

National
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**The Exploration of Perceptions and
Experiences of Migrant Workers in the
Bar and Restaurant Industry of Galway
city in Ireland**

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Abstract

To a large extent, international workers are becoming more common within the Irish hospitality industry. However, globalization is already identified as one of the key factors that are responsible for this occurrence. Several reports have shown that a major employer of migrants in Ireland is the food and beverage (F & B) industry, particularly, the bar and restaurant sector.

In recent times, the study area, which is the city of Galway, was nominated among all the cities in Europe to host the European Capital of Culture in 2020. The same city was described by UNESCO as the film city, and Galway is currently referred to as the Irish cultural heritage. This advancement of Galway city is believed to have a direct and significant relationship with the bar and restaurant sector which forms the largest part of the F & B industry. Despite the international recognition and sectoral advancement, there have been reports on the challenges that migrant workers face in the bar and restaurant industry of Galway city, and till present, scholarly reports on these challenges have been so minimal.

Hence, this research explored the perceptions and experiences of migrants who work in the bar and restaurant sector of Galway city to arrive at suggestions and recommendations that could assist key stakeholders in decision and policymaking. The research is a two-case study, and a positivist approach with a deductive quantitative methodology design was used. An online closed-ended survey with a Yes or No, and 5-Likert Scale was adopted for data collection. The survey was anonymized to protect the identity of the participants. Descriptive statistics were used to report the demographics of the participants, and SPSS was adopted to analyse the remaining data collected to achieve the other objectives of this research. Welch Test was used to test for the hypotheses.

Findings revealed that migrants working in bars and restaurants of Galway city do not agree that their job responsibilities correspond with the wages they receive and their educational qualifications. Although they agree that they are well integrated into various activities that take place at their workplace and despite this, they do not plan to progress their career in the bar and restaurant industry.

As a result, it was concluded that there are still gaps and points to improve with regards to wages paid, and the educational qualification used for the employment of

migrant workers in the industry. Therefore, the study recommends that employers in this sector should endeavour to give letter of contract to the migrant workers, and set minimum educational requirements to be used to employ people in the industry, and this should also correspond with wages paid.

Declaration

Submission of Thesis and Dissertation

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Chapter 1.

INTRODUCTION

1. 1. Background information

According to the International Organisation of Migration (2019), migration is defined as the movement of people from one place to another. Many factors such as globalisation are considered as one the key factors that recently contributes to an increase in the migration rate. To a certain extent, migration currently affects more countries and individuals than ever before (International Organization for Migration 2017, 2018), and global migration continues to affect individuals, organizations, and the economies at large, but scholars are yet to completely explore migration's impact on international business and management (Hajro et al., 2021).

Nonetheless, a constant increase in the population size confers an impending need for people to migrate, and this has a significant effect on most of the sectors at all levels, particularly the hospitality sector because of the crucial roles the industry plays during the migration process. Several reports already stated the importance of migration to international businesses and how it affects each sector within the business industry.

In the case of the Food and Beverage (F &B) industry, the industry products accounted for 20.4 percent of all goods produced in Ireland in 2016 and increased to 22.9 percent in 2017 (Department of Agriculture, 2020). However, Cunningham et al. (2015) mentioned that out of this percentage, Galway city has 356 restaurants, which is the third biggest concentration after Dublin and Cork. In the same view, Ernst and Young (2013) buttressed that the bar subsector is the largest sub-sector in the Irish hospitality industry, accounting for about 34% of total revenue and 43% of all hospitality establishments in the country.

Nevertheless, despite this observation, the significance of migration and migrant workers to the Food and Beverage sector of Galway city has not been adequately analysed and critically assessed. In recent years, migrants continue to move from the other parts of Ireland to Galway city due to improved security measures.

In specific terms, Galway city is in County Galway, and County Galway is the fourth largest city in Ireland. The County lies in the West Region of Ireland and has a population of 179,390 based on the 2016 census (Galway council report 2021, p 90).

This report suggests that by 2026, the estimated population of County Galway will be around 183, 695 at a 2.4% projection.

Galway city is the largest city in County Galway and is likely to accommodate a higher percentage of the migrants due to its geographical location and several economic opportunities that are available in the city. A few months ago, County Galway was identified in the Regional Spatial and Economic Strategy (RSES) as a city and County that will grow in a globally competitive manner, and its growth will make it conducive as a place for people and for businesses to grow (Galway council report, 2021, p 98).

Hence, it is valid to give the current and projected workforce of Galway city and County Galway, with a special focus on migrant workers research attention. To this end, the study seeks to explore the perceptions, experiences, and contributions of migrant workers to the bar and restaurant industry of Galway city in Ireland.

1. 2. Research aim, questions, and objectives

The main aim of this research was to explore the perceptions of migrants working in the bar and restaurant sector of Galway city towards establishing the demographics of these migrants and their significance in the sustainability of the (F&B) industry of Galway city. Over the years, Ireland's workforce was reported to be mainly dominated by the Irish natives. However, the largest expansion of the European Union in 2004, and globalization advancement are believed to improve the socio-cultural diversification of the EU workforce including Ireland. The open economy, diverse socio-cultural backgrounds, high minimum wage, and Ireland as one of the few English-speaking countries in entire Europe is part some of the reasons that make the country attractive to migrants.

While the number of non-EU citizens relocating to Ireland for different reasons continues to increase, the research also focuses on the integration of bar and restaurant migrant workers into other activities within their workplace. McKinsey Global Institute (2016) emphasized that migrant workers contributed an estimated 9.4 % of the Gross Domestic Product (GDP) in 2015, and suggests that better integration in terms of migrants' employment could add USD 1 trillion per year to the global GDP.

Specifically, the research aims to address the following research questions;

1. What are the profile and socio-economic characteristics of migrants working in the bar and restaurant industry.
2. How do migrants perceive their job responsibility with regards to the wages they earn and their educational qualifications.
3. To what extent are migrants working in bars and restaurants integrated into activities in their workplace.
4. What are the future intentions of migrants working in the bar and restaurant sector of Galway city.

The above research questions are designed to achieve the following research objectives;

1. To identify the nationality, sex, demographic characteristic, and educational backgrounds of migrant workers in the bar and restaurant sector of Galway city.
2. To explore the perceptions of job responsibility assigned to migrant workers in correlation with their wages and educational qualification.
3. To analyse the extent of migrant workers' integration into various activities in their workplace.
4. To provide information on the future plans of the migrant workers.

The following hypotheses are proposed for the study;

1. H_{01} : Migrants working in bars and restaurants agree that their job responsibilities correspond with their wages and educational qualification

H_{A1} : Migrants working in bars and restaurants do not agree that their job responsibilities correlate with their wages and educational qualification

2. H_{01} : Migrants working in bars and restaurants agree that they are well integrated into various activities that take place at their workplace.

H_{A1} : Migrants working in bars and restaurants do not agree that they are well integrated into various activities that take place at their workplace.

3. H₀₁: Migrants working in bars and restaurants do not plan to progress their career in the industry and agree to change jobs after working in the industry for some time.

H_{A1}: Migrants working in bars and restaurants plan to progress their career in the industry and do not agree to change jobs after working in the industry for some time.

The research aim, questions, objectives, and hypotheses served as a guide for the researcher in exploring the perspectives of migrants working in bars and restaurants to better understand the ethnic diversity that exists within these establishments and its impact on the sustainability of the industry.

1. 3. Research Methodology

The research is a two-case study that mainly adopted a quantitative research design. The study focused on restaurants and bars in Galway city. However, the research methodology that was used by Zhao (2012); Devine et al. (2007), and Jarman (2004) was revised and its remodelled version was adopted by the researcher. Similar to this, part of the quantitative design that Curran (2020) utilized in their study was also used to complement the ones utilized by the aforementioned researchers.

For this study, a survey investigation that analyses individual viewpoints and experiences was used to evaluate the hypothesis. An online survey was used for data collection and this include a Yes or No question, and a 5-point Likert scale survey. The participants have the option to complete the self-structured survey anonymously, and on their own without any interference. This method is proposed because is less expensive, precise, easier to code, of great speed, and convenient to administer. The inquiries were designed to obtain the most precise information about the migrant workers, their future intention, and work integration in the restaurants and bars within Galway city.

The survey was structured as follows; Section 1 contains the consent note, where participants are required to confirm their willingness to participate in the survey. Section 2 was related to the demographic background of the participant, such as age, gender, nationality, and educational level. Section 3 was used to explore the perceptions of job responsibility undertaken by the migrant workers in correlation with their wages and educational qualification. Section 4 was related to the analysis of

the extent of migrant workers' integration into various activities in their workplace. Section 5 enquired about the plans of the migrant workers within the pub and restaurant sector.

