



**School of Human and Health Sciences**

**Title : A comparative Case study of the relationship between Social enterprise and migrant health patterns within India during Covid-19**

**By**

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## **Abstract**

**Background:** Migration is a key livelihood approach adopted by millions in response to natural emergencies, climatic variations, conflicts, loss, education, healthcare, and a better standard of living. However, with the onset of the pandemic, many countries have imposed strict lockdown as a measure to contain the spread which not only affected the livelihood of migrants but also impacted the migration pattern. The impact was also visible in India where hundreds of thousands of migrant workers lost their jobs and started reverse migrating to their place of origin. With no mere support and income, few of them lost life and failed to reach their destination. This made the role of social enterprise more critical especially during Covid -19 as they are perceived to support and meet the needs of the vulnerable. It is clear that social enterprise is going to be a long term sustainable investment therefore, it is high time for governments and private organisations to engage and create a policy framework that defines, explores, strengthens, and promotes the existing social entrepreneurial entities in diverse forms

**Aims:** This study aims to explore: the impact of health emergencies like COVID-19 on unskilled migrant workers within India; understand how the current pandemic has affected the livelihood of migrants and migration; examine factors influencing reverse migration; explore how social entrepreneurship is playing a key role in addressing those barriers

**Methods:** This research will explore the experiences of Social entrepreneurs involved in the covid 19 relief work during the pandemic in Delhi, India. This research draws upon the utilisation of comparative case study design and will draw upon an interpretative phenomenological approach

**Findings:** The majority of the migrants lost their jobs and were marginalised due to the loss of income caused by the diminished job markets. The exodus of migrants was repeatedly observed in lockdowns. There is a lack of investment in the social enterprise sector in India due to their perception of a low scale revenue model. Thus when many social enterprises started working online, this impacted their capability to meet demands and provide service in remote areas.

**Conclusion:** In the present scenario, the social enterprise would play an important role in the health and social care sector It is therefore high time for the government,

policymakers, and social scientists to ensure that these organisations are equipped financially, and logistically to strengthen public health response.

### **1.1 Introduction and Background**

Migration is a global phenomenon that is not only driven by economic necessity but also by other factors such as social, political, cultural, environmental, health-related, and educational issues (Mohan & Mishra, 2020). According to the United Nations migration agency migrants are “any person who is moving or has moved across an international border or within a State away from his or her habitual place of residence, regardless of a) the person’s legal status; b) whether the movement is voluntary or involuntary; c) what the causes for the movement are; or d) what the length of the stay is”( United Nations,n.d). The International Organisation for Migration (IOM) reports that the recent trends indicate that migration has increased significantly with the number of international migrants accounting for 272 million globally of which two-thirds being labour migrants (IOM,2020).

This estimated number of international migrant’s contrasts with the projections made for the year 2050 which is 230million (IOM,2020). In India migration is influenced by poverty, lack of work opportunities, unemployment, poor economic condition, lack of opportunities, scarcity of cultivated land, inequitable land distribution and low agricultural productivity( Bala, 2017). Annually more than 9 million people migrate within India, and the majority of such migration is for jobs or education (Khanna,2020). The Census 2011 in India reveals that a large proportion of migration of the workers is interstate with one-fourth of the total migration intrastate (Khanna, 2020). Migrant workers migrate more to urban areas due to the availability of educational and employment opportunities (Khanna,2020).

Internal migration is a crucial part of India’s economy (Khanna,2020) and there are an estimated 600 million internal migrants in India based on census trends (Irudaya Rajan, Sivakumar,& Srinivasan, 2020). The Economic Survey 2016-17 reports that internal migrants make up about 20 per cent of the workforce and they contribute an estimated 10 per cent of India’s economic output (Sanghera,2020). In India most of the internal migrants are short-distance or intra-district migrants, accounting for almost 62 per cent based on the 2011 Census whereas long-distance interstate migrants accounted for 12 per cent of internal migrants (Irudaya Rajan, Sivakumar,&

Srinivasan, 2020). Among the migrant population, a significant number of migrant workers are temporary or seasonal migrants, with 21 out of every 1000 migrants classified as temporary or seasonal migrants (Irudaya Rajan, Sivakumar, & Srinivasan, 2020).

It has been observed by Rawat and Singh (2020) that internal migration both within and across states in India not only enhances the socio-economic status of migrants and their household, but also boosts the economic growth of the region where they are migrating, and the place they migrated from. Furthermore, Rawat and Singh (2020) illustrates the significant contribution to the economic growth and internal fabric of societal and community growth. In India, the majority of informal migrant workers migrate to urban cities from their rural homes and villages leaving their family behind. Their aspirations are driven by the desire to seek opportunities that will enhance their livelihood. Most migrants as highlighted by Iyengar and Jain, (2021) predominantly work in domestic help, construction, factories, industries, and agriculture. According to the National Sample Survey (NSS) and the India Human Development Survey (IHDS), the majority of inter and intrastate migrants are mainly from rural areas and come from very poor backgrounds and belong to the lower social classes like the Scheduled Castes (SC), Scheduled Tribes (ST) and Other Backward Classes (OBC) (Jesline et al., 2021). Rawat and Singh (2020) suggest that approximately 16% of the intrastate migrations belong to migrants from Schedule castes (SC) and 8% to the Schedule Tribes (ST). There have been overlaps between social and economic status between different caste category's such as OBCs (other backward class), GEN (general) in comparison to SCs & STs (Chandrasekhar & Mitra, 2018). Migrants from higher hierarchy of caste have better endowments required for absorption in the labour market as the cost of migration are easy for them to bear as compared to migrants from lower caste hierarchy (ST and SCs) (Chandrasekhar & Mitra, 2018). From occupation choice of model migrants belonging to lower caste hierarchy are less likely to secure better earning profile in labour market as compared to migrants from higher caste hierarchy (Chandrasekhar & Mitra, 2018). The composition of the labour market based on concentration of religious groups shows Muslim migrants are highly concentrated in lower level of job market as compared to other migrants belonging to different faith (Naik et al., 2017). The reason seems to lie in low level of education,



poor economic backgrounds, and the prevailing deep-rooted discrimination (Naik et al., 2017).

According to the most recent census in 2011, there are 307 million people in India who had migrated from their place of birth out of which 41 million (13%) were interstate migrants, the majority of whom work in the unorganised sector for their daily livelihoods (Choolayil & Putran,2021). It is likely that these figures will have increased substantially since the publication of the 2011 Census. There are at least 100 million low waged unskilled migrant workers in the workforce of the Indian economy (Choolayil & Putran,2021). However, as indicated by a recent report by Irudaya Rajan et al( 2022) these figures will show a dramatic increase in internal migration suggesting that migrants will account for at least 50% of the general population and furthermore emphasizes the potential impact that the Covid-19 has had on the migrant population.

The migration pattern among females is less stable over time whereas in males migration patterns are changing with migration to rural areas decreasing whereas migration to urban areas from rural and urban areas increased (Rajan & Sumeetha,2019). This indicates that male migrants respond to evolving labour market opportunities and migrate accordingly whereas among female migrants mobility is limited and shifting slowly (Rajan & Sumeetha,2019). In India, internal migrants can be classified as permanent, seasonal, and circular(Suresh, James & R. S.j, 2020). Circular migration is emerging among economically backward groups as a means of livelihood in India (Suresh, James & R. S.j, 2020).

Short term migrants account for 12.6 million, however recent studies documents that internal migrants stood around 30 million (Suresh, James & R. S.j, 2020). In India, as alluded by Suresh, James & R. S.j ( 2020) migrants are not a homogenous category and are diverse along with gender, class, ethnicity, language, and faith. Consequently migration is considered an economically, socially, and politically destabilizing process and the economic benefits of migration are seldom recognized (Suresh, James & R. S.j, 2020). The impact of the COVID-19 pandemic is devastating as it not only impacted the health and well-being of the nation but also caused widespread disruptions in the labour market across nations which in turn affected the supply chain and demands causing labour markets to shrink and loss of livelihood across the globe (Irudaya Rajan, Sivakumar & Srinivasan, 2020).

The World Bank in its report predicted that the cessation in economic activity caused by the coronavirus pandemic would lead to a contraction of 5.2% GDP around the world in 2020 (Kesar et al.,2020). This could push 60 to 100 million people into poverty and costs the loss of 300 million full-time jobs worldwide in the second quarter of 2020(Kesar et al.,2020). In India, the initial nationwide lockdown was imposed on 24<sup>th</sup> March 2020 for three weeks by Prime Minister Modi with four-hour's notice to contain the spread of coronavirus infection causing widespread concern and distress among migrant workers who in response marched toward public transport facilities to travel back to their home (Gettleman, & Schultz, 2020).

With no jobs, wages or economic support from employers or state administration to support their basic needs, staying in the cities was the least choice for the migrant population resulting in overcrowding of rail stations and bus terminals at a time when public health message of social distancing was reiterated among the public to prevent the spread of pandemic by the government (Mohan & Mishra, 2020). Due to the sudden loss of jobs, migrants in India faced displacement, hunger, accident, malnutrition, suicide, and unbearable mental stress (Agoramoorthy & Hsu, 2020). Millions of migrant workers in India faced instant job losses during the imposition of lockdown measures, with meagre savings, limited food, lack of ration cards and public transport many were struggling to survive in the cities thereby forcing them to walk hundreds of kilometres to travel back to their native place (Guha, Islam & Hussain, 2020). These triggered mass exodus and reverse migration of low skilled and semi-skilled migrant workers from urban cities to rural areas with limited food and income(Guha, Islam & Hussain, 2020).

Following their plea, a group of the non -governmental organisation (NGOs) or Self-help groups from 13 states and union territories (UT) provided humanitarian relief to the migrants in the form of meals(Rawat,2020). Most of these meals were provided to the migrants who were stranded and have less income due to the sudden cessation of economic activities as a lockdown measure during the pandemic(Rawat,2020). According to the initial data presented by the Government of India of 84,26,509 meals around 54.15 lakh were provided by state governments while the remaining 30.11 lakh were provided by the NGOs (Rawat,2020). These Self-help groups turned the crisis into an opportunity to earn their livelihood to fight against the pandemic (Rathna,2020) by producing and supplying 19 million masks, 100,000 litres of sanitisers, and 50,000

litres of handwash without going through complex logistical and transportation process (World Bank,2020). These self-help groups operate on the principles of social entrepreneurship which Hasall, Oberoi & Snowden ( 2020) believes is a “business that has both social and commercial goals where surpluses are principally reinvested for the community, rather than being driven by the maximization of profit for shareholders”. With their noble intentions, Social enterprise has now established themselves as an asset to the communities by working as an organisation that underpins the ethics of business to address social or environmental needs through a product, service, process, or distribution of profit gained through economic initiatives for a noble cause (Hasall, Oberoi & Snowden, 2020). In India the promise of social entrepreneurship is enormous as there are considerable variations concerning culture, societies, economies, and development achievements (Agrawal, & Khare,2019).

The growing disparities and lack of empathy for the marginalised are creating many socio-economic problems for India (Agrawal, & Khare,2019). To address this, innovation in products, services and entrepreneurial business model is essential as it bridges the divide between the poor and the rich through high-quality affordable, accessible, empathetic caring public services to the poor (Agrawal, & Khare,2019). Social entrepreneurship (SE) turned out to be one such leadership and organisational practice that can address the emerging socio-economic problems of India(Agrawal, & Khare,2019). In India defining social entrepreneurship is difficult as in India SE model are driven by the diversity of models, practices and over-arching institutional and marketing influences which is based on context-specific rather than field-specific (Agrawal, & Khare,2019). Thus making it difficult to interpret Indian SE through the lens of existing definitions in Indian settings (Agrawal, & Khare,2019).

Social enterprises within India can be classified into five groups; the entrepreneurial non-profit model, the social business model, the cooperative model, the public sector social enterprise model and the social change model (Agrawal, & Khare,2019). At present social enterprise has helped to overcome the impact of a pandemic by engaging in social initiatives and highlighting the inefficiency of market economies in providing equity both intragenerational and intergenerational (Oberoi Halsall & Snowden,2019). In these unpredictable circumstances, social entrepreneurship was found to be impactful by supporting impoverished sections of society as well as providing services such as healthcare, sanitation, and education(TOI, 2020).

With the huge number of informal workers losing their jobs due to lockdown measures and food supply chains getting disrupted in other areas. Self-help groups have set up over 10,000 community kitchens across the country to support stranded migrant workers, the poor and the vulnerable (World Bank,2020). One such example is the Kudumbashree network in Kerala which was involved in running 1300 kitchens across the state while delivering food to people in quarantine or stranded or bedridden (World Bank,2020).

Likewise in Gujarat Self-help group called SEWA (self-employed women association) engaged in the fight against the pandemic by helping women to make masks, herbal sanitisers, soaps, PPE kits, gloves and caps and has partnered with the government for producing more products which in turn created a huge source of stable income for migrant women during the lockdown (Anju,2020). It is clear that social enterprise will not be a short term trend and many organisations are venturing out on the path of social entrepreneurship to earn goodwill by influencing individual lives and communities (TOI, 2020).

Therefore, it is an ideal time for governments and private entities to engage and collaborate with social enterprises, listen to their voices, and build on their strengths that will sustain post-pandemic ( Laila,2020). This forms the basis of my research: to understand the impact of health emergencies such as Covid 19 on migration, migrant's livelihood, and how social entrepreneurship has evolved to mitigate the impacts of the covid 19 pandemics in India. It can be seen that COVID 19 is an emerging research arena and there is limited literature that concentrates on migration and social enterprise. Researching such areas is important within the current climate to assess the impact of coronavirus on migration and migrants and investigate how social enterprise could help in reducing inequality and create livelihoods among deprived groups such as migrants.

### **1.1 Aims and objectives:**

This study aims to explore: the impact of health emergencies like COVID-19 on migrant workers within India; understand how the current pandemic has affected the livelihood of unskilled migrants and migration; examine factors influencing reverse

migration; explore how social entrepreneurship is playing a key role in addressing those barriers. Therefore, the key research questions are:

1. How has a health emergency (Covid -19) impacted migration patterns and migrant's livelihood and their dependents in India?
2. What has been the impact on social enterprises and support in providing opportunities and safe environments to migrants within India?
3. How has social entrepreneurship addressed the challenges faced by migrants within the Covid 19 crisis?

### **1.2 Literature review designs and methods:**

A literature review is a detailed study that involves the interpretation of existing relevant literature that pertains to the chosen research topic to identify the research question, seeking possible explanations by searching, analysing, and appraising relevant literature using a systematic approach (Aveyard,2018). Systematic reviews are considered a gold standard to search, accumulate, and summarize the best available literature regarding research questions (Munn et al., 2018) They follow a structured research process which has rigorous methods to ensure that the findings are reliable and meaningful (Munn et al., 2018). Therefore systematic literature review is perceived as an evidence-based process in health and social care settings (Munn et al., 2018). However considering the nature of the research, limited time, and involvement of one researcher, it was considered that systematic literature cannot be attained (Boland, Cherry, & Dickson, 2017) during the time span of this study. For this purpose, a literature review with a comprehensive search strategy that involves the identification of primary and secondary studies relevant to the research project was chosen (Comerasamy & Siu,2013). As it was perceived that a critical comprehensive literature review with a systematic approach will help to find the existing relevant studies that are parallel to the empirical study's rigour in both methodology and findings (Comerasamy & Siu,2013).

### **1.3 Search strategy :**

The literature search aims to generate a comprehensive list of published and unpublished studies which is suitable for answering the research aims and objectives (Bettany,2012). The validity of the literature review depends on the thoroughness of the search and its

ability to identify all the relevant studies. Systematic literature searching is an important part of the systematic review process (Bettany,2012). It involves a systematic search for studies and aims to exhibit transparency in reporting the identification of studies making it clear about the process involved in identifying studies and how the findings of the review are situated in the relevant evidence (Cooper, Booth, Varley-Campbell, Britten & Garside, 2018). Therefore to identify relevant literature through a comprehensive search strategy assistance was sought from the university subject librarian team to assist in searching research studies in university and other scientific or academic databases. The University database was the first choice for searching the relevant literature considering its access to a wide range of academic disciplines, nature of the research and accessibility to various databases such as CINAHL (the Cumulative Index to Nursing and Allied Health Literature), PubMed, Scopus, and Education Resources Information Centre (ERIC).

Initially, the key terms were based on the conceptualised approach to determine relevant research studies as it was considered that effective retrieval terms rely on the clarity of the title and abstract (Cooke, Smith & Booth, 2012). Although the framing of terms depends on the interpretation of the full article, it was observed that key terms are sometimes unclear as author and searches define the concepts differently leading to the conclusion that searching for research studies using thesaurus terms in databases is of limited value (Cooke, Smith & Booth, 2012). The comprehensiveness of the search process is an important factor as it prevents bias and provides a true representation of available research, thereby emphasising a need for devising a search strategy using a search tool to list terms by the main concepts in the search question, especially when there is lack of experienced information specialist as a member of the review team (Methley, Campbell, Chew-Graham, McNally & Cheraghi-Sohi, 2014). Therefore the key terms were framed using the PICO tool ( Population, Intervention, Comparison and Outcome) in each of the project categories. PICO was preferred to the Spider tool (Sample, Phenomenon of Interest, Design, Evaluation and Research type) as whilst this reduced a significant number of research articles due to increased specificity, consequently making data more manageable, but omitted many relevant papers due to lower sensitivity (Methley, 2014). However, it has also been observed that while searching for relevant studies PICO tool corresponds more to irrelevant hits to sift through when searching for qualitative studies for potential

inclusion in the literature review(Cooke, Smith & Booth, 2012). Therefore specification using PICO could be perceived as a subjective exercise when utilised for qualitative research questions, rather than the systematic search strategy tool intended when used for quantitative research questions (Methley, 2014). However, it was decided that the PICO tool would be appropriate because the main aim of the review is to answer the question through the retrieval of relevant qualitative and quantitative data. PICO acronym stands for Population/problem, Intervention/exposure, Comparison, and Outcome and is a tool used to conduct evidence-based literature searches to broaden the knowledge of existing health research, education interventions, policy, and programs (Brown, 2019). To utilise the tool, the researcher needs to develop a PICO question to identify key search terms to generate better results which ensures an exhaustive literature review on a topic of interest (Brown, 2019). Therefore PICO was considered appropriate to frame search terms to identify relevant literature that can answer key research questions such as the impact of coronavirus pandemic on migrants, the role of social enterprise in providing opportunities and addressing the challenges faced by the migrants. Thus the key search terms used to retrieve the literature were Social Enterprise, Migrant health patterns, India and Covid 19.

#### **1.4 Additional Search Strategy**

Developing a search strategy for literature review is an iterative process as it involves continual assessment and refinement of the keywords or key terms used for searching meaningful studies and determining the search result. An ideal search strategy should be sensitive and specific, thereby identifying relevant studies and excluding irrelevant studies (Aromataris & Riitano 2014). Aromataris & Riitano (2014) report that searching grey literature minimizes publication bias and provides a more accurate and thorough account of evidence (Aromataris & Riitano 2014). Moreover, Aveyard (2014) argues that to enhance the searching strategy, the researcher should explore the reference list of identified literature, browse web engines, and search authors, and unpublished publications. However, considering the time constraints, the scope of the extensive search was limited. Thus to enhance the rigour of the search strategy, a bibliography of the relevant studies was searched, scrutinised, and completed.

#### **1.5 Inclusion and Exclusion Criteria**

Searching databases, identifying, or locating studies is one of the first steps in exploring the phenomena or intervention in a systematic process (Meline,2006). The search process is based on the eligibility criteria that researcher concludes before they begin the process of identifying, locating, and retrieving the research needed to address the problem of evidence-based practice (Meline,2006). The eligibility criteria determine the usefulness of studies that need to be included or excluded from the review. Though the criteria might change as the systematic review progresses through the early stages of the process (Meline,2006). However, some of the criteria are fundamental to collecting a rigorous and defensible set of data for the review (Meline,2006). The commonly used criteria in the systematic review are time, population, and type of research study which when applied help to gather recent evidence on the topic of interest and avoid irrelevant studies (Meline, 2006). Therefore initial search was performed based on inclusion and exclusion criteria which yielded an adequate amount of relevant research studies. It was decided that this review would include studies that focus on the objective of the review and would exclude studies that did not focus on the objectives of the research studies.

Inclusion criteria :

- Empirical or Non-empirical research.
- Migrant Workers in India
- Studies that explicitly explore migration, migrants, and the impact of the coronavirus pandemic on migrant workers
- Studies conducted from March 2020 to April 2021 were mainly prioritised to explore the impact of coronavirus on the migrant population during the above-mentioned timeframe to understand the experiences and choices of migrants which drove them to reverse migration
- Studies or credible news articles emphasise the role of social enterprises in mitigating the challenges faced by the migrants during the pandemic.
- English published literature, besides the initial search, resulted in vast literature published in English related to the concerned topic and limited foreign language studies. Thereby prompting to exclude foreign literature.

Exclusion criteria :

- Literature excluding migrant population.



