SOCIAL ENTREPRENEURSHIP OF REFUGEE-OWNED BUSINESSES IN TÜRKIYE

Building Markets

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Acknowledgment

Building Markets Türkiye commissioned independent researchers to research and write this report, which takes a pioneering look at social entrepreneurship in Türkiye from a refugee and migrants' lens. The research team includes Samer Asleh, an entrepreneurship and economic development expert who has designed and implemented several social entrepreneurship programs as well as worked in several entrepreneurial organizations, and Muna Abdelbaqi, a civil engineer who worked in the humanitarian sector and has vast experience in refugees and migration context. The team conducted research between August and September 2023 in Türkiye.

Building Markets addresses inequality around the refugee's and migrant's world by advancing inclusive economies that work for all. They do this by opening opportunities for small business owners — who fuel more than 70% of the world's jobs — to transform their lives and communities. Since 2004, Building Markets has combined its deep local knowledge, comprehensive data, and global networks to build confidence and strength in more than 27,000 small business owners affected by marginalization. From securing $1.4 billion in contracts or loans to creating more than 75,000 full-time jobs in places where they're needed most, Building Markets is elevating small businesses as engines of enduring social impact and economic growth.

Building Markets supports refugee and host community-owned small business growth by providing the resources and expertise they need to overcome market barriers, boost capacity, and connect with new opportunities.

This project is a gift of the United States.

Executive Summary

There is not a specific, universally recognized definition of social entrepreneurship. According to the United States (US) Chamber of Commerce, social entrepreneurship is defined as a for-profit business model that strives to make a positive impact on social issues or the environment. The activities can be conducted in various sectors on various scales. The outstanding mission in social entrepreneurship is using the income obtained primarily for the determined social and societal goals. In summary, social entrepreneurship, in its practical form, involves creating sustainable social impact through innovative efforts that strike a balance between the achieved social benefits and generated profits.

Social entrepreneurship has gained an accelerating interest in Türkiye, especially considering the pressing challenges related to hosting high numbers of refugees. Türkiye hosts the world's largest number of refugees and asylum seekers, with 3.6 million people (UNHCR, 2023). Social entrepreneurship helps local markets grow, create jobs, and improve the employability of both host communities and refugees. In this sense, start-ups founded by refugees are crucial to Türkiye's cohesiveness and achievement of its livelihood goals. Given that the refugee community in Türkiye faces various challenges, social entrepreneurship can be considered as one of the prominent sustainable solutions to address these challenges. Social entrepreneurship closely aligns with the Sustainable Development Goals (SDGs) and significantly contributes to sustainability in cities and communities.

This study attempts to understand how social entrepreneurship, in terms of concept and application, is practiced by immigrant and refugee communities in Türkiye. A standardized open-ended interview method was adopted in this study. Interviews were carried out with 14 entrepreneurs, experts, and decision-makers from the entrepreneurial ecosystem in Türkiye. In parallel, an online questionnaire was distributed to entrepreneurs to capture their views regarding the concept of social entrepreneurship and its application. Responses were captured from 202 respondents.

The study's findings indicate a misconception about social entrepreneurship within the refugee entrepreneurial ecosystem in Türkiye. Specifically, the concept of social entrepreneurship is not well understood by entrepreneurs, and some entrepreneurial institutions find it unclear. Additionally, the refugee entrepreneurial ecosystem is still in its early stages (premature stage), which can impact the application of the social entrepreneurship concept. This lack of awareness of the social entrepreneurship concept has resulted in a deficiency in its application. The study's findings indicate that the primary obstacles to the proper implementation of social entrepreneurship are related to the target audience's heterogeneity, instability, and originating from conflict-ridden areas. Along with a lack of knowledge and misconceptions about social entrepreneurship, there are also issues with its profitability, integration difficulties, a lack of support from the local entrepreneurial ecosystem, challenges navigating the legal system, and a low priority among residents for social impact due to numerous pressing issues they face. However, findings indicate that entrepreneurs are strongly interested in making a social impact and a sense of responsibility towards their local community and the host society, striving to benefit both.

The study recommends that all relevant stakeholders, including investment firms, local government agencies, non-governmental organizations, and entrepreneurial institutions, work together to strengthen social entrepreneurship and its applications.

Concerning the widespread application of social entrepreneurship, it is recommended to carry out the first steps to ensure the development of the social entrepreneurs' character, followed by equipping them with the necessary skills and knowledge to generate and mature social entrepreneurial ideas. All of this can be accomplished by introducing specialized training and incubation programs for entrepreneurs and qualification programs for social entrepreneurship trainers and mentors.

It is recommended that non-governmental organizations (NGOs) actively promote the implementation of social entrepreneurship by establishing mutually beneficial partnership models with social startups and encouraging innovative services that contribute to societal benefit and financial sustainability. Additionally, fostering the exchange of experiences between NGOs and social startups on best practices for enhancing social impact in shared areas of interest can further enhance collaborative efforts in addressing community problems and needs.

In addition, it is recommended that international organizations strategically leverage their pivotal role in shaping social entrepreneurship within refugee communities by directing local NGOs toward specific goals and funding specialized programs. By directly supporting entrepreneurial ecosystems, these organizations can foster impactful development and innovation within refugee communities.

Furthermore, it is recommended that local government institutions take proactive measures to integrate the refugee entrepreneurial ecosystem into the Turkish legal framework by conducting awareness sessions on legal provisions and privileges specific to entrepreneurship. Additionally, exploring the creation of tailored legal regulations and encouraging a focus on social impact in entrepreneurial programs can further support the unique needs and challenges of the refugee community.

Finally, investment organizations are strongly encouraged to hold awareness sessions to educate investors about the profit potential of social enterprises and to facilitate meetings with successful social entrepreneurs to strengthen the refugee entrepreneurial ecosystem. Furthermore, creating dedicated trust funds for social enterprises and training on various financing techniques, such as crowdfunding, might improve access to critical finance for these social start-ups.

Introduction

According to the Turkish Presidency of Migration Management (PMM), there were 3,536,000 Syrians under temporary protection in Türkiye at the end of 2022, the number of Syrians who became Turkish citizens was 211,000 and there were 308,000 international protection applicants and status holders by the end of 2022 (UNHCR, 2023).

Most of these refugee communities live among host communities across the country. Some of these refugees still depend on aid for their livelihoods while others have navigated their way into the market either as employees or established their businesses. The Turkish Statistical Institute (TurkStat) published the Small and Medium-Sized Enterprises Statistics Report in December 2022, which contains the most recent statistics on the state of SMEs in Türkiye, which form the backbone of their countries' economies. In 2022, SMEs accounted for 99.7% of all firms (3, 773,000 SMEs). They represented 70.6% of employment, 42.5% of turnover, 36.3% of production value, and 36.4% of value added at factor costs.

There are no more than 20,000 firms in Türkiye with Syrian capital (including informal and unregistered ones) (TÜRKONFED, 2021). According to a 2017 Market Assessment of Syrian businesses in Türkiye, Syrians have invested over $300 million in Türkiye since 2011 (Building Markets, 2017). Those figures show a consistent story of integration and entrepreneurship.

In Türkiye, social entrepreneurship is gaining traction as a possible means of solving critical social and economic issues such as refugee integration, unemployment, and economic downturns. Host communities are more willing to embrace refugees if they understand that social entrepreneurship by refugees can help develop innovative solutions to pressing social concerns in the host communities, which will also benefit the local economy. In addition, organizations that seek to promote entrepreneurship among refugees must first understand social entrepreneurship, in general, to assist refugees in pursuing and realizing their entrepreneurial goals in Türkiye while creating a positive social impact. A comprehensive understanding of the concept and application of social entrepreneurship is crucial for NGOs, civil society, and stakeholders in the entrepreneurial ecosystem. This knowledge enables these entities to provide targeted support to social entrepreneurs, ensuring their initiatives thrive and generate meaningful outcomes. By offering mentorship, financial resources, and networking opportunities, NGOs can help social entrepreneurs navigate the complex landscape of establishing and growing their ventures. Additionally, stakeholders in the entrepreneurial ecosystem, including investors and policymakers, can contribute to the sustainable impact of social entrepreneurship by crafting policies and funding mechanisms that recognize and prioritize the dual objectives of social and economic value. Through collaborative efforts and a shared understanding of social entrepreneurship, these stakeholders can collectively work towards creating a more inclusive and resilient entrepreneurial landscape in Türkiye.

Importance of applying social entrepreneurship

The importance of applying social entrepreneurship lies in its ability to provide innovative and sustainable solutions responding to the problems and needs of society. Social start-ups can sometimes be more feasible than regular start-ups in terms of value creation and profit generation. This is because ideas stemming from real needs or problems that affect specific segments of society can lead to the creation of a start-up responding to the needs of that targeted group. Therefore, experts advise entrepreneurs to start constructing their business models based on the values they want to promote and to choose whether their start-ups align with the entrepreneurship framework or the social entrepreneurship framework.

Introduction

Often, social start-ups aim to fill the gaps resulting from the limited involvement of governmental or non-governmental entities, especially in times of crisis, whether short-term or long-term. Consequently, there is a convergence in achieving social benefits by promoting social entrepreneurship. Given that the refugee community in Türkiye faces various challenges, social entrepreneurship can be considered one of the prominent sustainable solutions to address these challenges.

On an entrepreneurial level, start-ups with a social impact tend to have a stronger and more passionate entrepreneur in executing and maturing the startup. This is because they combine the drive for entrepreneurship, profit generation, and expansion with the passion for creating a genuine and sustainable social impact that benefits the community.

In addition, social entrepreneurship is essential for building resilience and community empowerment. Through the active engagement of local communities in the formulation and execution of solutions, social entrepreneurship enables people and organizations to assume responsibility for their growth and tackle systemic problems from an internal perspective. In addition to ensuring that solutions are customized to the unique requirements and circumstances of communities, this bottom-up approach also encourages a sense of pride and responsibility among community members, which eventually results in more impactful and sustainable outcomes. Social entrepreneurship also can challenge established economic models and social conventions, which could lead to systemic change. By prioritizing social and environmental impact alongside financial returns, social entrepreneurship demonstrates that profit and purpose are not mutually exclusive. This mindset change not only motivates other businesses to take on more ethical business practices but also pushes legislators to pass laws and provide incentives that will enable social entrepreneurs. Because of this, social entrepreneurship can ignite more significant changes that will benefit both people and the environment alike, leading to a more just and sustainable economy.

Main research questions and goals

This study attempts to understand how social entrepreneurship, in its concept and application, is practiced by immigrant and refugee communities in Türkiye.

This study aims to focus on the following aspects:

1. Understanding the background information of refugee entrepreneurs (i.e., demographics)
2. Getting in-depth insights from experts in the entrepreneurial ecosystem in Türkiye, regarding the understanding of the concept of social entrepreneurship and social impact as well as the enabling services provided by entrepreneurial organizations in this regard.
3. Measuring the extent of awareness among refugee entrepreneurs, of the concept of social entrepreneurship and social impact.
4. Explore the challenges facing thriving social entrepreneurship among the refugee community in Türkiye and conclude with practical recommendations to promote social entrepreneurship and the creation of sustainable social impact.

Entrepreneurship Evolution

Since the early stages of economic thought, there has been ongoing research into the factors contributing to the formation of a prosperous economy. The world saw the emergence of studies by Joseph Schumpeter (1883–1950), who argued that when there is an equilibrium between supply and demand, entrepreneurs disrupt this balance through their innovations, modern production methods, and the emerging markets they create. In this context, Schumpeter stated that entrepreneurship is based on the principle of "creative destruction," aiming to replace current solutions, in whole or in part, across markets and industries, while simultaneously creating new products, including new business models (Schumpeter, 1949). This way, creative destruction significantly contributes to the dynamics of industries and long-term economic growth. Examples include the steam engine, railways, electricity, electronics, automobiles, computers, and the internet, where these innovations ushered in a new reality at the expense of the old, ultimately facilitating economic and social benefits (Ahmad Al Shamimri and Wafa Al Mubayril,2010).

As the economic crisis began to emerge during that period (i.e., 1930s to 1945), calls arose to create opportunities for innovative small businesses. Concepts related to growth, sustainability, and a shift towards smart growth based on creativity and development, as proposed by Robert Solow (1950s), gained importance.

The world started to realize the significance of successful small businesses in stimulating growth and economic resurgence in several countries, such as Germany and Japan. Subsequently, the UK embraced the concepts of reduced government intervention and privatization in the 1980s, while the United States promoted entrepreneurship and supported small businesses.

Then came the 1990s, a period of accumulating knowledge in the field of entrepreneurship. It was the time when small businesses began to make a significant impact, and interest in entrepreneurship grew, leading to increased research and studies. A new concept emerged: entrepreneurial capitalism, as proposed by Baumol et al. (2007). This concept emphasized the potential of entrepreneurship to achieve economic growth instead of corporate capitalism, state capitalism, or the capitalism of a controlling minority. Successful examples of these concepts include Singapore, Taiwan, and China (Baumol et al. ,2007).

Entrepreneurship began to spread more widely and diversify its fields. Due to advances in information and communication technology, the world started hearing about successful and inspiring startup stories. This allowed businesses to expand their reach online, and attention shifted towards innovative startups in technology and the internet. As economies shifted towards more diversity and innovation, there were greater opportunities for startups and small projects to succeed.

Social Entrepreneurship vocabulary

Entrepreneurship

There are several definitions of the concept of entrepreneurship, including those that define it as the process of identifying investment and production opportunities, launching new productive activities, increasing capital, employing labor, providing production resources, introducing new technologies and goods, discovering new sources of natural resources, and combining these production factors in a continuous facility, according to the definition used by Benjamin Higgins in the classic theory of development (Schloss, 1968).

Entrepreneur

One of the most important elements of entrepreneurship is the entrepreneur and the entrepreneurial ecosystem. According to the famous French businessman Jean-Baptiste, the entrepreneur is "the person who undertakes to establish a business. The entrepreneur shifts economic resources out of an area of lower productivity and into an area of higher productivity and greater yield" (The Economist, 2009).

Entrepreneurial ecosystem

On the other hand, the entrepreneurial ecosystem is defined as "the system surrounding entrepreneurship, which indirectly influences the growth of entrepreneurs and start-ups. Its availability is crucial to providing an enabling environment that supports the general trend towards excellence in entrepreneurial endeavors."

Social Impact

Social impact is defined as "the resultant of both positive and/or negative, intended and/or unintended changes that may directly affect the target beneficiaries and others indirectly. Social impact typically arises from the activities and initiatives of various institutions in all sectors, whether voluntary or compulsory."

Social Entrepreneurship

The concept of social entrepreneurship, which is considered an important topic in the world of business and community development, relates to developing innovative and sustainable solutions to social problems and needs through initiatives and innovation. It aims to achieve a positive impact on the communities it works in rather than focusing solely on profitability.