In total, the survey comprised 4 major questions with 21 sub-inquiries which takes an average time of 8 minutes to complete. A Yes or No question and 5- point Likert scaled question were used in the questionnaire to identify the demographic characteristics of the migrants, migrant workers' perception, nature of work, and their future intentions. Scaled questions were used to draw more reliable results and conclusions from the responses. Descriptive statistics were used to address objective 1, while SPSS was adopted to analyse the data collected to achieve objectives 2, 3, and 4. Welch Test was used to test for the hypotheses.

1. 4. Project Structure

The six sections that this thesis was divided into are all inter-connected, and each chapter is structured toward providing relevant answers to the research questions and achieving the research objectives. The thesis was organized in the following format; Chapter 1 contains an introduction, an explanation of the research aim, questions, objectives, and means of testing for the hypothesis, as well as its context and justification.

Chapter 2 is the literature review, which summarises past and existing literature available that is specifically related to the main research topic of migration, migrants workers in the Food and Beverage industry, how globalization increases migration flows into Ireland and by extension, significantly impacting the bar and restaurant sub-sector, choice of Galway city as the study area, migrant workers integration into the various activities at work, their nature of work, their contributions to the sustainability of the industry, and development of Galway city. This chapter also addressed the limitation of this research to serve as a guide for future research.

Chapter 3 explained the research methodology, the structure of the survey, the statistical package to be used for the analysis, and the testing of the hypotheses.

Chapter 4 addressed the data analysis, which shows an overview of the findings from the primary research. The outcome of the data analysis was used to test the hypotheses. Chapter 5 focused on the discussion of the findings, where the tested hypotheses are explored and compared with what the current literature has reported

about migration, bars, and restaurants in Galway city versus, the actual views of the migrant workers on it based on findings of the study.

Chapter 6 contains the conclusion of this study, recommendations, implications of findings, and a personal reflective statement. The references was placed at the end of the dissertation.

Chapter 2: LITERATURE REVIEW

2.1. Introduction

In the context of international business, migration has been identified as one of the most important factors to be considered throughout the process of planning, implementation, and execution stages. As a result, this section reviews, and expands on previous studies on the migration-workforce nexus (Lugosi, Janta, and Wilczek, 2016). Especially on literature that is more relevant to this research topic. It is also important to understand the relevance and conceptualization of key concepts, and the significance of migration on international businesses, particularly the bar and restaurant industry to identify and analyse the contributions of migrant workers towards sustaining it. Therefore, this section will focus on understanding what migration and who migrant workers are, their impacts on the hospitality industry, the Food and Beverage sector, and the bar and restaurant sub-sector, how globalization contributes to an increased migration flow to Ireland, and its socio-economic value to Irish bars and restaurants, and why the choice of Galway city as the study area. The findings of this chapter will be concluded to close this section.

2.2. Understanding migration

Migration is a broad phrase that refers to a wide range of activities and situations involving people from various walks of life and backgrounds (Hughes *et al.*, 2019). As individuals travel between many origins and destinations, migration continues to impact the geographical location of the place more than ever before, resulting in a dynamic phenomenon that evolves time and space. The theoretical approaches to understanding migration are numerous and extensive, arising from a wide range of disciplinary viewpoints (Bernard *et al.*, 2020).

In a nutshell, migration was simply defined as the movement of people and goods from one location to another (Hughes *et al.*, 2019). It was also noted that human migration is a fascinating and difficult issue that has been studied in a range of disciplines (Faggian, Rajbhandari, and Dotzel, 2017). However, having a clear understanding of migration in an international context is imperative towards making sound and clear opinions about managing international businesses. For example, as of the year 2020, 272 million people were residing in a country other than that of their country of birth

(International Organization of Migration, 2020; Hajro et al., 2021), a proportion out of 7, 752, 841, 000 total world population (World Bank). This means that migrants constitute about 3.51% of the total world population.

The implication of this observation on international business and management is that migration is linked to both short and long-term socio-economic developments of a place, but its trajectory has never been easy to forecast (International Organization for Migration, 2020). The International Organization for Migration (IOM, 2020) estimates that two-thirds of international migrants are labour migrants, making migration significant to both academics and business practitioners (Hajro *et al.*, 2021). Regardless, the majority of migrants join the workforce in their new countries and through their efforts, they continue to make significant contributions to the country's socio-economic development.

To summarize, the relationship between migration and business is complicated and even conflicting. To resolve some of these inconsistencies, more research is needed into the implications of migration for international business and international management theories and practices and vice versa; how influences at multiple levels and across levels affect migration-related outcomes; what receiving nations and/or corporations can do to make immigration work; and what should be changed to avoid the potentially negative consequences of existing and/or new policies and practices (Hajro *et al.*, 2021).

Understanding migration on its own without discussing individuals who migrate will limit the importance of this review. Under this premise, the term 'migrants' will be used to describe those who migrate or who have left their countries and have crossed borders (Hughes *et al.*, 2019). The following section will be used to discuss who migrants are, and why this study classifies some migrants as 'migrant workers'.

2. 3. Understanding migrant workers

Just like migration, migrants have been described differently by various researchers from different disciplines. In a broader context, migrants could mean refugees, asylum seekers, or immigrants. Nevertheless, the term can be further categorized into either low-skilled and highly skilled or documented and undocumented migrants.

This study focuses on individuals who left their countries of birth to cross-borders in search of an improved standard of living. The UN Convention on the Rights of

Migrants defines a migrant worker as a person who is to be engaged, is engaged, or has been engaged in a remunerated activity in a State in which he or she is not a national (Kajzar, 2013). However, this study referred to migrant workers as all non-Irish citizens, documented, who work, pay taxes, and legitimately contribute to the country's developments.

Throughout the world, migrant workers are known to pick regions where jobs are available and help to fill labour shortages. They rarely replace native labour directly, whether they are high-skilled or low-skilled. Migrant workers, on the other hand, frequently supplement native labour or assume occupations that natives do not want or cannot perform (Constant, 2014). They create new jobs through expanding output, participating in self-employment, and allowing native people to advance in their careers. In a nutshell, migrant workers increase demand and may encourage new businesses to open, resulting in additional jobs for both immigrant and native populations (Constant, 2014).

In recent times, globalization has continued to influence the geopolitical situation in Europe by increasing the number of refugees and migrants (Schilling et al., 2017). In 2014, 3.8 million persons migrated to Europe and 1.9 million were refugees from non-EU countries (Schilling et al., 2017).

At the end of the first quarter of 2020, the number of newly arriving immigrants in Ireland was 85,400 (Central Statistics Office, 2020) as quoted by Jeannet (2020). And the non-Irish nationals from outside the EU account for 30,400 of the total number of immigrants, making them the largest immigrant group until the end of April 2020 (Central Statistics Office, 2020; Jeannet, 2020).

Migrant workers have been essential to the hospitality business (Privara and Kiner, 2020) and they have always been a large element of the hospitality industry; ethnic restaurants, taverns, cafes, and ice cream stores in western countries are examples of the outcomes of such migrant flows (Janta, 2011).

However, regardless of the skills or background of the migrants in their home countries, majority of them are usually willing to take up any type of job when they arrive in their host countries to meet up with various economic challenges. Most times, these jobs pay as little as minimum wage to the migrants, and in most cases, migrants do not have other options than to accept it, while looking for ways to upskill themselves

before they use the newly acquired skills to fully integrate themselves into the workforce of their new countries.

Several pieces of evidence have shown that newly arriving migrants are quick to find jobs in the hospitality sector (Devine et al., 2007). Possibly due to the lower barrier of entry or because most of its activities do not require advanced techniques or expertise. Thus, it is very clear that a strong relationship exists between migration, migrants, and the hospitality sector. The following section is used to evaluate and discuss the impact of migration and migrant workers on the hospitality sector.

2. 4. Impact of the migrant workers on the hospitality sector

The hospitality sector is a broad category of fields within the service industry. The sector accommodates a wide range of jobs (Cassel, Thulemark, and Duncan, 2018). The industry is vast and can be broken down into four main separate sectors such as; Food and Beverage, Accommodation, Travel and Tourism, and Entertainment and Recreation. The hospitality sector encompasses different types of culinary businesses, including cafes, restaurants, food streets, food courts, and many more. But, cafes and restaurants are currently among the most popular in society (Rezha and Suroso, 2018), and it is logical to reiterate that the hospitality industry is a crucial sector of the tourism industry (Dube et al., 2020).

All the sectors are important to human daily activities, but the Food and Beverage sector is perceived to be the widest sector of all the sectors that make up the hospitality industry. The attractiveness of this sector is mainly motivated by ‘the wish to deal with people, work in pleasant surroundings, and find an interesting job’ (Szivas et al., 2003).

However, the hospitality industry is currently experiencing various issues among which is labour shortage that has been documented by different researchers (Zopiatis et al., 2014). There are enough studies to suggest that the workforce gap is particularly filled by migrant workers in both developed and emerging markets (Kim, Choi and Li, 2016). The low-wage culture of the sector, the prevalence of unsociable working shift patterns, and the use of informal recruitment practices are all thought to be contributing factors (Alberti and Danaj, 2017; Ndiuini and Baum, 2020). Nonetheless, the majority of migrant workers in the industry are categorized as low-wage or

seasonal labour (Baum 2012; Manoharan et al., 2014), but there have been few exceptions to this observation.