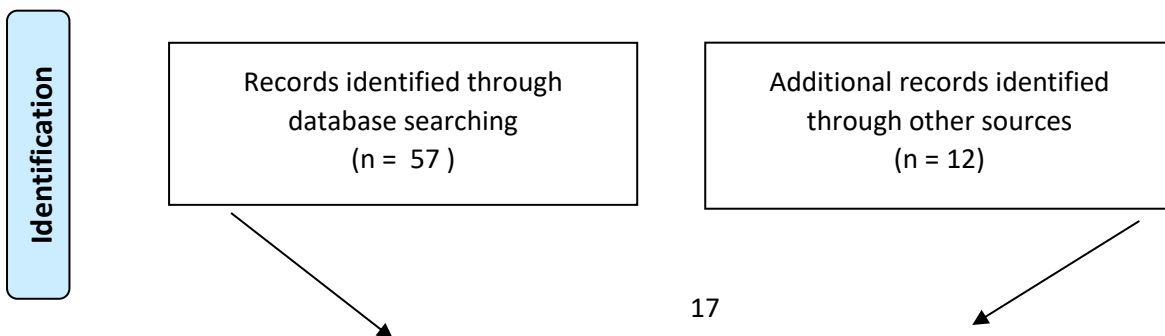
- Literature that did not focus on India.
- Studies exploring other aspects other than the impact of coronavirus restriction on the migrant population and the role of social enterprises
- Research conducted before March 2020
- Literature published in foreign languages except for English

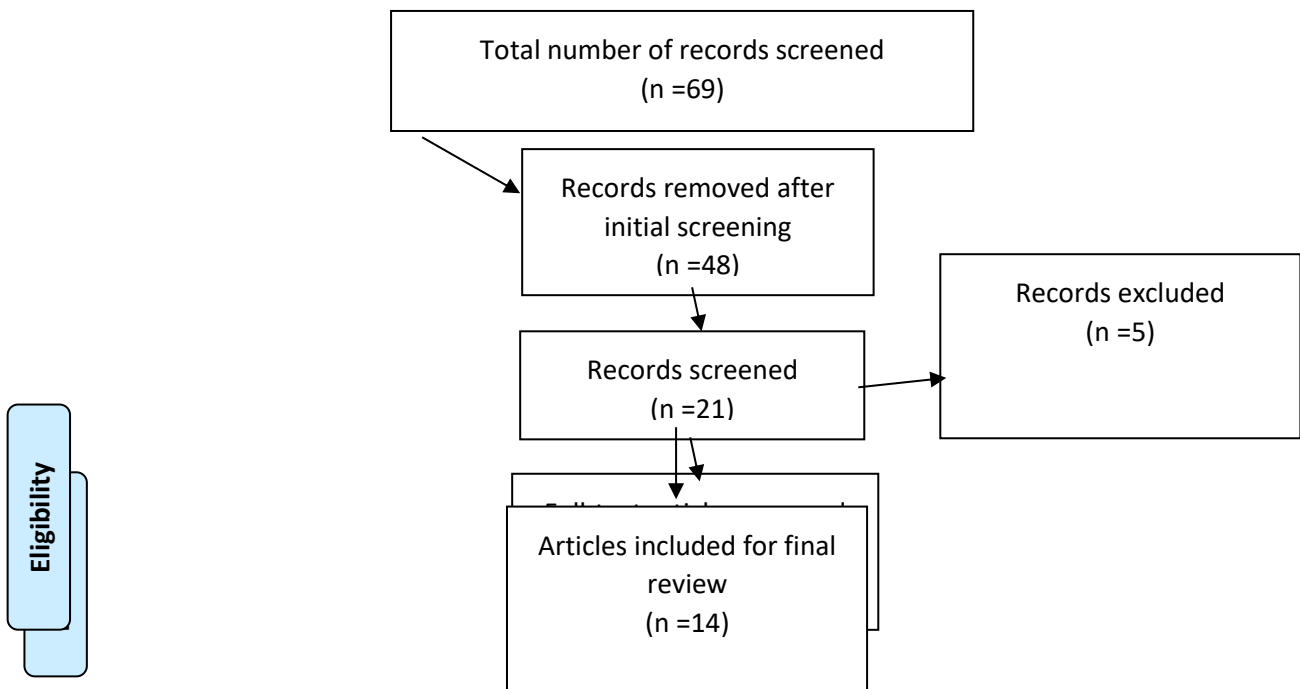
### **1.6 Selection of studies**

Once the literature search is undertaken with the help of an electronic database and additional search strategy, the results of all the electronic and additional searches were combined and compared against the abstracts of the identified paper based on the inclusion criteria (Aveyard,2018). The identified research paper then was compared against the inclusion and exclusion criteria to ensure that it can be accepted as the highest hierarchy of evidence that would answer the research question, those who failed to satisfy the criteria were not included in the study (Aveyard, 2018). To ensure transparency and reliability additional search strategy was employed such as searching the reference list of the included studies, hand-searching journals, searching authors and locating unpublished literature (Aveyard, 2018). These led to the inclusion of 16 studies in the final selection. Finally, to display the extensiveness of the search process, a PRISMA flow chart( Moher, Liberati, Tetzlaff, Altman, PRISMA Group, & for the PRISMA Group, 2009) was used to ensure that the process involved in identifying the appropriate literature was transparent and comprehensive.



**PRISMA 2009 Flow Diagram ( Fig: 1)**





### **1.7 Data Analysis**

Qualitative data is often perceived as subjective, rich and consists of in-depth information presented in words that give insights into in-depth information about the attitudes, beliefs, motives, or behaviours of the participants (Wong,2008). The qualitative research analysis relies on extensive interaction with participants being studied or phenomena being observed to explore unexpected or unanticipated information (Wong,2008).

Data analysis is an integral part of qualitative research which contrasts with quantitative research methods (Wong,2008). It is considered a dynamic, intuitive, and creative process involving inductive reasoning, thinking and hypothesis (Wong,2008). It focuses on the exploration of values, meanings, beliefs, thoughts, experiences, and feelings associated with phenomena of interest under observation (Wong,2008).

Aveyard (2018) advocates that in a literature review there are different approaches to completing data analysis such as thematic analysis, meta-synthesis, thematic synthesis, and meta-ethnography. Whilst these approaches are readily identified with empirical research in the form of quantitative or qualitative studies the principals are applicable to literature data analysis. These approaches are complex and

comprehensive and therefore require the expertise of an experienced researcher (Aveyard,2018). Thus considering the rationale behind the approaches involved in data analysis it was decided this literature review would follow an adapted form of thematic analysis similar to the analysis of data derived from primary research (Nicholson, Murphy, Larkin, Normand & Guerin, 2016).

Thematic analysis is a systematic inductive or deductive process that involves the coding of descriptive and analytical data, and the generation of themes and key messages (Nicholson et al, 2016). It begins with line by line coding of text from the findings which then are coded according to the meaning and content (Nicholson et al, 2016). Following this themes are developed and translated into concepts from one study to another thereby creating a hierarchical structure based on the codes which are coded in groups based on the similarities and the differences identified from the codes (Nicholson et al, 2016).

The thematic analysis offers flexibility and involves either an inductive or deductive approach. In the inductive approach, analysis is driven by codes and themes derived from the data whereas, in the deductive approach concepts, ideas or topics are used to code and interpret data (Braun & Clarke, 2012). Therefore this review will use an inductive approach. However, Holloway & Todres as cited in Nowell, Norris, White & Moule( 2017) argues that this flexibility in thematic analysis can lead to inconsistency and lack of coherence which might impact the research process of developing themes from the research data. Therefore to demonstrate this literature review's trustworthiness, consistency, and preciseness exhaustively the credibility of the research should be ensured through persistent observation and member triangulation; transferability through detailed explanation; dependability through clear documentation of the research process and confirmability through explanation of the conclusion and interpretations made along with verification of analysed data with experienced external member (Nowell et al., 2017). Since the main aim of the literature review is to identify the crucial elements within the research data which is appropriate to the analytical process and answer the research questions (Terry, Hayfield, Clarke, & Braun,2017). Thus this literature review would follow the process involved in the thematic analysis described by Thomas and Harden (2008). Following are the steps which are involved in the Thematic analysis process.

- a) Searching for studies that could answer the research aims and objective
- b) Quality assessment of the identified studies to ensure the credibility and rigour of the research process.
- c) Extracting the data from the selected studies
- d) Thematic analysis of the identified data by deriving themes from the data grouped into codes.

### **1.8 Critical appraisal**

Critical appraisal is the process of systematic examination of evidence gathered through research studies to judge its trustworthiness, its value and relevance in the area of interest (Kumar et al., 2009). It is perceived as an important tool in the research that enables the researchers to use the evidence reliably and efficiently (Kumar et al., 2009). Aveyard (2018) advocates that critical appraisal is the structured assessment of the strengths and weaknesses of a paper, which allows one to assess its quality and therefore helps to answer your research question. However, it is argued that the use of appraisal tools is not essential in research papers but is considered as beneficial as it will assist in the development of a systematic approach to the research process and ensure that all papers are reviewed with equal rigour (Aveyard,2018). Thomas and Harden (2008) believe that in a wider context there is still a little consensus regarding how quality should be assessed, who should assess quality, and, indeed, whether quality can or should be assessed concerning qualitative research at all. Therefore a generalised approach was followed as advocated by Thomas and Harden (2008) to critically appraise the identified literature to assess the impact of study findings on the research aims and objectives rather than focusing on the quality of studies. Following the critical appraisal, 14 studies were identified and were considered to be eligible to be included in this literature review based on the strength, weaknesses, and impact of the research findings. Since the studies included in the research were a mix of qualitative and quantitative research. It was decided to use diverse critical appraisal tools. The critical appraisal tools used in this literature review were the Critical Assessment Skills Programme(CASP) "(Nadelson, & Nadelson,

2014) and the Joanna Briggs Institute tool (JBI) (Munn et al., 2019). CASP is a critical appraisal tool that focuses on three broad areas such as “Are the results valid”, “what are the results” and “if the results could be generalised”(Nadelson, & Nadelson, 2014). To answer these questions there are 10 subcategories which comprise aims, methodology, recruitment process, data collection, the relationship between researcher and participants, ethics, findings, and the value of research. Each subcategory consists of “yes,” “can’t tell,” or “no” options which are then answered to critique research papers(Nadelson, & Nadelson, 2014). However, Hannes Lockwood, & Pearson (2010) reports that the CASP tool lacks the criteria to evaluate participants views, experiences, intentions, and theoretical framework accurately which in contrast JBI appraisal tool employs in its checklist to appraise the quality of the studies. Despite this, the JBI tool lack generalisability criteria (Hannes et al 2010). Therefore after detailed consideration, it was decided that this literature review will use both CASP and JBI appraisal tools to assess the quality of both qualitative and quantitative studies.

### **1.9 Data extraction and Synthesis**

This literature review will follow the thematic analysis to extract and synthesise data from the identified research studies as explained by Thomas and Harden (2008) as the intention of this literature review is to identify the key concepts and screen the same concepts among selected studies. The process involved in thematic analysis is searching for studies, assessing the quality of studies, extracting the data from the studies, and summarising those data into findings (Thomas & Harden, 2008). To begin with, this literature review will use a data summary table to document the title, author name, aims, designs and the main findings of the paper which would help in summarising the findings for further data analysis (Aveyard, 2018). However, Sandelowski and Barroso (2002) note that in qualitative research the findings are complicated by the varied reporting style or misinterpretation of data as findings and are based on the method used, data relied upon and the researcher’s conclusion and implications (Thomas & Harden, 2008). Therefore this systematic literature review will follow an adapted thematic analysis to summarise the findings.

14 studies were selected (see fig1) considering the aims and objectives of the literature review. Each study was read, and the appropriate data from the studies were

identified and looked upon against the other studies to generate meaningful themes. Once the themes were identified, it was then reviewed by the supervisor to rule out any bias. This process of peer review contributes to credibility and highlights bias in the review process if different findings were inferred. Furthermore, the identified themes were cross-checked to determine congruence with the aims and objectives of this literature review which was to explore the relationship between social enterprise and migrant health patterns within India during Covid 19.

### **1.10 Findings:**

This literature review will include 14 studies and 2 credible news resources reflecting the aims and objective of the review, out of which 9 studies were qualitative, 3 were quantitative and 2 mixed methods. Qualitative studies relied on telephonic interviews, focus groups, semi-structured interviews, and a systematic selection of studies for the exploration of the phenomena of interest to collect data. Whereas quantitative and mixed-method studies relied on secondary datasets, interviews along with a survey for data collection.

Gupta and Sengupta (2020) and Halsall, Oberoi and Snowden (2020) used a phenomenological approach drawing upon a data collection method that included focus group, semi-structured interviews, and unstructured guides with open-ended questions. This phenomenological approach is based on the study of phenomena that people experiences and relies on collected data which are then analysed and reported on findings (Sloan & Bowe, 2013). These findings are the collection of descriptions of meanings for individuals of their lived experiences about a concept or phenomenon (Sloan & Bowe, 2013). They are usually presented in written phrases or statements that represent the meanings that a person relates to the experience (Sloan & Bowe, 2013). Das (2020), Agoramoorthy & Hsu (2020), Rajan, Sivakumar & Srinivasan 2020, Khanna (2020), Agarwal (2020), Suresh, James & Balraju 2020 and Mohan & Mishra (2020) used a descriptive qualitative approach utilising a varied method such as observation, documents review, and descriptive summary of the informational contents of the data organised in a way that best fits the data (Colorafi & Evans, 2016). Estupinan et al (2020), Singh, Singh & Baruah (2020), and Guha, Islam & Hussain (2020) use a survey to collect data. This survey utilises a variety of data collection

methods such as questionnaires or interviews. The questionnaires are self-administered or administered by professionals, individuals or groups and include a set of items which reflects the research aims (Ponto, 2015). On the other hand, interviews are conducted by either phone, computer or in-person and are perceived to be an advantage in identifying the nonverbal response of the interviewee (Ponto, 2015). Adhikari et al (2020) and Kesar et al (2020) use a mixed-method research methodology by combining qualitative and quantitative research methods to expand and strengthen a study's conclusions (Schoonenboom & Johnson, 2017). In these, it is observed that qualitative data might be used to demonstrate the quantitative effect, or qualitative and the quantitative component are triangulated to yield convergent results (Schoonenboom & Johnson, 2017). These results contain a combination of a quantitatively established *effect* and a qualitative description of the underlying *process* (Schoonenboom & Johnson, 2017).

### **1.11 Quality Assessment:**

The critical appraisal and quality assessment of the primary studies are essential components of the systematic review and qualitative evidence synthesis which are driven by the scope of the research evidence and how it impacts findings and recommendations for further research (Carroll & Booth, 2014). Quality assessment is essential in a systematic literature review as it helps to assess the validity and reliability of a primary research study and its findings (Carroll & Booth, 2014). However, it is still debatable regarding which is the standard criteria based on which studies can be included or excluded (Carroll & Booth, 2014). The studies included in the literature review were mostly appraised with the help of CASP and JBI appraisal tools.

Gupta, & Sengupta (2020) explicitly details criteria used for selection of participants, sampling strategy, use of unstructured guides and data collection method as well as highlights data saturation and length of the interview to avoid bias and improve rigour. However, it fails to mention how authors contributed to data collection and analysis. It also fails to acknowledge whether an independent researcher was triangulated for coding and analysing data. Thus transferability of research findings should be done with caution. Whereas Adhikari, Goregaonkar, Narayanan, et al (2020) utilises data sets of NGOs by volunteering with them during the pandemic which focuses on size, the number of women, children, location, state, ration and money left. In addition, they also engaged in telephone conversations with migrant workers for free-flowing

conversations but were less extensive about it. They also lacked clarity about the criteria used to select the participants and the role of the author's triangulation in the research.

Das (2020), Agoramoorthy, Hsu (2021), Rajan, Sivakumar,& Srinivasan (2020), Khanna (2020), Suresh, James, & R. S.j, (2020) Mohan,& Mishra, (2020) and Hasall, Oberoi, & Snowden, (2020) studies were narrative and relied on secondary datasets and information's obtained from government reports, research studies, surveys, news articles and commentaries. Despite the nature of the research, there was no detailed description of the criteria used for the evaluation of the quality of the studies, no exclusion and inclusion criteria and no depiction of search strategy thus impacting the generalisability of the studies. Estupinan, Gupta, Sharma, and Birla (2021) used the remote labour index to measure labour supply shock as it measures the ability of various occupations to work from home and for this purpose, the research relied on a database available in the public domain for analysis.

Contrary Guha, Islam, & Hussain (2020) utilised data collected through a telephonic survey. The sampling strategy was detailed and appropriate statistical tests such as descriptive analysis and ANOVA were used to detail demography and establish the relationship between selected variables. Despite this, the study lacked information regarding how participants were explained about the research, the language used in survey questions and the role of authors in data collection and analysis. Kesar, Abraham, Lahoti, Nath, and Basole (2020) were explicit about data collection, survey questionnaire, and sampling strategy and utilised appropriate statistical tests such as descriptive analysis and regression but lacked information on states missing on three observations and criteria used for exclusion and inclusion of studies.

### **1.12 Ethical Review**

Gupta & Sengupta (2020) exhibited ethical consideration involved in the study by explaining the study objectives and seeking verbal consent from the participants before the interview, however, fail to mention ethical clearance from the review board. However, Das (2020), Agoramoorthy, Hsu (2021), Rajan, Sivakumar,& Srinivasan (2020), Khanna (2020), Suresh, James, & R. S.j, (2020) Mohan,& Mishra, (2020) and Hasall, Oberoi, & Snowden, (2020) Estupinan, Gupta, Sharma, Birla (2021) and Agarwal (2020) did not involve human participants and relied on secondary datasets



for the data. Thus it was expected the studies they relied upon have addressed the ethical concerns and have obtained ethical clearance from the board of review. Contrary to Adhikari, Goregaonkar, Narayanan, et al (2020), Singh, Singh, & Baruah (2020), Guha, Islam, & Hussain, (2020) and Kesar, Abraham, Lahoti, Nath, Basole, (2020) lacked transparency surrounding process involved in addressing ethical concerns as it fails to highlight the steps taken to mitigate ethical concerns such as seeking consent, explaining study objective to the participants, and gaining ethical clearance from the ethics board.

### **1.13 Themes**

The following key themes were identified in the data collated during the review:

#### **1.14 The impact of Covid -19 pandemic on livelihood strategies:**

In the era of globalisation, the Covid- 19 pandemic exposed the vulnerabilities of the economic strength of various nations that continued to suffer from the public health and economic crisis (Gupta and Sengupta 2020). It was estimated that 25 million people would become unemployed worldwide due to the impact of covid 19, approximately ranging from 5.3 million – 24 million (Khanna,2020). According to the census of 2011, in India, over 450 million internal workers are below the age of 30 out of which 100 million are from poor socio-economic background who often are the breadwinners in their families and play a vital role in remitting their salaries to support the family (Agoramoorthy & Hsu,2020). It is observed that migration and health are multidimensional and bidirectional where health act as a key factor driving people to migrate which in turn influences health (Khanna,2020). With the advent of Covid -19, microenterprises collapsed despite the introduction of an economic support scheme valuing INR 20.97 billion( 10% of the GDP) thus resulting in income loss and unemployment throughout India (Gupta and Sengupta 2020). The unemployment rate in India increased to 25.5% with nearly 83% reporting a loss of income in April and 34% reporting they cannot survive more than a week on savings and food stock (Singh, Singh & Baruah 2020). More than 80% of migrant workers received no income from their main occupation with daily income falling by 77% during the lockdown and

40 % of households reported food and income deficiency (Singh, Singh & Baruah 2020). As a result, more than 400 million workers in India were pushed into poverty (Singh, Singh & Baruah 2020) with agricultural sectors such as wheat, rice, lentil, tea, and sugarcane production affected due to labour shortage, supply chain disruption and limited market operations (Gupta and Sengupta 2020). The loss of employment was particularly high for the illiterate and less educated in the initial phases of the pandemic with casual workers being hit hardest which subsequently dropped to 66.7 per cent in phase III and 23.8 per cent in phase IV of the lockdowns (Singh, Singh & Baruah 2020). However, the percentage of regular salaried workers who could not find work continued to be 50 per cent in phases II-IV of lockdown restrictions Singh, Singh & Baruah 2020). It was observed that initially employer-supported workers, however, a drop in income and business demands, dissuaded them to support workers further thus causing migrants to be stressed and forced to move back to their native place (Gupta and Sengupta 2020). In addition, The need of the migrants was also unattended during the lockdown as a result the migrants faced job loss, violence, starvation, and income loss, and were branded as chaos creators (Gupta and Sengupta 2020). A large share of households faced severe food insecurity due to unemployment and an increase in retail prices thereby facing displacement, hunger, accident, malnutrition, suicide, and mental stress(Gupta and Sengupta 2020). To aggravate the crisis, over four million homeless people were left out abruptly with migrants forced either to stay in the perilous condition in urban areas or go back to the place of origin (Agoramoorthy & Hsu 2020) thus becoming the dependants of household remittances causing increased return migration (Khanna,2020). This crisis was further worsened by limitations in livelihood options and disruption in agricultural production, transportation, and supply chains (Khanna,2020).

### **1.15 Impact of Covid -19 pandemic measures on the labour market and government schemes**

During the pandemic, changes in consumer demand patterns and a reduction in labour supply led to the loss in income and gross values (Estupinan et al 2020). In March 2020, about 465.3 million were employed in the Indian labour market out of which 116.18 and 78.93 million workers were affected by lockdowns 1.0 and 2.0 were at risk of job loss (Estupinan et al 2020). The affected migrant workers in lockdown 1.0 who were at risk of job accounts 60 million and were casual and own-account workers

(Estupinan et al 2020). It was observed that 42% of workers in urban areas and 16% in rural areas were impacted whereas migrant workers employed in essential industries (29% from urban and 72% from rural areas) were not affected (Estupinan et al 2020). About 90% and 88% of all migrant workers who suffered job loss during subsequent lockdowns are employed in the informal sector and are not enrolled in social security measures (Estupinan et al 2020). The total income loss due to lockdown measures was Rs 864.5 billion roughly 1.4 times the annual budget allotted for the employment guarantee scheme MNREGA in 2020-2021 (Estupinan et al 2020). The first nine weeks of the lockdown cost approximately ₹ 23 trillion (11.5 % of GDP) and the Indian economy was predicted to contract by anywhere between 5 to 12.5% in 2020-21 (Kesar et al, 2020). The money transferred by the government was not significant, only 7.3% of the migrant households received money from the government despite free rations provided to all with access to free rations relatively higher among vulnerable sections (60-65% of casual workers and SC households) (Singh, Singh & Baruah 2020). Following this the government strengthened social security support during the crisis however only a section of the workers received the support and the coverage of various schemes (Kesar et al, 2020). This failure in the government support scheme was attributed to centre-state disharmony, lack of clarity in localised lockdown and non-compliance among people (Gupta and Sengupta, 2020). The strict lockdown has resulted in large scale economic distress and food insecurity as large sections of the population are exposed to high vulnerability and depended on daily earnings without any savings to rely upon during lockdown (Kesar et al, 2020).

### **1.16 Experiences of migrants during a pandemic**

Migrants are more likely to be vulnerable to the direct and indirect effects of covid -19 (Suresh, James & Balraju,2020). Their capacity to avoid viral contamination; receive suitable healthcare; survive the social, economic, and psychological impact of the pandemic are affected by a range of factors which includes living, working conditions, limited knowledge, access to their rights and inclusion in host communities (Suresh, James & Balraju,2020). Migrants suffer from the double burden of being poor and away from their native place (Suresh, James & Balraju,2020). Many programs meant for economically deprived communities do not reach them due to a lack of identity proof, and economic, social and residence status (Suresh, James & Balraju,2020). Nearly 90% of the workforce in India works in the informal sector without any social

security(Suresh, James & Balraju,2020) and the proportion of internal migration increased from 314.5 to 455.8 million between 2001 and 2011 (Guha, Islam & Hussain 2020). These workers joined the informal sectors to get relief from the bondage labour system and debts from money lenders. (Das,2020). However sudden loss of income as people from poor socio-economic background had limited access to health and transportation(Suresh, James & Balraju,2020) compounded the problem.

