufferings (Easton-Calabria and Omata, 2018; Embiricos, 2020, Honig, 2018). Therefore, even though refugees' entrepreneurial capability is regularly distinctively constrained, and host institutions should empower refugees structurally in this regard, it remains to be discussed whether a particular business support service should be offered to all refugees in a value-neutral manner.

Firstly, this study affirms the necessity for host countries to provide an equitable and empowered context for refugees to pursue employment and entrepreneurship. A crucial issue in linking CA analysis and business support provision is to determine how to position refugee business support within the CA analysis as an exogenous social service. In another word, for service providers, it is worthwhile to discuss whether/when refugees' pursuit of certain functioning should trigger exogenous social support given the complex refugee integration journey. According to Robeyns (2011), there are two structured views towards individuals' capability within a society: value-laden and value-neutral CA. The former claims there are positive (health, education, dignity, and esteem) as well as negative (murder, theft, etc.) capabilities in reference to social normativity. The positive ones should be empowered and supported in a given society. In contrast, the latter maintains an equal value towards all 'doings and beings' and confines them only as 'the causal power that individual values'.

Because of the socio-economic precarity of refugee entrepreneurship, the full application of these two approaches might create challenges in practices. As a result of the former, practitioners can identify normative inequalities experienced by individuals by utilising CA, and define social support to facilitate a 'good life' for refugees (Anand et al., 2009). However, reliance on social normativity to define 'good' and 'bad' capability may be problematic and may even impair entrepreneurship. For example, a radical neoliberal economic policy would include entrepreneurship within the 'repertoire of economic normativity'. The exogenous support for this 'good life' may, however, make refugees bear the risk and the cost of failure and perpetuate their precarious circumstances (Honig, 2018); thus, RBS can potentially amplify structural oppression and exclusion when following the normative value.

Second, the value-neutral definition of CA is equally problematic in addressing the precarity of refugees' lives. Once business supporters adopt a value-neutral perspective, business support will be provided to all refugees who claim they value entrepreneurship unreflectively. However, refugees' personal view may stem from an impaired and distorted 'agency freedom' of refugees. In the context of integration, refugees face greater risks of exclusion and

oppression in the wider labour market (Wehrle et al., 2018). As a result of this discontinuity and disparity, they may be forced to value entrepreneurship by 'having a superstitious belief' in entrepreneurship in the neoliberal economy (Zighan, 2021). This does not indicate that they pick the 'options that they value most' in the 'substansive opportunities' (Robeyns, 2005, p. 95). The economic lives of refugees may also be endangered by unbiased value-neutral CA.

Hence, the critique of resource inequality faced by refugees in the social science literature (Andersen et al., 2009; Sundquist, 2001; Martynowicz and Jarman, 2009; Jones et al., 2012), as well as the positioning of entrepreneurship as a sub-dimension of refugee integration (Alrawadieh et al., 2021; Embiricos, 2020), offer a roadmap for re-constructing a link between CA analysis and business support. These studies have discussed the positive role of integration in enhancing refugees' socio-economic position (Skran and Easton-Calabria, 2020), social equity, and supporting their life-rebuilding (Harima, 2022; Huq and Venugopal, 2021; Hack-Polay and Igwe, 2019) as well as the potential positive relationship between entrepreneurship and refugee integration (Strang and Ager, 2010). Thus, a reflective value-laden approach with refugee integration as the ultimate goal of RBS could be applied as the principle for linking CA analysis and external service provision. This indicates how and when providing RBS to refugees should rely on whether the encouraged entrepreneurship could benefit refugees' life rebuilding. This could contribute to: a) making RBS conceptually move beyond institutionally-informed normativity and possible toxic entrepreneurship (Honig, 2018); b) making practitioners and refugees reflect on whether they really value entrepreneurship as part of their life rebuilding.

Based on this reflective value-laden approach, RBS should also be viewed as effective if refugee integration benefits from the upskilling, employability, and socialisation of support, rather than relying solely on the economic outcomes of capability-building in entrepreneurship.

4.4 Refugee business support as a route for 'capability building' for refugee entrepreneurs

Nussbaum (2011, p. 18) defines CA analysis as 'an approach to comparative quality-of-life assessment and to theorising about basic social justice'. By analysing refugees' capability to exercise a specific functioning, the CA with social justice at its core help highlight how refugees are oppressed within existing support activities (Robeyns, 2005); and unpack their own unique needs within specific institutional and social contexts (e.g., Turner, 2020). Thus, to further theoretically construct practically-adequate RBS concept for including refugees' needs,

understanding how refugee entrepreneurship is mobilised and inhibited becomes critical to understanding what needs to be 'supported'.

When using CA for concept development, support as exogenous aid can be viewed to facilitate the process of transforming OGMs for refugees (Sen, 2005). The approach of defining 'support' in CA allows researchers to go beyond the excessive focus on the 'monetary aspect' in welfare economics to consider the relationship between RBS and refugees' non-monetary aspects holistically (Wiklund et al., 2019); this is increasingly necessary in a neoliberal society's activist environment for entrepreneurship (Honig, 2018), which can a) avoid blindly viewing entrepreneurial capability as a 'positive' symbol (Zahra and Wright, 2011) and instead focus on how the RBS can incorporate non-monetary aspects of entrepreneurial aspirations to promote refugees' true valued capability (even though this may not necessarily be entrepreneurship sometimes); and b) avoid a narrow interpretation of RBS concept as only the facilitation of economic transactions. In addition to following an inclusive approach in the development of the RBS to account for the business support needs of diverse individuals and socio-economic realities (i.e. refugee impaired agencies, lack of opportunities, isolation), CA also serves as a blueprint for assessing the expected impact of the RBS on beneficiaries in general. With the challenging nature of refugee entrepreneurship as the background within the CA framework, this section discusses four main theoretical pathways for RBS to promote capability-building process among refugees.

4.4.1 Direct entrepreneurial support in refugee business support: PCFs and OGMs

In CA, the hindered mutual adaptation between refugees and the social institutional context varied for different refugees, affecting their accessible OGMs (e.g., social relationships and physical capital) as well as the PCFs (e.g., mental and physical health, time, energy, skills) that individuals are able to mobilise (Campion, 2018; Spencer and Charsley, 2021; Strang and Ager, 2010). PCFs and OGMs constitute the two dimensions directly associated with the development of capabilities, that is, individuals' transformation of opportunities and resources. However, for refugees, the relationship between the two is often mismatched in entrepreneurship. Refugees possess good management skills and a strong understanding of the market may be forced to enter low-barrier markets as a result of their unrecognised qualifications and blank credit history (Kloosterman, 2010); some others may be unable to engage with available opportunities within the market because of cultural differences, language proficiency, and limited business skills (Solano et al., 2022). In both cases, refugees are subjected to a compromised and oppressive opportunity structure (ibid). Claassen and Düwell (2013) explain this as the impaired capability of refugees in the CA framework.

Therefore, RBS should be viewed as a facilitator for individuals' process of transforming available OGMs into functioning. In successful entrepreneurship, the concept of OGMs and PCFs echoes two imperative elements, respectively - sources of product/service/processes, and personal initiative (McMullen and Shepherd, 2006). The available opportunities and resources are necessary for the value creation, such as a business idea, market demand, and suppliers. In parallel, entrepreneurs must possess the necessary skills, engagement, time, and understanding of the host country in order to transform 'the vector of external resources' into entrepreneurship (Nambiar, 2013).

In spite of this, both elements could be hindered in varying degrees by the integration process of refugees. By identifying the state of refugee integration, the RBS is able to respond to the varied external opportunities that refugees can access and provide assistance accordingly. Adaptive transformation of refugees and host countries jointly influences the progress of integration as well as regulates refugees' access to external business resources, according to the bi-directional feature of refugee integration (Ager and Strang, 2008). As refugees' social integration is enhanced and participate in more social activities, they are able to access more diverse information networks and have access to more supportive resources (Bizri, 2017; Kloosterman, 2010). In contrast, refugees with a lack of proactive, negative integration attitudes rely more on family networks and enclave economies and have limited access to information and business resources (Ram et al., 2022). Social integration is also hindered by the lack of institutional adaptiveness in host countries at the macro level. For example, the stigma associated with refugees can also lead to hidden discrimination in business supply chains and consumer markets (Costello and Mouzourakis, 2016; Hartley and Pedersen, 2015); another example is the non-inclusive banking sector that is unwilling to lend to refugees because of their lack of credit histories (Richey et al., 2021); even the mainstream business support system has been complicit in exacerbating this exogenous resource dilemma for refugees (Ram et al., 2012). Thus, both the refugee entrepreneurship and RBS operate within an integration-constrained field of opportunity, which indicates it's crucial to expand the field of OGMs for refugees to have more resources as their capability inputs. Typical methods include helping refugees embed and utilise formal business support networks in order to facilitate their access to external information, resources, and knowledge (Ram et al., 2020).

Additionally, limited refugee integration shapes and explains the insufficient PCFs of refugees in entrepreneurship, demanding the RBS to respond. For example, refugees' homeland experience may not provide them with the necessary guidance to transform their entrepreneurial resources in the host country (Campion, 2018). Nevertheless, this can often

lead to a discontinuity in the refugee's career experiences and a need to be re-educated (Chakraborty, 2022; Wilkinson and Garcea, 2017). Examples of this include culture, language, business systems, industry rules, and tax issues. Discontinuity of career and re-educating are not only overlooked in existing mainstream concepts; thus a need exists for RBS to assist refugees in understanding and engaging with such transitions through sensegiving practices (Nardon et al., 2021). In CA, such skills are closely related to refugees' identifying, understanding, and utilising external opportunities.

However, the adaptive business skills in refugee entrepreneurship literature are only part of the necessary PCFs. In CA, refugees' constrained PCFs also include other integration-related non-monetary aspects, like time, energy, confidence, and health (Erikson, 2002). Due to barriers to life-rebuilding (like family reunions, relocation etc.), refugees may also be unable to devote sufficient time, energy, and resources to entrepreneurship. The hostile environment may result in post-arrival trauma, diminishing refugees' confidence in their own careers and socialisation (Ferren, 1999). For example, refugees experiencing repeated relocation may be unable to participate effectively in upskilling services. The impaired other capabilities resulting from limited integration constrain their ability to engage with external OGMs and may even prevent them from participating in RBS. Therefore, it is imperative to develop RBS that can accommodate diverse integration progresses for refugees in order to better understand their plight and improve the quality of their PCFs holistically.

4.4.2 Indirect entrepreneurial support in refugee business support: CCFs and impaired agency

In conjunction with 4.3.1 and 4.4.1, the CA argues for analysing refugees' transformation of OGMs with refugees' integration as the background (including related SCFs, ECFs, and non-pecuniary aspects). This allows the theoretical construction of RBS to go beyond the economic narratives to identify how OGMs and PCFs relate to non-monetary aspects of refugees' lives. Previous subsection discusses, as important elements of two-way integration, hostile CCFs may not only inhibit refugees to access exogenous market opportunities and resources, but may also undermine their PCFs. It is stated in refugee integration theory (Ager and Strang, 2010) that these CCFs interact with specific individual journeys, activating/hindering 'mutual adaptation' (Phillimore and Goodson, 2010). The role of CCFs in mutual adaptation may, however, be negative as a result of the hostile environment and policy rhetoric – the propaganda of asserting refugee integration is a high-cost and risky activity for the public (e.g., Mulvey, 2010). During mutual adaptation, hosts are responsible for moving beyond receiving and resettling refugees to providing inclusive support and social opportunities to them

(Phillimore, 2021). Or, as Strang and Ager (2010, p. 600) put it: 'a willingness to adapt institutions'. Nevertheless, the proliferation of examples of hostile governmentality illustrates the institutional dilemma in achieving adaptive adjustment. In the UK, for instance, as austerity policies deepened, social welfare and public service budgets declined, limiting the government's ability to explore refugee needs and adapt institutions accordingly (Glorius et al., 2016). The limitations or failures of host countries to create pro-integration CCFs create barriers to this two-way integration, preventing refugees' capability building in entrepreneurship.

Therefore, external support such as RBS should theoretically reflect the inclusive void above in order to optimise refugee entrepreneurship based on the knowledge of refugee integration (Guo et al., 2020). To take one step back from business support, for the two-way adaptation of refugee integration, practically-adequate RBS is not only an inclusive development of traditional business support concept, but also part of the host country's social service system. In order for two-way integration to be facilitated, RBS should exert the necessary influence on CCFs in order to promote the structural inclusion of refugees, thereby optimising the OGMs of refugees and enhancing their PCFs (Boenigk et al., 2021). Based on the impact of hostile CCFs and the government's dilemma in understanding the needs of refugees (Palmary, 2002), practically adequate RBS should serve as an interface between refugees and mainstream business support systems, policymakers, and the public. In other words, not only should RBS develop an understanding of refugee needs, but it is expected also to champion refugee needs at a higher decision-making level in order to facilitate an inclusive institutional environment (for example, business support policies). Additionally, RBS also involves countering hostility by, for instance, constructing positive economic narratives to avoid the narrow stigma of 'economic burden' associated with mass media portrayals of refugees (Holzberg et al., 2018). A good harmony relationship between RBS and resettlement services is also essential for enhancing PCFs of refugees by optimising CCFs. As an example, language training, cultural training, childcare, community activities, religious activities, should be interoperable with RBS. As a result, PCFs related to entrepreneurship are supported by other integration-based non-monetary aspects rather than hindered by them (Spencer and Charsley, 2021).

Moreover, the refugee integration journey, a combination of CCFs and personal experiences, not only affects the OGMs available for refugees and PCFs, but also negatively impacts refugees' capability-building by inhibiting their agency freedom. A part of the functionality of RBS is also shaped by this. A typical example is the possibility of forced entrepreneurship. In refugee integration studies, refugees widely experience labour market exclusion (Lee et al., 2020; Wrench et al., 2016). Refugees' self-reliance becomes an institutional goal in many

countries because of neoliberal individualisation economic policy. Due to lack of available support to facilitate refugees' entry into the labour market (see Chapter 2), self-reliance becomes a choice between a 'mismatched low-level job' and 'entrepreneurship' - a 'take it or leave it' paradox. Additionally, entrepreneurial activity is considered a 'compensation' for labour market exclusion in the government's instrumental application of entrepreneurship (Blackburn and Ram, 2006; Honig, 2018). However, the risk-takers of such instruments are still vulnerable refugees. So, in the eyes of refugees in CA, entrepreneurship cannot easily be defined as 'a truly valued option,' but rather as a high-risk forced move that may be contrary to their own occupational goals. Especially in CA, entrepreneurship is not the only path to economic autonomy, and it is important to examine whether individuals view it as a valuable option when they are given the opportunity (Nussbaum, 2011). A greater understanding of this agency freedom in entrepreneurship is also necessary, as forced entrepreneurship can result in lower engagement on the part of entrepreneurs, mismatched skill sets, and a higher possibility of insolvency (Khelil, 2016). Therefore, whether understanding agency freedom as an important basis for capability building in the framework of CA or examining the pitfalls of forced entrepreneurship, RBS must use this as a cue to build sensitivity to the motivations of refugee entrepreneurs to start their own businesses and to provide heuristic support to react to the agency freedom issue.

4.5 Capability to Capability: The impacts of refugee business support on refugees' wider integration journey

As 4.4 discusses, since there are interconnections between entrepreneurial capability and other capabilities, these other capabilities could serve as the foundational PCFs in refugees' pursuit of entrepreneurship, such as socialisation, time, energy physical and mental health, communication, safety and security (Robeyns, 2005). Furthermore, this helps unfold that facilitated entrepreneurial capability may also have broader impacts on refugees' other capabilities due to the intrinsic linkages between them. Therefore, when examining the role of RBS, it is important to consider how entrepreneurship contributes to the rebuilding of refugees' lives (Stephan et al., 2023). In CA, as well as in entrepreneurship research, the construction and examination of the relationship between RBS and broader individual activities and well-being is salient (Chatterjee et al., 2022). Refugee vulnerability, social integration, and precarious economic conditions may not only be improved by RBS, but also exacerbated by the support – such as the 'hostile refugee service systems' (Boenigk et al., p. 166). Though the dark side of entrepreneurship has been repeatedly emphasised in mainstream entrepreneurship research (Brownell et al., 2021; Lerman et al., 2021), the social implications of business support have been largely overlooked. A thorough examination is particularly

necessary to safeguard and understand how exogenous 'support' affects the lives of marginalised entrepreneurial communities such as refugees, disabled people, and sexual minorities. In particular, refugees are exposed to high levels of risk and stress due to the economic trap created by forced entrepreneurship. As exemplified by Campion (2018) and Kloosterman (2010), can support refugees to get a low-paid, precarious, marginalised employment and entrepreneurial activities be still considered helpful? Although such support may provide refugees with 'sustenance' in the short term, it may lead to risks, stress, and obstacles when it comes to rebuilding their lives in the long run.

Accordingly, a boundary carving for the concept of support can be derived from the author's discussion of CA. Value-laden CA may lead marginalised individuals to be influenced by 'group carnival' norms in a neoliberal economy. A value-neutral approach also, however, would make CA simply an analytical tool for identifying individuals' barriers in building capability. Hence, as per section 4.3.2, for linking CA analysis and business support, this study employs refugee integration as the ultimate goal of practically-adequate RBS. This stands for a reflective value-laden approach to inform why and when refugees' entrepreneurial capability should be purposively supported through social services to avoid forced entrepreneurship.

The value-laden approach in this study also provides a powerful means of mapping out the impact of RBS on capabilities building, not only in entrepreneurship, but from a holistic perspective as well. This value-laden approach aligns with a) the interconnected multiple capabilities in one's daily life, and b) the interconnected integration dimensions of one's life. It indicates that apart from positively impacting refugees' entrepreneurship, RBS may have impacts on other non-monetary aspects of refugees' integration journeys. Furthermore, this helps to maintain a focus on whether RBS has a negative impact on refugees' life-rebuilding, such as perpetuating their precarious situation.

Thus, the author can summarise the expected holistic impacts of practically-adequate RBS on refugee integration into two pathways, direct and indirect. Directly, RBS needs to act directly on the personal and social prerequisites (CCFs, PCFs) that are necessary for the entrepreneurial capability to develop, which often facilitates the integration of refugees into society simultaneously. For example, the level of confidence they possess, their time and energy devoted to training, their social connections, their knowledge of socio-cultural norms, and their ability to commute. Indirectly, the realisation of entrepreneurial activities as functioning can also help to destigmatise refugees (Adeeko and Treanor, 2022), to enhance resilience (Alkhaled and Sasaki, 2022; Shepherd et al., 2020), social connections (Skran and Easton-Calabria, 2020), and increase social participation (Alrawadieh et al., 2021). The social

participation is also the foundational activity for enhancing refugee integration (Strang and Ager, 2010). In this way, the social integration of refugees is promoted through support activities indirectly. It is therefore imperative that RBS incorporate the multi-dimensional nature of refugee integration into its conceptual development and impact tracking in order to address the neglect of holistic impact in mainstream business support literature and the need to examine such impacts for marginalised communities in CA.

4.6 Conclusion

To address the lack of an inclusive business support concept for refugees in a targeted manner, this chapter develops a new CA-based theoretical framework. This framework theoretically maps out the role and main functions of RBS by integrating the multi-dimensional integration journey of refugees (based on CCFs and personal experiences) and its associated consequences (impaired PCFs, agency, and OGMs) as the theoretical context of exercising entrepreneurship. This not only addresses the neglected refugee journeys and refugees' socio-economic realities in the existing business support debate identified in the Chapter 3, but also provides a corresponding theoretical examination of the concept and expected impact of RBS. For answering RQ1 and RQ2, the CA-based framework provides a deliverable RBS concept that takes into account the distinctive needs of refugees and the impacts of their holistic integration journeys. For answering RQ3, CA provides clear pathways for understanding the impacts on recipients that need to be generated by providing exogenous RBS by understanding entrepreneurship as a 'capability' that needs to be built. This framework is applied to the discussion of empirical materials in chapters 6, 7 and 8, through which the framework is also re-developed as well. A methodological chapter follows, which discusses the key philosophical paradigms, research strategies, research processes, data collection and analysis methods of this study.

Chapter 5 Methodology

5.1 Introduction

As a result of the theoretical gaps identified in Chapter 3, this study aims to explore the distinctive concept of practically-adequate refugee business support (RBS) and its emerging impacts on refugees. Throughout this chapter, the methodological approach used in this study is presented, with Action Research (AR) as the core research strategy, which has led to a novel way of investigating the emerging characteristics and impacts of RBS. The methodology is largely built on the framework of Research-Oriented Action Research (RO-AR) proposed and developed successively by Huxham and Vangen (2003), Eden and Huxham (2006), and Eden and Ackermann (2018). It is based on the principle that theoretical and practical gaps can be bridged so that practical problems can be addressed and theoretical knowledge can be developed simultaneously (Coghlan and Brydon-Miller, 2014). It is achieved mainly through a cyclical process including: research-based pre-understanding, practical problem identification, intervention design, delivery and monitoring, and reflection. The role of the researcher is to identify the effects and pitfalls of the intervention and then improve it cyclically, developing knowledge and generating further practical changes longitudinally (Dewar and Sharp, 2006). Based on the theoretical framework in Chapter 4, RO-AR, as a unique variant of AR, provides a theoretically-informed, practical and iteratively calibrated method for examining the uniqueness and impact of RBS in practice (Sigurdardottir and Puroila, 2020).

Existing concepts of business support ignore the distinctive entrepreneurial reality of refugees, thus failing to develop an adequate approach that addresses what refugee needs in business support. Consequently, marginalised refugees' needs in practice are intertwined with stagnation in theoretical development, both of which are detrimental to each other. Based on the author's analysis of the knowledge gaps and the proposed corresponding theoretical framework to address these gaps, this study not only needs to answer the question 'What is RBS' by understanding the emerging practice of RBS, but also tracks the application of the concept in practice to reveal its longitudinal impact holistically to make the final RBS concept practically adequate (Desai et al., 2021).

RO-AR, as a methodological approach, advocates seeing the theoretical gap as a starting point, and attending to practical issues relating to the gap through delivering interventions; therefore, dealing with theoretical gaps through longitudinal cyclical interventions and empirical findings alongside the practice journey (Eden and Huxham, 2006). For developing

CA-based RBS as a practically adequate concept, the examination of experiences of existing supporters who claim themselves to be RBS providers could help assess to what extent CA-based RBS is explanatory for current practices and also contribute to calibrating and re-developing the framework. But, only examining past practices still does not provide enough fruitful data for the researcher to find out the deliverability and impacts of newly raised CA-based RBS, which both also are necessary criteria for a practically-adequate conception. Hence, RO-AR offers a methodology to initiate the parallel development of both practical changes and theorising in this study. It helps answer the research questions by providing a practical setting for continuous examination and tracking RBS' impacts across time, across scenarios, and across beneficiaries.

Considering the intertwined nature of practical and theoretical underdevelopments in RBS, the following Table 1 provides an overview of how the research questions raised in this study could make a twofold contribution to both practice and theory.

RQ1: Based on emerging target support initiatives for refugees, what is distinctive about practically-adequate refugee business support?

Theoretical objectives:
1. As an underdeveloped approach, evaluate what are the distinctive characteristics and elements in adequate 'refugee business support'.
2. Given the existing scholarship on business support approaches, probe how refugee business support should be crafted theoretically differently?

Practical objectives:
3. Examine the experiences of emerging global refugee business support practices.

RQ2: How can Propeller apply the new proposed concept of refugee business support and develop its own services for refugees?

Theoretical objectives:
1. Building adaptiveness and focusing on how refugee business support is shaped by its contextual influencers, which improve the transferability of the concept.

Practical objectives:
2. Evaluate how Propeller's support project and its context shape the activities that reflect the distinctiveness of refugee business support concept
3. Under the premise of Propeller's resource structure and social network, to design and deliver advanced refugee business support activities.

RQ3: What are refugees' experiences of delivered business support interventions?

Theoretical objectives:
1. To examine the impacts corresponding to the refugee business support concept and interventions proposed by the research.
2. Theoretically, provide *'systematic research evidence on the link between services for refugee entrepreneurship and the expected outcomes (Desai et al., 2021, p.939)*

Practical objectives:
3. Collect service experiences of refugee entrepreneurs, benefit for Propeller to develop entrepreneurship service further in similar area to fulfil dynamic needs
4. Uncover the way to enact adequate business support policies to meet the diverse entrepreneurial needs of refugees.

Table 1 Research questions and related objectives (Researcher's work)

In order to present a comprehensive picture of the RO-AR design and steps of fieldwork used by the author, as the chapter map Figure 9 below, this chapter begins by discussing the author's philosophical commitment to critical realism, the rationale for adopting AR and particular RO-AR structure in this study are subsequently discussed (5.2). The author then illustrates the practice setting of RO-AR in the third subsection. This includes an introduction to the main background and businesses of the partner organisation in this research project - Propeller (5.3.1), Propeller's practice dilemmas related to RBS prior to conducting this collaborative study (5.3.2), the key actors from the practitioner organisation involved in this project (5.3.3) and the applied steps for operating the RO-AR spiral model in practice (5.3.4). The author also unfolds how RO-AR methodology was integrated with qualitative research and conventional data collection tools and provides detailed information (5.4). The approach and key outputs of the data analysis (5.5), the used approach to improve research validity (5.6), and the ethical concerns of engaging in refugee-related research are discussed successively (5.7) in the remainder of this chapter.
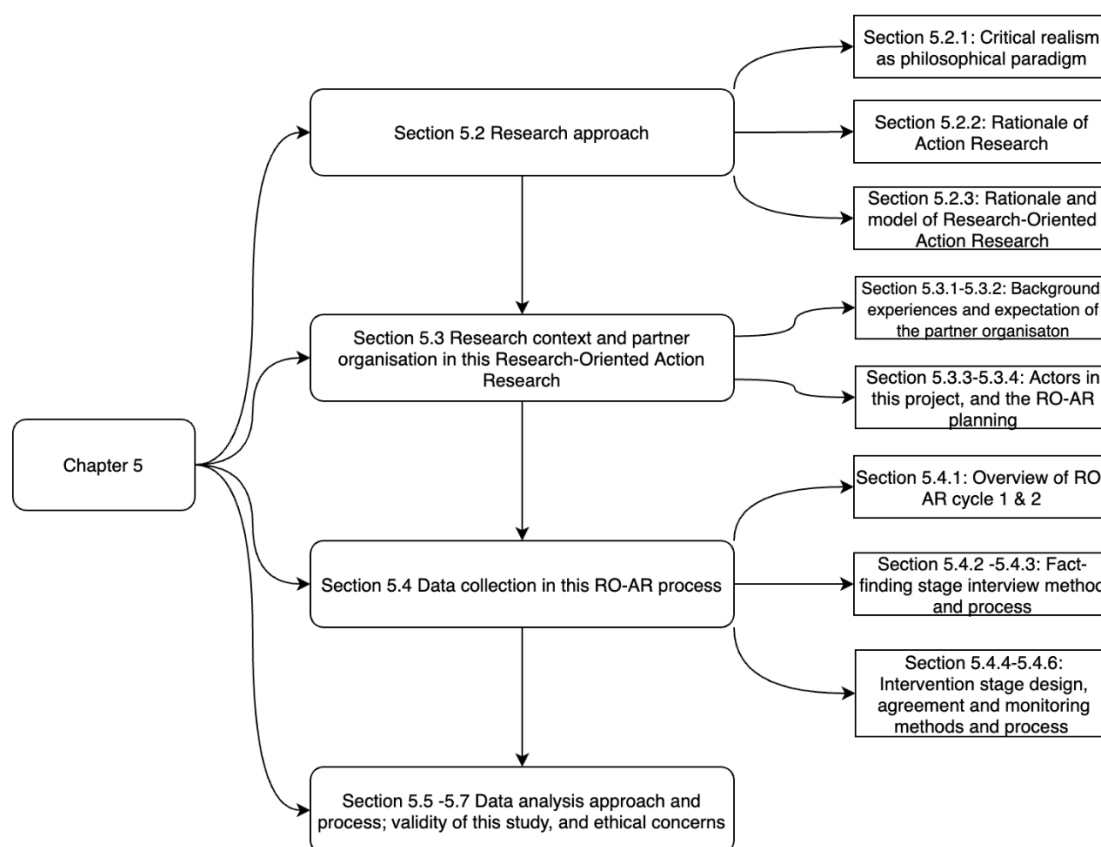
Figure 9 Chapter map of Chapter 5 (Researcher's work)

5.2 Research approach

5.2.1 Critical realism as philosophical paradigm

In scientific exploration, the views and positions that the researcher holds regarding reality and knowledge influence the course of the investigation (Klakegg and Pasian, 2016). In this regard, it is essential to present the philosophical commitment of the author and reflect on the implications of this commitment on the research before discussing specifically methodological design and choices (Mackenzie and Knipe, 2006). The philosophical paradigm implies the researchers' 'assumptions related to ethics, reality (ontology), and epistemology that lead to different assumptions about the nature of systematic enquiry' (Mertens, 2012, p.255). In this study, the author's commitment to critical realism also shapes what is the nature of the studied social object - RBS (ontology), and how knowledge about this social object could be obtained (epistemology) (Fleetwood, 2005).

Initially devised by Roy Bhaskar, critical realism is a philosophical system of (social) science that emphasises the unobservable gap between objective reality and human experiences in

events (Bhaskar, 2008). In addition to the examination of the empirical world, CR emphasises that the social world can only be understood once the 'unobservable' structure that exists behind the event is explored and understood. In critical realism (CR), the distinction between ontology and epistemology is essential to avoid the epistemic fallacy - the 'reduction of ontology to epistemology' (Bhaskar, 1997, p. 140; Cruickshank, 2003). This indicates the shared ontological basis between capability approach and CR as well. A hindered entrepreneurial process in CA cannot simply be reduced to experiences and dialogues at the individual or organisation level, but stems from an unobservable mechanism that prevents refugees from accessing and leveraging external 'opportunities, goods, and means (OGMs)' in a given context.

The social world is explained by Bhaskar (2008) through the distinction of three levels, strata or domains of reality: the empirical, the actual and the real. This stratified view highlights the existence and significance of the 'non-empirical domain', as shown below in Figure 10. Unlike positivist (existence of measurable empirical reality) and constructivist (subjective interpreted reality), CR's stratification indicates the nature of social objects is not reducible to human discourse and experiences. By experiencing social events, people produce empirical, individualised interpretations to these events. However, not all actual events are empirically experienced and understood by people. Because of human capacities, social structure, individual position, as well as characteristics of the natural world, many events are imperceptible to humans (Miller and Tsang, 2011). However, all events (observable or unobservable) are the result of their underlying causal mechanism - the 'ways of acting of things' exist at the level of the unobservable real domain. (Bhaskar, 2008, p. 14).

	Domain of Real	Domain of Actual	Domain of Empirical
Causal powers	✓		
Events	✓	✓	
Experiences	✓	✓	✓

Figure 10 Stratification and domains of reality (Reproduced from Bhaskar, 2008, p. 56)

Different conditions, however, facilitate and inhibit the occurrence of specific events by enacting or limiting the operation of the mechanism (Bhaskar, 2008). As a result, CR advocates a causal analysis in addition to stratification in order to explain how the emergence of objects is constrained and facilitated by multiple conditions (Sayer, 1992). The emerging new property generated from the underlying mechanism does not necessarily remain

intransigent and can reflect contingent events (Elder-Vass, 2010; Lawson, 1997). The domain of real may produce refugees' entrepreneurial action or it may not. Therefore, in addition to identifying the structure behind such emergence, in order to respond to refugees' distinctive needs through RBS, it is necessary to explore how refugees' entrepreneurial capability has been facilitated or constrained by countervailing powers. This point also further reveals the ontological synergy between CR and CA. CA's examination of hindered capability precisely moves beyond the actual and empirical domains. It is largely about how an individual's mechanisms of mobilising OGMs within a given social structure are facilitated or constrained by contextual conversion factors (CCFs), personal conversion factors (PCFs) and agency freedom.

An individual's understanding of reality and the discourses that develop in response to their experiences could be constantly changing and potentially unstable (Alvesson and Sköldberg, 2017). It is due to the above distinction between ontological domains that critical realists refuse the possibility of adequately restoring knowledge about a social object by relying on the discourse of an agent; instead advocating that researcher need to go beyond the empirical and actual domains to theoretically explore the causal mechanisms that underlie the formation of the object of study and the associated facilitating/inhibiting conditionalities (Fleetwood and Ackroyd, 2004).

As a result of the correspondence between business support and business needs (Ram et al., 2012), the conventional enterprise support concept, is largely based on empirical discourse, drawing on the experiences of many agents (entrepreneurs) with specific characteristics (e.g., small size, limited growth, on the verge of bankruptcy) (Wapshott and Mallett, 2018). As a result, these positivist or constructivist conceptual approaches highly amplify the entrepreneurial narrative in entrepreneurship and fail to examine the underlying mechanisms of the dilemmas faced by different agents (e.g., refugees and migrants). This ultimately results in the inability of these concepts of business support to provide inclusion for the diversified business needs of refugees and maintain sensitivity to individuals' differences.

Therefore, for conceptualising RBS to fill in the knowledge gap, the theoretical approach employed in this study - CA - is based on ontological and epistemological assumptions of CR (Martins, 2011; Ton et al., 2021). According to CA, refugees' entrepreneurial capability is a pursued emergence in business support, and 'enhancing capability' can be understood as the adequate effects of exogenous RBS to address refugee entrepreneurial barriers by engaging with the causal mechanism of refugees' entrepreneurial capability. This means that with CR as the meta-theory of CA to develop RBS helps the author move beyond the empirical

narratives of entrepreneurs and practitioners to conceptualise RBS that is genuinely related to the unique journeys and socio-economic realities of refugees (Spencer and Charsley, 2021; Ton et al., 2021), and fill in the theoretical gaps about the conception of practically-adequate RBS and its impacts.

5.2.2 Rationale of Action Research (AR)

Due to the correspondence between the RBS and the refugees' distinctive integration-informed needs, this study requires an appropriate research strategy to allow the researcher to engage with a rich, long-term empirical setting for exploring the underlying mechanisms of entrepreneurial capability and capability building through RBS to avoid reliance only on individuals' discourse (Blom and Morén, 2011). Thus, an AR approach was chosen for this study, specifically, Research-Oriented Action Research (RO-AR) (Eden and Huxham, 2006). According to Herr and Anderson (2014), AR is a cyclical model that aims to optimise the actual practices through theoretical design and to further develop the theory by tracking this actual change over the course of the research, as in Figure 11 below, which aligns with CR's theoretically-informed exploration of causal mechanisms (Danermark et al., 2019).
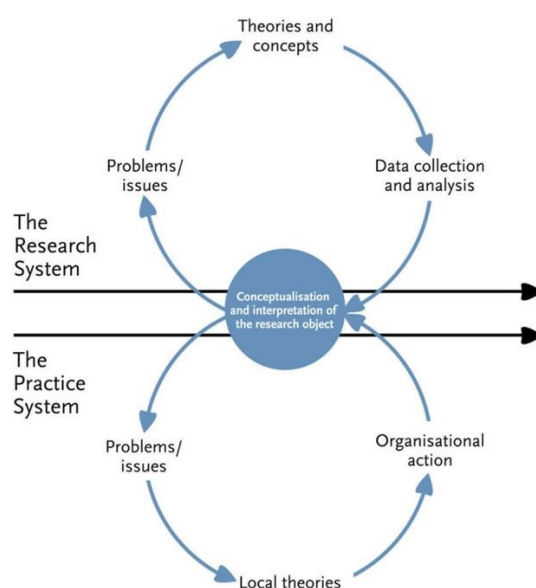
Figure 11 Action research paradigm (Reproduced from Sigurdardottir and Puroila, 2020, p.85)

For refugee entrepreneurship, the existing concepts of enterprise support and EMBS lack inclusiveness (see chapter 3), thus resulting in a marginalised situation in which refugees continue to face isolation in support practice and networks (Ram et al., 2022; Refai et al., 2021). Although more than 130 support organisations globally claim to provide specialised refugee business support, due to the absence of an a priori theory - the RBS concept - it remains unclear whether these services attend to the refugees' distinctive needs or still stay

at a prescription level (Desai et al., 2022; Refai et al., 2021). This synchronicity between theoretical and practical challenges in researching RBS means that in order to construct the RBS concept and evaluate its impacts on refugees, this study needs to:

1) Go beyond individual discourses and empirical experiences to understand what the distinctive refugees' business support needs are (Ram et al., 2007); 2) understand and optimise existing support for refugees to actually deliver RBS in practice for their needs (Wilson and McCormack, 2006); and thus 3) access multiple sourced, long term, and diversified empirical material for identifying the real impacts of RBS (Mukumbang, 2023).

In this regard, AR, as a methodological framework, provides superiority to the author's application of the CA framework and CR commitment in order to address the two core research questions of what practically-adequate RBS is and what impact it generates. Four key rationales of adopting AR are presented here:

-Action research employs the longitudinal format including a series of investigations rather than a single cross-sectional study. As a result of its cyclical structure, specific interventions are continually validated and refined (Herr and Anderson, 2014). This enables the delivery of the newly-developed concept of RBS, enhances the understanding of the distinctive needs of refugees and allows the researcher to track impacts within that delivery from multiple sources – resonating with the CR perspective to move beyond discourses and experiences.

- As a result of a lack of clear theoretical guidance, it is still a moot point whether current emerging practices are delivering practically-adequate RBS. For achieving practical adequacy, researchers are not able to theorise RBS merely through the interaction with current supporters in the field. Action research can create an opportunity for delivering social change and building knowledge simultaneously (Zuber-Skerritt, 2012). This also creates a setting for the development of practically-adequate RBS through marrying theoretical development with practical delivery.

- Action research helps the author to integrate localised knowledge from practice through collaborative relationships (local supporters, refugee communities, policymakers) (Wood and Govender, 2013). This helps the author to avoid being too rigid in the use of the proposed theoretical framework and can instead continuously develop the theoretical framework by integrating emerging practitioners' experiences in supporting refugees.

- Collaboration between outsiders (researcher) and insiders (practitioner) based on action research can produce emancipatory and flexible structures that promote innovation (Anderson and Herr, 2009; Molineux, 2018). A key benefit of this approach is that it promotes knowledge sharing and builds synergy between practice-based evidence for theory construction and timely theoretical guidance for practice-based change. The partnership is also convenient for this study to examine the deliverability and impacts of the proposed concept to build its practical adequacy.

Many scholars have questioned the subjectivity bias of action researchers in designing and delivering interventions, due to their dual roles in theoretical development and practical involvement in the AR process (ibid). However, AR does not sacrifice academic rigour for social changes, but enriches the mutual enforcement between the two. The AR is dedicated to, "studying things through changing them and then seeing the effects of those changes so that the rigorous testing of hypotheses is not sacrificed, nor the relationship to practice lost" (Cassell and Johnson, 2006, p.792).

Recently, scholars have begun to call for the application of AR to "join societal conversations" in management and organisational studies (Tihanyi et al., 2022). Traditional methods of theory development tend to focus on the past (e.g., conventional business support). However, this limits the validity and development of theory to shape and guide future practices. The lack of a clear RBS concept, for example, limits the inclusive development of practice for refugees, therefore inhibiting theorising practically-adequate RBS under the conventional approach and limiting practice change.

In an editorial article on <Academy of Management Journal>, Langley et al. (2023) poses the question of 'how management scholars methodologically might engage more fully with the living forward stance of practitioners - and indeed of themselves, as we can always and only live forward?' (p.716). This paper also emphasises the need for AR as an answer to this question. Researchers in AR not only develop a protocol for driving theory and practice forward together, but have also 'narrowed the gap between understanding and living' (Weick, 1999, p. 135). Nevertheless, conventional AR has also been criticised for the 'professional distance' of researchers, which has been shown to lead to bias, alignment, and contamination of findings (e.g., Coghlan and Brydon-Miller, 2014; Ollila and Yström, 2020). Langley et al. (2023) contend, however, that deliberate separation can result in the development of superficial knowledge. It is also possible for this objective interrogator role to exacerbate power inequalities in research. Thus, embracing 'participatory and empowering' AR and enhancing reflexivity to make theoretical work a central component of the practice process should be the

solution (ibid, p.717). In fact, in the AR community, Research-oriented Action Research (RO-AR) has been raised as a powerful response to questions regarding 'professional distance' and 'contamination'. Hence, the following section is a detailed discussion of the AR protocol that was used in this study - RO-AR.

5.2.3 Research-Oriented Action Research: features, rationale and spiral model

In order to address rigorous challenges about AR related to theoretical development and 'professional distance', this subsection describes the RO-AR method adopted in this research. The author highlights the methodological differences between RO-AR and other major AR variants by comparing RO-AR's strengths in exploring RBS, explaining its fit with the research questions and philosophical paradigm of this study.

Since its introduction by Lewin (1946) in the 1940s, AR has been centred on resolving practical problems through the application of theory and meanwhile, offers researchers a rich environment for the development of the theory (Avison et al., 1999). Although the cyclical characteristics and the core format of applying interventions to solve practical problems have not changed dramatically, three main variants of AR have been identified: participatory AR, technical AR and critical AR (Eden and Huxham, 2006; Reason and Bradbury, 2001). As the participatory approach is often motivated by the practitioner's interests and goals, it aims to alter the practitioner's practice and catalyse long-term change through theoretical tools (Ozanne and Saatcioglu, 2008); technical AR aims to achieve practical change through the experimentation of a new designed theoretical approach (Wieringa and Moralı, 2012); and critical AR emphasises employing an emancipatory approach to unlock the oppression of existing social practices on individuals or communities (DePoy et al., 1999).

Though the three main AR approaches differ slightly in their implementation for the varied purposes pursued, they are not specifically designed for theoretical rigour. Thus, the rigour of these approaches is all potentially endangered by 'professional distance', practitioner co-ownership, and even the power of project funders (David, 2002; De Oliveira, 2023). As part of their efforts to address the issue of rigour in AR's cyclical structure, Eden and Huxham (2006) developed a new theory-development-based AR method in order to enhance AR's scientific rigour by establishing RO-AR. To distinguish RO-AR from other ARs, they establish guidelines to ensure that the initiation of cyclical processes, intervention designs, and delivery are all based on theoretical assumptions, and construct development in theory (ibid). The Figure 12 below illustrates the cyclical structure of RO-AR.
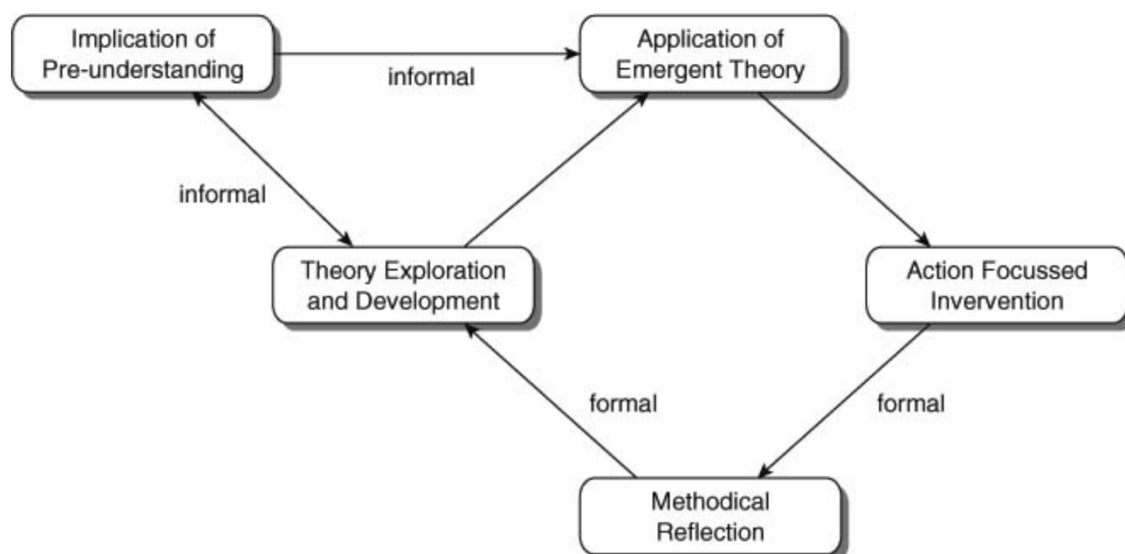
Figure 12 RO-AR (Reproduced from Eden and Huxham, 2006, p.400)

A rationale for considering RO-AR in this study is based on its characteristics and its compatibility with the study's research questions and philosophical commitment. To begin, the following Table 2 provides an overview of RO-AR's main innovative features.

Definition
• Researchers identify the theoretical gap with theoretical impacts that genuinely relate to practitioners' concern
• Suppression of pre-understanding and openness to the system of theoretical constructs and the interconnection between them
Method
• Addressing the theoretical unknown is the explicit concern of the research process and intervention design/re-design
• Incremental theory is built, and developing theory is the core goal of launching a new cycle
• Orderliness and reflexivity
Output
• The theoretical outputs can inform other contexts to some extent
• Prescription for practitioners is a contextual demonstration of theoretical constructs
• Consider the impact of the dynamic context of multiple action cycles
• Report clearly the data collection, analysis approach, context, and prescription in action cycles
Validity
• The theoretical constructs as findings should be abstract and can be explained to others
• Internal validity and external validity
• Triangulation

Table 2 Characteristics of RO-AR (developed from Eden and Huxham,2006)

In the first instance, conceptually, RO-AR is subtly different from other AR methods when it comes to motivation. RO-AR requires itself to be rooted in the theoretical gap as a starting point. As a result, the RO-AR researcher invites practitioners who are concerned about the

practical dilemmas arising from the theoretical gap to participate in the co-exploration process. By relying on the theoretical construct to drive the cyclical process, this approach reinforces the relevance of practitioners to the theoretical gap of RBS in this study, as well as providing highly related empirical settings for the investigation of conceptualisation and influence mechanisms of RBS.

Secondly, the RO-AR method differs from other ARs that advocate relying on the researcher's theoretical pre-understanding at the beginning of the action cycle. It emphasises the maintenance of temporary suppression of pre-understanding prior to the beginning of the study (Eden and Huxham, 2006). This is necessary for developing the theory openly rather than limiting theoretical constructs only to the realm of solving one particular practical issue. Thus, the researcher could reflect on his or her own theoretical stance and avoid focusing solely on empirical data that is relevant and open to surprise findings. From a theory development perspective, RO-AR helps the researcher remain theoretically curious and sensitive to unexpected data and other related theoretical constructs. In the context of the examination of RBS, although the CA-based theoretical framework provides the author with a basic understanding of the assumed role and concept of RBS, RO-AR provides the opportunity to adopt an open attitude with respect to the re-development of the framework. In this way, the RO-AR enable the study to broadly engage with the distinctive refugee needs and the holistic impacts of RBS rather than concentrating exclusively on economic activity (Desai et al., 2021); in turn, this enables the author to access multiple sources of data to move beyond personal discourse and the empirical domain (Bhaskar, 2008), allowing the author to examine how refugees' entrepreneurial capability are developed through RBS.

Identical to all ARs, RO-AR creates practice spaces primarily through its action cycles. These cycles involve designing an intervention plan, implementing it, and tracking its effectiveness. These experiences will also be used to develop theories and ignite the next new cycle to address any unresolved issues. From a methodology perspective, the design and delivery of intervention plans, as well as the initiation of each action cycles in RO-AR, require the use of theoretical constructs as evidence (Eden and Huxham, 2006; Eden and Ackermann, 2018). In this study, this allowed the design of each intervention to serve as an incremental exploration of theoretical constructs regarding RBS concepts and impacts, rather than simply focusing on practitioners' expectations. Consequently, each round of intervention data collection provided the opportunity to reveal the link between the conceptual construct of a particular RBS and its associated impacts, ensuring that the exploration of RBS concepts and impacts became the central objective of the entire RO-AR process.

Furthermore, RO-AR has repeatedly highlighted the need for increased researcher reflexivity, de-contextualisation of theory, reporting data collection and analysis methods, and applying triangulation within the research process. These elements all aim to counter the bias and challenges caused by limited 'professional distance' in the RO-AR process (Langley et al., 2023). The fulfilment of the above procedural characteristics undoubtedly contributed to the validity of the RBS examined in this study and to the resolution of academic concerns about AR. Accordingly, the author has referenced and incorporated RO-AR requirements in data collection (5.4), data analysis (5.5), and validity (5.6), with more details discussed in the sections corresponding to each.

5.3 Research context and the partner organisation

5.3.1 Propeller, the refugee business supporter

Because the RO-AR is central to theoretical gaps, it was necessary to select a practical setting for addressing theoretical gaps in relation to RBS based on the RO-AR. This involves collaborating with practitioners who are facing practical challenges associated with RBS gaps and are seeking to make a difference (Eden and Huxham, 2006). With this in mind, this study entered into a collaboration with a leading refugee integration service provider in the UK, Propeller, in early 2021. The purpose of this subsection is to present a brief overview of Propeller's historical background and organisational context, thereby highlighting the rationale for selecting it as a practitioner partner.

Propeller was established in 2008 as a limited liability company and non-profit organisation. As a registered housing provider, at its inception, Propeller's main business was to provide housing services to refugees and in exchange to collect housing benefits (rent) from local governments. In addition to supporting their operations, these revenues provided reserves for expanding the capacity of its housing services; however, Propeller's senior management team realised that solving the housing barriers alone would not be sufficient for refugees to achieve life-rebuilding. The majority of tenants were still living on the periphery of society. Consequently, in 2014-2015, Propeller established its wholly-owned subsidiary, Hope, in order to offer a wide range of training services to refugees, geared toward providing wrap-around support for refugee integration. A key goal of this campaign is to promote a rethinking of the economic and social potential of refugees among local stakeholders through enhanced refugee integration.

In order to continuously re-source and introduce new elements of support for refugee integration, Propeller relies on external public funding and commercial contract support to launch new support activities. Since 2014, such elements have included, but are not limited to, housing, employment, language training, peer networking (coffee mornings), IT skills, socio-cultural literacy, education, and immigration advice. The organisation now operates in four UK cities.

Right before the time of this collaborative RO-AR project with the author, in 2019, Propeller has just participated in a national refugee entrepreneurship pilot programme, which is the official start of Propeller's commitment to supporting refugee entrepreneurship. It was also their first step toward formally integrating support for entrepreneurship into its integration services framework. Following this point (2019), Propeller was successful in winning a £1 million bid to deliver entrepreneurship support projects to refugees in two regions of the UK for two years (December 2020-Dec 2022). As a result, the senior management team sought to build on the experience and lessons learned from the pilot programme and use this new RBS project as an opportunity to design and develop entrepreneurial support as an integral part of the Propeller integration service.

Due to Propeller's development history and strategic context, it was an ideal 'partner' to explore the RBS concept and impacts theoretically with the author, following RO-AR's requirements for practice setting, for four main reasons:

1) A primary objective of conceptualising RBS and its impacts is to address the neglect of refugees' distinctive needs in existing business support by considering the impact of integration journeys. Propeller not only positions itself as an integration service provider, but it also recognises business support as an integral component of its integration services. As a result, from a practitioner's perspective, Propeller was able to provide this RO-AR with adequate degrees of freedom to investigate how RBS related to refugees' integration both practically and strategically.

2) This new funded RBS-related project (two years) provides the necessary resources for Propeller to build business support service capacity. It is essential that these resources be used only for the development and delivery of the business support service. In this practice setting, this RO-AR could be embedded in a practice context in which business support is the core purpose over the long term and sustainably, ensuring that theory development and intervention delivery are less vulnerable to resource and strategic changes of the partner organisation.

3) The founders of Propeller shape the organisation's vision to transform refugees' marginalised position in society. Over past ten years, Propeller has developed a comprehensive support portfolio, which has resulted in a substantial amount of knowledge about refugee integration, and continues to provide multiple types of integration services to refugees. Therefore, this RO-AR is well suited to address the theoretical gap in the existing literature on business support, because Propeller offers fruitful integration data and localised knowledge for examining the holistic impacts of RBS on the refugees.

4) In order for business support to become an integral part of Propeller's integration services in the long run, Propeller must understand how to leverage its own integration expertise in order to address the lack of inclusivity of existing business support practices. The lack of an RBS concept that includes refugees' distinctive needs also restricts the development of Propeller's services, which creates a common interest between the author and the management of Propeller.

5.3.2 Previous practices and expectations of Propeller

In order to understand how Propeller as a practitioner specifically sees the impacts of lack of a practically-adequate RBS concept in the knowledge system, the author had several negotiation meetings with Propeller's Chief Innovation Officer (CIO), Chief Executive Officer (CEO) and Director of Hope, respectively, prior to the formal commencement of RO-AR (October 2020). The purpose of this series of conversations was to enable the author to determine whether the practical issues raised by Propeller were related to the theoretical gap in this study - the absence of a practically-adequate concept of RBS within the knowledge system, as required by RO-AR. This process also helped the author to follow the RO-AR requirements to ensure that addressing theoretical gaps is at the centre of RO-AR's problem identification, intervention design and delivery (Eden and Huxham, 2006; Eden and Ackermann, 2018).

Accordingly, the author focused on asking the three core managers mentioned above about Propeller's past business support experiences as well as information on challenges in supporting refugee entrepreneurs. On the basis of the managers' responses, the author identified how the research questions and theoretical gaps in this study are closely related to Propeller's practical challenges. Accordingly, this subsection summarises the key practical issue that Propeller wishes to address, and discusses how it relates to the theoretical gap in conceptualisation and impacts of RBS that this research aims to address.

Managers of Propeller raised two practical challenges in order to build and implement a business support strategy in Propeller.

The first: To effectively address the marginalisation of refugees from mainstream support services, Propeller support needs to be tailored to refugees' specific needs. What does this mean for the design of support services?

As social enterprises/non-profit organisations are highly dependent on external funding, such as Propeller's RBS project, which has a clearly defined funding scale, the absence of a clear plan for making investments may significantly limit the efficiency of support services (Dahlman et al., 2022). Therefore, Propeller realised that providing professional, consultative, light-touch services by mimicking mainstream enterprise support is not only costly, but also fails to comprehend and respond to the diverse needs of refugees. Also, the pilot entrepreneurship support that Propeller has implemented in recent years has often been 'prescription-based', where refugees themselves shared their needs and Propeller responded by mobilising the appropriate resources. As a result, refugees' narratives become the sole guide for support services. The problem is that people cannot ask questions about things they do not understand or phenomena they are not aware of. In this way, this prescriptive approach increases the risk of trial and error, reduces efficiency, and limits Propeller's ability to leverage its experience in the support service. According to Propeller's 12 years of experience interacting with refugees, refugees' backgrounds and socio-economic conditions are highly diverse. For many individuals who face difficulties with social integration, their business support needs are intricately intertwined with social issues. Therefore, Propeller required an evidence-based roadmap to understand how support activities can be developed and planned so that they are effective in responding to the diverse entrepreneurial needs of refugees.

This practical issue 'perfectly' confirms the drawbacks caused by the lack of a theoretical RBS concept to accommodate refugee needs in theory. Supporters' understanding of refugee needs has been stuck in the empirical domain, relying on refugee narratives (e.g., funding opportunities, lack of viable business plans). A major theoretical reason why responsive services are common in current enterprise support practices for refugees is that the mainstream support concept, EMBS, as well as existing limited RBS research all have not been able to provide an adequate focus for accommodating the diversity of refugee needs. This is the theoretical development that this study aims to achieve by committing to the use of the CA framework to construct RBS as well as its impacts. The practical challenge of Propeller is in fact a practical dilemma that resulted from the theoretical gap identified in this study. By

examining refugees' distinctive needs, a practically-adequate RBS concept can be constructed, which not only advances the theory, but contributes to addressing the Propeller's issue through its deliverability.

The second: Propeller poses a question to 'rethink business support': how can the generated impact of business support for refugees be more fairly and scientifically understood?

Propeller's entrepreneurial support activities are largely funded by the public sector, resulting in 1) Propeller completing a top-down assessment in order to fulfil funders' requirements, and 2) the services offered are always subject to a set time limit and eligibility criteria. In practice, top-down assessment is often based on economic outcomes. Examples include the number of businesses supported, the turnover of supported businesses, and the number of new registered businesses. Based on these criteria, the support organisation is evaluated for its performance, and the performance determines whether a supporter is able to extend the support service by obtaining additional funding. The Propeller leaders believe that the current performance measurement ignores the broader impact of business support on refugees and is more concerned with economics and numbers. This limits Propeller's ability to document its success and generate bottom-up innovation in support. For this reason, Propeller wished to be equipped with a more holistic approach to evaluate the impact of its business support.

This need coincides with another theoretical gap identified and research question posed in this study. Propeller worries about a performance measurement approach that derives theoretically from mainstream enterprise support's reliance on economic narratives (Wapshott and Mallett, 2018). As a result, the perceived social impacts of marginalised communities are not reflected in the measurement, which creates a dilemma. For example, 'good' support performance defined in measurement criteria (for example, encouraging refugees to enter low-barrier, low-competitive, market-starved entrepreneurial ventures) may have deepened refugees' precarity; and the promoted socialisation of refugees and the integration through business support is overlooked. This is one of the research questions that this study is committed to addressing - the holistic impacts caused by RBS. The resolution of this theoretical gap not only facilitates the Propeller in obtaining an answer to their posed question about what the holistic impacts of RBS on refugees are; moreover, the development of the theory may also help policymakers to rethink the impact of business support on refugee entrepreneurship step-by-step.