This concept emerged in the literature of business, sociology, and social change research in the 1960s and 1970s. It gained more prominence in the 1980s and 1990s and has been a well-defined concept since the beginning of the 21st century.

Social entrepreneurship spans a spectrum from purely socially impactful ventures on the far right to purely profit-oriented entrepreneurship on the far left. Between these two points on the spectrum, various forms of social entrepreneurship applications emerge. These include ventures focused solely on social impact without achieving profitability or ensuring necessary sustainability, those that prioritize achieving social impact while also seeking profitability, and those that strike a balance between profitability and social impact.

An illustrative framework developed by Massetti (2008) for the dimensions of social entrepreneurship includes eight factors, as shown in the diagram in Figure 1 (source: Erpf, P. et. al., 2020).

Figure 1 Social Entrepreneurship Spectrum

Hence, the definition of social entrepreneurship is diverse, ranging from pure social impact to striking a balance between social impact and profitability.

However, profitability, innovation, and social impact are the most prominent elements that distinguish social entrepreneurship. Therefore, sustainable social entrepreneurship, in its practical form and as adopted by this study, involves creating sustainable social impact through innovative efforts that balance the achieved social benefits and generated profits.

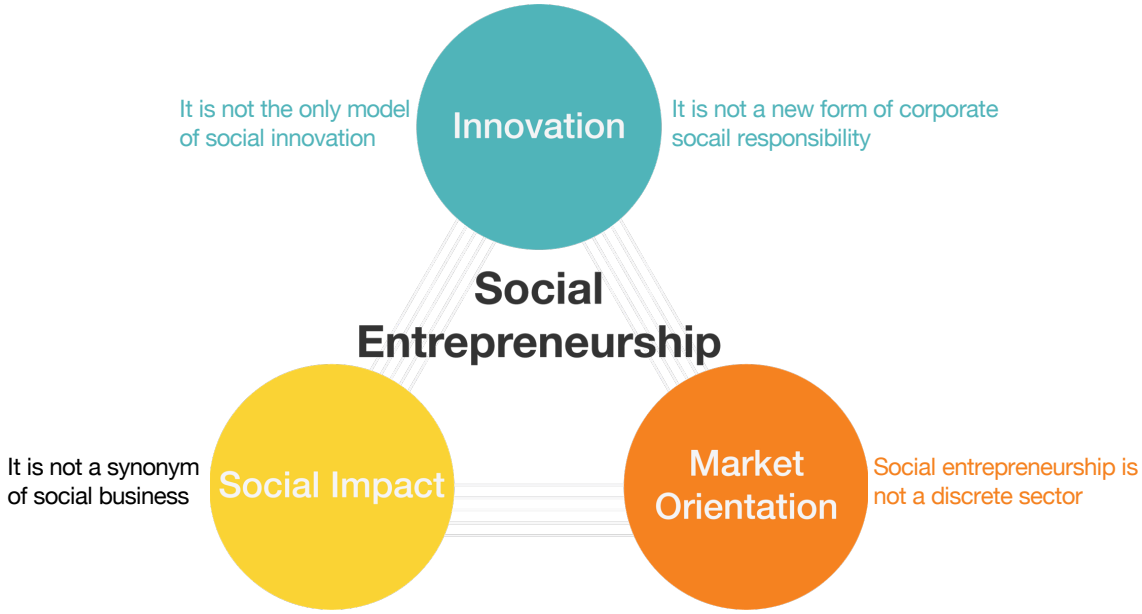

Figure 2 Main elements of social entrepreneurship

Social Entrepreneurship and SDGs

Social entrepreneurship closely aligns with the Sustainable Development Goals (SDGs) and significantly contributes to sustainability in cities and communities. This alignment arises from the fact that social entrepreneurship can add value in various areas of sustainable development goals and can contribute to their achievement through innovative, sustainable solutions in areas such as social issues, the environment, poverty, climate change, and more. Examples are;

1. No poverty (SDG 1): By generating economic opportunities that provide income and employment opportunities alongside essential services in needy areas.
2. Good Health and well-being (SDG 3): By providing innovative solutions in healthcare to improve access, affordability, and the quality of services sustainably, especially in neglected regions, thus contributing to healthier and more sustainable communities.
3. Quality education (SDG 4): By launching start-ups aimed at delivering high-quality educational services to underserved populations, coupled with innovation in education technology, teaching methods, and educational materials to ensure equitable access to education.
4. Clean water and sanitation for all (SDG 6): By working on solutions to provide clean water sources and address sanitation issues in communities in need, enhancing water resources for these communities and avoiding negative health impacts from sanitation problems.
5. Affordable and clean energy (SDG 7): By exploring new ways to harness renewable energy sources, reduce costs, increase productivity, and facilitate access to these sources for various segments of society.
6. Decent work and economic growth (SDG 8): By creating employment opportunities and promoting economic growth through innovative approaches that help achieve leaps in growth stages and reduce the time required for such growth.

7. Climate action (SDG 13): By addressing issues resulting from carbon emissions and finding innovative alternatives and solutions that enable sustainable production and lifestyle patterns without adverse effects on the climate.

8. Partnerships for the goals (SDG 17): By placing social entrepreneurs in the center of partnerships between active bodies in society interested in making an impact. This includes providing meeting points for the innovative, profit-driven, and social aspects to integrate effectively to achieve societal benefits.

Therefore, the role of social entrepreneurship is not limited to making an individual difference for the entrepreneur but can be leveraged and expanded to provide benefits to society on a broader and more efficient scale.

How Social Entrepreneurship thrives and its Factors

Social entrepreneurship thrives through a combination of various factors and strategies that enable individuals and organizations to create positive social or environmental impacts while also sustaining their ventures. This goal can be achieved through some key factors that contribute to the success of social entrepreneurship:

- **A Social entrepreneur** with a deep understanding of social impact combined with a practical experience in entrepreneurship. Successful social entrepreneurs are driven by a clear and compelling social mission. They have a deep understanding of the problem they aim to address and are passionate about making a positive change. Social entrepreneurs often develop innovative and creative solutions to address social or environmental challenges. They look for new ways to solve old problems and adapt existing business models to meet the needs of their target beneficiaries.

- Entrepreneurial institutions that prioritize social impact and mainstream it throughout the design and implementation of their programs.

- Entrepreneurship experts with deep knowledge regarding social impact, the methodologies for impact assessment, and how to centralize and integrate the social impact right from the ideation stage and throughout the whole business model.

- Social Investors and donors who understand and appreciate the potential of social entrepreneurship and are willing to invest in startups with both social and financial returns.

- Community Institutions that recognize the importance of integrating social entrepreneurship to achieve social impact effectively. Collaboration among entrepreneurial organizations, both in the public and private sectors, to leverage resources, expertise, and networks. Partnerships can help expand, reach, and maximize impact.

- Awareness raising and media dissemination of the concept of social entrepreneurship. Effective storytelling and communication help social entrepreneurs raise awareness, engage supporters, and attract funding. A compelling narrative can inspire others to join the cause.

- Governmental commitment to promoting social entrepreneurship and refugee integration to boost entrepreneurship and achieve economic prosperity. Which, real partnership and inclusive measures are put in place to provide refugees and migrant entrepreneurs with pathways to engage with and benefit from the host community's entrepreneurial ecosystem. A supportive policy and regulatory environment can foster social entrepreneurship by creating incentives and removing barriers. Advocacy for favorable policies is often part of the strategy.

- Sustainability is crucial for the long-term success of social entrepreneurship. This includes generating revenue, managing costs, and finding ways to become financially sustainable over time. Revenue streams can come from sales, grants, donations, or various sources.

- Measurable Impact: Social entrepreneurs focus on measuring and demonstrating the impact of their work. They use data and metrics to track progress and make informed decisions about their initiatives. Impact assessment helps attract funding and support.

In summary, social entrepreneurship thrives when driven by a clear mission, innovative solutions, sustainability, partnerships, measurable impact, adaptability, resource mobilization, market orientation, an appropriate legal structure, a supportive policy environment, effective communication, and ethical practices. Successful social entrepreneurs leverage these factors to create meaningful change in their communities and beyond.

Methodology

A standardized open-ended interview method is adopted in this study.

A set of pre-prepared questions that are carefully written and arranged to ensure acquiring the information in a way that minimizes variation in the questions posed to interviewees and minimizes interviewer bias. Even though the structured Interview method offers less flexibility, it facilitates the analysis as it provides comparability of answers. Pros for using the Standardized open-ended interview method are (Patton, 2002):

1. Unification of the instrument used
2. Minimize variations (if more interviewers are used) and bias
3. Best utilization of time as the interview is pre-set, carefully prepared, and focused
4. Data collected from each interview is complete
5. Make it easier to compare the results and to analyze the responses.

On the other hand, the inflexibility of this approach and the possibility that the pre-formatted questions would impede the interview's natural flow are its drawbacks. To overcome this, additional questions (other than the core set of standard interview questions) are used on a case-by-case basis depending on the specialty of the interviewee and the flow of the conversation. Regardless of the interview method selected, the commitment remains to ask genuinely open-ended questions which enables the responders the freedom to reply in their perspectives.

''The fundamental principle of qualitative interviewing is to provide a framework within which respondents can express their understandings in their own terms.'' (Patton, 2002). In deciding the type of questions to be asked six kinds of questions are distinguished:

Methodology

1. Experience and behavior Questions (behaviors, experiences, activities, and actions)

2. Opinion and values questions (opinions, judgments, and values; goals, intentions, desires, and expectations)

3. Feeling questions (how do you feel about …?)

4. Knowledge questions (facts)

5. Sensory questions (capture the experience of the senses?)

6. Background questions (e.g., age, education, and occupation)

Between August and September 2023, 14 entrepreneurs, professionals, and decision-makers within the Turkish entrepreneurial ecosystem were interviewed. Interview protocol can be found in Appendix 1. The interviews were chosen from a pool of experts provided by Building Markets, as well as experts identified by the principal researchers and approved by Building Markets. Experts from local, refugees, and international groups with expertise in entrepreneurship in Türkiye were chosen in a balanced manner.

In addition, an online questionnaire was distributed to entrepreneurs from the Building Markets database and network of entrepreneurs to capture their views. Reaching the target sample was facilitated through the Building Markets database and efficient communication and close ties with direct beneficiaries and components of the entrepreneurial ecosystem in Türkiye. The sample is stratified as the study targets migrants (refugees, residents, citizens, migrants, and asylum seekers) in Türkiye who either had or currently have a start-up or those with entrepreneurship interests. Responses were captured from 202 respondents. Appendix 2 contains the Questionnaire form.

Discussion

Interviews with experts

This section is developed based on the analysis of the input and insights provided by the 14 experts and entrepreneurs who were interviewed.

Concept of Social Entrepreneurship in Türkiye

According to most experts interviewed, there exists a lack of awareness of the concept of social entrepreneurship, especially regarding the aspect of achieving social impact alongside profit generation and adopting the common entrepreneurial business model.

Experts classify this lack of awareness of social entrepreneurship into two levels:

- ***At the Entrepreneurs Level:*** Entrepreneurs often lack a clear and deep understanding of the concept of social entrepreneurship. Some entrepreneurs may have startups that fall in the category of social entrepreneurship without deliberate planning or awareness from their side. Entrepreneurship, in the minds of many entrepreneurs, is primarily associated with profit generation, regardless of any other factors. Entrepreneurs may not object to achieving social impact as a side effect if it does not negatively affect their startups' profitability. The business model for their start-ups typically prioritizes profit over social impact.

- ***At the Institutional Level:*** For some entrepreneurial institutions, the concept of social entrepreneurship remains ambiguous. Some institutions state they do not consider the social impact and provide entrepreneurship programs, while others emphasize the importance of social impact and include it in their incubation programs, activities, and accompanying events.

Experts attribute this lack of awareness to the fact that the refugee community in Türkiye is heterogeneous, troubled, and originates from conflict regions. As a result, it tends to prioritize meeting basic needs overachieving social impact.

Furthermore, some individuals associate the lack of awareness of the concept of social entrepreneurship with the perception that it is purely a humanitarian and social concept, more focused on community initiatives aimed at achieving social impact rather than sustainable startups seeking social impact through innovative solutions.

Application of Social Entrepreneurship in Türkiye

Despite successful practices and examples of social entrepreneurship in the Turkish host community, these experiences have not been transferred to the migrant communities or contributed to their development.

Given that application stems from a thorough understanding of the concept, the lack of awareness of the social entrepreneurship concept has resulted in a deficiency in its application at various levels; entrepreneurs, entrepreneurial institutions, and related organizations. For entrepreneurs, there must be personal beliefs and principles regarding the importance of achieving social impact and a sense of responsibility towards their communities by contributing to solving problems or meeting their needs. Even if the entrepreneurs' motivation for launching social start-ups is profit, they must be familiar with the concept of social entrepreneurship to be able to create added value from the social impact and pursue to achieve the desired profits.

At the refugee entrepreneurial ecosystem level, the ecosystem is still in a premature stage, which can influence the application of the social entrepreneurship concept, as it relies on the entrepreneurial ecosystem.

Challenges facing social entrepreneurship in immigrant and refugee communities

The challenges facing social entrepreneurship in immigrant and refugee communities can be categorized across various levels, including the entrepreneur's perspective, investor, entrepreneurial ecosystem, and more. These challenges include:

- Difficulties in reaching the target audience: Due to a lack of awareness about social entrepreneurship, it can be challenging to reach individuals interested in this field. Some potential social entrepreneurs may possess the qualities and characteristics of a social entrepreneur without even realizing it.
- Misconceptions and Confusion: There is often confusion and misunderstanding between social entrepreneurship and humanitarian projects or community initiatives.
- Entrepreneurial Concerns: Some entrepreneurs may have concerns that associating their start-ups with achieving social impact might negatively affect their start-up's launch, growth, and revenue generation. They may worry that potential investors will view their venture as a social initiative rather than a viable startup focused on both social impact and financial success.

Lack of Local Entrepreneurial Ecosystem Support: The local entrepreneurial ecosystem may lack experience when it comes to integrating social impact into startups. There may also be a lack of expertise in assisting and training entrepreneurs to incorporate social impact into their ideas and startups while maintaining a balance between profitability and social impact.

The local entrepreneurial ecosystem may have succeeded in providing entrepreneurial services to entrepreneurs in the refugee community. However, there may be limited experience in incorporating social impact into startups or incapacitating entrepreneurs for launching their startups with a focus on social impact and balancing between profit generation and social impact.

Essential components for an efficient social entrepreneurship ecosystem

The social entrepreneurship ecosystem in Türkiye is still in its early stages of development and faces many challenges that can be summarized in weaknesses related to its main components. The essential components for an efficient social entrepreneurship ecosystem are as follows:

- A Social entrepreneur with a deep understanding of social impact combined with practical experience in entrepreneurship.
- Entrepreneurial institutions that prioritize social impact and mainstream it throughout the design and implementation of their programs.
- Entrepreneurship experts with deep knowledge regarding social entrepreneurship, social impact, the methodologies for impact assessment, how to centralize and integrate the social impact right from the ideation stage and throughout the whole business model.
- Investors who understand and appreciate the potential of social entrepreneurship and are willing to invest in startups with both social and financial returns.
- Community Institutions that recognize the importance of integrating social entrepreneurship to achieve social impact effectively.