Suresh, James & Balraju, (2020) highlight that those migrants who are poorest and most marginalised are disproportionately disadvantaged with primary consequences on health and lives; secondary effects on livelihoods and jobs (Suresh, James & Balraju,2020). With no financial income or employment to meet basic needs, Das (2020) reports many migrants started walking barefoot to their native homes and further reports on stories of pregnant mothers giving birth without any medical help. The looming fear of hunger and death due to starvation led to the overcrowding public transport system (Mohan & Mishra 2020). The immediate challenges faced by the migrants were food shortage, shelter, loss of income and fear of getting infected (Suresh, James & Balraju,2020). Many migrants lost their lives due to hardships with some committing suicide (Suresh, James & Balraju,2020). On arrival to their native place, they felt depressed and felt insecure due to loss of job and livelihood and were met with hostility with national and state governments restricting their movements due to covid-19 measures(Das 2020). This was compounded by population control measures resulting on migrants put in camps and non-camp settings with slum dwellers, and homeless persons exaggerating further the Covid -19 social distancing and hygiene practices put in place by government (Suresh, James & Balraju,2020). Within 36 hours of the lockdown announcement, the central government announced an economic relief package which was a little less than 1% of the national gross domestic product, did not have any specific measures addressing the potential concern but advocated longer-term, credit-focused proposals rather than following a more direct approach such as cash transfers (Mohan & Mishra 2020). There was an announcement for supporting construction workers, but in reality, more than two-thirds of the construction workers could not avail of any cash support (Adhikari et al 2020). The sudden lockdown caused panic among migrants and those who were stranded away from their homes were not eligible to access rations or free food grains provided by the governments (Adhikari et al 2020). This is because the government continues

to rely on the census 2011 population thereby excluding 100 million people from public distribution system entitlement(Adhikari et al 2020). The situation was further exacerbated by the non-payment of wages and the threat by employers to withdraw food and accommodation if they did not continue to work(Adhikari et al 2020). Another issue was frozen bank accounts by the bank for failing to maintain a minimum balance(Adhikari et al 2020). Most local clinics and public health centres were closed with no money for ultrasounds, scans and other needs, and pregnant women had to miss their routine check-ups (Adhikari et al 2020). Children of migrants have also paid a heavy price as their education has been disrupted due to changes in the mode of education via a digital medium that they cannot afford(Adhikari et al 2020). Without public transport during lockdown measures, poor women faced difficulty in collecting rations and most of the eligible women were not able to receive cash as promised by the government to support their livelihood(Agarwal 2021). To cope with income loss families draw on savings, take loans and sold their assets(Agarwal 2021). The return of migrants to their native village has increased the spread of the virus , the female relatives were placed most at risk of exposure to Covid-19 as a result of this movement, (Agarwal 2021). The impact on women was significant, with many returning male migrants, women have been forced out of important job security schemes and have increased women's domestic workload burden(Agarwal 2021). The impact was exacerbated in urban areas, with around 86 % of households reporting a reduction in their food intake (Kesar et al 2020). Many migrants died for reasons ranging from starvation, suicide, exhaustion, road and rail accidents, police brutality and denial of timely medical care (Guha, Islam & Hussain 2020). They are often stigmatised and unjustly blamed for the spread of disease (Guha, Islam & Hussain 2020).

### **1.17 Factors influencing migrants and migration patterns**

Migration is a global phenomenon, driven not only by economic needs, but also by various factors that include social, political, cultural, environmental, health-related, and educational issues (Mohan & Mishra 2020). Migration in India can be both intra and interstate and international (Suresh, James & Balraju 2020). Migrants are not vulnerable to poorer health outcomes, but it is the condition associated with migration that affects health (Mohan & Mishra 2020). This impacts a diverse set of health indicators including mortality, morbidity, disability, nutrition, and equitable access to

health services(Mohan & Mishra 2020). About 70% of internal migrants are women who are often excluded from economic, social, and political rights (Suresh, James & Balraju 2020). Migration is generally regarded as an economic, social, and political destabilizing process that takes away the productive family member, undermines family life and causes labour exploitation(Suresh, James & Balraju 2020). The internal migration in India has increased from 314.5 million to 455.8 million (Guha, Islam & Hussain 2020), and the economic survey estimating more than 9 million people migrating either for jobs or education (Khanna,2020). Around one-fourth of the total migration is interstate with migration toward urban due to educational and employment opportunities(Khanna,2020). It is estimated that around 260 million people work in the non-farm sector, and of these 101 million work in the unorganised sector(Khanna,2020). Out of 465 million workers in India, a total of 419 million workers works in the informal sector out of which 298 million workers work in the rural informal sector and 121 million workers work in urban areas (Das,2020). Manufacturing constitutes 28 million workers; restaurant and hotel and trade accounts for 32 million workers; construction with 15 million workers; transport, communications, and storage with 11 million workers; and finance, business, and real estate accounts for 7 million workers, which constitute the total 93% of the work force(Das,2020). Male migration is driven by work and female migration is driven by marriage in addition to work purposes (Rajan, Sivakumar & Srinivasan,2020). Within two months of lockdown, more than 17 million lost their jobs (Rajan, Sivakumar & Srinivasan 2020). Most of these women also got excluded from utilising urban welfare schemes and do not have official status, often working part-time, on contract and unregistered ( Rajan, Sivakumar & Srinivasan 2020). Another issue is that most transgender communities and their incidence of migration data were absent from the covid perspective ( Rajan, Sivakumar & Srinivasan 2020).

### **1.18 Role of the Social Enterprises during covid 19 pandemic**

Social enterprise is a key asset to a local community as an organisation that utilises the business principles to address the social or environmental needs through a product, service, process, or distribution of profit( Halsall, Oberoi & Snowden 2020). They fulfil the social needs sustainably through market-based models and are at the forefront of social innovation (Halsall, Oberoi & Snowden 2020). Social enterprises are crucial catalysts for social change and are considered to be the key player in bringing

transformation to people, communities, and the world at large( Halsall, Oberoi & Snowden 2020). Social enterprise democratically improves the partaking of stakeholders in a way that decisions for the public welfare are determined through the participation of all concerned stakeholders( Halsall, Oberoi & Snowden 2020). In India, social enterprise is also known as self-help groups (SHGs) that were at the forefront in lending help to migrant workers and the communities. During the pandemic, SHGs started the production of masks, sanitisers, and herbal drinks to boost immunity and concentrated their sales in various rural and urban areas (Rathna 2020). This production of masks and sanitisers gave a new ray of hope to managing the pandemic with many planning to venture into the business of making sanitisers using aloe vera by involving farmers to process it locally thus aiming to create jobs for locals (Rathna 2020). Many SHGs started working at grassroots levels in creating awareness among the public about the inheritance of social distancing and other preventive measures to stay safe (Rathna 2020). Among them is SEWA – an artisan producer company employing migrant women in making masks, herbal sanitisers, herbal soaps, PPS kits, shoe mitts, gloves, scarfs, and caps (Ann, 2020). It was observed that most of the SHGs did not rely on tailoring for livelihoods in pre-pandemic times however during the pandemic they started taking the initiative to stitch masks (Ann, 2020). They also conducted training sessions via social media platforms for their members educating them to take care of older people, gender-based violence and mental health (Ann, 2020). In a bid to make migrant women financially independent SEWA Bharat collaborated with the State bank of India(SBI) to mould a SEWA -SBI correspondent model where local women are employed as banking agents and are given the technical capacity to bring banking services to previously unbanked areas where each customer are perceived as a customer service point in a cluster( Ann, 2020). Since most of the people were afraid to step out during the pandemic and the bank was situated far away, these agents went door to door, assisting the distressed people with some agents putting money from their pocket on their behalf to activate their bank accounts to avail government economic support scheme (Ann, 2020). Kudumbashree Network which employs 4.4 million women across 300,000 SHGS in Kerala was one of the other organisations who community kitchen initiative cooked and distributed fresh meals to the vulnerable groups as well as those who are bedridden and placed in quarantine centres (Ann, 2020). Following this, another network of 295000 NGOs began community kitchens delivering meals to the needy including school children and

coordinated with community health workers for contact tracing (Agarwal 2021). Moreover, In Jharkhand, SHGs have collaborated with the district administration to eradicate hunger, and starvation among the underprivileged. It delivered rations to underprivileged families, and also operated a helpline for returning migrants (Ann, 2020).

### **1.19 Discussion:**

This literature review explores the relationship between Social Enterprise and Migrant Health patterns within India Post Covid 19 based on the 16 studies available in the research domain. Five main themes were identified: the impact of Covid -19 pandemic on livelihood strategies, the impact of Covid -19 pandemic measures on the labour market and government schemes, experiences of migrants during a pandemic, factors influencing migrants and migration patterns and the role of the social enterprises during covid 19 pandemic which answered the research aims and objectives and helped to evaluate the role of social enterprises and health patterns prevalent among migrants during health emergencies such as covid 19.

#### **The impact of covid -19 pandemic on livelihood strategies**

Following the advent of the Covid -19 pandemic, there was a striking impact on the livelihood strategies of the migrants who worked on daily wages and send remittances to their families who depended on them for their survival. The impact was felt not only within the country but throughout the world where a large proportion of migrant workers become unemployed unexpectedly due to the challenges posed by the pandemic which in turn impacted the existing capability of businesses to thrive in health emergencies. In India covid -19 has a devastating impact on small and medium scale enterprises caused by a disruption in the supply chain and a shortage of labour despite the monetary support provided by the government (Gupta and Sengupta 2020). Thus resulting in increased unemployment, loss of income and shortage of food among



migrants (Singh, Singh & Baruah 2020). The pandemic and the measures introduced to control the spread have impacted the large proportion of working migrants in terms of social, economic, and structural support (Srivastava et al., 2021). The pandemic has exposed existing disparities further deteriorating the lives of migrant workers (Srivastava et al., 2021). This was also visible in the agricultural sector which was impacted significantly due to limited market operations (Gupta and Sengupta 2020). These findings are similar to those of Srivastava et al (2021) who found that migrant labourers in India around 92% have lost their work due to low demand for migrant workers and 42% are negatively impacted with no food or supplies due to less income as a result of coronavirus restrictions posed by the government to control the spread of Covid -19 infection. The prominent experience was the loss of livelihood and the increase in debt associated with it (Srivastava et al., 2021). Most of the migrant workers worked for daily wages and the nationwide lockdown and closure of economic activities have impacted the migrant workers in terms of available livelihood options (Srivastava et al., 2021).

The impact of the loss of jobs was harsh for the workers who were illiterate and less educated than those who are educated and had a stable income. These findings are similar to Kapoor (2020) who found out that the effects of the pandemic on the labour market impacted the less-educated workers who are typically engaged in low paying, precarious work arrangements. Therefore, it was expected that this crisis would aggravate the pre-existing inequalities in India's labour market, which has stark disparities between a workforce that is engaged in jobs that offer stable income and social security benefits and a large proportion engaged in informal employment (Kapoor,2020).

The drop in monetary support and business demands impacted the very existence of the job where they have been employed thus dissuading employers to discontinue supporting workers causing widespread displacement of migrant workers towards their native place thus creating uncertainty and resulting in starvation, job loss and mental stress (Gupta and Sengupta 2020). These findings are similar to those of Srivastava et al (2021) who note that a pandemic posed a set of challenges such as loss of job, financial crisis, stress, loss of money and job assurance thus persuading a large number of migrants to return to their homes without any proper transport

facility, food and this coupled with fear and anxiety that compounds the challenge of reaching their native place.

### **Impact of Covid -19 pandemic measures on the labour market and government schemes**

During the pandemic consumer behaviour changed which impacted the market and supply chain leading to income loss and a decrease in gross domestic product. As a result, a large proportion of the labour workforce (195.11 million) was expected to lose jobs (Estupinan et al 2020). The brunt was most likely to be experienced by casual or self-employed migrant workers. These findings are similar to Miyamura (2021) who presents estimates with caution indicating that approximately 128 million workers who are either in casual employment or self-employed are particularly at high risk of losing their jobs. There was a stark contrast in the percentage of migrants losing livelihood who worked either in essential or non-essential work setting and those migrants did not have access to social security benefits (Estupinan et al 2020) as a result a small proportion of migrants received monetary support from the government with free rations provided to all (Singh, Singh & Baruah 2020). These findings are contrary to Miyamura (2021) who notes that despite being interstate migrants, most of them did not have the privilege to access rations due to a lack of government mechanism to monitor and register them. As a result in the initial stages of the pandemic, migrants struggled to get rations and had little money to survive. However later government expanded the public distribution of food grains to accommodate migrant's needs (Miyamura,2021) and despite this government faced criticism that its policies supported businesses and did not alleviate the deterioration of the working poor's material conditions for subsistence (Miyamura,2021). Following this, the government introduced reforms in its social security schemes to accommodate migrants however only a small section of the migrant community were recipients of these schemes. The failure of the schemes to support distressed migrants was due to administrative barriers caused by central and state government division of power. The findings are similar to Kar, Ransing, Arafat, & Menon (2021) observations who conclude that the administrative barriers are not only affecting the co-ordination among the state and centre but also impacting the national institute's covid 19 response and could be contributor to the inadequate response to COVID-19 during the second wave.

### **Experiences of migrants during a pandemic**

Migrants are more prone to the impacts of the Covid -19 pandemic. There is a range of factors that makes them more susceptible to risks posed by the pandemic both directly and indirectly such as poor education, less provision of healthcare services, work environment, awareness about their rights and acceptance in communities they live in (Suresh, James & Balraju,2020). Many social welfare programmes which they are entitled to receive are being deprived of them due to their migratory status, lack of proper documentation and economic status(Suresh, James & Balraju,2020). The primary intention of migrants to work in the informal sector is to save themselves from bonded labour system and to repay the debts they owe to moneylenders(Das,2020). However, due to a lack of proper transportation and health facilities (Suresh, James & Balraju,2020), they have to spend a large amount of income and had to depend on loans to repay their debts which in turn affected their income. Kusuma & Babu (2018) also agree that migrants are more vulnerable due to livelihood insecurity, negligence, and alienation in the new environment they live in. As a result, the migrants have less control over the available resources that are meant for all members of society (Kusuma & Babu,2018). Thus migrants face a lack of access to health care services (Kusuma & Babu 2018).

The migrants were hard hit during the pandemic and the sudden lockdown has a devastating impact on their health and lives followed by loss of livelihood and jobs (Suresh, James & Balraju,2020). With meagre income, migrants started walking barefoot (Das 2020) toward the home town which resulted in overcrowding of public transportation (Suresh, James & Balraju,2020). However, throughout their journey, migrants faced many challenges such as shortage of food, shelter and job loss which affected their mental health as a result some committed suicide and died due to starvation(Suresh, James & Balraju,2020). These findings are similar to Preethi & Diwani (2021) who observed that during lockdown due to lack of transportation, uncertainty about the future and lack of government support many labourers and their families including infants, and pregnant women and elderly people walked thousands of kilometres (Preethi & Diwani 2021). Lockdown, travel bans, and social distancing has worsened the situation of these migrant workers (Preethi & Diwani 2021). As a result, initially, more than 350 deaths were reported caused by starvation, exhaustion, rail, and road accidents (Preethi & Diwani 2021).

In response to contain the spread of covid 19 infections, the central government announced a lockdown and within 36 hours, the government announced a relief package of less than 1% GDP focused on long term credit proposals than cash transfer (Mohan & Mishra 2020) and did not benefit the majority of migrant workers. These findings are similar to Ghosh (2020) who observes that the initial relief package amounted to 0.5% GDP and was in the form of credit guarantees and other liquidity provisions without any fiscal outlay. The total additional public spending by all relief measures announced by the end of May 2020 amounted to 1% of GDP and did not benefit much of the affected people (Ghosh 2020). The sudden lockdown caused panic and anxiety among migrants as they were stranded due to travel restrictions and were not able to access the free ration/food grains provided by the government (Adhikari et al 2020). Children of the migrants were also affected by the prolonged closure of schools and disruption in the mode of education as it turned out to be expensive(Adhikari et al 2020). Similar findings were observed by Gupta & Nebhinani (2020) who note that prolonged school closure interrupted the academic and social skills of the children. Besides children from low socio-economic backgrounds couldn't afford digital education due to a lack of resources and support (Gupta & Nebhinani,2020).

Covid -19 pandemic has a devastating impact on the women belonging to a migrant community as covid -19 restrictions impacted their health as the majority of them depended on the rations provided by the government which they found difficult to access due to social restrictions(Agarwal 2021). The majority of them also could not avail cash as promised by the government due to a lack of bank accounts(Agarwal 2021). As a result, they were confined to their domestic responsibilities increasing their workload and food intake(Kesar et al 2020). These findings are similar to Gulati et al (2021) and Arora & Majumder (2021) who observes that the economic measures announced by the government for migrants were only accessible if the migrants have proper documentation and bank accounts. Entitlements received from the government were very low for migrant men and women (Gulati et al,2021). With the economic constraints put by the pandemic, migrants had to return to their villages resulting in women engaging in extra domestic responsibilities with no monetary value and going on for sometimes a week with limited food, water, and toilet facilities (Arora & Majumder, 2021).

### **Factors influencing migrants and migration patterns**

Migration is a process of moving from the present place of residence to the destination residence driven by several factors including the pattern of development, social structure, interregional disparity, the disparity between different socio-economic classes and the development policies influencing seasonal migration. Migration occurs when workers in source areas lack suitable options for employment/livelihood, and there is some expectation of improvement in circumstances by migrating to the region with full potential (Sanyal, 2018). Migrants are vulnerable to poor health outcomes not because of migration but because of the conditions associated with it such as unhygienic sanitation areas, poor shelter, inadequate dietary intake, and difficulty in accessing health services (Mohan & Mishra 2020). These findings are similar to Sanyal (2018) who notes that migrants often work in harsh circumstances, live in unhygienic conditions, and suffer from occupational health problems and various health hazards. Migrants cannot access various health and family care programmes due to their temporary status (Sanyal, 2018). Migration is one of the sensitive areas in the economic, social, and political spectrum as it is regarded as a destabilizing process that brings changes into the dynamic of the family thereby taking away male members and bringing more domestic and other responsibility on the dependants to survive (Suresh, James & Balraju 2020). There are multiple explanations for the use of migrant labour in destination areas and they are motivated by strategies of labour control and wage cost reduction (Sanyal, 2018).

According to the Census 2011 internal migration within India has increased accounting for 455.8 million (Guha, Islam & Hussain 2020) and out of which 9 million migration is for job or education purposes and this migration is towards urban areas (Guha, Islam & Hussain 2020). It is believed that around 491 million work in the informal sector (Das, 2020) and among them about 30 per cent of migrant workers are working as casual workers quite vulnerable to the vagaries of the labour market and lack social protection (Bhagat et al, 2020). Only 35 per cent of migrant workers are employed as regular or salaried workers (Bhagat et al, 2020). Male migrants migrate due to work purposes while females accompany them to look after domestic responsibilities unregistered (Rajan, Sivakumar & Srinivasan 2020). Most of the women migrants because of their temporary residence status could not avail of social welfare schemes and do not have official status (Rajan, Sivakumar & Srinivasan 2020). Sanyal (2018)

agrees that women migrants are more prone to risk and are less likely to benefit from food rations / social security welfare schemes due to temporary residency status.

### **Role of the Social Enterprises during covid 19 pandemic**

The social enterprise is not a homogenous entity but incorporation of enterprises prevalent across different sectors and organisations with various philosophical beliefs (Joshi & Khare 2021). Social enterprises aim to work with a notion of prioritising the needs of neglected and disadvantaged communities with a means of sustainable, innovative, and entrepreneurial skills (Joshi & Khare 2021). In India, social entrepreneurship holds a promising future as it can address various socio-economic and developmental needs (Joshi & Khare 2021). Over the last few decades, India has paved the way in social entrepreneurship by successfully establishing various models of social entrepreneurship such as non-profit organisations, charitable trusts and market based hybrid social enterprises to address societal needs (Joshi & Khare 2021). In India, social enterprises are characterised by geopolitical variations, for instance in some parts of India they are known as Self-help groups which are microfinance models of entrepreneurship collectively run by a group of individuals supported by a private organisation, banks, or government agencies to lead community development program targeting deprived communities. These Self-help groups were a pioneer in steering the coronavirus relief measure during the pandemic when migrants were hardly hit due to the restrictions imposed by the government to contain the spread of coronavirus infections. It has been observed that during the pandemic, SHGs were involved in the task of meeting the shortfall in masks, sanitiser, ppe, running community kitchens, fighting misinformation, and providing banking and financial solution to hard to reach communities (World Bank, 2020). During the migrant crisis, these self-help groups ventured into the entrepreneurial business models where they involved locals and farmers in making natural hand sanitisers thus sustaining the livelihood of many who lost their living income (Rathna 2020). To fight the misinformation circulated through digital platforms, many SHGs started working on the ground level, meeting families door to door, creating awareness about the coronavirus diseases, mode of infection, social distancing, and other measures to enable them to contain the spread of the virus (Rathna 2020). The members of SHGs utilised the opportunity to help the community during the crisis by engaging in training to make masks, gloves, and gowns. They also used various means of social media platforms

to spread awareness and run helplines to advise migrants who got stuck due to social restrictions and educate them to take care of aged people (Ann, 2020). The findings were similar to an article published by Livemint (2020) who reported that SHGs were initially engaged in making masks but are now engaged in a range of interventions which includes door to door surveys to create awareness, making sanitisers, running helplines to help migrant women and children stuck in difficult situations, delivering food, and providing medicine to elderly. Since the pandemic posed challenges in accessing basic day to day amenities, many communities who relied on cash transactions for their survival could not avail the banking services via digital platforms due to a lack of smartphones as a result they were prone to isolation. Thus considering the complexity of the situation some SHGs collaborated with the banking sector and employed women in the local areas as bank representatives and provided them with the digital and technical capacity to benefit those communities with banking services ( Ann,2020). This in turn empowered the migrant community as they were able to access remote banking services via those banking agents and were able to activate bank accounts to avail government economic relief fund which at that time was transferred to bank accounts ( Ann, 2020). The Kudumbashree networks which employ 4.4 million women across 300,000 SHGS in Kerala ( Ann, 2020) were phenomenal in supporting the public-facing the distress due to the coronavirus pandemic with its “Janakeeya” canteen initiative by serving meals at very affordable prices and delivering food to quarantined individuals, elderly, and migrants’ workers in the relief camp (Jalan & Sen, 2020).

### **1.20 Strength and limitation**

This literature review included 14 studies which were diverse in design, methods, and samples. It was observed that the literature search strategy could have been improved. However, due to limited time and resources, the search was executed with the aid of keywords and terms which were identified through the brainstorming session yielded good results. To validate the trustworthiness of findings peer debriefing was done which reviewed and discussed various aspects of the research process such as the selection process, results, and emerging themes to ensure that the research process was consistent and systematic. The choice of methodology was understandable in some research papers which has enabled the detection of phenomena in the appropriate context for it to be valid, with due regard to culturally and contextually

variables (Leung, 2015). Nevertheless, in some studies, the external and internal criteria were not explicit

which could cause bias and could limit the generalisation of findings (Drotar, 2008). Regarding the quality of qualitative studies, there is a limited consensus on how the quality of studies could be evaluated due to different forms of qualitative methods (Dixon-Woods, Agarwal, Jones, Young & Sutton, 2005). Considering this, the generalisation of findings should be done with a careful approach as not all research studies talked about the transferability of findings to different settings.