Until this point, the author has described the practical needs of practitioner partners identified prior to the launch of RO-AR, and has discussed how these needs relate to the theoretical

gaps and issues addressed in this study. This confirms the importance of addressing theoretical issues for Propeller to address practice issues. Based on this, the RO-AR collaboration was formally launched in mid 2021. The next two subsections briefly describe the specific team members involved in the collaboration; and the process of the collaboration designed by the author based on the guidelines of RO-AR.

5.3.3 Actors in this project

The RO-AR approach that involves practitioner partners to deliver intervention requires not only the presence of a researcher to produce knowledge during the research process, but also the formation of a research team capable of incorporating emerging theoretical findings in the practices and delivering intervention in the field (Coughlan and Coghlan, 2002; Ram et al., 2015). Consequently, this subsection identifies the members of the Propeller who contributed significantly to addressing the practical aspects of this research project, such as organising, problem-solving, and advancing the research cycles in the field.

Role in the RO-AR	Title	Affiliation
Researcher	PhD researcher	Aston University
Practitioner project lead	Enterprise manager	Propeller
RBS project manager	RBS manager	Propeller
Practitioner research lead	Business development manager	Propeller
Frontline delivery lead of region A (anonymised as required)	Business consultant	Propeller
Frontline delivery lead of region B (anonymised as required)	Business consultant	Propeller

Table 3 RO-AR research team information

The Table 3 presents five key colleagues from the Propeller, in addition to the author as the researcher, who are involved in the day-to-day advancement and delivery of the RO-AR cycle. Firstly, the practitioner project lead was based at Propeller's head office, and as such acts as Propeller's senior gatekeeper in this RO-AR by coordinating the operation team of Propeller to support the action cycle. Additionally, this member oversaw the strategic direction of RBS project delivered by Propeller. The RBS project manager was primarily responsible for overseeing the frontline team of Propeller in delivering RBS services. Similarly, this role worked closely with the author to develop Propeller's regional practices. The Practitioner research lead from Propeller organised and coordinated the knowledge-sharing process between the Propeller project team and the author. Additionally, this role served as a critical

friend who provided localised knowledge-based feedback to the author on his theoretical outputs.

Other business consultants from two regions worked closely with the author on a day-to-day basis. They delivered the theory-based intervention programme in the frontline, met regularly with the author, and provided practical feedback.

This table presents a list of core members who are actively involved in this research project and have played a significant role in facilitating the work in the field, but does not include all frontline members who are involved with the implementation of the intervention plan to maintain anonymity.

5.3.4 RO-AR model and planning

After successively determining, based on the RO-AR guideline, that the practitioners' backgrounds and concerned challenges can be highly compatible with the theoretical gaps and theoretical issues initially proposed in this study, the author formally designed the cyclical model for this RO-AR. A formal description of the cyclical model used in this study, as well as the steps involved, is provided in this subsection, as in the Figure 13 below.
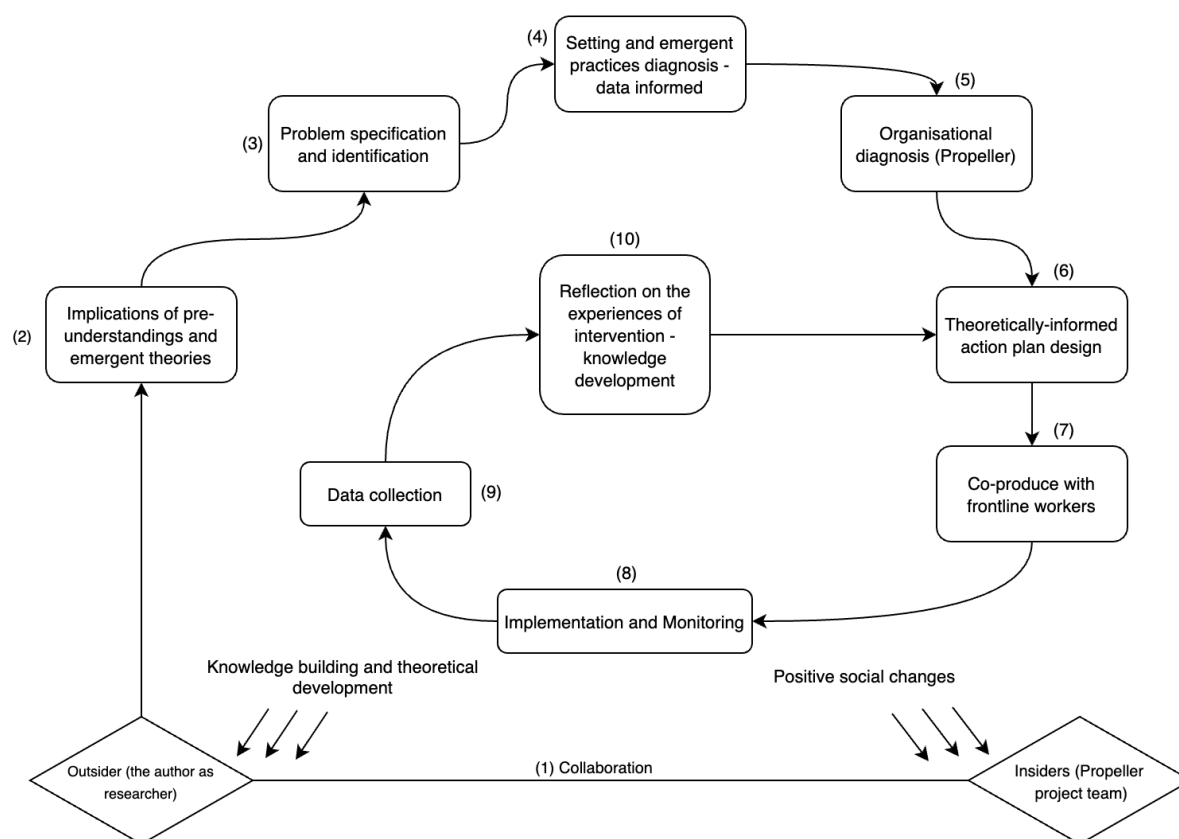
Figure 13 Applied RO-AR model in this study (Researcher's work)

Similar to what is discussed in RO-AR, the model still adheres to the traditional six-stage AR cyclical model in its core structure: problem identification, fact-finding, intervention design, intervention delivery and monitoring, reflection (Elliott, 1991; Lewin, 1946; Reason and Bradbury, 2001). Its key features are enabling reflection on collected empirical data at the end of each cycle through the monitoring of theory-based intervention delivery (McTaggart, 1994); and theorising these reflections to provide new ideas for next-cycle intervention design (Elliott, 1991). By integrating RO-AR guidelines into the cycle initiation, revision, and reflection process, the proposed model here emphasises the central role of theory in this process (Eden and Ackermann, 2018). This also leads to a specific cyclical RO-AR design aimed at accumulating/adjusting theoretical constructs in order to address underdeveloped RBS concepts through collaboration with practitioners and the delivery of interventions. As illustrated in the diagram above with the numbered steps, the purpose and rationality of each step are provided as follows:

- 1) **Collaboration:** This step explains the pre-investigation carried out by the author as a researcher regarding the organisational setting and its expectations of this RO-AR. This step is designed to follow the RO-AR guidelines and to ensure that the organisational context in which the RO-AR is embedded provides sufficient opportunities, resources, and support in order to address the theoretical gaps

associated with RBS. It also helps ensure the theoretical mission of this RO-AR is stable and does not shift due to practitioner power and practitioner strategy.

- 2-3) **Reflection, suppression, and openness of pre-understandings:** This step follows the RO-AR's requirement to remain open to changes in the theoretical framework and to avoid over-reliance on assumed theoretical constructs as a solution to address the theoretical and practical gap. Instead, this step can help the researcher identify more empirical materials that may be relevant to developing RBS conceptually during the identification of the problem and fact-finding process.

- 4) **(Setting) Diagnosis of emerging business support for refugees:** In keeping with RO-AR's advocacy for openness and the redevelopment of pre-understanding, this study examined broader organisations claiming to provide targeted business support for refugees. It is intended to assess, calibrate and redevelop the author's theoretical framework and pre-understanding before designing interventions for Propeller. The redeveloped theoretical framework from this step is explanatory for existing RBS practices, which is also one of the qualities of a practically-adequate concept.

- 5) **Diagnosis of Propeller:** Part of the fact-finding process in conventional AR methods. After obtaining a calibrated theoretical framework in the fourth step, such highly abstract theoretical concepts related to RBS are unlikely to be directly applied in a specific setting, according to RO-AR (Eden and Huxham, 2006). Therefore, in this step, the author examined the organisational practices, the environment and the resources of Propeller, in order to avoid duplicating existing practices in the intervention and instead focus on the gaps between the existing practices and the interpretation of the RBS concept.

- 6-7) **Intervention design based on the theoretical framework initiated by the researcher**: According to RO-AR (Eden and Ackermann, 2018), the interventions proposed by the researcher should be theory-driven abstract strategies rather than concrete executive plans. It is for this reason that RO-AR advocates the inclusion of practitioner voices in order to 'inform action' (Eden and Huxham, 2006, p.399). Therefore, it is necessary to invite practitioners and work with them to co-design grassroots activities. This step also is the examination and development of the deliverability of the proposed concept, which conforms to another quality of a practically-adequate concept - informing practices.

- 8) **Intervention implementation and monitoring:** One of the core processes of AR and RO-AR is to implement RBS activities in the field and to identify longitudinally their impacts, as well as any resistance, enablers and dynamics.

- 9) **Data collection:** Based on the longitudinal observations made in Step 8, data was collected directly from the intervention's providers and recipients to gain an understanding of their experiences of the intervention's delivery and impact. Steps 8 and 9 help evaluate how the proposed and delivered RBS concept addresses the practical challenge of refugees' inhibited entrepreneurship, which relates to the last quality of a practically-adequate concept - contributing to solving the practical issue.

- 10) **Reflection:** after analysing and interpreting the data collected in the first cycle, the author identified the contradictions within the RBS concept and the negative impacts caused by it, and then revised the original theoretical framework and proposed altered interventions. As a result, the second cycle began from step 6.

Having introduced the RO-AR process model developed for this study and based on the RO-AR's requirements for report-specific data collection methods, the following section explains how the two action cycles conducted based on this model, as well as how various conventional qualitative approaches were integrated into the action cycles.

5.4 Data collection in RO-AR process

This section discusses and presents the specific implementation of the RO-AR cycle over a fifteen-month period from September 2021 to November 2022 based on the RO-AR cyclical model presented in the previous section. Following the requirements of reporting RO-AR data collection method, data analysis method, and rationale (Eden and Huxham, 2006), this subsection provides specific explanations of how the different data collection methods embed and drive the action cycle, as well as the rationale for the particular methods used to collect data, and the principle of data saturation.

5.4.1 RO-AR Cycle 1 & 2

This study consists of two action cycles, which took place from September 2021 to April 2022 and from May 2022 to November 2022, respectively. As shown in the Table 4 below, the steps

of Action Cycle 1 and Action Cycle 2 are presented in landscape format from left to right, which highlights the RO-AR steps of each cycle with data collection phases highlighted.

RO-AR model steps	Action Cycle 1 (9.2021-4.2022)	Action Cycle 2 (5.2022-11.2022)
Pre-understanding	Theoretical framework building by the researcher	Revise theoretical framework based on cycle 1 reflection
Problem identification	RQ1: What is the distinctive concept of refugee business support? RQ2: How can Propeller apply the concept of refugee business support and develop its own services for refugees? RQ3: What are refugees' experiences of delivered interventions and, therefore, the impact of RBS?	RQ1: What is the distinctive concept of refugee business support? RQ3: What are refugees' experiences of such delivered interventions and, therefore, the impacts of RBS?
Re-develop pre-understandings (fact-finding)	**Data collection phase 1** In-depth interviews with 42 managers of 32 business support organisations for refugees	N/A
Organisational diagnosis of Propeller (fact-finding)	**Data collection phase 2** In-depth interviews with 6 senior managers of ACH	N/A
Intervention design	Initiated and conducted by the researcher	Initiated and conducted by the researcher
Intervention activities co-production	2 roundtables with Propeller region-A and region-B team (7 participants in total)	3 roundtables with Propeller region-A, representative external collaborators, and region-B team (8 participants in total)
Intervention delivery	**Monitoring** by the researcher – 30 observation events	**Monitoring** by the researcher 32 observation events
Data collection	**Data collection phase 3** In-depth interviews with 15 frontline workers and 10 refugee participants	**Data collection phase 4** In-depth interviews with 17 frontline workers and 15 refugee participants
Reflection	**Revise the theoretical framework.** New questions emerge concerning RBS and its impact that remain unanswered in cycle one, which guide the second action cycle to continue investigating these questions.	**Revised theoretical framework and generate findings**

Table 4 Conducted Action cycle 1 and Action cycle 2

To guide the author's data collection activities within each cycle, the principle of data saturation was applied since this study utilised qualitative techniques to collect data. After no new theoretical insights emerged from the data, the author stopped recruiting new informants (Glaser and Strauss, 1967; Reitz, 2017). The distinction between data saturation and gap resolution must, however, be made. The former guides the collection of data during each AR cycle, whereas the latter indicates when the entire AR system should be closed.

The number of cycles in RO-AR is not fixed; rather, the number of cycles depends on the degree to which the abstract theoretical gap is resolved with the actualisation of practice change (Eden and Huxham, 2006; Huang, 2010; Somekh, 2005). It is worth noting that in RO-AR, 'resolve' means whether the overall theoretical gap and its associated practice problems are resolved, so that no new problems associated with the theoretical gap arise, or that new problems cannot be identified and solved by the existing AR context through another adjusted action cycle (Cohen et al., 2017). Therefore, in this study, although the data collection for the first action cycle could have saturated (the data collection for the first cycle could have ended), the data-based reflection still presented pending issues related to the theoretical gap and raised new challenges for the current practical setting. This created the need for a second action cycle. As McNiff (2013, p.83) says: 'Now that I am on my learning journey, there is no stopping.'

From the next subsection onwards, each data collection phase in two action cycles is discussed in detail as well as the rationale, methods, and reasons for the selection of data collection methods, samples, etc.

5.4.2 Interviews with global refugee-focused business supporters

A conventional AR fact-finding step (also known as diagnosis) entails a review of the AR-related organisational setting in order to inform a subsequent intervention design (Lewin, 1946; Sanford, 1970). As a result of RO-AR's theoretical rigor, this study examined not only the organisational setting of Propeller in fact-finding (5.4.3) but also the global support initiatives that are involved in the conceptualisation of RBS in practice (5.4.2).

For addressing the lack of a business support concept that is inclusive for refugee needs in the literature, the author developed a theoretical framework based on CA to close this gap - i.e., theoretical pre-understandings. Nevertheless, Eden and Huxham (2006) contend that RO-

AR provides rich practical scenarios and diverse theoretical constructs for studying a particular theoretical gap and the researcher should remain open to the development of pre-understandings. Hence, when discussing practical RBS-related RO-AR, focusing solely on what RBS is or should be may lead the author to overlook many other theoretical constructs relevant to the practical delivery of RBS. In addition, this is in line with what has been discussed in CA and CR, where individual capability has its own underlying mechanisms, but is also influenced by other mechanisms (Ton et al., 2021). This may mean that, despite designing an RBS concept that can accommodate refugees' needs, the delivery of that concept and its impacts may be influenced by 'other mechanisms'.

Further, in the context of RBS research, there are over 130 emerging organisations providing target business support services to refugees. However, these support providers' practices have not yet been featured in current research (Desai et al., 2021). Their experiences and understandings may supplement or correct the author's pre-understandings (CA-based RBS concept), thus providing richer evidence for the practical delivery and theoretical constructs in this RO-AR. Therefore, in order to follow the 'openness of pre-understandings' espoused by RO-AR in this study, before formally applying the CA-based RBS intervention to the Propeller setting, the author assessed, calibrated, and redeveloped the proposed theoretical framework by conducting in-depth interviews with 42 managers from 32 refugee support organisations (phase: 10.2021 - 12.2021).

For this phase, the author reached out and invited participants to this interview phase through the only global supranational network for refugee entrepreneurship support - the Refugee Entrepreneurship Network. This network consists of organisations interested in supporting refugee entrepreneurship (of which the author's research centre is a member). A sample strategy was developed by the author after searching for information regarding nearly 100 organisations that support refugee entrepreneurship in developed countries.

It was necessary for the sample to meet two conditions: due to the short-termism issue that exists in many business support projects (Ram et al., 2012), the organisations interviewed had to have supported refugee entrepreneurship for at least one consecutive year. In this manner, it is ensured that the support organisation has experience of interacting with beneficiaries and delivering services. Secondly, all selected samples were drawn from developed Western countries to maintain the basic consistency of the context. The author also maximised the range of countries and service models covered by the sample. To explore as much as possible the theoretical constructs that may be relevant to the RBS concept, the sample consists of

support organisations that provide direct support to refugees, but also includes funders who indirectly impact on the business support for refugees.

Ultimately, all 32 organisations selected have an indirect or direct impact on refugee entrepreneurs through their services; covering 8 Western countries and including four types of organisations: mainstream business support organisations, emerging refugee-targeted service providers, thinktanks, and investors who have consistently funded refugee businesses and supporters in recent years. Among these organisations, 27 were direct service providers, providing valuable insights into the emerging RBS practices. A further five organisations that are instrumental in the development of RBS activities in developed countries. Finally, the sample list is as the follow Table 5:

Interviewee ID	Type of Organisation	Country of Origin	Interviewee Gender	Landscape	Support service structure	Sector/strategic direction
LO1 LO17	Social enterprise	United Kingdom	Female Male	National	Fixed term	Incubation / Refugee business support
LO2 LO3 LO39	Social enterprise	United Kingdom	Male Female Male	Regional	Fixed term	Refugee business support
LO40 LO41 LO42	Social enterprise	United Kingdom	Male Male Male	Regional	Fixed term	Refugee integration service
LO4	Not-for-profit organisation	United Kingdom	Female	Regional	Fixed term	Pre-start-up upskill service
LO5	Not-for-profit organisation	United Kingdom	Female	Regional	Fixed term	Refugee business support
LO6	Local Enterprise Partnership	United Kingdom	Female	Regional	Fixed-term	Mainstream Business support
LO7	Local Enterprise Partnership	United Kingdom	Male	Regional	Fixed-term	Mainstream Business support
LO8	Research institute	Germany	Female			Refugee Research
LO9	Not-for-profit organisation	Australia	Female	Regional	Fixed-term	Refugee business support
LO10	Not-for-profit organisation	United State	Male	International	Fixed term	Migrant business training program
LO11	Financial intermediary	United State	Female	National		Fintech solution of refugee entrepreneur
LO12	Foundation	United State	Female	National	Fixed term	Impact investor
LO13	Foundation	France	Female	National	Fixed term	Impact investor
LO14	Social enterprise	France	Female	National	Fixed term	Incubation/ Refugee business support
LO15	Foundation	Italy	Male	International	Fixed term	CSR global networks
LO16	Not-for-profit organisation	Germany	Male	Regional	Fixed term	Refugee business support
LO18 LO19 LO20 LO21	Not-for-profit organisation	Germany	Male Female Male Male	National	Long term	Migrant/Refugee business support
LO22 LO23	Not-for-profit organisation	United Kingdom	Female Male Female	National	Long term	Mainstream Business support
LO24	Not-for-profit organisation	United Kingdom	Female	National	Long term	Small business support
LO25	Charity	United Kingdom	Male	Regional	Fixed term	Refugee business support
LO26	Civil society	United Kingdom	Female	Regional	Long term	Community organising/Migrant business support
LO27	For-profit Organisation	United Kingdom	Male	Regional	Long term	Refugee business support
LO28	For-profit Organisation	United Kingdom	Male	National	Long term	Refugee employability/business support
LO29	Not-for-profit organisation	United Kingdom	Male	Regional	Fixed term	Refugee business support
LO30	Not-for-profit organisation	Australia	Female	Regional	Fixed term	Refugee business support
LO31	For-profit organisation	United Kingdom	Female	National	Fixed term	Mainstream Business support
LO32	Not-for-profit organisation	United Kingdom	Male	Regional	Fixed term	Mainstream (minority) Business support
LO33	Not-for-profit organisation	United Kingdom	Female	Regional	Fixed term	Immigrant and Refugee career support
LO34	Not-for-profit organisation	Canada	Male	National	Fixed term	Refugee career support
LO35	Not-for-profit organisation	United Kingdom	Male	Regional	Fixed term	Refugee integration provider
LO36	Not-for-profit organisation	United State	Female	National	Fixed term	Refugee career support
LO37	Not-for-profit organisation	Switzerland	Female	Regional	Fixed term	Migrant/Refugee business support
LO38	Charity	United Kingdom	Male	Regional	Fixed term	Refugee integration provider

Table 5 List of informants in data collection phase 1

A semi-structured interview (SSI) was primarily used in this study to collect data. According to Kallio et al. (2016), semi-structured interviews are theory-driven and can be used to collect individualised perspectives. From a CA perspective, these individual discourses do not adequately explain how supporters deal with the refugees' distinctive needs, and the structure of the RBS concept cannot be fully explained (Danermark et al., 1997; Smith and Elger, 2014). An individualised narrative, however, allows the author to gather and become aware of theoretical constructs that may exist outside of the existing framework (Newcomer et al., 2015). It provides an important opportunity to assess the explanatory power of the proposed theoretical framework for current practice and redevelop it.

A semi-structured interview enables researchers to ask specific questions based on prior theories, so the author sets interview questions related to the theoretical framework. Meanwhile, semi-structured interviews provide interviewees with the flexibility to share concerns that are not necessarily related to the interview questions (Magaldi and Berler, 2020). Therefore, the author is able to develop the existing theoretical framework by following up on the interviewee's narrative. It is also relevant to RO-AR's emphasis on the development of more reflective 'pre-understandings' (Eden and Huxham, 2006). Thus, the semi-structured interviews conducted in this study were not designed to simply elicit 'useful' information from participants for supporting theoretical framework, but in fact to promote critical reflection and co-production of knowledge.

Finally, the author conducted all one-to-one interviews online, through Microsoft Teams because of the limitations brought by the pandemic and long-distance international meetings. The length of each interview ranged from thirty minutes to two hours. In this phase, the interview topic guide (see Appendix D) is partly informed by the CA-based RBS framework, focused mainly on the supporters' understanding of refugee needs, the main functions of their support services provided by the supporters, and the constraints and opportunities they faced.

5.4.3 Interviews with Propeller senior management

A second objective of RO-AR fact-finding is to provide information about how to apply the redeveloped theoretical framework in Propeller by examining its organisational context. This is for answering research question 2 and examining the deliverability of the theoretical framework, which is also the necessary step of following the "theory-to-action-to-critical reflection-to-developing theory" routine of RO-AR (Eden and Huxham, 2006, p.401).

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Furthermore, the supporter's resources, vision, stakeholder relations, and strategy have equal bearing on what it 'can deliver' and what it 'wants to deliver' in terms of support activities (Arshed et al., 2021; Azmat et al., 2023; Dahlman et al., 2022). In order to design practice interventions that are closely related to theory development, it is essential to understand how the organisational context could constrain or facilitate interventions based on the theoretical framework. Moreover, this resonates with RO-AR's examination of 'systems of emergent theoretical conceptualizations' (Eden and Huxham, 2006, p. 400) and goes beyond the core constructs of RBS and allow the author to identify the relationship between theoretical constructs afterwards.

As a result, six members of Propeller's senior management team were invited to participate in interviews (end of November 2021). In discussions between the senior managers and the author prior to the RO-AR, these six members were identified as the strategic leads for the development of Propeller's business support strategy and the supervision of its frontline workers. The following Table 6 provides specific information about each interviewee. During this stage of the interview, the author primarily asked questions about Propeller's key resources for delivering business support, partnerships, challenges, and opportunities, as well as how the organisation views the existing business support sector. All interviews were conducted face-to-face in Propeller's two office. Each interview lasted between one and two hours and was audio recorded. During this stage, the same consent form and participant information form were used as in 5.4.2, and the same process was utilised to ensure that interviewees were aware of their rights during the research process.

Interviewee ID	General Role in Propeller	Interviewee Gender
AO1		Male
AO2		Female
AO3	Senior managers	Female
AO4		Male
AO5		Male
AO6		Male

Table 6 List of informants in data collection phase 2

5.4.4 Intervention design and agreement

From December 2021 to early January 2022, following the completion of the two-phase interviews, the author facilitated the design and activities co-design of the first-round intervention, supported by the practitioner project lead. Following the fact-finding and redevelopment of pre-understanding, the author translated the CA-based theoretical

framework into an intervention strategy using practitioner language. In the strategy, two parts were explained: 1) the functional differences between CA-based RBS and mainstream business support concepts, and 2) the techniques by which supporters can be sensitive to the underlying logic of refugee needs. During two roundtable workshops, the author presented and explained his intervention strategy to a total of seven Propeller colleagues. These seven participants were selected by the practitioner project lead as being directly relevant to the delivery of business support services in Propeller.

In order to ensure that the resources and context of the support regions were taken into account, two roundtable workshops were held for the Region-A and Region-B teams separately, each lasting an hour and a half and being audio-recorded with the informed consent of the participants. This distinction is based on the premise that, although the intervention strategy is consistent, the delivery of support often needs to be tailored to the local context and prescriptive (Eden and Huxham, 2006). Therefore, the author needed localised knowledge to translate strategies into actionable activities in both areas. Furthermore, this cross-geographical design enabled the RO-AR as a whole to conduct comparative analyses of the data from both regions afterwards, thereby aiding in the harvesting of rich theoretical constructs, taking into account contextual differences and improving transferability.

The primary reason for using roundtable workshops is that they provide an interactive environment for co-design and dialogue (Perkins, 2003). Despite the author's consideration of the implications of the Propeller practical setting in proposing a theory-based intervention, this does not necessarily mean that these abstract strategies can be implemented without incorporating localised knowledge. By involving the experience of business consultants (frontline workers) in roundtable discussions, planned strategies can be translated into concrete actions that are implementable (Eden and Huxham, 2006). By participating in the roundtable, the author can dynamically assess whether the actions proposed by the frontline supporters effectively represent the intervention strategy at a theoretical level (ibid). Thus, based on the different roles played by the two parties, the roundtable workshops iteratively discussed each intervention strategy, commented on the structural functions that each RBS should embody, and co-designed the way to deliver RBS. After the conversation, two sets of subtly different actionable plans were developed based on the same intervention strategy.

5.4.5 Monitoring during the intervention delivery

Participant observation allows the researcher to observe settings, actions, behaviours, and natural expressions in addition to individual discourse (Eriksson and Kovalainen, 2015). By

immersing himself in the intervention, the author is able to gain an understanding of details that research participants overlook, are unaware of, intuitive about, or are oblivious to (Blommaert and Jie, 2020). Additionally, this provides CR and CA with many elements of context and detail for exploring the causal mechanisms behind the impacts of delivered RBS in Propeller (Danermark et al., 2019; Millar, 2018).

Furthermore, another advantage of using participant observation is that by 'hanging out and conversing' in the field, the author can be the embodiment of the implicit culture, norm, and value in the field to form an interpretation of actions, discourse and contradictions in a particular setting (Musante and DeWalt, 2010, p. 15). By engaging in informal dialogues, the researcher could acquire localised knowledge that is not readily apparent to the participants in a formal interview (Spradley, 2016a). As an action researcher, the author has also benefited from co-design interventions and pre-RO-AR interactions, which have provided him access to the field to observe with good relational conditions. Participant observation allows the author not only to monitor the delivery and impact of the support service at close range, but also to engage with the support activities and gain an understanding of how it is delivered. By observing participants, the author was able to interpret natural environments, intuitive behaviours, cultural and group values, thus providing a better understanding of the context of RBS delivery, and contextual factors of its limitations and impacts. It is through this information that the author can gain access to a broader understanding of theoretical constructs (Eden and Huxham, 2006), which can also help shape the interview guide used in evaluative interviews at the end of the AR process (Spradley, 2016b).

In early January 2022, delivery and monitoring of the intervention for this study were initiated simultaneously and ended in early April 2022. Over this three-month period, Propeller regional teams were primarily responsible for delivering services. A number of activities were conducted, including: one-on-one diagnosis session, plan-making sessions, group training sessions, peer network sessions, community outreach, and public promotional activities (e.g., spreading refugees' stories on TV, refugee businesses showcase). All of these activities were guided by the intervention strategy informed by CA-based RBS concept. The decision to adopt these particular formats was primarily influenced by the experiences of frontline workers and the organisation's regional partnerships and available resources. These activities can be divided into two broad categories: one-to-one rapport building and follow-up services. As the author is not a professional refugee service provider or case worker, both the author and Propeller agree that participant observation should not be introduced too early during the rapport-building process, which otherwise may create anxiety for refugees (Miller, 2004). In observation, jot notes are used to record keywords and sentences associated with each

observation to aid the author in remembering them (Emerson et al., 2001). The author developed a template to summarise as much data from the jot notes as possible at the end of each day or phase of observation. The template primarily consists of scene-setting, participants, the purpose of activities, key takeaways from casual conversation, facial reactions, the output of activities, and the author's reflection.

Therefore, overall, based on this guideline, the author conducted participant observation for services activities other than one-to-one rapport building. During Phase 1, the author also took part in 12 weekly intervention team meetings to discuss the delivery of support activities, challenges, and achievements with frontline supporters. Overall, the author participated in 30 frontline activities and team meetings. Similarly, during the second phase of the intervention (May 2022 - September 2022) the author participated in 15 weekly intervention team meetings and 17 frontline support activities (including an activity he led and designed). A total of 32 frontline activities and team meetings were observed.

5.4.6 Interviews with business supporters and refugee beneficiaries

After the finish of the intervention, according to the RO-AR model, data must be collected in order to examine the specific effects produced by the intervention (Eden and Huxham, 2006; Elliott, 1991). By taking this step, not only can existing theoretical frameworks be developed around theoretical gaps, but also emerging theoretical constructs can be incorporated. Upon completion of the first round of intervention and the second round of intervention, the author conducted two separate rounds of in-depth semi-structured interviews (April 2022 - May 2022; September 2022 – November 2022) with refugees and supporters involved in the intervention. Tables 7 and 8 provide a summary of the demographics of the informants interviewed.

Interviewee ID	Categorises of affiliation
FF1	Propeller-Region-B
FF2	Propeller-Region-A
FF3	Propeller-Region-B
FF4	Propeller-Region-A
FF5	Propeller-Region-B
FF6	Propeller-Region-A
FF7	Propeller-Region-A
FF8	Key external collaborator
FF9	Key external collaborator
FF10	Propeller-Region-A
FF11	Propeller-Region-B
FF12	Propeller-Region-A
FF13	Propeller-Region-B
FF14	Propeller-Region-A

	FF15	Key external collaborator

Table 7 Frontline supporter interviewees – cycle one (data collection phase 3)

Interviewee ID	Categorises of affiliation	Country of Origin
RO1	Propeller-Region-B	Sudan
RO2	Propeller-Region-A	Iran
RO3	Propeller-Region-A	Sudan
RO4	Propeller-Region-B	Iran
RO5	Propeller-Region-A	Malaysia
RO6	Propeller-Region-A	Malaysia
RO7	Propeller-Region-A	Sudan
RO8	Propeller-Region-B	Syrian
RO9	Propeller-Region-B	Egypt
RO10	Propeller-Region-B	Sudan

Table 8 Refugee beneficiary interviewees – cycle one (data collection phase 3)

During the first of two rounds, 15 Propeller supporters and 10 refugee clients were interviewed; during the second round, 17 Propeller supporters and 15 refugee clients were interviewed, as Table 9 and 10. The length of each interview ranged from one hour to two and a half hours. All interviews were conducted face-to-face. A total of twelve Propeller supporters and four refugee beneficiaries participated in both rounds of interviews. Accordingly, the author could follow the differences between the two rounds of intervention. Moreover, both rounds of interviews examined the contrast between the recipients' experiences before and after experiencing the support, as well as the role and limitations of the support in the recipients' experiences (Appendix D). As well, the author asked supporters about the difficulties associated with the delivery of support, the achievements, the limitations of support activities, and the evolution of support activities on the front lines (Appendix D). These questions extended and modified existing theoretical constructs within the CA-based theoretical framework. The author followed the same set of topic guides during the two rounds of interviews with supporters and refugee beneficiaries. Nevertheless, the author did not repeat some questions twice unnecessarily - such as their experiences before coming to the UK - but rather probed more about refugees' perception of differences between the first and second round interventions.

Interviewee ID	Categorises of affiliation
FS1	Propeller-Region-B
FS2	Propeller-Region-B
FS3	Propeller-Region-B
FS4	Propeller-Region-A
FS5	Propeller-Region-A
FS6	Propeller-Region-A
FS7	Propeller-Region-A
FS8	Propeller-Region-A
FS9	Propeller-Region-B
FS10	Propeller-Region-B

FS11	Propeller-Region-A
FS12	Propeller-Region-B
FS13	Propeller-Region-A
FS14	Propeller-Region-A
FS15	Propeller-Region-B
FS16	Propeller-Region-B
FS17	Propeller-Region-B

Table 9 Frontline supporter interviewees – cycle two (data collection phase 4)

Interviewee ID	Categorises of affiliation	Country of Origin
RR1	Propeller-Region-B	Sudan
RR2	Propeller-Region-B	Afghanistan
RR3	Propeller-Region-B	Syria
RR4	Propeller-Region-B	Syria
RR5	Propeller-Region-A	Afghanistan
RR6	Propeller-Region-A	Egypt
RR7	Propeller-Region-A	Sudan
RR8	Propeller-Region-B	Ukraine
RR9	Propeller-Region-B	China-Hongkong
RR10	Propeller-Region-B	Sudan
RR11	Propeller-Region-B	China-Hongkong
RR12	Propeller-Region-A	Syria
RR13	Propeller-Region-A	India
RR14	Propeller-Region-B	China-Hongkong
RR15	Propeller-Region-B	India

Table 10 Refugee beneficiary interviewees – cycle two (data collection phase 4)

5.5 Data analysis

5.5.1 Logical inference

A combination of abductive and retroductive reasoning was used to analyse the data in this study, which are logical inferences encouraged by CR (Danermark et al., 2019). The former focuses on discovering the most likely structures that underlie the emergence of an event by gathering experiences and observations about (incomplete) events; the latter is concerned with identifying the conditions that facilitate or inhibit the emergence of events (ibid). Before developing the intervention (see 5.4), both the first and second data analysis stages of RO-AR were dedicated to refining the author's theoretical framework or moving beyond the pre-understanding by investigating unexamined emerging global support practices. As part of this process, the author needs to challenge his own pre-understanding by interpreting global support evidence outside the box - the CA-based RBS framework. Abductive inference can help the researcher in this process to 'discern relations and connections that are not otherwise evident or obvious' and unpack the structure of actual events (Meyer and Lunnay, 2013, p.87). Through the re-interpretation of realistic delivery scenarios across different countries, the

author was able to identify the existence of related theoretical constructs that may be relevant to the concept and delivery of RBS; therefore, challenging and developing the existing pre-understandings. It is critical to note that the identification of novel theoretical constructs does not mean that the CA theoretical framework can be fully falsified by empirical evidence at this stage (May, 2001). This is because discourse data in this phase tend to be value-laden in CR, and there are always supporting and refuting cases related to the theory (ibid). However, there is value in its divergence from the theoretical framework and its surprises, which provide an opportunity to re-describe the theoretical framework and can indicate the existence of relevant and unnoticed constructs that need to be further validated and addressed in the intervention process (Kuhn, 1996).

With the abductive and retroductive reasoning, the author monitored and evaluated the intervention's two rounds of delivery at the frontline. In this RO-AR phase, the primary objective is to understand the causal mechanism of impacts and associated facilitating and inhibiting factors in the context of interventions. In this process, the conditions under which impacts were identified are analysed. In addition to explaining how RBS works on the refugees' distinctive needs to create support outcomes, generated impacts also help in explaining 'useful support'. The author applied retroductive reasoning to the analysis of the evaluation of intervention, helping him "to ask questions about and develop concepts that are fundamental to the phenomena under study" (Meyer and Lunnay, 2013, p.88). This differs from deduction which tends to establish causal laws in a linear fashion. Retroduction, on the other hand, explores the 'conditions' required for the occurrence of the object beyond the theory of the object (Danermark et al., 1997). For example, in this study, moving beyond what is RBS, retroduction helps to investigate: 1) the impacts of RBS and 2) what are the conditions for positive impact and negative impact to occur.

5.5.2 Procedures and elements of thematic analysis

This study used thematic analysis (TA) and referred to Meyer and Lunnay (2013) about how abduction and retroduction can be utilised to generate causal explanations in analysis. The author first transcribed the recordings collected into raw text data prior to beginning TA, and as a result of the multiple phases of data collection, more than 950,000 words have been generated. In RO-AR, the data analysis was not conducted concentratedly after the whole RO-AR steps had been completed. In light of the RO-AR's emphasis on the strong connection between theory and practice, both the design and redesign of the intervention should be guided by theory from data analysis. As a result, the author divided the data analysis into three stages in this RO-AR: 1) the analysis of interview data collected from global supporters and

from Propeller prior to the design of the first round of interventions, providing theory-based evidence for the proposed and implemented first round of interventions; 2) the analysis of interview data collected from frontline supporters and beneficiaries after the first round of interventions had been implemented, providing theory-based evidence for the design and implementation of the second round of interventions; and 3) the analysis of supporters' and beneficiaries' second-cycle interview data and observation notes after the second round of intervention delivery.

According to Meyer and Lunnay (2013), in each TA phase, the author followed four steps. To increase familiarity with the raw data, the author skim read the raw data and documented his reflections in an analytical memo (Saldana, 2011). After that, the author conducted the iterative coding process through manual provisional coding (Layder, 1998). The coding system was primarily derived from existing criticism of business support concepts and their neglect of refugee needs, also from CA-based RBS framework. The system 'serves as a heuristic' for coding, rather than as a rigid boundary (Fletcher, 2017). The provisional coding process involves iteratively moving back and forth between theory and data (ibid). Using this method, the author extracted from the original data the key concepts in the interviewees' discourse, even though these codes might be temporarily unrelated to existing theoretical frameworks or were controversial (Layder, 1998). As a consequence, these conflicting and unconnected codes were adjusted and confirmed through the author's further engagement with other data iteratively, which ultimately built core codes. RO-AR encourages an openness to pre-understandings, which is echoed by this process (Charmaz, 2006; Eden and Huxham, 2006). Ultimately, the author identified the sub-theme categories to which different core codes are subordinate through intrinsic correlations among them.

'The development of a theme is the development of a causal explanation' (Fryer, 2022, p.375). Each phase of analysis identifies these subthemes as well as their links, and these structures provide a causal explanation for two actual events that are closely related to the research question: the distinctiveness of RBS, and the impact of RBS. In order to categorise all sub-themes and the structural relationships between them, three main themes at the core of the research questions were mapped out.

It is presented in the Figure 14 how the linkages between the themes in these three data analysis phases have mobilised the practice in RO-AR.

First, after fact-finding, the author analysed two main data: the perspectives and experiences of 42 global refugee supporters in providing business support; and the explanations of

Propeller senior managers about their organisational resources and context. Through this process, the author mainly extracted the theme of "distinctiveness of RBS," which explains the theoretical features behind the RBS compared to the existing concept of business support. The subthemes discussed within the theme are mainly related to refugees' integration-based business needs, key embodiments of RBS, and how RBS is delivered in a context-dependent manner. While developing the CA-based RBS concept proposed by the author, this analysis also reveals the contextual dependence of support delivery, explaining the emergence of numerous 'prescriptive' forms of RBS in practice.

Secondly, following the results of the first data analysis phase, the author co-designed a series of CA-based RBS activities with practitioners to accommodate the refugees' distinctive demand. After evaluating all intervention-related data gathered through observational monitoring and interviewing, this phase of analysis concentrated on identifying themes about the impact of RBS. This theme explains what impacts were created by the activities once the supporters understood how to structure an RBS that was inclusive of the needs of refugees, mainly relating to the causal mechanism behind 'direct impacts on entrepreneurial capability', 'direct impacts on integration journeys', and 'indirect impacts on integration journeys'. There were, however, both positive and negative impacts of these interventions, leading to a second round of intervention design: how to promote efficiency of RBS and its positive impacts while suppressing negative impacts on already vulnerable and marginalised refugees.
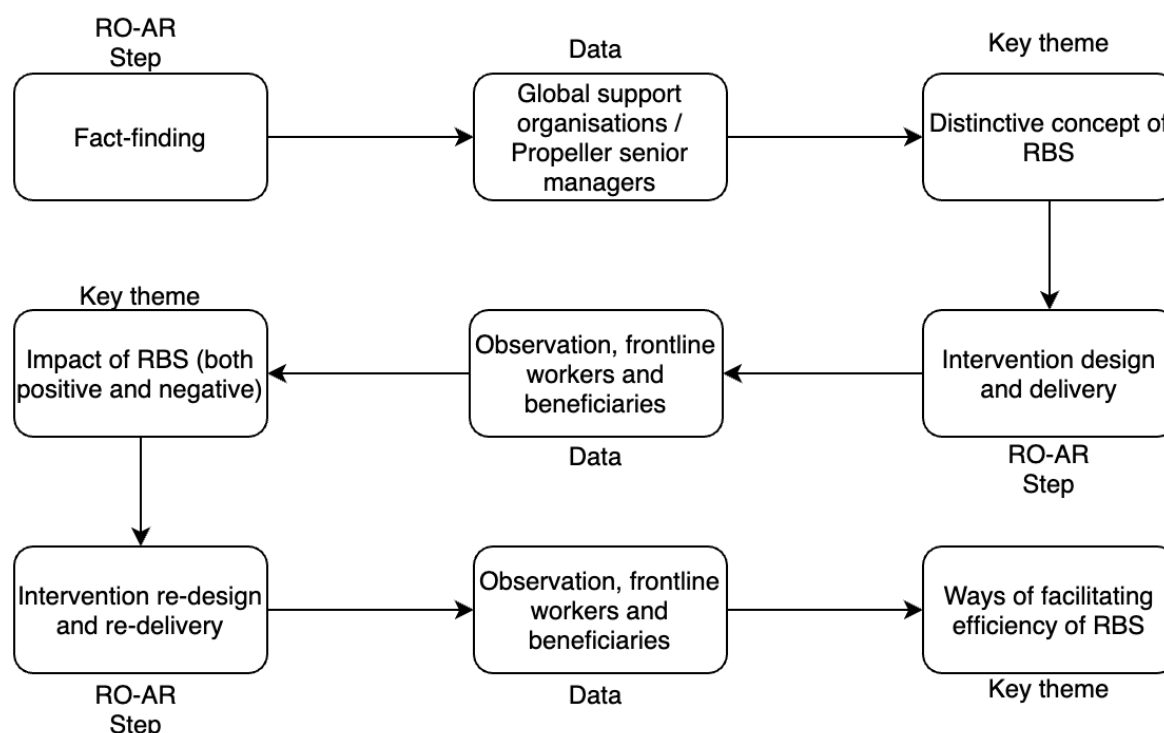
Figure 14 Relationship between RO-AR data collection steps, data analysis phase, and key corresponding themes (Researcher's work)

After analysing post-intervention data, the author was able to determine the mechanisms behind the 'ways of facilitating efficiency of RBS and its impacts'. This theme relates to, 'the supporters' access to external resources', the supporters' access to newly-arrived community', and 'the structural ambivalence of the RBS provider'. When the three stages of the theme are viewed together, they provide a complete explanation of what a practically-adequate RBS offering that incorporates refugee needs is, the impact of the delivery process, and the structural constraints that may hinder positive outcomes. Not only does this provide guidance to supporters on service design, but it also reminds policymakers of how to mitigate structural pressures so that the full potential of frontline supporters can be released in support of refugees.

5.6 Validity of this RO-AR

Given AR's cyclical, practical, problem-solving, localised nature as a research methodology, it has led to concerns about the extent to which its validity can be assured (David, 2002; Phelps and Hase, 2002). Validity is 'determining the degree to which researchers' claims about knowledge correspond to the reality' (Cho and Trent, 2006). In qualitative research, internal validity is concerned with the accuracy and unbiasedness of the research design, data, and analytical process in order to answer the raised research question; whereas external validity (applicability) emphasises how the knowledge acquired can be applied to other clinical settings and inform practice and explanations (Eden and Huxham, 2006; Thyer, 2009).

This subsection illustrates how the methodological design used in this study is helpful to overcome the 'validity' issue related to professional distance and the 'applicability' issue related to the localised nature of AR, under the guidelines and paradigm of RO-AR (Eden and Huxham, 2006). This mainly consists of three techniques used in this study: reflexive prolonged engagement (Guba and Lincoln, 1989), data triangulation (Thyer, 2009), member check (Koelsch, 2013); and the application of RO-AR's theoretically-focused principle to enhance applicability (Eden and Huxham, 2006).

Prolonged engagement provides a researcher with an opportunity to interact with the research setting and participants, thus building trust and allowing the author to examine and reflect dynamically on his own possible biases regarding the phenomenon and the data interpretation (Guba, 1981). It also means that the author was able to recognise misinformation from respondents through their interactions (Guba and Lincoln, 1989). In this RO-AR, the author has completed two complete action cycles which represent a longitudinal insights-collection journey and his prolonged engagement in the field. The use of a co-design approach in

proposing interventions also further enhanced the interaction between the researcher and practitioners during the design and delivery of each cycle of intervention.

In addition, the observations and in-depth interviews used in this methodology are not isolated. Rather, they serve to facilitate internal validity according to data triangulation (Thyer, 2009). Beginning with the fact-finding for RBS in this study, each round of observation notes not only informs the interview guide, but also prompts the author's puzzles and reflections on new issues, which are in turn validated in a subsequent round of observations. Hence, the information generated from the two data sources has always been cross-checked in order to increase the validity of the author's understanding.

Furthermore, during this RO-AR, the author carried out a systematic member check. Member check is a way to increase the accuracy of the analysis by seeking feedback from the participants on the author's interpretations of their provided data (Koelsch, 2013). Propeller's long-standing relationship with the author, as well as their prolonged engagement, was beneficial to the author to conduct the member check. During each round of systematic data collection (evaluation after intervention), the author translated the anonymised results of their analyses into practical terms that were discussed with Propeller managers and frontline supporters (via roundtable workshops). Additionally, due to the gatekeeper role of Propeller and the author's long-term engagement, the author also obtained corresponding feedback from (part of) refugee participants during informal interactions. In addition to descriptive and reflective observation notes, the author maintained the habit of writing down his random thoughts, concerns, assumptions, and questions during each intervention cycle. A comparison between the findings from the data analysis stage and these notes was made at the end of each cycle to identify both consistency and contradictions. This process can help the author identify and improve any limitations to his speculations and assumptions and contribute to his engagement, involvement and contribution in the upcoming action cycle.

Apart from the three methods discussed above, this RO-AR also enhances external validity by strictly following the guidelines proposed by Eden and Huxham (2006). Prior to the official delivery of the first round of intervention, the author collected data from global supporters partly to gain a deeper understanding of how contextual factors influence the delivery of RBS. Because of this early exploration of contextual dependency, the author was able to localise the theory and translate it into actionable activities through co-design with practitioners. As part of the RO-AR guideline, the author examined how locally-based intervention experiences in the Propeller tested and modified existing theoretical constructs of RBS. This method therefore exemplifies Eden and Huxham's (2006, p.401) RO-AR theorising process:

'extending theory-to-action-to-critical reflection-to-developing theory'. Furthermore, this means that by pursuing developmental theorising in its application in a practical problem and setting, this study produced abstracted, definable knowledge about RBS that could be useful for other settings as well (Eden and Huxham, 2006).

5.7 Ethical concerns

The Data Protection Act (DPA) 2018 and General Data Protection Regulation (GDPR) are the ethical guidelines highly complied with in this research, which are followed in the entire research process, involving data management, informed consent and design of research activities. Aston University's Research Integrity Policy and Code of Conduct (ver. January 2019) also standardises the entire methodology design of the research. The author understands that the fulfilment of ethical considerations also helps better implement research and amplify the positive impact of research. Therefore, unnecessary 'by-products' need to be controlled. Specifically, this research consulted UK GDPR, which is highly consistent with the EU version (ICO, 2021). The study followed seven ethical principles raised by GDPR:

- Lawfulness, fairness and transparency: This research maintains the principles of honesty, openness and transparency in the process of outreaching to all participants. Before the start of the study, the participant information sheet was used to inform potential participants about the data collection purpose, data collection process, value of data, and data storage methods. In addition, the author honestly responded to all participants' follow-up questions. The research design was carried out under the supervision of senior researchers (supervisors) and approved by the ABS Research Ethics Committee to ensure compliance with the laws and regulations of relevant countries and the fairness of data use.

- Purpose limitation: Before starting the data collection, the author frankly informed participants about the purpose of data use, data value and related principles (such as the guarantee of anonymity) through the participant information sheet. The author won't apply the research data to any alternative purpose without permission.

- Data minimisation: The author ensured the accuracy of the data collection scope when designing the data collection process, which is clearly discussed in this chapter. These collected data appropriately correspond to the questions of this research and the purpose of data collection, and cause no redundant data to appear.

- Accuracy: The author clearly understands his responsibility for ensuring consistency between the presentation of the data and the provider's point of view. Once any text data couldn't be clearly determined, the author confirmed its content with the interviewee again. Once there was an error in the data that could not be corrected, the author erased it.

- Storage limitation: According to Aston University's research data management code of conduct, all data storage bears a 10-year data retention period. However, participants can require the researcher to delete their data freely at any point.

- Integrity and confidentiality: All data has been stored in an encrypted folder on the researcher's Aston Box folder. All data were given pseudonyms for anonymisation. Only the author has the authority for accessing the data that are kept in storage.

- Accountability principle: The author is responsible for all the preservation and processing of data.

Due to AR's unique research process and refugee participation (Sieber, 2009), possible ethical hazards have also been identified and avoided. Gombert et al. (2016) classified refugee research's ethical issues into communication, trust (researcher vs participant and participant vs participant), and power.

First of all, participants' anonymity was guaranteed, whether for Propeller facilitators, refugee project practitioners, and refugee interviewees. Because Propeller is a small organisation, in order to prevent being traced back to the participants in Propeller, apart from anonymity, all identifiable information in the transcription has been masked, including job title, project title, place of work, age, career background and gender. Due to the complex cultural background and language barriers of refugee groups, misunderstandings could occur when signing consent forms (Kabranian-Melkonian, 2015). Issues include understanding specific words and interpretation bias of research value (Ganassin and Holmes, 2013).

For example, refugees could have unrealistic expectations about the impact of research, which is caused and exacerbated by language barriers and cultural differences (Gifford, 2013; Mackenzie et al., 2007). Therefore, the author carefully evaluated the participants' language

barriers and provided corresponding explanations with the support of translators and interpreters provided by Propeller before signing the consent form.

Besides, due to the refugee group's potential psychological trauma caused by forced immigration experience, their experiences and cultural differences should be respected (Kabranian-Melkonian, 2015). For example, refugees who have experienced political persecution may not want the details of their political activities to be investigated, or displaced people caused by natural disasters do not want to recall painful experiences (Mackenzie et al., 2007). When interacting, safety and trust issues relating to sensitivity scenarios were avoided. In detail, mental stress and environmental pressure were repeatedly evaluated through pilot studies before interaction. All interview questions and the action plan were shared with the refugee business support experts in Propeller who have the experience and knowledge of interacting with refugees to avoid any negative impacts on refugees.

5.8 Conclusion

This chapter systematically explains the methodology used in this study, highlighting the philosophical commitment of the author and the theoretical significance of the action research approach used to examine the concept and impacts of RBS. By reporting the specific action research steps undertaken, and how the data collection methods and data analysis methods are integrated into the action research cycles, this chapter fulfils the requirements of research-oriented action research for disclosing the rationality of the methodological design. Additionally, it discusses how this research can enhance the research trustworthiness and ethical concerns associated with this study in accordance with the guidelines of RO-AR.

In the following three chapters, empirical information and theoretical discussions are presented from fact-finding, action cycle one and action cycle two. Respectively, these three chapters examine the distinctiveness of RBS by unpacking the relationship between the RBS concept and the refugee integration journey and the supporting context; the impact of the RBS concept on refugees' entrepreneurial capability building and wider integration (both positive and negative); and how the efficiency of RBS and its positive impacts are hindered and facilitated.

Chapter 6 Action Cycle one: The distinctiveness of existing refugee business support practice

6.1 Introduction

This is the first of three findings chapters in this RO-AR study. It corresponds to the first data collection phase shown in Chapter Five: fact-finding with RBS providers in developed economies. In Chapter Four, a CA-based RBS is presented to untangle how refugees' integration journeys can hinder or facilitate the development of entrepreneurial capabilities. Additionally, it provides a theoretical basis for making business support practically-adequate and responsive to the distinctive needs of refugees. The chapter map can be found in Figure 15 below.
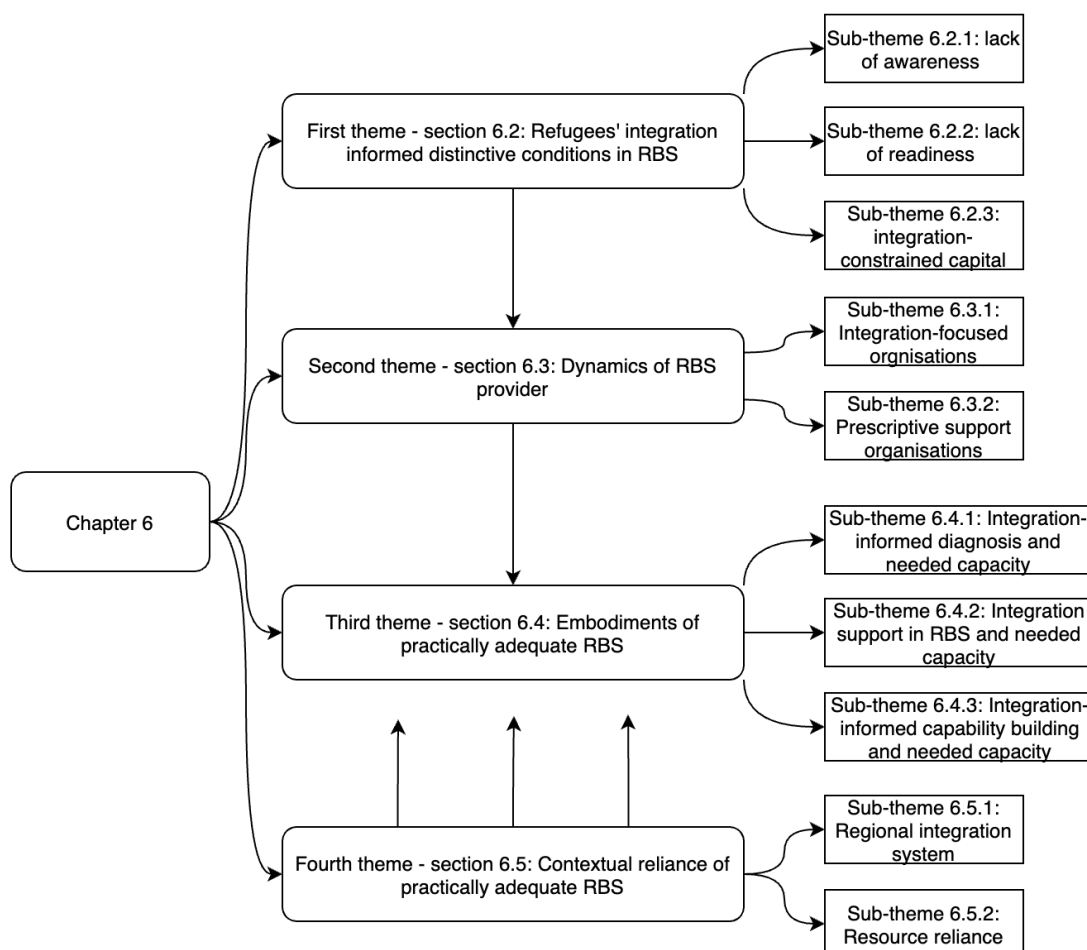
Figure 15 Chapter map of Chapter 6 (Researcher's work)

This chapter is useful on three levels. First, on the theoretical aspect, the author has discussed in Chapter Four the rationale and benefits of using a CA-based RBS framework to address theoretical gaps. Nevertheless, since the author employs the practical-adequacy principle to

construct valid theoretical frameworks (Sayer, 2000), it is important to examine the usefulness of a CA-based RBS in explaining existing RBS initiatives, navigating the business support practice and solving the pressing issue about RBS. Furthermore, when it comes to methodology, the RO-AR guidelines indicate that researchers should avoid an overly conservative attitude towards their pre-understanding to allow a rich exploration of emerging theoretical constructs prior to and during the implementation of an intervention (Eden and Huxham, 2006). Moreover, practically, there are more than 130 organisations dedicated to providing business support services to refugees (CFE, 2019), and these organisations are highly likely to develop their own understanding and innovation of RBS in practice. However, these initiatives have not been systematically examined by academics (Desai et al., 2021), which could significantly contribute to the CA-based RBS framework raised by this study.

Therefore, prior to designing and implementing CA-based interventions during the first action cycle, it is necessary to examine current support initiatives to develop the theoretical pre-understanding. This enables this study to: a) examine theoretically the extent to which these emerging initiatives conform to CA-based RBS framework set out in Chapter 4; b) learn from existing practices to re-develop CA-based RBS to speak to wider practical delivery; and c) unpack how refugees are supported in the business support system currently. The empirical insights from this chapter were then used to refine and tailor the CA-based RBS framework for Propeller. This allowed its effects on refugees to be tested, which will be discussed in the subsequent findings chapter.