For example, the hospitality industry is a major employer of immigrants in Ireland (Wickham et al., 2008). While Irish immigrants are generally believed to be well-educated, many were discovered to be employed in occupations that were below their skill levels. As a result, high-skilled immigrants may face competition from low-skilled natives in the labour market (Barrett, Bergin and Kelly, 2011) as majority of the Irish hospitality enterprises are owned by the indigenes (ICIT, 2008).

Research shows that restaurants accounted for 30 percent of total sector turnover in 2010; followed by the hotels sub-sector which accounted for 27 percent of the whole hospitality sector (Bobek and Wickham, 2015). The research findings of Wickham et al., (2008), Ernst and Young (2013), and the report of (Bobek and Wickham, 2015) on the percentages of bar and restaurant sub-sector have received limited attention in terms of further research. Hence, the following section was used to further discuss and evaluate the current situations of the Irish food and beverage sector with more focus on the bar and restaurant sub-sector.

2. 5. Food and beverage sector

The food and beverage (F&B) industry, which is the largest manufacturing sector in the European Union (EU), accounts for 15.2% of overall manufacturing turnover, 15% of manufacturing employment, and 13.8 percent of EU household consumption spending (FoodDrinkEurope, 2018; Chen and Voigt, 2020).

The industry encompasses all aspects of manufacturing, including processing, packing, transporting, and distributing food and beverages from the producers to consumers (Shauna, 2020). Further, Shauna (2020) also stated that the food and beverage sector is Ireland's largest industry. Despite this, the industry continues to experience different types of social and economic challenges. For instance, out of 140,000 workers that were laid off within days of Ireland's government enforcing the closure of restaurants, pubs, and clubs, 120, 000 were hospitality staff (RTE, 2020).

More than three decades ago, Ireland's food and beverage workforce was predominantly occupied by the Irish. Nowadays, the situation is different. The Irish food and beverage industry is currently characterized by both migrants and natives.

To this end, the research work is designed to investigate the contribution of the migrant workers to the food and beverage industry of Galway city.

Therefore, the next section was used to provide useful insights and further evaluate the impact of globalization on the food and beverage industry, before narrowing the focus of the section down to the restaurants and bar sub-sector which is one of the main focus of this study.

2. 6. The significance of globalization in the food and beverage industry

Globalization has continued to be viewed differently by various researchers. Several reports have documented both negative and positive impacts of globalization on various business sectors across the globe. This study will also review, give more attention to, and advance the existing literature that has reported the positive impact of globalization on the food and beverage sector.

The term ‘globalization’ is defined as a historic or observable elimination of barriers, and the integration of capital, economies, workforce, technologies, and knowledge into one interconnected world market (Lemaska-Majdzik & Sobiegraj, 2013). In connection with the food and beverage industry, globalization has continued to make cross-border migration easier for people, and by extension, increase the socio-cultural diversification of the food and beverage workforce across the globe. This would not have been possible or difficult to achieve if the immigration barriers of most countries have not been lowered.

Similarly, globalization has increased people’s consciousness of the quality and type of food and beverages they purchase or consume for an acceptable standard of living (Nelson *et al.*, 2020). This is entirely different from what was obtainable many years ago. Before globalization, people were limited and/or restricted to the type of information they can access, and to a large extent, this forms part of the major reasons for unregulated food and beverage consumption, particularly in most of the global south and some of the global north countries.

The food and beverage sector is significant to human existence (Telukdarie *et al.*, 2020; Memon *et al.*, 2021), and its direct relationship with globalization cannot be

over-emphasized. In reality, there are many things people can live without, but not food. Hence, the critical assessment of food and beverage workers, particularly the food and beverage migrant workers, deserves continuous research attention.

The evaluation and further discussion of this section will not be complete without mentioning the recent impact of covid 19 pandemic on the sector. Since the pandemic is also a product of globalization, identifying its effect on the Food and Beverage sector would also buttress the importance of this review. In general, there are sufficient international pieces of evidence to conclude that covid 19's impact on the F&B industry was negative, both on the industry's employees and the overall structure of the industry.

The pandemic has exposed the Food and Beverage industry to various challenges ranging from unstable operational management, irregular supply chain, an inadequate workforce, and other unexpected impacts (Telukdarie et al., 2020; Memon et al., 2021). Various restrictions by the government of each country have significantly altered the business model of the food and beverage sector. During this period, people's traveling and eating routines changed (Candra, Ayudina and Arashi, 2021) and the adjustments to government regulations temporarily stopped dine-in services, and this caused restaurants to operate through online food delivery.

In Ireland, globalization has been reported to have a positive impact on the food and beverage sector. International workers are becoming more common in the food and beverage industry. The expansion of global markets has created many business and economic opportunities for the country. However, Ireland has not only been rated as the most globalized economy in the world but its economic growth in the 1990s is seen to demonstrate how nations can flourish in the new global economy (Smith, 2004).

Under the above circumstances, it is safe to suggest that globalization has both positive and negative impacts on the food and beverage sector. Following this, the next section will be used to discuss and evaluate the restaurants and bar sub-sector which is the largest part of the Irish Food and Beverage industry.

2. 7. Irish bars and restaurants

For this section and the next one, it is noteworthy to mention that the researcher will rely more on books, newsletters, information from past and present reputable reports, past dissertations, conference proceedings, and the websites of some Irish government agencies to gather useful information to discuss bar and restaurant sub-sector in the Irish context. The reason is due to a limited number of recent peer-reviewed articles that currently exist on this topic. Starting with an overview of the Irish context, Galway's bar and restaurant are then discussed.

The Irish Food and Drink Sector (IFDS) is one of the largest employers in the State, a major contributor to the success of the Irish tourism industry, and a valuable financial contributor to the Irish economy (Bord Bia, 2016; Healy & Mac-lomaire, 2018). Following this, restaurants are conceptualized as places that provide a private table for customers, offered a choice of individually priced dishes in the form of a carte or bill of fare; and offered food at times that suited the customer, not at one fixed time as in the case of the table d'hôtel (Jean-Anthelme, 1994; Mairtin Mac, 2015) while bars are referred to as public areas where alcoholic drinks are sold for profit-making. These sectors are important socio-economic sectors that make a significant contribution to Ireland's economy.

However, despite the huge importance of these sectors to the growth of the country's economy, they are easily vulnerable to natural disasters and any resulting economic downturns (Dube et al., 2020). According to Quadri (2019), the Irish restaurant industry has employed 72, 000 workers in the food industry, and also contributes €4 billion to the economy every year.

A Bord Bia's report for 2020, also mentioned that the revenue generated in the restaurant industry is expected to reach a net value of €9 billion by the year 2020. In this regard, the role of migrants in contributing to the growth of the industry could not be underrated as reported that the Irish population was less than 3, 000, 000 as of the year 2000 and rose to approximately 4.83 million as of 2017 (Quadri, 2019). The increase in the population, notwithstanding, contributed to an increase in the consumption of food products which by extension, indicates an increase in workforce and revenue.

Nevertheless, Irish restaurants are currently confronted with several economic and managerial challenges. These issues vary from low remuneration, excessive workload per individual employee, worker harassment, discrimination, no formal employer-to-employee contractual agreement, and so on (Curran, 2020). While some of these issues affect the entire restaurant's workforce, the majority of them are migrants specific. As a result, this study is designed to explore migrant-specific experiences in restaurants.

The inclusion of public houses or 'pubs' into this study is linked to its significant impact on the Irish population (Cabras and Mount, 2015) and its immense contribution, in terms of revenue generation to the economy of Ireland. For instance, drink-related sales in on-licensed premises accounted for over 4.75 billion euros in 2011 (Foley, 2013). Nonetheless, the number of pubs in Ireland has been reported to be declining.

According to figures supplied by the Central Statistical Office (CSO, 2013), almost 1000 bars closed between 2006 and 2012, leaving about 7400 pubs open in the country (Anglo Irish Bank, 2013). Around one-fifth of all jobs in pubs have been lost since 2006 (Smyth, 2012), but the industry employed about 50,000 people in 2013.

In connection with this research, the declining rate of pub establishment connotes that those who were previously working in the closed pubs would have diversified into other sectors or choose to remain self-employed, or perhaps, decided not to seek employment and solely rely on the government's welfare packages for the unemployed citizens. The researcher is more concerned about migrants who work in this sector or lost their jobs due to the closure of a large number of pubs.