In terms of media coverage, there is often a lack of media coverage regarding social entrepreneurship and its importance, as the media tends to focus on successful startup stories from a financial or profit perspective. There is a need to shift the focus toward showcasing the social impact achieved by successful social startups.

For the refugee community, itself, several challenges also exist:

- Integration Challenges: refugee communities still face challenges in integrating into the local host community.
- Legal Framework: There are difficulties in navigating the legal framework and regulations of the host country.
- Low Priority for Social Impact: social impact is given lower priority in the refugee community's list of priorities.

Additionally, since the refugee community itself may not have long-term stability, there is a need to harness social entrepreneurship to address short to medium-term challenges and provide for immediate needs, unlike countries experiencing prolonged crises where social entrepreneurship plays a more long-term role. This highlights the importance of social entrepreneurship in addressing a wide range of social issues.

Methodology

Enhancing the understanding of the concept of Social Entrepreneurship among the refugee community

1. Awareness raising regarding Social Entrepreneurship

Based on the expert's opinion that there is a clear deficiency in the dissemination of the concept of social entrepreneurship and a resulting decline in its application in the entrepreneurial ecosystem of the refugee community, it is of utmost importance to work on proposals and solutions to address these challenges.

The main challenges are as follows:

- Providing specialized training related to enhancing the impact and social entrepreneurship.
- Conducting focus group discussions in the presence of the public with expert panelists in social entrepreneurship and societal impact.
- Disseminating diverse and systematic content addressing social entrepreneurship and impact.
- Launching a series of awareness programs on social entrepreneurship.
- Organizing dialogues among entrepreneurs on various aspects of social entrepreneurship and social impact.

However, the most crucial elements emphasized by experts for spreading genuine awareness of social entrepreneurship and social impact are as follows:

- Showcasing a successful model of social entrepreneurship by highlighting success stories of social entrepreneurs who have launched their startups and achieved balanced profits while making a significant social impact. These experiences should be featured in the media, discussed in panel sessions, and used to provide specialized guidance to those interested in social entrepreneurship within different incubation programs.
- Formulating the direction of the entrepreneurs by launching social entrepreneurship programs that emphasize social impact as a requirement for accepting applicants into these programs. Additionally, providing training and guidance in the field of social entrepreneurship.

2. Promoting the Government's Role in Enhancing Social Entrepreneurship

The immigrant and refugee community in Türkiye occupies a unique position, given its complicated legal status. Consequently, challenges are hindering the immigrant and refugee entrepreneurial ecosystem from benefiting from Turkish government policies and legislation. Therefore, one of the key solutions to enhance social entrepreneurship within the immigrant and refugee community is to integrate the refugees and migrants' entrepreneurship into the local legal system. Additionally, real partnership and inclusive measures should be put in place to provide refugees and migrant entrepreneurs with pathways to engage with and benefit from the Turkish entrepreneurial ecosystem.

However, achieving the desired integration and leveraging the enhanced Turkish legal environment for refugees and migrant entrepreneurship will take a considerable amount of time. Hence, there are short and medium-term solutions that can boost the social refugee and migrant entrepreneurial ecosystem in Türkiye, including:

- Issuing government directives for Turkish entrepreneurial institutions to share their expertise in social entrepreneurship with immigrant and refugee entrepreneurial institutions and export success stories in social entrepreneurship from Turkish society.
- Crafting special legal frameworks for the immigrant and refugee entrepreneurial ecosystem to assist them in achieving distinctive success stories that bolster the strength of the Turkish market and economy.
- Providing incentives and privileges to refugee and migrant social entrepreneurs after verifying the feasibility and impact of their social startups.
- Directing the Turkish government to incorporate a social impact clause in all developmental and entrepreneurial programs implemented by non-governmental organizations (NGOs) targeting the immigrant and refugee entrepreneurial ecosystem.
- Exploring common ground between government interests and social entrepreneurship startups to establish an effective partnership that benefits both parties and society as a whole, within the concept of public-private partnerships (PPP).
- Guiding the Turkish government to help refugee and migrant social entrepreneurs find solutions to various challenges faced by the refugee and migrant community from the government's perspective.

3. The Role of Donor, Financial, and Non-Governmental Institutions in Promoting Social Entrepreneurship

Non-governmental institutions, whether implementing or funding, share a common goal of creating a positive social impact in various fields. They also seek to ensure the sustainability of this impact. Consequently, there are significant intersections between the work of these institutions and social entrepreneurship institutions to ensure the sustainability of the impact.

Therefore, the areas of common work between the two parties can be summarized as follows:

- Funding by non-governmental institutions for social entrepreneurship startups that achieve a shared social impact.
- Integration between non-governmental institutions and social entrepreneurs through a partnership formula that benefits both society and the parties involved.
- Exchange of expertise between the two parties regarding the mechanism of creating, measuring, and enhancing social impact.
- Funding by non-governmental institutions for social entrepreneurship programs launched by immigrant and refugee entrepreneurial institutions.
- Addressing societal problems and needs by non-governmental institutions and attracting social entrepreneurial solutions for them.
- Creating a think-tank concerning social impact.

According to interviewees, programs with a social impact are more attractive to donor institutions than others. Therefore, a social entrepreneur can enter a partnership with non-governmental organizations and form alliances to implement programs funded by donor institutions, especially since achieving social impact aligns with the Sustainable Development Goals (SDGs), which donor institutions and non-governmental organizations with on-the-ground activities are based on.

Methodology

Proposed Implementation Framework for Social Entrepreneurship

1. Generating Ideas from Social Impact

Social entrepreneurs must consider the distinction between short-term and long-term social impact when designing their entrepreneurial ideas. They should be aware of the nature of the problem or social need they are addressing in terms of its causes and surrounding conditions. This awareness is crucial for developing a suitable and successful entrepreneurial idea. Factors that can help in generating entrepreneurial ideas rooted in social impact include:

- Launching training programs to equip social entrepreneurs with the skill of generating ideas by studying social problems or needs.
- Developing the social entrepreneur's ability to observe problems and needs and build solutions for them.
- Involving the local community and relevant institutions in the process of generating solutions to social problems and needs.
- Presenting social problems and needs and attracting community-driven entrepreneurial solutions to address them.
- Training entrepreneurs in building a financial model related to socially impactful entrepreneurial ideas.

2. Integrating Social Impact into Entrepreneurial Programs

The process of integrating social impact into entrepreneurial startups should commence from the very beginning when designing entrepreneurial programs, whether they are related to training, incubation, mentoring, awareness, or others. The following steps can help in building entrepreneurial programs around the principle of enhancing social impact:

- Allocating entrepreneurial programs to specific fields or areas of social interest, such as education, healthcare, and more, where entrepreneurial ideas in these fields are likely to have the desired social impact due to their focus on community benefit.
- Establishing key performance indicators (KPIs) related to the impact generated by entrepreneurial programs and measuring them to assess the quality of the program implementation.
- Designing selection criteria for entrepreneurial ideas and startups that clearly and directly demonstrate their social impact within the domains of community benefit.
- Incorporating social impact elements into the promotional content of these entrepreneurial programs, highlighting their importance and the community benefit derived from the entrepreneurial ideas joining these programs.
- Including the social impact factor in the evaluation matrix for entrepreneurial ideas and startups, pinpointing weighted aspects to strike a balance between achieving social impact and entrepreneurial startup success, based on the specifics of each case.
- Having a social impact expert as part of the decision-making committee for evaluating accepted entrepreneurial ideas and startups.
- Allocating a portion of entrepreneurial training to focus on social impact and social entrepreneurship.

- Hosting social entrepreneurs to share their experiences and success stories with their community-driven startups.
- Providing coaching and mentorship on the social impact aspect by experienced social entrepreneurs who have success stories.
- Measuring the progress of the social impact specific to startups enrolled in entrepreneurial programs.
- Ongoing monitoring of social startups to ensure a balance between social impact and profit generation.
- Incorporating social impact as a criterion for the evaluation of start-ups, with at least one committee member being an expert in social impact.

3. Encouraging Investment in Social Entrepreneurship startups

Experts emphasize that investors are interested in investing in unique startups, and this interest increases when the startup is associated with achieving a balanced social impact alongside profitability. Such startups can satisfy the investor by creating a positive impact on society, especially if this impact plays a significant role in achieving the startups' financial success.

However, there exists a gap between investors and social entrepreneurs. Some investors believe that social startups are community initiatives that do not generate profits and are reliant on donations and external sources of sustainability. On the other hand, investors interested in social entrepreneurship face difficulties in finding mature social startups worthy of investment.

Therefore, the first step in promoting investment in social entrepreneurship is to target investor awareness regarding these startups. Investors need to understand that social entrepreneurship startups share similarities with entrepreneurship startups in terms of profitability, innovation, growth, and sustainability, in addition to their ability to generate social impact. It's important to highlight that starting a social startup from the impact perspective can increase revenue levels, as it is positively perceived by the community to which the startup's target segments belong. Raising awareness can be achieved through awareness sessions, meetings with experts in social entrepreneurship, and showcasing successful social entrepreneurial experiences that have generated profits.

On the other hand, social entrepreneurship startups may have access to alternative financing options that may not be available in the same magnitude as entrepreneurial startups. These include options like crowdfunding platforms, funding from community institutions, endowment or development funds, and funding from socially responsible businesses.

Questionnaire Analysis

Demographic section

The demographic information section of the questionnaire in this study was designed to get information about the general characteristics of respondents. This section presents the results obtained from 202 **respondents**.

As shown in Table 1, 99% of the respondents are Syrians, and around half of them (49%) belong to the age group (40-55) which is the ideal period for starting an entrepreneurial venture as the entrepreneur has reached a well-recognized experience and maturity that will certainly positively reflect on his or her startup. Almost 53% of the sample are refugees and asylum seekers. Having an entrepreneurial mindset helps refugees to shift from being dependent on aid to being productive and adding value. This shows how important is the role that entrepreneurship plays in improving the social and economic situation of refugees. It is also noticed that the majority of entrepreneurs have completed their university education which enabled them to launch their startups and understand the market needs. The remaining challenge lies in women empowerment, especially refugee and migrant women, through training and capacity building to create the envisaged gender balance.

Variable	Category	Responses		Variable	Category	Responses	
		Frequency	%			Frequency	Percent
Nationality	Syrian	199	99%	Legal Status	Refugee	54	27%
	Palestinian	1	0.33%		Asylum seeker	53	26%
	Egyptian	1	0.33%		Resident	37	18.3%
	Jordanian	1	0.33%		Citizen	56	27.7%
	Other	0	0%		Other	2	1%
Age	18-24	3	1.5%	Language proficiency	Arabic	202	100%
	25-39	91	45%		English	116	57.4%
	40-55	98	48.5%		Turkish	150	74.3%
	56-65	10	5%		Other	10	5%
	>65	0	0%	Are you?	Interested in social impact	2	1%
Gender	Male	171	85%		Interested in entrepreneurship	17	8.4%
	Female	31	15%		An entrepreneur[1]	5	2.5%

[1] An owner of a start-up is by default an entrepreneur but not the other way around. Entrepreneurs might be still at idea stage without an established startup.

Questionnaire Analysis

Variable	Category	Responses		Variable	Category	Responses	
		Frequency	%			Frequency	Percent
Education	High School	13	21.7%		Owner of a company or a start-up	162	80.2%
	Diploma	9	15%		Expert in entrepreneurship	9	4.5%
	Bachelor's	27	45%		Expert in social impact	4	2%
	Master's degree	10	16.7%		Owner of an NGO	1	0.5%
	PhD degree	1	1.7%		Other	2	1%

Most of the respondents arrived in Türkiye in the years 2014 (17.3%) and 2015 (22.7%) as shown in Figure 3. It is remarkable that refugees, within the few years following their arrival in Türkiye, have been able to make significant progress in adapting to the market, and integrating into the local business ecosystem, despite facing challenges such as learning the Turkish language, understanding the legal framework, launching their startups, and achieving growth afterward. This also indicates the ability of entrepreneurship to quickly integrate refugees and migrants into the host community, as it provides passionate entrepreneurs with the capacity to confront challenges, embark on their ventures, and experience rapid growth.

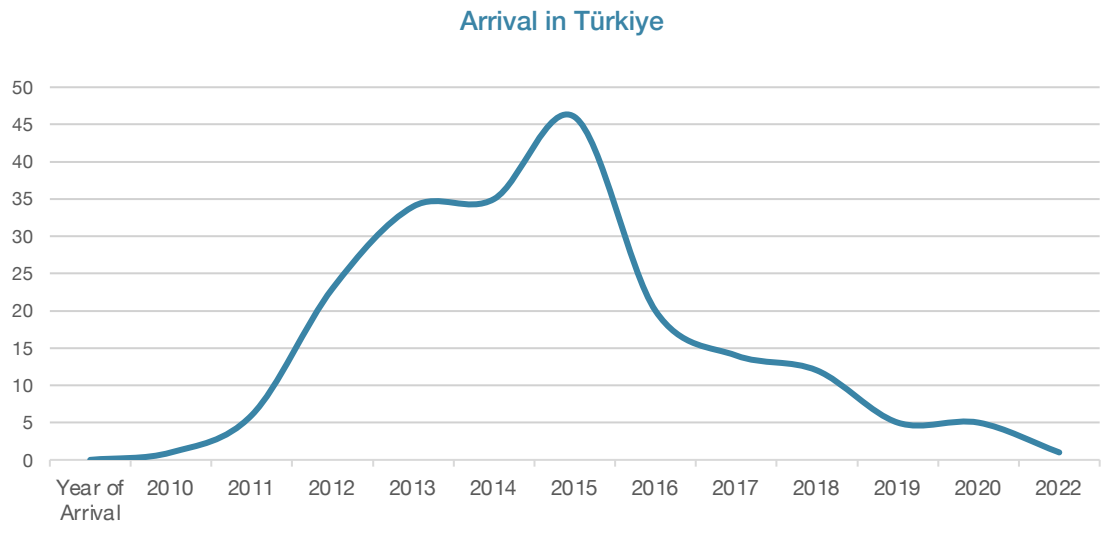

Figure 3 Year of arrival in Türkiye

Questionnaire Analysis

Most of the respondents reside in Istanbul (35.6%), Gaziantep (22.3%), and Şanlıurfa (15.3%) respectively as shown in Figure 4.