The empirical materials for this chapter are compiled from in-depth interviews with 42 project managers in 32 support organisations located in eight Western developed countries. The chapter consists of four main parts based on the outputs of thematic analysis. First, it provides information regarding different support organisations' perceptions of refugees' distinctive conditions in business support, which unfolds their corresponding view about the function of an adequate RBS (6.2). Secondly, the support initiatives delivered by the different organisations are also identified, and an analysis of the differences in support initiatives illustrates two different types of support organisations, described here as: integration-focused organisations and prescriptive support organisations (6.3). Thirdly, based on the two different types of service providers' RBS practices and understandings of the adequate RBS, this chapter specifically identifies key embodiments of practically-adequate RBS practice and examines the consistency between these embodiments and CA-based RBS (6.4). Lastly, contextual factors related to RBS providers' approach selection and the performance of their RBS have been identified (6.5). As a result of this construct, it is possible to explain why, even though almost all interviewed support organisations recognise that refugees have distinctive

needs for business support, they chose to provide hugely varied forms of support and face varied limitations.

6.2 Consensus of RBS providers: Refugees' integration-informed distinctive conditions in RBS

Based on the interview data from global support organisations' managers, the author finds that the majority of informants at this stage recognise that integration is a crucial background in shaping refugees' entrepreneurial activities.

By discussing the role of integration sub-dimensions in shaping refugees' needs for RBS, this section yields two outputs: 1) confirms the core argument of the CA-based RBS framework (Chapter 4) - addressing refugees' integration-informed distinctive needs shapes the expected functions of RBS; 2) reveals three distinctive conditions of refugees while seeking RBS.

In the last part of each subsection, a discussion of these findings in conjunction with the CA-based RBS framework is presented, which demonstrates the distinctiveness of RBS and develops the CA-based RBS.

6.2.1 Integration-constrained awareness of socio-economic life and entrepreneurship

The impacts of not being aware of their rights in the host society: Firstly, according to Ager and Strang's (2008), equal rights of citizenship is the extent to which refugees are provided with the basis for full and equal participation within society, such as access to legal and welfare support services. It has been highlighted by RBS provider LO25 from the UK that refugees often lack a clear understanding of their rights in the host country and are unable to navigate what are available resources in the service system. By becoming more aware of their rights, refugees are better able to understand the ways of socio-economic engagement. Therefore, on their integration journey, refugees' aspirations and commitment to entrepreneurship may be changed due to their re-prioritisation of activities in their lives. This poses a challenge to traditional approaches to business support.

> 'You only have half an hour or an hour with someone, but very often they don't know about their benefits, their immigration status, accessible career services, family reunion application and legal rights [...]. This makes them not fully aware of their situation and true motivation for business [...]. After you find the correct people to answer their questions, they might be off-put easily by entrepreneurship and tend to focus on something else in their life' (LO25).

The impacts of not being aware of one's changed socio-economic situation in the host society: Secondly, the social life as the entrepreneurial context in which the refugees are situated is different due to their varying integration status (Phillimore, 2011). In developmental psychology's explanation of entrepreneurship, individual and structural elements such as the entrepreneur's personal experience, current life context, traumatised journey, perceived self's socio-economic status along with the individual agency shape the individual's entrepreneurship aspiration (and even impulse) (Schoon and Duckworth, 2012); and also shape the barrier to entrepreneurship (Lofstrom et al., 2014). LO18 explained the challenges they experienced when providing support.

> 'When you really ask them more questions, you'll find they just wanna make some new friends or get some skills from this support without really realising how much they're going to commit and how much they're going to risk in an entrepreneurial project' (LO18).

Thus, limited integration for refugees not only results in constrained PCFs and external opportunities (e.g., knowledge, skills, social connections) for refugees in entrepreneurship, but also leaves refugees unable to accurately assess the relationship between their post-arrival integration journey, precarious life, and the commitment required to start a business (and participate in RBS). As LO9 from Australia explained, refugees' needs need to be re-considered in the context of integration.

> 'You can't underestimate their talent, but you can't assume they know what they want to do and are saying [...] Many entrepreneurs come to us crying like saying brother, sister helped me. I borrowed £100,000, opened a restaurant and now you know I can't make my repayments [...we use] a one-to-one approach that puts the person at the centre, not the business [...] I can have five people will want to open a restaurant. It's not the restaurant that's the problem, it's the person that's the challenge' (LO9).

Connection with the proposed CA-based RBS framework: In CA, there is a need for RBS providers to recognise that refugees' understanding of 'entrepreneurship' and their socio-economic lives are necessary personal conversion factors (PCFs) for their entrepreneurship. But, this subsection confirms these PCFs may be greatly constrained by their limited social integration (Barth and Zalkat, 2021; Spencer and Charsley, 2021). In contrast, whether it is the deteriorating hostile policy environment in the West (Morgan, 2023), public attitudes (Fong, 2007), language, or cultural differences between refugees' homelands and host societies (Campion, 2018), all limit refugees' accessible 'opportunity, goods and means' (OGMs) for accessing information and rethinking their career and socio-economic lives (Campion, 2018; Nardon et al., 2021).

The empirical analysis here supports the core argument of CA-based RBS that refugees' entrepreneurial capability is capped by their integration journey. Also, it unravels the link between a set of challenges refugees face and one of their distinctive conditions when involved in RBS - a status without clear awareness about entrepreneurship, and their socio-economic life priorities. This finding confirms the interplay between refugees' foundational personal conversion factors in entrepreneurship and their social integration (Robeyns, 2005). For RBS providers, this also means that RBS needs not only to respond to refugees' entrepreneurial needs, but also to diagnose refugees' entrepreneurial visions and the relationship between their vision and integration status.

6.2.2 Limited readiness for participation in RBS and entrepreneurship

As discussed in subsection 6.2.1, because of their limited integration, refugees lack socio-economic awareness (PCFs) and have limited access to social activities or services that can assist them in building awareness (OGMs), which shapes their distinctive condition in RBS. This subsection further discusses other limited PCFs that prevent refugees from starting to engage with RBS and long-term participation due to their limited social integration, despite some of them having adequate awareness of entrepreneurial journeys and their socio-economic lives.

Lack of trust: LO1 from the UK explained how refugees' limited communication skills and unfamiliarity with the entrepreneurial system and culture of the host country make it difficult for supporters to gain refugees' trust.

> '[…] refugees, when becoming entrepreneurs, they don't familiar with the language, the services, the system [...] could have a dearth of trust as they don't quite understand what you are saying, doing and planning and can't express their ideas [...] so that trust is so important before they decide to engage with actual support' (LO1).

For refugees to benefit from RBS, they need to be willing to engage with the service provider. As a result, the necessary trust between refugees and supporters can be put to the test due to the refugees' lack of social interaction and ability to understand their RBS providers. The lack of trust in institutions also prevents refugees from actively engaging with those supporting them, as stated by Brehm and Rahn (1997). This explains the formation of a dangerous vicious circle: lack of social connections - lack of trust - further lack of connections - and further lack of trust. Therefore, such attitudinal factors affecting refugees' participation in RBS should be considered as critical PCFs pertaining to integration.

Constrained energy, language, and distance: Additionally, LO40 discussed the inhibiting effects of refugees' life stability in hostile environments and language barriers on their ability to engage with RBS providers and RBS activities. This also limits refugees' participation in RBS, which creates a responsive need for the RBS provider.

> 'We have to put ourselves in their shoes, they may not be able to come and receive any support when they move far away, this means we might have to go into the community. When they're unable to communicate verbally, lack confidence, want family reunions, experience trauma, and stress [...]. This is all related to their involvement in our program [...]. To help them engage with support services, we have to take into account these wider needs, either offer advice or refer them to partners' (LO40).

LO30 from Australia discussed the impact of health challenges on refugees and their participation in RBS because of their traumatising travel and post-travel sufferings. Based on LO30, traumatised experiences and mental stress can both affect refugees' continually engagement in the RBS by limiting their energy and willingness.

> 'They're the participants have settlement issues or family issues or health issues because they're coming from a trauma background, where they haven't been able to take care of their health as well as you know, other immigrants [...] And so sometimes they have to pause their place in the [support project], which means that I take them out of the one-on-one coaching and open up a spot for somebody else' (LO30).

Limited access to integration services independently: The refugees' capacities to independently leverage the service system also differ due to their varied backgrounds and the hostile context, such as differences in language, culture, and mobility (Ager and Strang, 2008) and lack of accessible information and infrastructure. As LO35 from the UK said: 'You need to be careful as they might not have access to the internet, not realise there are [any] services like ESOL courses [English for speakers of other languages training, in the UK] because of their information barrier' (LO35). This means that because of their unprepared migration and hostile policy, refugees may face repeated relocation, language barriers, isolation from urban areas, lack of confidence, and traumatisation while seeking RBS and are unable to independently seek solutions in the existing integration service system. These barriers limit refugees' ability to communicate, as well as their energy and time of participating in RBS. Even though they may have a better understanding of entrepreneurship and their career plans, they may not be ready for RBS.

Connection with the proposed CA-based RBS framework: The findings in this subsection confirm the underlying structure of CA-based RBS - that is, the multiple dimensions of

integration proposed by Ager and Strang (2008) have a significant impact on refugees' needs within the RBS. These impacts are manifested in refugees' impaired foundational PCFs (e.g., time, energy, language) and constraining their readiness of refugees to participate in RBS proactively. Thus, impulsively encouraging them to work within RBS and delve into entrepreneurship may perpetuate their precarious situation. Thus, this highlights another distinct refugee condition that CA-based RBS needs to respond to - to build readiness for their active participation in RBS and entrepreneurship.

6.2.3 Integration-constrained entrepreneurial capital

The empirical data in this subsection reveals a third distinctive condition of refugees in RBS - integration-informed entrepreneurial capital. This condition suggests that while refugees actively engage in RBS, their access to business-related PCFs and OGMs remains constrained differently because of their limited integration. It is therefore necessary to look beyond individual deficits to address the underlying causes of such deficits.

Human capital: The individualised integration journeys serve as a wake-up call for RBS providers, showing that there may be multiple reasons contributing to refugees' limited human capital, namely, business-related PCFs. For example, LO38 from the UK highlighted the loss of opportunities for refugees to learn about a particular industry in employment due to the hostile labour market, limiting their access to local employment experiences.

> 'They normally don't have the opportunity to work for a UK company to know about the industry or get a reference [...] So that's something that we hope to do and move into in the future, a bit more of the kind of internship to give people the experience, get something to put on their CV and the skills in a particular field' (LO38).

Furthermore, the process of building the human capital needed by refugees is hampered by a variety of integration-related factors (hostile context-driven, and individual background driven), such as information asymmetry, fragmented services, life stability, and the lack of digital devices. LO34 provided a clear example.

> 'It's important that you provide an upskilled training sort of stuff, but it doesn't necessarily apply to everyone. For example, one client knew where training was being offered before she came to me, but it wasn't inclusive enough, the schedules weren't flexible enough, it was too far away from where she lives, and she was under a lot of family pressure, a four-year-old to look after [...]. So, I had to talk to other providers [of training] to match the right training for her (LO34).

This illustrates that while refugees face a wide variety of human capital constraints, the reasons for their inability to address these constraints are numerous. This also challenges the business support providers to adopt a one-size-fits-all approach.

Social capital: Empirical evidence similarly indicates that refugees have difficulty constructing social capital for many integration-related reasons. LO33 provides a stark example.

> ' I don't think it's right to always define their lack of social connection as a language problem [...], sometimes that may be due to the pressure of life or confusion, you will find that their English is good enough for daily life but they don't have that willingness and confidence to interact [...]. At that point maybe you need to make them understand the significance of these interactions for their career development rather than giving them language training' (LO33).

The empirical data presents many examples of this, with supporters often facing a dilemma when they cannot readily identify the reasons behind a refugee's obstructed entrepreneurial capital. As an example, providing peer networking sessions to refugees who are unable to socialise actively due to confidence issues may be stressful and have little effect. As a result, the effectiveness of the support service would be undermined, time and efforts of refugees and supporters would be largely wasted, and even the plight of refugees could be perpetuated.

Connection with the proposed CA-based RBS framework: The findings in this subsection align with the previous two subsections by pointing out a third distinctive condition that refugees exhibit in RBS because of their dynamic integration. This condition further confirms the interpretation of the CA-based framework, that is, the combination of personal experience and hostile context determines the state of refugee integration. To varying degrees and in different ways, this dynamic integration influences refugees' access to entrepreneurial capital. As an example, refugees' PCFs are limited, such as confidence, language, and communication skills; the OGMs available to them are limited, such as being isolated from their neighbourhood, lack of access to peer networks, etc. This means that PCFs and OGMs are more of an externalisation of refugees' hindered integration in the entrepreneurial journey. To resolve these limitations, it remains crucial to identify their hindered integration as well as their impaired non-monetary aspects of life.

Considering the empirical data, the three consecutive subsections of this section have revealed three distinctive conditions of refugees in RBS and added a new construct 2 to the original CA-based framework (simplified as the Construct 1) in Chapter 4: lack of awareness, lack of readiness, and integration-constrained capital building as Figure 16 below. It has been examined that all three conditions are the result of refugees' PCFs and OGMs being

constrained by their limited integration journeys; these limitations are in turn caused by the refugee's personal background as well as the hostile context (CCFs) in which they reside.
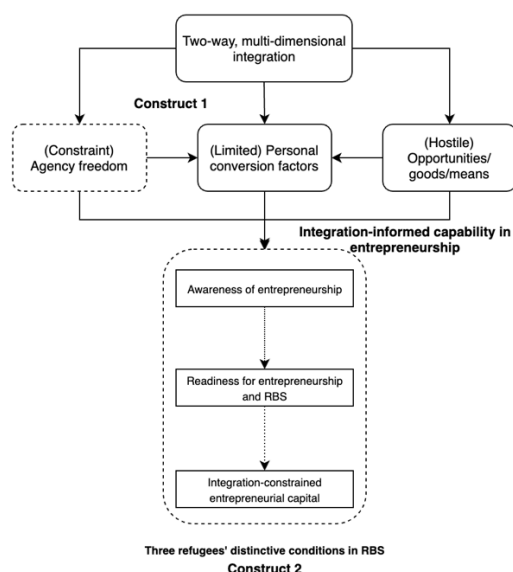
Figure 16 Newly added Construct 2 of the original CA-based framework based on section 6.2 (Researcher's work)

Hence, the section supports and links with the four main arguments of the CA-based RBS framework presented in Chapter 4: (1) Individual backgrounds and hostile CCFs shape refugees' hindered integration journey, which can lead to impaired PCFs and OGMs; this may affect refugees' efforts of accessing and transforming OGMs with their PCFs to pursue entrepreneurship; (2) the different capabilities of humans interact with each other; although many PCFs discussed in this section (awareness, time, energy, etc.) are not business skills, they are non-monetary foundational PCFs affect refugees' pursuit of entrepreneurship (and RBS); (3) the distinctive needs of refugees resulting from dynamic integration have shaped their particular RBS conditions; and (4) these particular conditions have challenged previously known business support contexts, creating new requirements for practically-adequate RBS services. To further elaborate on this, section 6.4 discusses and explores how RBS providers respond to these requirements.

6.3 Dynamics of support organisations: invisible barriers between business support expertise and refugee integration knowledge

In CA-based RBS framework, the author uses CA to construct a framework incorporating integration status to account for the distinctive business support needs of refugees. The previous section presents empirical evidence about the significance of integration for generating distinctive conditions of refugees in RBS. This confirms that although both refugee and immigrant dilemmas may manifest themselves in the realm of characteristics as limited

growth, lack of capital, trust issue, and lack of competitiveness (Scott and Irwin, 2009), the structures behind these dilemmas are hugely different because of the refugees' varied experiences in the reception system and the impeded integration (Ager and Strang, 2010; Ram et al., 2022; Richey et al., 2021). In sum, the discussion in the previous section theoretically supports the claim that CA-based RBS can be applied to accommodate the impacts of varying integration statuses.

As discussed in Chapter 3, mainstream support approaches are unable to accommodate the distinctive needs of refugees, thus trapping these marginalised groups on the periphery of the business support system (Arora-Jonsson and Larsson, 2021). In hostile institutional environment, civil societies or the so-called 'refugee third sector' interviewed in this study become a major force in filling the service gap (Mayblin and James, 2019, p.376).

Even though all 42 interviewees, directly and indirectly, confirmed the intrinsic link between integration and refugees' distinctive needs and why refugees require special assistance, they provide services of varying structures. In the author's analysis of the services actually delivered by these support organisations, two categories of RBS providers become clear. These categories are identified based on the varied support capacity, structures and challenges they face. Therefore, the purpose of this section is to discuss the emergence, characteristics, and major differences between the two categories of RBS providers.

6.3.1 Integration-focused organisations (IFOs)

What is IFOs' RBS?: In this study, the first type of organisation identified from the empirical data is referred to as integration-focused organisations (IFOs). IFOs are organisations committed to applying a holistic approach to facilitate the integration of refugees into the host society. Business support services are not their focus but more of a natural response in the process of facilitating the holistic life-rebuilding of refugees. Also, their positioning and experiences makes it difficult for them to attract funding whose core purpose is business support. As a result, this indirectly reflects the fact that IFOs are limited in terms of their ability to provide professional business support. In informant organisations, IFOs meet primarily the form of non-profit organisations and charities.

An exemplar of IFOs: A majority of these IFOs are small organisations, ranging in size from 10 to 50 individuals, whose primary objective is to facilitate the integration of refugees into the society within the region. Consequently, they tend to operate regionally and collaborate with

other specific regional refugee integration service providers (e.g., language training, housing, employability training) to maximise their resources.

Despite differences in their specific areas of business, informant IFOs primarily provide support in two forms: hand-holding and advisory support, and integration-based group sessions. The former mainly includes induction for all newly-arrived newcomers in the community or region to promote their understanding of regional life, culture, and resources; one-to-one advisory sessions are open to all clients to provide advice to refugees about their socio-economic plight. This is also the main format for these organisations to provide RBS. The latter includes a variety of community activities such as sports sessions, music sharing, cooking training, hiking, upskilling workshops and other group sessions, which are aimed at improving the social interaction of refugees as well as responding to their needs. For example, one of informant IFO organisations organised a session about 'What is entrepreneurship in this country', which is a response to refugees' entrepreneurial aspirations.

Capacity of IFOs: Regarding capacity, as a typical of IFOs, LO35 described how they are able to provide refugee integration wrap-around services by establishing long-term cooperative relationships with other resettlement service providers in the region.

> 'Whatever their picture of integration is, looking to employment, looking to retrain, looking to continue a course potentially that they stopped because they had to flee [...] It can be a really wide range of things and it's a pretty holistic approach [...] we offer sports activities sort of cultural trips, English language provision as well [...] We rely on having strong links with other [resettlement] organisations that we can refer to' (LO35).

Hence, the distinctive capacities that these organisations primarily rely on are: relational - mutual understanding and trust between service providers and refugees as a result of long-term interactions; and intellectual - knowledge of refugee journeys and various aspects of integration. The IFOs' strategy reflects an ontology that is consistent with CA-based RBS - refugees' economic and social activities should be viewed as components of their life-rebuilding in which they are interdependent. As LO38 stresses, by understanding these influences, RBS providers can better understand the distinctive needs of refugee entrepreneurs.

> 'We need to take a step back and think that entrepreneurship isn't always the best answer. We need to tell refugees about our evaluation and remind them [...] I don't think [this reminder] has affected our relationship because our interactions are not only about entrepreneurship. Apart from talking about entrepreneurship we may have celebrated birthdays together, celebrated their reunion with their families, provided

> them with training opportunities [...] when they realise we understand their pain and joy, our suggestion won't impact the relationship so easily' (LO38).

This closer examination of this relational and intellectual capacity also reveals why mainstream business support suffers from knowledge gaps when it comes to understanding refugees' distinctive needs.

Structure and challenges of IFOs' RBS: Among the interviewees, there are some IFOs who are working to develop a training arm related to employment and entrepreneurship support, for example forming an official partnership with business support agencies, but these organisations remain focused on integrating services at this time and rely on integration experts. In IFOs' practice, frontline supporters mainly act as caseworkers to understand refugees' experiences, stories, and needs on a one-to-one basis, thereby developing and maintaining IFOs' relational capacity. While these supporters may not necessarily possess business advisory expertise, they are more likely to help refugees access entrepreneurial advice by linking refugees with external experts.

> 'Even if we take them to a meeting with an accountant or a lawyer and the lawyer tells them what to do and the accountant tells them, cause they're the experts, after in my car, they will turn to me and say, [name of LO9], what should I do?' (LO9).

In this respect, the relational capacity of IFOs helps them create a safe space for refugees who are vulnerable and feel uncertain about the outside world to express themselves and receive support. On the relational aspect, a safe space facilitates refugees' expression and enables supporters to become more informed through trust-based interactions, identifying how refugees' access to OGMs and PCFs is hindered by their integration status when transforming entrepreneurial opportunities (problem identification in advisory services, see Su and Dou, 2013). By creating such relational 'safe spaces,' the barriers to engagement for service delivery are also clarified.

However, 'no single individual can know all things' (quote in Su and Dou, 2013, p. 263). In spite of the fact that refugees are more inclined to trust and internalise advice received from their supporters, the limited advisory capabilities of IFOs serve as a cap that limits the quality of solutions or suggestions provided (Kuhn et al., 2017; Su and Dou, 2013). Thus, IFOs are good exemplars of how an RBS provider can utilise CA-based RBS to identify the distinctive 'needs' of refugees. Nevertheless, the limited business support capacity of IFOs limits their ability to assist refugees in developing entrepreneurial capability.

6.3.2 Prescriptive support organisations (PSOs)

A second category of organisations identified from the empirical data is referred to as prescriptive support organisations (PSOs). PSOs are organisations that specialise in providing structured or semi-structured business support to refugees. It is at the core of their organisational activities to support the entrepreneurial aspirations of refugees. As part of their activities, PSOs are expected to provide structured solutions to common problems of refugees' entrepreneurial challenges, e.g., incubator programmes (for pre-start-ups) and accelerator programmes (for refugee start-ups).

An exemplar of PSOs: PSOs in the sample of this study ranged in size from 10 to 500 people on average. This is primarily due to their structured service model. The size of the PSO is smaller when it operates in a smaller geographical region for a smaller client base; the size of the PSO is larger when it operates across regions (and even across countries).

PSOs are primarily responsible for providing structured solutions to refugee entrepreneurship. Through prior market research and lessons learned, they generally gain an understanding of the needs and dilemmas of refugees at different stages of their entrepreneurial journey. This information is often used to design different, structured, fixed-term support programmes for refugees at different stages (e.g., pre-entrepreneurship, ideation, growth stage). Based on their entrepreneurial stage, refugees are assigned to specific programmes. Several informant PSOs, due to their small size, only serve clients at one particular stage of their entrepreneurial journey (e.g., pre-entrepreneurship). As part of each individual programme, many pre-defined support activities are integrated; for example, a typical PSO in the sample provides 6 months of diagnosis sessions, awareness-building sessions, upskilling workshops, and mentorship sessions to all pre-entrepreneurial clients. The refugee client may choose to progress to the next programme (from pre-entrepreneurial to entrepreneurship) after completing the current programme. The capacities, structure and challenges of this exemplar PSO-approach are analysed separately in the following paragraphs.

What are PSOs' RBS and their structure?: These organisations are primarily not-for-profit in nature. It is still important for PSOs to have access to resources in order to provide rich support activities. However, since PSOs are not experiential in creating 'responses' related to refugees' resettlement and integration needs, their resources are primarily focused on developing business support services. For example, LO1 and LO17 from the UK offer structural support programmes to refugee entrepreneurs.

'We actually organise three different programmes for pre-start-up clients, start-up stage and post-incubation growth stage [...] Our internal trainers are staff [...] who have developed the content for the curriculum and the training programmes and who deliver the presentations, who are facilitating those weekly sessions, who are kind of coaching and overseeing [...] And if they are in a certain industry, we try to tailor them with the support from either a specific mentor, advisor or buddy volunteer' (LO1).

PSOs have developed on different scales, but the organisational capacity they have built is based on business advisory expertise, as opposed to the intellectual capacity based on integration knowledge developed by IFOs. For example, LO14 describes how this business support capacity is shaped.

'[We] will directly contact the entrepreneurs just to know how they're doing. And then ask them to, you know, complete the survey [to understand their needs]. We also have collective workshops that are animated and facilitated by experts in different fields. So that can be funding experts, communication experts, branding, expert design, UX experts, so really on a lot of different themes' (LO14).

This means that PSOs design structured support programs through light-touch enquiries with refugees to identify common entrepreneurial needs and develop internal business advisory capacities around these needs. Indeed, this process has been successful in moving beyond mainstream enterprise support and notably incorporating refugees who are still at the pre-start-up stage and outside mainstream services. However, there is a distinct difference between the ontological basis of PSO strategies and that of IFOs and CA-based RBS. On a simplistic reductionist basis, PSOs dedicate to developing an extension of mainstream support to attend to refugees' entrepreneurial activities. Their practical works examine refugee entrepreneurial dilemmas as isolated business problems, and pursue practical solutions to them, such as remedying the lack of industrial relations, ideation, marketing, accounting, and taxation.

Analytically, PSOs have been able to respond positively to common impediments to refugee entrepreneurship by relying on business support resources and intellectual capacity. In CA-based RBS, this indicates an effort to enhance the business-related PCFs and accessible OGMs for refugees' capability building. However, this model is limited in its ability to deal with refugees' foundational PCFs and identify the various reasons behind refugees' constrained capital because of: a) a lack of understanding of the role of refugees' integration status; b) lack of individualised relational approach to engaging refugees to share their journey; and c) an overreliance on refugees' self-interpretation of their entrepreneurial needs.

Challenges of PSOs' RBS: The Figure 17 below is an illustration of the capacity structure of IFOs and PSOs. Similarly to Mole et al. 's (2011) concerns about 'light-touch' practices in mainstream services, due to this approach, PSOs are less likely to be sensitive to the refugees' non-business foundational PCFs presented in 6.2.1 and 6.2.2, thereby leading to the possibility of perpetuating refugees' precarity.
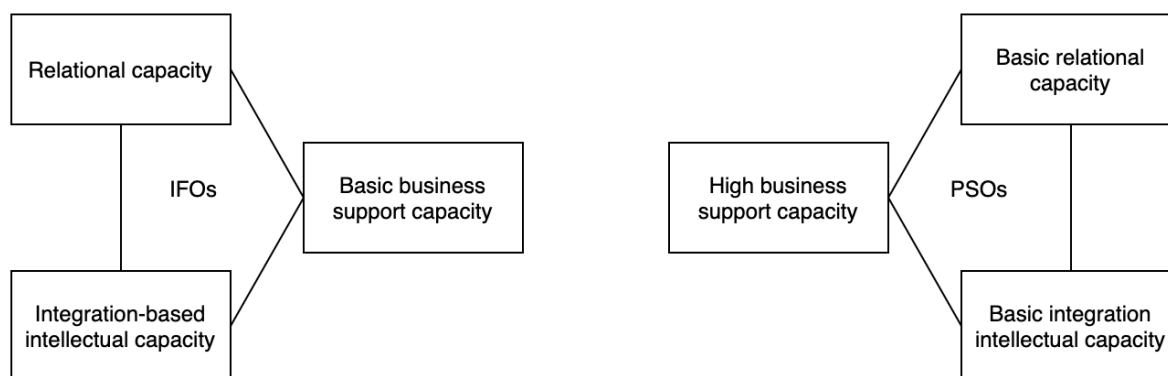
Figure 17 Capacity structure of IFOs and PSOs (Researcher's work)

It is difficult for PSOs to build social connections with individual refugees and facilitate them to share their needs and lives with supporters because of a lack of relational capacity (Cunningham and McGuire, 2019). Additionally, PSOs lack the intellectual capacity to comprehend the holistic nature of refugees' integration journeys, therefore even if they have access to individual refugees' integration status, they are unable to react to the role of integration from an RBS perspective.

Hence, PSOs' approach actually places the responsibility for interpreting the relationship between entrepreneurial needs and integration status on refugees themselves (McSweeney and Swindell, 1999). This approach mistaken assumes that refugees understand the entrepreneurial system and the new social environment in the same way as immigrants or locals (Richey et al., 2021). As a result, the disadvantage of the lack of relational capacity and integration knowledge is that it restricts the ability of PSOs to incorporate individualised dilemmas. As an example, as a PSO, LO5 mentioned an instance where refugees' engagement in RBS was largely impacted by changes in refugees' life priorities on the integration journey. 'That happens sometimes there, this person is here, but one day he has family there [family reunion] that he's trying to stay in contact with so there was disengagement of him (LO5)'. In many cases, refugees may have difficulty engaging with structural programmes due to their family reunions, long distance commutes, and childcare responsibilities (Strang and Ager, 2010). Many refugees may not be able to recognise their

entrepreneurial needs as a result of trauma, confidence, communication skills, and market knowledge (ibid; see section 6.2). As a result of provision of specialised business support offering that lacks insights into nuances of the integration process, these aspects of integration are often unwittingly overlooked.

Consequently, from the interviewees' perspective, the refugees' distinctive conditions in RBS challenge the PSOs' knowledge and ability to provide adequate advice and support to refugees in the context of integration. Although the structural approach increases the business resources available to refugees, it also prevents PSOs from responding to the impacts of diverse integration status on their lives. As 6.2.1 highlights, despite the goodwill and considerable commitment of PSOs, refugees may be isolated for long periods of time in a process of independent trial and error. In good faith, refugees may even be pushed to take entrepreneurial risks incompatible with their life situation.

6.4 Embodiments of practically adequate RBS practice: integration-based entrepreneurial capability building

RBS providers' views of refugees' distinctive conditions in RBS and the corresponding differentiated RBS structure were discussed in the previous two sections. The analysis in this section further identifies three key embodiments of a practically-adequate RBS from empirical data: a) integration-informed problem identification (6.4.1); b) integration support in RBS (6.4.2); and c) continuous integration-informed capability building (6.4.3). This is achieved by drawing upon the insights of the RBS providers about the effective services they provide and the services they expect to deliver in accommodating refugees' needs. The three embodiments correspond to the three distinctive conditions of refugees in RBS highlighted in section 6.2, specifically illustrating an adequate response strategy from the providers' end. Apart from reporting the empirical evidence that underlies each embodiment and the required capacity of support organisations for delivering these embodiments, each subsection also discusses the connection between the embodiments of RBS and the CA-based RBS framework proposed in this study. Therefore, the theoretical construct of CA-based RBS is further developed.

6.4.1 Entrepreneurial diagnosis: Integration-informed problem identification

What should be the entrepreneurial diagnosis in RBS?: As section 6.2.1 highlights, due to their hindered social integration, refugees in RBS tend to experience a lack of awareness of

their new socio-economic life, entrepreneurial journey, and life priorities. Due to this condition, they hardly undertake effective entrepreneurial activities and benefit from RBS. By analysing RBS providers' perceptions of existing services and services they believe to be necessary, this subsection presents an embodiment of practically-adequate RBS as a response to this condition.

Refugees' lack of awareness status indicates that when RBS providers identify the needs of refugees in RBS (Su and Dou, 2013), not only is there a need to utilise 'conventional business support repertoire' to understand the business needs of refugees; there is also a need to develop 'integration-informed repertoire' to assess the integration context of refugees' entrepreneurial aspirations. The integration-informed repertoire is about knowing how to collect information about individual refugees' integration status so that supporters can gain an understanding of the relationship between entrepreneurship as a means of economic integration and the holistic post-arrival lives of refugees. Ultimately, if RBS over-rely on their business support repertoires and refugees' subjective assertions to understand refugees' needs, refugees may become disengaged in the middle of RBS due to originally ignored life priorities or "better economic options", which results in refugees and RBS providers incurring sunk costs.

Evidence of this early mis-identification is abundant in the empirical data. According to informants, an integration-informed diagnosis is essential to responding to the socio-economic perceptions of refugees that are constrained by integration.

> 'A program needs a little more discerning and saying, well is it actually the best option in their life situation? cause it's really hard to do business. Most people can't, I would never be able to be an entrepreneur. Most people also aren't entrepreneurs [...] Or maybe you know, job training can be the best option and we need to look at their aspirations in an open way' (LO14).

Steps of integration-informed problem identification and capacities: Empirical data suggest that to identify critical issues behind refugees' awareness, motivation, and aspirations through integration-informed problem identification, supporters need to undertake three steps to access corresponding information from individual refugees and deliver necessary intervention. They need to: 1) know what information reflects the integration status of refugees; 2) have access to the integration information of individual refugees; and 3) understand the impact of integration and work with refugees to reflect on their entrepreneurial aspirations.

Compared to existing business support concepts, this approach is reflexive and covers non-monetary life aspects with two key distinctions. First, entrepreneurial diagnosis in RBS argues that due to the diverse integration progress of refugee clients, any assumptions about their awareness of entrepreneurship and their new socio-economic life narratives should be avoided. In contrast, mainstream service concepts implicitly assume that clients' pursuits and perceptions of entrepreneurship are legitimate. Furthermore, the RBS entrepreneurial diagnosis process involves assessing refugees' entrepreneurial ideas and their integration progress, which can assist refugees in determining whether their entrepreneurial ideas are compatible with their integration journey. The mainstream approaches focus on economic narratives and business-level needs, which may push refugees without clear entrepreneurial awareness into risky endeavours.

LO31's reflection on the strengths and weaknesses of their services explains the necessity for these three steps clearly.

> "While we can help entrepreneurs, we don't know enough about refugees' lives, situations, and journeys as their needs become more diverse and complex. [...] they need the right information from us to really understand the business world in this country, but we need the right information to know what we can help with [...but] because of their diverse journey, we really need outside expertise to get to the bottom of their barriers' (LO31)

Therefore, to deliver the three steps above, the RBS providers must first develop their intellectual capacity regarding integration. This not only means that the providers are able to realise what integration status may have an impact on the entrepreneurial activities and commitments of the refugees (Spencer and Charsley, 2021), but it also means that they can assist refugees in reflecting on their understanding of entrepreneurship by sharing the potential impact of integration status.

Secondly, refugees may have difficulty integrating into the host country's support system due to their limited social integration and unfamiliar institutional environment (Nickerson et al., 2019). Consequently, according to empirical materials, a low level of trust limits refugees' proactive information-sharing and potential channels through which RBS providers can learn about their integration background (Gurtman, 1992). As a result, relational capacity is an essential ingredient for RBS providers looking to explore the integration context of individual refugees.

Accordingly, LO35, as a typical IFO, shared their experience of exploring the integration background for refugees.

> "At first, you can feel they're quite defensive [...but our method is] we won't push them into anything [...we] foster that relationship first, always being real with them [...] side by side with the clients and we'll chat to the clients, we'll laugh with the clients and we'll go play table tennis with the clients [...] The clients can come in and sit down and have a coffee and not be judged, not be badgered. It's just a safe space to talk [...] once they accept us as a friend, we can explore what is their version of integration together (LO35).

As LO38 mentioned in section 6.3.1 talking about the important relational capacity of IFOs: 'When they realise we understand their pain and joy, our suggestion won't impact the relationship so easily' (LO38). The development of relational capacity helps supporters not only to better utilise their own knowledge of integration to gain information about the integration context of refugees, but also to reflect more openly and honestly with refugees about how their entrepreneurial visions interact with integration.

Connection with the proposed CA-based RBS framework: In conjunction with CA-based RBS, this subsection has identified the necessity of integration-informed problem identification to assess and facilitate refugees' understanding of entrepreneurship and reflection on the impact of their own integration journeys. As a foundational personal conversion factor (PCF) in CA-based RBS, awareness of entrepreneurship and their own socio-economic life is essential to enabling refugees to fully comprehend: a) what functioning they truly value; and b) what external 'opportunities, goods, and means' (OGMs) relevant to entrepreneurship are.

The limited integration of refugees, however, frequently impairs such foundational PCFs, thereby limiting their ability to reflect on the meaning of entrepreneurship in their lives. This confirms the influence of refugee integration on refugees' PCFs (4.3.1). Additionally, section 4.3.2 has argued that CA-based RBS should be a value-laden concept aimed at facilitating integration ultimately through entrepreneurship. Thus, an integration-informed approach to problem identification is necessary to avoid forcing everyone into entrepreneurship without responding to their distinct conditions. Otherwise, the well-being of entrepreneurs may be impaired (Wiklund et al., 2019), and refugees' precarious economic situation may be perpetuated.

According to empirical data, integration-informed problem identification allows the RBS provider to identify refugees with impaired foundational PCFs and to adopt the necessary reflective and dialogical approach to assist them. The importance of relational and integration-based intellectual capacity for delivering this embodiment can also be explained by the CA-based RBS framework. To understand whether and how refugees' foundational PCFs

(awareness) are compromised, RBS providers need to understand refugees' personal backgrounds and the CCFs of their environment. Through being two determinants of refugees' integration, these two elements significantly affect refugees' PCFs and access to OGMs. RBS providers may be able to acquire knowledge from wider sources to understand what are relevant regional CCFs. However, the circumstances of individuals and their interactions with CCFs are often individualised, which must be revealed to the provider through information gathering from refugees and analysis.

To summarise, this subsection examines how integration-informed problem identification can be achieved and the necessary relational and integration-based intellectual capacity of RBS providers.

6.4.2 Enhance refugees' engagement and readiness in business support: integration support in RBS

In the previous section, the need for integration-informed problem identification in RBS for refugee clients was discussed. Nevertheless, as section 6.2.2 highlights, there are ways in which refugees' integration status impacts their readiness for engagement and long-term participation in RBS and entrepreneurship, which is their second distinctive condition. Based on empirical data and the CA-based RBS framework, this subsection discusses the importance of synergising integration support and business support in RBS as a response to these non-traditional 'business needs'.

The necessity to blur the boundary between integration support and business support in CA-based RBS: As a PSO, LO20 explained that despite their efforts to be compatible with refugee needs, as business support organisations, they have to develop integration support in order to address the challenges refugees face as a result of their integration status.

> 'It's more a question of knowledge barriers, because very often refugees need specific kinds of pre-help […] and get prepared to engage in business support because of their precarious life or family situation [...] But this actually challenges our expertise [...]. That is why we have been seeking more conversations with refugee experts and other organisations to collect data just to develop this knowledge' (LO20).

Hence, while cognitively affirming the impacts of integration, many RBS providers still view RBS as merely a "business problem" to resolve (Bikorimana and Whittam, 2019; Nayak et al., 2019), which has been severely challenged in supporting refugee clients. It also confirms the significance of CA-based RBS to integrate refugees' varied integration backgrounds in the

service rather than simply relying on reductionist ontologies used in mainstream support concept. Therefore, RBS should focus on the lives and personal attributes of refugees holistically to understand how refugees' conversion of external opportunities is limited by both their non-monetary foundational PCFs and business-related PCFs (Robeyns, 2005). This avoids seeing the individual's entrepreneurial predicament only because of insufficient business skills and resource availability (e.g., Wapshott and Mallett, 2018); theoretically echoing the wider socio-economic distress of the informants. Therefore, informants' reflections and CA-based RBS framework together indicate that the boundaries between 'integration support' and 'business support' in RBS are and should be inherently blurred to make RBS practically adequate for refugees' distinctive condition.

The method of positioning integration as a crucial element of RBS: While explaining the RBS they advocate, LO9 and LO24 emphasise the person-centric ways of supporting social integration to facilitate refugee entrepreneurship.

> 'We set up a customised service for each individual because maybe they don't have family to help them, maybe they need to make friends, maybe they need to know the industry first [...] I'm not going to motivate them and get them excited to do something they don't want or aren't capable of doing at this [early] stage so we don't motivate' (LO9).

> 'the business community is not homogeneous, and it varies by sector, by gender, by location, ethnicity, but there needs to be targeted strategies for responding to their understanding nature of them before talking about business [...] it's never really about the business community. It's never really about the business, it's about the person' (LO24).

Thus, in order to accommodate the variety of entrepreneurial-related needs of refugees entering the RBS due to their integration backgrounds, responses to integration needs are also becoming necessary part of the practically-adequate RBS in practice. Consequently, RBS providers should explore with refugees during the planning process what integration support they need to achieve their entrepreneurial ambitions. As a result, RBS providers need to provide navigation or direct in-house services so that refugees can access this assistance. For example, refugees in the pre-start-up stage may require integration-related assistance, such as language training, continuing education, housing, and communication skills training to reflect on their new socio-economic and life circumstances before committing to entrepreneurial goals (Champion, 2018; Spencer and Charsley, 2021). Combining the empirical data from the previous section and this section, helping refugees cope with entrepreneurship-related integration needs can: a) unpack refugees' rational and authentic entrepreneurial needs; b) facilitate refugees' engagement in RBS (Erikson, 2022); and c)

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Establish mutual trust between RBS providers and refugees by providing holistic support on a side-by-side basis, as stated in 6.3.1.

LO15's example illustrates how support organisations can provide integration support in RBS through regional links. As a result of knowledge sharing and mutual learning between support organisations, the endogenous integration support capacity of RBS providers could be enhanced incrementally. Traditionally, integration support has been mastered by IFOs, who possess the intellectual capacity to do so, but collaboration and sharing can allow a wide range of RBS providers to develop similar capabilities.

> 'We are proud to work with organisations that want to share, replicate, and grow up [...] we actually have specific funding for that [...] a yearly initiative [the name of the initiative] for organisations to share knowledge of what they do [...] It's a really important part of shaping our methods of social innovation, service, and inclusion' (LO15).

Connection with the proposed CA-based RBS framework: The previous subsection dealt with refugees' first distinctive condition - lack of awareness on the relationship between their socio-economic situation and entrepreneurial reality (6.4.1). However, for refugees to be ready to participate in RBS and entrepreneurship, there are also many other foundational PCFs that need to be developed.

The foundational PCFs of refugees are derived from their social lives and are therefore intrinsically linked to their integration status. Therefore, the empirical findings elucidate that integration support or advisory should be incorporated to address refugees' lack of readiness for engaging with and participating in RBS. Yes, the entrepreneurial capability of refugees is dominated by their business-related PCFs and accessible external OGMs. However, there are other foundational PCFs as necessary building blocks (Nussabaum, 2000; Robeyns, 2005; Ton et al., 2021). For example, being able to navigate the integration service system, being able to commute, trust RBS providers, and having enough time to dedicate etc (see 6.2.2).

In this subsection, the second embodiment of RBS is mainly delivered in the form of helping refugees navigate the integration services available in the region or providing such services independently. The CA-based RBS framework provides the theoretical basis for both practices. The essence of both is to enhance refugees' foundational PCFs by improving refugees' accessibility to the regional integration service system - i.e., by improving the inclusivity of CCFs for refugees.

It is apparent that refugees' limited non-monetary foundational PCFs not only shape their unique condition within RBS, but also limit their ability to recognise, access, and transform external 'OGMs'. Nevertheless, both the structural and agentic approaches of mainstream business support are fundamentally concerned with economic activities (Wapshott and Mallett, 2018). They may be able to identify entrepreneurs' inadequacies in terms of their business skills related to organisational dilemmas. The mainstream approach, however, does not lead them to reflect on the impact of entrepreneurs' non-monetary lives on foundational PCFs. Hence, mainstream practitioners are unable to accumulate such knowledge and develop appropriate individualised measures. Therefore, this re-emphasises that refugees' impaired foundational PCFs become a gap that RBS providers need to fill in the context of refugee integration.

6.4.3 Facilitate the opportunity conversion: continuous integration-informed capability building in RBS

The distinctiveness of capability building in RBS: After providing the necessary integration support to 'prepare' refugees for their entrepreneurial journeys and participation in RBS, another core embodiment of RBS is enhancing refugees' capability through an integration-informed view. This is also the response to refugees' third distinctive condition highlighted in 6.2.3. Based on the CA-based RBS framework, the capability building in RBS is primarily manifested directly in the optimisation of PCFs (both business-related and foundational) and external OGMs, and indirectly through enhancing CCFs. This is also the logic underpinning CA about facilitating the capability building of individuals (Ton et al., 2021). It may seem that this differs little from the methods by which mainstream enterprise services facilitate refugee access to social, human, and financial capital (Sawang et al., 2016; Spigel, 2017). There are, however, significant differences between the two based on the empirical materials.

According to the informants' views, practically-adequate RBS' capability building is not limited to refugees' constrained business-related PCFs and OGMs (e.g., lack of financial capital, industrial connections, and skills), but also identifies the integration-related causes that generate these barriers. Since this process echoes the ontological assumptions of CR (Bhaskar, 2008) and CA (Ton et al., 2021) that move beyond perceptions and discourses, it is defined as integration-informed capability building and distinguished from conventional mainstream services. The key differences are that mainstream business support concepts emphasise homogenising and reductionistic approaches to identifying common business issues at the entrepreneurs' and organisational levels (Wapshott and Mallett, 2018), rather than exploring the varied non-monetary causes of these problems. While ethnic minority

business support (EMBS) focuses on the impact of ethnic background on these business problems, it also ignores the distinctive integration journey of refugees and the associated non-monetary implications.

When assessing the needs of their clients, LO10 identified that they needed more resources and an opportunity to 'practice' their communication skills rather than confidence-building support. Therefore, interactive cross-community training was designed to create a platform for enlarging the refugees' social network.

> 'Many clients don't lack communication confidence, they just don't get the opportunity to interact with like-minded locals and other communities enough, you know because of the racist stuff. [...] These cross-community interactive training sessions were designed to create just that kind of platform for their knowledge sharing with others' (LO10).

By contrast, LO3 determined that many of their refugee clients were inhibited from social interaction due to a lack of competence and confidence in second-language interaction. 'It's not like they don't have available social connections. It's their unique situation, where language affects how they communicate and how they understand one another. As their language, confidence, and communication improved, they were also able to make better use of [name of organisation]'s social connections' (LO3). Consequently, both LO10 and LO3 are designed to enhance refugees' leverage of social capital that conducive to entrepreneurship, but after examining the different integration statuses that resulted in this dilemma, one provider chooses to promote refugees' PCFs, while the other chooses to enlarge refugees' external OGMs.

In terms of accessing financial capital, LO11, who specialises in providing refugees with easy access to finance share a similar view.

> 'First, you need to know what's the problem, why the refugees are hard to access funds from banks for their businesses [...] is it a [refugees'] distrust problem or banks' risk assessment policy or actually both? [...] we found banks traditionally won't have a relationship with refugees and they tend to focus on efficiency, it takes a lot of learning time for them to understand how to work effectively with people who know nothing about banking [refugees...] that's why we create these three interfaces to make refugees more knowledgeable about banking, offer supporters materials to coach and work with banks [...]. [We will document] how much [and] where they're [refugees] spending money [...] accumulate this pattern, and to advise the bank on how much loan this individual can afford, how much loan it's prudent for the bank to [loan] in terms of risk taking' (LO11).

Thus, LO11's argument also confirms that, compared with offering capital, it's more necessary to address the underlying reasons (information barrier, hostile banking system) that are directly contributed to constrained entrepreneurial capital. In CA-based RBS, this example can be interpreted as a strategy to remedy the underlying cause that limits refugees' financing through improving refugees' business-related PCFs and their CCFs rather than by providing one-off assistance.

Connection with the proposed CA-based RBS framework: To dissect the theoretical significance of this embodiment with CA-based RBS, the relationship between two types of integration-informed PCFs by comparing the practices of 6.4.1, 6.4.2 and 6.4.3 could be unpacked. As discussed in the previous sections, RBS providers enhance refugees' awareness and participation in entrepreneurship and RBS by enhancing foundational PCFs and optimising CCFs in the context of refugee integration. However, this subsection further unravels that integration as an underlying reason also constrain business-related PCFs and accessible OGMs.

Some impaired foundational PCFs not only impact refugees' awareness and readiness for entrepreneurship directly but also are the underlying causes of refugees' hindered business-related PCFs (e.g., management skills, financial skills, communicative skills), which are crucial for them to acquire entrepreneurial capital. The confidence issue, for example, plays a major role in refugees' limited readiness, but it also limits refugees' social interaction and social capital. Since the reasons behind entrepreneurial barriers can differ from individual to individual, it is important to keep track of the underlying causes behind refugee's limited business-related PCFs and accessible OGMs individually.

Overall, as illustrated by Figure 18 below, section 6.4 builds on 6.2 by taking into account the experiences of supporting organisations so as to theorise the three responsive embodiments required of practically-adequate RBSs to address the three distinct conditions (6.2). In addition, 6.4 also reveals the organisational capacities required to deliver these practically-adequate RBS embodiments.
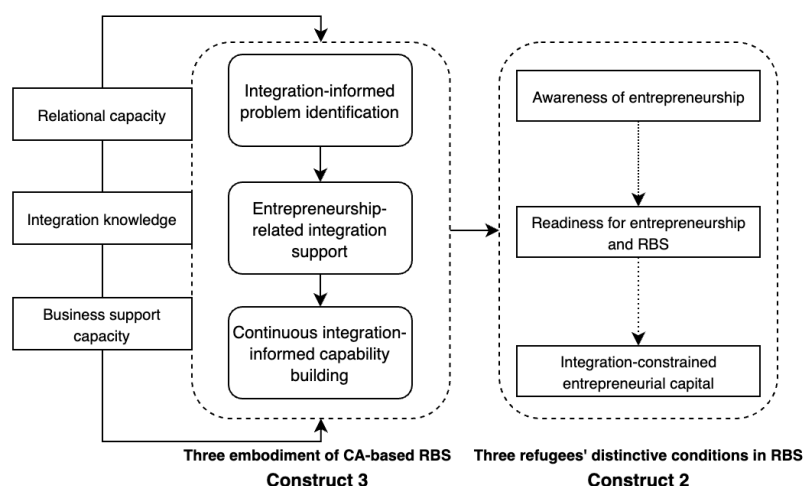
Figure 18 Newly added Construct 3 of the original CA-based framework based on section 6.4
(Researcher's work)

6.4.4 Revisit and present the developed CA-based framework

Three distinctive conditions of refugees in RBS: Sections 6.2 and 6.4 confirm the core argument proposed in the CA-based RBS framework, that is, there are interconnections between refugees' integration and their conditions in RBS, which require novel responses from RBS providers (Strang and Ager, 2010; Ram et al., 2021). Based on the identification of these conditions, it is evident that limited integration impairs PCFs and refugee-accessible OGMs. This impairment can be classified into three categories based on how it affects refugee participation in entrepreneurship and RBS: lack of awareness, lack of readiness, and integration-constrained entrepreneurial capital. Furthermore, these three conditions establish a connection between refugees' integration-informed needs and the provision of RBS.

These three conditions confirm and explain the existence of two different categories of PCFs in the CA-based RBS framework: foundational PCFs and business-related PCFs. Refugees' socio-economic lives are restricted under the premise of limited integration (due to hostile CCFs and limited personal experience), thereby jeopardising the foundational PCFs they need to become entrepreneurs and participate in RBS. It is not only a characteristic of multi-dimensional integration that is repeated in the integration literature, but it is also a key non-monetary aspect of life that is overlooked by mainstream business support concepts. These impaired foundational PCFs not only directly limit refugees' participation in RBS and entrepreneurship, but also restrict their access to and mobilisation of external OGMs by inhibiting the formation of business-related PCFs.

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Three embodiments of RBS to respond to refugees' needs: Apart from validating the core structure of CA-based RBS, the presented findings also demonstrate how three embodiments of RBS are necessary in order to respond to refugees' distinctive conditions and the corresponding support capacity required of support organisations. Specifically, section 6.4 reveals the importance of the three embodiments of integration-informed problem identification, integration support in RBS, and integration-informed capability building for addressing refugees' three distinctive conditions.

In theory, these three embodiments of practically-adequate RBS highly conform to the CA-based RBS framework and its value-laden characteristics. As a first point, the need for RBS provision to recognize and respond to the particular needs of refugees, rather than indiscriminately providing support to all refugees, is consistent with the value-laden approach of CA-based RBS, which has refugee integration as its ultimate goal. Therefore, since all three distinctive conditions for refugees may affect the positive effects of business support on refugee entrepreneurship and integration, adopting initiatives corresponding to each of these conditions is necessary. This confirms that a value-laden CA that is centred on refugee integration can assist RBS providers in recognising and reflecting upon the distinctive support that refugees require in order to avoid perpetuating their precarious situation.

Additionally, the delivery of the three embodiments is highly consistent with the expected functions of RBS under the CA-based RBS framework. As discussed in Chapter 4, RBS should fulfil two types of functions: directly enhancing refugee PCFs and OGMs and indirectly enhancing refugees' PCFs and OGMs through action on the social context in which refugees integrate - the CCFs. The three embodiments of practically-adequate RBS are also achieved by acting on OGMs, PCFs (foundational and business-related), and CCFs. For example, integration-informed problem identification dedicated to enhancing refugees' awareness of entrepreneurship (foundational PCFs), integration support dedicated to helping refugees navigate the regional system (CCFs); as well as providing refugees with additional opportunities to access social capital as part of the capability building process (OGMs).
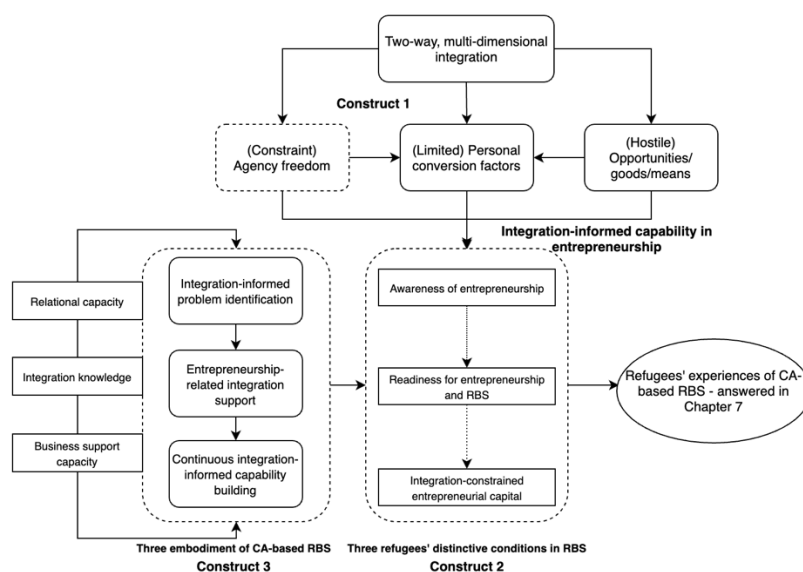
Figure 19 Re-developed CA-based RBS framework (Researcher's work)

Therefore, as shown in Figure 19, the one-to-one correspondence between the three distinctive conditions of refugees and the three embodiments of practically-adequate RBS confirms the explanatory and usefulness of the CA-based RBS framework in explaining RBS' distinctiveness. Based on empirical findings, these two theoretical constructs also extend and redevelop the CA-based RBS framework. As a result of theorising service providers' strategies, action research intervention cycles could further localise and deliver this redeveloped framework to follow and examine refugees' actual experiences of it (see Chapter 7).

6.5 The role of contextual and organisational influencers in shaping RBS

The key findings of Section 6.2 - 6.4 unpack: 1) the three integration-informed refugees' distinctive conditions that require a distinctive, practically-adequate RBS; 2) three embodiments of practically-adequate RBS for responding to the three integration-informed refugees' conditions in RBS, and required providers' capacities. Although practically-adequate RBS describes how RBS providers should respond to the distinctive needs of refugees in RBS, their approaches to pursuing practically-adequate RBS are largely divergent. This remains unexamined in existing research (Desai et al., 2021). Consequently, this subsection presents two contextual dependency structures that lead to different RBS practices by combining empirical data, business support literature, and civil society research: integration system reliance, and resource reliance. This section also adds new potential theoretical constructs to CA-based RBS framework regarding its contextual reliance.

6.5.1 Contextual dependency of RBS because of regional integration system

It is critical not to lose sight of the organisational nature of RBS providers when exploring their differences in practice. The vast majority of RBS providers are civil society organisations, whose organisational goals are closely aligned with optimising the international refugee regime and promoting the welfare of refugees in hostile policy environments (Atar et al., 2023; Collini, 2022; Phillimore, 2015). This explains why supporters share similar recognition of the distinctive refugee needs and try to be responsive, as well as the difficulty of addressing those needs through existing mainstream services. In Section 6.2, the diverse status of integration is shown to inform the unique conditions of refugees in the RBS. In theories of integration developed successively by Ager and Strang (2008), Phillimore (2012), and Spencer and Charsley (2021), mutual adaptation between host contexts and refugees has been employed as an axiomatic concept for explaining how refugees experience a variety of integration statuses.

Based on the above theoretical background and the empirical materials, two pathways emerge regarding how the host country's regional integration service system influences the design and delivery of RBS, as the Figure 20 below. First of all, refugees' integration status depends on the socio-economic environment they are located in (section 2.4), which shapes their conditions in RBS (see section 6.2). LO25 from the UK provides a useful example of how refugees' needs and conditions associated with RBS are shaped by the resettlement and integration systems in the region.

> 'When you look horizontally across different countries and regions, you find that some regions have a higher level of diversity and more successful charities or enterprises that are dedicated to supporting refugees in terms of their language, culture, and skills [...] this may help refugees with their language skills, housing problems, or even their misunderstandings about business supporters and entrepreneurship' (LO25).