There is a relatively low number of formal reports on the number and other issues that affect workers in the pubs that are located in County Galway. Most of the available reports for this sector of Galway city were found on media websites or finding from journalists. As a result, the following section will be used to discuss and evaluate the choice area of Galway city as the study area. It is believed that the review in the next section would form the basis of discussion and further research for scholars, business practitioners, and policy experts who are interested in the Irish Food and Drink sector.

2. 8. The choice of Galway city as the study area

Out of all the cities within the European Union countries, the city of Galway was nominated to be the host city for the European Capital of Culture in 2020 (Aregger et al., 2020). In addition to this, Galway has been described as the cultural heart of Ireland (Galway City Council, 2021), and the city has also been designated by UNESCO as a film city (Galway City Council, 2021). The reason for all the international attractions in the city is because of its diverse range of economic activities and services, which drive the economic development of the region (Galway City Council, 2016).

To a large extent, the advancement in the tourism sector will transform to a significant impact on the hospitality industry of the region but what type of impact does this advancement confer on the food and beverage employees, particularly the migrants who work in this sector? Providing answers to this inquiry will help the policymakers in sectorial planning.

The report of Failte (2005; 2011) also projected that Galway's labour force is expected to grow to 103,606 by 2031 which implies that about 16,321 additional jobs will be required to be close to the expected job ratio. The recommendations of Galway Council (2021) show an impending need to critically assess the activities of the working migrants in the food and beverage industry of Galway city as the population of working migrants in Galway city is the largest in Ireland after Dublin and Cork.

In the case of the Food and Beverage sector, it is the professional service, which employs up to 12'000 people in Galway and the industry is the most important source of employment in Galway (Galway City Council, 2016). The commercial or trade sector, as well as the manufacturing industry, are the second major employers.

To be specific, Galway's tourism sector, as well as the Food and Beverage industry are particularly important to Ireland. The roles of migrant workers in this industry are perceived to be so numerous, yet, scholarly researches on it are so minimal. A deeper investigation into past literature reveals that a similar but advanced study on Counties Monaghan and Limerick has been carried out by O'Sullivan in 2013.

Based on all the literature reviewed, evaluated, and discussed, the following section will be used to summarise all the sections contained in this chapter.

2. 9. Summary

To summarise this part of the section, it is evident that the Food and Beverage sector is one of the critical economic sectors that require special attention. The industry is so wide, one of the largest employers of labour in Ireland, and the shortage of employees in the sector is complemented by the migrants. The outcome of globalization has re-emphasized the significance of understanding migration and migrant workers as a key success factor in the Irish Food and Beverage industry, with emphasis on the restaurants and bar sub-sector. Previous studies have also shown that migrants who are working in the sector are seriously facing a lot of challenges.

Further to this, food and drinks are essential to human existence and the employees that work in this sector deserve to be assessed and their working conditions deserve to be evaluated at regular intervals. Covid 19 pandemic and other unanticipated issues such as government policies among others have caused the establishment of restaurants and bars in Galway city to be declining and thus, making those who work in this industry to be vulnerable. As a result, emphasis was placed on the migrants because it is believed that the affected natives have access to several welfare packages from the government, hence, minimizing the supposed economic effect on them.

The choice of Galway city as a study area is tactical and strategic. Galway is referred to as the cultural heritage of Ireland. The city is a tourist destination for both local and international tourists. The advancement in the tourism industry that the region has witnessed for a long period has a direct relationship with the Food and Beverage sector and by extension, has a significant impact on the employees and the migrant workers in particular. Many years ago, the Food and Beverage workforce of Galway city was homogenous but nowadays, the region and its workforce are made up of both natives and migrants and/or migrant workers.

To this end, the researcher concludes this chapter and section with further discussion on chapter three. The next chapter will be used to discuss the materials and methodology for this research work.

Chapter 3:

RESEARCH METHODOLOGY

3. 1. Introduction

This chapter presents all the methods and approaches that were used in this study. It discusses the methodological epistemologies (what are known to be true) and approaches that support social choice research (Mohajan, 2018). In descriptive terms, research methodology is a set of systematic techniques used as a guide when conducting a research study, therefore, depending on the type of research, various methods are used (Goundar, 2012). The reason for having various research methods is that an effective research methodology should represent the study's goals and objectives.

Hence, the current study aims to explore the perceptions and experiences of migrant workers in the bar and restaurant industry of Galway city in Ireland. This is necessary to understand the contributions of the migrant workers to the sustainability of the industry, and the challenges that migrant workers are facing in this sector. The study relies basically on primary data collected through a quantitative research method. The results generated will be used to address the research questions to achieve the research objectives, and to generate relevant research hypotheses.

3. 2. Research Questions, Objectives, and Hypothesis

The research aims to address the following research questions;

1. What are the profile and socio-economic characteristics of migrants working in the bar and restaurant industry.
2. How do migrants perceive their job responsibility with regards to the wages they earn and their educational qualifications.
3. To what extent are migrants working in bars and restaurants integrated into activities in their workplace.
4. What are the future intentions of migrants working in the bar and restaurant sector.

The above research questions are designed to achieve the following research objectives;

1. To identify the nationality, sex, demographic characteristics, and educational background of migrant workers in the bar and restaurant sector of Galway city.

2. |To explore the perceptions of job responsibility by the migrant workers in correlation with their wages, conditions of work, and skill development.
3. To analyze the extent of migrant workers' integration into various activities in their workplace.
4. To provide information on the plans of migrants working in the bar and restaurant industry of Galway city.

The following hypotheses are proposed for the study;

1. H_{01} : Migrants working in bars and restaurants agree that their job responsibilities correlate with their wages and educational qualification.

H_{A1} : Migrants working in bars and restaurants do not agree that their job responsibilities correlate with their wages, conditions of work, and skill development

2. H_{01} : Migrants working in bars and restaurants agree that they are well integrated into various activities that take place at their workplace.

H_{A1} : Migrants working in bars and restaurants do not agree that they are well integrated into various activities that take place at their workplace.

3. H_{01} : Migrants working in bars and restaurants do not plan to progress their career in the industry and agree to change jobs after working in the industry for some time.

H_{A1} : Migrants working in bars and restaurants plan to progress their career in the industry and do not agree to change jobs after working in the industry for some time.

The research aim, questions, objectives, and hypotheses served as a guide for the researcher in exploring the perspectives and experiences of migrants working in bars and restaurants towards a better understanding of the ethnic diversity that exists within these establishments and its impact on sustainability of the industry.

3. 3. Research Philosophy and Approach

The term "research philosophy" denotes a set of beliefs and assumptions about how knowledge develops on a particular topic (Saunders et al, 2019). In this regard, it's always a good idea to spell out the reasons, and for researchers to state their level of

understanding of what they think they know when conducting research work (O’Gorman and MacIntosh, 2016).

In general, there are five research philosophies adopted by business and management researchers (Saunders et al., 2019). But three (Ontology, Epistemology and Anxiology) out of these five philosophies are the most commonly used. Each of these research philosophies has its strength and weaknesses, and the adoption of the most suitable research approach and philosophy for any research work will enhance the research's success and effectiveness. To this end, this study will adopt a deductive epistemology research perspective because of its focus on what is known to be true.

In a nutshell, epistemology studies the assumptions about knowledge, as well as what constitutes acceptable, valid, and legitimate knowledge and how that is effectively communicated to others (Burrell and Morgan, 2016). In addition to this, epistemological philosophy could either be in form of a narrative (Gabriels et al., 2013), fictional literature (De Cock and Land, 2006), or autobiographical accounts (Martí and Fernández 2013). Hence, due to the context of this research work, a combination of narratives and autobiographical accounts will be used for the study.

In most cases, research philosophies are confused with research approaches. However, it is important to state that there is a clear difference between the two concepts. The explanation of research philosophy had been stated in the earlier part of this chapter. A research approach could be described as a research plan and technique that includes everything from general assumptions to specific data collection, analysis, and methods of interpretation. To a certain extent, a research approach is usually determined by the aim of the research, the type of questions the research aims to address, and the objectives the research is set to achieve.

This study will employ a positivist approach. In this situation, the study will rely on the information provided by the participants, which will be based on their personal experiences rather than speculations or assumptions. As a result, the concerns were dealt with objectively as the study progressed. Following this, a quantitative research method, with an online survey was distributed as a means of data collection, which was then analysed to determine the reliability and validity of the research hypotheses.

3. 4. Study Area

Galway city is in County Galway, and County Galway is the fourth largest city in Ireland. The County lies in the West Region of Ireland, and it has a population of 179, 390 based on the 2016 census (Galway council report 2021, p 90). This report suggests that by 2026, the estimated population of County Galway will be around 183, 695 at a 2.4% projection. Being the largest city, it is not unlikely that Galway city will accommodate a higher percentage of migrant workers because very recently, County Galway was identified in the Regional Spatial and Economic Strategy (RSES) as a city and County that will grow in a globally competitive manner, and its growth will make it conducive as a place for people and for businesses to grow (Galway council report, 2021, p 98).