All studies were based on Indian settings; Gupta et al (2020) were explicit in inclusion criteria and all participants were selected through random sampling. The duration of the interview lasted an hour which was enough to attain relevant data, however, the transferability of research findings is limited due to the small size and lack of information concerning researcher triangulation for data analysis which according to Diane (2014) is important for confirmation of findings and different perspectives, adding breadth to the phenomenon of interest. Adhikari et al (2020) relied on secondary datasets for presenting detailed analysis and perspective. The datasets were both qualitative and quantitative. Patino & Ferreira (2018 ) notes that establishing inclusion and exclusion criteria is a standard practice when designing high-quality research as it impacts the external validity of research studies. In addition, Shaw et al.,( 2004) note that conducting a thorough search is a distinguishing characteristic of systematic reviews as it demonstrates the comprehensiveness and reproducibility of the searches. Therefore transferability and reliability of the study's findings should be done with caution as some of these studies failed to specify evaluative criteria used for quality assessment of the papers, the number of research papers/reports used, define inclusion, exclusion criteria and search strategy used to locate research papers( Das, 2020; Agoramoorthy et al,2021; Rajan,2020; Khanna, 2020; Suresh et al, 2020, Mohan et al 2020, Hasall et al, 2020, Agarwal,2020). Furthermore, there were few studies which relied on primary data sets and were quantitative (Guha et al, 2020; Kesar et al, 2020). The methods were explicit but lacked clarity about the process involved in explaining to participants about the research, the researcher's triangulation, verbal consent, and the final number of participants involved in the research study.

Despite this themes identified in the study resonated with findings of various studies which highlighted that due to migratory status migrants were more vulnerable to risks



posed by emergency hazards like the Covid 19 pandemic. Due to their involvement in vulnerable jobs, they were hit hard when economic activities ceased worldwide impacting the supply chain and labour markets. To survive they reverse migrated to their hometown however their journey to their home town was more challenging due to a lack of transportation, resources, and quarantine on arrival. Furthermore due to a lack of official documents they could not avail the benefits of the economic support provided by the government. However, this crisis turned into an opportunity for many social entrepreneurs who supported migrants by providing rations, resources, masks, sanitisers and providing employment opportunities to sustain their livelihood. The findings of the review would benefit policymakers and public health practices within India. The study would enable to focus on the issues faced by the migrants, provide scope for integrating social entrepreneurship into public health policies and support frameworks to adopt a unified definition of social enterprises across India.

### **1.21 Conclusion**

The escalating and infusing nature of the COVID-19 pandemic has distorted the world's thriving economy in an unpredictable and opaque way (Chaudhary et al., 2020). During the covid -19 pandemic, the restriction was implemented as a part of a lockdown to contain the spread of infection as a result many migrant workers who worked mainly in the informal sector faced crucial problems with the closure of their work institutions and were unable to live their lives without working (Pal et al., 2021). The crisis of Covid-19 has brought migrants, migration and policy surrounding the social protection of migrants to the centre stage (Sengupta & Jha, 2020). Amid this coronavirus pandemic and an unprecedented crisis apart from monetary losses, the impact of the pandemic would be harsh from a social, economic, and psychological aspect (Aneja & Ahuja, 2020). The onset of the coronavirus pandemic has already widened the existing inequity between rich and poor and this would likely increase the negative impact on migrants as a result of job loss, lack of livelihood and fear of getting infected (Aneja & Ahuja, 2020). Despite this uncertain times, social enterprise emerged as a ray of hope due to its innovative and sustainable way of working to support migrants and strengthen coronavirus relief services. Since the pandemic caused by Covid -19, the world has faced some tough challenges in the way it functions and responds to the need of the population, at this crucial point in time world needs a successful response to the challenges, critical thinking on current policies

ensuring resources are distributed equally and environment that is supportive of social enterprises (Oberoi et al., 2021). It is widely accepted that social enterprises are a valuable asset for a sustainable future as they can influence society by responding to societal challenges and providing solutions to the problems presented (Oberoi et al., 2021). Therefore it is high time for policy makers, and the government to frame policies that define the scope of social enterprises, implement social entrepreneurship embedded sustainable policies and empower budding entrepreneurs with skills which would facilitate and support them in the development of change in response to social and societal need, both nationally and globally (Oberoi et al., 2021).

## **Chapter 2.0 Methodology**

In this chapter, the discussion is sought on the methodologies prevalent among research studies and the rationale for using qualitative research methods for this research project. In this section, a brief illustration of various qualitative studies such as ethnography, phenomenology and grounded theory will be provided along with a strong argument for choosing a case study design over various qualitative methods.

This chapter will also present an overview of various types of case study design and would explore systematically the process involved in selecting multiple case studies as the most suitable and convenient methodology for this study. In addition, this chapter would also focus on the scope of reliability and validity in this type of research design.

### **2.1 Qualitative methodology v/s Quantitative methodology**

In any case study research in social science epistemological and ontological perspective forms the philosophical base (King & Brooks, 2017). Epistemology is concerned with questions such as “*what knowledge is, what can be perceived as knowledge, how knowledge claims are justified and the nature of explanations, subject-object relations, and fact-value relations*” (Ejnavarzala, 2019). Epistemology deals with theories of knowledge (Ejnavarzala, 2019) studies *the bearing of social relations, interests, roles, and social conditions on the conceptual and normative conditions of knowledge*” (Schmitt, 2017). It emphasises the fact “*whether, and to what extent, the conditions of knowledge include social conditions*” (Schmitt, 2017). *Is knowledge property of knowers in isolation from their social setting (and in what sense*

of “isolation”), or does it involve a relation between knowers and their social circumstances? (Schmitt, 2017) This question can take various forms and admit diverse answers, depending on the kinds of knowers, knowledge, and social relations asked about” (Schmitt, 2017). Epistemological perspective aids to navigate through an appropriate research methodology that is accountable to provide tools and resources to create new knowledge. (King & Brooks, 2017). The contrary ontological approach explains the characteristics of reality in social science (King & Brooks, 2017). In social science research, the researchers rely on various methods such as empirical, interpretivism, positivism and constructionism to understand the chain of events or processes that account for social reality (King & Brooks, 2017). The Positivist paradigm emphasises the real events that can be observed pragmatically with logical explanation (Kaboub, 2008). Positivism focuses on a micro-level investigation that removes the complexity of the external world and arrives at conclusions derived through systematic and tested methods that yield results with internal validity (Kaboub,2008). Positivist and empirical explorations are more deductive and are based on causal effects whereas interpretive attempts to accept the complex and dynamic social realities and allow the researcher to embrace social research problems holistically by getting close to participants, entering their realities, and transcribing their perceptions appropriately(Leitch et al., 2009). This is gained by thick and rich descriptions of actual events in real-life contexts that uncover and preserve the meanings that those involved attributed to them (Leitch et al., 2009). In the Interpretive approach, validity is determined by the choice of methodology which helps to identify phenomena and the methods used per research paradigm are considered appropriate depending on the ongoing process of data collection and theory in evolution (Leung, 2015). However, in qualitative research reliability is challenging and epistemologically counter-intuitive (Leung, 2015). Hence, the essence of reliability for qualitative research lies in consistency (Leung, 2015). Since the information gained through positivist and empirical research paradigms are detailed, anticipative and objective however in comparison to the interpretative paradigm the validity and reliability of the findings are debatable. In qualitative research design, participants are considered an important aspect of the study where the constructs of the participants are used to understand or define the social reality (Cohen, Manion, & Morrison,2018;2017;). Objectivism perceives reality as a structured phenomenon external to the understander whereas constructionism identifies reality as a subjective

construct based on the interpretation of objects and events (Jonassen,1991). Hudson and Ozanne (1988) note for interpretivism reality is multiple and relative. Hence, considering the inductive nature of interpretive studies, (Reid, Flowers & Larkin, 2005) qualitative and phenomenological studies would be relevant as *“it seeks to describe the essence of a phenomenon by exploring it from the perspective of those who have experienced and described the meaning of this experience both in terms of what was experienced and how it was experienced”* (Neubauer et al., 2019).

Qualitative research methodology is a suitable method of enquiry for social reality constructed through interactions going beyond individual intentions and endeavours. For the current study, qualitative research methodology was considered to be appropriate since the study focuses on the relationship between health emergencies, social enterprises, and health behaviours of migrants during health emergencies such as Covid -19 which would be explored through the social reality constructed via the accounts and experiences of migrants and social entrepreneurs' experiences. Hence to understand the relationship between migrants' health and social entrepreneur during a pandemic qualitative methodology was chosen as *it seeks to arrive at a theory that explains the behaviour observed in contrast to quantitative research methodology which seeks to validate a theory by conducting an experiment and analysing the results numerically* (Lowhorn, 2007). In this way, it can be said that quantitative research is more deductive and qualitative research is more inductive in nature (Lowhorn,2007). There are different types of qualitative methodologies such as phenomenology, ethnography, grounded theory, and case study designs that are relevant to the aims and objectives of the research (Levy, 2006). Thus considering the interpretative paradigm, phenomenological/ constructivism nature, research questions, framework and sampling strategy of the study case study design was considered to be a suitable choice (Starman,2013).

## **2.2 Phenomenological Approach**

Phenomenology originated from the disciplines of philosophy and psychology in the 20<sup>th</sup> century during the period when reductionist philosophical approaches to the scientific inquiry were prevalent in the natural sciences (Smith, 2013 as cited in Matua, Van Der Wal & Dirk Mostert,2015, p. 23 ). In this period human phenomena were explored independently of the people experiencing them (Matua, Van Der Wal & Dirk

Mostert, 2015). *This prevailing 'epistemological atmosphere' prompted a quest to seek a rigorous and unbiased approach for investigating 'things as they appear in people's consciousness that would enable the inquirer to 'come face to face with the ultimate structures of consciousness' or the 'essence of a particular experience (Koch 1995, Smith 2013 as cited in Matua, Van Der Wal & Dirk Mostert, 2015, p. 23). According to the Stanford encyclopaedia of philosophy (Zalta, 2021):*

*Phenomenology is defined as the study of structures of experience, or consciousness i.e., the study of "phenomena", appearances of things, or things as they appear in our experience, or the ways we experience things, thus the meanings things have in our experience. Phenomenology studies conscious experience as experienced from the subjective or first-person point of view and studies the structure of various types of experience ranging from perception, thought, memory, imagination, emotion, desire, and volition to bodily awareness, embodied action, and social activity, including linguistic activity (Zalta, 2021).*

### **2.3 Interpretative phenomenological approach**

The interpretative phenomenological approach (IPA) is a contemporary qualitative approach that is grounded in principles of phenomenology, hermeneutics, and idiography and is used by researchers to explore individuals' meaning-making related to certain significant experiences. (Miller, Chan, and Farmer, 2018; Pietkiewicz, & Smith, 2014). It is perceived that IPA offers a flexible approach that bolsters the expansion of phenomena and prioritizes diversity attached to lived experience, liberty to explore the context, and connection to the life narratives (Miller et al 2018). IPA integrates two traditional phenomenological philosophies such as transcendental and hermeneutic phenomenology which often results in a method concerned with how "things" occur, allowing "things" to elaborate themselves and interpretative because it rules out the possibility of no such thing as an uninterpreted phenomenon (Miller et al 2018). IPA aims at identifying the essential components of phenomena or experiences and by exploring what essential components make a given phenomenon unique (Pietkiewicz, & Smith, 2014). Then the focus is prioritised on how people perceive and talk about objects and events, rather than describing phenomena according to conceptual and scientific criteria (Pietkiewicz, & Smith, 2014). This involves

'bracketing' one's preconceptions and allowing phenomena to speak for themselves (Pietkiewicz, & Smith, 2014). IPA is considered to be beneficial for the research if the aim of the study was concerned with the values and beliefs of the migrant community shaping the health behaviour and decisions influencing migration. This kind of approach would allow the researcher to explore the lived experiences of migrants for the proposed study, however, that would lead the scope of the study to a broader dimension and will deviate from the aims and objective of this study. Also, the focus of the present study was not on human existence or intentions. Since, IPA did not pose relevant to the inquiry, research question and conceptual framework concerning the study, it was not pursued further (Robson and McCartan, 2015).

#### **2.4 Ethnography**

Ethnography is a research methodology that has its origins in empiricism and naturalism, and it collectively emphasizes these approaches in the collection of data in naturalistic social settings (Reeves et al., 2013). Ethnography did not come from positivistic inquiry, as ethnographer neither hypothesizes about their research nor it set out methods to set out hypotheses instead it is itself exploratory in nature and facilitates an inductive and iterative approach whereby thick description leads to the development of research questions as the social phenomenon is being studied (Reeves et al., 2013).

Ethnography would have been an appropriate methodology if the aim of the research study focuses on the barriers relating to migration and understanding the aspect of healthcare services accessible to migrants through group discussion and observation by the researcher acting as a non-participant observer. However, since the focus of this study was not to explore and define how social enterprise influences health behaviours in the specific migrant community instead of to understand and interpret the relationship in a broader dimension to contextualise the relationship between social enterprises and migrant patterns within India during health emergencies like covid 19. Therefore this methodology was not pursued further considering the time limitation and the scope of the research.

#### **2.5 Grounded Theory**

Grounded theory is an inductive research process where hypotheses and theories are generated by means of systematic data collection and analysis which helps to

generate theories about human behaviour in the social context and are used to understand the social phenomena (Engward,2013). The proposition of grounded theory is that empirical inquiry should explore social phenomena by exploring the experiences of people, problems prevalent in present and how individuals respond to resolve the identified issues(Engward,2013). In short, it can be assumed that the research is led and guided by the experiences of people in the inquiry and the findings reflect patterns in these experiences (Engward,2013). In grounded theory theoretical sampling is a pre-requisite tool that enables the researcher to discover properties of the core variable under study by collecting new data to check, fill out and extend conceptual categories(Lawrence & Tar,2013). It is followed by the process of constant comparison which is intended to generate a theory rich in description (Lawrence & Tar,2013). It moves the researcher more quickly away from describing the specifics of a case to thinking more abstractly about what the various cases share in common and what is different about them (Lawrence & Tar,2013). Once it is established then saturation is attained via constant comparison and when further data are available to construct more categories to build a theory based on the collected data (Lawrence & Tar,2013). As a result, a theory is developed from the data collected from the group participants thereby establishing the relationship between their social roles and the context observed (Streubert & Carpenter, 2011). In the present context, a grounded theory study would have been useful only if the purpose of this research was to develop a theory that focuses on the conceptual challenges based on migration or migrant experiences concerning health emergencies. Thus this methodology was not considered further as it deviates from the research question.

## **2.6 Case Study**

A case study is a research approach that is used by the researcher to create an in-depth, multi-faceted understanding of a complex issue in a real-life context (Crowe et al., 2011). It is an extensively used and established approach to research in various disciplines, especially in the social sciences and education (Crowe et al., 2011). In the case study, the central belief is the need to explore phenomena in-depth and in their natural context also known as naturalistic design by doing so it helps to capture information on more explanatory 'how', 'what' and 'why' questions and can offer additional insights to address existing gaps in the rationale behind the phenomena of interest(Crowe et al., 2011). In the present study since the aim was to explore the

impact of health emergencies like COVID-19 on migrant workers within India; understand how the current pandemic has affected the livelihood of migrants and migration; examine what factors influence reverse migration; explore why social entrepreneurship is playing a key role in addressing those barriers, a case study was considered to be appropriate. A case study will allow description and analysis of an individual matter or case with the purpose to identify variables, structures, forms, and orders of interaction between the participants in the situation or, assess the phenomena of interest (Starman, 2013). The case study approach will help to explore and understand factors influencing migration, and social entrepreneurship which would fill the learning gaps in this research area. It would enable us to explore the cause or factors influencing migration and the role of social entrepreneurship during health emergencies. The Case study as a research approach would allow the researcher to assess the strengths and barriers of the case and phenomena studied in context. Yin describes the case study approach as follows:

*“Case study is an empirical inquiry that investigates a contemporary phenomenon in depth and within its real-life context, especially when the boundaries between phenomenon and context are not clearly evident... Case study copes with technically distinctive situations in which there will be many more variables of interest than data points and, as one result relies on multiple sources of evidence with data needing to converge in a triangulating fashion”* (Yin, 2018, p.17).

This research primarily aims to collect evidence from the social entrepreneurs, research studies and policies to understand how social entrepreneurs influence and mitigate the challenges faced by migrants during health emergencies like covid 19, how migrants are affected during the pandemic and how migration and social entrepreneurship are interconnected in each case.

A comparative multiple case study was chosen to gain an understanding of the relationship between the variables within this population sample and to provide answers to the research questions posed. This approach will aid the understanding in particular of the context and provides an explanation of how the context of this study influences the practice of social enterprise. By undertaking a comparative case study approach, the factor under investigation provides an understanding of the extent Covid -19 phenomenon caused reverse migration of the unskilled migrants and the level of



challenges faced by Social enterprises in addressing the distress caused to migrants by Covid-19.

The present study aligns with the interpretation of case study research by Yin as it helps me to investigate the above areas of interest and to understand underlying factors. There are several research approaches to conducting a case study in health care and social sciences (Abma,& Stake 2014; Yin 2018; Boblin 2013). The section below gives the justification for the comparative multiple case study design proposed by Yin (2014, 2018) in contrast to other types of case study methods.

### **2.7 Types of Case Studies**

According to Yin (2018), there are four types of case study design: 1) Single case (holistic) design, 2) Single-case (embedded design), 3) Multiple-case( holistic) design, and 4) Multiple-case (embedded) design. The single case study is used while selecting a critical case to investigate the propositions or explanations about certain contexts related to the case (Yin,2018). Single case studies represent the critical test of the significant theory. Single case studies are holistic when no logical subunits can be identified or when the relevant theory underlying the case study is holistic (Yin,2018). However, if subunits are incorporated within a single case study to be studied (Yin,2018). Then case studies are known as embedded case study design (Yin,2018). In addition to this, if studies examine more than one single case, it is known as multiple case study designs (Yin,2018).

Multiple case study designs can be holistic or embedded in nature depending on whether the focus is on the whole unit or other subunits in the cases needed to be studied (Yin, 2018). The theoretical framework underpinning multiple case studies proposes that cases must be selected carefully so that individual cases either predict literal replication (similar findings) or theoretical replication (contrasting findings) (Yin, 2018, p.55). Depending on the development of the theoretical framework, the cases are identified to select the design and data collection process (Yin, 2018). In multiple case studies, findings and conclusions determine how particular propositions were demonstrated or not demonstrated (Yin, 2018).

According to Stake (as cited in Creswell et al., 2007) case studies could be classified as a single instrumental case study, intrinsic case study and collective or multiple case study. In the single instrumental case study, the study aims to focus on an issue or concern by selecting one bounded case to illustrate the focused issue (Creswell et al.,

2007). In an intrinsic case, the study focus is on the case itself as it is believed that the case represents a situation (Creswell et al., 2007). However, in collective or multiple case studies, the researcher selects one issue or concern along with one or more case studies to highlight the different perspectives on the issues (Creswell et al., 2007). Considering the nature of the study the present study can be described as instrumental and collective. Thus the decision to use a multiple case study design is appropriate to understand the challenges of Social entrepreneurs and migrants during health emergencies such as the covid -19 pandemic. In addition to this, the instrumental case study approach allows the researcher to explore or focus on the issue with the case providing the diverse descriptions underlying the issue. In the present study, each case was a social entrepreneurial organisation, where each organisation provides support and relief programmes. A case can provide insights about the accessibility of the program, challenges faced during a pandemic, demography of beneficiaries, diverse perspectives from the concerned individuals involved in the relief programme, and a model underpinning social entrepreneurship. Therefore in this study concerned stakeholders would be social entrepreneurs and the migrant community. These were considered while developing an instrumental case study.

## **2.8 Case study design**

According to Yin (2018;p.26), a research design is a *“logical sequence that connects the empirical data to the study’s initial research questions and ultimately to its conclusions”*. In other words research design consists of research questions and conclusions that are connected to the collection and analysis of relevant data (Yin 2018;p.26 ). Comparative multiple case study design was chosen as *“it features an iterative and contingent tracing of relevant factors to explore the historical and contemporary processes that produce a sense of shared place, purpose, or identity concerning the central phenomenon”* (Bartlett & Vavrus, 2021). The case study design has been labelled as “logical model of proof” as Yin (2009) believes it allows the researcher to extract interpretations concerning the causal relationship between the variables under scrutiny. Comparative multiple case study designs would allow the researcher to establish the causal relationship between the variables or factors that influences migration, migrants, and social entrepreneurship during health emergency such as the covid 19 pandemic instead of narrating or describing it as important

descriptions. Therefore to understand how social entrepreneurship mitigated the challenges faced by the migrants during a health emergency and how migration and migrants were influenced by the pandemic, a comparative embedded case study design was considered the appropriate research methodology to explore:

- Impact of a health emergency (Covid -19) on migration patterns and migrants' livelihood and their dependents in India
- Covid -19 Impact on social enterprises and support in providing opportunities and safe environments to migrants within India
- Role of social entrepreneurship in addressing the challenges faced by migrants

According to Yin (2014, p. 29), there are five components of a case study design :

1. A case study question
2. Propositions
3. Units of analysis/case
4. The Logic linking data to the proposition
5. The criteria for interpretation of finding.

### **A case study question**

In the present research case study, the research question as mentioned in the previous chapter was:

4. How has a health emergency (Covid -19) impacted migration patterns and migrants' livelihood and their dependents in India?
5. What has been the impact on social enterprises and support in providing opportunities and safe environments to migrants within India?
6. How has social entrepreneurship addressed the challenges faced by migrants within the Covid 19 crisis?

The rationale for formulating these research questions is explained in the previous chapter.

### **2.9 Propositions**

Propositions are the important components of a case study that influences the nature and the scope of the study (Yin, 2018). The following propositions were identified

based on the gaps and issues impacting the migrants, and social entrepreneurship during the covid-19 pandemic as explained in the previous chapter.