Therefore, the degree of refugees' integration is correlated with the quality of the host country's refugee resettlement and integration service system, which ultimately affects their conditions and needs within RBS. Moreover, this is in line with findings of research on civil society support for refugees: when the environment is hostile, support organisations must assume greater responsibilities to fulfil their vision in society (e.g., Arshed et al., 2021; Collini, 2022; Garkisch et al., 2017).
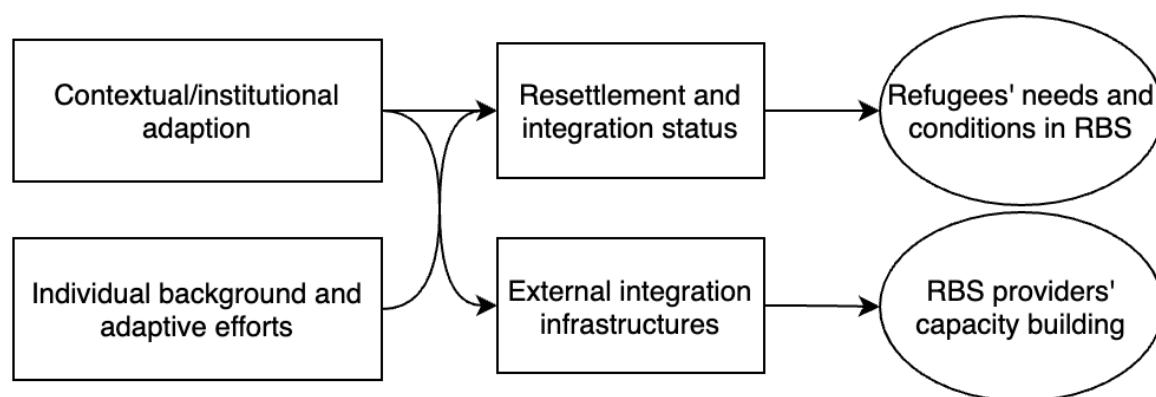
Figure 20 Connection between regional integration system and RBS (Researcher's work)

Secondly, according to Boenigk et al. (2021), the integration services provided by host societies should be viewed as a coherent system covering the entire process of integration for refugees - from arrival to integration. This is further elaborated in the empirical data, where informants reckon that because practically-adequate RBS requires the RBS provider to have integration knowledge to understand and respond to the diverse conditions in RBS (see previous section), an advanced regional integration service system and well-developed collaborative networks could contribute enormously for RBS providers to develop corresponding integration support capacity.

> 'Collaboration is essential; if we had more organisations around us who were willing to work with us, we could get immigration advice, family reunion advice, language training for our clients [...]. Not only learn from them [partners], we can also provide support with a better understanding of these newcomers' (LO33).

Therefore, a more developed and connected integration service system also implies prerequisites for cooperation between PSOs, IFOs, and a wide range of integration/resettlement service providers. Although cooperation between PSOs and IFOs is still limited in data, the intention to do so is mentioned several times. For example, LO35 (IFOs) mentions 'not yet [collaboration with PSOs], but why not? We definitely can influence and learn from each other, but I haven't come across or talk to any that kind of organisations in this region [PSOs], but I'd love to work with them! ' (LO35). This implies that if the integration service system in the region is fragmented and underdeveloped, IFOs and PSOs may have difficulty communicating and working with each other, so they may be more dependent on their own ways of providing RBS.

6.5.2 Contextual dependency of RBS because of resource reliance

The second major theme relates to the ability of RBS providers to access the resources needed to sustain their operations. According to studies of the operational paradox of civil societies, they are frequently required to meet specific funders' measurement criteria to acquire resources to deliver social services (Lefsrud et al., 2020). The measurement criteria of funders do not always relate to the social performance that civil societies wish to accomplish (Collingwood and Logister, 2005).

The example of LO9 explains the contradiction between the government's assessment matrix and the delivery of practically-adequate RBS.

> 'We have the government [as a potential funder]. [But] they're the hardest to engage with because that's all about numbers. So and our program for business start-ups data, they're not that many because it's not a course. You don't sit in a classroom and do a course' (LO9).

Support organisations are therefore faced with the challenge of balancing what is right in their own eyes with what is required to meet the expectations of their funders (Arshed et al., 2021).

As a result, although supporters under institutional measurements, such as LO9, may recognise the challenges associated with flexibility in service design and the nature of top-down service design behind it, accessing government funding remains a necessity for sustaining most RBS initiatives. It is still seen by supporters as a necessary way of addressing the short-term issue of business support services for marginalised people.

> 'I think more kinds of financial support are very helpful [...] cause we don't charge our participants but also [want to provide] some financial support for our participants who actually set up their businesses so help from the government [is important]' (LO5).

In addition, this results in differences in the distribution of resources among different types of support organisations. As discussed in this study, the two primary types of supporters, IFOs and PSOs, are generally dependent on different funding structures. According to LO39, funders tend to view RBS as an 'entrepreneurial' service and prefer to work with organisations with higher business support capacities. Consequently, many IFOs are unable to enhance their 'business support capacity' through access to similar funding, and the synergy between integration knowledge and business support capacity in the RBS sector is constrained as well.

> 'Many organisations that have delivered entrepreneurial support, like homeless business support are more advantaged [...] From a funder's perspective, this is understandable as they are more productive and can deliver services at scale [...]. But for refugees and this inclusive issue, we're the ones who are advising in the community,

in the [detention] hotel, who are more aware of grassroots needs and the whole situation' (LO39).

In conjunction with Hall (2021), it is clear that funders' expectations of the phenomenon of RBS are largely derived from the economic contribution of refugees, and not from their social lives. Therefore, they are more likely to assess the quality of support services using numerical economic outcomes like those used in mainstream enterprise support (Mole et al., 2011). This, however, creates a contextually dependent barrier to delivering practically-adequate RBS.

Therefore, IFOs will be required to invest more in business support out of their limited organisational resources if they wish to access such resources or contracts, thereby reducing their availability of resources to provide holistic integration assistance to refugees. PSOs must also be more efficient at creating numerical/measurable economic outcomes to demonstrate their productivity. Consequently, under current neoliberal institutional conditions, IFOs and PSOs may be forced to lose their focus on non-monetary aspects of refugees' lives once they become increasingly dependent on and in pursuit of government funding.

6.6 Conclusion

The following Table 11 summarises the key alignments and discrepancies between interviewees around the theoretical constructs and key themes identified in this chapter and explains how these discrepancies inform or relate to the research progress and theoretical work in the upcoming chapter.

Type of alignment and discrepancies	Key themes emerged	Key alignments	Key discrepancies	Discrepancies informed research development
Between respondents (As all of the empirical materials in Chapter Six were gathered through in-depth interviews, there are no methodological discrepancies)	Distinctive needs of refugees in entrepreneurship	Distinctive integration journey informed diverse/individualised needs of refugees in entrepreneurship		Despite the interviewees' consensus on the theoretical constructs, their paths and challenges when pursuing practically-adequate RBS differ across situations of supporters - imperative to identify the position of the practitioner (Propeller in this study) so that the theoretical framework can be contextualised (necessity of RQ2 - also see 7.2 & 7.3).
	Distinctive conditions of refugees in RBS	Three distinctive conditions of refugees in RBS: lack of awareness; lack of readiness; integration-constrained capital		
	Distinctive embodiments of practically-adequate RBS	Three embodiments: integration-informed problem identification; integration support in RBS; integration-informed capability building	In organisations that specialise in entrepreneurial support (e.g., PSOs), the needs of integration-informed support were emphasised, however this challenges their experience and expertise. Organisations providing holistic integration services (e.g., IFOs) see integration-informed support as a necessity and their speciality, but their business support capacity is often capped.	
	Necessary capacity of delivering practically-adequate RBS	Three necessary capacities related to the delivery of practically-adequate RBS: relational, integration knowledge capacity, and business support capacity		
	Contextual reliance of practically-adequate RBS	Prominence of integration infrastructure and resource reliance	Smaller IFOs are more concerned about competition for resources; respondents in more hospitable service systems have more advantages in providing RBS	

Table 11 Key thematic summary, alignments, and discrepancies between interviewees (Researcher's work)

Hence, overall, this chapter presented the analysis and findings from the empirical material of the fact-finding phase of this RO-AR, following the guidelines of the RO-AR concerning the re-development or rethinking of theoretical pre-understandings. Theoretically, this chapter:

1) Examined emerging refugee business support initiatives to illustrate their structure, characteristics, limitations, and support organisation's dynamics.

2) Identified distinctive refugees' conditions and needs in RBS, which are shaped by their diverse integration statuses.

3) With the insights of RBS providers about the effective practices and pragmatic challenges of the RBS they provided, three embodiments of practically-adequate RBS and required

organisational capacities were identified as necessary to meet the distinctive needs of refugees.

4) By examining different support practices, it identified two contextual dependency structures of RBS and their corresponding impact on supporters and refugees.

Accordingly, these four aspects theoretically support the relationship between impacts of multi-dimensional integration (CCFs and individualised experiences), PCFs, and OGMs in CA-based RBS. Therefore, the CA-based RBS is expanded and revised. The original CA-based RBS describes what a practically-adequate RBS should consist of based on the distinctive needs of refugees. This chapter provides a further explanation of what a practically-adequate RBS needs to delivery in order to cope with the distinctive integration-informed conditions that refugees find themselves in RBS.

This chapter's redeveloped CA-based RBS also contributed to the progress of Action cycle one. Upon completing this fact-finding phase, this updated theoretical framework was used in conjunction with Propeller's fact-finding data to understand Propeller's positions, representativeness, and limitations in delivering this redeveloped CA-based RBS before developing cycle one intervention was developed and implemented. Immediately following this, a plan for using this framework as an intervention strategy was made. Then, throughout the delivery of the intervention, the data collection work of action cycle one was completed through impact monitoring (participant observation) and in-depth interviews with refugees and RBS providers.

Therefore, the next chapter further discusses and presents the findings of the following two data collection phases in the action cycle one of this RO-AR, in particular: 1) how the Propeller utilised the revised CA-based RBS to deliver RBS; 2) the actual impact caused by the delivery and the structure behind it.

Chapter 7 Impacts of practically-adequate RBS: design, delivery and reflection of first cycle intervention

7.1 Introduction

The discussion in the previous chapter redeveloped the CA-based RBS framework to involve three distinct conditions of refugees in RBS and three different embodiments of practically-adequate RBS for responding to the needs of refugees. However, based on the practical adequacy criteria (Sayer, 2000) used in this study, in order to strengthen the explanatory power of the redeveloped RBS for existing RBS initiatives, it is necessary to further test the deliverability and usefulness of CA-based RBS to develop it into a practically-adequate concept. The purpose of this section is to provide answers to RQ2 and RQ3 regarding how CA-based RBS may be applied in Propeller's practical work and the impact of delivering CA-based RBS on refugees.

According to Sayer (2000, p.43), unpacking 'expectations about the world and about results of our actions which are realised' is also necessary for demonstrating that CA-based RBS could be a 'practically-adequate' concept. Methodologically, this chapter also in line with what RO-AR emphasises: 'theoretical constructs develop from a synthesis of that which emerges from the data and that which emerges from the use in practice of the body of theoretical constructs' (Eden and Huxham, 2006, p. 399). Philosophically, learning from the longitudinal engagement with multiple empirical sources also helps the author avoid over-reliance on individualised discourse in theorising, and thus providing insights into the impacts of interventions (Frederiksen and Kringelum, 2021).

The findings reported in this chapter are based on the author's analysis of three data sources from the second and third data collection phases of the first Action Cycle: (1) in-depth interviews with the Propeller senior management team; (2) three-month participant observation (monitoring) data throughout the intervention delivery; and (3) in-depth interviews after the intervention to examine the delivered impacts. The chapter map can be found in Figure 21 below.
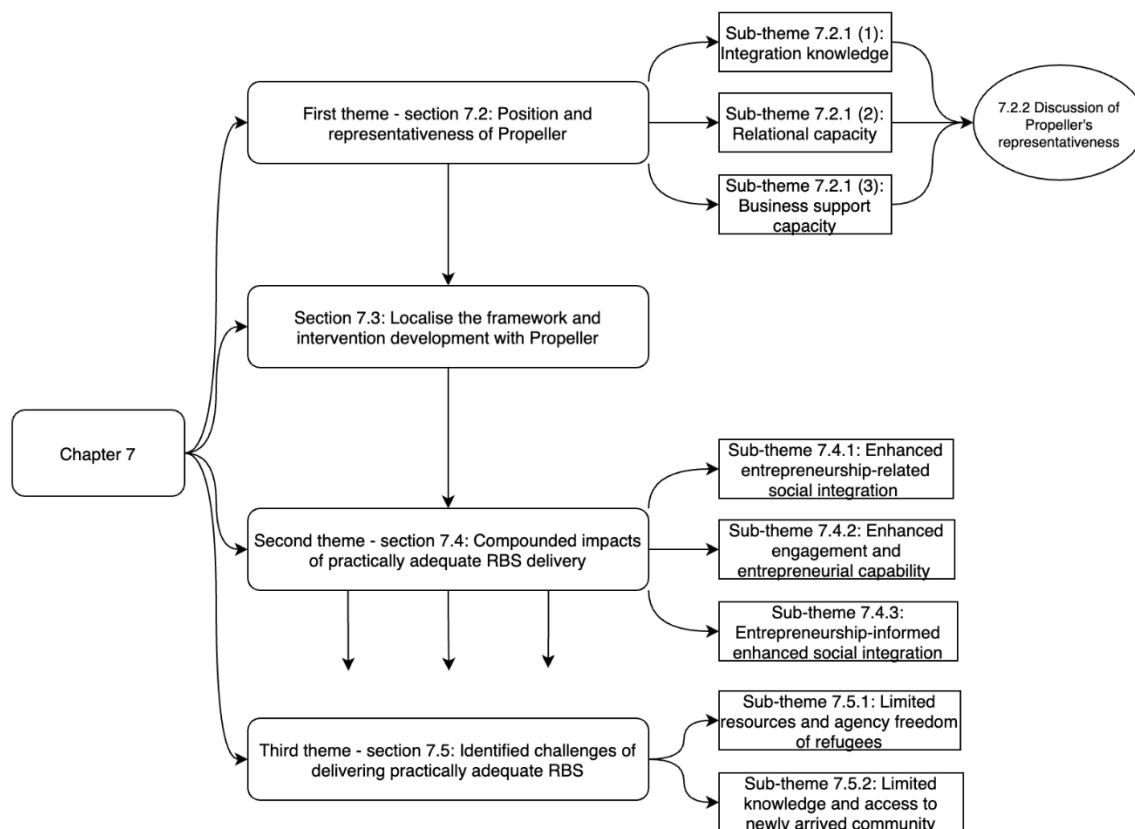
Figure 21 Chapter map of Chapter 7 (Researcher's work)

To construct practically-adequate theory in RO-AR, this finding chapter has fourfold outcomes: 1) describing how the re-developed CA-based RBS can be localised in Propeller's work by analysing the empirical data related to Propeller's position, capacity, and experiences (7.2); 2) describing what constitutes a localisation strategy - that is, an intervention program delivered by Propeller (7.3); 3) theorising what are the impacts of re-developed CA-based RBS on refugees (7.4); and 4) Identify emerging challenges associated with delivering CA-based RBS and ignite the next action cycle (7.5).

7.2 Position and representativeness of Propeller in delivering CA-based RBS

This study proposes a CA-based RBS concept to accommodate refugee-specific conditions in business support. Although the re-developed framework in the previous section incorporates empirical experiences of existing support initiatives, the author also identifies that two main categories of supporters - IFOs and PSOs - have encountered many challenges while striving to fully adopt this new framework (see 6.3, 6.4). This indicates, that to develop CA-based RBS as a 'practically-adequate' concept (Sayer, 2000), it is necessary to further demonstrate its deliverability. In Propeller's context, it's about why and how Propeller in this RO-AR has the capacity to deliver the new CA-based RBS. As a result, this section combines

the key embodiments of the re-developed CA-based RBS with Propeller's interview data to demonstrate the organisational characteristics, capacity, and representativeness of Propeller as the service provider in this RO-AR. The findings from this section also ignite the next RO-AR step - what could be the localised strategy for Propeller to practice CA-based RBS, which is introduced in section 7.3.

7.2.1 Position and organisational capacity of Propeller

In the frontline of business support, the support organisation's resources and capacities largely shape what services get delivered and at what quality (Strike, 2012). Based on Chapter 6's re-developed framework (sections 6.4-6.5), the regional integration system that the RBS provider 'accesses' (Collini, 2022; Phillimore, 2015), the organisation's reliance on external grants and contracts (Arshed et al., 2021; Dahlman et al., 2022; LeRoux and Wright, 2010), as well as organisational capacities (Su and Dou, 2013), shape the potential and opportunity for supporters to be able to provide specific support.

By analysing these cues, one can identify what support activities are structurally possible and what are structurally inhibited for a given supporter. It is for this reason that CA-based RBS needs to be 'translated' locally for use in RO-AR for theoretical construction (Eden and Huxham, 2006), also to keep abstracted theoretical constructs (from Chapter 6) grounded and heuristic for solving actual problems, rather than becoming unexamined theoretical assumption (Sayer, 2000). This subsection focuses on analysing Propeller's experiences and resources as an RBS provider. It demonstrates that it has the three necessary capacities outlined in the previous chapter for delivering CA-based RBS: integration knowledge, relational capacity, and business support capacity.

Key services offered by Propeller: Propeller is not merely a social enterprise that intends to provide business support. Since 2008, Propeller has gradually developed its service portfolio for refugee communities on many life-rebuilding issues like housing, employment, skill development etc, and recruiting frontline workers from refugee communities to better understand refugee needs and integration journeys. Today, it has grown into a social enterprise with 120 employees offering refugee integration services in four regions. The company offers two main types of integration services: (1) housing and project-based support and (2) integration-related training for refugees. Providing housing services has been the cornerstone of Propeller's business since 2008, and Propeller has established many project-based teams (e.g., RBS teams) by winning project bids. Other integration-related training

serves as the infrastructure that Propeller provides to refugees, which is delivered primarily through its training arm (sometimes in partnership with external service providers). The services include a variety of training sessions related to the socio-economic life of refugees (e.g., language, digital skills, employability, cultural life, etc.).

Integration knowledge: based on organisational history, recruitment strategy and data accumulation: According to in-depth interviews with Propeller's senior management, Propeller has its considerable integration-based intellectual capacity, which is the first required capacity of supporters in CA-based RBS as discussed in Chapter 6. Propeller's positioning as an integration specialist is highlighted by AO1.

> 'Our business has always been about refugee integration, whether it's language training, housing, socialisation, or entrepreneurship. You'll notice that we're doing a systematic way to deliver this support, because each of these projects represents a small step toward their integration. [...] like an incremental journey, [so that] we can gradually learn about their housing needs, traumatised experiences, skill set, and so on [...] allows us to get a full picture of their situations and struggles' (AO1).

In accordance with AO4, this organisational history and strategy have resulted in expertise and a wealth of data within the organisation about refugees' integration.

> '[What we have] It's primarily that knowledge of working with a community that's kind of often referred to as hard to reach, which is a kind of a slightly pejorative term that is used, but [...]. I think that what we have that's different is [...] If somebody comes tomorrow for entrepreneurship support to see, then it may be that they came for support five years ago for housing, right? They may have come support five years ago for mental health' (AO4)

Relational capacity: trust transferability between multiple service touch-points, and benefits from integration knowledge: In RBS, relational capacity is the ability of the support provider to establish rapport with refugees, as shown in empirical data in 6.3 and 6.4.1. Factors like the organisation's reputation in the community, history, the frequency of interaction with refugees, and the case worker's approach to service delivery are all related factors. Propeller does not rely on business support services as their main touch-point, as many PSOs and mainstream supporters do, in order to establish trust relationships with refugees. AO3's view supports the fact that the services they have been providing to refugee communities and individuals in the form of housing, training, and socialisation in the regional integration service system has allowed them to establish long-term trust relationships with refugee communities. 'They [refugees] initially have that built trust with [a language trainer], which is why they are kind of comfortable to be passed over to us' (AO3).

It has been shown by Arshed et al. (2021) and Hall (2021) that business support limited by funders' regulations and specific measurements may prevent supporters from assessing the complexity of beneficiaries' circumstances beyond economic outcomes and building trusting relationships. However, trust between different services can be transferred if there is a strong link between the services (Doney and Cannon, 1997). For instance, two services both are provided by Propeller or have involved several particular 'star' frontline workers. This explains how trust can be transferred between different touchpoints in the Propeller service provision.

> 'The trust is there, they just see it as continuing support from the brand of Propeller rather than simple projects so that we kind of build that consistency in the background via the kind of stitching together of multiple projects [...], which aids the trust' (AO5).

Thus, 'more touchpoints' and longitudinal engagement provide Propeller with relational capacity, which also resonates with 'good' and intensive enterprise support in mainstream definition (Mole and Bramley, 2006).

Additionally, although not mentioned intuitively by the interviewees, the integration/community knowledge of Propeller also theoretically contributes to its capacity to build relationships. Based on Ager and Strang's (2008) discussion of what integration knowledge is, Propeller not only enhances its frontline workers' empathy for refugees' trajectories by involving more staff with lived experiences, but also builds its understanding of multi-dimensional refugee integration status through knowledge-sharing practices between employees. For example: 'Through internal collaboration, we share as much knowledge as possible [about refugees' needs] [...] this also includes ideas from colleagues in the community, which are really helpful for our engagement and support activities' (AO4). These 'empathy' and 'understanding' elements have also been defined in service relationship by Gremler et al. (2001, p.299), respectively, as shared 'personal recognition' and knowledge of clients 'service needs', which are also two critical antecedents of trust in a service.

Business support capacity: In CA-based RBS, business support capacity is the third key necessary organisational capacity. Compared to PFOs, IFOs such as Propeller, however, face severe challenges in building or acquiring this capacity as discussed in Chapter 6. Due to the dependence of civil society on external resources and numerically-focused measurement under neoliberal regimes discussed in 6.5, it is difficult for many IFOs to access a substantial grant to develop business support capacity from scratch. Thus, Chapter 6 found that there were also some attempts of IFOs to cooperate with business support specialists such as PSOs, and vice versa. However, this cooperation remains sporadic in the data, mainly referral-based, or even only an intention.

However, as a consequence of the organisational background of Propeller and related empirical materials, three premises emerge and prove the organisation can further develop its business support capacity: 1) the £1million grant from the European Commission provides it with sufficient external resources to recruit business advisors to construct in-house business support expertise; 2) in 2019/2020, Propeller has just completed a small-scale RBS pilot project supported by the UK government, and its grassroots team has gained experience and knowledge in the real RBS delivery process; 3) in its more than 10-year integration support experiences, Propeller has informative interaction with other business support providers and local authorities in the past, providing experience in understanding what support and practical gaps already existed within the 'market'.

Thus, Propeller has the capability of developing its business support capacity, but this does not mean that large-scale grants are the only means for a wide range of IFOs and PSOs to deliver CA-based RBS. For example, cooperation between IFOs and PSOs can also provide a platform for both to acquire the corresponding capacities. In this regard, using Propeller as an example of a CA-based RBS could provide evidence to navigate IFOs and PSOs to build capacities through innovative channels (e.g., collaboration and organisational learning).

The point made by AO4 illustrates Propeller's approach and motivation to explore and develop its business support knowledge vigorously.

> 'We kind of recognise that there was a recognition that people from migrant and refugee backgrounds were not necessarily accessing existing business support services [...] So if we kind of go and say look, we're going to provide this inclusive business support service. Some of the existing providers in this kind of area may already be doing that [...] now so what we should do is move beyond with this fund to address those for whatever reason existing service isn't being accessed by a particular community' (AO4).

Propeller's practical experience echoes the neglect of the distinctive needs of refugees in existing business support literature. As a result, supporting entrepreneurship in 'adequate ways' is becoming a new focus for Propeller's integration services. However, the question remains as to how integration knowledge can be combined with the supporter's business support capacity, which is also a problem that remains unresolved in under-developed RBS research as well. Hence, it's needed to systematically deliver and evaluate the impact of CA-based RBS on refugees, both in theory and in practice, in order to identify what constitutes 'practically adequate' RBS.

This subsection has discussed how Propeller has developed its potential and the three capacities (integration knowledge, relational capacity, business support capacity) necessary to deliver the newly proposed CA-based RBS. The next subsection combines the empirical findings of this section with the specific embodiment of practically-adequate RBS to explain how Propeller is capable of mobilising its organisational capacity to provide CA-based RBS.

7.2.2 Representativeness of Propeller in delivering a practically-adequate RBS

This subsection serves as a transition between 7.2.1 and 7.3 and discusses how the capacity of Propeller, as well as the organisational context, make it suitable of delivering CA-based RBS for this RO-AR to examine related theoretical constructs. This subsection is centred around the three embodiments of practically-adequate CA-based RBS developed in Chapter 6: integration-informed problem identification, integration support in RBS, and integration-informed capability building.

In RO-AR, the representativeness of the practice context for theories is primarily understood as whether it can 'envisage talking about the theories developed in relation to other situations' (Eden and Huxham, 2006, p.396). To achieve this level of representativeness, it is necessary to demonstrate that the localised design is informed and related to theoretical constructs. Therefore, the following subsection uses four key bullet points to illustrate how the localised characteristics of Propeller fit into the CA-based RBS framework.

1) **Capacity alignment:** Over the course of many years of providing integration support, Propeller has developed a clear understanding of hostile CCFs regionally that have restricted refugees' socio-economic activities and the diverse backgrounds of refugees. Both of these elements are essential for RBS providers to be able to understand the impact of integration on refugees' PCFs (both foundational and business-related) and OGMs. This could help Propeller to conduct the integration-informed problem identification. Secondly, whilst the main aim of the collaboration between Propeller and the author was to develop the RBS, other departments and project teams are also continuing to grow and accumulate knowledge. Consequently, Propeller has the capacity to continuously improve CCFs and enhance refugees' foundational PCFs through integration-related support. Third, Propeller has both integration specialists and business advisors in its RBS team, which is good for them to identify the integration-related causes behind refugees' limited entrepreneurial capital.

2) **Coverage of refugees' diversified conditions and needs:** In the CA-based RBS, refugees' inhibited PCFs and OGMs have been identified to shape three refugees' distinctive conditions (lack of awareness, lack of readiness, integration-constrained entrepreneurial capital) in RBS. Due to Propeller's acquisition of new business support funding, they need to provide services to refugees in a wide range of geographical jurisdictions, rather than being confined to serving their own existing clientele. Therefore, Propeller's new RBS programme provides the necessary precursor to reach refugees at different integration statuses, and is therefore relevant to examining refugees' integration-formed conditions in RBS.

3) **Role of contextual factors:** One of the new theoretical constructs proposed in Chapter 6 is the two pathways through which support services are contextually dependent: impacts of the regional integration service and regulatory factors. In this project, Propeller ran this RBS programme in two different cities, both in the United Kingdom, but these cities still have different integration services and business support systems. Thus, this provides an opportunity to examine the impact of different integration environments on RBS delivery and impact. Furthermore, the measurement criteria for the new funding obtained by the Propeller are numerical and relate to a specific number of support sessions and a particular number of refugee participants. Thus, examining CA-based RBS delivery in this context provides the author with the opportunity to explore the longitudinal impact of contextual factors on service delivery.

4) **New way of merging the advantages of IFOs and PSOs:** Propeller, as an experienced integration service provider similar to IFOs, has the potential to conceptually challenge this dichotomy and blur the distinction between the two with its systematic development of CA-based RBS. Also, it could potentially offer a means of examining theoretically how RBS providers can overcome the limitations and shortcomings of both IFOs and PSOs.

7.3 Intervention strategy co-development

This subsection reports on the intervention plan that the author co-created with Propeller colleagues following the discussion of Propeller's capacities and representativeness in delivering CA-based RBS. This subsection relates to the intervention co-design phase in RO-AR after the fact-finding phase.

According to the RO-AR guideline, to carry out intervention practices that can contribute to theory development, the intervention should 'be related to the theoretical conceptualisations which inform the design and which, in turn, are supported or developed through RO-AR' (Eden

and Huxham, 2006, p. 397). Accordingly, this subsection focuses on the strong connection between the intervention plan and the CA-based RBS. As a necessary step before intervention delivery in the RO-AR, the author shared the outcomes from the fact-finding phase - the re-developed CA-based RBS as a theoretically-informed roadmap with the key frontline workers and project leads in Propeller's two areas. Participants comprised the team members who were involved in this externally funded project: Propeller RBS team leaders, veteran frontline supporters, along with newly recruited business consultants. By sharing their localised experiences based on their interactions with refugee communities, these Propeller colleagues suggested ways in which CA-based RBS might be translated into actionable activities within Propeller.

Based on the roundtable discussion, the intervention plan of this RO-AR in the first action cycle was designed based on the three embodiments emphasised in CA-based RBS. Therefore, the deliverability and guidance for practices of this CA-based RBS framework are evidenced throughout this phase as well.

Strategy one - in line with integration-informed problem identification: During the roundtable, the author presented the main findings from the fact-finding phase, including each distinctive condition of refugees and the responsive embodiments of RBS one by one. First, the author proposes the first discussion point about the need to rethink the manner in which Propeller carries out its entrepreneurial diagnosis based on the first embodiment of practically-adequate RBS - integration-informed problem identification.

The author suggests that the existing findings challenge the highly passive and prescriptive approach to service delivery that Propeller used to adopt in past RBS pilots. Once refugees are unaware of their socio-economic situation, it is necessary to help them better understand entrepreneurship in their own lives. This was supported by members of the RBS team, with one attendee corroborating the need for this by sharing his experience.

> 'They have ownership, and we cannot make the decision for them [...]. It's pretty common that they haven't really thought about it [entrepreneurship], they just want to try it out because there's support [...]. Certainly yes, we have to figure out how to help them realise this by themselves since we can't take their ownership, but we can help them explore, learn, and reflect, and I think it's something we have to make that part of the service' (one Region-B attendee).

Many other frontline workers also shared similar experiences, stating that many clients have irrational expectations concerning support and may believe that they will earn more income by starting their own businesses.

After receiving the support of all participants in both roundtables, we made this embodiment the first CA-based RBS strategy that Propeller should apply. In terms of strategy, this meant that frontline workers of the RBS team had to assist refugees in rationally reflecting on their entrepreneurial aspirations within the context of their social and integration situation. RBS's team needs to discuss candidly with clients how entrepreneurship works here, and how their non-monetary life aspects relate to entrepreneurship so that refugees can reflect on and comprehend the relationship between their entrepreneurial choices and their lives.

As a result of determining the feasibility of applying the above strategy in Propeller, specific actionable activities were developed through a co-design process. The author facilitated attendees' discussions during the region-A and the region-B roundtables to gather their perspectives on actionable activities related to the above strategy, followed by the development of a unified intervention plan that summarises the key action points from the two roundtables. For confirmation, this intervention plan was shared with the region-A team and region-B team. The same process was also applied to the other two remaining strategies discussed in this section.

To provide integration-informed problem identification at the frontline, four main forms of activity were selected and implemented during the first three-month intervention cycle. The selection of these activities was drawn upon the localised knowledge and experience of frontline workers. As shown in the Table 12 below, the co-design process for these four activities was explained along with the associated empirical evidence, including Propeller's past strategy, CA-based new strategy, localised activities, key details, aims, and excerpts from roundtables.

Past strategy	CA-based new strategy	Localised activity	Key details	Aims (related to CA-based RBS framework)	Exemplar excerpt
Prescriptive support and passive reaction to refugees' subjective needs	Integration-informed problem identification	One-to-one 'entrepreneurialism diagnosis' meetings	Instead of hurriedly establishing business support plans based on refugees' subjective needs, this will be the initial step to 'listen' to refugees' personal stories and their reasons for participating in RBS.	Collect refugees' integration background and identify their awareness of entrepreneurship and socio-economic situations (collect information about CCFs, PCFs and OGMs)	'We've always had those diagnosis meetings, but sometimes it might be better to get to know them more in that conversation rather than just talk about their business ideas'
		Coffee time informal chat	RBS team utilised largely the 'coffee & tea area' in the office as informal as possible in order to provide refugees with a socialisation environment rather than a formal interview setting. As a result, refugee clients were also able to be part of the multilingual and ethnically diverse environment of the Propeller office.		'It's important to have an inclusive environment. Look at our diverse team and culture and that's our thing [...]. We don't think of them as only recipients, but also friends who need help.'
		Friday brainstorming session	The team hosted a weekly RBS meeting every Friday morning during action cycle one and invited key colleagues from various departments as well as the author to attend. To promote cross-departmental and intra-departmental brainstorming, the meeting provides a forum for frontline workers within RBS to share their challenges and accomplishments.	Knowledge transfer from different departments (e.g., housing, training) to help the RBS team better identify the impact of refugees' integration (CCFs and individual experiences) status on their future engagement with RBS and entrepreneurial endeavours (foundational PCFs and OGMs)	'Our experience [is our advantage...], as a business, we have different teams working on different aspects of their integration, so yes, we can bring in a lot of experience'
		Reflective planning session	During the planning session, the RBS team will work with the refugees to reflect and discuss a) the relationship between their entrepreneurial aspirations and their socio-economic situation (costs, benefits, risks); and b) make a support plan.	Help refugees develop awareness of entrepreneurship and their own socio-economic situations (enhancing foundational PCFs)	'But we need to be honest and give them feedback [...] If they decide that starting a business is not the right choice, we also need to prepare some alternatives [support] rather than saying go away and that's it'

Table 12 Localised activities of integration-informed problem identification (Researcher's work)

Strategy two – in line with integration support in RBS: Second, the author discussed the importance of providing refugees with the necessary integration assistance to enhance their readiness with those at the roundtable. This builds on the second embodiment of CA-based RBS by emphasising the necessity of specific foundational PCFs as prerequisites for refugees' entrepreneurial activities and participation in RBS.

There were differing perspectives on the strategy among participants in the roundtable. The frontline workers with experience in integration services were positive about the strategy.

> 'I think it's necessary [...]. Simply, why a lot of organisations [mainstream, PSOs] can't provide one-to-one, because if you hand-hold them then they will ask you many questions, may or may not sound irrelevant to business, but it's important to their life and entrepreneurship [...]' (one Region-A attendee).

On the other hand, business consultants were more cautious and raised the question of how an RBS team could be capable of offering advice on life issues.

> 'I can see why this is a valuable strategy, but we need to be cautious about whether a business advisor is able to answer some questions [...] like mental health, immigration, etc. Do we need a fine line between the integration support provider and business support provider?' (one Region-B attendee).

This debate was intriguing. When the foundational PCFs that business consultants are required to address for clients increase, their responsibilities are expanded, and their expertise needs to be developed as well. This creates a tension in work. In this regard, the author (and other attendees) mentioned Propeller is an organisation with a wealth of integration support experience and networks. RBS has an independent training arm and other departments organise integration support activities, thereby eliminating the need for the RBS team to provide integration support independently. Instead, RBS team could collect and collate information to guide customers toward using in-house resources. Additionally, they can collect information from trusted external service providers and help refugees navigate the regional support system. Following this discussion and explanation, business consultants have evidently supported this strategy as well.

According to Table 13 below, the author's discussions with attendees around these two points resulted in two main localised activities.

Past strategy	CA-based new strategy	Localised activity	Key details	Aims (related to CA-based RBS framework)	Exemplar excerpt
Isolated business support service	Integration support in RBS	Internal resources map-out	Knowledge sharing, information sharing with the training arm and integration support related departments; collect and collate the offerings/activities of other department (e.g., religious festivals celebration housing support, advice on family reunions, socialisation event, safety and security)	Build an internal integration support source pool for refugees' impaired foundational PCFs	'I think we could do a better job connecting our [all teams] events to our clients' needs systematically, rather than just sending them details all at once. We have great [all teams] events, but it's just to see those as opportunities for them to meet people, build confidence, etc.'
		Cross-departmental referrals	Following the reflective planning session in Table 11, the RBS team matched clients' conditions and referred clients to other integration-focused service departments for attending events or training	Collaboration between different departments around the same client can help deal with the impaired PCFs and facilitate the transfer of the trust relationship that develops in one support activity to a new support activity (Doney and Cannon, 1997; Gremler et al., 2001).	
		Function as an Information-hub	RBS team's frontline workers gathered trusted external stakeholders Propeller had contacted in the past, and gradually compiled a 'navigation map' that listed the various external integration support resources that were available for clients in RBS.	Refugees' needs still 'often remain unfulfilled because of poor access to adequate service' (Boenignk et al., 2021, p.166); this helps enhance the CCFs (inclusivity of regional support system) for refugees to enhance their impaired foundational PCFs	'In the end, though, we have to admit we can't do everything ourselves [in the organisation], which is also why we're always building external partnerships.'

Table 13 Localised activities of integration support in RBS (Researcher's work)

Strategy three – in line with integration-informed capability building: Thirdly, the author demonstrated the importance of the third embodiment of RBS - integration-informed capability building - for addressing refugees' limited entrepreneurial capital. This is about identifying the underlying reasons for refugees' limited access to PCFs (e.g., human capital) and OGMs (accessible social connections) related to entrepreneurship, namely limited integration. It was very well received by the roundtable participants. By sharing their own experiences, they expressed the need for this strategy to be implemented.

> 'Especially in the challenging life of them, you always have to reflect on what's happening out there stopping them from improving themselves [...] It's not because they don't want to, it could be because of family responsibilities, it could be because of their confidence, it could be because they just can't really find the right training' (one Region-A attendee).

It is for this reason that, for each individual, their entrepreneurial capital may be hindered because of a variety of integration reasons, which necessitates the provision of individualised services. As a result, the author and roundtable participants discussed how Propeller can provide business support that identifies and addresses individual challenges behind their externalised restricted capital building.

As CA-based RBS, the underlying reasons for refugees' distinctive business support needs reside in their integration, hence RBS frontline workers followed refugees' integration status both at the beginning and during the delivery of the service. This helps Propeller to move beyond superficial needs to query the root of refugees' distinctive barriers. Therefore, we have finalised the following intervention plan, as in the Table 14 below, after the roundtable and delivered it through the first intervention cycle largely based on the experiences shared and suggestions made by frontline workers.

Past strategy	CA-based new strategy	Localised activity	Key details	Aims (related to CA-based RBS framework)	Exemplar excerpt
Unsystematic capture of underlying causes of refugees' limited entrepreneurial capital	Integration-informed capability building	Integration-based in-house business support	With the assistance of frontline workers with relevant academic backgrounds and knowledge of the UK market and entrepreneurship, Propeller provided literacy training to pre-start-up refugees to improve their PCFs. The training content was flexibly customised to meet the integration-informed skill needs of the refugees, including but not limited to ideation, communicative skills, negotiation, business planning, introduction of the UK enterprise system, etc.	The purpose of this initiative was to respond to the fact that the host country's business support system was unable to meet the needs of refugees with various integration statuses.	'Often we start with ideation, help them create a business plan, register with companies house, answer questions, etc. We are able to help them with those business activities. I think what we can do is to take care more of their needs holistically rather than see them just as a business idea in this process, as they [needs and business performance] are all connected'
		One-to-one progression monitoring meetings	Care about changes in refugee needs, their performance expressed in business support activities, co-explore the reasons for impacting their capital building; this also guides the RBS team on how to further mobilise integration knowledge within the organisation, e.g., by seeking input from the integration support department.	To understand the dynamics of different clients' life circumstances; identify any impaired foundational PCFs limit their capital building progress	
		Bring in external business support resources	The RBS team also worked with external organisations or individuals to target and improve the shared needs (upskilling, networking etc.) of refugees about a particular topic; This serves as an exemplar of how Propeller blur the distinction between IFOs and PSOs through regional cooperation.	To improve the ability of the RBS team to respond to the different integration-related constraints on capital construction for refugees; to enhance CCFs (the inclusiveness of business support system for refugees' needs) to benefit their OGMs and PCFs.	'We've been trying to talk to many stakeholders, and I believe working with them and getting more resources can help us meet different refugee needs. [...] Like XXX [a not-for-profit partner], they can help build confidence for our clients through that XXX [a project help refugees share their food culture] […] just like you said, we've got to provide many solutions, but we can't create all solutions by ourselves'

Table 14 Localised activities of integration-informed capability building (Researcher's work)

7.4 Compounded impacts of CA-based RBS intervention delivery on refugees' entrepreneurship and integration

Previous to this section, the author discusses how Propeller utilised CA-based RBS as a strategy for designing an actionable plan from a holistic perspective. According to the RO-AR cyclical structure, the next stage was the formal delivery and monitoring of the intervention plan. This step involved the third phase of data collection, which included longitudinal participant observation throughout the intervention delivery process, as well as in-depth interviews with frontline workers and refugees after delivery. The purpose of this section is to report the findings from the third wave of empirical material to examine the impacts of delivering the RBS intervention at Propeller. These impacts are also used to assess the CA-based theoretical framework redeveloped in Chapter 6, which discusses the role that RBS should play in facilitating refugee entrepreneurial capability building, and also further develops the theoretical constructs associated with CA-based RBS (Theory - Practice - Theory, see Eden and Huxham, 2006).

This section is divided into three subsections, which correspond to the three themes discussed to demonstrate how the delivery of CA-based RBS has had a compounding positive effect on interconnected refugee entrepreneurship and social integration. The next section (7.5) further unpacks the challenges associated with the intervention delivery and reflections regarding negativity.

7.4.1 Enhanced mutual adaption: self-exploration of refugees and enhanced accessibility to integration system

In accordance with the CA-based RBS framework, refugees' pursuit of entrepreneurial capability is in fact a process of transforming external OGMs through their own PCFs (Robeyn, 2005; Sen, 1999). In CA, the impacts of different multi-dimensional, two-way integration statuses of refugees on their PCFs and OGMs hinder this transformation process (Ager and Strang, 2008). As an example, the neoliberal economic system further limits the business resources available to marginalised communities like refugees (Buck et al., 2005), and hostile policies inhibit their participation in entrepreneurship and building adaptive PCFs (Richey et al., 2021). Consequently, it is the unique needs of refugees in the RBS that need to be addressed.

Chapter 6 expands the CA-based logical structure of RBS. It explains how limited PCFs and external resources contribute to the three conditions that refugees encounter in the course of RBS, and identifies theoretically-informed embodiments of practically-adequate RBS for RBS providers to cope with these conditions. As emerging theoretical constructs, these embodiments were incorporated into the CA-based RBS framework and applied by Propeller's newly formed RBS team. The first effect of these embodiments is discussed in this subsection, i.e., the facilitation of integration with entrepreneurship as an anchor.

In CA, individual capabilities do not exist in isolation, and their realisation is often dependent on other capabilities (Robeyns, 2011; Sen, 1999; Ton et al., 2021). Based on the re-developed framework presented in Chapter 6, many integration-related PCFs are viewed as the foundational demand for refugees to develop entrepreneurial capabilities. These foundational PCFs (such as reflection on life situation, understanding of what it means to be an entrepreneur in the host country, and the impact of current life situation on one's participation in entrepreneurship) go beyond the current business support definition (e.g., Wapshott and Mallett, 2018; Mole et al., 2011), and are therefore also ignored by existing enterprise support literature and practice. This is also why the holistic perspective of PCFs in CA is necessary to recognise the distinctive needs of refugees as it's sensitive to the foundational PCFs of refugee entrepreneurship.

As a result, Propeller delivered one-to-one diagnosis meetings to help clients explore what entrepreneurship means to them with varying levels of integration and provided support to overcome integration barriers that prevent refugees from entrepreneurship and participating in RBS. The author found that the essence of the support was a dialogical approach involving knowledge exchange between frontline workers and refugee clients. Using entrepreneurship as an anchor point, the process facilitates refugee integration from two perspectives.

Enhanced self-exploration of refugees: Whenever possible, the author conducted informal conversations with frontline workers after their one-to-one meetings with refugee clients to gain their insights. Also, the author engaged in many informal coffee chats in the kitchen with both frontline workers and clients. Based on these observations, the author found that frontline workers acted the role of an 'integration counsellor' efficiently as they explored clients' integration backgrounds and entrepreneurial intentions (problem identification). During coffee chats, frontline workers normally ask refugees about their life journey without focusing only on entrepreneurship, share their own experiences of living and working in the United Kingdom, and advise accordingly. During this process, clients have opportunities to explore their self-needs and the connection between economic activity and social life, which allows them to

better understand their own career pursuits, even their own life pursuits in the host country. Thus, as part of the two-way integration process referred to by Strang and Ager (2010), this process facilitates refugees' self-exploration - that is, sensemaking their transitional socio-economic position in the new environment (Conroy and O'Leary-Kelly, 2014). As a result of evaluating refugees' entrepreneurial aspirations as a goal, frontline workers' counselling-liked conversation facilitates this self-exploration accordingly (Nardon et al., 2021).

In an informal conversation with a frontline worker in the region-B area in March 2021, the frontline worker used the term 'desperate job-seeker' to describe several refugee clients he was seeing at that time. It was noted that these clients were enthusiastic about entrepreneurial activity, but were largely motivated by a need to compensate for family income and career discontinuity. Later in the interview, he further explained what was behind the refugees' entrepreneurial aspiration.

> 'When we talked about his life [...] I think the issue is that at the end of the day, a lot of clients do struggle to actually think for themselves. Well, I can do this [through meetings]. So then they have thoughts of their life here, goals for next months, but if we give [them] capital right the way down, they just don't understand how they could possibly do it' (FF3).

As explained by FF11, FF13 and FF10, this 'self-exploration' is useful from the viewpoint of RBS providers in order to prevent refugees from rushing into entrepreneurship before recognising their true needs.

> 'Because I feel that once you understand their background, you can then work the foreground. If you're trying to work from the frontier about their business idea directly, it doesn't work because you don't know what the hell they've gone through in their life right now and what they thought they can get from this [entrepreneurial] journey' (FF11).

> 'Like, ask them why you want this? Why do you want to start this business? Is it just to get money? Is this your passion? Is this something you're good at? [...] And these are questions I always ask [...] You'll find that there are unrealistic expectations or simply just because they don't want to be managed by somebody or don't know there are other alternatives' (FF13); 'Their family situation is really important because it's about how much time they can put into their business and also the barriers that they could face in support' (FF10).

Therefore, refugees' reconstruction of their 'career expectation' in the host country is based on their reflections on 'who they have been and who they will be' (Macías Gómez-Estern and de la Mata Benitez, 2013). Based on CA, hostile CCFs and their unprepared migration may restrict refugees from developing rational expectations about their new life narratives (foundational PCF), leading to contradictions between their preferred career narratives and

the reality of their present integration status (Brown and Coupland, 2015). In this way, CA-based RBS helps refugees recognise and resolve contradictions before they become risky problems that exacerbates refugees' precarity during business support.

Beneficiary RO8 noted that this 'self-exploration' provided chances for his reflection on the entrepreneurial journey in the host country, the challenges associated with his own personal life situation as an entrepreneur, and the importance of prioritising job-searching.

> '[...] they gave me a lot of things about, before I can to be successful in my business [what should I be aware of] so it's very good to hear their honest ideas [...] before that I hate to think [...] they can have visions for everything and then they asked me if I have realised my risk in this business, my family, the job I could get [...] that's why I decide to start a job with this [company name] because Propeller support me [to get] this job and develop my business afterwards [...] it just feel just more confidence as I realise I know more and regain the control of my life' (RO8).

In the CA-based RBS framework, this confirms the importance of facilitating 'self-exploration' in the aid of refugees to enhance foundational PCFs and their rational understanding of accessible OGMs. It also implies that the support promotes the active exploration of individual refugees for the host society, which is necessary for 'two-way integration' (Strang and Ager, 2010).

Enhanced accessibility to integration support system: Furthermore, on the basis of the 'self-exploration' Propeller facilitates, frontline workers provide/navigate integration services for refugees accordingly, thereby structurally enhancing refugees' accessibility to resources in the integration service system. This also facilitates the adaptiveness of regional integration system in two-way adaption at the meso-scope (Strang and Ager, 2010).

In accordance with the two-way integration, support systems in host countries should be adapted to refugees' particular circumstances in order to meet their needs (Strang and Ager, 2010). But the reality is that 'the integration paradox' exists in many neoliberal economies, including the UK. 'Refugees were not clear about their rights, and [...] being given inaccurate information, and being blamed for not understanding the system' (Strang et al., 2018). This explains also why the RBS team often encountered so-called 'confused/desperate clients' during delivery interventions.

In order to deliver the second embodiment of CA-based RBS, the RBS team provides holistic integration support for enhancing refugees' foundational PCFs for their readiness in entrepreneurship and RBS. During an observed meeting with the RBS team in February 2022,

frontline workers discussed a typical phenomenon they encountered in their interactions with refugees. As the RBS team assists clients in identifying possible issues they may concern and support they may need to engage in entrepreneurship, such as support with language and housing, refugees often suddenly realise that 'Oh! If that is a need that can be met, could you please send me more information?' As an integration support organisation, Propeller has built many in-house services (language, upskilling training, housing support), integration advisory capabilities, as well as links with external organisations. In fact, this has allowed RBS to serve as an information hub to alleviate refugee challenges in navigating the integration process.

According to the author's observations, information barriers also hinder refugee clients' ability to identify their needs and navigate the integration system to find corresponding offerings. RO6's experience of navigating the non-inclusive service system is an example.

> 'I think a major limitation because most of the services around us is just a brochure, they kind of prefer you to first speak on the phone and get that information from you and like no matter how much you try to ask the questions I still feel like you don't get the right answers, it's really challenging' (RO6).

Hence, it is difficult for them, for example, to determine which of the many fragmented and 'random' brochures they get is more trustworthy and determine whether they are eligible for particular support. Additionally, due to their potential limited income, limited language skills, and limited digital skills, it is even harder for them to investigate and evaluate these services proactively and independently. Since CA-based RBS could identify foundational PCFs associated with entrepreneurship, the RBS team is able to locate a solution within Propeller's 'integration support repertoire'. As a result, RBS serves as a navigator for refugees to navigate regional integration support offerings.

The insights provided by FF4 explains how the RBS team's problem identification with refugees is integrated with the in-house integration support of Propeller.

> 'So usually when [RBS supporters' name] identify the background and needs of the client [...] they might can't directly start [business support], [they] could also be introduced to come and see [career advisory provider] for careers advice first, they might want to go onto more courses for digital skills first or likewise' (FF4).

From a different perspective, FF11 discussed how the RBS team could leverage CA-based RBS to facilitate the flow of information related to integration support.

> '[...] As we had many conversations [with clients] to help them understand entrepreneurship and their own goals and to identify any possible needs [...] we have

> limited capacity to respond to all matters, so I have had to collate information from all the trusted service providers in the region [...]. So that I can at least give them information and advice rather than just let them down, and sometimes I even call them on their behalf' (FF11).

Therefore, the findings in this subsection confirm that delivering CA-based RBS contributes to identifying and promoting refugees' foundational PCFs. Both of these impacts validate the expected function of the CA-based RBS presented in Chapter 4, namely, the improvement of PCFs through direct services; and indirectly by enhancing the inclusion of CCFs.

7.4.2 Safe space and enhanced accessible entrepreneurial resources

The previous subsection in fact explains how Propeller's RBS team, anchors in helping refugees assess and prepare for their participation in entrepreneurship, facilitates a) refugees' self-exploration of their post-arrival life to develop their own vocational narratives and cognition in the host country; and b) refugees' uptake of integration services and related information. In conjunction with Strang and Ager's (2010) two-way integration argument, the previous subsection theoretically highlights the role of CA-based RBS in facilitating refugees' foundational PCFs in entrepreneurship through simultaneously enhancing mutual adaption between 'individual refugees' and the 'integration system'. This section furthers the theme by examining the positive impact that can be created when using CA-based RBS to promote another set of foundational PCFs and external OGMs for refugees - namely, entrepreneurial skills and capital.

As the third embodiment of CA-based RBS that is described in Chapter 6, the author observed, the RBS team utilised dynamic, long-term one-to-one meetings to understand the differentiated life situation and reasons for refugees' limited skills and capital. For example, impaired confidence, trust and isolation limit refugees' access to social networks (Sundvall et al., 2021) and language skills limit their self-learning (Campion, 2018). As CA-based RBS advocates for understanding the integration background behind their limited business-related PCFs and OGMs, this understanding not only guides frontline workers to design different in-house support and write unique 'progression plans' for each refugee, but also serves as the basis for Propeller to bring in aligned external business support resources/partners to address refugees' needs. Surprisingly, with Propeller's inclusive environment and organisational culture, this strategy of caring for refugees' life challenges produces dynamic signals of inclusion and enhances refugees' engagement and trust, which are necessary foundational PCFs of refugees' long-term participation in RBS. Hence, theoretically, this approach

facilitates a) refugees' business-related PCFs; b) foundational PCFs related to their engagement; c) accessible regional business resources (OGMs).

Creating a safe space for refugee clients: The author found that through observations, the long-term one-to-one services provided by the RBS team created a safe space where refugees were able to freely express their needs and interactions due to its individualised, inclusive, conversational, and informal setting. They would greet the author simply because he sat by the Propeller desk, tell him who's their frontline worker and share stories with gusto. This is not an isolated case, but a regular occurrence in the observations. It seems that being in this office and team has made the author a 'safe' object for them.

A combination of inclusive environmental factor and the attitudinal factor of the frontline workers facilitates the refugees' willingness and motivation to explore, share and learn. The author found that the teams in Propeller are highly ethnically diverse, and multiple languages are spoken in the office. An open 'prayer room' is located in the heart of the office area and is open to all employees and guests. Additionally, Propeller has a large 'coffee & tea' area with a sofa, dining table, and fridge, where clients, volunteers, and frontline workers gather frequently to chat, laugh and eat. These factors were noted as important factors in making RO3 and RO8 feel 'at ease' and they defined that coming here regularly for one-to-one meetings with frontline workers is to meet friends.

> 'I don't like go to [another agency], they have a nice room too, always smiling the people there. But they see everybody [including locals] so I just feel because you know I don't speak good English and I often have to explain for a long time there [...]. They give me the feeling like if I did something wrong [...]. I feel uncomfortable and sorry for that [...]. I like it here, yes it's different because, I can feel that I'm like everyone else, that I'm not a different one, people like me can have coffee and talk with all the people' (RO3).

> 'I think coming here was life-changing. Every contact and meeting with [frontline worker's name], he sometimes gives me some homework and I always look forward to completing it well and then having the next meeting [...] [The core of the meeting] was business, but not all [about] business, he cared about my life, where I live, my family, and I knew that if I had the questions to ask him not about business, he would tell me all the answers, even if it didn't relate to his work [...]. It's more like a friend to me who helps me for free' (RO8).

As described in signalling theory in service, the sender of a particular message can influence the receiver's perceptions, by how it communicates the message - the signalling (Connelly et al., 2011). In light of the empirical data presented above, it is evident that integration-informed capability building (the third embodiment of RBS) is capable of guiding frontline workers

towards creating symbolic signals for demonstrating inclusion. While Propeller's inclusive environment is informed by its longstanding integration knowledge and relational capacity, it is interconnected with the holistic concerns advocated by CA-based RBS. As a result of the RBS team's dynamic concern for the context of integration, it is also the way in which CA-based RBS advocates for the understanding of the underlying causes of refugees' constrained PCFs. As a result, both contextual and interactive signals generated by CA-based RBS create refugees' perception of inclusion by focusing on the refugees' holistic lives rather than just the economic outputs. This means that the RBS provider is no longer only a service or information provider, but is also part of the refugee's social relationship as a result of their CA-based approach for the holistic needs of the refugee in a dialogic manner. The successful integration of refugees into this social relationship also provides them with access to extensive information and gives them the momentum to engage with the support available to them.

Enhanced access to regional resources: As opposed to the previous method of Propeller, which offered general opportunities to build capital (7.3), the new intervention addresses the underlying causes of refugees' limited access to capital. The RBS team not only conducts one-to-one progress monitoring meetings to investigate the underlying causes of refugees' hindered entrepreneurship, but also enhances refugees' access to resources by working extensively with external business supporters. Originally, mainstream service providers may not understand the integration context of refugee entrepreneurship or provide inclusive programs, and are therefore not trusted by marginalised groups (Ram et al., 2012; Scott and Irwin, 2009). It was observed by the author that through the CA-based RBS delivery, during our regular Friday RBS meetings, the frontline workers reflect and share more and more frequently the characteristics and business challenges of their refugee clients with other workers and even other department members. The author found, this is for two aims: 1) they will enquire if there is any inclusive external resource that they can mobilise to match their clients' needs, like a potential ethnic community kitchen or bilingual training sessions; and 2) they will use the meeting to work together to design 'talking points' and proposals for communicating with external partners based on these needs. Therefore, frontline workers act as gatekeepers or 'messengers' for refugees, working in dialogue with other collaborators to maximise alignment between refugee needs and external offers.

Through knowledge sharing and negotiation, frontline workers can expand the external resources available to refugees. Several examples of such collaborations are currently available. For example, the RBS team identified that some of the female clients lacked opportunities for social connections, language enhancement, and vocational skills as a consequence of their culture regarding the distribution of family responsibilities. As FF7

explains, 'I found out it is because a lot of them [refugees] didn't go to school. So they struggle of the language, very dependent on the husband' (FF7). Consequently, the RBS team explored their potential for entrepreneurship with the client and discovered that many of the female clients were interested in sewing. In response to this, the RBS team independently searched for relevant offers within the market and ultimately collaborated with a charity and a community gatekeeper/coordinator who were familiar with these women's language and culture. Refugees who successfully completed the training were also provided with free fabric sewing machines by the charity.

Further, the RBS team identified another group of refugee clients who face limited access to external social capital (e.g., mentors) due to low communication confidence. They subsequently engaged with a university in the West of England in order to find common ground on which both parties could collaborate, and finally offered the refugees the opportunity to participate in a brainstorming session with undergraduate entrepreneurship students. As a mentor and panel member for the day, the author also participated. One participant, RO3 mentioned the importance of such cross-community support activities for him in terms of strengthening social ties and improving his communication skills.