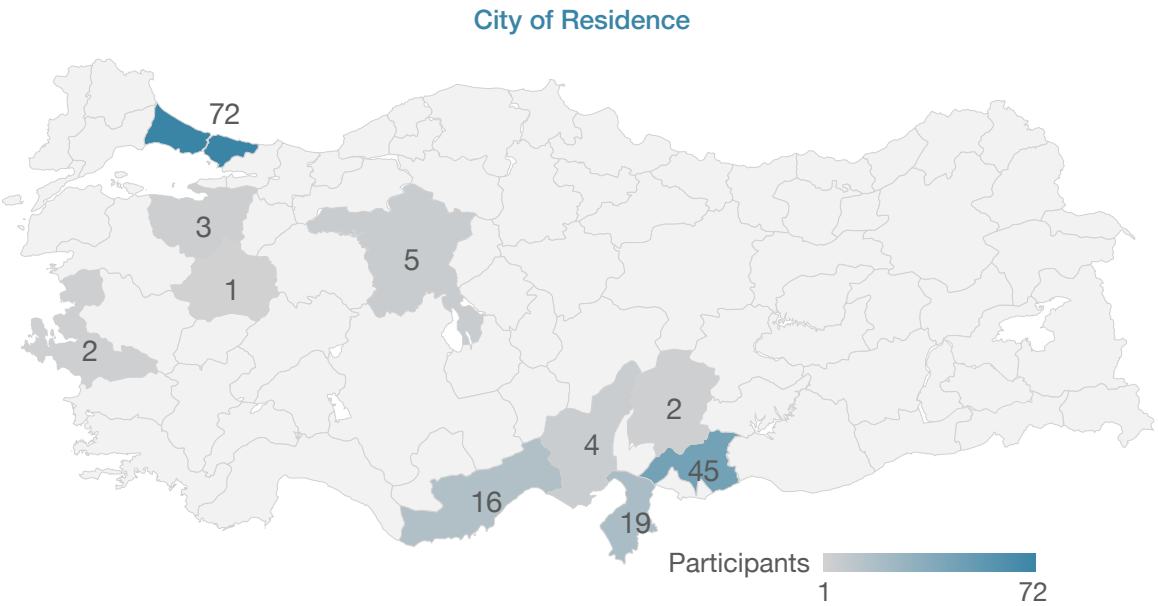

Figure 4 City of Residence

Most of the respondents stated that they either have an established startup (91.6%) or they once had one while the rest did not establish a startup (8.4%). The startups established by the respondents were in various sectors; mainly in Manufacturing and Production (31.4%), Construction and Real Estate (9.2%), Other sectors (8.4%), and Education and training as well as Retail and e-commerce both with (7%). Majority of those businesses were established in the years 2018 (17.3%), 2019 (15.7%) and 2020 (16.8%). Of those who reported they had an established startup, 89.2% reported that their startup is still operational while 10.8% reported their businesses are not operational anymore.

Entrepreneurial services provided by institutions in Türkiye

As illustrated in Figure 5, most survey participants did not receive entrepreneurial services from an incubator or accelerator. Only 31.2% reported receiving such services, while 68.8% indicated that they did not receive any entrepreneurial services. This percentage indicates the ability of entrepreneurs to develop themselves and create a success story. However, at the same time, some individuals may not have been able to achieve success on their own and may have needed entrepreneurial support and guidance. Due to not receiving these services, they may not have been able to achieve the desired level of success.

Therefore, providing entrepreneurial services to refugees and migrants can have a positive impact by:

- Enhancing the success of startups that have managed to launch on their own, either by reducing the effort, time, and cost required for these startups at the initial stage or by helping them achieve further growth, expansion, and overcoming challenges.
- Contributing to the creation of success stories for startups that were unable to launch independently due to a lack of experience or the novelty of their ventures. Having an entrepreneurial incubator alongside them can significantly elevate the quantity and quality of success stories among refugees and migrants in Türkiye.

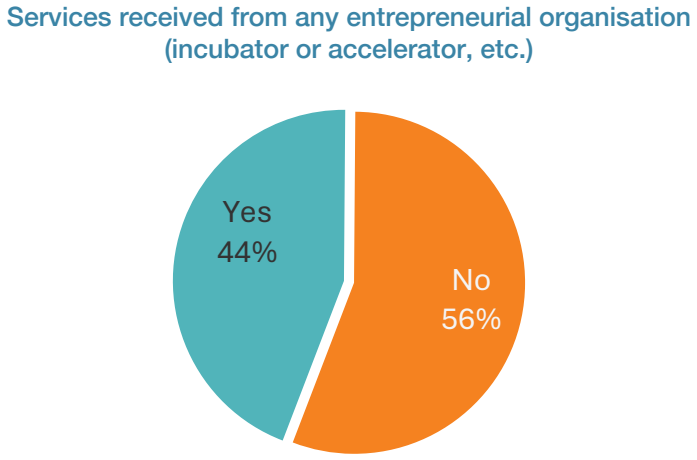

Figure 5 Services received from entrepreneurial organizations.

Individuals who received entrepreneurial services (a total of 63 people, 31%) reported that most of these services consisted of training, with a percentage of 35%, and mentorship, with a percentage of 30%. The other percentages were distributed as shown in Figure 6. It's worth noting that only 5% of the survey participants received investment services such as investment sessions, and the percentage of those who received promotional services for their startups was (7%). Individuals who received entrepreneurial services indicated that many of these services were provided by Arab entrepreneurial institutions (43%), followed by international institutions (36%), and finally Turkish institutions (21%).

Access to finance is considered one of the most crucial factors contributing to the transition of entrepreneurial ideas from the planning stage to a successful business story that penetrates the market and achieves sales. It is often encountered that there is a gap between entrepreneurs and investors, and it is the role of entrepreneurial entities to bridge this gap by connecting and enhancing the access between the two parties.

On the other hand, providing entrepreneurial services from Turkish entrepreneurial institutions is important. The Turkish entrepreneurial ecosystem has valuable insights into the local market, legal frameworks, the components of the entrepreneurial ecosystem, and the challenges facing entrepreneurs. Therefore, as migrants and refugees' startups will initially launch in the Turkish market, receiving entrepreneurial services from Turkish entrepreneurial institutions will help them overcome many challenges and enhance their growth opportunities. Additionally, having refugee entrepreneurs in these Turkish institutions will promote their integration into the host community and increase their chances of penetrating the local market.

Furthermore, international entrepreneurial institutions offer global best practices in entrepreneurship and transfer foreign expertise to the Turkish entrepreneurial ecosystem. Immigrant and refugee entrepreneurial institutions, on the other hand, have a deep understanding of the refugee and migrant communities' nature, needs, and the mindset of entrepreneurs emerging from it.

Therefore, one of the best ways to achieve integration in the refugees and migrants' entrepreneurial landscape and to enable them to launch their startups is to engage them in entrepreneurial programs that form an alliance between international, Turkish, and immigrant and refugee institutions in a balanced manner, optimizing the benefits from each of them, ultimately benefiting entrepreneurs in both the host and migrant ecosystems.

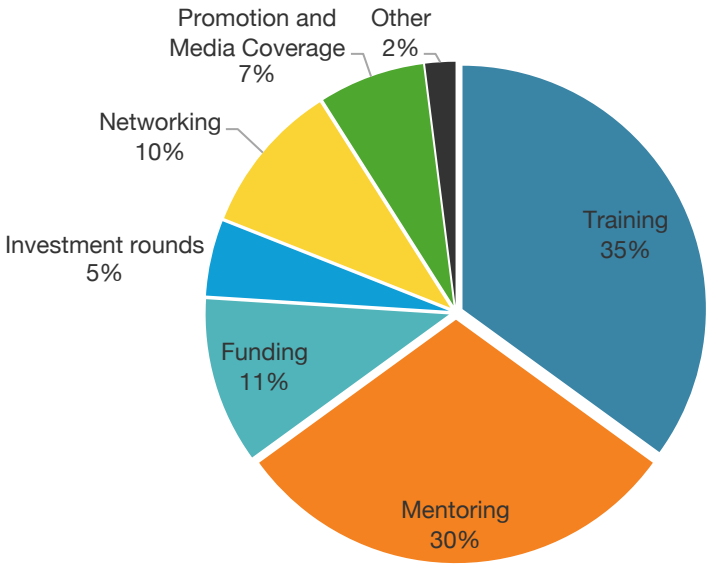

Figure 6 Nature of entrepreneurial services received.

Additionally, individuals who received entrepreneurial services reported that most of the institutions through which they received these services were business incubators with a percentage of 44%, followed by training institutions with a percentage of 33%. There was a clear absence of the role of investment institutions (4%) and business accelerators (6%). The remaining individuals were distributed among other institutions with a percentage of 13%.

Therefore, there is a clear need to provide accelerator services to entrepreneurs, either by establishing dedicated accelerators or by finding a way for refugees and migrants entrepreneurs to join international or Turkish accelerators, which will effectively bridge the gap in the entrepreneurial process.

Focus on social impact

Most of the survey participants expressed a high interest in achieving social impact, with 75.2% indicating that they are very interested (rated 5) in working towards creating a social impact, and 13.4% also expressing they are interested (rated 4). None of the participants reported being uninterested in achieving a social impact.

This percentage indicates that entrepreneurs have a strong interest in making a social impact and a sense of responsibility towards their local community and the host society, striving to benefit both. Channeling this interest systematically by active institutions can lead to remarkable results by achieving a genuine social impact alongside generating profits from startups. Additionally, raising awareness among entrepreneurs at the early stages of their startups can allocate a larger space within those startups for the sake of social impact. Furthermore, raising awareness among entrepreneurs before they even have entrepreneurial ideas can guide their entrepreneurial thinking toward generating socially impactful ideas based on social needs.

Questionnaire Analysis

As shown in Figure 7, concerning the sectors in which survey participants expressed their interest in achieving social impact, the manufacturing and production sectors came first (44.6%), followed by education and training (26.7%), and construction and real estate (24.6%) in the top three positions, with other sectors following subsequently.

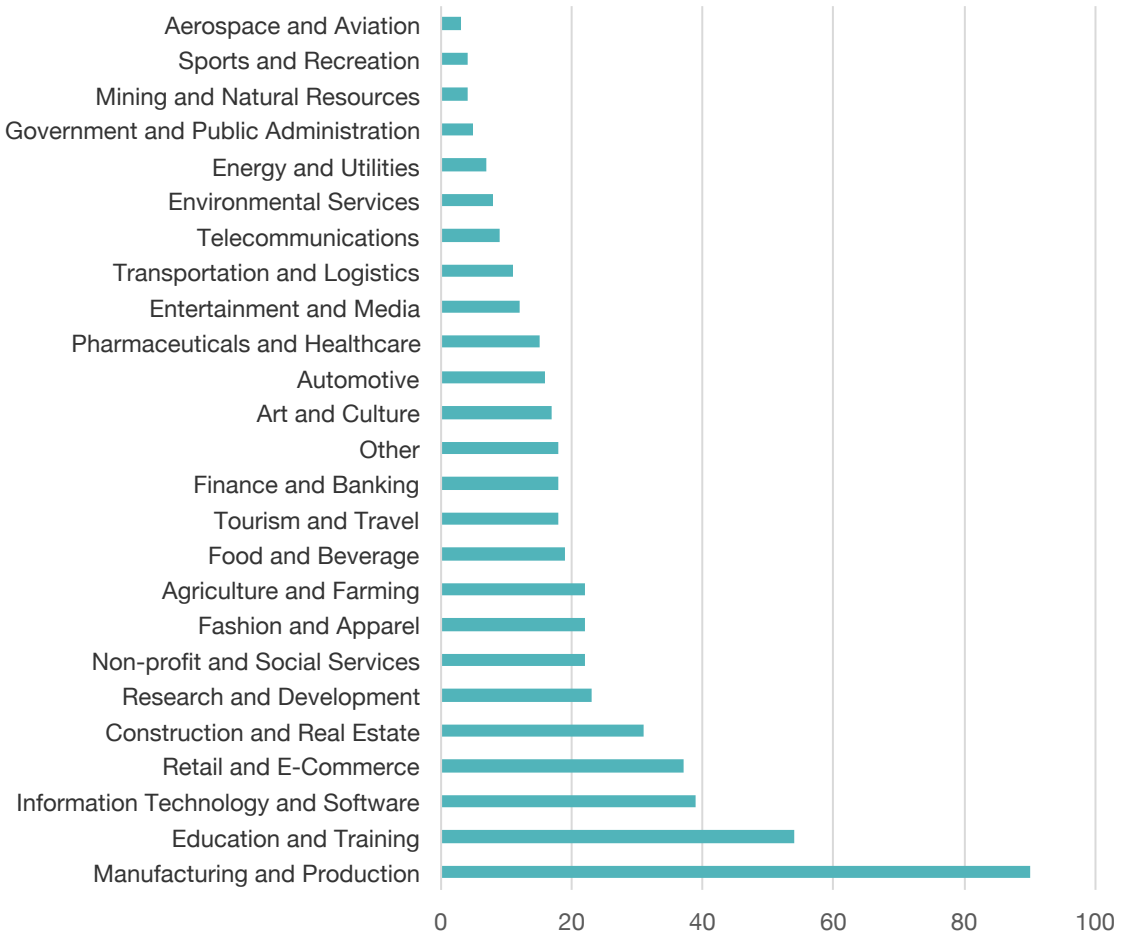

Figure 7 Sectors of interest for creating social impact

Measuring the Awareness of the Concept of Social Entrepreneurship and Social Impact

As shown in Figure 8, there is a convergence in understanding among survey participants regarding the concepts of social impact and social entrepreneurship (with a total of 690 and 683 respectively), while most participants demonstrated a greater familiarity with the concept of pure entrepreneurship (709).

The main challenge in building the personality of a social entrepreneur is linking social entrepreneurship with achieving social impact, which is available among the entrepreneurial groups covered by the survey.

However, the greater knowledge within that group is related to entrepreneurship, which is expected given the challenges regarding raising awareness of social entrepreneurship.

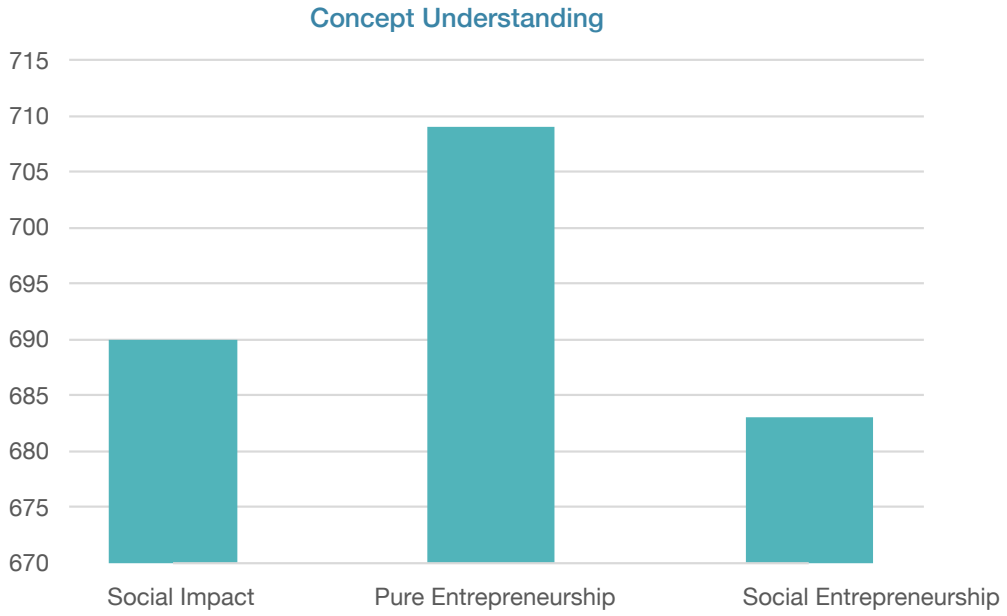

Figure 8 Concept Understanding

Regarding the participants' voting on the following statements as shown in Figure 9, it was noticeable that the lowest scores were given to the statement that "Social entrepreneurship aims for securing profit", while the highest scores were given to the statement that "Innovation and entrepreneurship are important factors in providing solutions to social problems and needs", as well as that "Social entrepreneurship is aimed at achieving social impact".