3. 5. Research Design

Research design is the blueprint of how research is carefully conducted from the beginning to the end, to achieve a successful outcome (Li and Zhang, 2022). It also serves as a roadmap for the researcher when conducting research, and addressing the research questions. According to Kothari (2010) and Akhtar (2016), a good research design should have a clear statement of the research problem, and must also highlight the steps and techniques to be adopted for data collection, populations to be sampled and methods to be used for data processing and analysis. This could either be in qualitative, quantitative or mixed methods format.

For this study, a quantitative research design was adopted to address the research questions to achieve the research objectives. In another view, research is said to be quantitative when the research plan covers a variety of approaches for the systematic investigation of social phenomena using statistical or numerical data (Watson, 2015). For many reasons, a quantitative research design is used by researchers when they need to measure phenomena, test hypotheses, and generalize their findings (Aborisade, 2013). As a result of this, a quantitative research design entails measurement that the phenomena under investigation can be quantified, looking for trends and relationships in data, and double-checking the measurements made (Watson, 2015).

There are various types of quantitative research design and these are; survey research, descriptive, experimental, correlational, and causal-comparative research. To this end, the study used a survey research method to achieve this goal. This was chosen because

it explores individual views and experiences, which were then utilized to evaluate hypotheses with statistics.

3. 6. Data Collection Method

Data collection is one of the essential parts of every research work. However, choosing an appropriate means of data collection has an impact on how research findings will be conceived by scientific and non-scientific experts. In addition to this, the type of research questions also determines the type of data to be collected, and how to collect it. Data collection could also mean the procedure or ways through which data is collected from the subjects under consideration (Cresswell, 2013). How data is acquired has a significant impact on how it is managed and, eventually on how the research is conducted (Wilcox et al., 2012).

In a nutshell, data collection is the act of gathering information from all sources relevant to the research work to achieve the research objectives, provide answers to research questions, and test hypotheses (Dudovsky, 2011). The researcher ensured that the data collected for this study was relevant to achieving the research objectives, and it helped to re-establish the reliability and validity of the findings of this study.

There are broadly two types of data collection methods and these are; primary and secondary means of data collection. The researcher largely relied on primary data for this study. There are different sources of primary data collection, and these primary sources include, interviews, surveys or questionnaires, focus groups, observations, and so on (Mackey and Gass, 2015).

Further to this, the secondary data collection method entails gathering information from publicly available sources such as books, scholarly and internet papers, and registered agency databases, among others. In most cases, researchers make references to past reports that relate to their work while reviewing past literature or when discussing their research findings.

In this study, primary data was collected through an online survey. The online survey was created through Google Forms and comprised of a total of 4 main questions, which consisted of demographic questions (Yes or No) and 5-point Likert scale questions. This research was an advanced and remodeled version of the research conducted by Jarman (2004) and Devine et al. (2007) on the subject of migrant workers' experiences in the hospitality industry of Northern Ireland.

3. 7. Population and Sampling

According to Quinlan (2011), samples that are used for research should be made up of individuals, groups, or organizations. This sample is referred to as the chosen group from the entire population that is relevant to the research inquiry (Wani, 2021). The target population selected for this research study are the migrants working within the bar and restaurant industry of Galway city. Individual responses to the survey make up the data that was analyzed to achieve the research objectives, address the research questions, and test the hypotheses. As a result of this, the sampling method that was used in the study is probability sampling, which means that each member of the population has a known chance of participating in the research (Dudovsky, 2011). Simple random sampling was also applied to this study as part of probability sampling due to its relevance to serving a wider and specific purpose.

3. 8. Data Analysis

A quantitative research design was adopted for this study. Hence, the data obtained were analyzed using quantitative analytic software known as SPSS. Since the research was undertaken to explore the perceptions and experiences of both part-time and full-time migrants working or have worked in the bar and restaurant industry of Galway city, thus, the data were transcribed into numerical values and this will be made it easier to be analyzed quantitatively.

In this study, an online survey design was adopted, and this was completed anonymously. Data collected through this means was easy to code, and a sufficient amount of responses was collected during a short period. In doing so, both nominal and ordinal levels of measurements were considered. Most of the data that was collected on demographics was nominal, while ordinal data was obtained on the Likert scale responses (Jansen, 2020).

As a result, a mix of descriptive and inferential statistics was used in this study. Descriptive statistics were used to analyze the demographic characteristics of the participants. This demographic profile includes; age, gender, marital and educational backgrounds. A pie chart was used to report the results obtained from this analysis. The data was collated with the use of Microsoft Word and Excel, and IBM SPSS Statistics was used to analyze the data collected. However, since the data was coded in numerical values, SPSS statistical package is deemed to be the best suited to analyzing data gathered from this study.

3. 9. Ethical Considerations

For ideal research, both the company and the participants must have reasonable knowledge about the study in which they participate, and in the same way, they must be protected against the damages that participation in the study could cause. Therefore, they must be able to give their informed consent and should be free to withdraw at any stage of the research (Graziano and Raulin, 2010). Hence, the researcher must do everything to protect the identity of the participants and the organization (Dawson, 2009).

In this study, the link to the online survey was distributed on social media platforms such as Whatsapp, Facebook, Twitter, and E-mail. Most Galway city groups, student groups in Galway city, and other relevant groups on social media were targeted for the distribution of links to this survey. The researcher believes that getting sufficient data in a very reasonable time would be made easier. Before filling out the survey, the participants were asked to read the consent note of participation to establish their willingness and eligibility before answering the questions. Thereafter, they were advised to select continue or decline to confirm their voluntary participation in the study. Each participant was informed of the nature of the research through the cover letter and consent note, as well as the time frame for completion and the importance of their participation in the survey.

3. 10. Limitations

The following limitations were observed during the conduct of this research work;

1. Inadequate scholarly articles on the study area: Limited number of past peer-reviewed research currently exist in the study area (Galway city), and this restricted the researcher to mainly rely on the reports from non-peer-reviewed publications such as the websites of government agencies, media reports and so on for literature review and forms part of the discussion on Galway city.
2. Time constraints: The duration between the completion of semester 2 exams and the expected date for dissertation submission is short. The necessity to pass the exams and meet the deadline for dissertation submission as well as conduct a reliable study put the researcher under pressure. Hence, the researcher was under pressure from drafting the survey, finalizing it, analyzing the data, discussing it, and finally

structuring, and writing the whole reports that make up the dissertation before submission.

3. 11. Summary

Research methodology forms a significant part of every research work. It generally gives an overview of “how”, “when” and “what” is required to successfully carry out the study. There is a strong connection between this chapter to the concluding part of the dissertation. Therefore, the need to choose the appropriate methodology by the researcher is strongly advised, as it is believed that a choice of the wrong methodology could negatively impact the findings of the study. So, it is safe to say that a direct relationship exists between a research methodology and the findings of the study and vice versa. Despite the research limitations highlighted above, it is imperative to state that the chosen research methods have been carefully adapted to address the research questions, achieve the research objectives, and test the hypotheses without fabricating, falsifying, or plagiarising any part of the report.

Chapter 4:

FINDINGS AND ANALYSIS

4. 1. Introduction

This chapter summarizes the responses from migrants who worked or still working in Galway's city bar and restaurant industry. It includes the demographics of the participants, such as their gender, age, citizenship, and educational background. Initially, the Kruskal Wallis test was proposed to test the study's hypothesis, but the fact that some of the data collected are not nominal data, hence the Welch test was used as this is useful in testing for the combination of nominal and ordinal data. Also, the data generated for this research were of unequal measurements, so, Welch's test is assumed to be more specific and accurate for this type of data and research.

4. 2. Participants' demographics

To achieve the objectives of the study, it is critical to provide some context and information on the participants that participated in this study. In this instance, the participants' backgrounds provided a descriptive view of the participants who work or have worked in Galway's city bar and restaurant industry. The first four items on the survey inquired about the participants' gender, age, citizenship, and educational background.