> 'It's mainly allowed me to meet a lot of people I wouldn't have otherwise met [...]. We exchanged contact information [...] They said I'm okay with my English so that's really nice word, and they also think very differently from me and it taught me a lot' (RO3).

In addition, RO6, who has established contacts with the creative industry with the assistance of Propeller, explained that the external resources provided by Propeller had enabled him to better integrate himself into the industry's network.

> 'I got great experiences after being introduced to the Bristol creative network and sharing my creative thoughts with them [...] Propeller helps me meet the right people in the industry, which has been very helpful' (RO6).

Furthermore, the external supporters that the RBS team brings in are more likely to gain refugee trust as a result of trust transfer from the supporter (Doney and Cannon, 1997). 'I trust [the name of the frontline worker], I also trust the advice she gives me or the people she introduces me to, I know she knows all about me so she will only recommend people who will help me' (RO9). This corroborates what frontline worker FF11 mentioned 'If we try and get them in a meeting together with the people who are actually going to support them in the future, it does allow them to sort of break the ice in a sense and take down that information barrier' (FF11).

There are many more such examples. In search of working with other business support organisations/individuals, RBS providers are able to bridge the gap between mainstream offerings and refugees' needs to a certain extent through knowledge sharing and coordination. This indicates that CA-based RBS provides supporters with a scientific way to enhance CCFs by championing refugees' distinctive needs in the business support system.

CA-based RBS allows RBS providers to onboard external partners through coordination, which evidences the expected function of CA-based RBS to enhance the CCFs by knowledge-building the business system about refugees' needs, potentials, and situations. Indirectly, as Chapter 4 argues, inclusive CCFs (e.g., inclusive strategies adopted by more business support organisations) contribute to refugees' PCFs building (e.g., confidence, business skills) and access to OGMs (e.g., more networking opportunities, training resources). The enhanced PCFs and OGMs, therefore, shape a stronger capability of refugees in entrepreneurship.

When combined with the literature on regional support (e.g., Wurth et al., 2022), this also illustrates how a bottom-up approach can enhance the participation of marginalised groups in mainstream business systems.

7.4.3 Mutual reinforcement of enhanced entrepreneurial capability and refugees' social integration

Due to the focus of CA-based RBS on integration behind refugees' limited entrepreneurial abilities and resources, the first two sections discuss separately how CA-based RBS can: a) facilitate refugees' self-exploration and accessibility to integration systems for enhancing their foundational PCFs for entrepreneurship; b) create 'safe spaces' within formal business support to facilitate refugees' engagement and accessibility to external business resources.

However, the acquisition of entrepreneurial skills and access to resources does not merely enhance refugees' ability to engage in entrepreneurial activities. According to Sen (1999) and Nussbaum (2011), exercising a particular capability also could serve as the basis for another potential capability. This is very similar to the fundamental role that social integration plays in refugee entrepreneurship. Also, Wiklund et al. (2019) suggest that entrepreneurship should promote social well-being and personal development rather than the reverse, which is also the reason why forced entrepreneurialism should be avoided. According to 6.4.4, as CA-based RBS is geared towards value-laden CA with integration as the ultimate goal of business support, the embodiments developed from CA-based RBS are designed to avoid perpetuating refugees' precarity. This is also why it casts light on the importance of the RBS provider to

help refugees self-explore, get ready for RBS, and care for their holistic lives. In particular, CA-based RBS in 7.4.1 contributes positively to the awareness and readiness of refugees prior to engaging in entrepreneurship, and CA-based RBS in 7.4.2 dynamically maintains a holistic focus on the lives of refugees. The reason for this is that it is crucial to carefully address the relationship between refugees' fragile and variable living conditions in RBS and their entrepreneurial risks (Embiricos, 2020). Consequently, CA-based RBS are well aligned with Wiklund et al.'s (2019) argument regarding facilitating entrepreneurship for enhancing well-being.

Hence, this section examines how the enhancement of refugees' entrepreneurial capability (enhanced foundational and business-related PCFs, accessible OGMs and surrounding CCFs) within RBS indirectly facilitates refugees' social integration. The facilitation is achieved through three pathways for changes, namely attitudinal, identity, and structural changes.

Attitudinal changes for social integration: Attitudinal change refers to: enhanced refugees' self-efficacy and sense of achievement helping refugees build passion and enthusiasm towards their integration journey. Participants in Propeller's business support activities gained the chance to build PCFs to acquire social capital (communication skills, self-confidence, language), to access resources (external supporters, peers) as well as to develop their foundational and business-related PCFs (language, cultural knowledge, business skills). Correspondingly, the author found from the interviews that the enhanced awareness of their post-arrival life and the feeling of 'I can do more in the host country' (RO2) led to an increase in refugees' enthusiasm to actively participate in social activities and a sense of belonging in the host society.

RO9, for example, emphasises the significance of witnessing himself overcome the difficulties of an entrepreneurial journey and finally beginning a trade for his life in the UK.

> 'This is my dream, yeah, this is my dream, and now I have good contacts with people [...] I feel a little bit lonely when I come to UK with my language, you know not good about how to make friends, okay, but later and special at the moment, no I don't feel these feelings because I have a business and I believe I can make things happen' (RO9).

As a result, entrepreneurs may 'celebrate' the challenges throughout entrepreneurship, harvesting the benefits of happiness and confidence as they solve problems (Baron et al., 2016). As a result of this compound boost in both confidence and competence, refugees who

have been temporarily interrupted in their careers are now more motivated to explore social and economic opportunities in their host country.

Identity changes for social integration: By engaging in CA-based RBS, refugees learn, interact with the community and solve problems. Therefore, they create new memories and connections between their personal lives and the host country. Through the development of their knowledge and skills, refugees are also able to provide information and support to a greater number of newcomers, resulting in a positive perception of their social identity. According to the empirical data, these changes in refugees' understandings of themselves resulted in identity-based changes.

> 'I feel that I became mixed [identity], I studied here, made friends [...] and I graduated here [from a training activity], here to advise more new people. I feel like I'm enjoying the process. I can feel I'm helping some people and have the ability to advise them as a local [...]. There are a lot of things and memories associated with this country, and I would like to achieve more here and I will' (RO3).

This finding furthers Shepherd et al.'s (2020) and Elo et al.'s (2022) argument about that host country related social identities and relationships can be formed through acting entrepreneurship. Further, the finding here confirms that refugees' subjective perceptions of host social identities can be facilitated not only through acting entrepreneurship, but by social relationships, 'significant achievements', and cognitive shifts from recipient to contributor throughout RBS.

Structural changes for social integration: The support activities of CA-based RBS involve two types of regional service systems: integration service systems (e.g., language training, trips, sports activities, festivals, etc.) and business support systems (mainstream service providers). Due to the sensitivity of CA-based RBS to the refugee integration situation, it not only guides supporters to help refugees overcome information barriers with the integration service system through information sharing and quality monitoring (see 7.4.1), but also allows Propeller to improve/identify available mainstream services through knowledge sharing (see 7.4.2). Ultimately, such a process enhances the understanding of other service providers in the region about the causes of refugees' complex needs and helps to catalyse a shift towards inclusive services. This is also the systematic enhancement of CCFs in CA-based RBS. As part of the current action cycle, this shift is small in scale, focusing on six to seven key external partners. In spite of this, the scale of this inclusive shift appears promising once CA-based RBS is widely implemented at the grassroots level.

According to FF6 and FF7, knowledge sharing creates an increment of knowledge for mainstream service providers.

> 'This co-operation is a win-win, with many other businesses eager for the opportunity to understand the needs of new communities in order to be able to serve them [...]. This is not information that people can intuitively and simply get from the Internet. You have to sit with them to talk, share, and ask [...]. Our staff [frontline workers] give them this opportunity, and also share with these collaborators [about] what clients want, what needs attention [...]. Some changes they [collaborators] can make, some they can't, but they learn anyway about what they want to know in this process' (FF6).

> '[...] we don't just signpost our service to others, not just show up regularly, we being honest and work with them to create a plan and follow the progression path [...] we talk through collaborators about any new information and changes about our clients so that they can be aware of or prepare at least' (FF7).

Summary of the reciprocal impacts of CA-based RBS: In summary, this section discusses the impacts of CA-based RBS at three different stages of service delivery. Firstly, CA-based RBS facilitates self-exploration of refugee clients by assisting refugees to reflect and build awareness of entrepreneurship and their own socio-economic lives. By optimising the information barriers between refugees and the integration service system, two-way mutual adaptation is made possible in terms of individual agency and structural service provision (Strang and Ager, 2010). Secondly, after refugees and supporters clearly identify entrepreneurial visions and needs, the CA-based RBS's focus on holistic needs could help supporters to better communicate inclusive signals, facilitating refugee engagement in the RBS; and by collaborating with regional stakeholders, refugee business resources could be expanded. Additionally, this also allows two-way mutual adaptation between individual agencies and regional business support services. Third, due to the facilitation of entrepreneurial skills and access to resources provided by CA-based RBS, this, in turn, promotes a more positive attitude towards the integration journey, recognition of one's social identity, and more interactive available external resources. These impacts empirically confirms that the proposed intervention successfully responds to three distinctive conditions of refugees in entrepreneurship, which moves beyond the previous practices of Propeller and existing literature.

In light of the findings of this phase, the author has recalibrated and re-developed the conceptualisation framework for CA-based RBS, like the Figure 22 below. Up to now, four theoretical constructs of CA-based RBS conceptualisation have emerged. respectively:
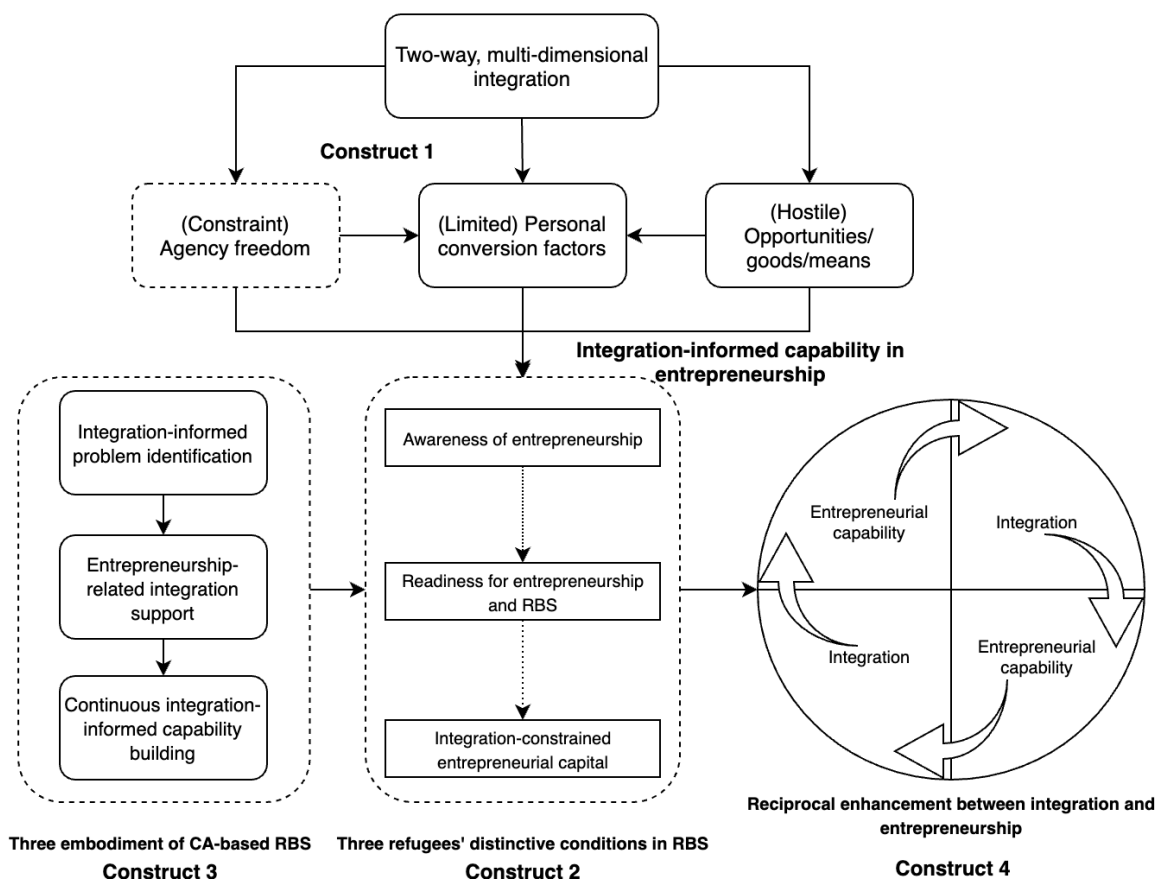
Figure 22 Conceptualisation of CA-based RBS and its impacts (Researcher's work)

1) Construct 1: In this construct, it is explained that based on CA, both the foundational PCFs and business-related PCFs of refugees and the external OGMs that refugees may avail themselves of, are impacted by their integration status. Accordingly, refugee integration life generally limits their entrepreneurial capability rather than only about skills related to entrepreneurship directly.

2) Construct 2: This construct builds on Construct 1 by explaining three distinctive conditions of refugees in seeking RBS as a result of their distinctive integration-constrained foundational and business-related PCFs and limited OGMs.

3) Construct 3: This construct is based on Construct 2 and explains how the above three conditions can be addressed in a holistic approach based on CA-based RBS while remaining sensitive to the diverse integration context of refugees.

4) Construct 4: This section builds on Construct 3 by theorising the uniqueness of the impacts delivered by CA-based RBS. According to this chapter, refugee integration is first supported by CA-based RBS as a foundation for entrepreneurship; and secondly, refugees are more likely to remain engaged and access more business support through CA-based RBS as a

result of the holistic approach to service delivery. This facilitates their entrepreneurship. As a result of this engagement in CA-based RBS and acting entrepreneurship, refugee integration is also facilitated by the evolution of attitudinal shifts, identity shifts, and an increase in regional inclusion. Therefore, enhanced integration - enhanced entrepreneurship - enhanced integration is generated as a reciprocal cycle in CA-based RBS.

7.5 Emerging challenges from action cycle one

Having discussed the positive impacts of CA-based RBS, the present section discusses further the challenges and possible negative impacts associated with the first round of interventions. It is evident from the existence of negative impacts that there are still elements relating to CA-based RBS' limitations that need to be further examined to ensure that CA-based RBS fulfils its full potential. Therefore, the new challenges addressed in this section also serve as a catalyst for the re-design and delivery of the second intervention cycle (Chapter 8) based on the newly developed CA-based RBS to re-initiate this theory-practice-theory explorative process in RO-AR (Eden and Huxham, 2006).

7.5.1 Supporters' level of resource flexibility and constrained refugees' agency freedom

First, there is a contextual dependency in the delivery of CA-based RBS. In accordance with section 6.5, this is primarily related to refugee integration infrastructure in the region and how funders evaluate support organisations' performance in delivering RBS. When comparing the differences between Propeller's RBS team when running CA-based RBS in two different regions during observations, the author revealed another reason that may prevent many support organisations from releasing the potential of CA-based RBS. That is the organisation's challenged business support capacity and correspondingly limited refugees' agency.

To begin with, Propeller is headquartered in region-A and has been an integral part of the region's integrated service system for more than 12 years. By doing so, they have a much deeper relationship and understanding of the region's integration service providers, business support service providers, and local authorities than the region-B office. 'We have a lot of projects running in the region [region-A] and this seems to create a good sense of the region allowing us to create a lot of impact and available partners' (FF7). Understanding the significance of these assets within a CA-based RBS framework suggests that the region-A team can more quickly and effectively help refugees a) self-explore the socio-economic reality in this region; b) link with a wide range of integration support services at the readiness-building

stage of their RBS journey (such as mental health support, health care, education, and immigration advice); c) leverage its long history of working with networks to reach out to a broader range of potential business support providers with its reputation and bargaining power.

Moreover, from Chapter 6, the author summarises that many integration services are funded by regional investors (city councils, private sector), which means that eligibility for these programmes is primarily determined by geographical location. As a result, many partnerships were accumulated by the region-A office through embedding itself within the regional support systems. In discussing the difference in impact generated between the two areas with F11, F11 replied: 'I would say they've got a way more comprehensive package in [region-A] here we have a quite limited choice' (FF11).

Beneficiaries' freedom of agency in making career decisions is also restricted by the ability of support organisations to mobilise regional resources, and Gries and Naudé (2011) find that this agency freedom has a significant influence on the otherwise positive relationship between entrepreneurship and well-being. They argue that marginalised people are forced into low-yield, low-barrier, risky entrepreneurial activities. As a result, entrepreneurial action is no longer able to contribute significantly to the development and well-being of humans. In Propeller, the author also found examples of this.

> 'It's the same thing, childcare, because my time was so small, when she goes to nursery, I have like, only limited 15 hours [per week...]. Apart from that, it's not easy to find support for me, even if you find it outside, it can be expensive, those classes and I couldn't afford it [...] here it's about businesses, I just want to make this happen so I have income then think about other stuff' (RO10).

FF11 expressed concern that if support organisations are unable to provide other economic opportunities to refugees, such as employment, it will restrict refugees' agency freedom, and felt that this situation aggravated refugees' need for additional integration support.

> 'You see the most of the clients are on this coast, so like people do not even know how much it's going to cost for them to actually get anything. So that's why I think they're just as I said, just job seekers who need some support, whether that's business, employment or education, just some support that they can just receive' (FF11).

Therefore, although CA-based RBS emphasises the need for integration-informed diagnosis to prevent refugees from entering forced entrepreneurship indiscriminately, the lack of systematic employment support limits the possibility of choosing alternative routes to entrepreneurship through self-exploration, as stated in RO10 and FF11. The CA-based RBS confirms what it suggests, that despite both employment and entrepreneurship being viable

options, refugees are not contextually empowered to pursue employment within the context of their restricted PCFs and OGMs as well. Due to their personal experiences and the CCFs they were in, their agency freedom was limited. The decision to leave business support is often an even more courageous one for refugees when the resources available to CA-based RBS providers are limited and confined to business support.

Due to the relationship between the limited accessibility of regional resources and the potential constraint of agency freedom discussed above, support organisations are faced with a vicious circle, in which their limited integration (e.g., employment) and business support capacity prevent refugees from accessing alternative economic options, leading refugees to rely on, and compensate for, entrepreneurship and RBS, as a means of economic autonomy and professional development (Easton-Calabria and Omata, 2018; Embiricos, 2020). However, the more refugees are unprepared for entrepreneurship, the greater the need for support organisations to provide the necessary integration support service capacity, such as employment support to enhance refugees' freedom of choice (according to CA-based RBS). As a result, the second cycle of this RO-AR was dedicated to increasing the positive relation between entrepreneurship and human development/integration by expanding the economic options that refugees can access.

7.5.2 Community knowledge and sustainability of relational capacity

Supporters' limited accessibility to newly arrived refugee communities constrains their relational capacity and community knowledge of newcomers. This may limit the efficiency of CA-based RBS, explaining a new way of contextual dependency.

As an experienced integration service provider, Propeller used to mainly provide relevant integration services to their tenants in their housing service. Based on observations, the author could conclude that they already have a long-term, holistic, systematic, and multi-touchpoint understanding of the tenant population. As a result of this understanding, Propeller has a rich relational capacity to work with tenants, while equipping RBS team with an understanding of tenants' contexts. As a result of the eligibility criteria for funding, Propeller must make these CA-based RBS services available to the wider refugee community (non-tenants), rather than just to tenants. New refugee communities are constantly arriving in the UK because of international turmoil, and this creates a need for entrepreneurship.

The UK Home Office announced the 'Afghan citizens resettlement scheme' in January 2022. The difficulties encountered by the region-A and -B teams in reaching out to this group

corroborate these points. Bridging Hotel was established by the UK government in 2021 to provide short-term transitional housing for asylum seekers and refugees before they move to long-term housing. This initiative was withdrawn in 2023. In order to develop a systematic understanding of this group of newcomers in early 2022, three frontline supporters in two regions travelled to the bridging hotel for interacting with and answering questions from newly arriving Afghan asylum seekers and refugees in order to gain a better understanding of their needs.

There is no doubt that this approach is a much-needed localised innovation proposed by frontline workers. In the early stages of integration, this kind of information exchange can not only provide background information about the community to the Propeller, but also accelerate refugees' understanding and reflection on 'career choices'. However, the effectiveness of this approach remains a concern. FF7 mentions that: 'We have to just chill there and wait for people started coming to us when they felt comfortable' (FF7). This relatively passive approach, therefore, limits the efficiency of knowledge interactions.

FF1 also views this issue as a necessary step for improving the success of CA-based RBS in newly arrived groups, and this can only be accomplished by service providers.

> 'We have integration knowledge, know how to support integration in this country, but people have their own background, culture, patterns? [...] We have to learn them as a group first so that we can act properly in service. This whole process needs developing an understanding of how you, actually kind of I'm gonna use the word maybe is not the right word, 'infiltrate', to get access to these communities and for these communities to accept you [...] I suppose many of our partners don't quite could have understood that' (FF1).

Knowing your clients is useful not only for establishing good relationships with these 'new' clients but also for improving the quality of business support (Su and Dou, 2013).

Business supporters cannot rely too heavily on the knowledge of well-established communities to make assumptions about the background, needs, and status of newly-arrived communities (Ram et al., 2012). Based on the importance of the different capacities described in Chapter 6, a lack of knowledge for newly-arrived communities not only makes it more difficult for support organisations to accurately capture the interplay between newly-arrived individuals' backgrounds and CCFs in the host society, but also renders it more difficult for support organisations to provide effective individualised support. Based on Chapter 6, the knowledge challenge may limit interactions between frontline workers and refugees in CA-based RBS. This can also limit beneficiaries' willingness to share information and participate

in RBS over the long term. Therefore, CA-based RBS may face many challenges in gaining access to clients' information and using dialogue-based approaches to facilitate refugees to self-explore, improve their readiness, and dynamically understand their integration-constrained entrepreneurial capital.

7.6 Conclusion

The following Table 15 summarises the key alignments and discrepancies between interviewees around the theoretical constructs and key themes identified in this chapter and explains how these discrepancies inform or relate to the research progress and theoretical work in the upcoming chapter.

Key themes emerged	Type of alignment and discrepancies	Key alignments	Key discrepancies	Discrepancies informed research development
1: Reciprocal enhancement between integration and entrepreneurship 2: Challenges of limited resource flexibility and limited access to newly arrived communities	Between frontline workers and refugee beneficiaries	Practically-adequate RBS could lead to: Enhanced entrepreneurship-related integration; enhanced entrepreneurship; enhanced entrepreneurship-driven social integration	As for frontline workers, they spoke about the potential constraints on RBS delivery efficiency - resource flexibility and community access - in the interviews. However, from the perspective of beneficiaries, they were more positive in their assessment of the support activities.	Although the positive effects of practical-adequate RBS are widely acknowledged, two challenges are still necessary for improving service quality: limited resource flexibility and limited access to newly arrived communities. Additionally, due to the refugees' lack of understanding of the external support context, it is difficult for them to recognise that their agency freedom is limited in RBS due to those challenges at the organisational level. It is therefore necessary to reflect on what hinders the delivery of practically-adequate RBS. Considering there are two challenges that related to practically-adequate RBS quality and delivery, the study should also extend its answer to Q3 (refugees' experiences of delivered intervention).
	Between observation and in-depth interview			
	Between Region-A and Region-B		As a result of Region-A's more developed regional network and external connections, their activities were perceived to have greater access to richer resources and opportunities.	

Table 15 Key thematic summary, alignments, and discrepancies between interviewees (Researcher's work)

An analysis of Propeller's theoretical representativeness in delivering CA-based RBS in the field, the intervention plan for action cycle one, the impacts and challenges arising from delivering CA-based RBS are presented in this chapter. It reveals the reciprocal reinforcement

cycle between integration and entrepreneurship as the main impacts of CA-based RBS. Considering this, it is evident that social integration is intrinsically linked to entrepreneurial activities and contributes to each other through appropriate support (Spencer and Charsley, 2021). These findings indicate that the delivery of CA-based RBS contributes positively to addressing refugee entrepreneurship and their struggles. Therefore, the last criterion for CA-based RBS to be considered a practical-adequate conception - usefulness for addressing social problems (Sayer, 2000), is evidenced. However, meanwhile, two novel challenges related to the successful delivery of CA-based RBS are identified: the accessibility of support organisations to regional support resources and the accessibility of support organisations to newly arrived communities. As a result, these challenges not only affect the 'integration knowledge', 'relational capacity', and 'business support capacity' of support organisations, which are essential to delivering CA-based RBS, but also theoretically echoes the necessity to provide better business support services (Ram et al., 2012; Su and Dou, 2013). These two challenges also inspired the design of the second round of interventions as well as the new theoretical constructs that were explored in the second phase – about how to facilitate the efficiency and impacts of CA-based RBS.

Consequently, the next chapter discusses how the revised intervention strategy was implemented during the second cycle of RO-AR and the ways of facilitating the positive impacts of CA-based RBS.

Chapter 8 Second action cycle: Enhancing the support efficiency of practically-adequate refugee business support

8.1 Introduction

In Chapter 7, the author discusses the compounding impacts of delivering CA-based RBS in Propeller on refugees' integration journeys and entrepreneurial capability. The re-developed theoretical framework in Chapter 7 formally elucidates four theoretical constructs that build CA-based RBS as a practical-adequate concept (Sayer, 2000). They are: 1) the mechanisms that shape the distinctive barriers of refugee entrepreneurship based on refugees' integration status; 2) the three distinctive conditions of refugees when seeking RBS because of their limited integration; 3) the three embodiments necessary for practically-adequate CA-based RBS to address the distinctive conditions of refugees in business support; and 4) the delivery of CA-based RBS that creates reciprocal enhancive impacts on both refugees' integration and entrepreneurship.

Despite this, Chapter 7 still reveals two important challenges for the delivery of CA-based RBS: limited resource accessibility and community accessibility. It has been demonstrated that these two challenges in the first round of interventions (section 7.5) are relevant to the constrained capacity of RBS providers, and the efficiency of CA-based RBS delivery, by directly compromising refugee agency freedom and refugee engagement.

Therefore, as the constrained quality and efficiency of the delivered CA-based RBS were new questions raised by action cycle one that related to impacts of CA-based RBS, the author and the Propeller team further designed and implemented a second action cycle to overcome the challenges. Meanwhile, the delivery experiences of the second action cycle also helps the author examine how the quality and efficiency of CA-based RBS could be maintained and facilitated. The chapter map can be found in Figure 23 below.
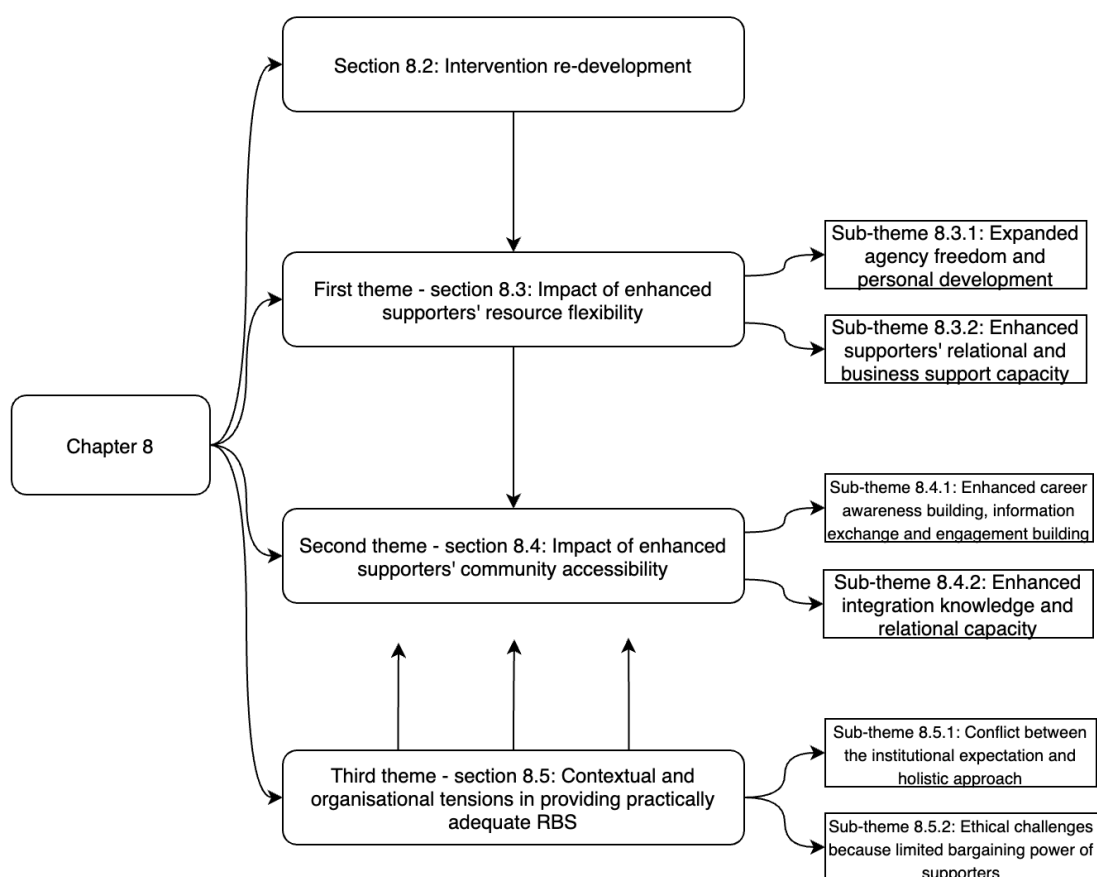
Figure 23 Chapter map of Chapter 8 (Researcher's work)

The empirical materials reported in this chapter are based on participant observations and in-depth interviews conducted by the author throughout the second round of interventions at Propeller. After answering RQ1, RQ2 (Chapter 6), and partially RQ3 (Chapter 7), this chapter further unpacks the answers for RQ3 to discuss the ways to facilitate the successful delivery of CA-based RBS. There are three main parts to this chapter. The first part describes how Propeller colleagues and the author proposed new intervention plan to promote the organisation's resource and community accessibility through three roundtable discussions. In the second part, two sections are devoted to analysing how resource and community accessibility could contribute to both short-term service delivery and RBS provider's long-term capacity building for a continually delivery of CA-based RBS. The third part discusses the challenges that remain after the second intervention cycle as well as the underlying causes of these challenges. Based on the RO-AR guidelines (Eden and Huxham, 2006), reflection on these new constraints actually led to a theoretical saturation, in which new interventions could not be designed for these challenges in the selected practical settings. As a result of theoretical saturation, this RO-AR was also ultimately closed.

8.2 Intervention re-development: expanding refugees' agency and engagement in business support

Following the data analysis of the materials from the first action cycle, the author convened three roundtable discussions to share reflections and re-develop the intervention plan for the second cycle. Participants in these three roundtable discussions include: 1) the frontline RBS team in region-B (3 people); 2) the frontline RBS team in region-A (3 people); and 3) representatives of the external collaborators who participated in cycle 1 (2 representatives accompanied by one Propeller colleague). In contrast to the roundtables before the first cycle interventions, this phase incorporated a new roundtable consisting of external collaborators. The key reason for this is the author wants to get more outsider insights from external stakeholders about Propeller's potential to enhance resource accessibility and community accessibility to overcome the constrained CA-based RBS efficiency. Involving external stakeholders in this 'critical reflection' may also increase our validity related to practical adequacy, since they can comment on the usefulness of CA-based RBS as a third perspective (in addition to refugees and providers) (Ram et al., 2014).

8.2.1 Expanding refugees' agency freedom through providing more options

Each of the three roundtable discussions began with the author explaining the relationship between the resource availability of support organisations and the constrained agency freedom of refugees (explaining in lay terms the meaning of agency freedom). Anonymised quotes (from section 7.5) were used to support this idea during the roundtables. The author then initiated discussions aimed at achieving a strategic change: how to increase the organisation's offering and breadth to expand agency freedom of refugees.

Regarding this topic, the responses of the two RBS teams from Propeller were diametrically different from the external partner representatives. Region-B participants acknowledged the legitimacy of the idea, but viewed increasing access to resources through external collaboration as an 'uncontrollable' task in this RO-AR.

> 'Yes, I agree with you that refugees should have a lot of choices based on what they can say and what they can do, but it's not something we can always [respond to]. Sometimes we just don't have the chance to work together [with external collaborators] [...] we can maybe when there's a project starting in this area or when a contact of ours willing to advise the client. You know, it's a game of chance' (one Region-B attendee).

This illustrates how refugees remain on the periphery of the career support system, which limits the opportunities for RBS providers to collaborate and a chance to help refugees to

access more support resources (Hall, 2021; Ram et al., 2012; Spigel, 2017). Therefore, in terms of regional collaboration, finding common ground among with external stakeholders becomes a matter of opportunism, rather than strategy.

However, to the author's surprise, external representatives who have already collaborated with the Propeller were confident that regional cooperation could be expanded because of Propeller's community knowledge and work experiences.

> 'Working with Propeller is an important platform to develop our knowledge and understanding of refugees [...] to deliver our projects better and also to allow us to continue to be involved in the community in the future [...] it has given a lot of new competencies to what you would call mainstream services' (one external representative).

The author explores these two divergent views further. This divergence is largely because the fact that these external representatives have already benefited from the collaboration with Propeller and are able to identify the development of their organisations. RBS team members believe, however, that there is still a lack of top-down awareness of refugee entrepreneurship in the regional business support system. Therefore, many external organisations or experts that Propeller aims to connect with may not view refugee-related capability building as an opportunity or necessary task for their organisation or themselves. Moreover, this also relates to Chapter 6, where support organisations are not restricted only by the integration system, but also by the non-inclusive nature of the entrepreneurial system in the region. Therefore, in the roundtables, we decided to continue proactively looking for external collaborations to meet refugees' entrepreneurial needs and update any potential partnerships in weekly meetings. But, due to the opportunistic nature of looking for external collaborations, we decided not to make this part of the intervention plan for agency expansion of refugees in action cycle two.

Then, the author and supporters in the roundtable reviewed how existing Propeller support services may be re-organised to deal with this limited agency freedom. Propeller region-A had its own employability training services at the time, while the region-B team started to engage with an employment support initiative sponsored by a supranational body and built support infrastructure related to employability. As a result, the author and the two RBS teams at Propeller have agreed on an alternative plan to enlarge refugees' accessible support resources through re-assembling of the in-house services: an approach to synergise employment and entrepreneurship support. This was proposed to: a) increase refugee agency freedom in their career pathways; and b) make employability support resources (training,

internship, apprenticeship) an extra help for refugees' pursuit of entrepreneurship. This synergistic approach was delivered in the action cycle two through two ways:

- During the initial diagnosis meeting, refugees were introduced to the employment and entrepreneurship support team of Propeller together, collectively known as economic integration support team. In this way, the RBS team could avoid discussing 'redundant' background information about specific support initiatives and emphasise that there are multiple ways to help refugees to pursue economic autonomy.

- In actual support, the boundaries between the two services were blurred. For example, internship could help refugee apply for a role in that sector but also helpful for refugees to accumulate experiences for future entrepreneurship. The clients can access entrepreneurial support and employment support simultaneously. Therefore, employment support resources can be an add-on of RBS.

Both of these activities were greatly informed by the RBS team's localised experiences.

> 'It can be irresponsible to ask refugees to make a choice between entrepreneurship and employment too early [...] It's common for people to start a business because they don't want to get judged by others or they can't get a job, but our employment service [that] works with external recruitment agencies and employers may help them, so they can find more suitable jobs, build knowledge, and feel less worried about employment' (one Region-B attendee).

Therefore, this intervention remains true to the expected function of RBS, which has been emphasised by the CA-based RBS framework. Through a small (organisational) scale upliftment of inclusion of CCFs around refugees, the intervention can be interpreted as a means of alleviating oppressed agency freedom, allowing entrepreneurial pursuits to become the 'most valued option' as defined in the CA rather than compensation for unemployment. Furthermore, this intervention is also in line with the value-laden nature of CA-based RBS with the ultimate goal of facilitating integration through entrepreneurship. This is because the affected agency freedom restricts the role of embodiments of RBS, which inhibits the ultimate pursuit of integration through CA-based RBS.

8.2.2 Building the newly-arrived community's engagement in CA-based RBS

Another challenge left by Chapter 7 regards the accessibility of support organisations to newly arrived communities when delivering CA-based RBS. Civil society is often called upon to

provide the necessary support for newly arrived communities because of international upheavals and hostile institutional environments in the host country (Collini, 2022; Garkisch et al., 2017). RBS organisations, such as Propeller, work with refugee communities all year round. However, it's still challenging for them to establish rapport with newly arrived communities, especially when RBS becomes the first point of contact. It is also an issue that support organisations must address when providing CA-based RBS in the long-run to broader refugee communities.

The author explained in those three roundtables how Propeller faces difficulties in providing CA-based RBS to a wide range of refugee populations. By elaborating relational challenges of Propeller when engaging with the Afghan community in the first cycle, the author illustrated the interconnection between Propeller's accessibility to the community and the efficiency of delivering the three embodiments of CA-based RBS.

It is recognised by both RBS teams that the issue is urgent, and they even expressed more concerns with the author regarding how to provide support for newly arrived Ukrainian refugees in the UK.

> 'It's not just Afghan nationals, they're just one example. Business support has enabled and required Propeller to reach out to more new communities, Iranians, Sudanese, and especially Ukrainian refugees who will be here soon through the new visa scheme [...] who all have their own culture [...] They will only trust us if we understand them correctly [...] We can't make any rookie mistake' (one Region-A attendee).

Based on information from the past intervention cycle, the author asked how accessibility to the new refugee communities could be enhanced in Propeller and invited the participating RBS teams and external representatives to share their ideas. As explained by the RBS team from region-A, their collaboration with community 'champions' who were trusted and respected by most newly arrived Afghan nationals enhanced their delivery of CA-based RBS in this community. Since community champions are likely to possess richer integration experiences in host countries, established socio-economic positions, as well as a shared culture and integration trajectory with their compatriots, they are more likely to gain trust from community members (McPherson et al., 2001). As a result of collaboration with support organisations, support providers could build a pipeline to reach out to these communities and communicate.

Thus, community champions, or ethnic community organisations that are established by community champions, become key middlemen/coordinators to help Propeller build connections with the newly arrived community. In the second intervention cycle, the RBS team

first reflected on which communities they needed champions from, accompanied by the author, in two informal sessions. After, they also actively engaged in exploring external networks around this need, reporting back at weekly meetings about any new connections they had made. Ultimately, due to the usefulness of this practice in enhancing the interactions between the RBS team and community members, it evolved into a strategy to work with as many champions from Propeller's client communities as possible during the second intervention cycle. Therefore, Propeller has collaborated and interacted with champions and organisational champions from six communities: Afghanistan, Egypt, Sudan, Latin America, Syria, and Ukraine.

The purpose of the community champion strategy in CA-based RBS is to provide service providers with access to information regarding CCFs and newly arrived refugees' backgrounds. This information constitutes the necessary knowledge inputs for the delivery of RBS in its three embodiments. Second, working with a community champion implies an opportunity for service providers to build relationships. As a result of gaining knowledge and utilising the opportunity to develop rapport with newly-arrived refugees, the community champion strategy plays a central role in enhancing the quality and efficiency of the three embodiments of practically-adequate RBS.

Thus, the two new strategies of the second intervention cycle were used to enhance the efficiency of CA-based RBS support in response to the left challenges in cycle one. Also, as the intervention in the first cycle proved to be structurally feasible in Chapter 7 and had a real positive impact on refugees' integration and entrepreneurship, it continued to be delivered as 'good CA-based practice' in the second cycle.

8.3 Impact of enhanced supporters' resource accessibility on agency freedom of refugees

The previous section discussed the logical connections between Chapters 7 and 8, explaining how, based on the theoretical reflections in Chapter 7, the author and Propeller colleagues designed new interventions for the RO-AR second cycle. From a conceptual perspective, these new intervention elements are intended to investigate the way to enhance the efficiency of CA-based RBS (i.e., delivery during the first cycle) or prevent it from being compromised due to refugees' restricted agency freedom and engagement. The purpose of this section 8.3 and the following 8.4 is to report on the impact of the two support intervention strategies of the second cycle in practice and the new theoretical constructs identified. There are two subsections in Section 8.3, the first explores how Propeller's entrepreneurship-employment

synergistic approach creates a gateway to hybrid entrepreneurship, which expands refugees' agency freedom and directly improves the service efficiency of CA-based RBS. A hybrid entrepreneur is one who simultaneously engages in full-time/ part-time work for wage income and entrepreneurial activities (pre-entrepreneurship and entrepreneurship) (Folta et al., 2010). The second subsection discusses the significance of new interventions for enhancing supporter's relational capacity and support capacity through working with community champions, which indirectly contribute to the long-term quality and efficiency of CA-based RBS as well.

8.3.1 Hybrid entrepreneurship and expanded agency freedom

The findings in Chapter 6 indicate that the distinctive needs/conditions exhibited by refugees in RBS relate to their difficulties in leveraging their personal conversion factors (PCFs) to transform external opportunities, goods and means (OGMs) that are accessible to them into entrepreneurial activities. According to CA, the basis for such transformation is the individual's agency freedom (Alkire, 2005). It is important to note that such agency freedom is not necessarily associated with the capability of the refugee but is a premise of pursuing the capabilities of refugees. For example, the freedom to choose to go on a hike with a friend may lead to an increase in one capability (socialisation), but it may also lead to a decrease in another (health – because of fatigue). Therefore, it is necessary to first distinguish between the concepts of agency freedom, option freedom, and capability to argue why agency freedom is challenged and crucial in CA-based RBS.

An impaired option freedom results from deprivation - i.e. whether their 'voluntary choice' is being deprived by formal institutions, such as by the law (Chen, 2013, p.442; Pettit, 2003). From a civil rights perspective, refugees have the right to seek employment and establish businesses in their host country. The formal institutions in the UK (and the West) do not prevent refugees from having these rights. Therefore, these options are available. However, refugees' freedom to engage with a particular option is largely and negatively dominated by the opportunities, institutional structures, and support systems available to refugees in their environment (Pettit, 2003). Thus, while all individuals who are granted refugee status have the option of employment, structural disadvantages, such as a lack of support (Gray and Barford, 2018), mismatched opportunities (Campion, 2018), and discrimination (Bloch, 2008), limit their ability to make such a choice. In addition, this can also be construed as refugees' disadvantaged 'positional effects' compared with other groups in the host labour market (Pettit, 2003, p.397). Due to this, refugees have difficulty exercising their agency freedom to pursue employment and embrace structural challenges in the labour market. Consequently, despite

refugees' choice freedom in career development (what options are available under regulation) providing a basis for agency freedom (the choices refugees can make), the impaired latter is the essential freedom that directly impedes the development of capability (achieving their truly valued functioning).

This subsection is to explain how the merger of employment and entrepreneurship support resources, as the key second cycle intervention, expands refugees' agency freedom in CA-based RBS.

By coupling entrepreneurship and employment support, the author finds that refugees' enhanced agency freedom and the efficiency of personal development are two key outcomes.

Enhanced agency freedom: Propeller conducted 'ice-breaking presentations' in the Ukrainian community, the Afghan community, and the Chinese community at the beginning of this intervention delivery phase to inform clients of the existence of both entrepreneurship and employment services at Propeller. Propeller's employment support staff and RBS team normally come together for about half a day to interact with clients who were interested in (but had not yet formally started) seeking RBS or employment services. The main objective is to systematically explain: 1) the basic rules of employment and entrepreneurship in the UK, as well as the processes and challenges facing refugees; 2) the services that Propeller can offer and the freedom of movement between the two services; and 3) the anticipated outcomes that may be realised. During observation, the RBS team tended to ask the clients once again about the career goals they have at the end of the event. As a result, a new category of client emerges: 'clients who haven't decided and want to map out their career vision through receiving the support'. This confirms the structural difference between the second intervention cycle and the first, in that it avoids structurally 'pushing' refugees to make premature choices and enables them to try out both career options.

The experience of RR2, an Afghan refugee from region-B, shows how 'awareness building' around employment and entrepreneurship enhanced his agency freedom in deciding his career goals.

> 'They [the RBS team] made me feel that I don't need to choose to start a business just for the income, but is because I actually had the ability and capital to do so [...]. When I learnt about it [employment services], I feel that maybe it would be a safer option to find a job that I can do first and then slowly work on my entrepreneurial idea with them at the same time' (RR2).

As agency freedom has increased, refugees' views on entrepreneurship have evolved as well. With the synergistic services established by Propeller, the structural interference with refugees' employment choices can be moderated.

From observation, a particular benefit of this approach was that in the early days of CA-based RBS, clients were able to realise that entrepreneurship support here was not a service trajectory with clear boundaries. When clients spoke with the author, most of them began to describe their goal for coming here as 'living a better life', rather than starting a business. As an example of the usefulness of blending entrepreneurship and employment for RBS clients, supporter FS7 illustrated that reducing sunk costs for both supporters and beneficiaries is another benefit.

> 'Our clients realise that Propeller can assist them in obtaining employment, entrepreneurship, and related skills services, and this understanding avoids many hothead clients who are simply looking for income [...] we also have more time to support clients who really want to start a business' (FS7).

On the one hand, this alleviates frontline workers' workload challenges when delivering dialogical and individualised CA-based RBS to clients caused by the resource constraints of not-for-profit entities (Lefsrud et al., 2020). Furthermore, it prevents job seekers from seeing RBS as a compensatory option and choosing an entrepreneurship option that they do not really value.

Enhanced personal development: The author observed that the RBS team and the employability team also worked more closely. They shared information more frequently to learn about each other's resources. More and more employability support infrastructures (e.g., courses, mentors, employment opportunities) were used by RBS team. This coupling contributes primarily experiential and financial resources to CA-based RBS. The experience of RR9 and RR8 receiving entrepreneurship and employment support simultaneously evidences the contribution of employment support resources to refugees' entrepreneurial journey by offering industry experience and financial flexibility.

> 'I've been doing market research with [supporters' name], but I'm running out of savings that I brought from Hong Kong and it's starting to get a bit tight, so I've also been thinking recently about getting an entry-level construction-related job to make money, yes, and to gain a bit of industry experience anyway' (RR9).

> 'I got a job in a warehouse and then one other. I saved some savings and have now quit my job just to focus on starting my own business, otherwise, my work shift would have limited the time and energy I put into market research' (RR8).

In comparison, RR5's perspective explains how part-time employment can moderate refugees' dilemma of coping with entrepreneurial risks in precarious situations.

> 'I think money is a very important issue is that, honesty, entrepreneurship does not seem to be enough way for me to get the income fast, particularly here [in the UK...]. I've heard a lot of that [failures], it really made me anxious at the beginning. I need income and the cost of failure was also high and I didn't want to, in the end, waste my time only on this [entrepreneurship] and got nothing' (RR5).

In theory, these ideas are consistent with the literature on hybrid entrepreneurship. Incorporating employment support in RBS can help refugees better assess their career visions in the context of available employment and entrepreneurial opportunities (Block and Landgraf, 2016), acquire valuable industrial experience and test entrepreneurial ideas (Ferreira, 2020), accumulate income to mitigate precarious economic life (Folta et al., 2010), preventing overwhelming risk, thereby reducing the likelihood of entrepreneurial failure (Schulz et al., 2017; Kurczewska et al., 2020).

Thus, through incorporating employment support in the CA-based RBS, the refugees' accessibility to resources could by enhanced, specifically:

By utilising the CA-based RBS framework, the importance of synergistic employment and entrepreneurship support for refugees can be illustrated. This approach confirms the argument in sections 4.4.1 and 4.4.2 and unravels the way to deal with the constrained agency freedom of refugees. It achieves this by building more inclusive CCFs through building organisational-wide economic integration service packages for refugees, making refugees more empowered in this context to make their own choices in economic integration. Also, the employment service resources are also add-on support for building refugees' business-related PCFs directly.

Therefore, offering two intertwined gateways is a catalyst for the three embodiments of CA-based RBS respectively by: a) helping refugees self-explore their own future career narrative dynamically in both services - contributes to integration-informed problem identification (Nardon et al., 2021); b) helping them build foundational PCFs in employment (support) - contributes to refugees' readiness for RBS, and c) more employment support resources for enhancing refugees' business-related PCFs - contributes to integration-informed capability building.

8.3.2 Reciprocal effects on support organisations' relational and support capacity

The previous subsection discussed the direct impact of incorporating the employability support in CA-based RBS delivery. This impact has been interpreted primarily in two ways: 1) agency freedom in making decisions about work choices - enhancing refugees' self-exploration, readiness, and capability building in their entrepreneurial journey; 2) agency freedom in pursuing entrepreneurship - enlarging refugees' accessible resources in CA-based RBS through leveraging the infrastructure of employment support services. In the previous section, these are summarised as the direct impacts of new interventions on refugees' agency freedom and its catalyst role for the efficiency of CA-based RBS. Additionally, the author finds that the support organisations' required capacity for delivering CA-based RBS are systematically enhanced during the process as well. Indirectly, these enhanced capacities also contributed to the long-term capacities of Propeller to deliver enhanced CA-based RBS. This subsection provides an insight into the role that entrepreneurship-employment synergistic approach can play in enhancing the relational and business support capacity that are necessary for delivering CA-based RBS, as outlined in Chapter Six.

Enhanced relational capacity: Since the employment service is intertwined and alternative to the entrepreneurial service now in CA-based RBS, there are more milestones that can be achieved in refugees' economic integration journey within the support organisations. According to RR4, these milestones have served as tangible gains that increased his trust in and relationship with the RBS team.

> 'She [frontline worker] called me by phone [said] they have a fair job opportunity there. If you want to meet us we are there to support you to get it [...] And then I got the job, you know, it's something that I really got from here [...] So although it's going to be a while before my business can apply for funding or wait even longer for trading, I trust them 100% and will follow their advice because they can really make things happen' (RR4).

As discussed in Chapter 6, this enhanced relational capacity contributes further to the effective interaction and refugees' engagement (ICF) in CA-based RBS.

From RR4's perspective, entrepreneurship is a lengthy and challenging process, especially for refugees who live in precarious economic situations and have an urgent need for income (Jiang et al., 2021). In the research on service relationships, this temporal challenge may compromise the relationship between service recipients and providers (Taylor, 1994). The introduction of an employment support approach not only avoids refugees' anxiety and decreased trust due to the lengthy nature of the support journey, but facilitates the formation

of trust by generating more occupationally critical milestones. Based on the author's observation during coffee time, clients began sharing their successes with their friends and creating positive reputation of frontline workers. The author also felt that the small successes strengthened the credibility of frontline workers among clients more than expected. As a result, clients were more likely to accept suggestions as well.

> 'As we have something else about his economic life to offer, I can actually say sorry but no we can't help you build this business right now due to your circumstances, but maybe let's get you a job first and actually afterwards he did finally get a job' (FS3).

Enhanced business support capacity: The entrepreneurial-employment synergistic approach also contributes to enhancing the support capacity of the organisation. As observed during Friday's meetings, frontline workers could connect their clients with more external resources (courses, training, apprenticeships) because of the openness of RBS clients to career options. This also contributes to further increasing refugees' knowledge of, and exploration of, the career options in this country. In accordance with FS2, many external partners' projects may be restricted to employment support only. Therefore, it was difficult for them in the past to make use of these resources within the RBS. As a result of the blurred boundaries between entrepreneurship and employment in the second intervention cycle, the RBS team could access these external resources, and utilise them as necessary support resources in future CA-based RBS.

> 'Our biggest change is opening up to employment, so our clients have more resources to explore at the same time. Since they know we're here for them even if we decide to put the entrepreneurship plan on hold [...] they have a more open mind because they know we're here to help him with his job and work together when he comes back in the future for business again. So that makes our clients eligible now for external employability support resources as well because they have this open mind [...] I think these resources are actually versatile. Many courses, like interview confidence or communication, and apprenticeships, were originally for employability but you see it's all about skills, so it's easy to build links between entrepreneurship and those support' (FS2).

As refugees' agency freedoms were expanded, they also developed a more open mindset about their career choices. This open mindset of clients enables supporters to link CA-based RBS with wider external employability-only support, and these external resources also contribute to refugees' foundational and business-related PCFs (as previous section highlighted). As a result, the business support repertoire of Propeller has been expanded as well. For example, communication, access to internships, volunteering opportunities, interview training, office skills training, etc. Besides providing refugees with experience, finances, and risk control for their relatively long entrepreneurial journey, these support capacities also

expose them to more social interactions, which indirectly contribute to their socialisation and other foundational PCFs (Calò et al., 2021; Lee et al., 2020).

Thus, based on the discussion in this subsection, expanding refugees' agency freedom, in addition to directly affecting the efficiency of CA-based RBS delivery, also indirectly optimises CA-based RBS in the long run by enhancing the relational capacity and support capacity of the supporting organisation.

8.4 Impact of enhanced supporters' community accessibility: efficiency of CA-based RBS

It is also evident from the RO-AR cycle one that the emergence of newly arrived refugee communities challenges the existing relational and intellectual capacity of support organisations. Refugee communities from different countries, ethnicities, and cultures are typically unfamiliar with the host service system and life when they arrive (Strang et al., 2018). There is a low level of trust and even resistance towards a supporter who appears out of nowhere (Lewicki et al., 1998). Because of this, supporters often have to establish relationships with them from scratch in order to facilitate their awareness and engagement with CA-based RBS.

According to FS12, in order to provide CA-based RBS, Propeller must always understand 'how the needs or [refugees'] statuses are relevant to their ethnic background and the country's integration system' (FS12). In CA-based RBS, this is consistent with the profiling of refugee needs, namely that individual backgrounds and host institutional contexts shape integration statuses, whereas integration statuses shape refugees' needs in business support (Theoretical construct 1 from Chapter 7). Due to this, Propeller, despite its extensive experience and knowledge of integration services in the UK, still needs to learn dynamically about the journey and shared characteristics of newly arrived communities. According to section 7.5, this is closely related to the efficiency of a CA-based RBS.

In order to access newly arrived communities, Propeller formally introduces the concept of 'community champion' in RO-AR cycle two as a strategy for RBS team to outreach, learn, and work with newly-arrived communities. The concept was originally derived from community development literature to refer to those who 'stepped forward and were essential to meeting the goals for a community' (Worthy et al., 2016, p.342). In the second intervention cycle, Propeller identified 'sparkplug-like individuals' (Luke, 1997) who can rally community members and convey messages due to their advanced level of integration in the host society, such as

language, social experience, and knowledge. In collaboration with these individuals, Propeller conveyed messages and gained access to new refugee communities. The implications of the champions for delivering CA-based RBS are discussed in this section.

The first subsection examines champions' role in building awareness, facilitating engagement, and providing frontline counselling; theorising how these roles relate to the delivery of three embodiments of CA-based RBS. The second subsection explains how Propeller has built up relational and intellectual capacity because of its enhanced access to communities, and how Propeller's efficiency and capability to deliver CA-based RBS in the long run is improved correspondingly.

8.4.1 Embeddedness of newly arrived community into the support initiative: the role of community champions

The RBS teams established extensive contacts with individuals and organisations that had the potential to become community champions, primarily in six communities: Afghanistan, Egypt, Sudan, Latin America, Syria, and Ukraine.

From practice, the author has observed that the community champions with whom Propeller works to improve their access to refugee communities often share similar characteristics. First and foremost, these 'champions' often speak the same language and have the same cultural background as community members, allowing for a deeper level of trust and solid relationships to develop (McPherson et al., 2001). Besides bonding with community members, these 'champions' tend to have a better understanding of the life in the host country, which enables them to be integral parts of the newly arrived community as navigators, advisors and helpers. Typically, their provided assistance is informal, less hierarchical, suggestive, and voluntary (Martiskainen, 2017). By partnering with these community champions, CA-based RBS delivery was able to achieve two types of functional outcomes: 1) Awareness building in the community around career life; and 2) Facilitating information exchange between the RBS team and the community.

Awareness building around career life: The RBS team reached out to these voluntary champions through community outreach event, networking session, and other community organisations. The RBS team shared CA-based RBS and employment services with them and engaged them in reflecting on the significance of these services for the economic and social integration of their community members. They tend to introduce Propeller's services to their community members once they had endorsed Propeller's support initiatives. Through the

dissemination of support-related information in the community, the author found that community members were also able to reflect on and explore their own career plans with the assistance of champions. In CA-based RBS, this indicates that refugees' foundational PCFs are elevated in the process of information sharing and interpretation by community champions, thus alleviating the 'lack of awareness' condition that refugees may experience in RBS. Due to the role of community champions in CA-based RBS, the first embodiment - entrepreneurial diagnosis and reflection - is therefore facilitated within the community.

For example, community champion FS15 explained how informal community interactions allowed newly arrived refugees to reflect on their current situation and develop future career goals.

> 'So people start telling me that we have this [WhatsApp] group, and [said] we know that you are experts. So you can join and they put me as an admin as well [...]. Sometimes I put information on WhatsApp groups, advertise these flyers, with all the project details, all the services and they contact me and ask questions [...] I think all the questions I already have them [answers] in my mind. I have everything to answer because I went through the same journey as them' (FS15).

Also, frontline worker FS12 shared another story to highlight how champions help re-build the hope and excitement in refugees' eyes, to allow them to rethink their career path.

> 'Many of them might thought I will never be more than a cleaner, I will never be able to do anything more than what I'm doing before [...] until they met [a champion's name, who work with Propeller], It's really powerful messaging when you see a real person from the same area as you, who's been through traumatised journey and difficulties in life, and she made it in a new country and built a successful career' (FS12).