1. The covid -19 pandemic resulted in the loss of income and business demands which impacted the workforce's existence prompting employers to endorse mass layoff of the supporting workers. This led to the reverse migration phenomenon where migrant workers started migrating back to their native place causing widespread starvation, job loss and mental stress.
2. The migrant community were the worst hit during the pandemic and due to their interstate migration, most of them were not able to access rations due to incompetent administrative challenges that failed to monitor and register them. As a result, migrants struggled to get rations and did not benefit from government economic support schemes due to inactive bank accounts.
3. Sudden lockdown impacted the migrant community causing panic and anxiety as public transportation was halted, free food being inaccessible due to lack of identification documents, prolong closure of schools and expensive online education affected children's education and increased domestic workload for women dependants resulting in less food consumption.
4. Migrations are motivated by strategies of labour control and wage cost reduction where male migrants migrate for work purposes often accompanied by females to look after them. These female migrants are most vulnerable due to temporary residential and non-official status as a result they are exempted from accessing social welfare schemes.
5. In India, social enterprises have wider geopolitical interpretations and have a broader scope in addressing societal needs through various social enterprise models. The efforts put by the various social entrepreneurial organisations during the covid -19 pandemic were phenomenal in addressing the challenges faced by stranded migrants and instrumental in turning the crisis into an opportunity for migrants and their dependents.

The third component of case study research is a “case/unit of analysis” which is focused on the way the research question is framed (Yin, 2018). Each case and its related questions and propositions determine the nature of the research design and data collection strategy(Yin, 2018). This in turn aids in identifying the potential group or person within the case to focus on the research question(Yin, 2009). In this research

study, the main objective was to inquire about the impact of a covid-19 pandemic on migration, migrants, social entrepreneurship, and the gaps in knowledge concerning social entrepreneurship during health emergencies, each case (social entrepreneurship organisation) was considered as a unit of analysis and the social entrepreneurs, migrants and government policies were considered to be subunits which were explored to explain the propositions.

### **2.10 The Logic linking data to the proposition**

The above-identified propositions are associated with the literature review undertaken previously and described in chapter two. The rationale for linking propositions by propositions is described below.

#### **Proposition 1:**

The covid -19 pandemic resulted in the loss of income and business demands which impacted the workforce's existence prompting employers to endorse mass layoff of the supporting workers. This led to the reverse migration phenomenon where migrant workers started migrating back to their native place causing widespread starvation, job loss and mental stress.

#### **Findings from Literature review:**

During the initial stages of the pandemic employers supported workers, however loss in income and business demands prompted them to stop supporting workers thus causing migrants to be socially, financial, and psychologically stressed resulting in moving back to their native place(Gupta and Sengupta 2020). As a result, a large proportion of households faced severe food insecurity due to unemployment and an increase in retail price caused displacement, hunger, accident, malnutrition, suicide, and mental stress(Gupta and Sengupta 2020). This was further aggravated by forcing four million to become homeless and forced either to stay in the perilous condition in the present setting or go back to the place of origin (Agoramoorthy & Hsu 2020) thus becoming the dependants of household remittances and resulting in increased return migration (Khanna,2020).

#### **Proposition 2:**

The migrant community were the worst hit during the pandemic and due to their interstate migration, most of them were not able to access rations due to incompetent administrative challenges that failed to monitor and register them. As a result, migrants struggled to get rations and did not benefit from government economic support schemes due to inactive bank accounts.

**Findings from Literature review:**

The sudden lockdown imposed by the government caused panic among migrants as most of them were stranded away from their homes due to disruption in transportation facilities and could not access rations or free food grains provided by the governments (Adhikari et al 2020).

The money transferred by the government was not significant, (Singh, Singh & Baruah 2020) and only a section of the workers received the support and the coverage of various schemes (Kesar et al, 2020). This failure in the government support scheme was due to centre-state disharmony, lack of clarity in localised lockdown guidelines and non-compliance among people (Gupta and Sengupta, 2020). Another issue was frozen bank accounts by the bank for failing to maintain a minimum balance(Adhikari et al 2020).

**Proposition 3:**

Sudden lockdown impacted the migrant community causing panic and anxiety as public transportation was halted, free food was inaccessible due to lack of identification documents, prolong closure of schools and expensive online education affected children's education and increased domestic workload for women dependants resulting in less food consumption.

**Findings from Literature review:**

During the initial lockdown, there was a looming fear of hunger and death due to starvation which resulted in migrants rushing to the public transport system causing overcrowding of the public transportation system (Mohan & Mishra 2020) and challenges to the covid prevention strategy. The immediate challenges faced by the migrants during the lockdown were food shortage, shelter, loss of income and fear of getting infected (Suresh, James & Balraju,2020). Children of migrants were also affected as most of them got their education disrupted due to changes in the mode of

education via a digital medium that they cannot afford(Adhikari et al 2020). The return of migrants to their native place put female relatives are most at risk of exposure(Agarwal 2021) and have been forced out of important job security schemes thus increasing women's domestic workload burden(Agarwal 2021).

**Proposition 4:**

Migrations are motivated by strategies of labour control and wage cost reduction where male migrants migrate for work purposes often accompanied by females to look after them. These female migrants are most vulnerable due to temporary residential and non-official status as a result they are exempted from accessing social welfare schemes.

**Findings from Literature review:**

Migration is an economic, social, and political destabilizing process that takes away male members and burdens dependants with domestic and other responsibilities to survive (Suresh, James & Balraju 2020). The rationales for the use of migrant labour in destination areas are part of labour control and wage cost reduction strategies (Sanyal, 2018). Male migration is influenced by work and while female migration is due to marriage or work purposes (Rajan, Sivakumar & Srinivasan,2020). Most of these women work part-time, and contract and are unregistered due to which they are often excluded from utilising urban welfare schemes and do not have official status, ( Rajan, Sivakumar & Srinivasan 2020).

**Proposition 5:**

In India, social enterprises have wider geopolitical interpretations and have a broader scope in addressing societal needs through various social enterprise models. The efforts put by the various social entrepreneurial organisations during the covid -19 pandemic were phenomenal in addressing the challenges faced by stranded migrants and instrumental in turning the crisis into an opportunity for migrants and their dependents.

**Findings from Literature review:**

In India, social entrepreneurship is promising as it has the potential to address various socio-economic and developmental needs (Joshi & Khare 2021). Over the last few

decades, various social entrepreneurship models such as non-profit organisations, charitable trusts and market based hybrid social enterprises were phenomenal and successful in addressing social causes (Joshi & Khare 2021) in India. It has been observed that during the pandemic, Social entrepreneurs were instrumental in involving in community work such as the task of meeting the mask shortage, sanitiser, ppe, running community kitchens, fighting misinformation, and providing banking services to deprived communities (World Bank,2020). During the migrant crisis, these social entrepreneurship ventures via entrepreneurial business models sustained the livelihood of many lives who lost their living income during the pandemic (Rathna 2020).

### **The criteria for interpretation of finding**

Validity and reliability are two important criteria that outline experiences and viewpoints from methodological bias; clearly and accurately and are dependent on the researcher maintaining 'clear and transparent observations (Noble & Smith,2015). Despite this case study holds criticism by various researchers alleging that case study methods restrict and overemphasise findings depending on the primitive explication of the data which are influenced by the researchers' preconceptions (Robson,& McCartan 2016). Others have criticised lacking scientific rigour and providing little basis for generalisation (Crowe et al, 2011). In qualitative research reliability and validity are important to demonstrate that the quality and the findings of the research are robust most importantly in case study design (Yin, 2014; Robson & McCartan, 2016). In this research reliability and validity were explicit and transparent throughout the data collection and analysis process. According to Yin (2018, p 42), four tests are used to establish the quality of empirical social research. These are as follows.

### **2.11 Construct validity**

According to the Yin (2018, p 42) to achieve construct validity the concept that needs to be explored must be defined and related to the objectives of the study and operational measures that match the concept are identified. In other words, construct validity can be achieved through conscientious data planning, collection, and analysis. To pursue these, Yin (2014, p44) proposed three tactics first exploring the use of multiple sources of evidence, in a manner that encourages focusing on the line of inquiry that would be relevant during data collection and then establishing the chain of evidence by means of data triangulation. Data triangulations aid the researcher in



bringing both confirmations of findings and different perspectives, adding breadth to the phenomenon of interest (Carter et al., 2014). Triangulation has also been viewed as a qualitative research strategy to test validity through the convergence of information from different sources (Carter et al., 2014). The quality of the case study research can be ensured by collecting data using a variety of techniques and triangulating data for a comprehensive understanding of the phenomenon (Carter et al., 2014; Yin, 2014; Robson & McCartan, 2016). This research would ensure rigour and validity of the study findings by utilising different methods to collect data such as semi-structured interviews, document and policy reviews adopted within this study.

### **2.12 Internal Validity**

Internal validity is one of the second tests that determine the quality of research design by investigating the causal relationship between events (Yin 2018, p.45). It determines the underlying factors and their possible relation to the findings, to provide an explanation that determines the distinctive nature of the case study. There are specific tactics in social science research that enables the achievement of internal validity, and they are pattern matching, explanation building, addressing rival explanations and using logic models (Yin 2018, p.45). As Yin (2018, P.175) explains:

*For a case study analysis, one of the most desirable techniques is to use a pattern matching logic. Such a logic (Trochim, 1989) compares an empirically based pattern - that is, one based on the findings from your case study-with a predicted one made before you collected your data (or with several alternative predications, including rivals). If the empirical and predicted patterns appear to be similar, the result can help a case study to strengthen its internal validity.*

In this research study to ensure internal validity, data collected from each case was analysed using a template analysis approach. The approach taken to determine the process of template development and data analysis is explained in the next chapter. Template analysis would be used to identify similar and contrasting patterns for plausible or rival hypotheses or explanations. The rival hypothesis is a contrasting finding from the initial propositions finalised for the case study (Yin, 2014). For each

case, template analysis was used to formulate a logic model based on themes and sub-themes (King & Brooks, 2017).

### **2.13 External validity**

External validity is a set of tests that deals with the extent to which findings of the study are generalizable beyond the scope of the study (Yin, 2018). *External validity is assessed by determining (1) the extent to which empirical measures accurately reflect theoretical constructs, (2) whether the research setting conforms to the scope of the theory under test, (3) confidence that findings will repeat under identical conditions, (4) whether findings support the theory being tested, and (5) the confirmatory status of the theory under test* (Lucas, 2003). All findings based on any methodology are bounded by particulars of time and place. However, as theories are supported in diverse tests, we begin to have increased confidence in the utility of the theory. One method for gaining increased confidence in theoretical propositions is the replication of research findings. However, as theories are supported in diverse tests, we begin to have increased confidence in the utility of the theory. One method for gaining increased confidence in theoretical propositions is the replication of research findings. The findings based on any methodology are bounded by particulars of time and place. However, as theoretical propositions are supported in diverse tests, there is a situation when there is increased confidence in the utility of the theory (Lucas, 2003). One method for gaining increased confidence in theoretical propositions is the replication of research findings. In the present research study, replication logic and multiple case study were applied to achieve external validity. The limitation associated with the findings based on the data interpretation from a single case was considered carefully and was alleviated by taking multiple cases. This enabled the researcher to explore and analyse any replication between the chosen cases and also note contrasting findings. The process is discussed in depth in Chapter Four which focuses on a template analysis approach for interpreting data and establishing themes (King & Brooks, 2017).

### **2.14 Reliability**

Reliability is defined as the consistency and repeatability of producing case findings (Yin, 2018). According to Yin to enhance the reliability of case study findings, case

study protocol (CSP) should be used. The following sections of the CSP are outlined by Yin (2018, p 94) in his book.

- **Section A: An overview of case study research** (it includes aims and objectives and relevant reading about the topics to be investigated).

To establish the reliability of this study, the discussion was sought on the aims, objectives, rationale and scope of the study which is elaborated on in the chapter. In addition literature review from 2020-21 was undertaken to understand the relevance of the research question.

External validity can be assessed by determining (1) the extent to which empirical measures accurately reflect theoretical constructs, (2) whether the research setting conforms to the scope of the theory under test, and (3) our confidence that findings will repeat under identical conditions, (4) whether findings support the theory being tested, and (5) the confirmatory status of the theory under test.

- **Section B: Data collection procedures** (protecting human participants, identifying potential sources of data, presenting credentials and other logistical reminders).

In the present study, ethical approval was sought from the university and the concerned stakeholders. Participants were accessed and recruited via email correspondence between the research supervisory team and the social entrepreneurs which involved providing information about the research study via an information sheet. The study utilised multiple sources of data including a semi-structured interview with diverse social entrepreneurs. The details about data collection procedures, ethical approval, accessibility, recruiting, and techniques are explained in the next chapter.

- **Section C: Protocol questions** ( the specific questions that the case study researcher needs to collect data and potential sources to address the aims and objective)

The study aimed to explore: the impact of health emergencies like COVID-19 on migrant workers within India; understand how the current pandemic has affected the livelihood of migrants and migration; examine factors influencing

reverse migration; explore how social entrepreneurship is playing a key role in addressing those barriers, therefore a diverse set of participants (social entrepreneurs) were required to explore and understand the issue. Hence information sheets were drafted, developed, and finalised to access potential participants for the study. In addition to this interview, guides were developed, and details of the interview and documents are discussed in the next chapter

- **Section D: outline for case study report** ( data format, document presentation, bibliography)

To ensure confidentiality and transparency, separate folders were created that involved information concerning emails, correspondence and time schedules used in ethics applications to access and recruit participants. Data collected via recorded interviews were kept anonymous and confidential as per university guidelines and data protection policies. This process is much elaborated on next chapter.

### **2.15 Summary**

This study utilises a case study approach although various qualitative research could have been used to conduct this study. The decision to continue the case study methodology was established by the nature of the research question. This chapter explains various types of case studies and highlights the importance of multiple case studies for this research.

### **Chapter 3.0 Research method**

This chapter focuses on the case study protocol followed when conducting a case study research as described by Yin (2018) and Rashid et al (2019). The chapter outlines the process involved in the collection and analysis of data involving research method, ethical considerations, gathering of evidence, empirical material interpretation, analysis, identifying, recruiting participants, and ensuring data quality and reliability throughout the research process (Rashid et al 2019). This chapter also illustrates on the steps involved in the execution of the research process (Rashid et al, 2019). It provides an overview of the scope of research and the focus of the study (Rashid et al, 2019). The issues related to empirical data collection and the step-by-step process involving the preparation of empirical data collection and analysis would be discussed (Rashid et al, 2019). This chapter highlights the types of issues observed

at each stage most importantly during the data collection and the measures taken to address those issues.

The case study protocol (Rashid et al, 2019) should include steps involved in the research process

- (i) Permission seeking and ethical consideration
- (ii) Identifying and recruiting participants
- (iii) Data collection
- (iv) Data analysis

The following steps explain the stages of the research and highlight any issues identified in each stage. To overcome highlighted issues constructive steps were undertaken based on the self-reflection and the rationale for decision-making while applying those steps in response to the identified issues as the study progresses to ensure rigour and quality of study are maintained.

### **3.1 Permission seeking and ethical consideration**

Ethics are a set of principles which guides the research process and look at issues from the researcher–participant perspective, thereby safeguarding the interests of the research participant (Page, Carr, Eardley, Chadwick, & Porter, 2012 British Education Research Association 2018). Four main principles of ethics guide the research involving participants; respect for autonomy (recognising rights of the individual), beneficence (benefit outweigh risk and costs), non-maleficence (avoiding harm to the participants) and justice (distribution of benefits, risks and cost spread evenly across society) (Page et al., 2012). The research involving human participants must be guided by the accepted scientific principles based on the knowledge gained from existing scientific literature and other adequate sources of information (World Medical Association, 2018). Moreover, research involving human participants must submit a research protocol which must be submitted to the research ethics committee for consideration, comment, guidance, and approval before the beginning of the research (World Medical Association, 2018). The research participants must be aware of the possible risks of harm that the research might pose to individuals and/or the communities of which they are part (World Medical Association, 2018). This would ensure that harm posed to the research participants is reduced and their safety and well-being are considered. However in a comprehensive literature review ethics are not considered explicitly as unlike primary research, the literature review does not

collect data that are personal, sensitive, or confidential information from the participants (Suri,2020). Instead, they utilise research documents that are publicly available as evidence and are seldom required to seek institutional ethics approval before commencing a literature review (Suri,2020). Therefore, ethical approval whilst not required for the literature review to conduct primary research is essential. A detailed research proposal was submitted to the School of Human & Health Science (HHS) Ethics Panel and permission was granted to proceed with the study. The document for research ethics approval included confidentiality, anonymity, data protection, safeguarding and risk management analysis. University of Huddersfield's policies concerning privacy, safeguarding, informed consent, and plagiarism were followed while undertaking the research study. For research participants, information sheets were provided prior to their interview to familiarise them with the aims and objective of the study. Previously it was thought a separate ethical approval would be needed from one of the international universities since most of the participants were enrolled in this university for the programme. Later it was decided ethics approval would not be needed from the above university as the setting was not directly involved in the study and permission for the study was granted by an Indian counterpart who was faculty in the university and acted as gatekeeper to access these participants. Initially, it was decided the interview would take place face to face in India, however, there was difficulty in recruiting participants due to covid restrictions in place at the time and with the further impact of Covid impacting the participant's availability. Due to uncertainty in the availability of participants, it was decided interview would take place remotely owing to the coronavirus travel restrictions. Despite this, the identified participants were not available as they were involved in social entrepreneurial engagements focusing on the migrant community. Therefore to compensate for the time, another aspect of the research process was focused such as conducting a literature review and carrying out the writing part of the research. Throughout this period supervisory meeting was held along with the Indian counterpart to review the status of the participant's availability. It took nine months to recruit and confirm the participants for the research study following which an application for ethics was submitted and a subsequent meeting was set up to review and discuss the aims and objectives and the measures in place to ensure ethics are followed with panel members of the ethics committee. After the initial meeting with the ethics panel, feedback was received recommending revising the application and resubmitting it with

the amendments recommended by the panel members. Therefore a revised form was submitted after peer checking with the supervisor to obtain ethical approval. Seeking ethical approval was a long process due to the policies of the school, despite an amended ethical application being reviewed and ethics being granted to undertake the research study.

### **3.2 Sampling**

The strategy of sample selection for multiple case studies is not only about interpretation and understanding of the insights of participants but about identifying the pattern of similarity and differences among the multiple cases which explore the context of the situation or phenomenon studied (Mohd Ishak & Abu Bakar, 2014). Because case studies rely on analytical generalization, in which the researcher strives to generalize a particular set of data to a broader theory (Mohd Ishak & Abu Bakar, 2014). The theory then must be tested through replications of the findings of the samples or participants, where the theory has specified that similar results should occur (Mohd Ishak & Abu Bakar, 2014). Once such replication has been made, the results would be generalised and could be evidenced for external validity as the replication lies on the sampling frame. The higher the number of replication, the more valid the data will be (Mohd Ishak & Abu Bakar, 2014). For this research project, purposive sampling was used as the purpose was to gain a deeper understanding of identified cases. Purposive sampling is useful for case studies when a researcher wants to select cases that are especially informative, members of a specialized population, and to identify particular types of cases for in-depth investigation (Mohd Ishak & Abu Bakar, 2014). The samples were invited and were recruited who familiarised themselves with the aims and objectives of the research and signed the consent form. The participants were enrolled in social entrepreneurship workshop organised by the University of Delhi and were enrolled in social entrepreneurship organisation. The participants come from different backgrounds with diverse experiences of involvement in entrepreneurial works at the individual and social levels. This diversity in backgrounds, academic discipline, and organisation is relevant in evidencing external validity by applying replication logic across the case study (Yin 2009, 2014). As described in the previous chapter to form construct validity and reliability a research protocol was developed and followed which emphasised aims and objectives, data collection procedure, questions, and outline for the case study report (Yin 2014). The participants were given the information sheet which describes

the nature of the research project and to familiarise themselves to be available for the interview in advance. The information sheet also outlined the information allowing participants to discuss anything related to research before consenting to take part in the research. The participants were given the information sheet and consent form via email one month before the interview so that participants could reflect on the topic to be discussed or explore any issues that can lead to safeguarding before consenting to be part of the research interview (Yin 2009). The information sheet and consent form are all appended. The process of recruiting the participants was a long process due to the uncertainty caused by the coronavirus pandemic which imposed legal restrictions. Which samples were initially not available as they were engaged in social work on a personal level. After months of the long wait, when covid 19 restrictions were lifted, the samples were approached through the professional contact of the course leader at the University of Delhi which resulted in active participation and willingness to take part in the research project.

### **3.3 Data collection**

The interview is a commonly used method to collect data in qualitative research which distinguishes itself from other forms of research methods by engaging participants in direct conversation with the researcher to generate deep, contextual, and authentic accounts of participants' experiences and how they interpret them (Schultze & Avital, 2011). Interviews are beneficial when the aim of the interview is to understand the people's lived experiences and unfold their meanings from their point of view (Schultze & Avital, 2011). In this research study, the aim was to explore the experiences of social entrepreneurs and migrants' responses during the coronavirus pandemic. The semi-structured interview was considered appropriate for this research as it enables to exploration of the thoughts and interests of the research participants in detail which in turn generate rich data (Doody & Noonan, 2013). The interview method enables the research to access participants' experiences as access to participants is not straightforward and requires assistance and probing to unfold and navigate areas of experiences that did not emerge initially due to the unpredictable flow of research conversation (Polkinghorne, 2005). This on the other hand cannot be achieved with other forms of qualitative methods such as a questionnaire or observational data (Polkinghorne, 2005). Semi-structured interviews are conducted using predetermined questions to seek clarifications and by an interview, guide to gather data from



participants (Doody & Noonan, 2013). The semi-structured interview is flexible consisting of open-ended questions exploring the issues that emerge during the flow of conversation and then giving the researcher liberty to categorise the wording of questions or ask additional questions depending on the direction of the interview (Doody & Noonan, 2013) to collect rich and contextual data. In comparison to semi-structured interviews, structured interviews are efficient in regard to time and limit researcher subjectivity, and bias, ensuring comparable answers are collected from participants however it did not leave any scope for elaboration. Unlike unstructured interview which is time-consuming as it involves gathering similar statements from diverse participants often making it difficult to link (Doody & Noonan, 2013).

To undertake the research study a diverse list of participants was invited as the idea of accepting participants based on their availability would risk the credibility of the research findings as it limits the scope of collecting diverse experiences of the participants resulting in recruiting more participants to ensure the broader scope of interpretation and meanings (Malterud et al., 2016). For this research study, the participants were given the option to attend an interview via telephone or MS Teams to ensure wider participation among the participants. According to Malterud et al (2016), the quality of good qualitative research lies in the concept called information power which determines the sample size. A study with strong and clear communication between the interviewer and interviewee requires few samples to obtain sufficient information power than a study with ambiguous dialogues (Malterud et al., 2016). In a qualitative study, data are formed by a complex interaction between researcher and participant, and a number of factors determine the quality of the communication from which the information power is established (Malterud et al., 2016). Therefore an interview guide was developed as it helps consistency in the interviews and serves as a tool that links the research problem, and research questions (Pedersen et al., 2015). To ensure consistency, the guide entails a thematic dimension that contains broad questions associated with the research questions (Pedersen et al., 2015). This interview guide was peer-reviewed by the senior researcher and was approved following the review process which is important in qualitative research as it enhances the rigour and credibility of the research study. The interview was open-ended and consist of pre-set questions (Yin, 2009). The criteria fixed for recruitment of the participants of the research study are as follows:

- 1) Participants should be a member of the social organisation who was involved in migrant relief works directly or indirectly.
- 2) Participants would have worked or been part of social entrepreneurial initiatives focusing on the wider community including migrants and family.