Table 1. 1. Gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	33	31.7	32.7	32.7
	Female	62	59.6	61.4	94.1
	Prefer not to say	6	5.8	5.9	100.0
	Total	101	97.1	100.0	

Table 1. 2. Age

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18-24years	32	30.8	31.7	31.7
	25-34years	41	39.4	40.6	72.3

	35-44years	19	18.3	18.8	91.1
	45-54years	5	4.8	5.0	96.0
	55-64years	4	3.8	4.0	100.0
	Total	101	97.1	100.0	

Table 1. 3. Citizenship

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Africa	29	27.9	28.7	28.7
	Asia	19	18.3	18.8	47.5
	Europe	33	31.7	32.7	80.2
	South America	10	9.6	9.9	90.1
	North America	6	5.8	5.9	96.0
	Prefer not to say	4	3.8	4.0	100.0
	Total	101	97.1	100.0	

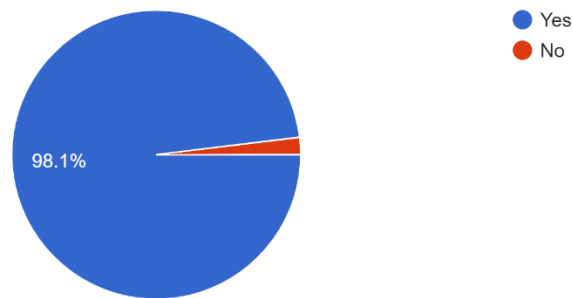
Table 1. 4. Educational level

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Primary	2	1.9	2.0	2.0
	High School	31	29.8	30.7	32.7
	Graduate	55	52.9	54.5	87.1
	Masters	11	10.6	10.9	98.0
	Doctorate	1	1.0	1.0	99.0
	Others	1	1.0	1.0	100.0
	Total	101	97.1	100.0	

After the concept note was read by the participants, 98.1% continued to answer the survey questions while 1.9% declined to participate. A graphical representation of this is shown in Fig. 1. o below;

Figure 1. o

Do you wish to continue?
103 responses



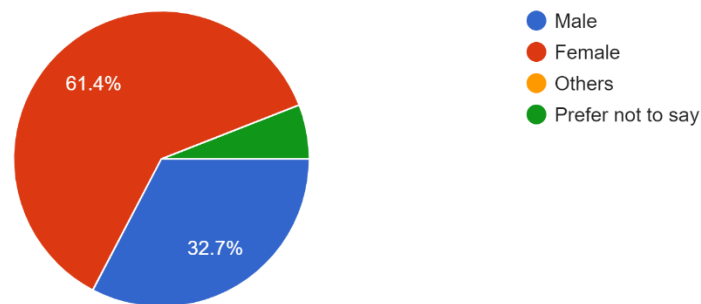
Nonetheless, out of the 101 participants who took part in the study, data, as indicated in the tables above were collected on the following variables:

1. Gender: For this variable, the participants were divided into three groups: Male, Female, or Prefer not to say. The researcher believed that including the 'Prefer not to say' option was a better means of protecting participants who did not want to reveal their gender. More so, the study's major focus does not directly address gender-related issues. The purpose of this study is to explore people's experiences and viewpoints, the survey must be developed in a way that eliminates gender bias. Table 1. 1. and Fig. 1. 1, on the other hand, have the following information. There were 62 ladies (59.6%), 33 males (31.7%), and 6 people who didn't want to say anything (5.8 percent). The pie chart below shows the unequal representation of each gender among those who took part in the survey, indicating that females are the dominating gender in this study.

Figure 1. 1 Gender pie chart

D2. Please select your gender?

101 responses

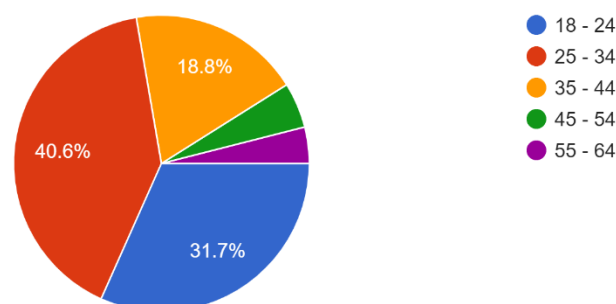


2. Age: This variable was designed as a multiple-choice question on the survey, and it was divided into five categories: 18-24, 25-34, 35-44, 45-54, and 55-64 years old. As indicated in Table 1.2 and Fig. 1.2, there were 32 participants aged 18 to 24 years old, accounting for 30.8% of the total number of participants. 25 to 34 years old has 41 participants and accounts for 39.4 percent, 35 to 44 years old has 19 participants (18.3%), 45 to 54 years old has 5 participants and accounts for 4.8 percent, and 55 to 64 years old has 4 participants and accounts for 3.8 percent. The majority of the participants for this variable were between the ages of 25 and 34. The statistical depiction for the age variable is shown in the diagram below.

Figure 1. 2. Age pie chart

D1. Please select your age group

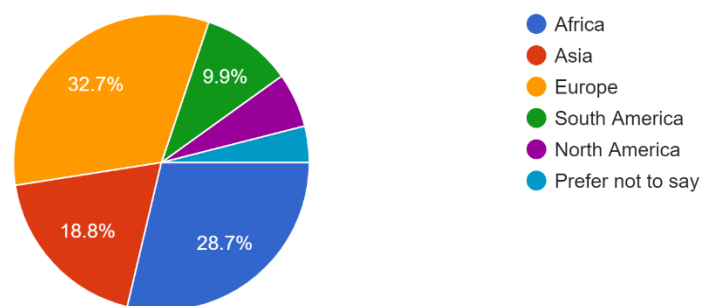
101 responses



3. Citizenship: This variable was designed as closed-ended so that people could provide more detailed answers. To ensure that indigenes were excluded from participating in the survey, questions were asked to determine the precise contents of the participants, specifically non-Irish citizens who have worked or working in the Bar and Restaurant industry of Galway city were captured in the survey. The participants' nationalities are fairly diverse, as seen in Table 1.3 above, and Figure 1.3 below: Africans account for 27.9%, Asians for 18.3%, Europeans for 31.7 percent, South Americans for 9.6%, North Americans for 5.8%, and 3.8 percent for those who prefer not to disclose their nationalities. The pie chart below demonstrates that Europeans make up the largest of the participants, but the results reveal that practically every nationality is represented in the survey.

Figure 1. 3. Citizenship pie chat

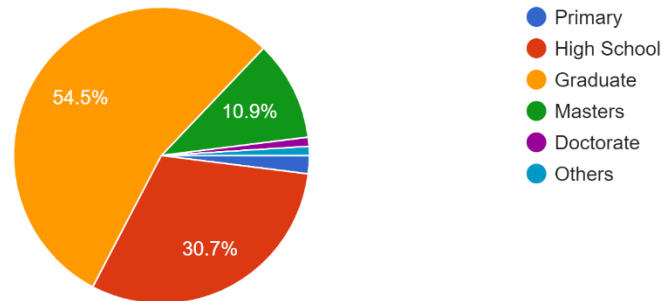
D4. Where are you from?
101 responses



4. Education: This variable was designed as a multiple-choice question to get an insight into the highest educational qualifications of the participants. According to Table 1.4 and Fig. 1.4, the highest educational qualifications possessed by the participants are presented as follows: Primary School Leaving Certificate High School (2) and that is 1.9% of the total participants. Those with Secondary School Leaving Certificates are 31, and they account for 29.8%, Bachelor's Degree holders are 55 and they constitute 52.9%, Master's degree holders are 11 participants and they represent 10.6%, and those with 1 Ph.D. holder account for 1.0% and the remaining 1.0% belong to those who possessed other types of qualifications apart from the ones listed in the survey. The results show that majority of the participants have Bachelor's Degree. The pie chart illustration of this is shown below;

Figure 1. 4. Pie chart of the highest level of education

D5. Please select your highest level of education
101 responses



In summary, this section specifically shows the participants' demographics as this is vital towards the understanding of migrant workers who work in the bar and restaurant industry of Galway city.

4. 3. Reliability Tests of the Variables

This section tests the reliability of a composite score of the following variables, namely; job responsibility, work integration, and future intentions. To explore these variables, a total of 16 questions were asked in this part. For the job responsibility variable, 5 questions were asked in form of a 5 Likert scale and Yes or No format. For the work integration variable, 5 questions were designed in form of Yes/No while the future intention part consisted of 4 questions that were asked in form of Yes or No questions. This was done to explore and understand the perspectives of the migrant workers that work in the bar and restaurant industry of Galway city towards:

- Their perceptions of job responsibility
- Their extent of integration into various activities in their workplace
- Their future plans in the bar and restaurant industry

The acceptable Cronbach's alpha value ranges from 0.70 to 0.95. Values below the stated range are assumed to be unreliable, and the reason for lower values could be attributed to the use of small sample size (Statistics Solutions, 2021).

Variable 1 - Job responsibility

Table 1. 5. Case Processing Summary – Job responsibility

		N	%
Cases	Valid	101	97.1
	Excluded	3	2.9
	Total	104	100.0

a. Listwise deletion based on all variables in the procedure.

Table 1. 5. 1 Reliability Statistics - Job responsibility

Cronbach's Alpha	N of Items
.096	5

Table 1. 5. 2 Item Statistics - Job responsibility

	N	Mean	Std. Deviation
Job Category	101	2.39	1.280
Job Position	103	2.74	.885
Relationship between wage paid and activity	103	2.30	1.056
Relationship between work activity & highest qualification	103	2.82	1.036
Wage paid compare to other sector	103	2.62	1.156
Valid N (listwise)	101		

The Cronbach's value was .960 when the internal consistency for job responsibility was examined, this means that the scale's dependability score was excellent because an acceptable Cronbach's score is reported to be ≥ 0.7 .