In connection with the previous result, the target sample has foundational knowledge regarding the ability of innovation and entrepreneurship to address social problems and needs. However, they still have doubts about the ability of social entrepreneurship to generate profits. These doubts stem from a lack of awareness of the core of social entrepreneurship and their belief that it is about unsustainable community initiatives that do not generate profits. Hence, it is observed that a relatively high score regarding the statement that entrepreneurs believe there is a fundamental difference between social entrepreneurship and entrepreneurship, in terms of application. However, in terms of concept, it is observed to have a relatively low score.

Therefore, the challenge we face is that entrepreneurs recognize the importance of social impact and the ability of entrepreneurship to solve social problems through entrepreneurship and innovation. However, social entrepreneurship comes in as a model that combines both in one business model to achieve social impact through entrepreneurial startups, which is not well understood by entrepreneurs in the immigrant and refugee community.

Questionnaire Analysis

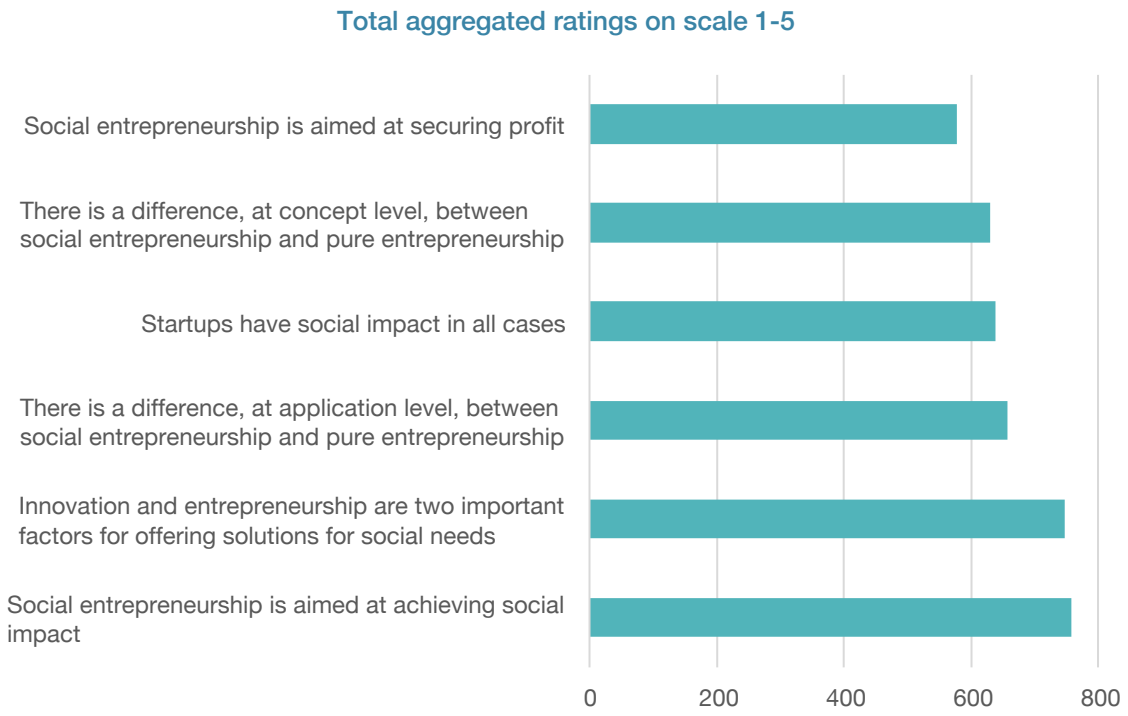

Figure 9 Measuring concept understanding by rating on scale 1-5

Regarding the question posed to survey participants about the extent to which they believe social impact contributes to achieving the following factors as shown in Figure 10, the answers were diverse. The highest score was for the belief that the presence of social impact is associated with generating ideas for startups and creating added value (both score 771), while the lowest score was for the belief that social impact can utilize non-conventional financing options such as Islamic financing tools (i.e. endowment, Zaka and others) (score of 699). A strong belief (score 756) was that the presence of social impact contributes to attracting investment. Tied in ranking were the items related to the association of social impact with the possibility of attracting funding from local and international institutions interested in social impact for startups (score 766). The results were lower concerning ensuring the sustainability of the startups (score 725) and the possibility of benefiting from non-traditional financing tools such as endowments, zakat, or crowdfunding (score 699).

Regarding achieving sustainability for social impact through profits generated from social startups, the vast majority of participants endorsed this approach, with 42.6% fully supporting it (score 5) in addition to 29.7% (score 4).

From these results, it can be inferred that the most influential factor in entrepreneurs' awareness is their belief that social entrepreneurship is different from entrepreneurship as shown in Figure 11. Entrepreneurs largely see that social impact contributes to generating entrepreneurial ideas and creating added value, which represents a common point of intersection with entrepreneurship. However, there is a clear shift in their opinion when it comes to the element of profit generation from social impact. This means that entrepreneurs find the most significant difference between social entrepreneurship and entrepreneurship lies in the financial model.

Questionnaire Analysis

"The Financial model is the same for both traditional and social entrepreneurship."

as expressed by one of the experts interviewed.

Therefore, targeting entrepreneurs' awareness by clarifying that the financial model of social entrepreneurship and traditional entrepreneurship is largely similar, if not the same, can eliminate the ambiguity surrounding the concept of social entrepreneurship and increase its appeal to entrepreneurs, given its positive impact on generating ideas and value as well as being profitable and sustainable.

Total aggregated ratings on scale 1-5

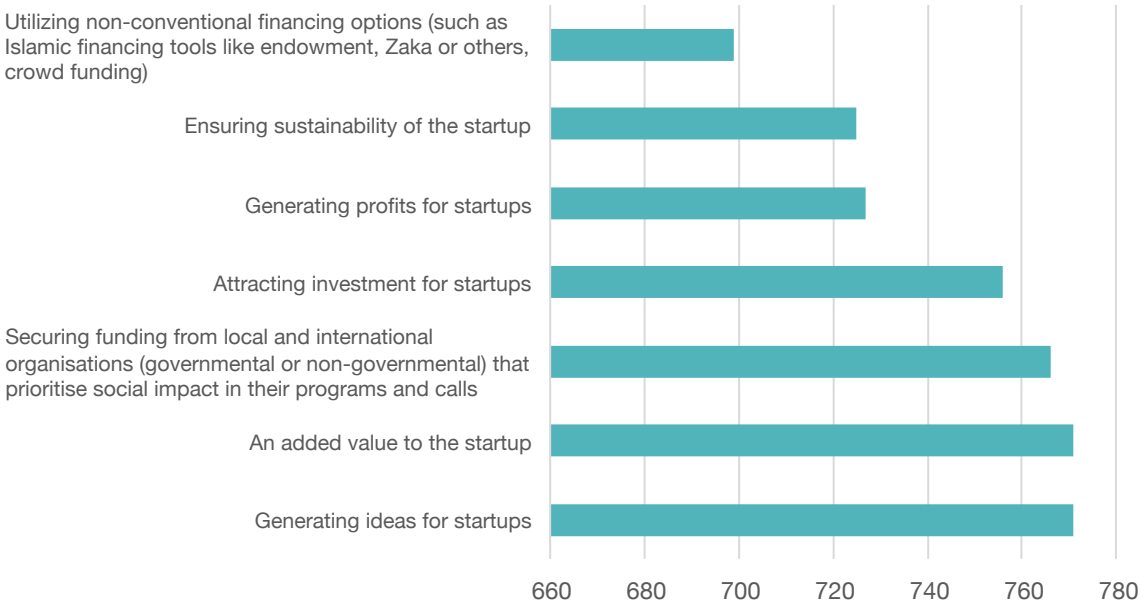

Figure 10 Extent of belief in the social entrepreneurship benefits

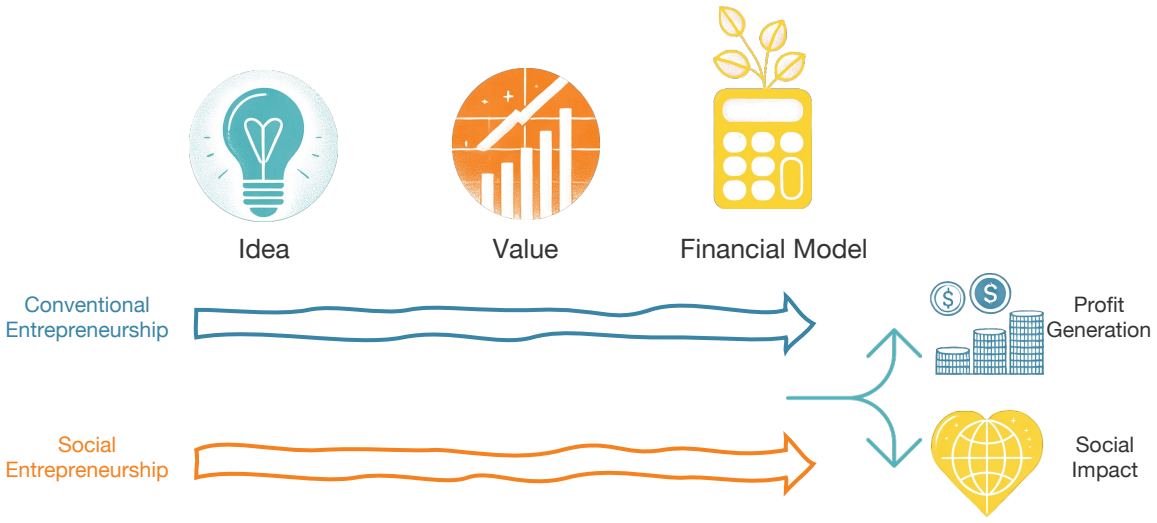

Figure 11 Representation of mis-conceptual understanding among participants

Additionally, there is a strength added to social entrepreneurship, as affirmed by the entrepreneurs' responses in the survey. Social entrepreneurship can secure funding from various sources and options that are not typically available to traditional entrepreneurship. These sources vary from funding from local and international non-governmental organizations, both in terms of partnerships and grants, to funding from non-traditional sources such as endowments and crowdfunding. There is also the potential to attract investment from investors who have an awareness of social entrepreneurship.

Measuring the extent of applying the concept of social entrepreneurship within the entrepreneurial ecosystem

As for the focus of the startups on achieving social impact or profit, the survey results in Figure 12 and Figure 13, regarding the necessity of focusing the startups on achieving social impact with a total sum of 838 compared to a total sum of 773 regarding the necessity of focusing the startups on making profits. This means that the entrepreneur recognizes the importance of achieving social impact and sees it as equally important as making a profit.

''Entrepreneurs are fine with creating social impact alongside their profitable start-ups'' Expert opinion.

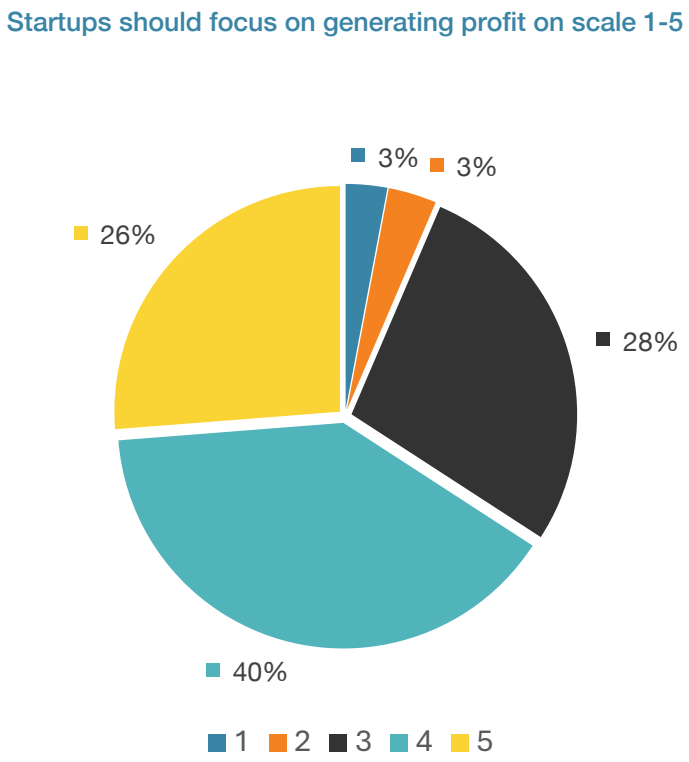

Figure 12 Views on the focus of social entrepreneurship towards generating profit

Therefore, in Figure 14, entrepreneurs believe that it is of utmost importance for startups to succeed in balancing profit generation and creating a positive social impact. However, the dilemma here lies not in the entrepreneurs' desire to achieve social impact in their startups but in their awareness and ability to achieve this impact in balance with profit generation.