Initially, it was decided to conduct in-person interviews, however, due to the restrictions imposed by the government based on the public health measures, the plan was changed to conduct the interview via MS Teams or telephone to ensure effective participation of participants with diverse backgrounds. MS Teams interview is one of the feasible alternative mediums to face to face interviews and is used for data collection (Hanna, 2012). They might lose visual and interpersonal aspects of the interaction (Hanna, 2012). However, they could overcome the challenges associated with Dictaphones through which recordings are often difficult to hear at the stage of transcription (Hanna, 2012). They provide sufficient information and could act as an accessible medium for the participants who could not be approached in person due to geographical barriers. MS Teams was planned once the participants were confirmed their acceptance. MS Team invite was created and scheduled as per their availability and the link was forwarded to them by one of the professors who acted as gatekeeper. The MS Team link was tested before the interview to rule out any technical issues and to familiarise with features associated with the MS Teams. The participants who agreed to take part in the research study were emailed an information sheet and consent form before the interview to make them aware of the aims and objective of the study in advance. The emailed documents consist of information regarding the interview recording, confidentiality, data collection process and dissemination of research findings. Once the consent was obtained from the participants the interview was conducted and recorded via MS Teams. The interview complied with university policy concerning privacy, data protection, risk assessment, health, and safety measures.

### **3.4 Focus Group Study**

A Focus Group is a type of in-depth interview where the focus is to allow group dynamics allowing the researcher to explore lived experiences and examine a specific phenomenon with collective accounts of the participants where the primary goal is to elaborate, understand the meanings and interpretations of a selected group about a specific issue from their perspective (Liamputtong,2016). Focus groups seek a range

of responses that focuses on the participant's understanding, beliefs, and perceptions of the research issues (Liamputtong,2016). Focus groups can divulge a deeper understanding of how and why people's views differ, the strength of attitudes, beliefs and opinions held, and the factors influencing their perspectives (Willis et al., 2009). It enables the researcher to analyse the social ideas and values which shape individual behaviour through attention to the processes of group discussion (Willis et al., 2009). Focus group researchers tend to adopt homogeneous focus groups this is because people with common attitudes or beliefs towards a particular issue or with similar lived experiences are likely to initiate discussion more openly with each other (Liamputtong,2016). For an effective focus group discussion, the role of the moderator is crucial which requires group dynamics to facilitate interaction among the participants and ensure a safe environment where participants feel comfortable involved in a dynamic discussion for one or two hours (Liamputtong,2016). Therefore the researcher must develop the skills in moderating the group to facilitate safe and healthy discussion. To develop effective moderation of groups the researcher should be able to control and offer safe environments to accumulate contrasting views that can be recorded in a specified time (Marshall & Rossman, 2006). For the present research study, a focus group of 15-16 social entrepreneurs were selected to understand their perspective and meaning regarding social entrepreneurship and migrants' response during the covid 19 pandemic.

The focus group interview was conducted via the online platform MS Teams, the participants were sent MS Teams invite via email after confirmation. A day before the interview the MS Team invite link was tested to check any issues with accessibility and whether transcription features with the platform work efficiently. Participants were emailed an information sheet before the interview to allow them to ask any questions related to the research in advance.

The information sheet provided information concerning interview recording, data protection, confidentiality, and other relevant data collection process. Once the written consent for the study was gained, the discussion started using an interview guide which was peer-reviewed by the senior researcher. The interview guide provided the researcher clarity regarding the topics to be discussed during the focus group discussion. Thus providing a supportive and engaging environment for the participants. Data were collected via MS Teams which recorded and transcribed the interview. The data collected via interview were stored confidentially and

anonymously. All electronic copies were saved in pass protected folder and drives in compliance with the policies governing the data protection followed by the University of Huddersfield.

### **3.5 Health and safety issues**

Participants in the research study voluntarily participated and the researcher ensured they are treated in accordance with the BSA Code of Ethics (2017). Psychological harm was not expected however there was the possibility of dissemination of sensitive information. The risk of psychological harm was low, the however researcher ensured debriefing will be offered to participants and one of the professors from the participant's university who acted as gatekeeper agreed to be the point of contact for the participant in the event of any support required by the participants.

### **3.6 Limitations of the study**

There were challenges in accessing and recruiting participants for conducting a focus group. Initially, the plan was to travel to India, visit the university campus and invite students who were attending social entrepreneurship workshops on the campus. However, due to travel restrictions and the onset of 3<sup>rd</sup> wave of covid infections, the campus in India was closed and students could not attend the campus. Besides, the students were busy with the relief works on an organisational and individual level, so the recruitment process of participants could not be initiated until September 2021 when the restrictions in India were lifted allowing students to attend the campus. Once the participants were available, approval from an ethics committee was pending, during the initial meeting with the ethics, committee feedback was given for further amendments which were followed up and reflected. The amended documents were sent to the ethics committee for approval, which was later approved, following which participants were sent an information sheet and consent form. Once the consent was granted, the participants were followed up to confirm their availability and MS Teams invite was scheduled as per the participant's availability for an interview.

### **3.7 Transcription**

Transcription is a process which involves the translation or transformation of audios from recording to the text where certain phenomena or features of talk and interaction are transcribed (Davidson, 2009). It is also defined as a process which involves developing documents for researchers' reflexivity and affirming the researcher's theoretical beliefs (Davidson, 2009). In the present study, the data were recorded via a web-based application called MS Teams. The interviews and focus group

discussions were transcribed by the researcher. For data analysis template analysis (King & Brooks,2017) was used and data were coded manually using MS Word. To ensure confidentiality and data protection is maintained each case file was given pseudonyms for instance the focus group discussion from case 1 was identified as C1 -FG and similarly for case 2 and 3 ( C2 -FG & C3- FG). These files enabled the researcher to categorise sources of data for identifying themes (King & Brooks, 2017). The transcribed data were stored under password protected files and drives to comply with the confidentiality and privacy policies regulating the home university. Once the data was transcribed, the process of identifying themes from the codes developed was started manually using MS Word. For coding template analysis approach was considered to identify the pattern across the themes (King & Brooks, 2017).

### **3.8 Data analysis**

Analysis of qualitative data is logical argumentation where data are broken into elements and components which are then examined for patterns and relationships in connection to ideas sourced from literature and existing theories that emerged during fieldwork (Boeije, 2014). For this research study, the traditional data analysis approach was found to be useful considering the limited time and additional training required for coding data on qualitative data analysis software. The process involved reading the transcript and document set, re-reading the text line by line, determining the beginning and end of fragments, identifying the relevance of fragments to research, making an appropriate name for the fragments, assigning code to the text fragment, and comparing different fragments (Boeije, 2014). Manual coding and keeping notes were suitable in identifying the themes and categorising sub-codes and codes. Data transcription was completed using Microsoft Word where each participant was anonymised with a pseudonym. Case 1 for the focus group discussion was coded as C1, a similar pattern was followed for Case 2 and 3 (C1 and C 3 ) etc. This approach allowed us to identify the cases for quotes which then can be used to support the analysis. For the case, the study analysis pattern matching technique was used to strengthen the interpretation of the findings (Yin 2018). Pattern matching helps to compare the empirical-based pattern with predictive ones and strengthens the internal validity of the case study (Yin 2018). King & Brook's (2017) template analysis was used for thematic analysis as it seeks to balance flexibility and structuring in handling textual data. The data collected from focus groups were transcribed verbatim and coded using above mentioned approach. The codes developed using this approach

were utilised to identify and analyse similar and comparable themes to interpret the findings. Initial coding templates were developed using a cluster of themes and linking clusters across each other. The themes identified were related to the research aims and objectives to explore the interpretation of participants' experiences. Template analysis allowed the researcher to identify and use quotes from the textual data for meaningful interpretation of data. This allows the researcher to conclude meanings and evidence findings in the context of the research question (King & Brooks 2017). In this research study, Kings & Brooks (2017) template analysis will be used to organise and interpret qualitative data thematically because template analysis tends to encourage a greater depth of coding where data are rich and relevant to the research question and would help in elaborating fine distinctions within the main themes (Kings & Brooks,2017). By carrying out thematic analysis, the emerging and a priori themes are clustered into meaningful groups and ordered hierarchically (Kings & Brooks,2017). This approach is useful and flexible as emerging themes can be categorised into sub-themes based on the interpretation of the researcher for the development of the final template. Then the template can be used to structure the analytic process (Kings & Brooks,2017). Below are steps discussed in detail focusing on developing codes, themes, and templates which are part of template analysis.

### **Step 1. Familiarisation with data**

The first step of qualitative data analysis is familiarising with data which enables the researcher to engage and reflect on their own data set (Kings & Brooks,2017). To gain a better understanding of the data, transcripts would be reviewed and transcribed with the support of audio recordings. To facilitate the development of templates notes were created utilising the Microsoft word application.

### **Step 2. Preliminary coding**

Kings & Brooks (2017) template analysis was used to develop codes to identify themes by going through the data and identifying relevant phrases meaningful to research enquiry. All transcripts files were anonymously saved in MS word with passwords and interview transcripts were developed using double line spacing, with wide margins on each side of the page (4-5cm). This enabled researcher to highlight any interesting areas accompanied by brief comments (Kings & Brooks,2017). The margins of the

documents were utilised to write comments next to highlighted sections (Kings & Brooks,2017). By highlighting meaningful phrases from the transcripts, the researcher was able to initiate the coding process to categorise codes, and subcodes and identify themes in the transcripts. During the process of preliminary coding some priori themes were identified which were developed by the researcher to accelerate the initial coding phase of analysis (Kings & Brooks,2017). Piori themes are usually identified with an intention to focus on a particular aspect of the phenomena under investigation (Kings & Brooks,2017). However, the use of prior themes in template analysis is not mandatory as its use depends on the researcher's philosophical positioning of work. Their priori themes were not utilised as they were not useful when the analysis proceeded further and hence it was discarded (Kings & Brooks,2017).

### **Step 3. Clustering:**

Once the themes were identified in the data, they were organised in order such that sub themes were brought together under the main theme to get a meaningful explanation of the phenomena. As suggested by Kings & Brooks (2017) emerging themes were written into sticky notes and flow charts were created to explore the structuring and clustering of themes. To facilitate the researcher for smooth follow up line numbers of each code and theme were documented on sticky notes to compare, refer back and identify the potential theme (Kings & Brooks,2017).

### **Step 4. Producing an initial template :**

Initial templates were formed based on the hierarchical coding where similar codes were clustered together to identify emerging themes. These enable the researcher to distinguish parallel and integrative themes (Kings & Brooks,2017). Parallel codes are the same segment of text with two or more distinct themes, whereas integrative themes are the themes that permeate several clusters of themes (Kings & Brooks,2017). By identifying parallel and integrative themes researcher was unbiased and non-binding about formulating the initial template. During each stage of data analysis, the supervisory team were contacted to validate codes and emerging themes. Throughout the process, researcher reflexivity was applied, and several themes and sub-themes were identified for developing the initial template.

### **Step 5. Developing Template**

Once the initial template was developed, I revisited the data transcripts, I came across various segments of texts that are relevant to the research question and coded them with appropriate words (Kings & Brooks,2017). So that they are denoted as related to one or more of the categories making up the template (Kings & Brooks,2017). Every time I re-read the existing data transcripts, new ideas would emerge, so to give clarity I modified existing themes and merged subthemes to establish a link (Kings & Brooks,2017). Throughout the research, process reflexivity was applied which enabled me to revisit the emerging ideas in the data and could relate them to the sub-themes to identify a pattern (Kings & Brooks,2017). Hence where the existing themes do not incorporate new data, they were re-defined and old ones were deleted if needed (Kings & Brooks,2017). Once the themes were redefined along with sub-themes, they were sent to the supervisor for feedback every fortnight. After validation from the supervisor and applying a reflexivity final version of the template for the study was created.

#### **Step 6. Implementing final template**

The final template constituted a set of themes and sub-themes which relates to the research question. Once the final version of the template was developed, it was revisited to ensure it covered all areas related to research and did not require further changes. Once this was complete, the template was applied to the data which provided the basis for the interpretation of the research findings as well as being a useful guide to structure and writing up the findings (Kings & Brooks,2017).

#### **Step 7. Writing up**

At the end of developing the final template, it was decided to use a unique approach to structure the account around the main themes identified, using verbatim quotes or examples taken from the data set to present findings and the main themes upon which discussion will focus (Kings & Brooks,2017).

#### **Applying Template analysis in case study design**

A good analytic process involves examining data sets, identifying meaningful text segments, categorising those segments into insightful codes, and tabulating and triangulating the evidence to present meaningful findings to avoid bias while outlining



conclusions among the cases. Therefore in order to present authentic conclusions from the cases explored, the following steps will be followed as described by Yin (2014,p45).

### **3.9 Constructing internal validity**

Template analysis chosen for this multiple case study design was appropriate as it enabled the researcher to infer the phenomenon based on interviews and literature review ( Yin, 2014) which acted as empirical evidence for the research inquiry (King & Brooks, 2017). In this study, each case contributed to the understanding and exploration of the phenomena due to their unique characteristics. To strengthen internal validity it is essential that the propositions based on the data collected from the study were compared against the predicted propositions which are based on the data triangulated through different sources ( Yin, 2014). By triangulating these data the researcher was able to combine the data and can derive meaningful conclusions for the given case which are further coded to categorise themes, and sub-themes. These are then further compared and analysed based on a similar and contrasting pattern.

These analytical approaches of pattern matching involved analysis of data to explore rival explanations. Rival explanations are plausible alternative propositions different from the originally stipulated propositions (Yin, 2014). In a case study, one of the desirable techniques for analysis is pattern matching as it helps to find similarity, congruence and contrasting patterns from triangulated sources helping to strengthen its internal validity (Yin, 2014).

### **3.9 Constructing external validity**

To establish construct validity, the cases in the study were reviewed, studied, and analysed to find literal and theoretical replication. According to Yin (2014, p287-289), literal replications are the predictions of similar results among the selected cases whereas theoretical replications are the prediction of contrasting results among cases within multiple case studies. The data obtained from these cases within the case study were compared and analysed to find patterns across the cases. The findings derived from the similar and contrasting data were then examined to establish patterns across all cases. Cross-case synthesis allowed the researcher to examine the individual case and then aggregate findings from all cases (Yin, 2014). This will act as a chain of

evidence that is explicit in establishing external validity by showcasing similar and contrasting data across the studied cases (Yin, 2014).

### **3.10 Summary**

The findings from the literature review and multiple case studies helped to construct new knowledge. This chapter outlined the process involved in conducting the research study. Initially, there were challenges in recruiting participants due to which alternative methods were adapted such as remote interviews to facilitate research interviews. 15 cases participated in these interviews and the data obtained were password protected in folders and were maintained confidential as per university guidelines. This chapter explained the template analysis and its application which were applied for data collection.

## **Chapter 4.0 Findings**

The interview was conducted with 15 participants, and it generated some meaningful insights concerning social entrepreneurship, migrations, and challenges during Covid 19 pandemic. Based on the analysis of the data generated from the interview, four themes were identified which are as follows :

- 1) Impact of Covid 19 on migration pattern and livelihood
- 2) Social enterprises and their services in providing opportunities and safe environments to migrants within India during covid -19
- 3) Response of governmental and non -governmental agencies towards social enterprise and migrants during covid 19
- 4) Social enterprise response and migrant's challenges during Covid 19

### **4.1 Impact of Covid 19 on migration pattern and livelihood**

The first theme highlights the impact of covid 19 on migrants, the challenges they faced and the factors influencing reverse migrations among the migrant community. There was a consensus among participants that covid 19 has disproportionately impacted the migrants and their existence. The majority of the migrants lost their jobs and were marginalised due to the loss of income caused by the diminished job markets; this can be evidenced by the participant's quotes from the interview which are as follows:

*(C2): "Like we all know that how the COVID-19 hit all of us and the job market is shrinking day by day".*

*(C9): "It is an opportunity opened in COVID-19 various sections got marginalized due to COVID-19".*

*(C7): "I could say that the migrants have lost their livelihoods and they had to migrate to their hometowns as well".*

Some of the participants observed that migrants were impacted by the Covid 19 restrictions imposed by the government, as a result, transportation was not available, and they were left to walk on foot to reach their hometowns.

*(C1): "Most of the people who were travelling were going by road like they were walking towards the villages by road, and they were travelling".*

There was a trend of reverse migration among migrants towards their hometowns which was influenced by a range of factors such as the closure of industries, lack of resources and savings to look after them or to live their livelihood.

*(C2): "They were worried about their livelihoods as the industries were shut down and they had no money, and they had no savings to live their livelihood in that particular city".*

The exodus of migrants was repeatedly observed in lockdowns, especially in the capital New Delhi where hundreds and thousands of migrant workers were reverse migrating to their home town as they could not afford to stay in the city due to job loss. They started walking on foot on the road to reach their hometown and to buy basic things such as food.

*(C8): "We have seen scenes when this lockdown was announced how hundreds, thousands of migrants start migrating from Delhi to their hometowns as well".*

*(C15): "And there was a lack of transport system, so they walk hundreds of kilometres to buy food".*

It was also noted by the participant that the sudden announcement of lockdown to contain the spread of covid 19 created panic among migrants, resulted in migrants being jobless and widened the economic equity between rich and poor further.

*(C11): "I think the sudden announcement about the lockdown when covid started so migrants or everything, everyone started panicking, so everyone left from their homes".*

*(C8): "Being jobless, being in the grips of poverty, and we have seen that the rich have become rich and poor, have become poorer".*

The migrants were more at disadvantage, with children of migrants could not switch to remote education due to fewer resources. This was supported by the following quote:

(C6): *“the children of immigrants are at a disadvantage in several ways that parents tend to have fewer resources than native-born parents to help them in their homework”.*

The migrants were isolated on arrival at their native village and were not allowed to step outside their hometown.

(C12): *“We can't go out of our hometown, even our village, they faced the same situation and had to isolate when came to the village. So were not able to go outside hometowns”.*

## **4.2 Social enterprises and their services in providing opportunities and safe environments to migrants within India during covid -19**

### **4.21 Role of Social Enterprises**

Participants had a broad understanding and interpretation of social entrepreneurship and its significance in solving the problem. They define social entrepreneurship as a viable business that not only aims to generate revenues but also creates sustainable solutions to meet the needs of economically deprived communities.

(C12): *“So it's a form of business in which social entrepreneur not just focuses on the profit, but also there is a goal of solving the nation, the serving the nation and giving the poor opportunities to rise and help them by giving them employment”.*

The focus is on solving the existing issues in society using the entrepreneurial model which focuses on creating opportunities and solving those problems using profits gained from the business. This was reflected by one of the participant's comments;

(C9): *“So social entrepreneurship takes into account the entrepreneurial part in a way that societal problems get corrected. It gets solved, In social entrepreneurship, these social problems get solved in a way that we create a business”.*

It is viewed as a micromodel business that acts as a link between the welfare state and capital profits.

(C8): *“So I think social entrepreneurship in English is a very oxymoron statement which connects the welfare as well as the capital profit together, creating a Micro model of, I would say, social entrepreneurship”.*

One of the participants believes that social enterprises play a significant role in solving social issues whereas other traditional organisations such as NGOs or interest groups have a limited role.

*(C5): "poverty is there, and we see that there are certain NGOs, and interest groups working toward such problem. But I think the role played by them would be limited. They can bring a change but at a very restricted level".*

The notion among participants was that the primary focus of the social enterprise is to solve social issues with a liberal approach that is not entirely focused on revenue but with a passion to explore various social issues existing in society. It is believed that the methods used by social entrepreneurs to solve social issues are imaginative and worth appreciation.

*(C10): "the motive of social enterprises is not money-making it is more to us. You know, solving their societal problems".*

*(C3): "Oh, I think sort of liberal approach taking into account money and the social problem sort of midway between them".*

*(C4): "They have many unexplored areas where they can help to meet goals. So here comes the role of the social enterprise".*

*(C6): "To resolve the general public issues, they are very imaginative. Their imaginative thoughts and their methods are Worth It".*

Their way of solving the problem is first to acknowledge them, then brainstorm ideas and focus on the actions to solve the problem such as providing job opportunities and helping the underprivileged / impacted community as illustrated by the following:.

*(C6): "It's about recognizing the social problems are and then achieving a change by applying entrepreneur ideas and processes".*

*(C7): "But these social entrepreneurs first take care of all social problems and then they design the entrepreneurial actions accordingly".*

*(C11): "For me, it's like helping the underprivileged without being depending on the capital part".*

*(C14): "it is about providing job opportunities to the economically weaker sections".*

Social enterprises are now considered the catalyst of positive change in the lives of people, and it is believed that due to the onset of Covid -19, social enterprises have utilised the opportunity to fill the vacuum created by the pandemic. This change was felt with the visibility of multiple social entrepreneurs in the forefront during the coronavirus pandemic. Two participants commenting that:

*(C4): "I think social enterprises are more about bringing a positive change in the life of people through various innovative methods so that daily social life can be taken into account in a better way".*

*(C1): "so COVID-19 has given many opportunities to social entrepreneurs we have seen multiple entrepreneurs coming out nowadays".*

#### **4.22 Impact of Covid-19 on social entrepreneurs and its services**

According to the participants, Covid 19 has a great impact on the social entrepreneurs and its services as it impacted the way the organisation operated, with work transitioning online which created communication barriers among the team and the affected communities. They felt like with work shifting towards online mode, there was a lack of spirit and difficulty in understanding the relevant social issue prevalent among the community as demonstrated by:

*C9: "The work is a bit problematic because in our work setting as we have to build a business from scratch. There's nothing else we could do. Only the Google Meets and all. And it was, uh, communicational problems we had."*

*C7: "So during the COVID period, I feel that reaching out to the affected communities and identifying the problems were quite cumbersome and this could not be done effectively in the online mode, and this should be done offline".*

However, one of the participants felt that the pandemic has allowed many entrepreneurs to involve in start-ups to mobilise the covid relief support services with some scaling up and losing their profits during a pandemic.

*C6: "During this time, it wasn't that big corporations pulled it off. It was small businesses as well that came into being and they were a lot of big business closures over the last decade".*

For any social enterprise, groundworks lay the foundation; during the covid -19 pandemic, it was impacted badly due to social restrictions. Many social enterprises started working online, this impacted their capability to meet demands and provide service in remote areas.