This demonstrates the importance of role model from refugee communities in enhancing refugees' awareness for future career in new environment.

Therefore, in CA, the experience sharing and Q&A delivered by the champions can be interpreted as a building block for the foundational PCFs. It echoes the aim of the first embodiment of CA-based RBS – integration-informed problem identification, which is to create new career narratives by reflecting on the integration status of refugees. Even though community champions do not deliver this embodiment for the RBS team, their work catalyses the efficiency of this embodiment.

Information exchange and engagement building: With the help of community champions, the RBS team can access the community, build refugees' awareness about their career life,

and also exchange information more frequently with refugee clients and engage them in business support.

> '[...] we don't like relying on one person from each community. We have different points of contact [...] they could do interpreting for us, feedback us on the information and the needs about their community members, sometimes raise their [champions] concerns as well, and be the first touch point of their community [...] they are definitely those outspoken people and just willing to help, both help their community and us' (FS7).

In addition, the author observed three focus group discussions in the summer of 2022 organised by Ukrainian community champions in the Region-B area in collaboration with the RBS team. The purpose of these events was to facilitate a harmonious exchange of information (demands and offerings) between supporters and service recipients through the coordination work of champions. Community champions created an ethnically safe space, where Ukrainian language, Ukrainian music, food, and light-hearted inductions are used.

The atmosphere provided a buffer for newly arrived individuals. It was optional for participants to share their ideas in Ukrainian or English, which increased the likelihood that refugee clients would share information, and the champions' presence facilitated refugees' understanding of the supporters' views as well. In addition to group events, 'sometimes they also participate in one-to-one meetings with clients, some of whom don't need it [...]. It's not just the interpreter, but it's also the fact that once they're there the client feels more comfortable and safer' (FS10). For trust between Propeller and clients to be established, this comfortableness and communication proffer a necessary participatory precondition.

For the delivery of CA-based RBS, the presence of multiple community champions not only functions as a bridge between supporters and newly arrived communities. As a result of this structural accessibility, refugees are also able to engage in dialogue and express themselves comfortably. Therefore, the dialogical pipeline in CA-based RBS could: a) provide service providers with a better understanding of how clients' limited foundational PCFs, business-related PCFs, and OGMs relate to the integration journey through information gathering; b) Establish a rapport between frontline workers and clients that facilitates transparent information sharing and client engagement. In this way, these two impacts contribute to the delivery efficiency of all three embodiments of CA-based RBS. By creating this pipeline, supporters will be able to share information with refugees more accurately to enhance their awareness, match integration support to their needs to make them more prepared for entrepreneurship RBS, and track the dynamic impact of integration on their entrepreneurial activities.

8.4.2 Reciprocal effects on support organisations' intellectual and relational capacity

The previous subsection discussed how working with community champions directly contributes to the efficiency of delivering three embodiments of CA-based RBS: integration-informed problem identification, integration support in RBS, and integration-informed capability building. It is important to realise that establishing rapport with new communities is an incremental process that takes time. Increased accessibility to communities not only facilitates the delivery of CA-based RBS in newly arrived communities in the short term, but also opens the gate for the development of support organisations and RBS teams in general. Through enhanced accessibility to communities, two incremental outcomes were identified in Propeller, related to organisational capacity: an enhanced integration intellectual and relational capacity.

Incremental knowledge building: Based on the previous subsection, the willingness of refugee clients engaging with the RBS team can be enhanced by the presence of community champions, which allows the RBS team to interact with newly arrived refugees more frequently. For building background knowledge of the corresponding refugee communities, Propeller also recruited several community champions (both part-time and full-time). During the Friday meeting observations, the RBS team had a greater opportunity to learn more about the community's history, socio-cultural context, diversity, and shared distinctive needs through talking with the community champions. For example, the ideas of Ukrainian champion led Propeller to organise three planning sessions. FS11's perspective explains the RBS team's intellectual gains in this process.

> 'When new communities emerge, we can't simply assume their needs, which is why we need to be there and learn through support activities [...]. By talking to the community reps, by talking to the clients, our teams learn what kind of stories they have, what kind of policies they're facing, and how many barriers they're experiencing.' (FS11).

According to CA, this organisational learning journey implies that the RBS team gradually explores the interconnections between the individualised experiences of the new refugee community and the immigration context of the host country (CCFs) in dynamic interactions. It is evident from Ager and Strang (2010) that the combination of personal experiences and the institutional context of the host country shapes an individual's integration status, and also illustrates how refugees' capabilities (PCFs and accessible opportunity) are limited by CCFs (i.e., the entrepreneurial context). Thus, such cordial interactions, facilitated by community

champions, provide the opportunity for the Propeller RBS team to equip them with the necessary knowledge base in the long run to: 1) independently identify refugees' distinctive needs and underlying integration status, and 2) respond to refugees' distinctive conditions in RBS.

Relational capacity building: Research has shown that empathy and understanding of clients' needs are two cornerstones of building trust between service providers and recipients (Gremler et al., 2001). Through access to the community and the development of incremental knowledge, the RBS team becomes more aware of and responsive to the needs of the new community. FS1's perspective highlights the mutually reinforcing nature of incremental knowledge and the building of rapport.

> 'We talk about trust all the time, but if we don't really understand what they're going through and do our homework, we'll lose their trust by making a lot of basic mistakes and [...]' And then there's the point of what we can offer, because whether we can actually help them or not, that's what really matters. It's never just about the talk [...] because they don't need a listener, they need a solution' (FS1).

With this view combined with trust-related literature, the author can describe a virtuous circle between increased relational capacity and the supporter's knowledge base in delivering CA-based RBS. As a first step, the service provider's knowledge can motivate frontline workers to demonstrate empathy and recognition for clients' migration journeys and experiences. Coulter and Coulter (2002) argue that such personal factors can facilitate mutual trust between short-term supporters and recipients. The formation of mutual trust, in turn, allows clients to share information more transparently and supporters get more chances to interact with them, which can open a long-term pathway for supporters' accumulation of knowledge. Long-term, the knowledge base associated with a particular community is more conducive to supporters 'preparing' and 'sourcing' offerings that match clients' needs. These offer-related factors (e.g., competency, accuracy, and the ability of supporters to make offers) play a significant role as the fundamental basis for maintaining long-term trusting relationships (Coulter and Coulter, 2002).

As discussed in Chapter 6, a trust relationship can optimise the delivery of the three embodiments of CA-based RBS by optimising refugees' engagement to build their foundational PCFs in capability building. Therefore, accessibility to the community not only provides a rich knowledge base for supporters who deliver CA-based RBS in the community, but also helps them enhance the quality of CA-based RBS through building trust relationships with the community.

8.5 Tensions and possible dark side in providing refugee business support

The previous two subsections discuss the impacts generated by improving community and resource accessibility of support organisations in the second intervention cycle - i.e., facilitating the delivery efficiency of CA-based RBS. According to the empirical materials of the second intervention cycle, there were still unresolved tensions and challenges faced by Propeller in delivering CA-based RBS. As a result of these tensions, hardworking supporters with goodwill may end up providing support that perpetuates refugee precarity rather than alleviating it.

This section further develops the paradox of business support organisations examined by Arshed et al. (2021) in the context of RBS by reporting on two new structural tensions facing support organisations. It is discussed in the first subsection how support organisations are required to conform to funders' institutionalised expectations because not-for-profit supporters largely rely on government grants to deliver services (Collingwood and Logister, 2005; Cornelius and Wallace, 2013). This expectation might conflict with the holistic approach required for delivering a CA-based RBS, which might create hierarchies in newly arrived communities by excluding some from the support implicitly. Moreover, it is discussed in the second subsection that the agency freedom of refugees may still inevitably be constrained because of the organisation's varied bargaining power in regional collaborations. As a result, capacity differences among supporters may create new inequalities, priorities, and hierarchies within the newly arrived community.

8.5.1 Conflict between the institutional expectation and holistic approach

Since Propeller is a non-profit organisation, it is supported by grants from the public sector such as government to offer 'free-to-use' CA-based RBS services; and in the case of this RO-AR, it is funded by a supranational body as well. In studies of the 'dark side' of civil societies, the ideology of the funder and the required return on investment have greatly shaped the design of social services/products in these organisations (Amirkhanyan et al., 2017). Funders and managing authorities have the authority to allocate resources and measure service outputs (Newcomer et al., 2013). As a result of this power, support organisations must demonstrate accountability to gain access to future funding and sustain their support capacity (Dahlman et al., 2022; LeRoux and Wright, 2010).

In Arshed et al. (2021), they confirm that business supporters must manage their role dynamically because of the tensions emerged between institutional targets (measurement), clients' bottom-up needs, and cognitive esteem. Consequently, funders' expectations and ideology as the primary basis for performance measurement could present a challenge to support organisations' role in delivering services.

In this RO-AR, CA-based RBS is a concept and an approach that requires supporters to be sensitive to the unique integration status of refugees from the bottom up and from the beginning of the service to the end. However, the author finds that when highly economically oriented and quantitatively oriented measurement criteria are used, meeting these criteria becomes the benchmark for supporters' work. The author observed that Propeller's RBS work, for example, was measured by the number of activities delivered and the number of beneficiaries. In contrast, the emphasis on individual integration status in the delivery of CA-based RBS stands for a holistic approach and quality-driven services. Due to this, the agenda of some Friday meetings is dominated by how to engage new customers and hold support events to meet project targets. These numerical targets have also become the performance benchmarks within the organisation. This brings role tensions for frontline workers when pursuing to conform a productivity-oriented measurement, as FS7 states:

> '[…] like this quarter onwards, like our focus really shifted [from hit the target] to […] doing a lot of high-quality support for existing clients as we're okay with all the numbers now [...] we can really have more time to design and design for them. We can really have more time to design and reflect on that one-to-one support' (FS7).

FS13's view illustrates the tension between top-down measurement criteria and bottom-up design of high-quality services from an organisational perspective.

> 'They [funders] didn't understand this purpose [RBS] because they hadn't this knowledge, this social knowledge about refugees' needs. And what we have to do is to prove our accountability by getting the target to show that we're actually doing the thing funding required [...] that's one kind of good [...] It's something that they didn't work out how to achieve from the bottom-up, to really engage with this community. So it is a problem. So it's more important to get the numbers right now, but not have people doing legitimate work' (FS13).

Furthermore, this highlights the time dilemma faced by frontline workers. Even though they require more time to provide individualised CA-based support, most of their time must be devoted to meeting the numerical targets.

Due to the absence of a conceptual framework to inform policymakers, funders' expectations of RBS remain highly dependent on neoliberal economic policies in the RBS context (Ganti, 2014). The productivity of support organisations is frequently used as an indicator of accountability. However, this appears to be at odds with CA-based RBS, which places an emphasis on addressing the unique integration journeys of refugees and their specific conditions. In the context of RBS, however, the consequences of this conflict go beyond the analysis presented by Arshed et al. (2021). RBS is an emerging, fledgling field of social services (e.g., Desai et al., 2021), so supporters are in desperate need of funding in order to complete delivery and fulfil their community commitments. However, in order to achieve this, they have to first conform to productive-based assessment criteria and then utilise the remaining capacity (if there is any) to design its flexible bottom-up service for refugees, which greatly challenges the ability of the support organisation to manage tensions.

Furthermore, according to the author's reflection, under the influence of a numerical target, support organisations with limited capacity may have been forced to focus on 'simple' refugee clients from highly diversified cohorts. As an example, Ukrainian refugees in the United Kingdom were able to begin working immediately without having to undergo the long process of seeking asylum. As a result of smaller cultural distances and their status as 'fellow Europeans', they were also able to engage in employment and entrepreneurship more rapidly. Therefore, once performance measurement is designed to be overly productivity and volume driven, it is likely to lead to new hierarchies and marginalisation in frontline support.

Therefore, such conflicts around institutional expectations are dangerous from the perspective of a refugee. Chapters 7 and 8 discuss the positive impact of CA-based RBS on refugees' entrepreneurial experiences. However, these conflicts limit the amount of time and energy supporters can devote to dialogical and individualised support, constraining the efficiency of delivering all three embodiments of CA-based RBS. This further adds to the answers for RQ3, namely that although refugees' enhanced entrepreneurship and integration are generated by CA-based RBS, in a hostile institutional environment, their potential cannot be fully unlocked.

8.5.2 Ethical challenges because of varied 'bargaining power' of supporters

The resource constraints of support organisations pose another challenge. Like their commercial counterparts, not-for-profit organisations require resources and social networks in order to pursue service innovation (Meyskens et al., 2010). Despite this, RBS is a highly differentiated emerging social service sector in terms of the resources and social networks

that supporters can mobilise to deliver CA-based RBS. According to Chapter 6, integration-focused organisations (IFOs) are more likely to lack links with the business support system than prescriptive support organisations (PSOs). Considering CA-based RBS's emphasis on reflection, exploration, and individualised responses to refugee needs, the limited capacity for innovation inhibits the realisation of CA-based RBS' full potential.

Despite the supporters' active engagement with potential external partners to bring more support activities (upliftment of PCFs) and external opportunities for refugee clients, the author observed that Propeller remained at the periphery of the business support system in the second intervention phase. FS9's experience confirms this point.

> 'It's a system full of contradictions [...]. Where you can access one thing [resources] but you can't have another... [...] This is something that we are open to connecting and the government is kind of saying yeah absolutely please start off, go. But actually when it comes down to it's really difficult to do so [...] it's a system issue' (FS5).

This phenomenon echoes the critique of the mainstream enterprise support concept in Chapter 3 of this study, namely that a simple reductionist approach has failed to increase awareness of refugee and migrant entrepreneurship issues among a wide range of stakeholders in both the policy and public realms. Even though public sector investment and community demand have contributed to the formation of RBS as an emerging sector, supporters' access to resources through collaborative efforts is still heavily limited. 'I don't think it [awareness] will automatically be generated by others and it's not that exciting or public high-profile topic' (FS6).

It is important to understand, however, that for refugees, this differentiated support resource and the resource bottlenecks faced by many support organisations may result in their agency being inhibited to varying degrees by the so-called 'support'. According to RR12, who was torn between two business ideas (a printing shop or a laundry room), he chose the latter due to the stronger level of 'support' provided by the RBS team on the latter: 'they actually told me if you open this business [choose the laundry], we can help you. We can make advertising for you. And we have some contacts, we can talk to them' (RR12). A lack of access to regional support resources may limit the agency of marginally positioned minority entrepreneurs (Brush et al., 2019). The organisation's disadvantaged position in mobilising regional resources results in supporters falling into a structural trap. In RR12's case, the supporters provide guidance to refugees in an open and responsible manner; however, this also limits their ability to make choices, i.e., their agency freedom (Pettit, 2003).

Therefore, differences in the resources of support organisations in delivering CA-based RBS are phenomenal and can result in varying levels of agency freedom for refugees. This further enriches this study's answer to RQ3. It demonstrates that even in CA-based RBS, which is highly focused on refugees' distinctive needs, refugees still experience emerging hierarchies caused by the organisation's resources and uneven bargaining power. In other words, by partnering with support organisations that have greater bargaining power in the region, refugees can gain access to more business resources, which can result in new inequalities within refugee communities. This resource inequality may result in some 'more capable' supporters (e.g., PSOs) becoming 'sought-after' through word-of-mouth advertising among refugees. Many support organisations (e.g., IFOs) with genuine knowledge of integration and the ability to understand the underlying needs behind refugees' plight are marginalised by the neoliberal economic system due to a lack of resources.

8.6 Updated theoretical framework

As a result of the second action cycle, the CA-based RBS in Chapter 7 has been extended as shown in Figure 24 below. This is also the final framework, which demonstrates all five constructs of CA-based RBS as a practically-adequate concept of RBS.
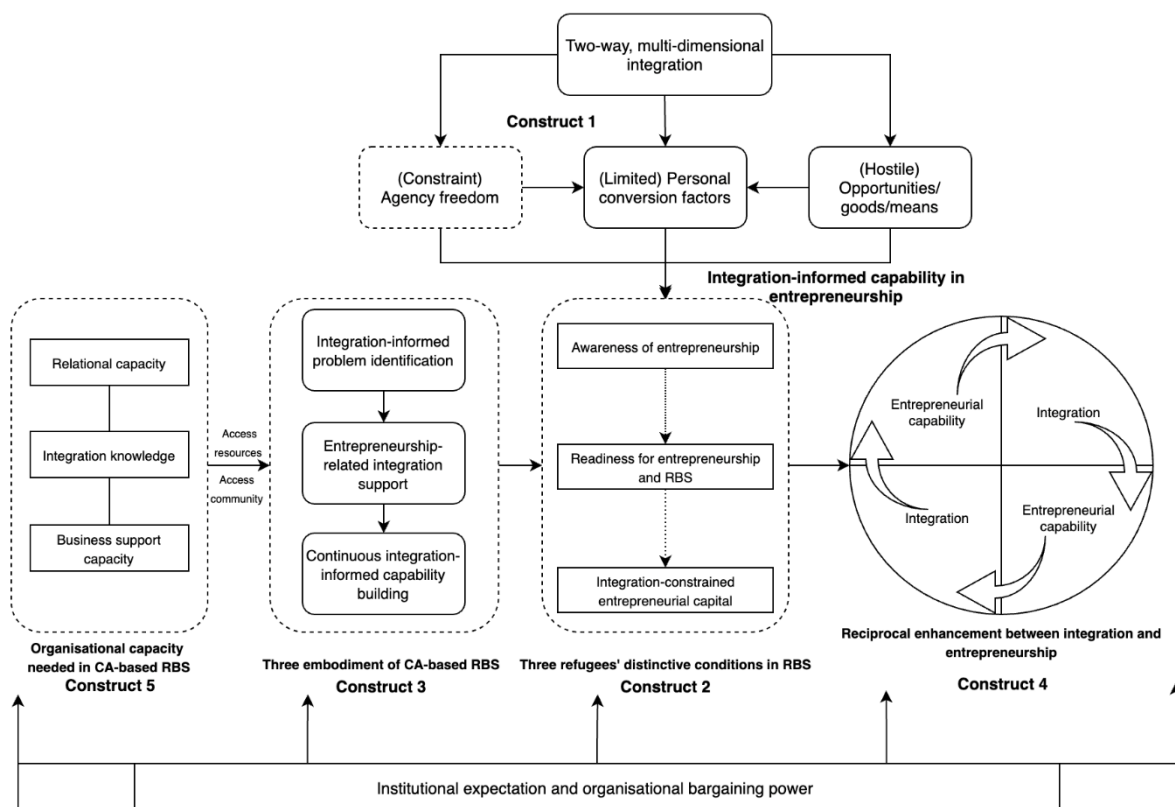

Figure 24 Updated conceptual system of CA-based Refugee business support (Researcher's work)

This chapter has its theoretical significance in further answering RQ3 of the study. Chapter 7 explains theoretically how CA-based RBS can have a positive impact on refugees. As RO-AR moves back and forth between theory and practice, Chapter 7 also identifies that, in the practice setting, the capacity of supporters is not always robust or sufficient, which may lead to suppressed impacts of CA-based RBS. As a result, Chapter 8 reveals how two strategies of supporters (increasing resource and community accessibility) contribute to supporters' continuous capacity and their delivery of CA-based RBS.

As a result of the findings in Chapter 8, Theoretical Construct 5 and its connection to CA-based delivery have been further incorporated. The theoretical construct 5 in the figure above was initially found in Chapter 6 as static qualities of RBS providers to illustrate their necessary capacities when delivering CA-based RBS. The reflection at the end of Chapter 7 indicated, however, that, due to the newly arrived refugee community and limited external resource accessibility, these capacities may need to be targeted developed or maintained. Therefore, Chapter 8 unpacked that adopting strategies to synergise employment and entrepreneurship support and access newly-arrived communities through community champions are crucial (as catalysts) for: a) improving the efficiency of CA-based RBS in the short term (Construct 3); b) maintaining/developing organisational capacity (Construct 5) as a means of delivering CA-based RBS in the long run (Construct 3).

The author also identifies common tensions in the delivery of CA-based RBS at the end of the second action cycle. Accordingly, there is a conflict between the bottom-up and individualisation approaches of CA-based RBS and the productivity-oriented performance measurement in the neoliberal economy; and the lack of resources available to not-for-profit organisations as CA-based RBS providers inhibits refugees' agency freedom. Supporters with good intentions may perpetuate refugee precarity as a result of these two structural oppressions. Both these two tensions: 1) are related to the lack of a scientific practically-adequate concept for RBS at the institutional and practical level (which is what this study aims to achieve), and 2) are related to institutional changes and cannot be investigated through interventions within Propeller. Thus, according to the RO-AR guideline (Eden and Huxham, 2006), the theoretical issues surrounding CA-based RBS (RQ 1-3) have reached theoretical saturation in this RO-AR, which symbolises the end of the intervention cycles.

8.7 Conclusion

The following Table 16 summarises the key alignments and discrepancies between interviewees around the theoretical constructs and key themes identified in this chapter and

explains how these discrepancies inform or relate to the future research to extend the knowledge on practically-adequate RBS .

Key themes emerged	Type of alignment and discrepancies	Key alignments	Key discrepancies	Discrepancies informed research development
1.Catalyst: enhanced accessed resources through synergised employment & entrepreneurship support 2.Catalyst: enhanced access to newly-arrived communities through community champions 3. Conflict caused by institutional expectation and bargaining power of support organisations	Between frontline workers and refugee beneficiaries	1. Synergised employment & entrepreneurship support helps expand refugees' agency freedom and personal development in RBS; and increase supporters' relational and support capacity 2. community champion helps career awareness building of refugees, information exchange and engagement building in RBS; and increase supporters' knowledge and relational capacity	Frontline workers raise concerns about the conflict between institutional expectations and bottom-up practical-adequate RBS delivery at the macro level, as well as the impact of organisations' uneven bargaining power at the meso level. However, beneficiaries rarely identify challenges related to the support system, but rather focus on the interpersonal relationship with frontline workers.	It is clear from this discrepancy that adequate policy and governance structures are lacking in order to elicit and include refugee diversity and voices, resulting in limited refugee participation in service design habitually. Also, it illustrates the need for enabling institutional expectations for support organisations and their clients to engage with practically-adequate RBS, thereby further unlocking the potential of RBS. This is also a crucial direction for future research to extend knowledge on practically-adequate RBS (see 9.4).
	Between observation and in-depth interview			
	Between Region-A and Region-B			

Table 16 Key thematic summary, alignments, and discrepancies between interviewees (Researcher's work)

This chapter corresponds to the second RO-AR action cycle, focusing on two theoretical issues and practical dilemmas left over from Chapter 7: namely, limited resource accessibility and the difficulties to access newly arrived communities hinder CA-based RBS delivery. This chapter accomplishes two main objectives: 1) Building on Chapter 7, it explores further how resource and community accessibility, as strategies of the support organisation, can be built to catalyse the delivery of CA-based RBS; 2) it unravels the remaining structural challenges associated with the delivery of CA-based RBS.

Chapter 9 Discussion and Conclusion

9.1 Background

According to the literature on refugee integration, refugees face distinct challenges in economic activity because of their restricted and diverse integration statuses, as compared with ethnic minorities and wider local communities (Bakker et al., 2014; Fasani et al., 2022; Spencer and Charsley, 2021). However, the current literature ignores the fundamental differences that underlie marginalised refugees' distinctive entrepreneurial dilemma. The absence of inclusion in the existing business support concept also prevents refugee communities from receiving comprehensive support in practice. To address the non-inclusiveness of business support literature in relation to refugee needs and integration journey, this study developed a novel theoretical approach to establish links between business support and refugee integration to respond to the distinctive needs of refugees in entrepreneurship. The following research questions are at the centre of this study:

- Based on emerging target support initiatives for refugees, what is distinctive about practically-adequate refugee business support?

- How can Propeller apply the new proposed concept of refugee business support to develop practically-adequate services for refugees?

- What are refugees' experiences of delivered business support interventions?

This study employed the capability approach (CA) (Sen, 1999) as the theoretical lens for overcoming the above-mentioned conceptual gap. The term "capability" in CA refers to the refugees' success transformation of externally available opportunities, goods and means (OGMs) into entrepreneurial projects, by utilising their personal conversion factors (PCFs), which are intrinsic qualities of individuals, within a specific institutional and social context - the contextual conversion factors (CCFs, policies, industrial relations, public attitudes, norms etc.). This theoretical approach proposes that contextual conversion factors (CCFs) and individuals' background may either facilitate or inhibit above transformation. Refugee integration here serves as a manifestation of how refugees' socio-economic life is shaped by hostile CCFs and their own background. Limited integration could be used to unfold distinctive dilemmas (e.g., limited PCFs and OGMs) that refugees face in transforming external resources. In this regard,

refugee business support (RBS) should be understood as a process that helps refugees build their entrepreneurial capability to achieve 'transformation'.

As opposed to existing business support perspectives, this CA-based RBS framework provides business support organisations with a means to appreciate and respond to the distinctive conditions of refugees in business support. The framework served as a starting point for the overall fieldwork in this research. In terms of theoretical development, this study uses practical adequacy as a validity criterion for conceptualisation. According to Sayer (2000), practical adequacy implies that the conceptualisation pursued in this study must possess four qualities: theoretically advanced, capable of guiding practice, deliverable, and useful for solving practical problems.

Therefore, the methodology employed in this study is research-oriented action research (RO-AR), which involves applying interventions to practice based on the proposed theoretical framework to monitor the implementation of the interventions for cyclically examining and developing the theoretical framework. In collaboration with Propeller, a UK-based refugee integration support organisation with over ten years' service history within the refugee community, the RO-AR is divided into two main cycles with four distinct data collection phases (see section 5.4.1). Firstly, this study conducted 42 interviews with managers from 32 refugee business support organisations prior to initiating the first intervention cycle, to assess whether existing RBS practices align or differ from the CA-based RBS proposed in this study, and to calibrate and develop the CA-based RBS framework (RQ1). This was followed by the interviews with six senior Propeller managers to examine why and how the above framework can be applied to Propeller and guide localised activities (RQ2). Thirdly, the author collaborated with the Propeller RBS team to design and deliver the CA-based RBS intervention, and used participant observation and 25 interviews to evaluate the main impacts of the intervention (RQ3). Fourthly, because of emerging issues from the first intervention cycle, the second intervention cycle was initiated, which explored scientifically how limitations to the efficiency and quality of CA-based RBS could be overcome. Data collected during this phase included participant observation and another 32 interviews with frontline workers and refugee participants (RQ3).

Therefore, this study develops a practically-adequate concept of RBS through four research steps: (1) a theoretical CA-based framework was proposed to explain what RBS should be (Chapter 4); (2) developed the framework through examinations of 32 global support initiatives to explain the existing practice and guide practices; (3) confirmed the framework's deliverability through the intervention localisation; and (4) developed and validated the positive

implications of the framework for enhancing entrepreneurial capability and social integration of refugees and ways to promote quality of delivery.

This final chapter consists of three main sections: firstly, a discussion of how the findings of this study have provided systematic answers to the research questions and contributed to the development of existing RBS research. Secondly, a summary of the theoretical, practical, and methodological contributions of this study; thirdly, the final section reflects on the limitations of this study and makes recommendations for the future research agenda.

9.2 Key findings and answers to the research questions

The findings of this study provide an original theory-based contribution to how to remain sensitive and responsive to the distinctive needs of refugees in business support, which is presented in the form of a CA-based RBS concept consisting of five theoretical constructs, as illustrated in the Figure 14 (8.6). It is through the development of these five theoretical constructs that the author can 1) answer the three research questions posed in this study and 2) conceptualise practically-adequate refugee business support to address the knowledge gaps and practical gaps identified in this study. Using subheadings, this section summarises the answers to the research questions raised in this study. By doing so, this fulfils the recommendations made by RO-AR to produce abstractable theoretical outputs based on experiences gained in theoretically-informed practice (Eden and Huxham, 2006).

- *Question 1: Based on emerging target support initiatives for refugees, what is distinctive about practically-adequate refugee business support?*

Following Sayer (2000), a 'practically-adequate' RBS should be a concept that is theoretically advanced, deliverable, guides practices, and solves a practical issue (i.e. accommodates refugees' distinctive needs).

Answer: The distinctive demand side of practically-adequate RBS (related to Construct 1 and Construct 2)

Due to the correspondence between needs and support, to discuss the distinctiveness of refugee business support (RBS), this study first discusses how refugees' challenges in entrepreneurship are formed differently and how these needs are related to RBS through the introduction of the Capability Approach and refugee integration. This leads to findings in

Construct 1 (integration-informed needs) and 2 (refugees' distinctive conditions when seeking RBS) for addressing what constitutes the distinctiveness of practically-adequate RBS from a demand perspective.

Construct 1: Defined by CA (Sen, 1999; Nussbaum, 2011), an individual's entrepreneurial capability is the ability of refugees to leverage their own adequate personal conversion factors (PCFs), supported by contextual conversion factors (CCFs), to transform external opportunities, goods and means (OGMs) into entrepreneurial ventures. Herein, the OGMs refer to objects in a society that could be mobilised for achieving a goal, such as a car, bike, market logic, and raw materials; PCFs refer to personal intrinsic qualities pertaining to accessibility and mobilisation of external OGMs; and CCFs refer to social and environmental factors that constrain or enable refugees to transform external OGMs.

Even so, it is unrealistic to identify all CCFs related to refugee entrepreneurship using only extant knowledge, otherwise, the study may fall into the same trap as mainstream business support, which relies on economic narratives. Meanwhile, refugee integration is a concept that a) is shaped by wider CCFs as well as refugees' backgrounds and experiences; and b) is a multi-dimensional and two-way process in which different sub-dimensions interact with each other, including entrepreneurship. Therefore, to understand relevant CCFs, incorporate individuals' backgrounds and experiences, and unpack their impacts on refugee entrepreneurship, refugee integration is a figurative medium to show how refugees' socio-economic lives are constrained. By analysing the impact of the different sub-dimensions of refugee integration on their entrepreneurial capability, this study unfolds refugees' distinctive needs. This culminates in Construct 1 of this study.

Construct 1 reveals that refugees' entrepreneurship is limited due to their complex and constrained integration journey, and that this limitation is not only related to refugees' limited entrepreneurial capital, but also directly related to their constrained non-monetary lives. Specifically:

- Refugees' adaptive skills, socio-economic knowledge, awareness of entrepreneurship and their time, energy, and life stability, etc. are constrained by limited integration, which corresponds to their business-related PCFs and foundational PCFs in CA.

- Refugees' access to external resources and opportunities is constrained by limited integration - corresponding to OGMs in CA.

- Refugees' freedom to make a particular occupational choice is constrained by their limited integration - corresponding to agency freedom in CA.

Construct 2: Because of the integration-constrained entrepreneurial reality described in Construct 1, Construct 2 further theorises three distinctive conditions of refugees when seeking RBS: lack of awareness, lack of readiness, and integration-constrained entrepreneurial capital. As this construct implies, refugees' integration constrains their entrepreneurial capability differently, but these constraints could be characterised as three distinctive conditions of refugees in RBS: a lack of awareness, a lack of readiness, and integration-constrained entrepreneurial capital. It, therefore, provides a bridge to reveal the link between Construct 1 and the adequate activities of supporters (Construct 3).

The first condition implies that refugees, due to limited integration, are unable/have not yet developed a clear understanding of their new socio-economic status quo, are unaware of the entrepreneurial journey in the host country, and do not understand the relationship between entrepreneurship and their socio-economic circumstances. As to the second condition, it implies that refugees have developed rational expectations regarding entrepreneurship as well as an understanding of their socioeconomic situation. Due to limited integration and inaccessible integration services, they lack the non-monetary foundational PCFs such as trust, time, commuting, stability, energy, basic language skills, and confidence, which hugely prevent them from engaging with entrepreneurship and participating in RBS. In addition, the third condition implies that, despite refugees' active participation in RBSs, their limited entrepreneurial capital building is only externalised symptoms resulting from highly individualised integration-based reasons. The one-size-fits-all approach is challenged by this.

According to the value-laden principle of CA analysis used in this study, practically-adequate RBS indicates promoting positive integration of refugees by fostering their entrepreneurial activity, rather than supporting all clients indiscriminately to random entrepreneurial projects. However, ignoring all three conditions in RBS may result in refugees entering high-risk entrepreneurship unprepared, thus aggravating their precarity. In light of these distinctive conditions, RBS must respond accordingly.

The findings in these two constructs indicate that the integration of refugees is a context for their economic activities, in which a variety of contextual conversion factors are present. Refugee communities are limited in their ability to equip adequate personal conversion factors, access to resources, and agency freedom, which hinders the development of entrepreneurial capabilities. A threefold theoretical significance is attached to these two constructs. 1) it serves

as a validation of the sociologically based interdependence between refugee integration and economic activity (Ager and Strang, 2008; Spencer and Charsley, 2020); 2) it provides a conceptualisation tool for understanding the distinctive needs of refugees in entrepreneurship and RBS (Ram et al., 2022; Richey et al., 2021); and 3) it illustrates why the practically-adequate RBS should be embraced as a nuanced novel concept because supporters need to take an inclusive approach to understanding integration-informed refugees' conditions in business support.

Answer: The distinctive provision side of practically-adequate RBS (related to Construct 3)

After examining existing support initiatives, the author made further theoretical connections between refugees' distinctive needs and practically-adequate RBS offerings. This is achieved by identifying how supporters tend to engage with a practically-adequate RBS to address refugees' distinctive conditions in RBS (Construct 2), the author further reveals three embodiments of CA-based RBS in Construct 3.

As a result of constrained integration, the great majority of refugees may be unfamiliar with entrepreneurship in the host country as well as their own career and life narratives (Nardon et al., 2021). Considering this, it is found that integration-informed entrepreneurial diagnosis is needed to be delivered as a necessary, responsive embodiment in a practically-adequate RBS. The purpose of this in CA can be viewed as helping refugees develop their awareness of socio-economic life through their supporters' individualised diagnosis and dialogical support. Theoretically, this interactive and reflective approach challenges and extends the existing transactional problem-identification process within enterprise support (Su and Dou, 2013). It is possible for business-oriented problem identification to overlook refugees' limited awareness and therefore overlook refugees' integration status which may not be compatible with their entrepreneurial vision.

Secondly, this study shows that even if refugees have a clear understanding of their economic situation, restricted integration may lead to constrained foundational PCFs that limits their readiness to engage in RBS or entrepreneurship. Based on CA (Ton et al., 2021), the PCFs required for capability building not only involve business-related skills that directly relate to the entrepreneurial activities carried out by refugees (e.g., leadership, management, ideation), but also non-monetary aspects. For example, language skills (Ager and Strang, 2008), relocation & isolation (Sundvall et al., 2021), confidence, security and safety (Strang and Ager, 2010). Thus, in practice, this study identifies a second embodiment of practically-adequate RBS,

namely identifying and providing the necessary integration support to enable refugees to engage in RBS and entrepreneurial pursuits.

Thirdly, for refugees who are ready to engage in RBS and entrepreneurial activities, their restricted business-related PCFs with limited entrepreneurial capital are informed by their integration status. For example, refugees may not be able to access social capital for a variety of reasons, including isolation, toxic public attitudes, or a lack of socio-cultural knowledge (Casimiro et al., 2007). By moving beyond existing knowledge about business support, CA-based RBS illustrates the necessity of interrogating the underlying integration-related reasons for refugees' difficulty in acquiring entrepreneurial capital. This is also the third embodiment of practically-adequate RBS.

The CA-based RBS is a framework that sensitive and attentive to the non-monetary aspects involved in their life journey (Villares-Varela et al., 2022). Therefore, this novel conceptualisation goes beyond the past business support perspective. As these disadvantaged conditions in Construct 2 can all be interpreted in the CA framework based on their individualised integration status, three CA-based RBS embodiments that are sensitive to integration status have been unpacked. In theory, this highlights why CA-based RBS is unique as a concept in its delivery.

- *Question 2: How can Propeller apply the new proposed approach of refugee business support and develop its own services for refugees?*

Answer: localisation of three embodiments of CA-based RBS in practice (Construct 5)

Factors related to the localisation: To make effective use of the calibrated CA-based RBS in the practice of Propeller and thus monitor its actual impact, this study attempts to localise the embodiments of CA-based RBS for the organisational settings and characteristics of Propeller. Specifically, this is related to the knowledge in Construct 5, i.e., 1) how delivery of CA-based RBS may be affected by organisational and contextual factors; and 2) how Propeller's organisational capacity shape the localisation of delivering three embodiments of CA-based RBS. The findings from these two aspects together provide adaptiveness for the author and frontline workers of Propeller to localise CA-based RBS in Propeller.

First, based on the empirical materials from other global initiatives, this study distinguishes between two types of existing support organisations depending on their service structure and expertise: integration-focused organisations (IFOs) and prescriptive support organisations

(PSOs). The former has an outstanding relational capacity with refugee communities by providing individualised support services for refugees' holistic life-rebuilding; however, they lack business support expertise and capacity. The latter, on the other hand, tend to design structured support programmes for the common needs of refugees, but lack an understanding of community and individual journeys and an ability to provide individualised assistance. By reviewing the dynamics of RBS organisations, this finding fills a theoretical gap in the refugee entrepreneurship literature concerning the characteristics of emerging support organisations (Desai et al., 2021).

Based on the experiences of these practitioners, this study also uncovers construct 5, the capacities required to deliver three embodiments of CA-based RBS, which is comprised of three components: relational capacity (Brehm and Rahn, 1997), integration knowledge (Ager and Strang, 2008), and business support capacity (Su and Dou, 2013). As a result of these three capacities, the supporter can maintain awareness of the integration status behind the refugee's needs and localise CA-based RBS for their client. This represents a shift from conceptualising the 'what' and 'how' of CA-based RBS in RQ 1 to further conceptualising 'who can do it'.

Additionally, this study explores how contextual factors affect the delivery of support organisations. Two of the most significant contextual dependency factors are the extent to which the integration service system is well developed in the region and the organisational source of funding. The former also corroborates research related to refugee integration systems (Boenigk et al., 2021), which suggests that more hospitable and well-developed integration services can enhance refugees' integration and land the shared infrastructure for support providers. In contrast, a hostile environment increases the social responsibility and service pressure on supporters when delivering CA-based RBS (Atar et al., 2023; Collini, 2022; Phillimore, 2015). Second, because support organisations need to establish the necessary capacities in order to deliver CA-based RBS, they rely heavily on grants and contracts from the public sector (Lefsrud et al., 2020). As a result of neoliberal economic policies, resources have been found that allocated in a manner that is more favourable to organisations with a higher level of business support capacity and productivity, thereby limiting many RBS providers access to funding.

Localisation of CA-based RBS in Propeller: Following the above theoretical findings concerning factors related to localisation, the three embodiments of CA-based RBS were localised into Propeller's settings based on their organisational capacities and contextual characteristics (Eden and Huxham, 2006). Firstly, by identifying Propeller's strengths in their

reputation and rapport (relational capacity) with refugee communities in two UK regions and their inclusive culture, we (the author and the Propeller) localised the first embodiment - 'integration-informed problem identification' into four activities: 'one-to-one entrepreneurialism diagnosis', 'coffee time informal chat', 'Friday brainstorming sessions', and 'reflective planning'. All four activities were designed to mobilise Propeller's experience of working with refugees and inclusive culture to help Propeller efficiently communicate with their individual clients and learn about clients' integration background and true aspiration when delivering 'integration-informed problem identification'.

Furthermore, due to Propeller's position as an 'integration service expert' (integration knowledge), we localised the second embodiment - integration support in RBS - into three activities: 'internal resource map-out', 'cross-departmental referrals', and 'function as an information hub'. The three activities are designed to leverage Propeller's own integration knowledge, services, and network resources to provide more integration-related regional resources for delivering 'integration support in RBS'. Third, Propeller relies on public funds for the maintenance of its RBS, and it is under financial pressure. As a result, through the integration of in-house support with external resources (business support), we localised the third embodiment - integration-informed capability building - into three activities: 'in-house support', 'progression monitoring', and 'bring-in external business support resources'. By combining Propeller's internal integration knowledge with a rich network of external resources, all three activities aim to increase the availability of business resources for refugees. The detailed description of localised activities can be found in 7.3 and 8.2.

Consequently, from the above adaptiveness building practice, it can be concluded that localisation is the process of maximising the corresponding resources, skills and knowledge related to the delivery of the three embodiments of CA-based RBS by analysing the organisational capacity and socio-economic context of the supporting organisation. Therefore, even though Propeller's localised practices are only a regional exemplar, the co-design-based localisation process can serve as a roadmap for other organisations applying CA-based RBS.

- *Question 3: What are refugees' experiences of delivered interventions based on CA-based RBS?*

Answer: Enhanced social integration, entrepreneurial capability, and the reciprocal cycle between the two (Construct 4)

During this study, CA-based RBS was delivered in two intervention cycles to determine the effects and challenges associated with its implementation. The second intervention cycle developed new intervention strategies in response to the challenges encountered in the first cycle. In summary, these two intervention cycles led to two main theoretical outcomes related to CA-based RBS: 1) refugees' experiences in the delivered intervention, and 2) how to overcome the factors limiting the delivery of CA-based RBS. The theoretical findings presented in this part shape Construct 4 and identify the key factors which are responsible for catalysing the development of capacities of support organisations over the long term (Construct 5).

Refugees' experiences and impacts of CA-based RBS: In general, refugees' social integration is usually enhanced first during the three implementations of CA-based RBS. This enhanced social integration can then lead to refugees becoming more active in entrepreneurial activities and RBS, which further enhances their entrepreneurial capabilities. Nevertheless, this is only the beginning of the refugees' positive experience. As they begin to engage in and carry out entrepreneurial activities independently, their social integration also improves further. Therefore, CA-based RBS enabled refugees to integrate socially and develop entrepreneurial capability in a reciprocal manner.

As a result of receiving the first embodiment of CA-based RBS, refugees begin to self-explore their own socio-economic situation and career needs with the help of information sharing and dialogical assistance from their supporters. As a result of this forward-looking exploration, they are able to reconstruct their personal and career narratives and develop a rational evaluation of their future. In addition, refugees have better access to information about the integration support system in their host country through these dialogues and information sharing. Cognitively, this means that refugees' learning process of the host country's information and context is facilitated. According to Ager and Strang (2008), this support embodiment facilitates mutual adaptation between refugees and the regional socio-economic context, allowing refugees to acquire knowledge relevant to entrepreneurship in the host country (PCF). As a result, refugees are less likely to engage in impulsive entrepreneurship.

Furthermore, the second embodiment primarily serves refugees who lack the readiness to participate in RBS or entrepreneurship because of their limited foundational PCFs. Refugees' accessibility to regional integration services is strengthened when they receive the CA-based RBS. Simultaneously, they achieve an increase in their foundational PCFs by receiving these integration services. For instance, improved confidence, language skills, strategies for dealing with stability issues, and access to mental health support. In other words, by promoting multi-

dimensional integration, CA-based RBS offer refugee skills and opportunistic prerequisites to engage with entrepreneurship and RBS.

The third embodiment focuses on the enhancement of business-related PCFs and access to opportunities for refugees. However, as CA-based RBS advocates sensitivity to the integration status behind refugees' constrained business-related PCFs, this holistic and interactive approach makes refugees perceive the support organisation as an inclusive, caring and safe place. As a result, refugees start to treat supporters as integral parts of their social network, thereby their engagement in RBS is enhanced. Additionally, the support organisation also brings external business support resources to refugees. Due to the established rapport between refugees and support organisations, they also tend to form trust with these externals. Through the facilitation of mutual understanding and trust between refugees and external supporters, the third embodiment facilitates not only refugees' access to entrepreneurial capital but also their two-way integration into society (Strang and Ager, 2010). As a result of the coherence between the three embodiments with integration as the root, the reciprocity between integration and the entrepreneurial journey is facilitated by support.

The three embodiments of CA-based RBS facilitate two-way integration, which moderates refugees' restricted foundational PCFs and reduces the negative impacts of integration on business-related PCFs. As refugees engage actively in RBS and entrepreneurial activities, they also acquire skills and opportunities that contribute to their social integration. This serves as an exemplar that confirms the coupled and mutually reinforcing relationship between social integration and entrepreneurship (Spencer and Charsley, 2010); as well as providing a theoretical framework based upon CA for capitalising on this mutually reinforcing relationship within RBS.

Impact catalyst of CA-based RBS delivery: The accessibility of support organisations to external business resources as well as to the newly arrived community has been found to be closely related to the effectiveness of CA-based RBS. There is a risk that the former may limit refugees' agency freedom to pursue entrepreneurship (Pettit, 2003), whereas the latter may present a challenge to refugees' engagement in RBS. It is evident in both cases that the relational and support capacities of support organisations need to be dynamically revisited and sustained, otherwise the efficiency of CA-based RBS could be constrained as a result of dynamic entrepreneurial market changes and newly arrived beneficiaries.

Consequently, the second intervention cycle focused on enhancing resource and community accessibility through two organisational strategies: coupling entrepreneurship and

employment support into economic integration support, and working with community champions. As a result of the former, refugees are given more agency freedom in the pursuit of economic integration, as well as access to more hands-on support resources. This helps them gain a sense of career-related fulfilment in a wide range of employment practices, thereby contributing to long-term relational capacity and support capacity of supporters. Taking this approach confirms the argument in existing economic integration research that impeding refugees' agency freedom may result in them developing a compensatory entrepreneurial vision (Easton-Calabria and Omata, 2018; Embiricos, 2020; Honig, 2018; Spencer and Charsley, 2021). By enhancing community accessibility in collaboration with community champions, newly arrived refugees are able to reflect on their own socio-economic and career narratives independently, and enhance the exchange of information between supporters and refugees. The presence of community champions also increases refugees' comfort and sense of security when interacting with unfamiliar supporters. This allowed refugees to engage in the RBS and provided personal factors (empathy) and offer-related factors (qualified support) for supporters to acquire community knowledge and build rapport over time.

Potential contextual constraints of CA-based RBS: However, supporters still face constraints in the process of service delivery due to the productivity-based performance measurement adopted by funders in a neoliberal economy. Supporter organisations with limited resources are often required to ensure the quantity of services before ensuring quality, which conflicts with the individualisation approach of CA-based RBS. It is also possible that differences in supporters' ability to access external resources may lead to the regional business system engaging more often with the voices of refugees who work with 'established' supporters, while neglecting the needs and opinions of others. This finding supports and extends the existing research on business supporters' tension in the RBS context related to institutional expectations and supporters' capacities (e.g., Arshed et al., 2021; Cornelius and Wallace, 2013; Mole et al., 2011). Furthermore, the findings of this study demonstrate that supporters with goodwill can also create implicit hierarchies and inequalities in precarious refugee communities when there is a conflict between the CA-based RBS approach, organisational capacities, and institutional expectations.

The sequential presentation of these theoretical findings shapes a practically-adequate RBS concept. This mainly addresses: 1) an important gap in the refugee entrepreneurship literature, i.e. what constitutes a truly practically-adequate RBS and what kind of impact outputs it delivers (Bikorimana and Whittam, 2019; Desai et al., 2021); 2) an important gap in the business support literature, i.e. how theory should evolve to guide practice and thus provide

the necessary inclusiveness for marginalised refugees (and other groups) (Alexander et al., 2007; Bakker and McMullen, 2023; Blackburn et al., 2007).

9.3 Theoretical, practical, and methodological implications

This study contributes to literature by providing a conceptualisation of practically-adequate refugee business support, to practice by offering guidance for organisations like Propeller, and to methodology by applying and innovating the research-oriented action research. This section is structured accordingly to illustrate the study's contribution and value.

9.3.1 Theoretical contribution

1) At the meso level, this study contributes to the literature on RBS by conceptualising the three main embodiments and impacts of practically-adequate RBS.

First, this study contributes primarily to the understanding of RBS at the meso-level, which is achieved through three outcomes: a) this study identifies the needs of the practically-adequate RBS concept for responding to refugees' integration-informed distinctive needs in entrepreneurship; b) it conceptualises the practically-adequate RBS is a holistic, dialogical, individualised and interactive approach made up of three embodiments; c) it unfolds refugees' experiences and the impact of practically-adequate RBS on refugee entrepreneurship and broad social life.

The practically-adequate RBS challenges and moves beyond two dominant existing business support concepts that have been widely applied to refugees, including mainstream enterprise support and ethnic minority business support. For the former, the practically-adequate RBS addresses the criticism of the inclusivity and reductionist issue of the mainstream enterprise support concept (Desai et al., 2021; Radu-Lefebvre et al., 2021; Wapshott and Mallett, 2018) by including refugees' diversed integration journey as a crucial force that shapes refugees' needs and informs RBS' targeted design. From the examined impacts, the practically-adequate RBS also eases the tensions between structural approaches and marginalised groups' distinctiveness, a concern previously raised in literature (Arshed et al., 2021; Mole et al., 2009; Mole and Bramley, 2006; Irwin and Scott, 2023; Ram et al., 2021).

For the latter, the 'journey-centered' view of practically-adequate RBS also overcomes the identified overly ethnic-centric issues of ethnic minority business support in the literature (Ram et al., 2012; Ram et al., 2013; Scott and Irwin, 2009); and builds sensitivity and responsiveness

to wider 'non-monetary aspects' that are closely related to refugee entrepreneurs' capabilities (Villares-Varela et al., 2022). In the meantime, although inclusive mainstreaming described in 3.3.2 is considered to be a challenging and ambitious model for promoting institutional change to include different marginalised groups (Bakker and McMullen, 2023; Hall, 2021; Blackburn et al., 2007; Ram et al., 2012), the practically-adequate RBS framework could be applied to other marginalised groups to help shape inclusive measures, thereby providing a toolkit to assist in achieving inclusive mainstreaming.

Also, as identified in literature review, it has become evident that RBS activities are increasing globally (CFE, 2019; Desai et al., 2021; Richey et al., 2021). However, the role of these support has not been examined (Desai et al., 2021). As a result, RBS literature has also been limited as it falls short of explaining how RBS works and interplays with refugees' socio-economic lives. Through the implementation of this framework on the ground, the impact of practically-adequate RBS on refugees has also been identified. It unfolds that the delivery of practically-adequate RBS primarily drives refugees' social integration and entrepreneurial capital and ignites a reciprocal enhancement cycle between the two through its sensitivity to the integration process. Having revealed these impacts, it directly addresses current scholarly concern regarding the lack of examination of RBS (Bikorimana and Whitman, 2019; Desai et al., 2021; Ram et al., 2012). Additionally, CA's reflection of agency freedom and its effects demonstrates how to identify and ease the dangerous effects of 'pushed entrepreneurship' on marginalised groups (Honig, 2019; Easton-Calabria and Omata, 2018; Saran and Easton-Calabria, 2022; Wilklund et al., 2019). In addition, revealing this impact indirectly contributes to the understanding of the expected role of external support for refugees, and helps explain the entrepreneurial pattern of refugees before/during/after receiving RBS (Harima, 2022; Harima et al., 2019; Nayak et al., 2019; Ram et al., 2022).

2) At the micro level, this study contributes to refugee entrepreneurship literature by developing an innovative CA-based analytical framework for analysing refugees' distinctive needs in entrepreneurship and business support.

The conceptualised CA-based framework in this study contributes to micro level refugee entrepreneurship literature through: a) unpacking how the refugee integration journey shapes the experiences and agentic challenges of refugees in entrepreneurship; b) dynamically identifying refugees' distinctive needs and conditions in business support through CA; and c) defining why RBS should speak to refugees' distinctive experiences in entrepreneurship based on a value-laden CA.

Although entrepreneurial needs are at the heart of business support, the existing literature on refugee entrepreneurship still lacks a focus on identifying the distinctive needs of refugees in the context of business support. The literature on refugee entrepreneurship identifies many disadvantages faced by refugees when starting a business, such as language, adaptability to a work environment, and social relationships (e.g., Fong, 2007; Ram et al., 2022; Refai et al., 2021). However, there remains the issue of how to theoretically identify the underlying reasons for these disadvantages and to establish a link with business support. Refugees and other socio-economically marginalised communities' entrepreneurial challenges, as well as their underlying causes, have largely been identified as divergent compared with major populations (Bikorimana and Whittam, 2019; Bruton et al., 2022; Guercini and Cova, 2018; Miller and Le Breton-Miller, 2017). As a result, past research has failed to provide a foundational theoretical framework for analysing the distinctive needs of refugees in business support, making the term "refugee business support" ambiguous in use (e.g., Bikorimana and Whittam, 2019; Nayak et al., 2019; Qin, 2023).

Therefore, CA-based RBS is a framework for connecting refugees' distinctive challenges in entrepreneurship and their integration journey. By clarifying that refugees' integration-informed foundational and business-related PCFs are all related to entrepreneurial capability through CA, the impact of non-monetary aspects of refugees' lives could be examined holistically. Thus, this framework clarifies the need for shaping RBS as a concept to address refugees' distinct needs to prevent inappropriate support from perpetuating refugees' precarity. Meanwhile, the CA-based framework presented here can also serve as a template for identifying the needs of other marginalised groups in business support.

3) At the macro level, this study provides a reflective roadmap for enterprise policy research to understand how the positive impacts of CA- based RBS could be released further through creating an enabling environment.

This contribution is primarily achieved by identifying the institutional and market challenges faced by the support organisation in this study in delivering practically-adequate RBS: i.e. 1) conflict between institutional expectations about the productivity of support and person-centric RBS; and 2) issues caused by the marginalised position of support organisations in the business system.

Its contributions are in line with literature on the tensions faced by support organisations (e.g., Arora-Jonsson and Larsson, 2021; Arshed et al., 2021). The past literature on this topic has identified support organisations' preference for structured approaches because of cost-

effective/productivity-driven institutional expectations, as well as tensions associated with their inability to accommodate migrants' and refugees' needs (Arshed et al., 2021; Ram et al., 2012). This study further validates that the adverse effects of such cost-efficient/productivity-driven regime expectations remain in delivering practically-adequate RBS. Funders' pursuit of measurable economic and productivity outcomes limits the ability of frontline workers to fully leverage practically-adequate RBS. Moreover, this study extends research about tensions and also finds that support organisations are easily marginalised in the entrepreneurial system and lack sufficient 'bargaining power' during external collaborations, which unequally limits the agency freedom of their supported refugees. Thus, while this study suggests that practical-adequate RBS can be used to address the issue of inclusiveness and have positive effects at the meso- and micro-level, the institutional environment still restricts the quality and efficiency of such RBS. This also informs future policy and organisational research.

4) This study adds clarity to the role of multi-dimensional integration in RBS and the application of CA in refugee services.

This is mainly achieved through marrying refugee integration literature and CA framework to address RBS conceptualisation. CA-based practically-adequate RBS unfolds that refugees' distinctive conditions in RBS are informed by their multi-dimensional integration. While work such as Ager and Strang (2008), Strang and Ager (2010), Martén et al. (2019), and Spencer and Charsley (2021) has successfully proposed the interconnections between different dimensions of integration, this study goes further by validating these connections in a specific empirical context and demonstrating how such connections can be used to illustrate holistic and adequate RBS to refugees.

In addition, this study utilises the CA framework to 1) explain the non-monetary aspects and distinctive needs of refugees in relation to refugee entrepreneurship, 2) analyse the activities of practically-adequate RBS, and 3) discuss the holistic impacts of RBS. These efforts, on the one hand, integrate Sen's (1999), Robeyns' (2005), and Nussbaum's (2011) perspectives on the core idea of CA in an empirical setting, on the other, provide an exemplar of applying value-laden CA to analyse refugees' experiences and needs, conceptualise corresponding support services, and evaluate the impacts. This application is a roadmap to use CA to understand how economic activities of disadvantaged groups are limited by the original largely overlooked non-monetary and monetary elements; and to evaluate how support services affect these elements either directly or indirectly.

5) This longitudinal study contributes to the discussion of time and timing of RBS, and inform how the time element plays a role to support or hinder entrepreneurship and integration

The need to provide timely support to entrepreneurs has been discussed in the business support literature (e.g., Klyver et al., 2018). The role of the time dimension in RBS is even less explored. Through the longitudinal RO-AR method, this study reveals an association between the time dimension and the efficiency of RBS.

This study emphasises the need to match a particular embodiment of practically-adequate RBS with the specific timing (distinctive condition) at which the refugee is situated during the integration process. Adapting an integration-informed diagnosis for newly arrived communities lacking awareness (see 6.4) is an example. Identifying the role of temporal dimension has two theoretically far-reaching implications: 1) the timing at which supporters resource their services should match the timing of integration of the communities they serve; 2) supporters should be able to dynamically maintain their awareness of the changing timing in clients' integration journeys (see 6.3 and 6.4).

Despite being a by-product of the conceptualisation process, this output provides a powerful insight into the role of the time dimension in RBS. It also serves as evidence of the need for further investigation into the ways in which institutional context enable supporters to provide timely support.

9.3.2 Practical contribution

The conceptualisation of the CA-based RBS guided and facilitated Propeller's delivery of the RBS programme between 2021-2022. Propeller raised two issues prior to embarking on this research project which were addressed by the author by proposing and refining the CA-based RBS. These are: 1) Propeller support needs to be tailored to refugees' specific needs. What does this mean for the design of support services? 2) how can the generated impact of business support for refugees be more fairly and scientifically understood?

The process in which this study addresses the two questions above has generated a number of practical implications for Propeller. In the first half of the study, a CA-based RBS is proposed through theoretical work, followed by the redevelopment of a CA-based RBS that can be applied in practice, based on an examination of 32 global RBS initiatives. In addition to providing Propeller with a CA-based RBS strategy, this study also assisted Propeller in

localising this framework. This experience of co-designing the localised intervention plan provides Propeller with a protocol to refine the localised activities of CA-based RBS to its contextual factors and organisational resources independently in the future.