Questionnaire Analysis

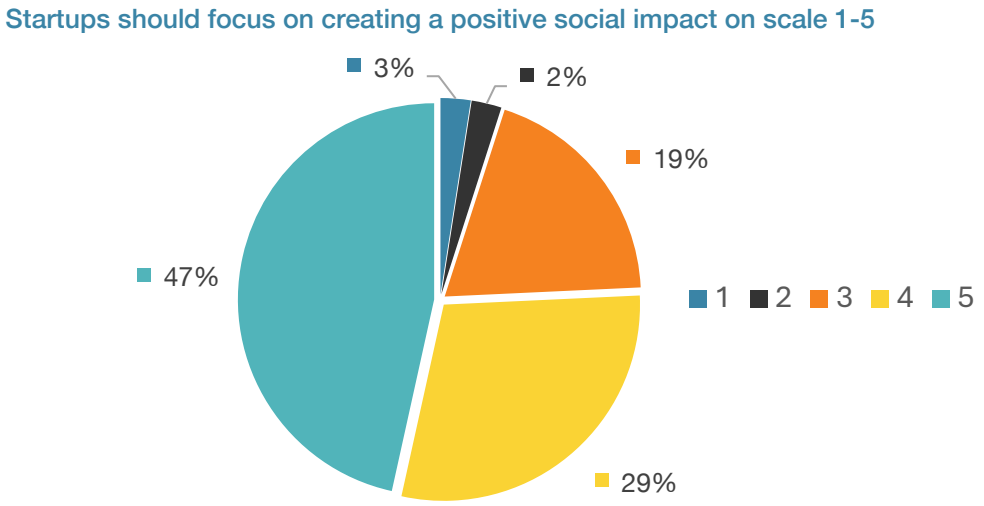

Figure 13 Views on the focus of social entrepreneurship towards creating social impact

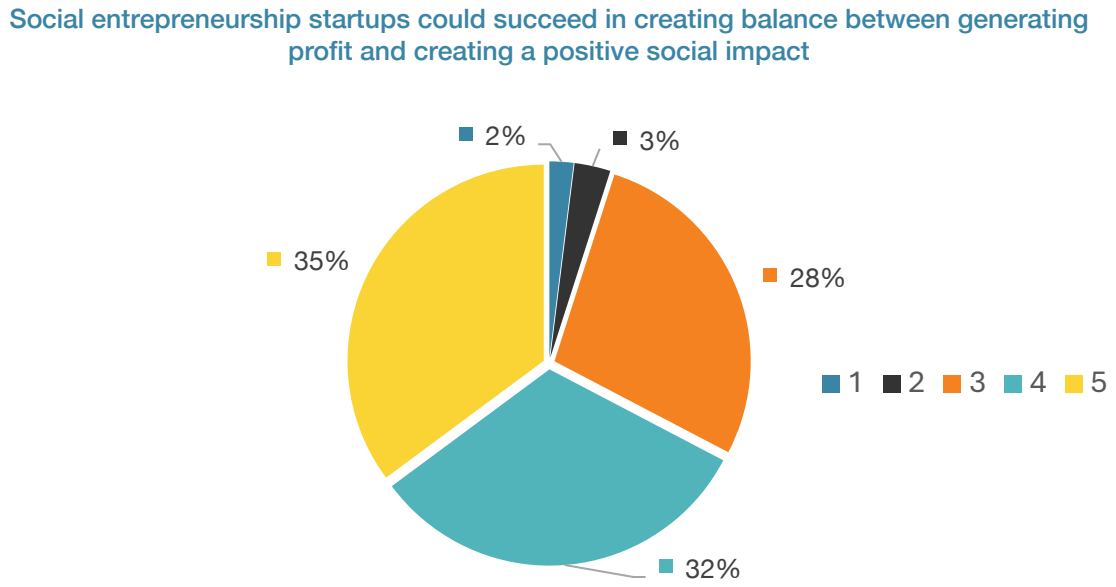

Figure 14 Views on the focus of social entrepreneurship towards balancing profit and social impact

In Figure 15, the surveyed group thinks, at a rate of 56.4% (with scores of 4 or 5), that entrepreneurial institutions consider social impact in their programs. This implies that there is still room for enhancing and prioritizing social impact and social entrepreneurship by entrepreneurial institutions.

Interviewees believe that immigrant and refugee entrepreneurial institutions face challenges in providing their entrepreneurial services. They think that entrepreneurial institutions' focus on social impact should be prominent and systematic, applied to all stages of the entrepreneurial program they implement. They also believe that a lack of awareness among entrepreneurs about social entrepreneurship could negatively affect participation in these entrepreneurial programs. There are also challenges related to donor organizations, such as their focus on traditional entrepreneurship due to their limited knowledge of social entrepreneurship and its application methods.

Entrepreneurial institutions should address these challenges by promoting entrepreneurs' awareness of the concept of social entrepreneurship, providing a clear vision to donor organizations regarding the benefits of social entrepreneurship, and formulating an executive framework for social entrepreneurship that ensures both social impact and profit are achieved.

Entrepreneurial organisations consider social impact as a criterion when shortlisting starrtups or while executing trainings, mentoring and other activities

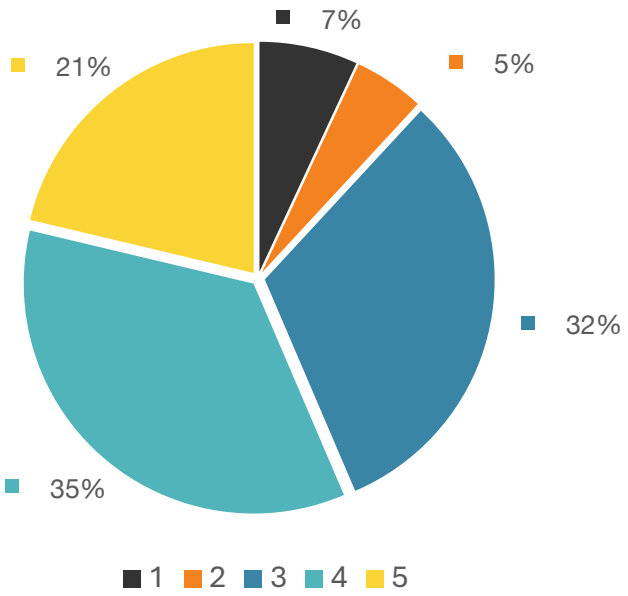

Figure 15 Assessment of the role on institutions in prioritizing social impact

As for the participants' views on the role of investors and their interest in achieving social impact for the startups they invest in, there is a clear variation in opinions, with a general tendency to believe that investors are not concerned with achieving social impact. This item received a total score of 646, as shown in Figure 16, where the majority of responses gave a score of 3 or lower, totaling approximately 63%. This may contribute to entrepreneurs not giving sufficient attention to maximizing social impact and underscores the importance of raising awareness among investors about the significance and benefits of social impact.

This result extends the previous idea that entrepreneurs believe that social startups do not generate profits. Based on their perspective, entrepreneurs believe that investors share the same view. Consequently, entrepreneurs perceive that investors are not interested in achieving social impact. This leads to some entrepreneurs fearing that their startup might be categorized as a social non-profit startup, as they are concerned it could affect investors' impressions and deter investment opportunities.

Hence, based on these responses, entrepreneurs emphasize their lack of awareness that social entrepreneurship startups can have financial similarities to traditional entrepreneurship and can also generate profits.

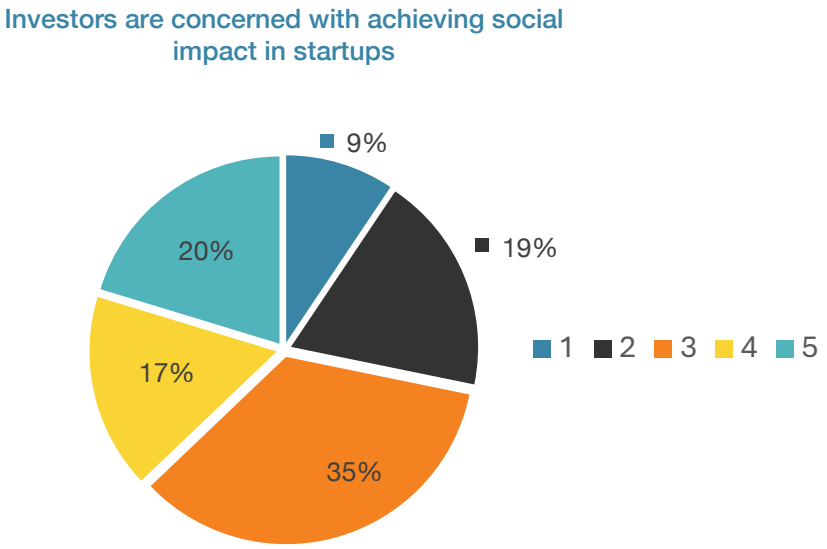

Figure 16 Perception about investors interests

As for the satisfaction with various government policies and programs regarding the support and promotion of social entrepreneurship, shown in Figure 17, the overall total for this item was 646, with a satisfaction rate of nearly 72% (score 3 or higher).

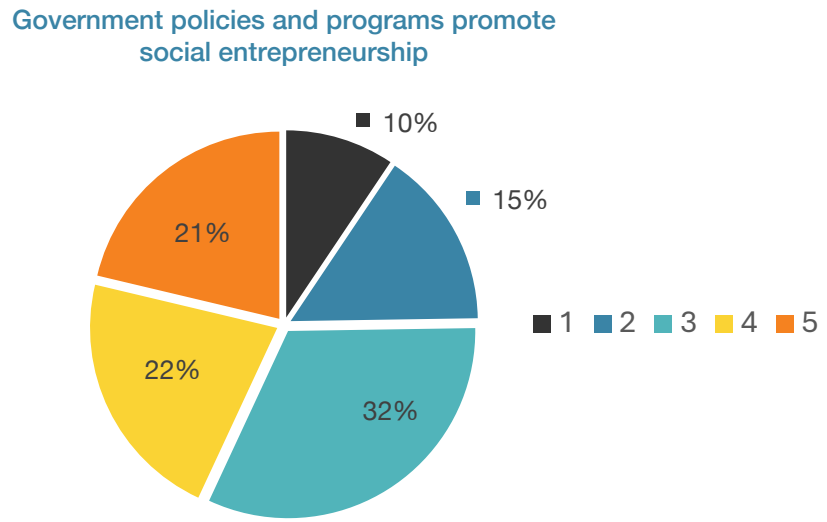

Figure 17 Satisfaction regarding social entrepreneurship policies and programs

In Figure 18, the results regarding the extent to which local and international donor organizations show sufficient interest and focus on achieving social impact within their entrepreneurial programs are relatively consistent with the evaluation of the role of entrepreneurial organizations in Figure 15, where the overall total for this item is 667 compared to 725 for entrepreneurial organizations. This indicates the need for joint efforts between local and international organizations and entrepreneurial institutions to expand the concept of social entrepreneurship and integrate it into various programs and projects they implement and finance to maximize social impact and the overall benefits.

Here, the role of donor organizations may be more effective in promoting social entrepreneurship by formulating clear directions to consider social impact when funding programs implemented by local entrepreneurial institutions. Experts believe that donor organizations are highly interested in creating social impact through their programs by achieving the required integration with implementing institutions.

Donor organisations (local and international) focus on creating social impact within their entrepreneurship programs

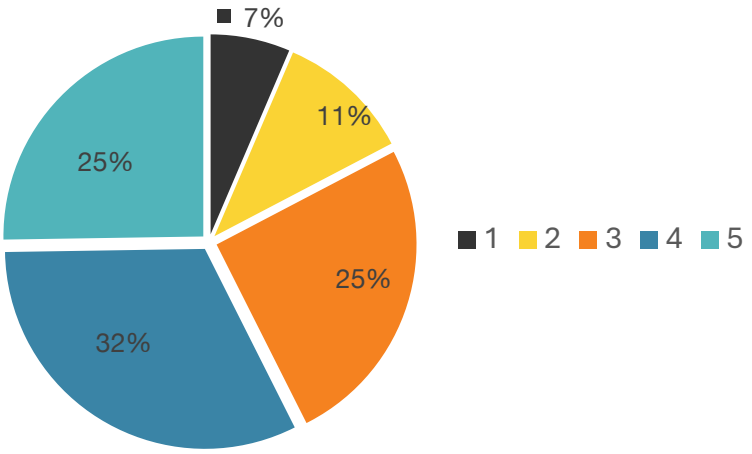

Figure 18 Views on donors' interest in creating social impact

Digging deeper into the importance and effectiveness of social entrepreneurship in providing solutions for vulnerable communities, such as refugees in Türkiye, 67% of the respondents, as shown in Figure 19, found that social entrepreneurship contributes to providing solutions to the challenges faced by these communities (score 4 and 5). This means that there is a societal need for social entrepreneurship, as it stems from more effective creative solutions compared to other alternatives.

Social entrepreneurship contributes to offering solutions for the challenges that face newcomers (refugees and migrants)

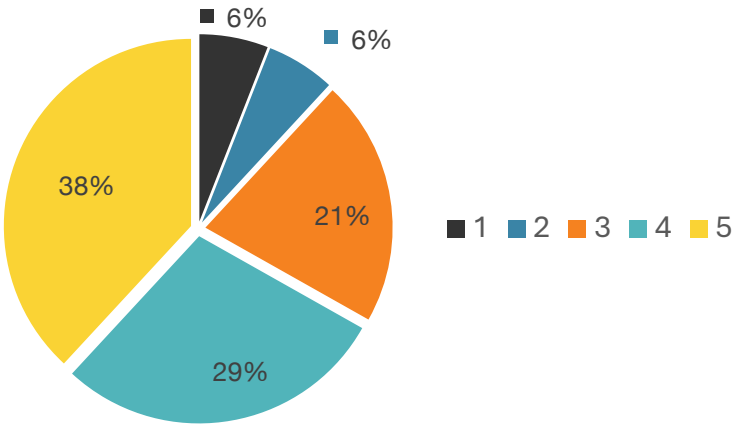

Figure 19 Views on role of social entrepreneurship in overcoming challenges faced by immigrant and refugee

Therefore, according to the respondents, it was imperative to strengthen integration programs implemented by the government in collaboration with various entities to activate the state of social entrepreneurship by integrating refugees and immigrants with host communities through joint programs and projects. This integration aims to encourage them to work together on innovation centered around maximizing social impact and providing sustainable solutions to the common challenges they face. In this regard, the total score for this item was (765), as shown in Figure 20.

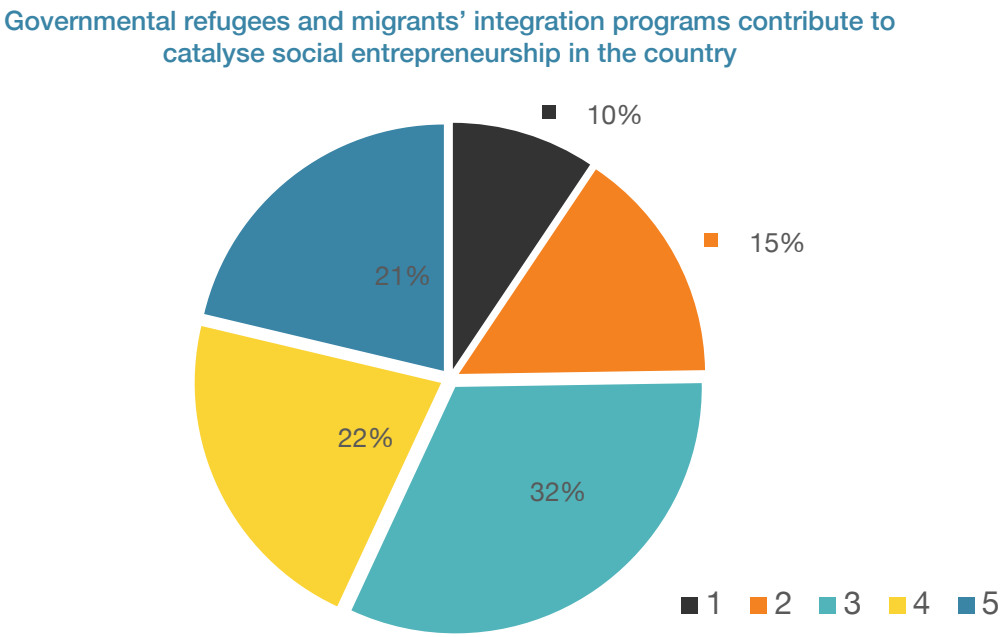

Figure 20 Views regarding integration programs' role to catalyze social entrepreneurship

The survey participants identified the sectors that they believe achieve the desired impact in social entrepreneurship, as shown in Figure 21. The manufacturing and production sector ranked first, followed by the education and training sector, and then the information technology and software sector. The three sectors that ranked lowest were the energy and utilities sector, mining and natural resources sector, and aerospace and aviation sector. Results like these can contribute to directing the activities of local and international organizations and institutions in activating their programs and activities related to social entrepreneurship within the sectors that are of most interest to the target audience.