*C2: “So even I feel that the groundwork was the thing that was hit worse by the COVID-19 like supplies and demands, it was all about Zoom's teams and Microsoft meetings, so we all shifted to entirely a different platform and the main work that social entrepreneurship is related towards groundwork, and which got avoided”.*

Many believed that there is a lack of investment in the social enterprise sector in India due to their perception of a low scale revenue model. Despite this, Covid -19 pandemic provided hope for emerging entrepreneurial ideas, however transforming them into reality was the biggest challenge as existing resources were already exhausted by social entrepreneurs while engaging in social services, comments illustrating this included:

*C6: “So I guess funding is one of the main features which is lacking in India because everyone is just like not investing in their businesses”.*

*C3: “when we go to raise funds, the general investors invest in the scalable business and social entrepreneurs I don't think they're scalable or maybe that's why I feel”.*

*C2: “Although COVID-19 gave them scope to on new entrepreneurial ideas but establishing them was not an easy part as they were trying to exhaust their previous savings to establish new entrepreneurial ideas”.*

Due to a lack of investments from the private and public sectors, there was a delay in transforming entrepreneurial ideas into a successful venture. This resulted in social entrepreneurs shifting to other forms of work.

*C7: “The main problem was funding from the sponsors and therefore they know you did give up their ideas or you have to shift onto other things. They were not able to raise the funds accordingly”.*

The problem was further exaggerated by the lack of understanding from financial institutions for generating funds for entrepreneurial activities and the complex process of taxation in India.



*C6: "financial institutions also lacked the knowledge about how to generate funds for it also people also have issues with the taxation process".*

During pandemics, the focus of the government was to respond to an emerging health crisis, so the health sector and its services were more prioritised. Social enterprises were not able to escape the impact of worldwide economic loss, they too faced financial hardship, as a result, they were not able to support individuals who need the benefit as demands were high and resources were less.

*C5: "It shifted to the health sector and other such sectors, which were primarily important. So during the COVID-19 years, the financial problem was the major problem faced by social entrepreneurs and onto prices".*

*C4: "So I think there were a lot of people who needed it, benefit and social enterprise were less so".*

There was also low morale among people who worked within social enterprises due to the transition of social entrepreneurial works to the online mode which impacted the coordination among the team members.

*C6: "Because in the online mode, everyone is not that cooperative enough and you never know what the person is doing or what the tone is ... it's just about the WhatsApp chats and we got".*

However one of the participants felt as the situation got normalised, there was a shift in government response towards social entrepreneurs, and new frameworks were set up by the government to assist social entrepreneurs to start new social model start-ups.

*C5: "But as the time got normalized in the last year, also government came up with certain new plans that could help to gain the momentum to get the spend money and much more things that could have been important for such start-ups".*

The communication gap was one of the most commonly identified issues among social entrepreneurs. Although there was great enthusiasm among social entrepreneurs for planning and executing different social projects, many felt that reaching out to the affected community was challenging as many of the impacted community did not have

access or literacy in technology or mediums to reach out to the social organisations or enterprises to benefits from the services offered by them.

*C7: “So I feel that the communication process was hit a lot. Moreover, we were ideating on different projects and thinking of various things that we need to be incorporated and then basically identifying problems and we can't reach out, since many communities may not have that access to the technology that we had, so this was a problem that organization faced”.*

This was also felt by one of the participants who started a social enterprise before the pandemic and felt that executing ideas and increasing their services among the community was difficult:

*C12: “we have founded the organization just before the COVID-19 pandemic, It's become very difficult for us to execute our ideas and to increase our approach”.*

The constant covid waves impacted a lot of social organisations on the ground level as a result many social entrepreneurs lacked the confidence to continue their social work fearing if this would benefit the community:

*C2: “so like uh executing our ideas or aims or motives and like spreading it was the main issue that we faced during the COVID time and according to me like the groundwork hit the most”.*

*C1: “we were not having this confidence about whether this plan will work or not”.*

Covid 19 also impacted the work relations among the social organisation as participants felt that there was a lack of coordination among the staff and with communities to understand what their immediate needs are. According to participants, this might be due emotional and mental toll covid has inflicted on them which in turn influenced their work efficiency and ability to plan for the future :

*C1: “We were not able to execute it due to this COVID-19 and the lack of interaction among ourselves also and with the public to know what the issues all are”.*

*C2: “Also like this Cov -19 took a great mental toll and emotional toll, on all of us, which affected our efficiency towards the work and our mindset that how we were able to plan things and think regarding the future”.*

Despite this some participants believe Covid -19 had a positive impact on them, it has taught them to be digitally independent by learning, operating, and managing various digital resources, platforms, and applications. Because of this few started spreading awareness about social entrepreneurial works through digital platforms, started working on improving communication skills, learning new skills such as reading books, and doing meditation etc.

*C15: "I think it impacted us a lot but from my point of view it teaches us a lot of things like online things such as how to operate things, how to manage these devices because, so from my point of thing it teaches us lot of things".*

*C4: "Uh, from the positive side the organization started with a YouTube channel. We got a good fit that how YouTube works, and we spread awareness about various social entrepreneur ideas to people".*

*C6: "I just improved my skills, my technology skills, my communication skills and practising more of any language, learning new languages, meditating, and improving the soft skills you know.*

*C8: "if I talk about the positives, we have been able to learn new different skills".*

#### **4.3 Response of governmental and non -governmental agencies towards migrants during covid 19**

During the pandemic, many non-governmental organisations supported migrant workers who were engaged in daily wage work. When their livelihood was lost due to the coronavirus restrictions these non-profit organisations supported their livelihood by the funds generated from charity or through public donations. Further to ease the economic inflation, the government-supported many businesses to stay afloat in the market by introducing economic relief policies which many agreed were not aware of initially but benefitted from it either directly or indirectly.

*C6: "There were many non-profit organizations that held out the poor people who were day-to-day workers, such as ricksha-pullers or vegetable vendors. So they got a livelihood through charity or by donation drives. There were also some government organizations that helped out the needy such as the ones who were struggling to run their businesses".*

*C2: "the government was working on this part. They were having the policies, but I doubt that people were aware of them in that depth, and they were able to take benefit of those policies".*

The government also initiated various schemes to support the public including migrant workers by organising transportation services and introducing ration cards online to ensure rations can be accessed anywhere making them quite handy and accessible.

*C7: "Uh, what I feel is that the government supported the nation at their best level during covid times, like introducing various schemes like arranging transportation and introducing e-ration cards, like everything that people could access online, and it was quite new and easy to handle".*

They extended Food rations schemes to accommodate the demands of migrants by increasing the quantities of wheat and rice per family.

*C3: "As far as I remember, they raised rations per family, for example, I don't remember the exact data, but it was I think it was increased from 10 to 50 KG wheat and also the rice quantities were increased and pointed to the family".*

Non-governmental organisations supported social entrepreneurs by investing in social start-ups throughout the pandemic one such example was a social start-up formed by young entrepreneurs who used digital applications to provide information to the public about the availability of oxygen cylinders for those who needed them:

*C11: "I think there was support from the non-governmental organisation in helping people also in small scale social entrepreneurship projects like I heard about two young girls helping people to provide them relief service like oxygen cylinders for those who need them".*

Another example was an organisation called Goonj which was helping families of migrants to access food rations by working alongside the government in remote areas.

*C1: "I've been known to an NGO like it was Goonj which had been helping the people to access rations and the government had the support. So I think means it had support from the government".*

It was clear that the government could not support social entrepreneurial initiatives as the government was reeling under economic loss caused by fewer revenues generated from tax collection:

*C4: "So from the government side, because of the lack of funds, because the tax which the government used to collect was very less. So from the government side, the help could not be very much for the social enterprise".*

Contrary big corporate sector supported social entrepreneurial activities by starting investing in social model start-ups as part of their social responsibilities and many got benefitted from them, later those funds were utilised on coronavirus relief services to provide food, cloth, and shelter. However, the scale of expected support from non-governmental and governmental organisations was unsatisfactory:

*C4: "When talking about the non-governmental organizations, for example, the big billion organisations like Tata Enterprise, there are many social enterprises that are working under them. So they had a lot to the social enterprises which are working under them which are working for providing food relief, cloth relief for migration".*

*C7: "Talking about non-government organizations, I feel that support was lagging".*

From the government side, the priority was for improving health services to accommodate unprecedented demands put by the pandemic on the hospital and health infrastructure despite this their efforts were caught up in a tussle between bureaucracy and lack of coordination among intergovernmental departments. As a result, the service could not reach the people who needed it the most. This created a more favourable notion among participants that non-governmental organisations were more supportive and approachable to social entrepreneurs than the government during the coronavirus pandemic.

*C11: "So all the focus of the government was on providing oxygen and hospital beds to people because they were not even sufficient. The primary goal was to provide people with healthcare".*

*C15: "I think the Government organization tried to support, but due to the lack of coordination or the government processes are very slow. So their services couldn't reach the people who are needed, I think more than the government the non-*

*governmental organization has supported more in pandemic time for social entrepreneurship”.*

#### **4.4 Social enterprise's response and migrant challenges during Covid 19**

Covid -19 has a devastating impact on the migrants, due to restrictions imposed by the government during the coronavirus pandemic, children of the migrant’s families faced difficulties in continuing their education. Migrant workers lost their livelihood income and started reverse migrating to their native place by travelling on foot without knowing the impact of infectious diseases such as Covid-19 on their health and wellbeing. There are a number of illustration of this with the data collected and illustrated succinctly by:

*C2: “They were worried about their livelihoods as the industries were shut down and they had no money, and they had no savings to live their livelihood in that particular city”.*

*C1: “When it was like the start of Covid so most of the people who were travelling were going by road like they were walking towards the villages by road, and they were travelling. So even if they were hit by covid they didn't have the knowledge about it”.*

To limit the spread of covid 19, the government coordinated relief services with a celebrated social entrepreneur to transport migrants to native homes and extended ration schemes to benefit migrant and their families.

*C7: “So some of the government organizations or one of the known actors had supported migrants to reach their homes and also our government help them to overcome in compromising with their livelihoods through the various schemes like providing ration to them and all”.*

Some of the migrant workers and their families were relocated to temporary shelters and were provided food and mobile phones to ensure children can continue their education remotely. Despite this, not all were aware of government coordinated approach as the majority of migrant workers were illiterate and lacked knowledge about social entrepreneurs and their sources whom they can contact and avail the benefits provided by the government.

*C6: "Giving unused phones or what we can say is second-hand phones to the children so that they can continue their online studies and give food".*

*C12: "They help to provide free food and shelter to all the poor people in society".*

*C1: "Due to lack of knowledge and illiteracy among people, it was very difficult for them to reach and even to have the information that there is a facility for us like there is social entrepreneurship or something they are to help us in this time of crisis".*

One of the main challenges faced by the entrepreneurs was the ability to convince migrant workers about Covid -19 and the importance of public health measures. Since migrants lost their daily income so were less bothered about Covid 19 as for them the priority was to secure their livelihood and live with their families:

*C2: "So the social organizations that were working regarding their health and hygiene were not able to convince them that much because all they wanted was a livelihood and they want to go back to their families".*

The government was not in favour of transporting migrants to native places due to the restrictions imposed as part of public health measures. This not only impacted migrants but also their families as they lacked the resources to support their children's education when it transitioned to online mode. Besides migrants lacked understanding of the Covid -19 and were not in favour of government decisions on lockdown and suspension of travel:

*C2: "They told me that convincing them was the challenge because they wanted to go back home. But the government is not letting them go, because the government was trying to maintain the social distancing and all the COVID protocols, but they were taking it in a negative sense because they were not able to understand the negative aspects of all these".*

*C6: "The children of immigrants are at a disadvantage in several ways that parents tend to have fewer resources than native-born parents to help them in their homework as well".*

As a result, they were relocated to temporary relief camps where many social entrepreneurs supported them by supplying food and gathering information to reach out to others who were in contact with these migrants and were not contactable earlier

due to their remote location. In addition, some of the participants also helped migrants on a personal level by providing food and arranging resources for safe transportation to their native places.

*C2: “We were part of many social organization groups who were working like doing, making food, and making packages at home and we were actually in contact with many social organisations, and they were going to those areas where the migrants used to live in where the government was not able to reach”.*

*C4: “So from my side, I have supported the migrant worker during the early phase of the COVID-19 era when the distribution of rations could not be done properly, so migrant workers have come to our home. So we have given them wheat flour”.*

Covid-19 had impacted the majority of migrant workers and their families as a result recipients of the coronavirus relief services were many, this affected the capacity of social entrepreneurial initiatives to help migrants and their families as they lacked the funds to sustain or sponsor entrepreneurial relief works that could support migrants during the pandemic.

*C4: “Yes, because as we have already told that the beneficiaries for the help of the social enterprise were very high It's like social enterprises could not be expanded because of the lack of funds, so it was very difficult for them to help every migrant”.*

The problem was further exaggerated by the inability of social entrepreneurs to reach migrants and the lack of long term sustainable post covid 19 policies that aimed to secure the livelihoods of those migrants who lost their job during the Covid -19 pandemic:

*C5: “So reaching migrants was a major problem. They could help only a smaller section of people. They could help them by providing immediate help like they could provide them food or a mask. They can't provide them with a long-lasting solution for that”.*

Despite this, some exemplary social entrepreneurs defied all odds and engaged in relief services that aimed to meet the immediate needs of the migrants such as food, transportation, and shelter. They also joined in Covid -19 workforce initiatives such as producing PPE kits for medical professionals in rural areas.



*C11: "I clearly remember Jan Sahas which is a community organization that helped migrants with food, transportation and also PPE kits for the healthcare system in a rural area. So that doctors can keep themselves safe and treat patients in rural areas because there was a shortage of PPE in rural areas".*

Governments came to the rescue of migrant workers only later by arranging transportation by special trains and camps for migrants to stay. However, it was believed that despite these efforts, the public especially migrant social entrepreneurs were the primary contact for support during the coronavirus pandemic:

*C11: "Because I think the government is at a certain level responsible for the migrant crisis. India so uh, also government came very late in the rescue of these migrant workers, like providing some special trains or special camps for food. And at those times so for normal citizens, social enterprises or NGOs are the ones who came to immediate rescue of these migrants".*

They supported migrant workers in understanding Covid 19 and the public health measures to keep them safe.

*C11: "I think because we saw visuals where migrants maintain social distancing and sanitising their hands, that's all guidance that those NGO /social enterprise organizations gave them to keep themselves safe and keep another safe".*

Migrant workers were given masks, and sanitisers however due to the lockdown social entrepreneurs could not travel to remote locations to create awareness about covid 19 and provide essential covid kits to keep their families safe.

*C12: "I think migrants were very cooperative with the social entrepreneurs when they were given masks and sanitisers, they were ready to join hands with them".*

Moreover, due to job loss migrants reacted oppositely to the public health measures as the source of income was of utmost importance without which they find difficult to survive.

*C12: "But the problem was that they need means of livelihood. That's why they're migrating from their place and due to COVID-19 the country lockdown was continuously increasing, and they have ended up with no savings at all and no means of livelihood".*

Besides they felt there was some communication gap as the sudden lockdown created panic among migrants in urban areas who were supported by social entrepreneurs in contrast to those in rural areas. They also lacked knowledge about the pandemic and support services provided by entrepreneurs during the pandemic as a result migrants started travelling by foot to buy food despite fear of contracting covid 19 and getting infected by it.

*C11: "I think the sudden announcement about the lockdown when covid started so migrants or everything, everyone started panicking. The social enterprise keeps their camps in urban areas and during the time of transportation, most of the migrants were in rural areas. They don't have enough knowledge about where the camps are and where they are helping others and they're providing food. So this communication gap or the information gap was the challenge for migrants.*

*C15: "there was a lack of transport system, so they walk hundreds of kilometres to buy food, at the time of COVID, everyone had the threat of Covid, so they were like they got infected"*

## **Chapter 5.0 Discussion**

### **5.1 Impact of Covid 19 on migration pattern and livelihood**

The covid-19 pandemic has created a volatile environment for all individuals, impacted businesses all over the world, and created the loss of jobs (Aneja & Ahuja, 2020). Due to the uncertainty in determining the nature of the Covid-19 pandemic in the early stage, several economic activities were halted to contain the spread of the virus (Aneja & Ahuja, 2020). This has impacted migrants predominantly who work in the informal sector as the majority of them lost their employment and were marginalised due to lack of shelter, transportation and low economic demands which impacted their livelihood. This resulted in migrants reverse migrating to their native place for survival. Aneja & Ahuja (2020) studied the socioeconomic impact of Covid -19 pandemic in India and presented similar findings that during Covid -19 a lockdown was implemented to contain the spread of the virus which in turn resulted in transport constraints, mobility restrictions and lack of labour as migrant workers started reverse migrating to their native places due to limited job opportunities, uncertainty of future, financial and health crisis.

The government responded to the pandemic by imposing travel restrictions, curfews, stay at home orders and closure of facilities to check the movement of people (Debata et al., 2020). Due to the prolonged lockdown, migrant workers exhausted their savings without getting the opportunity to generate income (Debata et al., 2020). This created chaos among migrant workers and their families, they started migrating to their home town as they did not have the resources or savings to continue their stay in the place stay. With limited transportation, they started walking on foot to reach their hometown which was miles and miles away from their place of work. Debata et al (2020) note a similar observation in their studies where he observes that migrant workers across India were impacted badly throughout the lockdown. With factories and workplaces shut down, the migrant worker could not survive in the city (Debata et al., 2020). This exacerbated the mass exodus of the migrant workers toward home town, this was shown across various media platforms which captured long processions of migrant workers walking miles to go back to their native villages, often with families and young children on their shoulders (Debata et al., 2020). With no work, no salary, and unable

to reach their villages owing to the restrictions the life of the migrant workers becomes miserable (Debata et al., 2020).

## **5.2 Social enterprises and their services in providing opportunities and safe environments to migrants within India during covid -19**

### **5.21 Role of Social Enterprises**

Social entrepreneurs, social enterprises, and social entrepreneurship are three terms that are interconnected to each other however their definitions and meanings are broader and comprehensive (Ramani et al., 2022). A social entrepreneur refers to a certain type of individual; a social enterprise is an organization; and social entrepreneurship is a process (Ramani et al., 2022). Both social entrepreneurs and social enterprises are primarily focused on making a social impact while social entrepreneurship is considered a social value generation activity practised by a range of stakeholders involving individuals, microenterprises to large firms (Ramani et al., 2022). Social entrepreneurship in India is considered an activity that utilises business-oriented methods to address the needs of socially deprived individuals and generates opportunities as well as profits to solve the social problem or needs. It is considered a viable business model that reflects the principle of the welfare state and capitalistic markets. Participants believed that the focus of the social enterprise is to solve the social problem by utilising revenue-driven methods with a passion for social change. Sengupta & Sahay ( 2018 ) notes a similar observation in their study where they define social enterprises as the one whose goal is to build solutions for social problems by creating business ventures, thereby enhancing managerial efficiency and innovation with a passion for driving social change. They also note that the social entrepreneurship process among emerging economies is an activity that generates both economic and social value (Sengupta & Sahay 2018 ). It is believed that social enterprises have a broader impact and reach as compared to a traditional social organisation such as NGOs which functions from the fund received from government or charities. The findings support the observations of Satar,& John (2016) who suggest there is a dearth of even definitions & a wide diversity prevailing among the organisational forms adopted by social enterprises within India. Despite this social enterprises illustrated by the findings of this study have opened a new dimension in the field of social entrepreneurship. They are viewed as a symbol of change among

various stakeholders as it was at the forefront of many covid relief initiatives which led to the visibility of many entrepreneurs and their effort thereby popularising the term social entrepreneurs during the pandemic.

### **5.22 Impact of Covid-19 on social entrepreneurs and its services**

During the Covid -19 pandemic, a new model of working was promoted among various business enterprises including social enterprises. This model consists of remote working allowing more flexibility for the staff within the organisation to deliver its services and achieve the organisational outcomes. Covid -19 pandemic has also impacted the operational model of social enterprises; social entrepreneurs as illustrated by the findings of this study adapted to remoted working to continue their services. However, this new concept of remote working posed some challenges within the social enterprises. There was a feeling that with work shifting online, there was a lack of enthusiasm within the organisation and difficulty in understanding the immediate social issues within the community. With limited fieldwork and an increase in online work, social entrepreneurs felt that remote working affected their capacities to meet the demands and essential services to the public. Al-Habaibeh et al (2021) in their research “examining the challenges of remote working” found similar observations where some of the participants found remote working caused a loss of team spirit, accuracy of work, face to face interaction and lack of motivation with no one to motivate or support when doing work by own remotely.

In India before the covid -19 pandemic, the social enterprise sector was already suffering due to a lack of grants, funds or sponsorship from corporates and the government. Social enterprises in India were seen as limited to philanthropic activities so there was a lack of interest from the investors as they perceived the social enterprise model to be a less revenue-driven model. Social entrepreneurs struggled to maintain their services due to loss of business and disruption of the supply chain across the globe, as a result, they exhausted their remaining resources to continue their social services. There was a delay in executing various entrepreneurial projects as immediate needs during the pandemic was survival due to which social entrepreneurs shifted to other short term works aiming to generate resources and livelihood for the impacted community. Weaver (2020) in her research findings notes that one of the challenges social enterprises faces are related to finances. This was

reflected by the findings in this study identifying difficulty in receiving funds for start-ups and investments to scale their social works. Due to the nature of work, social entrepreneurs find challenging to pursue loans externally as a market crisis caused by uncertainty such as a pandemic will leave them in debt and bankruptcy (Weaver, 2020). There is also a lack of legal frameworks which distinguish social enterprises from Non-profit organisations thereby limiting commercial activities in pursuit of philanthropic funding (Weaver, 2020).

During the pandemic, the government was more focussed on maintaining the existing health infrastructure and social enterprises were not prepared to deal with the covid 19 crisis. When Covid 19 spread across the nation, social enterprise was not able to escape from it. With meagre resources and fewer funds, they struggled to provide its services as Covid -19 crisis resulted in unprecedented demands and less logistical support to fulfil existing demands. However, this situation as the participants indicated resolved post-Covid -19 waves of infection where the government initiated new policies to strengthen social entrepreneurs. Chopra ( 2020) in her report notes that only a few social entrepreneurs engaged in relief work received funding specifically for COVID-19 while the rest are using existing funding to finance relief work. They are struggling to maintain their services as corporates who provided donations are themselves experiencing financial pressure (Chopra, 2020). This, in turn, would have a long term impact on the social enterprise as with fewer funds they are not able to rework their operation strategies for the fiscal year which is not enough to meet the demands of the affected communities (Chopra,2020).

Social entrepreneurs, participants in this study in response to the pandemic, adapted to new way of working from home. However, they felt that prolonged work from home resulted in a lack of communication, coordination, and low morale among the work colleagues. They found it challenging to understand the immediate needs of the affected communities are; Since many migrant workers were not literate in technology they were not able to access the services provided by the social entrepreneurs remotely. The situation was further exacerbated by the constant waves of covid -19 which impacted the social entrepreneurs mentally and emotionally as they were not able to provide services due to a lack of confidence in pursuing their work in fear that if it fails to achieve its objective. Despite this social entrepreneurs in this study believed

the pandemic has persuaded them to learn new skills and work on new strategies to connect with communities.