Variable 2 Work integration

Table 1. 6. Case Processing Summary

		N	%
Cases	Valid	103	99.0
	Excluded ^a	1	1.0
	Total	104	100.0

a. Listwise deletion based on all variables in the procedure.

Table 1. 6. 1 Reliability Statistics

Cronbach's Alpha	N of Items
.787	5

Table 1. 6. 2 Item Statistics

	N	Mean	Std. Deviation
Issuance of contract letter	103	1.52	.639
Relationship between contract letter and level of extra work activity	103	2.40	1.042
Satisfaction with extra work assigned	103	2.34	1.280
Permission to engage in other activities at work asides work assigned	103	1.49	.670
Willingness to undertake more of the extra activity	103	1.39	.854
Valid N (listwise)	103		

The Cronbach's alpha value for the reliability of extent of integration into other activities at work was .787. This shows that the Cronbach's alpha score for this scale

is higher than the previous one. However, this score showed that both scales fall within the range of reliable and acceptable scores.

Variable 3 Migrant's future intention

Table 1. 7. Case Processing Summary

		N	%
Cases	Valid	102	98.1
	Excluded ^a	2	1.9
	Total	104	100.0

a. Listwise deletion based on all variables in the procedure.

Table 1. 7. 1 Reliability Statistics

Cronbach's Alpha	N of Items
.771	6

Table 1. 7. 2 Item Statistics

	N	Mean	Std. Deviation
Currently working in bar and restaurant sector	103	1.41	.617
Plan to build career in the bar and restaurant industry	103	1.68	.888
Reasons for stopping to work in the bar and restaurant industry	102	1.66	1.927
Started another job after working in the bar and restaurant industry	103	1.15	1.106
Satisfaction level in the bar and restaurant industry	103	2.46	1.118

Plan to work in bar and restaurant sector in the nearest future	103	1.53	1.334
Valid N (listwise)	102		

The Cronbach's alpha value for the migrant's future intention was .771. This Cronbach's score is lower compared to the two above. However, the indicated scores for the three variables showed that they all lie within the range of reliable and acceptable scores.

4. 4. Non-parametric test

For this study, the non-parametric test was utilized to examine the difference between two or more independent variables, and the Welch Test One-way Analysis of Variance was used to actualize it. Citizenship and educational qualification are the dependent variables in this study, whereas job responsibility, work integration, and migrants' future intention are the independent variables. The dependent variables were examined separately under each independent variable to assess the study's hypotheses.

The hypotheses to be tested are the following:

1. H_{01} : Migrants working in bars and restaurants agree that their job responsibilities correspond with their wages and educational qualification.

H_{A1} : Migrants working in bars and restaurants do not agree that their job responsibilities correspond with their wages and educational qualification.

2. H_{01} : Migrants working in bars and restaurants agree that they are well integrated into various activities that take place at their workplace.

H_{A1} : Migrants working in bars and restaurants do not agree that they are well integrated into various activities that take place at their workplace.

3. H_{01} : Migrants working in bars and restaurants do not plan to progress their career in the industry and agree to change jobs after working in the industry for some time.

H_{A1} : Migrants working in bars and restaurants plan to progress their career in the industry and do not agree to change jobs after working in the industry for some time.

These hypotheses were put to test to answer the following questions:

1. How do migrants perceive their job responsibility with regards to the wages they earn and their educational qualifications.
2. To what extent are migrants working in bars and restaurants integrated into activities in their workplace.
3. What are the future intentions of migrants working in the bar and restaurant sector.

Depending on the degree of significance, which in this case is $p = 0.05$, the hypotheses will either be accepted or rejected.

4. 4. 1. Citizenship variable

Since one of the main themes for this study is migration/migrant worker, citizenship, which is one of the dependent variables was used to depict the views of different nationalities that characterize the bar and restaurant industry of Galway city on job responsibility, and how being a citizen of a particular country influences their various activities at work and future plans. The hypotheses were tested using the tables and figures below:

1. Job responsibility score across citizenship/nationality variable

Descriptive statistics of Job responsibility

Job category (%)

Citizenship	Bar		Kitchen		Cleaner		Front		Others	
	Staff		Staff				Office			
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Africa	8	25	11	34.38	3	18.75	2	13.33	4	50
Asia	5	15.63	7	21.88	4	25	3	20	2	25
Europe	10	31.25	5	15.63	5	31.25	7	46.67	1	12.5

South America	4	12.5	2	6.25	2	12.5	2	13.33	1	12.5
North America	3	9.38	4	12.5	2	12.5	1	6.67	-	-
Prefer not to say	2	6.25	3	9.38	-	-	-	-	-	-

Table 4. 4. 1 Descriptive Statistics of job category based on citizenship

Job position (%)

Citizenship	Magagerial Position		Supervisory Position		Neither of the two		Prefer Not to Say	
	Freq	%	Freq	%	Freq	%	Freq	%
Africa	1	9.09	2	16.67	35	53.84	3	23.08
Asia	2	18.18	3	25	12	18.46	2	15.38
Europe	7	63.64	6	50	15	23.08	4	30.77
South America	1	9.09	1	8.33	3	4.62	3	23.08
North America	-	-	-	-	-	-	-	-
Prefer not to say	-	-	-	-	-	-	1	7.69

Table 4. 4. 2. Descriptive Statistics of job positions based on citizenship

Summary of the Welch Tests Equality of Means

		Statistic ^a	Sig.
Job Category	Welch	1.242	.028
Job Position	Welch	.738	.024
Relationship between wage paid and activity	Welch	1.453	.038

Relationship between work activity & highest qualification	Welch	.581	.026
Wage paid compare to other sector	Welch	.751	.043

Table 4. 4. 3. Welch Test on Job responsibility

The relationship between the dependent variable, in this case, citizenship, and the independent variable, the work responsibility score, is shown in this section. The Welch test shows that the Asymptotic Significance value is less than 0.05, indicating that the null hypothesis should be rejected.

2. Work integration variable across citizenship score

Citizenship	Africa		Asia		Europe		South America		North America	
	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
Letter of Contract	40.3	69	93.8	6.2	76.5	23.5	10.5	89.5	10	90
Work activity & Contract Letter	25.2	74	97.5	2.5	63.3	26.7	4	96	33.5	66.5
Satisfaction of extra work	15.9	85	90.5	9.5	94.6	5.4	86.5	13.5	40	60
Engagement in Extra activity	37.7	62	55.4	44.6	12.2	87.8	88	12	25.5	74.5
Willingness to undertake extra activity	10	90	39.9	60.1	9.9	90.1	45.5	54.5	30	70

Table 4. 5 Descriptive Statistics on work integration based on citizenship

Summary of the Welch Tests Equality of Means

		Statistic ^a	Sig.
Issuance of contract letter	Welch	1.518	.233
Relationship between contract letter and level of extra work activity	Welch	1.188	.353

Satisfaction with extra work assigned	Welch	.718	.617
Permission to engage in other activities at work asides work assigned	Welch	.614	.691
Willingness to undertake more of the extra activity	Welch	1.101	.392

Table 4. 5. 1 Welch test on work integration

Table 4. 5. 1 shows the relationship between the dependent variable (citizenship), and the independent variable (work integration) score. According to Welch test independent samples, the Asymptotic Significant values are more than 0. 05 ($P > 0.05$) and this indicates that the null hypothesis should be retained.

3. Migrant's future intention score across citizenship variable

Citizenship	Africa		Asia		Europe		South America		North America	
	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
Currently working in Bar & Restaurant	25.5	74	82.4	17.6	98.5	1.5	34.6	65.4	30.5	69.5
Plan to build career in Bar & Restaurant	30.4	69	94.6	5.4	97.5	2.5	31.1	68.9	55.5	45.5
Stopped working in Bar & Restaurant	32.6	67	95.9	4.1	94.6	5.4	29.8	70.2	57.4	32.8
Plan to work in Bar & Restaurant in the future	26.8	73	91.3	8.7	30.7	69.3	31.8	68.2	39.4	60.6

Table 4. 5. 2 Descriptive Statistics on migrants future plan based on citizenship

Summary of the Welch Tests Equality of Means

		Statistic ^a	Sig.
Currently working in the bar and restaurant sector	Welch	.834	.542

Plan to build career in the bar and restaurant sector	Welch	.983	.455
Stopped working in the bar and restaurant sector	Welch	1.184	.356
Plan to work in bar and restaurant sector in the future	Welch	.994	.449

Table 4. 5. 3 Welch test on migrant's future intention in the bar and restaurant sector

Table 4. 5. 3 shows the relationship between the dependent variable (citizenship), and the independent variable (migrant's future intention) score. According to Welch test independent samples, the Asymptotic Significant values are greater than 0. 05 ($P > 0.05$) and this indicates that the null hypothesis should be retained.

4. 4. 2 Educational qualification variable

In this section, the highest educational qualification was used as the dependent variable. This was used to assess migrants' opinions and their grasp of job responsibilities, work integration, and their future plans. The tables below present the hypotheses.