Regarding the challenges facing social entrepreneurship in Türkiye and the key recommendations from the survey, they are summarized in Figure 22. The most prominent recommendation is the importance of having government policies and programs that promote the implementation of social entrepreneurship. The survey participants believe this is essential because government initiatives are characterized by their rapid implementation and commitment by institutions working in the field of entrepreneurship and development in Türkiye. After establishing the government's role in promoting social entrepreneurship, the private sector also has a crucial role to play, indicating the need for collaboration between the public and private sectors in achieving this goal from the perspective of entrepreneurs.

Given the low awareness among entrepreneurs regarding the concept of social entrepreneurship and its applications, it is concluded that the challenge they face is providing various entrepreneurial activities, including training, mentoring, networking, and raising awareness about social entrepreneurship.

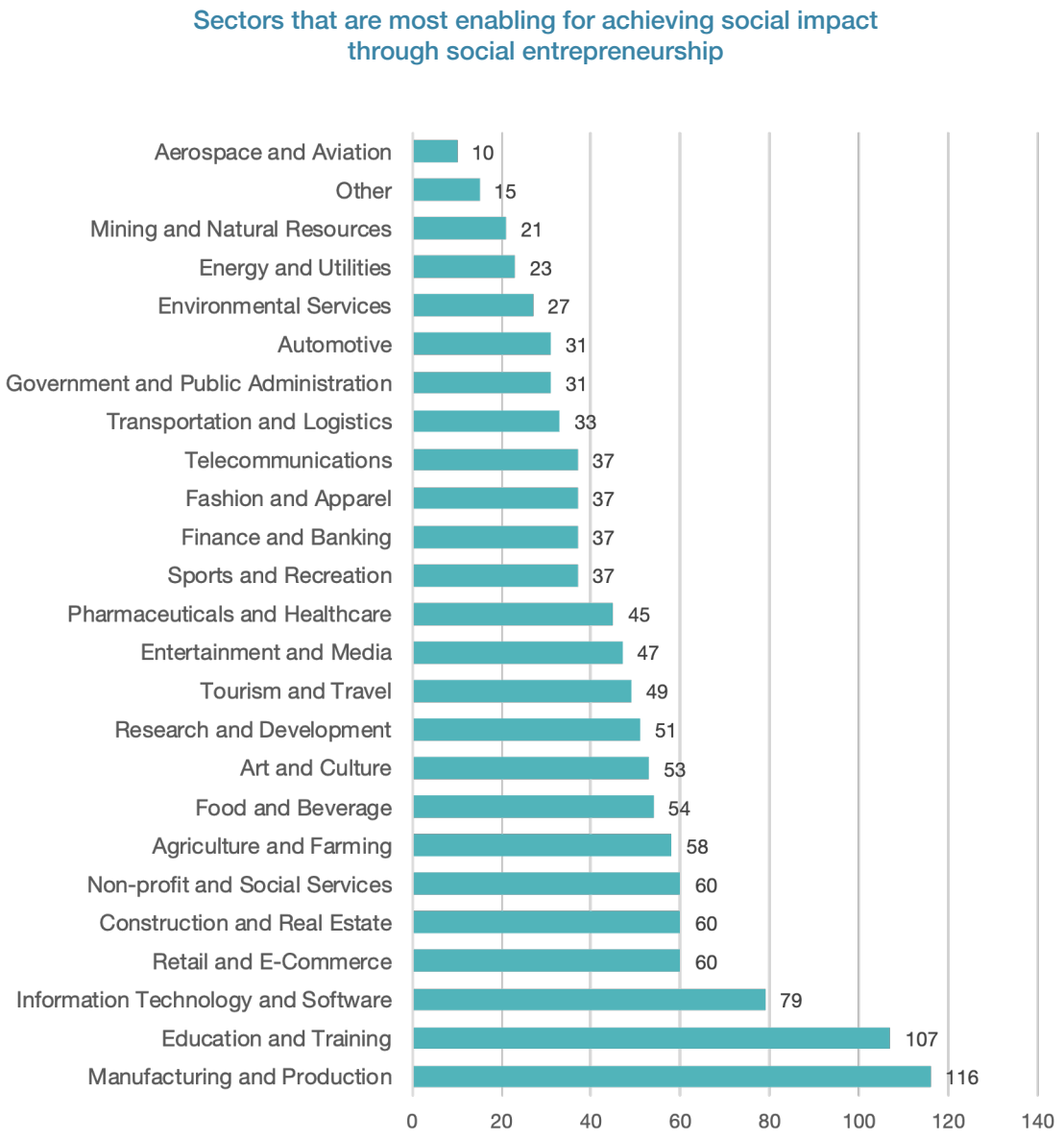

Figure 21 Sectors of interest for achieving social impact

The challenges related to funding social entrepreneurship startups, whether through investment or financing from relevant institutions, are also significant. Entrepreneurs believe that the presence of a specialized incubator for social entrepreneurship can address several challenges associated with the implementation and promotion of social entrepreneurship in the entrepreneurial community, whether newcomers or host communities. This is closely linked to the presence of an effective executive framework for the implementation of social entrepreneurship that results in the launch of more success stories in this domain.

Finally, the presence of non-governmental organizations that integrate social entrepreneurship into their programs is crucial for building the social entrepreneurship ecosystem.

Challenges facing the proper application of social entrepreneurship

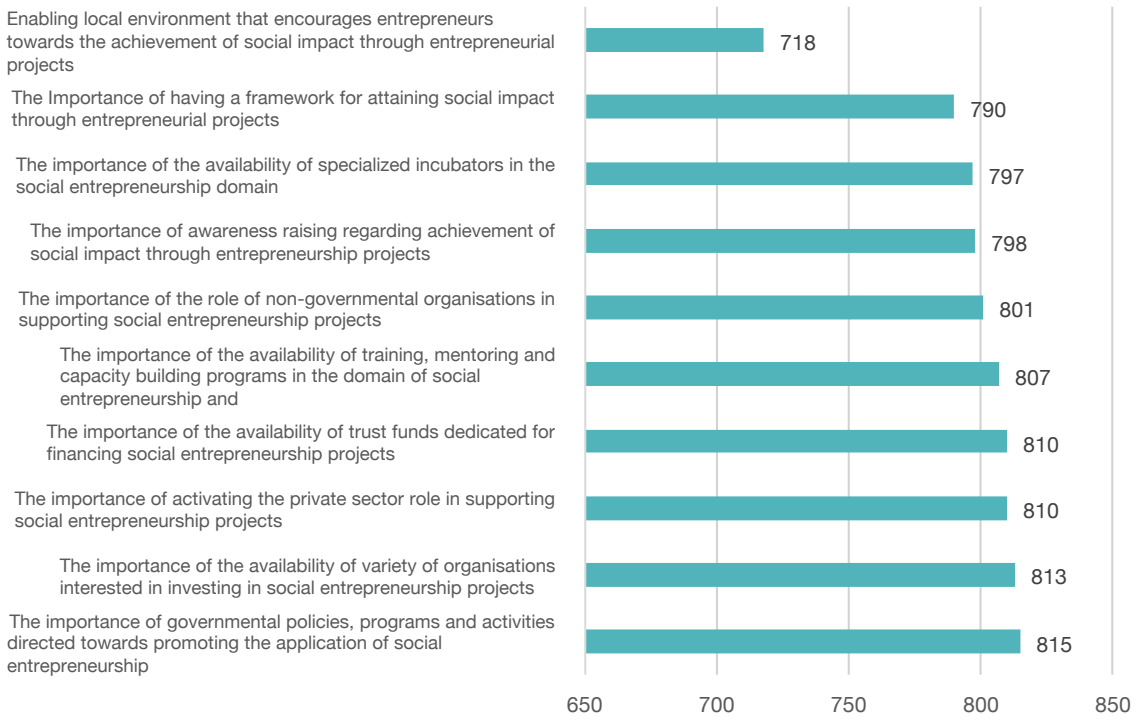

Figure 22 Challenges and recommendations for effective implementation of social entrepreneurship in Türkiye

Challenges facing social entrepreneurship in immigrant and refugee communities

Various perspectives, such as those of the entrepreneur, investor, entrepreneurial ecosystem, and others, can be used to categorize the challenges that social entrepreneurship in the immigrant and refugee community faces. These challenges include reaching the target audience, which can be difficult due to a lack of understanding regarding social entrepreneurship, which makes it difficult to find people who are interested in this area. Unaware of it, some future social entrepreneurs may already have the traits and abilities of a social entrepreneur.

Additionally, there is frequent misunderstanding regarding the relationship between social entrepreneurship and charitable endeavors or community activities. Some entrepreneurs may worry that linking their start-ups to making a social impact could harm their start-ups' development and ability to generate profits. They might worry about how prospective investors will see their startup.

Another issue is the lack of assistance from the local entrepreneurial ecosystem, which may be inexperienced in incorporating social impact into startups.

The ability to support and coach entrepreneurs in integrating social effects into their business plans and startups while striking a balance between profitability and social impact seems to be lacking.

Conclusions

The social entrepreneurship ecosystem in Türkiye is still in its early stages of development and faces many challenges that can be summarized in weaknesses related to its main components (i.e. entrepreneurs, institutions, and investors).

In terms of media coverage, there is often a lack of media coverage regarding social entrepreneurship and its importance and success stories, as the media tends to focus on successful startup stories from a financial or profit perspective.

For the immigrant and refugee community itself, several challenges also exist as immigrant and refugee communities still face challenges in integrating into the local host community. There are difficulties in navigating the legal framework and regulations. Finally, the fact that social impact is given lower priority in the immigrant and refugee community's list of priorities since the immigrant and refugee community itself may not have long-term stability in Türkiye.

Conclusions

This study concludes that there is a consensus among entrepreneurs, entrepreneurial institutions, and non-governmental organizations in the Turkish immigrant and refugee community, whether international or local, regarding the significant importance of social entrepreneurship and its effectiveness in society. This is due to its ability to create added value in various areas aligning with sustainable development goals and contribute to achieving them by providing innovative and sustainable solutions to social, environmental, poverty, climate change, and other issues. However, there is still a considerable lack of awareness and understanding regarding the concept and its application.

Social entrepreneurship plays a crucial role in addressing contemporary development challenges by generating creative and sustainable solutions to meet the needs of society. Furthermore, it allows entrepreneurs to explore effective, innovative ideas arising from social problems and needs. It also enables them to create value that aligns with the community's preferences while achieving the success factors of social startups. However, the immigrant community in Türkiye has limited access to the benefits of social entrepreneurship due to a lack of understanding and misconceptions about its concept, often confusing it with non-profit social initiatives. Consequently, there has been limited practical application of social entrepreneurship in immigrant and refugee communities. Many entrepreneurs are strongly motivated to make a social impact alongside profitability in their startups. To achieve this, there is a need for a clear and effective practical framework for social entrepreneurship. Such a framework would facilitate the generation of socially impactful and financially balanced entrepreneurial ideas without negatively affecting either aspect.

Regarding integration, there are common areas of collaboration between non-governmental organizations, both international and local, and donor institutions regarding promoting social entrepreneurship. All parties share the common goal of achieving social impact without compromising the profitability of social startups. However, there is a gap in fully utilizing this common ground due to a lack of clear understanding of successful partnership models and weak coordination between different stakeholders. A good example that demonstrates effective collaboration in this regard is the Refugee Investment Network (RIN), which focuses efforts to examine and qualify social enterprises that have evidence of improving refugee lives through job creation, economic development, social integration, education, health, or self-reliance and feature them to be connected with potential investors.

Lastly, in terms of investment and financing, investors prefer to invest in social startups that achieve social impact alongside profitability (Oxford Business Group ,2020). However, there are concerns about the success of this model due to a lack of awareness of social entrepreneurship or weak practices related to implementing social entrepreneurial concepts in the immigrant and refugee entrepreneurial ecosystem. On the other hand, social startups have more access to a variety of financing options, such as crowdfunding, funding from donor organizations, development and endowment funds, and other alternatives, in addition to their ability to generate profits.

Social entrepreneurship, if invested in, mainstreamed, and fully understood by the entrepreneurial ecosystem, has great potential to contribute to solving the challenges faced by the immigrant and refugee in Türkiye and contribute to creating a positive impact that will benefit both immigrant and refugee and host communities.

Recommendations

To enhance social entrepreneurship and its applications, combined efforts from all the active components related to this regard, such as entrepreneurial institutions, NGOs, international organizations, local government institutions, and investment entities, are required.

Entrepreneurial institutions

To build on any upcoming efforts in social entrepreneurship, it is essential to invest in shaping a common understanding among the immigrant and refugee entrepreneurial ecosystem about social impact and social entrepreneurship. This is mandatory to establish a solid foundation from which the immigrant and refugee can launch and further develop social startups. Therefore, highlighting the concepts of social impact and social entrepreneurship must be carried out systematically and with structured outcomes and objectives. To achieve this goal, it is recommended to launch a comprehensive awareness program centered around both the concept of social impact, its importance, measurement mechanisms, and means of achieving it, as well as the concept of social entrepreneurship, its significance, profitability, and its business model. This can be accomplished through the following elements:

1. Creating specialized content (written, audio, or visual).

2. Holding meetings with specialized experts in social entrepreneurship.

3. Hosting round table discussions among entrepreneurs.

4. Showcasing success stories in social entrepreneurship startups.

Involving representatives from the immigrant and refugee and Turkish entrepreneurial ecosystems, immigrant and refugee, and Turkish community organizations, as well as international and donor organizations, is essential in shaping the contours of this program and implementing its phases while raising awareness among the targeted entrepreneurial groups within the immigrant and refugee community.

Recommendations

Regarding the promotion of social entrepreneurship widespread application, it requires the execution of initial phases to ensure the development of the social entrepreneurs' character, followed by equipping them with the necessary skills and knowledge to generate and mature social entrepreneurial ideas. In this context, the following elements can achieve this objective:

1. Launching specialized training programs to build the skills of social entrepreneurs in creating social impact and generating social entrepreneurial ideas based on community problems and needs, along with the application process of social entrepreneurship phases.