### **5.3 Response of governmental and non-governmental agencies towards migrants during covid 19**

The Covid -19 pandemic, this study demonstrates has impacted the informal migrant workers in many ways, most of them lost their daily livelihood, shelter, and access to basic amenities. This resulted in a mass exodus of migrants to their hometowns. Many social enterprises supported migrants with funds collected through charity or supporting food distribution among them. Goonj one of the social enterprises was involved in an initiative to support migrants to provide access to basic amenities such as food. Raja (2021) in her article reports such efforts made by the social enterprises: *Aajeevika Bureau a social enterprise was involved in providing relief services such as emergency food distribution, cash transfers, health care and help to workers in distress. During the crisis, Goonj distributed more than 8,800 tons of rations and other essential items, provided more than 362,000 meals, sourced 2,25,000 kgs of vegetables from farmers, and reached out to more than 380,000 families.*

During the covid -19 pandemic government of India announced a series of economic policies to bolster India's critical health infrastructure to ensure health services were accessible to vulnerable communities such as migrant workers. The government of India announced the US \$ 915.72 million in its Union Budget intending to benefit 500 million people across the country (Dhar et al., 2021). However considering India's size and unequal economic and social development concerning diverse demography, there was a bureaucratic tussle between state and federal administration leading to a delayed response to covid 19 among various states (Rajan & Bhagat, 2022).

The government of India also supported migrant workers by organising transportation services for workers to reach their hometowns and provided additional ration cards to access food during the pandemic. Rajan & Bhagat (2022) found similar observations for instance to address the plight of stranded migrants, the government organised special trains and buses to help them reach their hometowns, but the cost of travel was covered by the migrant workers. However, after the judgement passed by the Supreme court, the cost was distributed between central and state governments. On a similar note, government-supported food security by supplying subsidised rations

through the public distribution system and additional ration cards (Rajan & Bhagat, 2022).

Despite this government faced the loss of economic activities resulting in less revenue from tax collection. This caused an increase in inflation and to ease the inflation, the government introduced various economic relief policies. One such economic policy was noted by Goel et al (2021) who found that to strengthen the economy the government of India launched schemes providing cash and essential items to vulnerable families. In addition to this reserve bank of India eased the burden of loan repayment by allowing late repayment as well as announcing a stimulus package to support small business and informal sectors. Big corporates also supported social entrepreneurs by investing in covid relief services to provide essential items such as food, cloth, and cash for the survival of migrants and their families.

#### **5.4 Social enterprise's response and migrant challenges during Covid 19**

The findings of this study in part, illustrates the devastating impact of Covid -19 on the migrants and their families, it seemed that the lockdown was implemented without considering the existing inequalities and vulnerabilities in Indian society (Alam & Zaini, 2021). Migrant workers were the worst hit groups in the entire crisis. Migrant workers suddenly lost their income and jobs and with no public transportation, they were forced to walk on foot to their homes (Alam & Zaini, 2021). The hardships they faced along the journey were not limited to problems of income or livelihood (Alam & Zaini, 2021). There was always the susceptibility to contracting the virus (Alam & Zaini, 2021).

To address this emerging crisis Government of India roped in celebrated social entrepreneurs to arrange transportation services for migrants and made extended schemes accessible to migrant workers via social entrepreneurs to benefit their families. Migrant workers were provided with temporary shelter food and digital devices to ensure children's education was not adversely affected due to the remote education. However, the beneficiary of these services was limited as many migrant workers were illiterate and lacked knowledge about the social enterprise, their services, and the medium through which they can be contacted. Initially, the government did not arrange transportation services for migrants for fear of exposure to coronavirus infections in rural areas. This decision had a mental and emotional impact on migrant and their families as without stable income, shelter, and resources



they find it difficult to survive in the urban areas and find it difficult to support children's education due to the lack of digital devices. Moreover, migrant workers were illiterate and could not understand the public health measures imposed by the government to contain the spread of infection, so did not support the lockdown and travel restrictions. They were less bothered about Covid 19 as for them the priority was to secure their livelihood and live with their families.

Jesline et al ( 2021) observe that the government upon understanding the situation of migrant workers supported them by announcing assistance under the extending scheme which offered relief packages to migrants to block any disruptions to their employment. However, this initiative was not satisfactory, because, despite these efforts of the government, a huge number of migrants spend nights without food, shelter, and travel facilities (Jesline et al., 2021). Moreover despite extending schemes to provide food rations to the migrants and their families only 1% of the stranded migrant workers were able to access the schemes. The distribution of rations was based on possessing a ration card and most of the migrant workers did not have ration cards due to a lack of legal documents (Jesline et al., 2021) so they did not benefit from these schemes. The concept of social distancing explored did not bear any meaning for the migrants because of the persistence of more pressing and nagging problems of insecurity and hunger (Jesline et al., 2021).

Migrant workers were relocated to a relief camp where the government provided them food and shelter however Jesline et al ( 2021) report that although the government had allotted food and shelter for the stranded migrants, it was found that in most of these shelter homes, the migrants did not receive sufficient quantity and quality food on time. Covid 19 has an impact on social enterprises as they lacked the money to sustain their entrepreneurial initiatives to support covid 19 relief work to support stranded migrants. Due to the extended lockdown, social enterprises and social entrepreneurs in this study faced logistical challenges to reach migrants who were struggling to maintain their livelihood. Despite all this, social enterprises adapted to the new emerging situation by engaging in creating opportunities for migrants by involving them in initiatives such as producing masks, sanitisers etc. Social enterprises were at the forefront in providing masks and sanitisers to the migrants to keep them safe, they made them aware about covid 19 pandemic and other public health measures. However, it was not easy to convince the migrants as they felt let down by

the government and the employers for whom they worked. This was reflected in the research undertaken by Barhate et al ( 2021) which reports that “*We had to work hard to gain their trust by not overpromising, and if we make promises, we made sure to show up. Generally, the migrants were very happy and grateful to NPOs. However, it took some time for them to trust us*”.

As the announcement of lockdown with a notice of fewer than 4 hours spread, migrants became jobless overnight (Sengupta & Jha, 2020). The science behind lockdown was to initiate social distancing to prevent the spread of infection but with no certainty of jobs, livelihoods, and food the panic-stricken migrants rushed towards the bus stops and highways to reach their home town in large numbers (Sengupta & Jha, 2020). Their response to the directive for quarantine over the next days and weeks exposed the insecurity, uncertainty and precarity of their life and circumstances (Sengupta & Jha, 2020). Besides they lacked the knowledge to understand the consequences of the pandemic, as a result, they started walking on foot to buy food and reach their home town. They were determined to go back to their home as they believed it would be good to be with loved ones during the uncertainty caused by the pandemic and were willing to put up with the discomforts of the travel quarantine norms imposed by the government (Jesline et al .,2021).

## **Chapter 6.0 Conclusion**

In India, Covid-19 has impacted lives in both urban and rural areas. Initially in the beginning the epicentre of coronavirus transmission was all major cities and the capital which gradually spread to rural areas (Ghosh et al., 2020). Since the nature of transmission of Covid-19 was unknown in the beginning, the government of India enforced a strict lockdown from 24<sup>th</sup> March 2020, 1.3 billion people were told to socially distance themselves, wear face masks and step out of the home if necessary which was understandable but difficult to be followed by the urban poor who predominantly lived in closed and small spaces (Ghosh et al., 2020). These forced millions of migrants to move out of the cities and return to their hometowns (Ghosh et al., 2020). Their journey to their hometown was quite cumbersome as lack of transportation forced them to travel on foot thus creating unprecedented reverse migration in the history of the nation (Ghosh et al., 2020). This unprecedented migration prompted

some state authorities to set up temporary relief shelters until provisions were made to safely transport the migrants back to their hometowns (Barhate et al., 2021). However, these shelters lacked basic safety protocols, social distancing, regular food supply, personal toilets and special nutrition for children prompting migrants to be more desperate to go back to their hometowns (Barhate et al., 2021). In this unprecedented crisis, social enterprises utilised the opportunity to adapt to the changing environment to provide relief services to the migrant communities. During the emergency relief phase, social enterprises distributed cooked meals and supplied groceries however as the lockdown got extended, their focus shifted from supplying meals, and rations to providing utility kits for the migrants ranging from perishables to essential non-perishables (Barhate et al., 2021). Despite receiving food, rations and essential items, migrant women still had to meet other needs of the family such as milk and medicines for the children (Gowthaman, 2020). Some social entrepreneurs came in aid of these migrant women who provided livelihood to these women by involving them in mask making, sanitisers etc to step up covid -19 relief efforts (Gowthaman, 2020). It is now widely acknowledged that social enterprise and social entrepreneurs are valuable assets in the post-pandemic world. The pandemic caused by covid -19 has enabled policymakers to rethink current policies that ensure resources are distributed equally in society (Oberoi et al., 2021). In the present scenario, the social enterprise would play an important role in the health and social care sectors; they will play an important role in providing support to vulnerable groups (Oberoi et al., 2021). It is therefore high time for the government, policymakers, and social scientists to ensure that these organisations are provided with economic longevity to survive any health emergency crisis in an environment of normal governance in the future (Oberoi et al., 2021).

The study aims to offer empirical evidence to enhance the understanding of the concept of Social Enterprise in developing nation like India and their strategic response focusing on sustaining entrepreneurial activities during the pandemic aiming to generate income to support livelihood, supporting Covid -19 response by involving in production of essential items such as mask, sanitisers etc and helping unskilled migrants to access basic amenities etc (Sarma, Kumar, & Mishra, 2022). This study shows how with a focus on creating social impact and sustainability, social enterprises effectively provided a solution to almost any social problem ( Chhiber, 2022). With the

impact of Covid-19, social enterprises have exhibited a sustainable financial model that can help in shifting social and economic equilibrium and these sustainable models are replicable and scalable in any setting provided there is adequate capacity building and rapid scaling initiated by the government( Chhiber, 2022).

Limitation : The sampling for the study can be a limitation. The study recruited participants who were social entrepreneurs from one single Indian geographical region, who enrolled for a programme in the University of Delhi. Therefore, the scope of generalising the research findings to other forms of SEs in India is limited and characteristic of case study research. It would be beneficial if a larger transnational sample from diverse SEs were involved as it will add new dimension and dynamism to this research. Despite this limitation, it can be perceived that this research contributes in expanding the existing knowledge about the evolving nature of SEs in coping with health emergencies such as Covid-19 and contributing to an understanding of sustainable practice and impact of covid on migrants and their response towards SEs.

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## Appendix 1

### Interview Questions

**Title:** Multiple case study exploring the relationship between Social enterprise and migrant health patterns within India during Covid 19

• **Introduction:** Self- introduction, nature of research study and outlining themes to be explored. Introducing social entrepreneurship: Social entrepreneurship is all about recognizing the social problems and achieving social change by employing entrepreneurial principles, processes, and operations.

• **Questions:** Ideally should cover the following themes, the structure of these and the approach is determined by the interviewer; question prompts have been included but is not be considered prescriptive nor are they exhaustive

#### **Interview guide Prompts:**

##### Theme 1: Social entrepreneurship and its role

- Introduce yourself ... please explain why you became a social entrepreneur. Are social entrepreneurs /enterprises important?
- How would you describe social entrepreneurship (enterprise)?

##### Theme 2: Challenges faced by social entrepreneurship

- What has been your experience of working during the covid -19 pandemic? (try and tease out timeline)
- What challenges are there for social enterprises and entrepreneurs in India? (link to covid 19)
- Has covid 19 pandemic had an impact upon you or your organisation?

##### Theme 3 : Economic Support and response from migrants

- Have you received any support from the government and non-governmental organisations/entities during the covid 19 pandemic - - If so what and how? If not, why do you think this is?
- How have migrants responded to your enterprise during the covid 19 pandemic? How have you supported migrants? What were the challenges?

##### Summary/ Conclusion:

- Is there anything would you like to add that we haven't already discussed? Do you have any questions for me?

## Appendix 2

### Interview Transcripts

00:00:00.000 --> 00:00:11.490

#### **Researcher**

OK, so my first question is about introduce yourself and please explain why are social entrepreneurs or enterprise is important? So who is going to lead the floor?

00:00:38.080 --> 00:00:43.530

#### **C1-FG**

I would like to answer the part of this question like why it is important to have social entrepreneurs?

To begin with this, I would like to quote The social entrepreneurs are not content just to give a fish or teach how to fish. They will not rest until they have realized they have reached the finishing industry. So we need social intrapreneurship to have the ideas on board. People have ideas, people know how to do this, but they do not have the idea how challengeable it might be, So it is important to have social entrepreneurs to have ideas on board. Thank you, Sir.

00:01:24.120 --> 00:01:54.740

#### **C2-FG**

OK, so, so I would like to add on to this part like why social enterprise are important like we all know that how the COVID-19 hit all of us and the job market is shrinking day by day, so it's high time that we all need to get independent and if we, so intrapreneurship is important in that way. And if we can mix social entrepreneurship in the same thing, then we will be able to help others also who are suffering. In that way only because of the jobs. Yeah. So thank you, Sir.

00:01:59.140 --> 00:02:14.150

#### **C3-FG**

So I want to add on to that. Like uh, I believe in problem solving, solving businesses, businesses that should create impact not only money because I feel economic power is not the only power. It should have some social factor. That's how our society will uplift, and it will grow. So that was my input. Thank you.

## Appendix 3



### Participant Information Sheet

**Study Title:** Multiple case study exploring relationship between Social Enterprise and migrant health patterns within India during Covid 19

**Researcher:** George John

**Name of organisation:** University of Huddersfield

**Email address:** [George.john@hud.ac.uk](mailto:George.john@hud.ac.uk)

You are being invited to take part in this study because you are a social entrepreneur who were involved in social initiatives during coronavirus pandemic. Your views are important to gain a better understanding of your experiences and perceptions of social enterprises and migrant challenges during the pandemic. Before you decide to take part it is important that you understand why the research is being done, what it will involve and what will happen to data you provide.

Please take time to read the following information carefully and discuss with us if you wish. Please do not hesitate to ask if there is anything that is not clear or if you would like more information. You can do this by emailing me (details provided above).

#### **WHAT IS THE STUDY ABOUT?**

I am a postgraduate researcher based at the University of Huddersfield and I am undertaking a research project that is designed to explore the impact of covid 19 on migration, migrants, and responses of social enterprises / social entrepreneurial approaches to COVID 19 to support migrant workers. This study aims to explore the impact of COVID-19 on migrant workers within India; to develop understanding of how the covid 19 pandemic has affected the livelihood of migrant and migration; examine the factors that influenced reverse migration; explore what role social entrepreneurship has played in addressing these barriers.

#### **WHO IS THE TARGET AUDIENCE?**

This project is a requirement of my Masters by Research studies. It may also be of interest to academic researchers /practitioners/ government.

### **WHAT WILL I NEED TO DO ?**

If you agree to take part in the study, I would like to interview you about your experiences. The interview will last up to 60 minutes and will be arranged at a time that is convenient for you. The interview will be audio and video recorded, this will be a recorded online interview on Microsoft Teams (an online platform) with participant and interviewer.

### **DO I HAVE TO TAKE PART ?**

You decide if you wish to take part. If you decide to participate, you will be asked to sign a consent form. A decision not to take part will not affect you in any way. You are free to withdraw from the research at any time without giving a reason. You can withdraw your data any time prior to the publication of findings without giving a reason. A decision to withdraw will not affect you in any way.

If you decide to take part you are still free to withdraw up to 30 days following your interview. Following this, your interview will be anonymised by the use of pseudonym. Your decision will be respected and anything you have said will not be used. However, if something is said that which raises concern for your safety, the safety of others, or reveals illegal or unprofessional practice, the researcher may break confidentiality. Consequently, appropriate measures would be taken to ensure that routes for safeguarding concerns are explained using appropriate language to research participants and careful consideration would be given if the risk to researcher/ participants is high.

### **WHO IS CONDUCTING THE RESEARCH?**

The research is being conducted by the researcher George John who is based at the University of Huddersfield. This project is being supervised by Dr Mike Snowden ([m.a.snowden@hud.ac.uk](mailto:m.a.snowden@hud.ac.uk)) and Dr Jamie Halsall ([j.p.halsall@hud.ac.uk](mailto:j.p.halsall@hud.ac.uk)) with support from Professor Oberoi, Institute for Innovation and Enterprise, University of Delhi.

### **WHO WILL HAVE ACCESS TO THE DATA?**

No-one outside the research team and transcriber (based at the University of Huddersfield). However, anonymised data may be shared or used by the researchers outside of the research team.

### **WHAT WILL HAPPEN THE DATA COLLECTED?**

Personal data shared by participants in will be held confidentially by the University of Huddersfield in accordance with the requirements of the General Data Protection Regulation (GDPR) and Data Protection Act 2018. Data may be shared outside of the European union.

No information provided be shared in a way that would allow participants to be personally identified [*except where legal obligations would necessitate disclosure by*



*the researchers to appropriate personnel*]. Pseudonyms will be used in the thesis and any resulting book /article/report or other publication.

Audio and video recordings, transcripts, and any other data will be securely stored for 10 years unless particular funding bodies or regulators have longer or shorter retention periods. It will then be safely destroyed. Data will be stored securely on the University K drive in a password protected folder.

The University is the Data Controller and is responsible for its secure management. The research team and transcribers are the data processors. The University of Huddersfield is the Data Controller. Complaints should be addressed to the University Solicitor (the Data Protection Officer) contact: [data.protection@hud.ac.uk](mailto:data.protection@hud.ac.uk).

Appeals can be made to the Information Commissioner's Office if a participant is not satisfied with the response from the University.

### **ETHICAL APPROVAL**

The project has obtained ethical approval from the School of Human and Health Science Research Ethics Committee at the University of Huddersfield. The researcher has the support of Professor Oberoi Institute for Innovation and Enterprise University of Delhi

## Appendix 4



### Participant Consent Form

**Project title:** A Multiple Case Study exploring relationship between Social Enterprise and Migrant Health patterns within India during Covid 19

**Researcher's name:** George John

**Name of organisation:** University of Huddersfield

Thank you for your interest in this research project. Before agreeing to participate, please read the Information Sheet. If you have any questions, please ask a researcher. You will be given a copy of this Consent Form, and one will be retained by the researcher.

I agree that (please tick)

(√)

|   |  |
|---|--|
| I have read the information sheet and understand the purpose of the research.   |  |
| I understand that if I decide to no longer take part in this research I can leave the research at any time. I understand that I can withdraw my data any time prior to publication.   |  |
| I understand that should I wish to withdraw my contribution I can contact George John, by email: <a href="mailto:george.john@hud.ac.uk">george.john@hud.ac.uk</a> , before the cut-off point of 31 <sup>st</sup> March 2022   |  |
| I understand that my personal information will be processed only for the purposes of this research. I understand that such information will be treated as confidential, except where legal obligations require information to be shared with relevant personnel and handled in accordance with the provisions of the General Data Protection Regulation (GDPR) and UK Data Protection Act 2018. |  |
| I understand that the information I share, including anonymised direct quotes, may be included in any resulting report.   |  |
| I consent to the research team having access to any results derived from this study for any subsequent analyses or publications in the future. I understand that any identifying information would be kept confidential (except where legal obligations require information to be shared with relevant personnel), and access limited strictly to the original study team and database team.    |  |
| I understand that the information collected about me will be used to support other research in the future and may be shared anonymously with other researchers.   |  |
| I understand that my participation will be audio and video recorded for accuracy.   |  |
| I understand that any audio recordings may be transcribed by individuals other than the research team.  |  |

|   |  |
|---|--|
| I understand that data provided may be shared with researchers in countries outside the European Union.                                       |  |
| I understand that the information I provide will be retained for 10 years unless otherwise required and destroyed after this time.            |  |
| I agree that the project named above has been explained to me to my satisfaction and I agree to take part in this research.                   |  |
| I have read and understood the institution's <u>Privacy Statement</u> and consent to the researchers processing my personal data accordingly. |  |

PRINT NAME: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_

## Appendix 5

### Transcriber consent form



**Project title:** Multiple case study exploring relationship between Social Enterprise and migrant health patterns within India during Covid 19

**Researcher:** George John

#### Confidentiality Agreement

I \_\_\_\_\_ do hereby agree to undertake the transcription of the interview(s) conducted by George John. I am aware that the aforementioned person is a Masters by research student based at the University of Huddersfield.

I agree to abide by the rules and regulations set out by the University with regards to confidentiality and data protection.

I also agree that for the purpose of this project the data that are transcribed by me will be treated in the strictest of confidence.

I also agree not to retain copy of the data once the transcription has been completed.

**Signed** \_\_\_\_\_

**Date** \_\_\_\_\_

**Appendix 6**

| Author/Year of publication | Study design            | Data collection /Sample collection | Participant characteristics or Settings | Key findings  |
|----------------------------|-------------------------|------------------------------------|---|---|
| 1. Bina Agarwal (2021)     | Qualitative (Narrative) | Secondary datasets                 | -                                       | <ul style="list-style-type: none"> <li>• “Indian women work for wages, others work without pay for family enterprises (farms or businesses).The pandemic has left both categories economically and socially insecure due to multiple factors: limited job options, the type of work they do, meagre savings, few assets, double work burdens, digital inequalities, and restrictive social norms” (Bina Agarwal 2021).</li> <li>• “The sudden lockdown also left an estimated 60 million interstate migrant workers (20% being women) stranded and food insecure”(Bina Agarwal 2021).</li> <li>• “A loss of jobs or family livelihoods has led to a range of indirect fall-outs for women: food insecurity, poverty, indebtedness, asset loss, and social isolation” (Bina Agarwal 2021).</li> <li>• “The return of millions of interstate migrant workers to their villages has spread the infection, and female relatives, as the main caregivers, are most at risk of exposure”. the sudden unemployment of these migrants has sharply cut off remittances”(Bina Agarwal 2021).</li> <li>• “The returning male migrants seeking work in the villages, women have been crowded out to some extent from the most important government job security scheme—the Mahatma Gandhi National Rural Employment Guarantee Scheme (MGNREGS)”(Bina Agarwal 2021).</li> <li>• “Following COVID-19, this network of some 295,000 NHGs (with 4.4 million members) began community kitchens, delivered home meals to the needy, including to school children who missed midday meals, coordinated with ASHAs-the community health workers—for contact tracing, and so on. In April 2020, community kitchens were providing 250,000 meal packets daily”(Bina Agarwal 2021).</li> <li>• “Under COVID-19, many SHGs began producing masks, hand sanitisers and protective gear. An estimated 66,000 SHG members produced 13.2 million masks in March 2020 alone” (Bina Agarwal 2021).</li> </ul> |