Furthermore, this study evaluated the actual impact of all delivered interventions in Propeller from study start to finish. It is concluded that Propeller facilitates the social integration and entrepreneurial capability of refugees and activates the mutual reinforcement between the two. Thus, this study provides an in-depth assessment and evidence of the positive impacts of Propeller's practical work, on the one hand. In addition, by elaborating on the contextual barrier and the limits of current performance measurements, this study may contribute to the development of fair and scientific evaluation criteria for the RBS initiatives of organisations like Propeller in the long-term institutional development.

The answers to these questions were shared with Propeller colleagues not only at the end of the project, but also throughout the project journey as the author collaborated with them to co-design and monitor the support intervention. The organisational learning process enhanced Propeller's understanding and implementation of the holistic approach. Propeller's support activities were also able to be scientifically more inclusive of refugees' needs by applying CA-based RBS, and the social and economic integration of refugees at the grassroots level was promoted simultaneously, which enhanced the reputation of Propeller's RBS services.

The CA-based RBS proposed in this study as a practically-adequate concept can provide systematic guidance to other supporters so they can form inclusive service designs, understand and assess clients' needs, seek external collaboration, and reflect on their own performance and impacts. For example, the presentation of the three embodiments and the required organisational capacity can provide practitioners with a blueprint for obtaining, allocating and developing organisational resources; integration-informed needs and conditions of refugees can help supporters better understand the needs of the refugee communities they are reaching; the impacts of CA-based RBS can ensure that supporters' assessment of their service outputs aligns with the distinctive needs and precarious life statuses of refugees.

CA-based RBS is proposed here as a practical and effective method for enhancing refugees' entrepreneurship and integration. Firstly, when allocating public resources to support refugees, this new conceptual toolkit can assist policymakers in gaining a better understanding of the strategies and capabilities of support organisations when evaluating sub-contractors, as well as developing new criteria for assessing the capacities of support organisations to improve

the cost-efficiency of public resources allocation. Secondly, the inhibited integration journey of refugees may present additional challenges for CA-based RBS, and economic activity and social integration are therefore constrained. Thus, promoting the social integration of refugees through policy provisions facilitates the unlocking of more economic potential for refugees in RBS, which in turn contributes to the output of CA-based RBS. Lastly, CA-based RBS emphasises the synergy between RBS and social integration. In the process of conducting performance assessment, this is helpful to policymakers in setting criteria/benchmarks more scientifically, thus providing the necessary space and support for bottom-up innovation. Fourthly, it was found that CA-based RBS is potentially inhibited by the 'bargaining power' of frontline organisations within the region. As a result, this provides policy makers with additional evidence to improve regional business support systems and public attitude through policy discourse.

9.3.3 Methodological contribution

Very limited research has been conducted on collaborating with support organisations in identifying, reflecting on and addressing the plight of marginalised communities using the RO-AR methodology. This research makes a methodological contribution at two levels by applying and innovating RO-AR: 1) revealing what research techniques are useful for promoting the progress and quality of collaborative RO-AR; and 2) unpacking the unique value of RO-AR compared to other AR methods.

First, to complete RO-AR through collaboration, researchers should ensure that practitioners' expectations of project implementation are closely related to addressing the theoretical gap. Therefore, this study examined practitioners' expectations and analysed whether their expectations of practical changes were related to the resolution of theoretical gaps through pre-collaboration negotiation. This greatly reduces the likelihood that practitioners' strategic changes would inhibit or influence the author's fieldwork and RO-AR implementation.

Second, data were collected during the setting diagnosis phase of the study before intervention design. In the conventional AR process, this is uncommon. This is because traditional AR research is commonly concerned with applying pre-understandings directly to practice changes. RO-AR advocates, however, that researchers adopt a more open approach to pre-understandings to enable them to respond more inclusively to 'surprise' theoretical constructs. In this study, in addition to validating the value of prior understanding, this process also provided more reality-based evidence for engaging practitioners. Through this step, the

relationship between otherwise highly abstract theoretical concepts and practical applications in collaborative delivery was unravelled.

Third, the intervention plan was designed using a co-design approach to localisation. Even though the pre-understandings mentioned above were more closely related to practice following redevelopment, they needed to be localised before adapting to specific regional socio-economic contexts. Frontline workers are often the stakeholders who have a better understanding of the practice context and the organisation's resources. Hence in this study, these frontline workers were invited to participate in roundtable discussions so that their localised knowledge could be integrated into the intervention plan. As a result, the author's identity is shaped as a critical facilitator - with more efforts focusing on examining the relationship between the activities proposed by the frontline workers and the theoretical pre-understandings.

In terms of the second methodological contribution, this RO-AR project demonstrates that RO-AR can be used as a grassroots innovation method to quickly develop emancipatory practices by applying theory, identifying limitations, and redeveloping theory. In contrast to traditional AR, any practical progress of RO-AR is grounded in sound theories, which reduces trial and error costs. As a result, frontline providers can collect 'service data' more efficiently and identify or resolve issues that limit the delivery of CA-based RBS with theoretical guidance.

9.4 Limitations and suggestions for future research

The main contribution of this study is developing a novel conceptual framework for RBS based on the capability approach (Nussbaum, 2011; Robeyns, 2005; Sen, 1999). The conceptualisation innovates the business support literature by defining what constitutes practically-adequate support for refugees, expands the refugee entrepreneurship literature by highlighting how refugee entrepreneurship is enhanced by support (Desai et al., 2021), and extends the refugee integration literature to illustrate how refugee integration in an entrepreneurial context interacts with refugee economic activity and can be enhanced by business support (Spencer and Charsley, 2021). In addition, as the capability approach is a useful analytical technique for understanding the entrepreneurial needs of marginalised communities, this conceptualisation may also serve as a foundational frame for business support research to embrace the needs of wider marginalised communities.

To enhance the mutual reinforcement between theory and practice and develop explorative theoretical constructs, this study used RO-AR (Eden and Huxham, 2006). The RO-AR was

carried out over two intervention cycles, incorporating four different data collection phases through in-depth interviews with managers from Western business support organisations, Propeller senior managers, frontline workers and refugee beneficiaries from Propeller, and participant observation. It is the purpose of this section to highlight two interesting questions that remain unanswered by the present study in this research context, and to discuss how future research could further draw upon and develop the CA-based RBS accordingly.

In the first place, while this study offers a practically-adequate RBS concept by providing a holistic approach that considers the refugee journey, it still leaves theoretical questions that couldn't be answered within the current RO-AR. A conclusion was reached in Chapter 8 that over-productivity-oriented institutional expectations and the limited bargaining power of support organisations constrain the development of CA-based RBS. Since these two issues pertain to policymakers, regional entrepreneurial cultures, and stakeholders, these issues cannot be addressed in the formatting of current RO-AR (resources, design, and partnerships) by updating organisational interventions. RO-AR has reached a point of saturation because of this (Eden and Huxham, 2006), which also marks the end of the intervention cycle.

Despite this, further theoretical exploration is required. For the former, future research should examine how tensions between CA-based RBS and institutional expectations can be moderated. This may include a broader examination of how supporters respond to these tensions (Arshed et al., 2021), a discussion of how policymakers understand such tensions, how a tension-reconciling strategy could be mobilised in a particular business support system (Dahlman et al., 2022), and even to explore how related social movement is driven in immigration and economic policy (e.g., Boersma et al., 2019; Dahlman et al., 2022).

Methodologically, on the one hand, researchers could identify and reconcile the tensions for practitioners by adopting action research or other engaged scholarship methods that include policymakers, practitioners, and refugees collaboratively. In addition, researchers can employ conventional qualitative research methods to investigate the institutional context in which these tensions arise, in addition to grassroots reconciliation strategies that are innovated by practitioners. This knowledge not only helps to explain why productivity-oriented institutional expectations are formed in the RBS, unpacking how it can be moderated from the bottom-up, but also reveals any roles that supporters play in the corresponding 'social movement' and the strategic implementation.

Secondly, the study found a relationship between limited refugee agency freedom and the suppressed bargaining power of support organisations in the regional

entrepreneurial/business ecosystem. The researchers should investigate in future studies how the 'bargaining power' of supporters as a civil society is shaped and enhanced. In the context of not-for-profits, 'bargaining power' refers not to the position of the support organisation in transactional relationships, but rather to how it communicates and sells the social values it vehicles to attract and onboard its local stakeholders, and in turn acquires resources (Dahan et al., 2010). There are, however, two theoretical questions that remain unanswered: 1) What determines the bargaining power of support organisations in promoting refugee entrepreneurship?; and 2) In order to provide RBS, what strategies can be used to enhance the bargaining power of supporter organisations?

Methodologically, the author suggests that future researchers could: 1) identify the organisational and macro-level factors that influence support organisations' bargaining power by comparing differences between support organisations within different regions through quantitative or qualitative studies; 2) employ engaged scholarship to work with specific support organisations to conduct experiments for exploring ways to enhance 'bargaining power'; 3) conduct qualitative research to determine what innovations support organisations have undertaken to improve bargaining power and what impact these innovations have had on the delivery of RBS.

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Appendix A: Consent forms
Consent Form (Individuals)

Aston University

Centre for Research
in Ethnic Minority
Entrepreneurship

Name of Chief Investigator: SHUAI QIN

Please circle 'yes' or 'no'

1.	I confirm that I have read and understand the Participant Information Sheet for the above study. I have had the opportunity to consider the information, ask questions and have had these answered satisfactorily.	Y	N
2.	I understand that my participation is voluntary and that I am free to withdraw at any time, without giving any reason and without my legal rights being affected.	Y	N
3.	I agree to my personal data and data relating to me collected during the study being processed as described in the Participant Information Sheet.	Y	N
4.	I confirm that I have received the initial information form and that I understand why I am being asked to participate in an interview.	Y	N
5.	I understand that I have the choice whether or not my interview will be recorded	Y	N
6.	I understand that all the data I provide in my interview will be stored at Aston Business School, Aston University in accordance with the 2018 General Data Protection Act	Y	N
7.	I agree that my interview can be audio recorded	Y	N
8.	I understand that if I agree to being recorded, the interview will be given a reference number (for anonymity) and kept securely at Aston Business School, Aston University	Y	N
9.	I agree to my anonymised data being used by research teams for future research.	Y	N
10	I agree to my personal data being processed for the purposes of inviting me to participate in future research projects. I understand that I may opt out of receiving these invitations at any time.	Y	N
11	I agree to take part in this study.	Y	N

Please delete as appropriate:
I would like / would not like a summary of the interview (via email / via post)
I would like / would not like a report of the study's findings (via email / via post)

_____   _____   _____
Participant   Date   Signature

_____   _____   _____
Name of Person receiving   Date   Signature
consent.

Consent Form (For representatives of partner organisation)

Aston University

Centre for Research
in Ethnic Minority
Entrepreneurship

Project title: Facilitating Refugee Entrepreneurship: An Action Research Intervention

Name of Chief Investigator: SHUAI QIN

Please circle 'yes' or 'no'

1.	I confirm that I have read and understand the Participant Information Sheet (organisation ver.) for the above study. I have had the opportunity to consider the information, ask questions and have had these answered satisfactorily.	Y	N
2.	We understand that the participation is voluntary and that our organisation is free to withdraw at any time, without giving any reason and without our legal rights being affected.	Y	N
3.	I agree to the collection of data pertaining to the whole organisation's approach to deliver support for refugee entrepreneurs. I understand that this data will be collected and processed as described in the Participant Information Sheet (organisation ver.).	Y	N
4.	I confirm that members within the organisation and clients can freely decide to take part or not take part in observations and interviews. I agree to these being audio recorded, with individual participant's permission. I understand that employee confidentiality will be always maintained.	Y	N
5.	I understand that all the data provide in the data collection will be stored at Aston Business School, Aston University in accordance with the 2018 General Data Protection Act	Y	N
6.	I confirm that our management team provides consent for the researcher to observe meetings pertaining to our services.	Y	N
7.	I confirm that the management team provides consent for the researcher to observe the way we deliver interventions for our beneficiaries.	Y	N
8.	I agree to my anonymised data being used by research teams for future research.	Y	N
9.	I agree to anonymised data pertaining to my organisation, being used by research teams for future research.	Y	N
10	The organisation agrees to take part in this study.	Y	N

_____   _____   _____

Representatives' Name   Date   Signature

_____   _____   _____

Name of Person receiving   Date   Signature
consent.

Appendix B: Participant Information Sheets
Participant Information Sheet (Individual, managers of global support organisations – Data collection phase 1)

Facilitating Refugee Entrepreneurship: An Action Research Intervention
Participant Information Sheet

Invitation

We would like to invite you to take part in a research study.

Before you decide if you would like to participate, take time to read the following information carefully and, if you wish, discuss it with others such as your family, friends or colleagues.

Please ask a member of the research team, whose contact details can be found at the end of this information sheet, if there is anything that is not clear or if you would like more information before you make your decision.

What is the purpose of the study?

The primary purpose of this research is to develop supportive interventions/policies in the West Midlands to facilitate refugee entrepreneurship and evaluate emerging refugee support models. It's a three year project (one-year data collection) undertake by Shuai Qin in collaboration with a leading refugee integration service provider organisation. It aims to:

• Contribute towards the theorising of inclusive entrepreneurship support for refugees;
• Provide empirical evidence and evaluation for emerging refugee business support models;
• Develop business support interventions in the West Midlands

Why have I been chosen?

You are being invited to take part in this study because:

You are/have operated and managed important refugee business support schemes in the UK. The refugee entrepreneurship support program you are responsible for is of significant value to refugee entrepreneurs in the UK. Therefore, concerning the emerging refugee entrepreneurship discipline, it also means that the business support model used in your support project is highly worthy of reference. Through your participation, our research project can have the opportunity to understand further the operating mechanism of emerging refugee business support models, investigate their theoretical underpins and examine different support models theoretically. This will also allow us to develop inclusive support in the West Midlands and empower refugee entrepreneurs scientifically.

What will happen to me if I take part?

If you are interested in participating in the research, I will contact you within three working days and ask about the date you can participate. You will be invited to participate in a face-to-face

interview or online interview with Teams or Zoom, which depends on your preferences and the government's control measures for the pandemic. The interview will be conducted only once, and the duration is expected to be approximately one hour. The theme of the interview will mainly focus on the refugee business support program that you operate.

Do I have to take part?

No. It is up to you to decide whether or not you wish to take part.

If you do decide to participate, you will be asked to sign and date a consent form. You would still be free to withdraw from the study at any time without giving a reason.

Will my taking part in this study be kept confidential?

Yes. A code will be attached to all the data you provide to maintain confidentiality.

Your personal data (name and contact details) will only be used if the researchers need to contact you to arrange study visits or collect data by phone. Analysis of your data will be undertaken using coded data.

The data we collect will be stored in a secure document store (paper records) or electronically on a secure encrypted mobile device, password protected computer server or secure cloud storage device.

What are the possible benefits of taking part?

While there are no direct benefits to you of taking part in this study, the data gained will help this project evaluate emerging business support policies for refugees. In the long run, it contributes to inform solid inclusive support policy on the ground and provide practitioners theoretical evidence in designing support services for refugee clients.

What are the possible risks and burdens of taking part?

The data collection process and interview question will be piloted before conduction to ensure they will not cause stress. However, it is possible that some questions might remind you of unpleasant experiences associated with running the support activities. I will manage to decrease this probability, but please raise that anytime if you have any concerns about the interview procedure.

What will happen to the results of the study?

The results of this study may be published in scientific journals and/or presented at conferences. If the results of the study are published, your identity will remain confidential.

A lay summary of the results of the study will be available for participants when the study has been completed and the researchers will ask if you would like to receive a copy.

The anonymised results may be shared with the company providing funding for this study.

Expenses and payments

There will be no expenses and payments

Who is funding the research?

The study is being funded by:

Aston Business School (ABS) and **Propeller (pseudo name)**

Who is organising this study and acting as data controller for the study?

Aston University is organising this study and acting as data controller for the study. You can find out more about how we use your information in Appendix A.

Who has reviewed the study?

This study was given a favorable ethical opinion by the Aston University Research Ethics Committee.

What if I have a concern about my participation in the study?

If you have any concerns about your participation in this study, please speak to the research team and they will do their best to answer your questions. Contact details can be found at the end of this information sheet.

If the research team are unable to address your concerns or you wish to make a complaint about how the study is being conducted, you should contact the Aston University Research Integrity Office at research_governance@aston.ac.uk or telephone 0121 204 3000.

Research Team

Centre for Research in Ethnic Minority Entrepreneurship
Contact details of Researcher: Shuai Qin (Project Lead)
Prof. Monder Ram
Dr Eva Kašperová
Dr Judy Scully
Telephone number
Email: ston.ac.uk

Thank you for taking time to read this information sheet. If you have any questions regarding the study please don't hesitate to ask one of the research team.

Aston University takes its obligations under data and privacy law seriously and complies with the Data Protection Act 2018 ("DPA") and the General Data Protection Regulation (EU) 2016/679 as retained in UK law by the Data Protection, Privacy and Electronic Communications (Amendments etc) (EU Exit) Regulations 2019 ("the UK GDPR").

Aston University is the sponsor for this study based in the United Kingdom. We will be using information from you in order to undertake this study. Aston University will process your personal data in order to register you as a participant and to manage your participation in the study. It will process your personal data on the grounds that it is necessary for the performance of a task carried out in the public interest (GDPR Article 6(1)(e). Aston University may process special categories of data about you which includes details about your health. Aston University will process this data on the grounds that it is necessary for statistical or research purposes (GDPR Article 9(2)(j)). Aston University will keep identifiable information about you for 6 years after the study has finished.

Your rights to access, change or move your information are limited, as we need to manage your information in specific ways in order for the research to be reliable and accurate. If you withdraw from the study, we will keep the information about you that we have already obtained. To safeguard your rights, we will use the minimum personally identifiable information possible. You can find out more about how we use your information at https://www.aston.ac.uk/about/statutes-ordinances-regulations/publication-scheme/policies-regulations/data-protection or by contacting our Data Protection Officer at dp_officer@aston.ac.uk.

If you wish to raise a complaint on how we have handled your personal data, you can contact our Data Protection Officer who will investigate the matter. If you are not satisfied with our response or believe we are processing your personal data in a way that is not lawful you can complain to the Information Commissioner's Office (ICO).

Participant Information Sheet (Individual, partner organisation managers – Data collection phase 2)

Aston University
BIRMINGHAM UK

Centre for Research
in Ethnic Minority
Entrepreneurship

Facilitating Refugee Entrepreneurship: An Action Research Intervention
Participant Information Sheet

Invitation

We would like to invite you to take part in a research study.

Before you decide if you would like to participate, take time to read the following information carefully and, if you wish, discuss it with others such as your family, friends or colleagues.

Please ask a member of the research team, whose contact details can be found at the end of this information sheet, if there is anything that is not clear or if you would like more information before you make your decision.

What is the purpose of the study?

The primary purpose of this research is to develop supportive interventions/policies in the West Midlands to facilitate refugee entrepreneurship and evaluate emerging refugee support models. It's a three year project (one-year data collection) undertake by Shuai Qin in collaboration with a leading refugee integration service provider organisation. It aims to:

• Contribute towards the theorising of inclusive entrepreneurship support for refugees;
• Provide empirical evidence and evaluation for emerging refugee business support models;
• Develop business support interventions in the West Midlands

Why have I been chosen?

You are being invited to take part in this study because:

You are mainly involved in support of refugee entrepreneurship as a management leader in this organisation. Therefore, you have a clear understanding of organisational resources, vision, the positioning of this organisation in the local entrepreneurial ecosystem, and the experiences of its previous business support services for refugees.

What will happen to me if I take part?

If you are interested in participating in the research, I will contact you within three working days and ask about the date you can participate. You will be invited to participate in a face-to-face interview at Birmingham office of your organisation or online interview with Teams or Zoom, which depends on your preferences and the government's control measures for the pandemic. The interview will be conducted only once, and the duration is expected to be approximately one hour. The theme of the interview will mainly focus on organisational vision, history, resources, challenges and any support schemes that you managed.

Do I have to take part?

No. It is up to you to decide whether or not you wish to take part.

If you do decide to participate, you will be asked to sign and date a consent form. You would still be free to withdraw from the study at any time without giving a reason.

Will my taking part in this study be kept confidential?

Yes. A code will be attached to all the data you provide to maintain confidentiality.

Your personal data (name and contact details) will only be used if the researchers need to contact you to arrange study visits or collect data by phone. Analysis of your data will be undertaken using coded data.

The data we collect will be stored in a secure document store (paper records) or electronically on a secure encrypted mobile device, password protected computer server or secure cloud storage device.

What are the possible benefits of taking part?

While there are no direct benefits to you of taking part in this study, the data gained will help this project evaluate emerging business support policies for refugees. In the long run, it contributes to inform solid inclusive support policy on the ground and provide theoretical evidence for your organisation in designing support services for refugee clients. In this way, the refugee entrepreneurial context could be optimised and more resources could be leveraged to support the community.

What are the possible risks and burdens of taking part?

The data collection process and interview question will be piloted before conduction to ensure they will not cause stress. However, it is possible that some questions might remind you of unpleasant experiences associated with running the support activities. I will manage to decrease this probability, but please raise that anytime if you have any concerns about the interview procedure.

What will happen to the results of the study?

The results of this study may be published in scientific journals and/or presented at conferences. If the results of the study are published, your identity will remain confidential.

A lay summary of the results of the study will be available for participants when the study has been completed and the researchers will ask if you would like to receive a copy.

The anonymised results may be shared with the company providing funding for this study.

Expenses and payments

There will be no expenses and payments

Who is funding the research?

The study is being funded by:

Aston Business School (ABS) and **Propeller (pseudo name)**

S.Qin, PhD Thesis, Aston University 2023.

Who is organising this study and acting as data controller for the study?

Aston University is organising this study and acting as data controller for the study. You can find out more about how we use your information in Appendix A.

Who has reviewed the study?

This study was given a favorable ethical opinion by the Aston University Research Ethics Committee.

What if I have a concern about my participation in the study?

If you have any concerns about your participation in this study, please speak to the research team and they will do their best to answer your questions. Contact details can be found at the end of this information sheet.

If the research team are unable to address your concerns or you wish to make a complaint about how the study is being conducted, you should contact the Aston University Research Integrity Office at research_governance@aston.ac.uk or telephone 0121 204 3000.

Research Team

Centre for Research in Ethnic Minority Entrepreneurship
Contact details of Researcher: Shuai Qin (Project Lead)
Prof. Monder Ram
Dr Eva Kašperová
Dr Judy Scully
Telephone number: ▆▆▆▆▆▆▆▆
Ema▆▆▆▆▆▆▆▆aston.ac.uk

Thank you for taking time to read this information sheet. If you have any questions regarding the study please don't hesitate to ask one of the research team.

Aston University takes its obligations under data and privacy law seriously and complies with the Data Protection Act 2018 ("DPA") and the General Data Protection Regulation (EU) 2016/679 as retained in UK law by the Data Protection, Privacy and Electronic Communications (Amendments etc) (EU Exit) Regulations 2019 ("the UK GDPR").

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Your rights to access, change or move your information are limited, as we need to manage your information in specific ways in order for the research to be reliable and accurate. If you withdraw from the study, we will keep the information about you that we have already obtained. To safeguard your rights, we will use the minimum personally identifiable information possible. You can find out more about how we use your information at https://www.aston.ac.uk/about/statutes-ordinances-regulations/publication-scheme/policies-regulations/data-protection or by contacting our Data Protection Officer at dp_officer@aston.ac.uk.

If you wish to raise a complaint on how we have handled your personal data, you can contact our Data Protection Officer who will investigate the matter. If you are not satisfied with our response or believe we are processing your personal data in a way that is not lawful you can complain to the Information Commissioner's Office (ICO).

Participant Information Sheet (Individual, frontline workers – Data collection phase 3, 4)

Facilitating Refugee Entrepreneurship: An Action Research Intervention
Participant Information Sheet

Invitation

We would like to invite you to take part in a research study.

Before you decide if you would like to participate, take time to read the following information carefully and, if you wish, discuss it with others such as your family, friends or colleagues.

Please ask a member of the research team, whose contact details can be found at the end of this information sheet, if there is anything that is not clear or if you would like more information before you make your decision.

What is the purpose of the study?

The primary purpose of this research is to develop supportive interventions/policies in the West Midlands to facilitate refugee entrepreneurship and evaluate emerging refugee support models. It's a three year project (one-year data collection) undertake by Shuai Qin in collaboration with a leading refugee integration service provider organisation. It aims to:

• Contribute towards the theorising of inclusive entrepreneurship support for refugees;
• Provide empirical evidence and evaluation for emerging refugee business support models;
• Develop business support interventions in the West Midlands

Why have I been chosen?

You are being invited to take part in this study because:

You are mainly involved in support of refugee entrepreneurship as a frontline facilitator in this project. Therefore, you have a clear understanding of organisational resources, implementation of our intervention, the reaction of your clients (refugee entrepreneurs), and the experiences of running business support services for refugees in this organisation.

What will happen to me if I take part?

If you are interested in participating in the research, I will contact you within three working days and ask about the date you can participate. You will be invited to participate in a face-to-face interview at the Birmingham office of your organisation or online interview with Teams or Zoom, which depends on your preferences and the government's control measures for the pandemic. The interview will be conducted twice for two intervention cycles, and the duration is expected to be approximately one hour each time. The theme of the interview will mainly focus on your experience and perception with the intervention scheme that you facilitated.

Do I have to take part?

No. It is up to you to decide whether or not you wish to take part.

If you do decide to participate, you will be asked to sign and date a consent form. You would still be free to withdraw from the study at any time without giving a reason.

Will my taking part in this study be kept confidential?

Yes. A code will be attached to all the data you provide to maintain confidentiality.

Your personal data (name and contact details) will only be used if the researchers need to contact you to arrange study visits or collect data by phone. Analysis of your data will be undertaken using coded data.

The data we collect will be stored in a secure document store (paper records) or electronically on a secure encrypted mobile device, password protected computer server or secure cloud storage device.

What are the possible benefits of taking part?

While there are no direct benefits to you of taking part in this study, the data gained will help this project evaluate emerging business support policies for refugees. In the long run, it contributes to inform solid inclusive support policy on the ground and provide theoretical evidence for your organisation in designing support services for refugee clients. In this way, the refugee entrepreneurial context could be optimised and more resources could be leveraged to support the community.

What are the possible risks and burdens of taking part?

The data collection process and interview question will be piloted before conduction to ensure they will not cause stress. However, it is possible that some questions might remind you of unpleasant experiences associated with running the support activities. I will manage to decrease this probability, but please raise that anytime if you have any concerns about the interview procedure.

What will happen to the results of the study?

The results of this study may be published in scientific journals and/or presented at conferences. If the results of the study are published, your identity will remain confidential.

A lay summary of the results of the study will be available for participants when the study has been completed and the researchers will ask if you would like to receive a copy.

The anonymised results may be shared with the company providing funding for this study.

Expenses and payments

There will be no expenses and payments

Who is funding the research?

The study is being funded by:

Aston Business School (ABS) and **Propeller (pseudo name)**

Who is organising this study and acting as data controller for the study?

Aston University is organising this study and acting as data controller for the study. You can find out more about how we use your information in Appendix A.

Who has reviewed the study?

This study was given a favorable ethical opinion by the Aston University Research Ethics Committee.

What if I have a concern about my participation in the study?

If you have any concerns about your participation in this study, please speak to the research team and they will do their best to answer your questions. Contact details can be found at the end of this information sheet.

If the research team are unable to address your concerns or you wish to make a complaint about how the study is being conducted, you should contact the Aston University Research Integrity Office at research_governance@aston.ac.uk or telephone 0121 204 3000.

Research Team

Centre for Research in Ethnic Minority Entrepreneurship
Contact details of Researcher: Shuai Qin (Project Lead)
Prof. Monder Ram
Dr Eva Kašperová
Dr Judy Scully
Telephone number: ▮▮▮▮▮▮▮▮▮▮
Email: ▮▮▮▮▮▮▮▮▮ston.ac.uk

Thank you for taking time to read this information sheet. If you have any questions regarding the study please don't hesitate to ask one of the research team.

Aston University takes its obligations under data and privacy law seriously and complies with the Data Protection Act 2018 ("DPA") and the General Data Protection Regulation (EU) 2016/679 as retained in UK law by the Data Protection, Privacy and Electronic Communications (Amendments etc) (EU Exit) Regulations 2019 ("the UK GDPR").

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Your rights to access, change or move your information are limited, as we need to manage your information in specific ways in order for the research to be reliable and accurate. If you withdraw from the study, we will keep the information about you that we have already obtained. To safeguard your rights, we will use the minimum personally identifiable information possible. You can find out more about how we use your information at https://www.aston.ac.uk/about/statutes-ordinances-regulations/publication-scheme/policies-regulations/data-protection or by contacting our Data Protection Officer at dp_officer@aston.ac.uk.

If you wish to raise a complaint on how we have handled your personal data, you can contact our Data Protection Officer who will investigate the matter. If you are not satisfied with our response or believe we are processing your personal data in a way that is not lawful you can complain to the Information Commissioner's Office (ICO).

Participant Information Sheet (Individual, refugee entrepreneurs – Data collection phase 3, 4)

Facilitating Refugee Entrepreneurship: An Action Research Intervention
Participant Information Sheet

Invitation

We would like to invite you to take part in a research study.

Before you decide if you would like to participate, take time to read the following information carefully and, if you wish, discuss it with others such as your family, friends or colleagues.

Please ask a member of the research team, whose contact details can be found at the end of this information sheet, if there is anything that is not clear or if you would like more information before you make your decision.

What is the purpose of the study?

The primary purpose of this research is to develop supportive interventions/policies in the West Midlands to facilitate refugee entrepreneurship and evaluate emerging refugee support models. It's a three year project (one-year data collection) undertake by Shuai Qin in collaboration with a leading refugee integration service provider organisation. It aims to:

• Contribute towards the theorising of inclusive entrepreneurship support for refugees;
• Provide empirical evidence and evaluation for emerging refugee business support models;
• Develop business support interventions in the West Midlands

Why have I been chosen?

You are being invited to take part in this study because:

You are interested in self-employment and look forward to achieving self-reliance in this way. In addition, you participated in a systematic intervention plan facilitated by my frontline colleagues and myself. Your experience in this intervention plan will determine how we can improve the intervention plan, increase effectiveness, and achieve our expected output of entrepreneurial support.

What will happen to me if I take part?

If you are interested in participating in the research, I will contact you within three working days and ask about the date you can participate. You will be invited to participate in a face-to-face interview at the Birmingham office of your organisation or online interview with Teams or Zoom, which depends on your preferences and the government's control measures for the pandemic. The interview will be conducted twice for two intervention cycles, and the duration is expected to be approximately one hour each time. The theme of the interview will mainly focus on the support service that you received and your particular experience with the recent support scheme.

Do I have to take part?

No. It is up to you to decide whether or not you wish to take part.

If you do decide to participate, you will be asked to sign and date a consent form. You would still be free to withdraw from the study at any time without giving a reason.

Will my taking part in this study be kept confidential?

Yes. A code will be attached to all the data you provide to maintain confidentiality.

Your personal data (name and contact details) will only be used if the researchers need to contact you to arrange study visits or collect data by phone. Analysis of your data will be undertaken using coded data.

The data we collect will be stored in a secure document store (paper records) or electronically on a secure encrypted mobile device, password protected computer server or secure cloud storage device.

What are the possible benefits of taking part?

While there are no direct benefits to you of taking part in this study, the data gained will help this project evaluate emerging business support policies for refugees. In the long run, it contributes to inform solid inclusive support policy on the ground and provide practitioners theoretical evidence in designing support services for refugee clients. In this way, the refugee entrepreneurial context could be optimised and more resources could be leveraged to support the community.

What are the possible risks and burdens of taking part?

The data collection process and interview question will be piloted before conduction to ensure they will not cause stress. However, it is possible that some questions might remind you of unpleasant experiences associated with receiving the support activities. I will manage to decrease this probability, but please raise that anytime if you have any concerns about the interview procedure.

What will happen to the results of the study?

The results of this study may be published in scientific journals and/or presented at conferences. If the results of the study are published, your identity will remain confidential.

A lay summary of the results of the study will be available for participants when the study has been completed and the researchers will ask if you would like to receive a copy.

The anonymised results may be shared with the company providing funding for this study.

Expenses and payments

There will be no expenses and payments

Who is funding the research?

The study is being funded by:

Aston Business School (ABS) and **Propeller (pseudo name)**

Who is organising this study and acting as data controller for the study?

Aston University is organising this study and acting as data controller for the study. You can find out more about how we use your information in Appendix A.

Who has reviewed the study?

This study was given a favorable ethical opinion by the Aston University Research Ethics Committee.

What if I have a concern about my participation in the study?

If you have any concerns about your participation in this study, please speak to the research team and they will do their best to answer your questions. Contact details can be found at the end of this information sheet.

If the research team are unable to address your concerns or you wish to make a complaint about how the study is being conducted, you should contact the Aston University Research Integrity Office at research_governance@aston.ac.uk or telephone 0121 204 3000.

Research Team

Centre for Research in Ethnic Minority Entrepreneurship
Contact details of Researcher: Shuai Qin (Project Lead)
Prof. Monder Ram
Dr Eva Kašperová
Dr Judy Scully
Telephone number: ▮▮▮▮▮▮▮▮
Email: ▮▮▮▮▮▮▮▮ston.ac.uk

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Aston University is the sponsor for this study based in the United Kingdom. We will be using information from you in order to undertake this study. Aston University will process your personal data in order to register you as a participant and to manage your participation in the study. It will process your personal data on the grounds that it is necessary for the performance of a task carried out in the public interest (GDPR Article 6(1)(e). Aston University may process special categories of data about you which includes details about your health. Aston University will process this data on the grounds that it is necessary for statistical or research purposes (GDPR Article 9(2)(j)). Aston University will keep identifiable information about you for 6 years after the study has finished.

Your rights to access, change or move your information are limited, as we need to manage your information in specific ways in order for the research to be reliable and accurate. If you withdraw from the study, we will keep the information about you that we have already obtained. To safeguard your rights, we will use the minimum personally identifiable information possible. You can find out more about how we use your information at https://www.aston.ac.uk/about/statutes-ordinances-regulations/publication-scheme/policies-regulations/data-protection or by contacting our Data Protection Officer at dp_officer@aston.ac.uk.

If you wish to raise a complaint on how we have handled your personal data, you can contact our Data Protection Officer who will investigate the matter. If you are not satisfied with our response or believe we are processing your personal data in a way that is not lawful you can complain to the Information Commissioner's Office (ICO)

Appendix C: Debrief letters for participants and partner organisation
Key information for participants

Purpose and Objectives

The primary purpose of this research is to develop supportive interventions/policies in the West Midlands to facilitate refugee entrepreneurship and evaluate emerging refugee support models. This three-year PhD project (one-year data collection) will involve Propeller a leading refugee integration social organisation, as the partner. This intervention is expected to change Propeller 's practices so that provide tailored support for refugee entrepreneurs. To achieve this, I will first look at emerging business support models for refugees by interviewing managers from support organisations in UK and evaluate their theoretical underpins and operations. In conjunction with theoretical knowledge and interviews with Propeller managers, I will transfer emerging models and experiences to an intervention plan for Propeller's services for refugees in the West Midlands. Propeller staff and refugee entrepreneurs will also be interviewed to offer information after intervention cycles to rationalise the intervention plan and proffer insights for knowledge construction.

What will happen in this study?

The data collection of this study will run for up to 12 months for designing intervention, implementing intervention, reflection and re-implementing revised intervention. This an Action Research project, which means I will be collaborate with Propeller and deliver actual plan for supporting refugee entrepreneurs. Hence, starting from investigating emerging support models in practice, I need to invite Managers from refugee business support organisations of UK and Propeller managers to share their experiences with support schemes for refugee entrepreneurs. Propeller facilitators and refugee entrepreneurs (served by Propeller) in the West Midlands will help this study examine the outcomes of delivered intervention. Finally, I would like also to conduct in-field observation within Propeller to examine further the support elements during the intervention.

Do I have to take part?

It is up to you to decide whether or not to take part. If you do decide to take part, you will be given this information sheet and asked to sign and keep a consent form. If you do decide to take part, you are still free to withdraw at any time and without reason.

What if I want to withdraw from the study later?

You are entitled to withdraw your data up to the point that data analysis begins.

What if I have a question?

If you have any questions as a result of reading the information sheets, please contact Shuai Qin via 190229083@aston.ac.uk

What about confidentiality and anonymity?

This research is being conducted independently of your organisation. Your data will only be accessible to the researchers at Aston University, and will be altered so that individuals cannot be identified.

The data will be used for research and educational purposes only. Any publication or dissemination of the study's findings will not identify individual participants nor the specific details of the employer.

For partner organisation

Facilitating Refugee Entrepreneurship: An Action Research Intervention

Thank you for fund and taking part in this study. This research sought to develop supportive interventions/policies in the West Midlands to facilitate refugee entrepreneurship and evaluate emerging refugee support models. This three-year PhD project (one-year data collection) will involve Propeller, a leading refugee integration social organisation, as the partner. This intervention is expected to change Propeller's practices so that provide tailored support for refugee entrepreneurs. To achieve this, I will first look at emerging business support models for refugees and evaluate their theoretical underpins and operations. In conjunction with theoretical knowledge, I will transfer emerging models and experiences to an intervention plan for Propeller's services for refugees in the West Midlands. Propeller staff and refugee entrepreneurs will also be interviewed to offer information to rationalise the intervention plan continuously.

It was important for me and the research team to interview and observe within Propeller, including management team, frontline facilitators and refugee entrepreneurs who receive the intervention.

As you agreed in the consent form the name of Propeller will not be pseudonymised due to its crucial partnership in this research. The data those individual informants provide will be pseudonymised and cannot be traced back to their individual identity. All data will be further protected and anonymised whilst writing up and disseminating the study. These individual and organisational data related to Propeller will not be available to anyone outside of the research team.

If you would like further information about the study or if you would like to know about the phased results and final findings, please contact me on 190229083@aston.ac.uk. I will be able to provide you will further information once all data has been collected and analysed.

If taking part in this study has raised any specific concerns about the mental health and wellbeing for your employee and clients, or if it has roused uncomfortable emotions, thoughts or memories for them and they would like some further support, they may wish to contact one of the following supportive organisations:

https://www.mind.org.uk/ www.samaritans.org https://giveusashout.org/

The involvement of Propeller team in this research is greatly appreciated. I would very much like to thank you for the meaningful contribution you have made to research and knowledge regarding wellbeing interventions in the workplace. Moreover, I really hope that your participation has been enjoyable and benefitted you in many ways.

Best regards,

Shuai Qin

Appendix D: Semi-structured interview guides
Semi-structured interview guide for data collection phase 1 – with managers of global support organisations

Backward-looking: motivations and experiences in delivering refugee business support.

- Firstly, could you let me know what your role is? And any previous roles you've had that may be relevant to refugee business support service?

- Could you explain briefly the background of your organisation and why it's important for you to support refugee business support?

- Could you let me know your refugee business support approach to me? For example, what are the main needs of beneficiaries, the scope of services, and the location of your programme?

- Can you tell me how's your experience when in contact with refugee entrepreneurs, and how they performed during the support program?

- How do you learn about the refugee entrepreneurs' needs and their conditions in business support services?

- Has your organisation or project team identified any gaps in the existing service system? How did your organisation respond to those particular demands in support activities?

- Could you list some of key achievements in your project delivery?

Forward-looking: the challenges of delivering high-quality business support for refugees

- Could you summarise the performance of your project and is there any limitation you want to tackle in the future?

- For achieving the goal of helping refugees through business support, what will be a bespoke service in your understanding and is there any challenges right now for you to deliver that?

- What are the strategic goals of your organisation in the near future, 3-5 years? Any opportunities you are considering?

- In terms of enhancing the delivery of your services, what kinds of regional factors enable your service and what are the obstacles?

Semi-structured interview guide for data collection phase 2 – with managers of partner organisation

Motivations

- Firstly, could you give me a brief introduction to what your role is? And any previous work experiences that are relevant to refugee business support?

- What are the key support activities your organisation is delivering right now? How were these activities funded and measured?

- Could you explain what is the vision of your organisation in supporting refugee integration, both socially and economically?

- Could you let me know why supporting refugees in entrepreneurship is critical to your organisation?

- Have you identified any gaps in providing business support for refugees? Why do you think your organisation is a good fit?

Experiences and capacities

- Can you share with me the experience of your organisations in supporting entrepreneurship and employment, or in general economic integration of refugees?

- What do you think is the key capability of your organisation based on a dozen years of working with the refugee community?

- Who are the key stakeholders in your previous operation, and who could be the possible partners for delivering business support?

- How could you explain the strength of Propeller in business support, and how they overcome obstacles for delivering refugee business support nowadays according to your experience?

- As your organisation has a long history and practical experiences, how did projects like XX, XX, XX etc. equip your team with any critical resources for supporting refugee business?

- Could you briefly tell me about how this business support project is funded and measured? From your perspective, what are the opportunities and challenges with this?

Challenges

- What are your challenges when dealing with refugee entrepreneurs' needs? Where do these challenges emanate from?

- Regarding the context, as you have operated in many locations, what are the contextual enablers for your last business support service project, and what are the hindrances?

Semi-structured interview guide for data collection phase 3, 4 – with frontline workers in the partner organisation

Experiences of intervention delivery

- Can you explain your role in the refugee business support team? And what is your daily work in delivering our proposed interventions?

- How would you summarise the obstacles and key approaches that you used when supporting refugees before this intervention cycle?

- How has your current work routine been changed after implementing this intervention?

- Have you identified the diversity of their needs and from your perspective, why they tend to have those needs in business support?

- How did you manage to work around individual refugees' situation to provide support?

Generated impacts

- What are their needs, behaviours and conditions when they approached you for the first time, and how do those evolve throughout the service delivery? How about now?

- In what ways have the support quality or engagement level of refugee entrepreneurs changed during this cycle? Why?

- How their needs have been responded to or not responded to in this cycle? Could you give me some examples?

- What achievements will you list as exemplary ones throughout this delivery stage?

Challenges and limitations

- What enablers are necessary for your successful service/support delivery that follows this intervention strategy?

- What aspects do you believe could be improved further from our service design perspective?

- How would you evaluate the influence of contextual factors in this region on your delivery of these services?

- What are the challenges for you to deliver this intervention?

Semi-structured interview guide for data collection phase 3, 4 – with refugee beneficiaries

Individual background

- If it's okay, could you give me an introduction about your life journey before you came to the UK and after?

- What are your career background and aspirations in the UK?

- What's your business idea, and why do you want to be an entrepreneur in the UK?

- What is the direct trigger that motivates you to participate in this project and ask for support?

- What hinders do you find during your business attempt before engaging with this support intervention?

Experiences of the support

- What kind of services have you received so far?

- Could you list some key support activities that are important to you and let me know why?

- How would you comment on your journey with [organisation's name] within this couple of months?

- What changes have you achieved, either tangible or intangible?

- Are there any differences regarding the view you see entrepreneurship in this country before and after the journey?

Limitations
- What are your concerns now, and are there emerging issues you want to share with me?

Appendix E: Observation protocol and overview of observed events

Protocol

Date:		Time:	
Duration of the activities:		Observation location:	
Key Participants:			
Topic of this activity:			
Notes			
Descriptive: *The key features of the environment:* *Facial reactions and body language:* *Key points of casual conversation:* *Personal characteristics of participants:* *Speech (language, tone):* *How this activity is organised and delivered:* *Any challenges or implicit pitfalls:* *Key outputs:* *Action points:* Reflective: *Related to the needs of refugee clients:* *Related to the support delivery:* *Related to the positive and negative impacts:* *Others:*			

Appendix F: Roundtable discussion protocol

Sections	The researcher	Participants
Welcome and consent – 5 mins (relevant materials have been circulated through email before this session)	Introduction, explain main goals and interactive nature of this session	Get to know their role in this session
The researcher's presentation Share research findings with practitioners using plain language; explain how these findings could contribute to the future design of services	Presenter	As audiences, make notes and prepare questions
Q&A: Q&A on any concepts, ideas, and conclusions during the presentation	Clarification and answer questions	Ask questions
Strategic direction set-up The researcher builds on the theoretical findings of the previous phase, summarises and proposes core strategies for frontline support services to adopt; and invites every frontline staff to share their comments one by one	Present, facilitate, and observe	Comment on the new proposed strategy
Interactive discussion Frontline staff are invited to interactively discuss how these core strategies can be localised and delivered through specific activities.	Make action points, investigate/question how a particular activity is mobilised and evaluate whether it could align with the proposed strategy	Discuss and agree on the plan
Wrap-up	Circulate agreed action points, materials, and new timeline	Prepare to deliver

Appendix G: Core stages of coding throughout this action research

	Stage 1 Coding related to existing concept	Stage 2 Coding core emergent themes	Stage 3 Developed concepts through abstraction
Fact-finding phase data – answering what's distinctiveness of practically-adequate refugee business support	*Entrepreneurship as a 'capability' that can be enhanced* • Transformation / conversion process • Personal conversion factors (PCFs) • Contextual conversion factors (CCFs) • Opportunity, goods, and means (OGMs) • Agency freedom • Constrained multi-dimensional integration • Limited two-way integration	*Refugees' distinctive needs* • Instability and insecurity • Lack of language skills and knowledge of the market and society • Lack of awareness for their socio-economic situation • Limited career options and awareness for the cost of each option • Varied life rebuilding priorities • Lack of entrepreneurial capital	*Integration-informed conditions in business support* • Integration-constrained awareness of entrepreneurship (PCFs) • Integration-constrained readiness to engage with entrepreneurship and business support (PCFs) • Integration-constrained entrepreneurial capital (OGMs and PCFs)
	Business support as a 'service' to build capability • Individualisation • Sensitive to the identity and journey of entrepreneurs • Corresponding to the needs • Relationship • Problem identification • Enhance quality	*Demands of refugees in refugee business support* • Hard to reflect on the alignment between entrepreneurship and their current socio-economic situation • Hard to navigate integration service themselves • Impulsive entrepreneurship	*Practically-adequate embodiments* • Integration-informed entrepreneurial diagnosis • Entrepreneurship related integration support • Continuous integration-informed capability building *Needed capacities of supporters* • Relational capacity • Integration-based intellectual capacity • Business support capacity

		• Varied reasons of not accessing social capital and diversified human capital	
Fact-finding phase data – answering what's the contextual dependency of providing refugee business support	*Refugee business support organisations as not-for-profit organisation* • Reliance on external resources • Performance measured by funder • Aiming to optimise the international refugee regime • Being part of the refugee support system	*Contextual impactors* • Neoliberalism economic policy embraces productivity • Small-scale integration-focused organisations are marginalised in resource allocation • Regional integration service system shapes refugees' integration progress largely	*Contextual reliance of practically-adequate refugee business support* • Resource-reliance and conformity to the regulatory measurement • Integration-system related infrastructure for support organisations • Integration-system help/hinder the integration of refugees, and inform their needs/challenges in business support
First intervention cycle data – answering what are the impacts of delivering practically-adequate support	*Deliver practically-adequate refugee business support concept in practice* • Intertwinement between social integration and economic integration • Social integration as fundamental Personal conversion factors (PCFs) • Two-way integration • Trust building • Connection between life capability and life capability	*Generated impacts and changes* • Refugees' self-reflection on their career narrative and life narrative • Better access refugee integration support system • Symbolic inclusive context building • Engagement building • Enhanced regional business support resource transformation and refugees' accessibility	*Enhanced reciprocal relationship between integration and entrepreneurship* • Facilitated social integration to enhance entrepreneurship • Facilitated engagement and entrepreneurial capability • Enhanced entrepreneurial activities shapes enhanced social integration

	Refugee business support in a dynamic context	*Effects of hybrid entrepreneurship and community champions*	*Catalyst of delivering and quality of practically-adequate refugee business support*
Second intervention cycle data – exploring the ways to enhance the quality and efficiency of delivering support	• Agency freedom is the foundation of capability building • Refugees experienced limited agency freedom in hostile environment • Emerging international turmoil and newly arrived communities challenge supporters' knowledge and accessibility	• Enhanced agency freedom in making career choices • Hybrid entrepreneurship as a safe pilot • Enhanced engagement, skills, industrial experiences • Accessibility to employability resources • In-community self-reflection • Ethnic safe zone building • Familiarity building • information exchange and engagement building	and community contribute to the: • Better accessibility to business support resources helps sustain and develop the relational capacity, integration and business support capacities of supporters • Better accessibility to newly arrived community helps sustain and develop the relational capacity and integration knowledge of supporters *Unresolved hindrances for the delivery of support* • The productivity-oriented institutional expectation conflicts the holistic approach • Varied bargaining power of support organisations create an implicit competition between supporters

Appendix H: Reflexive chapter

Throughout this engaged scholarship-informed PhD project, my position and role in the research work have evolved somehow as I become more deeply involved in the design and delivery of refugee business support. I hope to document these changes and reflect on what they mean to me and my work in this reflexive chapter.

Beginning of my project journey: Scholar or engaged scholar?

I began this project as a PhD with a BSc in Economics and an MSc in International Trade. At the time, I was interested in using my academic research to provide new opportunities for marginalised refugees to become economically independent in host countries, influence policy, and improve social practices. In 2020-2021, I read a great deal of literature and informally discussed academic development many times with my supervisors and the senior managers of my partner organisation in this project.

As a result of these discussions, I have become aware of the disconnection between knowledge development and practice. Yes, the literature provides a wealth of information on the dilemmas that refugee entrepreneurs face, and provides suggestions for inclusive policy practices. As a matter of fact, it seems that we cannot ask a wide range of support organisations and policymakers to drill down and develop academic literature themselves. This gulf between theory and practice is reinforced by the lack of conceptualisation of refugee business support in the existing body of knowledge. This is due to the fact that the study of support services is essentially concerned with the work of practitioners and policymakers directly. As a result, even if supporters wish to innovate their practices using academic sources, they do not have access to any established theoretical work that can help them. Often, I was concerned that if I completed this conceptualisation work delayed, or if I did it incorrectly, a passionate and goodwill supporter from another part of the world would witness a refugee's precarious economic situation deteriorate due to their adopted non-scientific support methods.

In this way, I became increasingly aware of my role not only as a researcher, but also as an engaged scholar through these readings and conversations in my first year. The methodological nature of Action Research and the opportunities provided by the partner organisation both convinced me that I would not only be able to pursue new knowledge in this project, but also contribute to the development of practice as well. As a researcher, I believe I must strive to achieve this impact, or at least attempt to do so consciously.

Therefore, I have also attempted to define myself as the external advisor and support capacity of my partner organisation while delivering interventions; for example, I designed and organised the 2022 Aston-Propeller business hackathon for refugee entrepreneurs. Not only is this a manifestation of my proposed theoretical approach, but it also illustrates my commitment to maximising the real-time impact of my research. Furthermore, I was fortunate enough to have the support of my supervisor in obtaining an impact fund from Aston University to actually deliver the hackathon properly, which allowed me to build on my ability to dynamically translate my theoretical research into practical impacts.

My identity: as an ethnic minority migrant

When it comes to my personality, I am not very good at actively sharing my feelings. Working with refugee supporters and refugee clients for over a year, my role as an engaged scholar has allowed me to explore myself, which in turn has enabled my research. As a migrant myself who arrived in the UK in 2018, my own experiences of adapting to the socio-cultural environment and building social and adaptive human capital echo those found in the

integration literature. Hence, these experiences have enabled me to be more empathic in my interactions with supporters, as well as in my interviews with refugees, when it comes to using my own story to break the silence.

However, I was also aware that, as a researcher, my own experiences could not be used to guide the other participant's responses. Consequently, I began consciously recalling and writing notes about my integration journey and relying on these example stories to assist me in explaining the questions I was asking during those interviews. Afterwards, I found that this not only helped the refugees understand what I wanted to ask, but also shaped our rapport. In one instance, I attended a support activity in Region-A with another refugee, and after completing an interview with a gentleman, he found out that I had only lived in Region-B, UK, since 2018. I was given a tour of the city centre by him. I can feel his confidence and happiness on his face, as well as his eagerness to share his city, himself, and his love of this country with me - a newcomer even 'newer' than him. On the way, I had the opportunity to meet his colleagues and friends and chat with them. I was offered a Coke by him and asked if I would like to join him for a chat on my next visit. For him, at that moment, these conversations were no longer a Q&A that needed to be carefully deal with, but rather a natural sharing. From a methodological perspective, I treasure the insights I gained from them in a natural, relaxed environment, and I am glad I was able to turn these insights into practical work that is beneficial to their economic well-being through my role as an engaged scholar. This is also one of the reasons why I enjoy working on this project and being an engaged scholar.

Development of research: Trust from the partner

My involvement in the partner organisation's strategic meetings began in early 2021. During those meetings, only senior managers and individual project leaders attended. These meetings were used by the management team to discuss all the projects that the organisation is delivering and possible development opportunities. In terms of timeline, this was also an induction stage before my overall fieldwork. Prior to that, I was more in touch with the chief innovation officer of the organisation to get details about the organisation and conduct some ethical and research preparation for the research. Almost all of the organisation's meetings were held online, as a result of their highly hybrid working model in pandemic time. My participation in the strategic meetings was, therefore, an invaluable opportunity for my immersive rapport-building with the organisation, on the one hand, but on the other hand, I felt this was a good opportunity to demonstrate the importance of my research and my value to the wider practitioner team. The participation in the ground-level discussions, however, presented a challenge to me. I found that the names of people, details of the projects, timelines, and service-related terms mentioned by meeting participants were alien to me. As well, I unconsciously tend to use academic language to explain my ideas when I attempt to share with them. In our first few meetings, I almost felt that a communicative barrier was developing between me and the team of the partner organisation.

I attempted to resolve this problem by taking a lot of notes during meetings, researching for detailed information by myself, and asking questions to senior management via email. Using this approach, I was able to gain an understanding of the organisation's support activities and strategic planning comprehensively. By acquiring this information, I was also able to comprehend the phenomenon more effectively during the data collection process and gain the trust of my practitioner colleagues. Retrospectively, I am glad that I did not begin by focusing solely on the organisation's business support services. My understanding of the links between their different services in fact went a long way to enabling me to come up with a systematic intervention plan. I also learnt that for action research, only a greater understanding of organisational settings could, on the one hand, enable the researcher to be more organised and realistic in applying and localising the theory, and on the other hand, enable the practitioner partner organisation to understand the professionalism and commitment of the researcher. This creates a valuable level of mutual trust in my collaboration.

Data collection and analysis

My observations of frontline services went very well throughout the year. I normally marked my calendar with all the support activities that I was able to attend as part of the intervention delivery of the partner organisation. Additionally, the frontline delivery teams became accustomed to my presence and were more and more willing to share their thoughts and insights with me. In my master's thesis, I collected data primarily through semi-structured interviews. As a result, I consider myself to be more experienced in conducting interviews than in observing. However, due to the vast variety of interviewees in this study, I was also prepared for the challenges ahead. Generally speaking, I followed the semi-structured interview approach when interviewing global support organisations' managers, senior management teams, frontline workers, and refugees. In the first one or two interviews with refugees, however, I seemed to be overly attached to the interview guide because I always worried whether other probed questions were appropriate or not. As a result, I began reviewing my recordings after interviews as often as possible to identify any potential shortcomings.

Furthermore, I learned how to deal with emotional/sensitive interviews. During one interview, an interviewee wept as she spoke about the discrimination she had encountered in other support activities. Honestly, at that time I wasn't fully prepared for managing that situation. But, I am glad I did not show panic, but rather tried to comfort her as best as I could and give her enough time to move on from that topic. In addition, it reminded me in the future, I should have prepared in advance to handle possible emotional situations: for example, providing more time for the participant to calm down, changing the topic, or discontinuing the interview after consulting the participant.

Regarding data analysis, the huge amount of empirical data that action research enabled me to obtain was both a surprise and a source of stress for me. I obtained 95 interviews in total over the two action research cycles, which resulted in nearly one million words of transcript and 62 observation notes. Although I have always considered myself adept at connecting codes and themes theoretically, the sheer size of the data increased the amount of work involved in analysis. The efficient completion of the data analysis was also important for facilitating the development and implementation of the intervention programme according to schedule in the context of Action research. During the fieldwork, I conducted three rounds of very informative data analyses, which resulted in the identification of a huge number of fragmented themes. Upon completion of the action research, under the guidance of my supervisors, I also had the opportunity to simplify and clarify these scattered themes and use them as the basis for writing the thesis.

Writing the thesis

Due to the methodological nature of action research, I needed to analyse data alongside my fieldwork. For instance, the second intervention cycle I designed was based on my analysis of the data from the first intervention cycle. Thus, my first draft of this thesis was completed by the end of December 2022. Specifically, I completed the literature review and methodology in the first half of 2021; wrote the finding chapter related to the fact-finding data collection stage while delivering the first intervention cycle; completed the finding chapter related to the first intervention cycle while delivering the second intervention cycle; and the finding chapter associated with the second intervention cycle, the introduction and conclusion, which were completed successively.