2. Initiating incubation programs to attract social entrepreneurial ideas and startups. These programs should be designed with a focus on social impact, and they should encompass promotional materials, application procedures, selection criteria, the evaluation of accepted applications, the training phase, the mentoring phase, and finally, the Demo-day phase.

3. Launching qualification programs for trainers and mentors in the field of social entrepreneurship. These programs should emphasize the social impact aspect and the methodology of deriving training or guidance for social entrepreneurs.

NGOs

In the context of non-governmental organizations, it is recommended that they play a significant role in promoting the implementation of social entrepreneurship through the following:

1. Formulating a partnership model between non-governmental organizations and social startups that ensures mutual benefit. This involves social startups providing their innovative services in the realm of common societal benefit while also achieving profits that support their financial model.

2. Exchanging experiences between social startups and non-governmental organizations regarding best practices for enhancing social impact in shared areas of interest.

3. Non-governmental organizations identify community problems and needs and attempt to attract innovative solutions, resulting in the launch of social startups.

International organizations

International organizations play a crucial role in shaping the application of social entrepreneurship in the immigrant and refugee community since they are one of the primary sources that fund development programs. They can direct local NGOs towards specific goals, including social entrepreneurship. In addition, these organizations can directly affect the application of social entrepreneurship by funding specialized social entrepreneurship programs targeting the entrepreneurial ecosystem of immigrant and refugee communities.

Local government institutions

The immigrant and refugee entrepreneurial ecosystem, including all its components, is subject to the Turkish legal framework. Therefore, this ecosystem must adhere to the provisions of this legal framework and make use of the advantages it offers to the entrepreneurial ecosystem of the host community. To achieve this, the following suggestions can be implemented:

Recommendations

1. Conduct awareness sessions for social entrepreneurs, entrepreneurial institutions, and social organizations within the immigrant and refugee community regarding the legal provisions and privileges specific to entrepreneurship. Encourage their application and utilization.

2. Explore the possibility of drafting specific legal regulations that regulate the immigrant and refugee entrepreneurial ecosystem, considering its unique situation and challenges.

3. Consider the possibility of government instructions for institutions working in the field of entrepreneurship and development to prioritize social impact when designing their programs or seeking funding from donor institutions.

Investment entities

The financial and investment aspect is one of the most crucial stages that enables startups to enter the market. Therefore, enhancing access to funding for social startups can have a positive impact on their implementation in the immigrant and refugee entrepreneurial ecosystem. In this context, the following recommendations to achieve this goal are as follows:

1. Conduct awareness sessions for investors regarding the potential for generating profits from social startups.

2. Facilitate meetings between investors and successful social entrepreneurs to reassure investors about the practicality of aligning social impact and profit generation.

3. Establish dedicated trust funds for social startups.

4. Provide training for social entrepreneurs on the mechanisms of financing social startups through crowdfunding and other means.

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Appendix (1) Interview Form

Introduction

These interviews are part of a research project aimed at developing a paper that discusses social entrepreneurship between concept and application, focusing on immigrant and refugee communities in Türkiye that have startups and businesses.

This paper will be presented for participation in the Qatar Entrepreneurship Conference, scheduled to be held in October of 2023. Its outcomes will be utilized to formulate a set of recommendations, proposals, and mechanisms that can enhance social entrepreneurship in Türkiye, with the goal of benefiting refugees, immigrants, and host communities in Türkiye.

Section 1: Objectives and Desired Outcomes of Expert Interviews

Target Audience

To achieve the study's objectives, it is preferable to interview entrepreneurial experts who meet the following criteria:

- Expertise in entrepreneurship within the specified parameters:
    - Provided entrepreneurial services to the target audience (training, guidance, mentoring).
    - Worked in entrepreneurial institutions in technical roles, providing consultation, program design, or implementation.
    - Participated in entrepreneurial conferences and conducted entrepreneurial studies and research.
- Demonstrated a record of providing services within Türkiye or to the target audience located in Türkiye.

Interview Objectives

- Understand the challenges facing the implementation of social entrepreneurship in the local entrepreneurial ecosystem.
- Contribute to the formulation of recommendations and policies aimed at enhancing social entrepreneurship through local entrepreneurial ecosystem components.
- Contribute to the development of a methodology for integrating social impact into startups.

Section 2: Structure of Expert Interviews

Axis 1: Concept of Social Entrepreneurship in Türkiye

- Dissemination of the concept of social entrepreneurship (with examples).
- Level of social entrepreneurship implementation within the local entrepreneurial ecosystem.
- Challenges encountered in the implementation of social entrepreneurship.

Axis 2: Mechanisms to Enhance Social Entrepreneurship in the Entrepreneurial Ecosystem and Relevant Institutions

- Mechanisms for raising awareness about social entrepreneurship through entrepreneurial institutions.
- Existing and required governmental policies for promoting social entrepreneurship.
- Role of non-governmental institutions (local and international) in promoting social entrepreneurship.

Axis 3: Designing a Methodological Framework to Achieve Social Impact in startups.

- Mechanisms for incorporating social impact into the methodology of shortlisting entrepreneurial ideas and startups by entrepreneurial institutions.
- Strategies to enhance social impact in ideas and startups participating in entrepreneurial programs offered by entrepreneurial institutions.
- Utilizing social impact to generate ideas for startups.
- Mechanisms to stimulate funding and investment for social startups.

The End

Appendix (2) Questionnaire Form

1.1. Introduction Part

This questionnaire is part of the research work intended to develop a paper titled "Social entrepreneurship of refugee-owned businesses in the Türkiye," specifically focusing on Türkiye. The paper proposal is submitted and accepted for participation at the Entrepreneurship for Sustainability & Impact (ESI) 6th International Conference, which will be held on 17th—19th October 2023 in Doha, Qatar.

1.2. Demographic questions Part

- Original Nationality (list of Arab countries: Algeria, Bahrain, the Comoros Islands, Djibouti, Egypt, Iraq, Jordan, Kuwait, Lebanon, Libya, Morocco, Mauritania, Oman, Palestine, Qatar, Saudi Arabia, Somalia, Sudan, Syria, Tunisia, the United Arab Emirates, and Yemen.)
- Age □ 18 -24 □ 25 - 39 □ 40 - 55 □ 55 -65 □ >65
- Gender □ Male □ Female
- What is the highest-level qualification that you have?

□ High School □ Diploma □ Bachelor's □ Master degree □ PhD degree

- Are you a □ Refugee □ Asylum seeker □ Resident □ Citizen □ Other
- Since when have you arrived in Türkiye? _____(list of Years)
- In which city you reside (list of Turkish cities: Adana, Adiyaman, Afyonkarahisar, Ağrı, Aksaray, Amasya, Ankara, Antalya, Ardahan, Artvin, Aydın, Balıkesir, Bartın, Batman, Bayburt, Bilecik, Bingöl, Bitlis, Bolu, Burdur, Bursa, Çanakkale, Çankırı, Çorum, Denizli, Diyarbakır, Düzce, Edirne, Elazığ, Erzincan, Erzurum, Eskişehir, Gaziantep, Giresun, Gümüşhane, Hakkâri, Hatay, Iğdır, Isparta, Istanbul, İzmir, Kahramanmaraş, Karabük, Karaman, Kars, Kastamonu, Kayseri, Kilis, Kırıkkale, Kırklareli, Kırşehir, Kocaeli, Konya, Kütahya, Malatya, Manisa, Mardin, Mersin, Muğla, Muş, Nevşehir, Niğde, Ordu, Osmaniye, Rize, Sakarya, Samsun, Şanlıurfa, Siirt, Sinop, Sivas, Şırnak, Tekirdağ, Tokat, Trabzon, Tunceli, Uşak, Van, Yalova, Yozgat, Zonguldak)
- What languages do you master on a professional level □ Arabic □ English □ Turkish □ Other
- Are you □ interested in social impact □ interested in entrepreneurship □ An entrepreneur □ Owner of a company or a start-up □ Expert in entrepreneurship □ Expert in social impact □ owner of an NGO □ Other
- To which sector does your startup or entrepreneurial interests belong (list of sectors: Agriculture and Farming, Manufacturing and Production, Services (e.g., Retail, Hospitality, Healthcare), Information Technology and Software, Finance and Banking, Construction and Real Estate, Transportation and Logistics, Education and Training, Energy and Utilities, Telecommunications, Entertainment and Media, Tourism and Travel, Automotive, Aerospace and Aviation, Pharmaceuticals and Healthcare, Environmental Services, Non-profit and Social Services, Government and Public Administration, Research and Development, Mining and Natural Resources, Retail and E-commerce, Fashion and Apparel, Food and Beverage, Sports and Recreation, Art and Culture).
- In which year have you established your entrepreneurial business (list of years)
- Is your business still operational □ Yes □ No
- What is the name of your company/business _____
- What is the website or main social media account of your company /business _____
- Have you received any services from any entrepreneurial organization such as an incubator or accelerator or others □ Yes □ No

If yes:

- What is the nature of such services that you received □ Training □ Mentoring □ Funding □ Investment rounds □ Networking □ Promotion and media coverage □ Others
- What was the nationality of the organization that provided the services □ Arab □ Turkish □ International

• To what extent (on a scale from 1 (lowest) to 5 (highest)) do you have a personal interest in achieving social impact through startups □ 1 □ 2 □ 3 □ 4 □ 5

• What are the sectors that you are interested in achieving social impact at (list of sectors) (choose all possible answers)

1.3. Concept of social entrepreneurship and social impact Part

• On scale from 1 (lowest) to 5 (highest) rate your understanding about the following:

- Social Impact □ 1 □ 2 □ 3 □ 4 □ 5
- Pure entrepreneurship □ 1 □ 2 □ 3 □ 4 □ 5
- Social entrepreneurship □ 1 □ 2 □ 3 □ 4 □ 5
- To what extent do you think that Innovation and Entrepreneurship are two important factors for offering solutions for social needs and problems □ 1 □ 2 □ 3 □ 4 □ 5
- To what extent do you think that social entrepreneurship is aimed at securing profit □ 1 □ 2 □ 3 □ 4 □ 5
- To what extent do you think that social entrepreneurship is aimed at achieving social impact in the sense of offering solutions and responding to social needs □ 1 □ 2 □ 3 □ 4 □ 5
- To what extent do you think that startups have social impacts in all cases □ 1 □ 2 □ 3 □ 4 □ 5
- To what extent do you think there is a difference between social entrepreneurship and pure entrepreneurship □ 1 □ 2 □ 3 □ 4 □ 5
- To what extent do you think that the presence of social impact contributes to:
  - An added value to the startup □ 1 □ 2 □ 3 □ 4 □ 5
  - Generating ideas for startups □ 1 □ 2 □ 3 □ 4 □ 5
  - Attracting Investments for startups □ 1 □ 2 □ 3 □ 4 □ 5
  - Securing funding from local and international organizations (governmental or non-governmental) that prioritize social impact in their programs and calls □ 1 □ 2 □ 3 □ 4 □ 5
  - Generating profits for startup □ 1 □ 2 □ 3 □ 4 □ 5
  - Utilizing non-conventional financing options (such as Islamic financing tools like endowment, Zaka or others, Crowdfunding) □ 1 □ 2 □ 3 □ 4 □ 5
  - Ensuring sustainability of the startup □ 1 □ 2 □ 3 □ 4 □ 5
- To what extent do you think that the profit generated from startup ensures the sustainability of the social impact it takes □ 1 □ 2 □ 3 □ 4 □ 5

1.4. Application of social entrepreneurship within the ecosystem Part

● On scale from 1 (lowest) to 5 (highest) rate your understanding about;

- To what extent do you think that startup should focus on generating profit □ 1 □ 2 □ 3 □ 4 □ 5
- To what extent do you think that startup should focus on creating a positive social impact □ 1 □ 2 □ 3 □ 4 □ 5
- To what extent do you think that social startup could succeed in creating balance between generating profit and creating a positive social impact □ 1 □ 2 □ 3 □ 4 □ 5
- To what extent do you think that entrepreneurial organizations (incubators, accelerators, investment institutions) consider social impact as a criterion when shortlisting startups or while executing trainings, mentoring and other activities □ 1 □ 2 □ 3 □ 4 □ 5
- To what extent do you think that investors are concerned with achieving social impact in startups □ 1 □ 2 □ 3 □ 4 □ 5
- To what extent do you think that government policies and programs promote social entrepreneurship □ 1 □ 2 □ 3 □ 4 □ 5
- To what extent do you think that donor organizations (local and international) focus on creating social impact within their entrepreneurship programs □ 1 □ 2 □ 3 □ 4 □ 5
- To what extent do you think that social entrepreneurship contributes to offer solutions for the challenges that face newcomers (refugees and migrants) □ 1 □ 2 □ 3 □ 4 □ 5
- To what extent do you think that governmental refugees and migrants' integration programs contribute to catalyze social entrepreneurship in the country □ 1 □ 2 □ 3 □ 4 □ 5

● In your opinion, what are the sectors that are most enabling for achieving social impact through social entrepreneurship (list of sectors, choose all possible answers)

1.5. Challenges facing the proper application of social entrepreneurship part

● On scale from 1 (lowest) to 5 (highest) rate to what extent do you agree with these statements;

- The importance of awareness raising regarding achievement of social impact through startups □ 1 □ 2 □ 3 □ 4 □ 5
- The importance of having a framework for attaining social impact through startups □ 1 □ 2 □ 3 □ 4 □ 5
- Enabling local environment that encourages entrepreneurs towards the achievement of social impact through startups □ 1 □ 2 □ 3 □ 4 □ 5
- The importance of the availability of specialized incubators in the social entrepreneurship domain □ 1 □ 2 □ 3 □ 4 □ 5
- The importance of the availability of trust fund dedicated for financing social startups □ 1 □ 2 □ 3 □ 4 □ 5
- The importance of governmental policies, programs and activities directed towards promoting the application of social entrepreneurship □ 1 □ 2 □ 3 □ 4 □ 5
- The importance of the role of non-governmental organizations in supporting social startups □ 1 □ 2 □ 3 □ 4 □ 5
- The importance of the availability of variety of organizations interested in investing in social startups □ 1 □ 2 □ 3 □ 4 □ 5

- The importance of the availability of training, mentoring and capacity building programs in the domain of social entrepreneurship and social impact □ 1 □ 2 □ 3 □ 4 □ 5
- The importance of activating the private sector role in supporting social startups □1 □ 2 □ 3 □ 4 □ 5

1.6. Closure part

• I consent to the use of my provided data and information for the sole use of this study and for participation in the conference and any related media content □ Yes □ No

• Would you like to be informed about the overall results of this survey? □ Yes □ No

• What is the best communication channel that you prefer when communication is? □ what's up □ email

• Please write the details of your preferred communication channel_____

For further information

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