The quality of that 100,000-word first draft needed to be greatly improved at that time. The reason for this was that writing during the action research process had led to my lack of a holistic view of the entire project, and at that time, due to the constant emergence of new data and findings from action research, I was too eager to explain every theme and my reflection

in my writing. Nevertheless, this resulted in a disconnection between my theoretical arguments. As a result, I undertook a rewrite-level overhaul of the entire full draft in 2023 under the patient guidance and advice of my supervisors. I sought to structure my discussion of theoretical arguments so that the entire monograph would consist of many incremental, coherent arguments that closely align with the research questions. As a result of this experience, I was also made aware of how powerful action research is as well as the challenges it poses to academics. Due to the multi-cycle structure of action research and the parallel theory-practice synergy in its development, researchers are required to collect, analyse, and share data in a high efficiency manner, to conform to the project timetable. Although the abundance of data provides a thesis with the opportunity to excel, it may also challenge the researcher's ability to develop a holistic understanding of the longitudinal study's outcomes. Consequently, the researcher must adopt a cautious approach, constantly reflecting on the theoretical anchors and using new findings to interpret previously written chapters in order to develop a coherent and systematic theoretical argument.

Supervision

There is nothing but gratitude in this section. Throughout this research project, no matter what stage I have been at, my supervisory team has shown me trust, patience, and support. Throughout the process, they were always concerned about my research progress, my work-life balance, and my academic interests and vision. For me, they created an academic environment that was enjoyable, creative, and respectful. As a result of being able to express my opinions freely, and share my joys and concerns with them, I was able to remain confident and worry-free in my quest for knowledge. It is with sincere gratitude that I pay tribute to them for their guidance, supervision, and friendship.

Appendix I: Timeline of RO-AR field work in this project
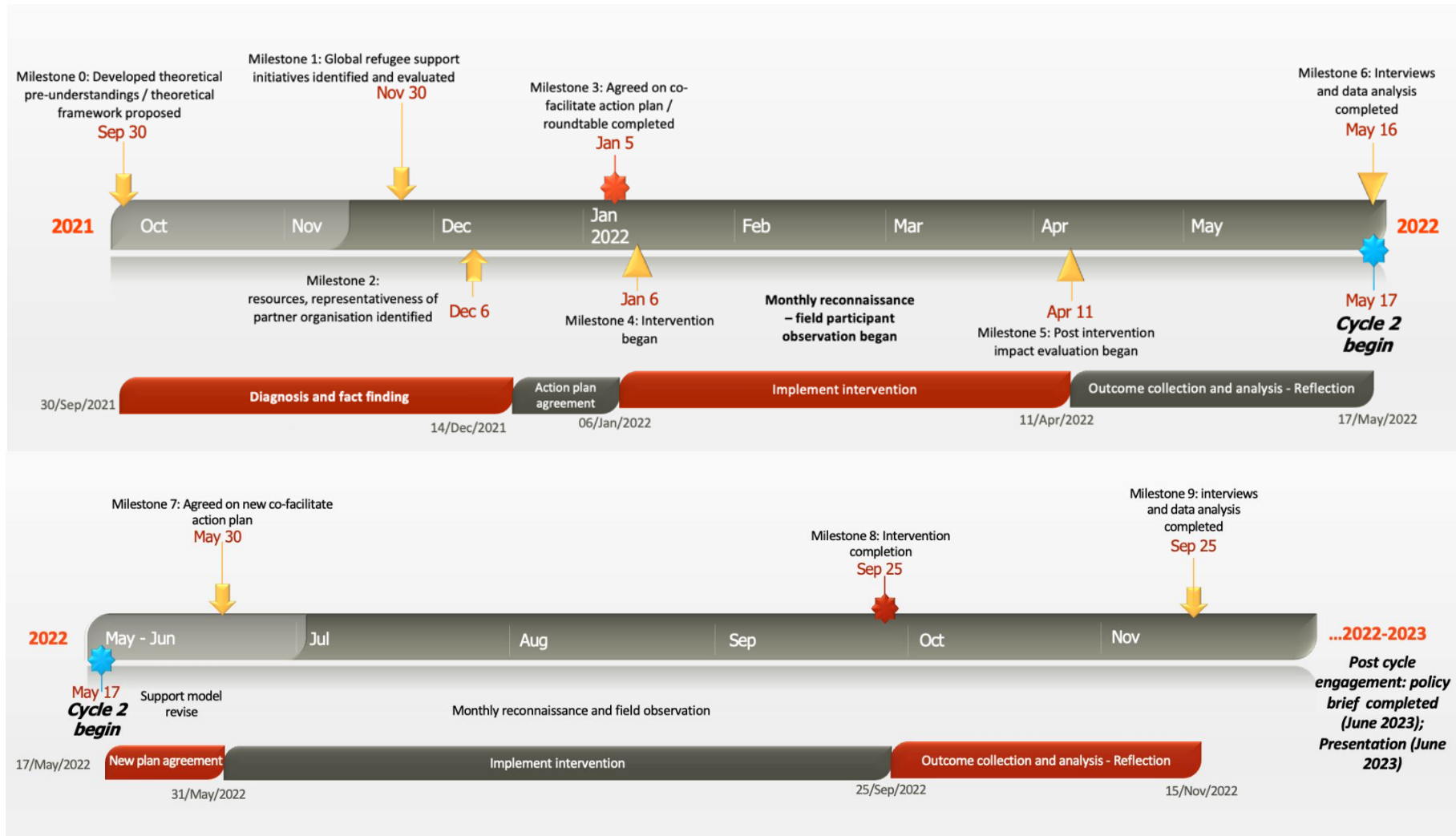
Appendix J: Published policy brief based on this project

Igniting Change: A Comprehensive Approach for Business Support Providers to Empower Refugee Entrepreneurs

Policy brief for business support providers and policymakers

Shuai Qin
Centre for Research in Ethnic Minority Entrepreneurship (CREME)

The role of business support providers

Igniting Change: A Comprehensive Approach for Business Support Providers to Empower Refugee Entrepreneurs

This policy brief sets out the **key role of business support providers** can play in realising the potential of refugee entrepreneurs. It establishes the importance of a **holistic approach** which benefits refugee entrepreneurs and the wider community. The insights we share draw from an innovative three-year longitudinal action research project conducted at Propeller a thought leader in the field refugee integration. This study by Shuai Qin from the *Centre for Research in Ethnic Minority Entrepreneurship* at Aston University casts new light on the value of entrepreneurial support in this crucial area.

The context: the current landscape

Global instability has caused **27.1 million** people to seek refugee status as of 2021. The economic livelihoods of these displaced communities are of great concern to all sectors of society. Refugees are **1.5 to 2 times** more likely than local nationals to engage in entrepreneurial activities (Hanna, 2022. While their contribution is significant - with ethnic minorities and new migrants adding an estimated **£25 billion** per annum to the UK's economy (Kasperova et al., 2021) - refugees face unique challenges in their entrepreneurial journeys. These challenges often result in a gap between rich and poor regions, and unequal economic resources within the business ecosystem. Therefore, a bespoke, comprehensive support system for refugee entrepreneurship is essential for social and economic integration. Beyond the economic benefits, a socially inclusive environment for newcomers is crucial to their integration into the host country.

However, with more than **130 organisations** eager to provide entrepreneurial support, there's a shroud of confusion around best practices. This ambiguity, coupled with the immediate needs and precarious lives of refugees, magnifies the urgency of refining these support mechanisms.

Refugee entrepreneurs are constrained by multiple barriers

- As a result of forced migration, refugee entrepreneurs are typically unprepared and lacking in entrepreneurial capital to start their own businesses. They lack language proficiency, qualifications, start-up money, social connections, adaptive skills, and market knowledge.

- As a result of the turmoil experienced by refugee entrepreneurs, their careers and personal lives are disrupted, which results in trauma and the need for them to rebuild their professional confidence.

- A host country's reception and resettlement system create complex exogenous hurdles for the development of refugee economic activity, including repeated residential relocations, alienation from training and markets, a lack of access to information, and ethnic segregation.

- Refugee-owned businesses typically operate in co-ethnic markets with low margins of profit and rely on only family-based business support. The absence of a 'track record' limits their opportunities for development through finance and collaboration; racism and xenophobia restrict their ability to expand into mainstream markets.

- The specific needs of refugee entrepreneurs are rarely catered for by the current one-size-fits-all business support models.

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□ The UK lacks a consistent and comprehensive policy to guide local efforts to help refugee entrepreneurs. This creates a mismatch between the market opportunities for successful start-ups and the availability of support for refugees who want to start their own businesses. As a result, many refugees cannot fulfil their economic potential.

Together, these issues significantly constrain the aspirations and potential of refugee entrepreneurs with diverse backgrounds and talents in the UK, holding back post-Covid-19 UK economic recovery and the country's commitment to social equality.

Unleashing the growth potential of ethnic minority businesses

Entrepreneurs need quality and tailored business support to succeed and grow. But refugee entrepreneurs need more than just generic business support. They require a client-based, tailored approach, which acknowledges their unique journey from forced migration. Current mainstream support systems largely marginalise newcomers, overlooking their dynamic needs, often resulting in high-risk business decisions that exacerbate their precarious situation. This can exclude refugees from the entrepreneurial scene and limit their resources. It can also force them to make risky decisions that harm their economic and social well-being.

Recommendations

Based on my three-year research with ACH, I propose a series of concrete recommendations. These actions aim to encourage business support providers and policymakers to adopt a holistic approach to support refugee entrepreneurs, bolster their aspirations, and contribute to their well-being and the wider economy.

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(1) Business support providers for refugees should **recognise and embrace the distinctive needs of refugee entrepreneurs** and innovate their services when creating and assembling support initiatives.

- Traditional and mainstream business support services often have a transnational and consultative nature with explicit or implicit eligibility restrictions for participants. For instance, participants must have registered with the company house, have a business plan, possess basic digital skills, language skills, and a basic understanding of cultural and market issues.
- It is essential that business support providers for refugee entrepreneurs are familiar with both the distinctive (compare with local and migrant business owners) barriers and structural limitations they face in accessing regional business resources, as well as their marginalized position within existing business systems.

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(2) Business support providers need to understand how **refugees' social integration journeys** affect their entrepreneurial activities. This will help them to offer **tailored services** that suit their clients' changing needs.

- The impacts of diverse barriers in the social integration of refugees on their economic life need to be considered in a targeted manner within refugee business support. For instance, limited commuting distances for their attendance in support activities, language barriers and lack of confidence prevent them from participating in training, continual relocation leads to their limited opportunities to build social ties, and lack of digital skills and knowledge about paperwork causes their inability to register independently with the company house.
- Support services should promote synergy between social integration and economic integration based on their understanding and diagnosis of the refugee integration process.

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(3) Providers of business support must strive to establish **long-term relationships based on trust** with refugee entrepreneurs in order to gain a comprehensive understanding of their needs and shape bottom-up support programs.

- Existing entrepreneurial support services for refugees are highly fragmented and reliant on short-term project funding, which hinders the development of long-term relationships.
- It can be beneficial to increase community trust by avoiding top-down structural design and consciously designing solutions to support refugee aspirations by incorporating the views of refugees.
- The development of a long-term relationship with clients enables support organisations to gain a greater understanding of the refugee integration process and the diversity of needs that result, which is vital to ensuring the effectiveness and quality of personalised support.
- Supporters could gain positive word-of-mouth within the refugee or ethnic community as a result of trusted relationships, which, in turn, reinforces communication and participant engagement between the organisation and individuals.
- Developing long-term service relationships allows supporters to design and create cumulative service experiences and service provision, enabling innovation and the development of expertise to be incremental.

(4) Refugee business support providers should pay attention and respond to refugees' wider life re-building needs, be aware of refugees' well-being, and **avoid focusing solely on or 'selling' entrepreneurship**.

- Supporters should develop the knowledge and capacity to translate the risks and opportunities that different integration scenarios may present to refugees seeking to become entrepreneurs.
- It is important for supporters to emphasize to clients the risks, challenges, and predictable outcomes of engaging with support services and to conduct periodic surveys and dynamic adjustments to services as necessary.
- Entrepreneurship should be viewed by supporters as an avenue for refugees to achieve economic independence, rather than as a necessary or simple alternative to employment.
- Supporters should actively examine the sources of refugees' entrepreneurial enthusiasm as well as avoid anxious 'job seekers' who have unrealistic expectations and irrational beliefs about entrepreneurship.
- Supporters should design support services to maximize entrepreneurship's contribution to refugee well-being rather than designing services in order to energise/force refugees into entrepreneurship.

(5) Business support providers for refugees should contribute to the **resolution of structural disadvantages of refugee entrepreneurs** by connecting with stakeholders across sectors and further representing community voice, and ensuring the sustainability and growth of their support services.

- Mainstream support providers have most of the business support resources, but they need to learn from and work with refugee supporters to reduce refugee disadvantage and exclusion.
- Supporters need to take the lead in fostering regional inclusion by developing themselves and collaborating with regional business support networks. This is vital for improving refugees' access to more business resources and market opportunities.
- Supporters need to work with policymakers to co-create and advocate for an inclusive enterprise policy agenda. This will help to increase institutional awareness of the need for a holistic approach in support and the complexity of refugee entrepreneurial needs.

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- Supporters need to build relationships with other stakeholders from different sub-sectors that are important for refugees' integration journey (e.g., churches, hospitals, libraries, community centres, job centres, universities, charities, housing services, language training). This will help business supporters to understand and address the refugee integration journey and its effects.

These recommendations constitute a long-term, ambitious agenda for everyone involved in refugee business support. Most support organisations are resourced by government contracts and foundation grants. But they need to adopt a transformative bottom-up design logic that supports our holistic and relational approach. The main challenges to this approach are the strict bureaucratic norms of funding, the focus on economic/numerical outcomes, the eligibility issues of refugees, and the ability of support organisations to listen to refugee voices. However, we strongly believe that policymakers, public-funded business support providers, and others can effectively shape and fuel this tailored support model for refugees.

The agenda should be based on 'best practice' and research findings; developing a practical blueprint from research and practice; and building consensus between support organisations and policymakers. Supporters need to see the holistic approach as a unique skill and expertise that they need to respond to refugees' integration journeys. Funders also need to be more flexible in evaluating their contractors and grant recipients, and consider the social benefits of refugees' inclusion and integration as well as the economic value. All these activities should be part of the Inclusive Entrepreneurship System programme - the Refugee Entrepreneurship Section - and show the different roles and expectations of service providers, funders, and others to promote refugee entrepreneurship in a more accurate and inclusive way.

Contact
Please contact CREME Centre Manager Gurdeep Chima to discuss this policy brief in more detail.

Appendix K: Supporting quotes of finding chapters

Not being aware of rights: • 'You only have half an hour or an hour with someone, but very often they don't know about their benefits, their immigration status, accessible career services, family reunion application and legal rights [...]. This makes them not fully aware of their situation and true motivation for business [...]. After you find the correct people to answer their questions, they might be off-put easily by entrepreneurship and tend to focus on something else in their life' (LO25). • 'Many people need a long Q&A session about [applying for] benefits, housing, policy changes, general about their life. I think they've seen most of the information we know, but they can't figure out what this [policy] change or an initiative, or some criteria mean on their application. Do they have anything to do with it? There are even hearsay rumours sometimes' (LO35). • 'Others, we found, like certain barriers about knowing their rights, what they can and can't do economically and socially, sometimes more like helping them learn to live, not learn to be locals, we don't push them to do that, but as a new version of themselves that understands rules, rights, freedom, and deserves justice. But we don't have a fixed session on this, maybe in the future, but for now it's just individual-based counselling and problems-solving' (LO34).	Integration constrained awareness	Integration-informed distinctive conditions in RBS
Not being aware of changed socio-economic situation: • 'When you really ask them more questions, you'll find they just wanna make some new friends or get some skills from this support without really realising how much they're going to commit and how much they're going to risk in an entrepreneurial project' (LO18). • 'You can't underestimate their talent, but you can't assume they know what they want to do and are saying [...] Many entrepreneurs come to us crying like saying brother, sister helped me. I borrowed £100,000, opened a restaurant and now you know I can't make my repayments [...we use] a one-to-one approach that puts the person at the centre, not the business [...] I can have five people will want to open a restaurant. It's not the restaurant that's the problem, it's the person that's the challenge' (LO9). • Obviously in some cases they may want to have [their] businesses which are about entrepreneurship, but in more other cases it may just be about sort of almost lifestyle in the host society, about their family or whatever learn about ways to get income, which is also a perfectly reasonable objective (LO42). • 'We are at a small city, you know integration will go through a few phases if we talk for about refugee specifically and initially it is that getting the basics really in place, making sure that you know there's money coming in, making sure that they got housing...employment or business is definitely something needed' (LO35).		
Lack of trust: • '[…] refugees, when becoming entrepreneurs, they don't familiar with the language, the services, the system [...] could have a dearth of trust as they don't quite understand what you are saying, doing and planning and can't express their ideas [...] so that trust is so important before they decide to engage with actual support' (LO1).		

	Limited readiness for participation	
• 'I think we think [the core] it's built trust, because it's honest about the inclusion and the work that they wants to do. So for example, just to give you a concrete example, half of our team are people, refugee people, or people who have a refugee status […] This is because trust is an issue here to help the community, or even before that to allow us to understand them' (LO14). • 'But I would also add that we are a very diverse team. [...] we have so many people and from different backgrounds. There are so many people from all different cultures applying to our program [...] and that's how we break down trust barriers. Many organisations fail because they don't have that trust in the community, they don't have that reputation, and minority clients don't know how to or don't want to share and engage, which is natural because nobody wants to waste their time. The organisations need to fit in their shoes, otherwise even when clients open themselves, they may not get the results [supporters] promised' (LO18). • 'Like these support systems, they have a big problem in reaching migrants. And I think that's one of the reasons is that is a lack of trust perhaps. Trust is the foundation of further engagement, they enjoy work with us so that they want to share more to help us understand them or like you said get the data, not the other way around' (LO19). • 'I mean what has been said around trust is a really big one. So if you're a business support organisation in the market, your website will featuring mostly, white people or people speak native language and you're maybe not connected with networks that are already supporting or working with migrant entrepreneurs. Then you're less likely to sort of have messages that resonates with these entrepreneurs, and they're gonna be less likely to take you up on your offer programs if you're not seeing people like them with similar backgrounds taking part in those programs that are potentially going to opt out. […they will say] it's not for me, I'll find something else that is design for me' (LO20)		
Constrained energy, language and distance: • 'We have to put ourselves in their shoes, they may not be able to come and receive any support when they move far away, this means we might have to go into the community. When they're unable to communicate verbally, lack confidence, want family reunions, experience trauma, and stress [...]. This is all related to their involvement in our program [...]. To help them engage with support services, we have to take into account these wider needs, either offer advice or refer them to partners' (LO40). • 'They're the participants have settlement issues or family issues or health issues because they're coming from a trauma background, where they haven't been able to take care of their health as well as you know, other immigrants [...] And so sometimes they have to pause their place in the [support project], which means that I take them out of the one-on-one coaching and open up a spot for somebody else' (LO30). • ' […] a lot of them English is not their first language. A lot of them technology is quite hard for them to access and for some of them they might have some learning difficulties. That means they need extra support to kind of. For example, maybe learn how to pitch, they want to learn how to push their business, but they might not know how to join a zoom call for example before having that business. So there's already that barrier in place for them even though they really want to access that content' (LO23)		

- They want to get used using their certification or qualification to find a job. That's their first goal get tested and that's the first aspiration that they want to do, you can imagine, to move away from their original aspiration will influence their, let's say, engagement and achievement in the future in entrepreneurship journey (LO33). - I think people that are highly qualified, should be able to use their, you know, their, their highly skilled their qualifications and fine and integrate them. Yes. So I think that's the solution, actually, to integrate these people into the professional workforce. Rather than letting them all set up business, I mean, okay, that's beneficial in terms of economic, but then you're taking away the aspirations of people (LO33)	
Limited access to integration services independently: 'You need to be careful as they might not have access to the internet, not realise there are [any] services like ESOL courses [English for speakers of other languages training, in the UK] because of their information barrier' (LO35) 'Like these support systems, they have a big problem in reaching migrants. And I think that's one of the reasons is that is a lack of trust perhaps. Trust is the foundation of further engagement, they enjoy work with us so that they want to share more to help us understand them or like you said get the data, not the other way around' (LO19). - There's not much information available for them like we [as support organisations] do, and they don't know what needs could be served accordingly on the market, the limited reach out of organisations should be blamed as well, so they rely a lot on existing relationships, friends and family, or previous case workers, and we've seen lots of examples. You can imagine that if the integration services are missing in a certain area or field, or the support organisations don't talk with each other, it's much harder for those migrants to meet their needs and deal with challenges' (LO37). 'If you [refugees] do need more than that [business service], we will signpost you to different organisations in our network, like other support team, or we can consider it for another run of the program ourselves. I think that's really important because business owners don't really have the time to separate their business needs from their personal challenges, yes they have a goal, and all their challenges mix up together' (LO23). 'I think a major limitation because most of the services around us is just a brochure, they kind of prefer you to first speak on the phone and get that information from you and like no matter how much you try to ask the questions I still feel like you don't get the right answers, it's really challenging' (RO6).	
Human capital: 'They normally don't have the opportunity to work for a UK company to know about the industry or get a reference [...] So that's something that we hope to do and move into in the future, a bit more of the kind of internship to give people the experience, get something to put on their CV and the skills in a particular field' (LO38). 'It's important that you provide an upskilled training sort of stuff, but it doesn't necessarily apply to everyone. For example, one client knew where training was being offered before she came to me, but it wasn't inclusive enough, the schedules weren't flexible enough, it was too far away from where she lives, and she was under a lot of family pressure, a four-year-old to look after [...]. So, I had to talk to other providers [of training] to match the right training for her (LO34).	Integration-constrained entrepreneurial capital

• 'Because I really think that [English lessons] it is essential, especially when, you're working with an organization or company, supplier or customer, you're sending emails, make phone calls that says a lot about, I guess, the level of English and so on, which is quite important to show that you can communicate' (LO33). • '[…] talking about the obstacles and the problems they're having identifying is for sure a lot of people come from a totally different cultural background […] from a business point of view, It can be also advantage for sure they have some connection to their home countries and some complementary skills here. We use their connection sometimes for their business capital so it's not always a disadvantage for sure. But first of all, due to their varied cultural or professional experiences, to understand how the German people work in the German mindset for these people in order to work with suppliers to work with clients takes quite a long time' (LO16). • '[…] they don't understand Australian business culture. Sometimes they speak very little English. Sometimes they're still in that settlement process. So finding secure housing, still feeling, you know, assimilating into some of the key things in the community are all related to their upskilling, those are part of the journey of their upskilling that you can't ignore, like key variables, You know what we've needed to do is create a program, obviously, that can support all of those variables' (LO30).		
Social capital: • 'I don't think it's right to always define their lack of social connection as a language problem [...], sometimes that may be due to the pressure of life or confusion, you will find that their English is good enough for daily life but they don't have that willingness and confidence to interact [...]. At that point maybe you need to make them understand the significance of these interactions for their career development rather than giving them language training' (LO33). • 'Due to their differences in journey, connections to their homeland, and familiar ways they built social relationships in the past, many people may not feel comfortable reaching out to businessmen who are foreign to them for a variety of reasons, such as their unpleasant experiences, views of their family or friends, etc. It's always important to figure out why, because we're giving them the tools and the opportunities to build social relationships that are conducive to entrepreneurship, not creating relationships for them, we just can't, it's their collaboration' (LO39). • '[…] when you are sent into the same room having the same interest with your fellow like the host community, then you won't feel difference. Because that means you are participating in those programs with you or whoever, like you're connecting with people going towards the same goals, on the similar journey, regardless of your backgrounds. And that would encourage more relationships together that's gonna that's going to create the real integration with the horse community does create possibility for partnerships and collaborations […] it's never a simple design' (LO27).		

• 'A program needs a little more discerning and saying, well is it actually the best option in their life situation? cause it's really hard to do business. Most people can't, I would never be able to be an entrepreneur. Most people also aren't entrepreneurs [...] Or maybe you know, job training can be the best option and we need to look at their aspirations in an open way' (LO14). • 'While we can help entrepreneurs, we don't know enough about refugees' lives, situations, and journeys as their needs become more diverse and complex. [...] they need the right information from us to really understand the business world in this country, but we need the right information to know what we can help with [...but] because of their diverse journey, we really need outside expertise to get to the bottom of their barriers' (LO31) • 'At first, you can feel they're quite defensive [...but our method is] we won't push them into anything [...we] foster that relationship first, always being real with them [...] side by side with the clients and we'll chat to the clients, we'll laugh with the clients and we'll go play table tennis with the clients [...] The clients can come in and sit down and have a coffee and not be judged, not be badgered. It's just a safe space to talk [...] once they accept us as a friend, we can explore what is their version of integration together' (LO35). • 'If we try to make someone to set up their business, let's say, forced into the entrepreneurship journey that will necessarily bring them successful business or business ideas, because they have to set up the businesses because of the barrier in your market' (LO33). • 'We offer a regular meeting every beginning of the month, with the entrepreneurs, to do a diagnostic of where the entrepreneur is at, and how the project is doing. And throughout that one-hour meeting, we're able to maybe connect him with the communities that surrounds our programs, and help him you know, solve the different problematics that he is he or she is facing in life and re-evaluate their economic situation and the rationale of entrepreneurship' (LO14).	Integration-informed entrepreneurial diagnosis	Practically-adequate embodiments of RBS
• 'It's more a question of knowledge barriers, because very often refugees need specific kinds of pre-help […] and get prepared to engage in business support because of their precarious life or family situation [...] But this actually challenges our expertise [...]. That is why we have been seeking more conversations with refugee experts and other organisations to collect data just to develop this knowledge' (LO20). • 'We set up a customised service for each individual because maybe they don't have family to help them, maybe they need to make friends, maybe they need to know the industry first [...] I'm not going to motivate them and get them excited to do something they don't want or aren't capable of doing at this [early] stage so we don't motivate' (LO9). • 'the business community is not homogeneous, and it varies by sector, by gender, by location, ethnicity, but there needs to be targeted strategies for responding to their understanding nature of them before talking about business [...] it's never really about the business community. It's never really about the business, it's about the person' (LO24). • 'We are proud to work with organisations that want to share, replicate, and grow up [...] we actually have specific funding for that [...] a yearly initiative [the name of the initiative] for organisations to share knowledge of what they do [...] It's a really important part of shaping our methods of social innovation, service, and inclusion' (LO15). • 'Because I really think that [English lessons] it is essential, especially when, you're working with an organisation or company, supplier or customer, you're sending emails, make phone calls that says a lot about, I guess, the level of English and so on, which is quite important to show that you can communicate' (LO33).	Entrepreneurship related integration support	

• '[…] we also have what we call co development workshop. So it's basically helping each other out with it's more like, how would you say this peer to peer kind of problem solving. So we also have these kinds of workshops that are available for entrepreneurs, or entrepreneurs can also come in our workspace, we have a co-working space dedicated for entrepreneurs in Paris, to allow them to come and work in that space to have that if they need a particular space for meeting people, immerse themselves in the society, or work on an idea with someone (LO14).		
• 'Many clients don't lack communication confidence, they just don't get the opportunity to interact with like-minded locals and other communities enough, you know because of the racist stuff. [...] These cross-community interactive training sessions were designed to create just that kind of platform for their knowledge sharing with others' (LO10). • 'First, you need to know what's the problem, why the refugees are hard to access funds from banks for their businesses [...] is it a [refugees'] distrust problem or banks' risk assessment policy or actually both? [...] we found banks traditionally won't have a relationship with refugees and they tend to focus on efficiency, it takes a lot of learning time for them to understand how to work effectively with people who know nothing about banking [refugees...] that's why we create these three interfaces to make refugees more knowledgeable about banking, offer supporters materials to coach and work with banks [...]. [We will document] how much [and] where they're [refugees] spending money [...] accumulate this pattern, and to advise the bank on how much loan this individual can afford, how much loan it's prudent for the bank to [loan] in terms of risk taking' (LO11). • 'We are encouraging external organisations [other companies and social actors] to become more diverse and inclusive to engage with our support activities. We are using that by exposing the pool of talent that we have, that are all you know, coming from different backgrounds and different nationalities and so on. But we are also you know, in our networking events, just expose them as much as we can, to allow external company, investors, to know and interact with our clients' (LO33). • 'I will either orient the entrepreneur to, for example, our co-founder, or people within the staff of [organisation name] who are very good, or who have certain skill sets that can meet the demand, or when it's something maybe more specific about varies topic that constrain their entrepreneurial activities, and that's not really internally present within [our organisation], then I will contact our ecosystem, and allow our partners and our people that know clients work closely and regularly to provide advice. And they will either come in and do a workshop for all the entrepreneurs or they will individually advice and help that entrepreneur. So we have different I would say resources to pull into to solve varies reasons that limit their business building and growth' (LO14). • ' [...providing services should] remain personalised. For a disadvantaged, newly arrived entrepreneur, you can't use purely commercial logic to evaluate refugees [...] Often, people say that there are lots of opportunities to meet investors, and you can promote your ideas at this or that event, so why don't you go? You should work much harder. But it's not fair, you don't understand how they got here step by step and how many challenges they faced when trying to seize every opportunity, that will be different from the locals, hugely, hugely. [...] Yes, for me, being able to understand these background issues determines whether the support organisation can be called inclusive' (LO25).	Continuous integration-informed capability building	
• 'We need to take a step back and think that entrepreneurship isn't always the best answer. We need to tell refugees about our evaluation and remind them [...] I don't think [this reminder] has affected our relationship because our interactions are not only about entrepreneurship. Apart from talking about entrepreneurship we may have celebrated	Relational capacity	

birthdays together, celebrated their reunion with their families, provided them with training opportunities [...] when they realise we understand their pain and joy, our suggestion won't impact the relationship so easily' (LO38). • 'Even if we take them to a meeting with an accountant or a lawyer and the lawyer tells them what to do and the accountant tells them, cause they're the experts, after in my car, they will turn to me and say, [name of LO9], what should I do?' (LO9). • 'We realise our program can't base on pre-set structure, it is based on one person being in the community...we are the slave of the entrepreneur. We help them the way we help a member of our family in all aspects' (LO9). • 'Uh, it's more of an overarching point, but I think it's all about relationship, it's not simply a transaction between a service user and a business. We know from our market research, comparison and experience that trust is the foundation of good service for refugees, the real inclusive service, to care each client's situation, and building trust-based relationships strategically is the start of person-centred support. Without that, it's like those one-for-all ones, which aren't, not inclusive' (LO22). • 'I believe this is a strong point of our organisation. We are small organisation, first of all, and we have different strong connection with refugee community due to we have an open cafe where we invited people and they get to know us not as a focused on intrapreneurship organisation, but also as a supportive organisation' (LO16).		Needed capacities of supporters
• 'Whatever their picture of integration is, looking to employment, looking to retrain, looking to continue a course potentially that they stopped because they had to flee [...] It can be a really wide range of things and it's a pretty holistic approach [...] we offer sports activities sort of cultural trips, English language provision as well [...] We rely on having strong links with other [resettlement] organisations that we can refer to' (LO35). • 'What I'm wondering is how many support organisations really get why refugees want to be entrepreneurs or find a job, and what consequences it has for refugees? I bet many organisations don't or pretend they know, like we're learning, but it's really a crucial learning curve and important for services [...] Because it's not just an idea you're supporting, it's a living, breathing human being' (LO29). • We don't define ourselves as entrepreneurship or employment support, because our specialty is to help them in their overall life [...]. For example, some people aren't suitable for entrepreneurial support at this stage, so we need to figure out why and make sure they are aware of those challenges, like they're still dealing with family issues, trauma issues, and aren't in a position to do the support activities that we know [...] no we don't make decisions for them, just advice based on what we know and access [...] yes if they still want to, we will connect them with those activity as best as we can' (LO38).	Integration-based intellectual capacity	
• 'We actually organise three different programmes for pre-start-up clients, start-up stage and post-incubation growth stage [...] Our internal trainers are staff [...] who have developed the content for the curriculum and the training programmes and who deliver the presentations, who are facilitating those weekly sessions, who are kind of coaching and overseeing [...] And if they are in a certain industry, we try to tailor them with the support from either a specific mentor, advisor or buddy volunteer' (LO1). • '[We] will directly contact the entrepreneurs just to know how they're doing. And then ask them to, you know, complete the survey [to understand their needs]. We also have collective workshops that are animated and	Business support capacity	

facilitated by experts in different fields. So that can be funding experts, communication experts, branding, expert design, UX experts, so really on a lot of different themes' (LO14). • 'Our community is now about 250 entrepreneurs and anyone time will have 50 entrepreneurs in program. So that's the vast majority of our community who are not getting accessed to structured support. So the network aspect of what we do has to be really strong. So if you're in our network, you can get access even if you're on a program you can get access to, drop in support sessions. You can book advisor sessions, you can book into the clinics you can connect with other entrepreneurs online, we have WhatsApp channel where every week we have broadcast opportunities going out to the whole community which are advertising other ways you can get support' (LO17). • 'So we do that as part of the program and they get the mentoring and they get the workshops in the beginning of the program. But then we have continuous workshops and throughout the rest of the program we have both the workshops delivered by [name of a partner] which is the funder for the program and they're experts in kind of marketing and social media and stuff like that' (LO5).		
• 'When you look horizontally across different countries and regions, you find that some regions have a higher level of diversity and more successful charities or enterprises that are dedicated to supporting refugees in terms of their language, culture, and skills [...] this may help refugees with their language skills, housing problems, or even their misunderstandings about business supporters and entrepreneurship' (LO25). • 'Collaboration is essential; if we had more organisations around us who were willing to work with us, we could get immigration advice, family reunion advice, language training for our clients [...]. Not only learn from them [partners], we can also provide support with a better understanding of these newcomers' (LO33). • 'not yet [collaboration with PSOs], but why not? We definitely can influence and learn from each other, but I haven't come across or talk to any that kind of organisations in this region [PSOs], but I'd love to work with them! ' (LO35) • organisations that are, like, genuinely, expressing interest in helping migrants and refugees, I think they then have their followers and, and people are talking and connecting with each other, you know, I've been part of that organisation, you can go there, you get support. So, there are all sorts of techniques to reach out to people, for example, in our case, we work with local colleges, and they have their English speaker of other languages, classes, and we are reaching out to our clients through them (LO33). • 'So there are a lot of things being put into place right now by the government from the precedent year to really facilitate the sharing of skills and facilitate the kind of communion between nonprofits like ours [...] So yeah, I'd say for all of these reasons, we see more and more structures that are interested in doing so. And because of that, we [can] develop kind of specific workshops dedicated to responding to those those demands' (LO14). • 'So we need to get [capacity] resourced [...] Sometimes there are business support services throughout the region [...]. but [city's name] government has wanted to uphold that they didn't want to create enterprise support for different groups [...]. This leads to the vast majority of those business advisors does not understand where refugees are coming from' (LO32). • 'With community organising [in this region], it brings different member institutions that may not necessarily have even known that [each's] support exists and they bring them into a room. And then you also see that even though let's say your work is completely different to the other person, there are commonalities'(LO26).	Integration-system related infrastructure for support organisations	Contextual reliance of practically-adequate refugee business support

• 'We have the government [as a potential funder]. [But] they're the hardest to engage with because that's all about numbers. So and our program for business start-ups data, they're not that many because it's not a course. You don't sit in a classroom and do a course' (LO9). • 'I think more kinds of financial support are very helpful [...] cause we don't charge our participants but also [want to provide] some financial support for our participants who actually set up their businesses so help from the government [is important]' (LO5). • 'Many organisations that have delivered entrepreneurial support, like homeless business support are more advantaged [...] From a funder's perspective, this is understandable as they are more productive and can deliver services at scale [...]. But for refugees and this inclusive issue, we're the ones who are advising in the community, in the [detention] hotel, who are more aware of grassroots needs and the whole situation' (LO39). • 'We need to understand our population, and we need to have a little bit more data, informed decision making when designing these programs and perhaps we should leverage some of these existing resources out there as we have a mixed funding source which make us more capable to innovate' (LO34). • 'Actually, we found you don't want to for the public sector to dig design that they need to design the whole process with the community sector [...] now many reputational corporates got the [government] contract and then they fail to deliver on the previous contract to help [refugees], but it makes policymakers happy then it will not impact their ability to get the next contract and that's so infuriating' (LO32). • 'With a smaller team like us and you know, I think just anywhere things would always slip in those [stretch] circumstances when we get to know more career needs from the community. So, I think [related] funding is the big thing' (LO35). • 'For many supporters, they need to work for funding, not work for community [...] Sometimes the two concepts are the same, but sometimes they're not, especially when support people become a work task for their managing authority, it can bias your judgement about resource allocation, decision making or sometimes your efforts on the community [...]. It's becoming a question about how are services evaluated? How are outputs quantified?' (LO27).	Resource-reliance and conformity to the regulatory measurement	
• 'Our business has always been about refugee integration, whether it's language training, housing, socialisation, or entrepreneurship. You'll notice that we're doing a systematic way to deliver this support, because each of these projects represents a small step toward their integration. [...] like an incremental journey, [so that] we can gradually learn about their housing needs, traumatised experiences, skill set, and so on [...] allows us to get a full picture of their situations and struggles' (AO1). • '[What we have] It's primarily that knowledge of working with a community that's kind of often referred to as hard to reach, which is a kind of a slightly pejorative term that is used, but [...]. I think that what we have that's different is [...] If somebody comes tomorrow for entrepreneurship support to see, then it may be that they came for support five years ago for housing, right? They may have come support five years ago for mental health' (AO4) • '[...] and to be aware of, apart from economic life, our people have that skillset and experiences to be aware of the kind of challenges and the opportunities that go along with their economic activities in their life' (AO4).	Propeller's integration knowledge capacity	Propeller's representativeness in delivering practically-adequate RBS

• 'They [refugees] initially have that built trust with [a language trainer], which is why they are kind of comfortable to be passed over to us' (AO3). • 'The trust is there, they just see it as continuing support from the brand of Propeller rather than simple projects so that we kind of build that consistency in the background via the kind of stitching together of multiple projects [...], which aids the trust' (AO5). • 'Through internal collaboration, we share as much knowledge as possible [about refugees' needs] [...] this also includes ideas from colleagues in the community, which are really helpful for our engagement and support activities' (AO4). • Apart from projects, it's just that we maintain that link with them and then having regular contact in this sense, maybe every even if it's a month every couple of months. Just see whereabouts you got on with forming that relationship (AO3).	Propeller's relational capacity	
• 'We kind of recognise that there was a recognition that people from migrant and refugee backgrounds were not necessarily accessing existing business support services [...] So if we kind of go and say look, we're going to provide this inclusive business support service. Some of the existing providers in this kind of area may already be doing that [...] now so what we should do is move beyond with this fund to address those for whatever reason existing service isn't being accessed by a particular community' (AO4). • 'Despite being new to this field, we're not completely inexperienced. We gained some understanding of refugee needs two years ago through the pilot programme we delivered. We learned about other support organisations in this sector and some key contacts in the region, set up the necessary network' (AO1).	Propeller's business support capacity	

Fact-finding phase data and finding themes

Enhanced self-exploration of refugees: • 'When we talked about his life [...] I think the issue is that at the end of the day, a lot of clients do struggle to actually think for themselves. Well, I can do this [through meetings]. So then they have thoughts of their life here, goals for next months, but if we give [them] capital right the way down, they just don't understand how they could possibly do it' (FF3). • 'Because I feel that once you understand their background, you can then work the foreground. If you're trying to work from the frontier about their business idea directly, it doesn't work because you don't know what the hell they've gone through in their life right now and what they thought they can get from this [entrepreneurial] journey' (FF11). • 'Like, ask them why you want this? Why do you want to start this business? Is it just to get money? Is this your passion? Is this something you're good at? [...] And these are questions I always ask [...] You'll find that there are unrealistic expectations or simply just because they don't want to be managed by somebody or don't know there are other alternatives' (FF13). • 'Their family situation is really important because it's about how much time they can put into their business and also the barriers that they could face in support' (FF10).	Facilitated social integration to enhance entrepreneurship	Enhanced reciprocal relationship between integration and entrepreneurship

• '[...] they gave me a lot of things about, before I can to be successful in my business [what should I be aware of] so it's very good to hear their honest ideas [...] before that I hate to think [...] they can have visions for everything and then they asked me if I have realised my risk in this business, my family, the job I could get [...] that's why I decide to start a job with this [company name] because Propeller support me [to get] this job and develop my business afterwards [...] it just feel just more confidence as I realise I know more and regain the control of my life' (RO8). • 'When I first met [name of the frontline worker], I felt like he cared about me as a person need help, not just a business. He [gave me] a lot of advice, helped me plan my time, my work, and assessed how I could balance my office [here office refers to her self-employed business] and my timetable and parenting and make it benefit from my volunteering work experiences [she was doing a volunteering work as a case worker at another organisation] [...] His support has made me feel clear about my life and plans' (RO10). • It's great to have them around, they know what questions to ask and what's closely related to the success or failure of my business. It was like a targeted organisation of my thoughts, life and career plans in this city, focusing on my past, where I am in life, experiences, time, vision, and any difficulties that may arise' (RO3).	
Enhanced accessibility to integration support system: • 'I think a major limitation because most of the services around us is just a brochure, they kind of prefer you to first speak on the phone and get that information from you and like no matter how much you try to ask the questions I still feel like you don't get the right answers, it's really challenging' (RO6). • 'So usually when [RBS supporters' name] identify the background and needs of the client [...] they might can't directly start [business support], [they] could also be introduced to come and see [career advisory provider] for careers advice first, they might want to go onto more courses for digital skills first or likewise' (FF4). • '[...] As we had many conversations [with clients] to help them understand entrepreneurship and their own goals and to identify any possible needs [...] we have limited capacity to respond to all matters, so I have had to collate information from all the trusted service providers in the region [...]. So that I can at least give them information and advice rather than just let them down, and sometimes I even call them on their behalf' (FF11). • 'So last time we spoke many times, there were like invitations, like many festivals, they're gonna try to link me with the other people. So that's one of the way I access more opportunities, potentially services, yes. It's actually about to get my audience and meet my needs, it gave me more soft skills for preparing business. And I need to do effort to do it. They know what I need and help with that' (RO1). • As a result, they're more like my mentors, my contacts, give me information, training, community events [...] I feel more connected and know where to get help even if they can't (RO6).	
Creating a safe space for refugee clients: • 'I don't like go to [another agency], they have a nice room too, always smiling the people there. But they see everybody [including locals] so I just feel because you know I don't speak good English and I often have to explain for a long time there [...]. They give me the feeling like if I did something wrong [...]. I feel uncomfortable and sorry for that [...]. I like it here, yes it's different because, I can feel that I'm like everyone else, that I'm not a different one, people like me can have coffee and talk with all the people' (RO3).	Facilitated engagement and entrepreneuri al capability

• 'I think coming here was life-changing. Every contact and meeting with [frontline worker's name], he sometimes gives me some homework and I always look forward to completing it well and then having the next meeting [...] [The core of the meeting] was business, but not all [about] business, he cared about my life, where I live, my family, and I knew that if I had the questions to ask him not about business, he would tell me all the answers, even if it didn't relate to his work [...]. It's more like a friend to me who helps me for free' (RO8). • 'I have very good experiences with [name of the frontline worker]. I feel [they] more like a mentor. They give me a lot of direction and information like when I need to know how to contact my GP, what travel documents I need, I can ask them because they care about every way of your life [...]. You don't feel like they're a business, but a lot of people who care about you to help you get better in this city' (RO2). • 'They make you feel comfortable to stay here, [make me feel] I am normal here, I can have many simple problems about my business, and that's totally cool' (RO8).		
Enhanced access to regional resources: • 'It's mainly allowed me to meet a lot of people I wouldn't have otherwise met [...]. We exchanged contact information [...] They said I'm okay with my English so that's really nice word, and they also think very differently from me and it taught me a lot' (RO3). • 'I got great experiences after being introduced to the Bristol creative network and sharing my creative thoughts with them [...] Propeller helps me meet the right people in the industry, which has been very helpful' (RO6). • 'I trust [the name of the frontline worker], I also trust the advice she gives me or the people she introduces me to, I know she knows all about me so she will only recommend people who will help me' (RO9). • 'I'm starting to attend workshops. So they're helping with that, good external workshops. So they have, sent me relevant information. I think next week it's like a job fair. A lot of companies and many people are going to be there, if they recommend someone to help me, of course, I expect to go then' (RO10). • Networking, that's what I learn from them and get from them [...] I can meet business lecturers, business advisors [external ones], local entrepreneurs, and that's all because of them (RO7). • 'If you're looking at a very kind of mainstream business support organisation, which often has people that kind of come to them and they found it really difficult to engage people, and we are adding value to some of them in collaboration, because [Propeller] is kind of built up a good reputation, but also we kind of know places to go and we've got very competent facilitators that know about kind of different cultural and journeys' (FF6).		
Attitudinal changes for social integration: • 'I can do more in the host country' (RO2) • 'This is my dream, yeah, this is my dream, and now I have good contacts with people [...] I feel a little bit lonely when I come to UK with my language, you know not good about how to make friends, okay, but later and special at the moment, no I don't feel these feelings because I have a business and I believe I can make things happen' (RO9). • 'The steps I've been taking with them, I think learning make me confident and I was not exact in my starting. Yeah, but now I think I'm confident that enough I can deal with any conversation with anyone about my business' (RO3).	Enhanced entrepreneurial activities shapes enhanced social integration	

Quote	Theme	Category
• 'It's the confidence, 100 percent, that's the big change, I used to be unsure but now I can see my business idea is evolving, I know more and have more skills with a professional advisor who know me very well, so why not?' (RO8).		
Identity changes for social integration • 'I feel that I became mixed [identity], I studied here, made friends [...] and I graduated here [from a training activity], here to advise more new people. I feel like I'm enjoying the process. I can feel I'm helping some people and have the ability to advise them as a local [...]. There are a lot of things and memories associated with this country, and I would like to achieve more here and I will' (RO3). • 'I can just tell my friend that I'm an entrepreneur, I can tell them I can do like this, don't have to talk about my story, but as a professional [...] and yes I can and I love to help people, volunteering with them if they need [Propeller]' (RO7).		
Structural changes for social integration • 'This co-operation is a win-win, with many other businesses eager for the opportunity to understand the needs of new communities in order to be able to serve them [...]. This is not information that people can intuitively and simply get from the Internet. You have to sit with them to talk, share, and ask [...]. Our staff [frontline workers] give them this opportunity, and also share with these collaborators [about] what clients want, what needs attention [...]. Some changes they [collaborators] can make, some they can't, but they learn anyway about what they want to know in this process' (FF6). • '[...] we don't just signpost our service to others, not just show up regularly, we being honest and work with them to create a plan and follow the progression path [...] we talk through collaborators about any new information and changes about our clients so that they can be aware of or prepare at least' (FF7). • 'It's all about link isn't it, one thing leads to another, I've chosen a great one [support team], then they have a lot of connections, they speak for the client, and that lets people out there who don't know me at all understand my needs and maybe help me if they can' (RO1).		
• 'We have a lot of projects running in the region [region-A] and this seems to create a good sense of the region allowing us to create a lot of impact and available partners' (FF7). • 'We're closest advisors, but we can't do it all, how good the system is, how many opportunities we can identify and send our people, that's a crucial variable, I feel challenged sometimes' (FF5). • 'I would say they've got a way more comprehensive package in [region-A] here we have a quite limited choice' (FF11) • 'It's the same thing, childcare, because my time was so small, when she goes to nursery, I have like, only limited 15 hours [per week...]. Apart from that, it's not easy to find support for me, even if you find it outside, it can be expensive, those classes and I couldn't afford it [...] here it's about businesses, I just want to make this happen so I have income then think about other stuff' (RO10). • 'You see the most of the clients are on this coast, so like people do not even know how much it's going to cost for them to actually get anything. So that's why I think they're just as I said, just job seekers who need some support, whether that's business, employment or education, just some support that they can just receive' (FF11).	Resource reliance and limited refugees' agency	Emerged challenges for service delivery quality and effects

• 'We have to just chill there and wait for people started coming to us when they felt comfortable' (FF7). • 'We have integration knowledge, know how to support integration in this country, but people have their own background, culture, patterns? [...] We have to learn them as a group first so that we can act properly in service. This whole process needs developing an understanding of how you, actually kind of I'm gonna use the word maybe is not the right word, 'infiltrate', to get access to these communities and for these communities to accept you [...] I suppose many of our partners don't quite could have understood that' (FF1). • 'We're kind of learning as we go along, from experience although migrants have hugely diverse backgrounds, sort of cohorts are looking for certain things. Whenever a new wave of migration starts, we need to do our homework by reaching out, learning about their entrepreneurial culture, understanding their journey and skills needs, and building relationships with them' (FF6).	Knowledge and relations with newly arrived community	

<div align="center">First intervention cycle data and finding themes</div>

Roundtable materials about necessity of accessibility to business support resources • 'Yes, I agree with you that refugees should have a lot of choices based on what they can say and what they can do, but it's not something we can always [respond to]. Sometimes we just don't have the chance to work together [with external collaborators] [...] we can maybe when there's a project starting in this area or when a contact of ours willing to advise the client. You know, it's a game of chance' (one Region-B attendee). • 'It can be irresponsible to ask refugees to make a choice between entrepreneurship and employment too early [...] It's common for people to start a business because they don't want to get judged by others or they can't get a job, but our employment service [that] works with external recruitment agencies and employers may help them, so they can find more suitable jobs, build knowledge, and feel less worried about employment' (one Region-B attendee). • 'Working with Propeller is an important platform to develop our knowledge and understanding of refugees [...] to deliver our projects better and also to allow us to continue to be involved in the community in the future [...] it has given a lot of new competencies to what you would call mainstream services' (one external representative).	Better accessibility to business support resources	
Interview materials about the impacts **Enhanced agency freedom:** • 'They [the RBS team] made me feel that I don't need to choose to start a business just for the income, but is because I actually had the ability and capital to do so [...]. When I learnt about it [employment services], I feel that maybe it would be a safer option to find a job that I can do first and then slowly work on my entrepreneurial idea with them at the same time' (RR2). • 'Our clients realise that Propeller can assist them in obtaining employment, entrepreneurship, and related skills services, and this understanding avoids many hothead clients who are simply looking for income [...] we also have more time to support clients who really want to start a business' (FS7). • 'I think there's a job fair here in [Region B], they send what's up to everybody want to a job can attend and tell us these people this is a community will be supporting refugees' (RR3)		

Enhanced personal development: • 'I've been doing market research with [supporters' name], but I'm running out of savings that I brought from Hong Kong and it's starting to get a bit tight, so I've also been thinking recently about getting an entry-level construction-related job to make money, yes, and to gain a bit of industry experience anyway. […] It's an opportunity, they said they could help me with the job, so that's good as I can have more time to prepare my business' (RR9). • 'I got a job in a warehouse and then one other. I saved some savings and have now quit my job just to focus on starting my own business, otherwise, my work shift would have limited the time and energy I put into market research' (RR8). • 'I think money is a very important issue is that, honesty, entrepreneurship does not seem to be enough way for me to get the income fast, particularly here [in the UK...]. I've heard a lot of that [failures], it really made me anxious at the beginning. I need income and the cost of failure was also high and I didn't want to, in the end, waste my time only on this [entrepreneurship] and got nothing' (RR5). • 'I am actually operating as a full time careers advisor and providing all these clients who maybe have wanted business support from the start and fallen out of it or probably just wanting employment from the start to then see business support as back up [...]. It's crucial to open up employability support to them since skills like confidence building and early stage training are the same on both journeys (FS3). **Reciprocal effects on support organisations' relational and support capacity:** • 'She [frontline worker] called me by phone [said] they have a fair job opportunity there. If you want to meet us we are there to support you to get it [...] And then I got the job, you know, it's something that I really got from here [...] So although it's going to be a while before my business can apply for funding or wait even longer for trading, I trust them 100% and will follow their advice because they can really make things happen' (RR4). • 'As we have something else about his economic life to offer, I can actually say sorry but no we can't help you build this business right now due to your circumstances, but maybe let's get you a job first and actually afterwards he did finally get a job' (FS3). • 'Our biggest change is opening up to employment, so our clients have more resources to explore at the same time. Since they know we're here for them even if we decide to put the entrepreneurship plan on hold […] they have a more open mind because they know we're here to help him with his job and work together when he comes back in the future for business again. So that makes our clients eligible now for external employability support resources as well because they have this open mind [...] I think these resources are actually versatile. Many courses, like interview confidence or communication, and apprenticeships, were originally for employability but you see it's all about skills, so it's easy to build links between entrepreneurship and those support' (FS2). • 'That way [hybrid entrepreneurship] we can keep that dialogue going and make them feel tangible support, achievement also income, and I think that dialogue and trust related to the progress is a prerequisite for any relationship' (FS7).		Catalyst of delivering and quality of practically-adequate refugee business support

Roundtable materials about necessity of accessibility to newly arrived community • 'It's not just Afghan nationals, they're just one example. Business support has enabled and required Propeller to reach out to more new communities, Iranians, Sudanese, and especially Ukrainian refugees who will be here soon through the new visa scheme [...] who all have their own culture [...] They will only trust us if we understand them correctly [...] We can't make any rookie mistake' (one Region-A attendee). • 'We need to speed up to connect with the Ukrainian community, and since they're not our current tenant group, we need to spend more time understanding their background, needs and any potential partner we can leverage here […] I think that's why we need some conversations [with them]' (one Region-B attendee).		
Interview materials about the impacts: **Awareness building around career life:** • 'So people start telling me that we have this [WhatsApp] group, and [said] we know that you are experts. So you can join and they put me as an admin as well [...]. Sometimes I put information on WhatsApp groups, advertise these flyers, with all the project details, all the services and they contact me and ask questions [...] I think all the questions I already have them [answers] in my mind. I have everything to answer because I went through the same journey as them' (FS15). • 'Many of them might thought I will never be more than a cleaner, I will never be able to do anything more than what I'm doing before […] until they met [a champion's name, who work with Propeller], It's really powerful messaging when you see a real person from the same area as you, who's been through traumatised journey and difficulties in life, and she made it in a new country and built a successful career' (FS12). • It's great to have people who know my journey and who have that journey to tell me what's possible and what to expect for like a friend [...] I will think and plan based on [what] I'm hearing of her [Syrian community champion's] thoughts (RR3). **Information exchange and engagement building:** • '[...] we don't like relying on one person from each community. We have different points of contact [...] they could do interpreting for us, feedback us on the information and the needs about their community members, sometimes raise their [champions] concerns as well, and be the first touch point of their community [...] they are definitely those outspoken people and just willing to help, both help their community and us' (FS7). • '[…] sometimes they also participate in one-to-one meetings with clients, some of whom don't need it [...]. It's not just the interpreter, but it's also the fact that once they're there the client feels more comfortable and safer' (FS10). • Efficiency, yes, with him [Ukrainian community champion], we were able to use the same language and save a lot of time [...] He understands here and [what Propeller] offers, I understand my issues and my needs, it's useful to have a dialogue like that (RR8). **Reciprocal effects on support organisations' intellectual and relational capacity:** • 'When new communities emerge, we can't simply assume their needs, which is why we need to be there and learn through support activities [...]. By talking to the community reps, by talking to the clients, our teams learn what kind of stories they have, what kind of policies they're facing, and how many barriers they're experiencing.' (FS11).	Better accessibility to newly arrived community	

• 'We talk about trust all the time, but if we don't really understand what they're going through and do our homework, we'll lose their trust by making a lot of basic mistakes and [...]' And then there's the point of what we can offer, because whether we can actually help them or not, that's what really matters. It's never just about the talk [...] because they don't need a listener, they need a solution' (FS1). • 'It's a learning curve, and you can see that our community outreach activities will be about dialogue, not presentations. Our feedback tells us which direction to take, which collaboration we need to seek, what materials we need to prepare, and when workshops need to happen' (FS16).		
• '[…] like this quarter onwards, like our focus really shifted [from hit the target] to […] doing a lot of high-quality support for existing clients as we're okay with all the numbers now [...] we can really have more time to design and design for them. We can really have more time to design and reflect on that one-to-one support' (FS7). • 'They [funders] didn't understand this purpose [RBS] because they hadn't this knowledge, this social knowledge about refugees' needs. And what we have to do is to prove our accountability by getting the target to show that we're actually doing the thing funding required [...] that's one kind of good [...] It's something that they didn't work out how to achieve from the bottom-up, to really engage with this community. So it is a problem. So it's more important to get the numbers right now, but not have people doing legitimate work' (FS13). • Going forward in terms of the overall strategy of enterprise support and employability support is and we're starting to have some more conversations about this is looking outside of our funding streams that we do have at the moment so that you can be more flexible and we can offer what we do so with more impacts (FS11).	The productivity-oriented institutional expectation conflicts the holistic approach	Unresolved hindrances for the delivery of support
• 'It's a system full of contradictions [...]. Where you can access one thing [resources] but you can't have another... [...] This is something that we are open to connecting and the government is kind of saying yeah absolutely please start off, go. But actually when it comes down to it's really difficult to do so [...] it's a system issue' (FS5). • 'Most of the business support agency stuff is focused on any side like the bottom of the pyramid stuff earlier. It's a very western view of what a successful business they say. A skilled trader, who has a business for like 20 or 30 people building walls, then electrical work that that's a trade and vice now we have like entrepreneurs, which are different than like what we are dealing here, that's also why our sector is marginalised still in the whole business system' (FS13). • 'I don't think it [awareness] will automatically be generated by others and it's not that exciting or public high-profile topic' (FS6). • '[…] they actually told me if you open this business [choose the laundry], we can help you. We can make advertising for you. And we have some contacts, we can talk to them' (RR12).	Varied bargaining power of support organisations create an implicit competition between supporters	

Second intervention cycle data and finding themes