Job responsibility variable across educational qualification score

Descriptive statistics (%)

	Pry	High School	Graduate	Masters	PhD	Others
Bar Staff	30	26.9	28	-	-	-
Kitchen staff	50	46.2	52	100	100	52
Cleaner	6	15.4	5	-	-	-
Front Office	10	11.5	6	-	-	48
Others	4	-	4	-	-	-
Managerial position		-	32.8	61.5		-
Supervisory position	-	-	40.4	38.5		-
Neither of the two	100	100	13.8	-	100	26.5
Prefer not to say	-	-	13	-		73.5

Table 4. 6 Descriptive Statistics on job responsibility based on educational qualification

Summary of the Welch Tests Equality of Means

		Statistic ^a	sig
Job Category	Welch	.321	.036
Job Position	Welch	4.325	.024
Relationship between wage paid and activity	Welch	2.749	.035
Relationship between work activity & highest qualification	Welch	.335	.016
Wage paid compare to other sector	Welch	2.787	.025

Table 4. 6. 1 Welch test on job responsibility based on educational qualification

Table 4. 6. 1 shows the relationship between the dependent variable (educational qualification), and the independent variable (job responsibility) score. According to Welch test independent samples, the Asymptotic Significant values are less than 0. 05 ($P < 0. 05$) and this indicates that the null hypothesis should be retained.

2. Work integration variable across the educational qualification score

Descriptive statistics (%)

	Pry	High School	Graduate	Masters	PhD	Others
Issuance of contract letter	12	20.5	45	11.5	100	47.4
Contract letter and extra work	62	30.4	23.4	15.5	-	10
Satisfaction of extra work	4	10.7	10	27.8	-	9.5
Engagement in extra activity at work	12	31.4	11.4	40.8	-	13.1
Willingness to undertake more activity	10	7	10.2	9	-	20

Table 4. 6. 2 Descriptive Statistics on work integration based on educational qualification

Summary of the Welch Tests Equality of Means

		Statistic ^a	sig
Letter of contract	Welch	.408	.675
Contract letter and extra work	Welch	5.958	.020
Satisfaction of extra work	Welch	3.817	.057
Engagement in extra activity at work	Welch	3.830	.057
Willingness to undertake more activity at work	Welch	2.365	.063

Table 4. 6. 3 Welch test on work integration based on highest educational qualification

Table 4. 6. 3 shows the relationship between the dependent variable (educational qualification), and the independent variable (work integration) score. According to Welch test independent samples, the Asymptotic Significant values are greater than 0.05 ($P > 0.05$) and this indicates that the null hypothesis should be retained.

3. Migrant's future intention variable across educational qualification score

Descriptive statistics (%)						
	Pry	High School	Graduate	Masters	PhD	Others
Currently working in bar and restaurant	21	31.6	72	46.7	100	51.5
Plan to build career in the bar and restaurant	51	25.5	10.3	28.4	-	13.3
Satisfied in the bar and restaurant industry	12	12.2	5.5	11.1	-	22.2
Plan to work in the bar and restaurant industry in the future	16	30.7	12.2	13.8	-	13

Table 4. 6. 3 Descriptive Statistics on migrant's future intention based on educational qualification

Summary of the Welch Tests Equality of Means

		Statistic ^a	Sig.
Currently working in bar and restaurant sector	Welch	.876	.445
Plan to build career in the bar and restaurant industry	Welch	2.137	.167
Satisfied in the bar and restaurant industry	Welch	5.472	.123
Plan to work in bar and restaurant sector in the future	Welch	2.319	.146

Table 4. 6. 4 Welch test on migrant's future intention based on educational qualification

4. 5 Summary of Analysis

In summary, this analysis was done to explore the views and understand the perception of migrants that work in the bar and restaurant industry of Galway city towards understanding the type of job responsibility they undertake, the extent of their work integration, and their possible future intention. Citizenship and educational qualification variables were chosen as the main theme to test the hypotheses, as these play an integral role when it relates to migrants and the caliber of migrants that work in this industry. Welch Test was used to test for the hypotheses.

As a result of testing the hypotheses, based on the two dependent variables that were used, that is, citizenship and educational qualification, it was found that the null hypotheses for job responsibility, wage, and educational qualification were rejected. However, the null hypothesis for the extent of work integration and migrant future intention were both retained. This means that migrants working in bars and restaurants of Galway city do not agree that their job responsibilities correspond with their wages and educational qualification, but they agree that they are well integrated into various activities that take place at their workplace. Also, the result indicates that migrants do not plan to progress in their careers in the industry, and agree to change jobs after working in the industry for some time.

Therefore, based on the hypotheses, the answers to the research questions are as follows:

Research Question 1: Migrants working in bars and restaurants in Galway city do not agree that their job responsibilities correspond with their wages and educational qualification.

Research Question 2: Migrants working in bars and restaurants of Galway city agree that they are well integrated into various activities that take place at their workplace.

Research Question 3: Migrants working in bars and restaurants of Galway city do not plan to progress their career in the industry, and agree to change jobs after working in the industry for some time.

The next chapter will be used to interpret and discuss the results obtained in this study and this will be done by comparing the findings of this research with the ones that have been reported in past literature.

Chapter 5:

DISCUSSION

5. 1. Introduction

This chapter discusses the findings of the study. The results were compared to similar findings that have been reported in different journals. This comparison was done to determine if there are similarities or differences in the views of the participants that were considered in this study, and the ones that have been previously reported by other researchers.

As a whole, this study was designed to explore the perceptions and experiences of migrants that are currently working or previously worked in the bar and restaurant industry of Galway city. To a greater extent, the study derives its relevance from the following objectives;

1. Exploring the experiences and perceptions of job responsibility by the migrants working in the bar and restaurant industry in correlation with their wages and educational qualifications.
2. Analysing the extent of migrant workers' integration into various activities in their workplace.
3. Providing information on the future plans of migrants working in the bar and restaurant industry of Galway city.

The results of the data analyzed were discussed in more detail in the following section, along with a comparison to the findings of the literature reviewed.

5. 1. 1. Objective 1: Job responsibility towards understanding wage paid and educational qualifications

The first objective of this study was to understand the perspectives of migrant workers concerning their wages and educational qualifications. This enabled the researcher to understand how migrants feel about the wages they are paid in the bar and restaurant industry of Galway city, to the type of job duties they undertake. In addition to this, the findings also give an insight into whether the migrants were employed based on

their educational qualifications or not. All this information was really helpful to make useful conclusions and recommendations.

According to Dube et al. (2021), the hospitality sector is an important part of the tourism industry. However, the contributions of international workers to the bar and restaurant workforce of the Republic of Ireland are becoming noticeable and are gradually receiving significant research attention. The industry's retention issues and skill shortages play a big role in the continued increase of migrant workers. Therefore, international workers could be an essential supply of labour for the industry if they are treated and managed well (Devine et al., 2007). Nonetheless, full integration of migrants into the industry might be challenging for all the stakeholders that are involved (Hughes et al., 2019), but with full support from the employers, and the show of understanding by the migrant workers, the process of integration would be faster than expected.

When the research findings were analyzed, the result showed that 59.6% were females, 31.7% were males and 5.8% preferred not to reveal their gender. These percentages indicate that there are more females in the bar and restaurant industry of Galway city compare to the males and those who prefer to hide their sexual identity. Nevertheless, the outcome of the first hypothesis test on both the citizenship and educational qualification variables, with regards to the job responsibility towards understanding the perspectives of migrant workers on the wages they are paid, and their educational qualification shows that the null hypothesis was rejected and not retained.

From the participants' viewpoints, this indicated that migrants working in bars and restaurants of Galway city do not agree that their job responsibilities correspond with their wages and educational qualification. This observation suggests that even though migrants have been involved in the bar and restaurant workforce for many years, the wages they are paid and the educational qualifications used to employ them need to be reviewed, therefore, connoting a negative relationship between these variables and job responsibility. However, no literature has reported the acceptable wages that migrants are to be paid, as well as the minimum educational qualifications used in employing them. This means that it may take some time for employers in the bar and restaurant industry to unanimously agree on the expected wages to be paid, and the minimum educational qualification to be used for employing the bar and restaurant

migrant staff. This further shows that there is currently a gap between migrant staff's perception of job responsibility towards the wage paid and educational qualification, versus, the expected or agreed wages to be paid, and the minimum educational qualification to be used for their employment.

In a nutshell, this section provides answers to the first research question, it provides a broader understanding of the relationship between migrant's job responsibility, the wage paid, and their educational qualification.

5. 1. 2 Objective 2: Understanding the extent of migrant workers' integration into various activities in Bar and Restaurant industry

The second objective was to analyze the extent of migrant workers' integration into various activities in their workplace, this becomes necessary for understanding the migrant worker's views on their extent of job integration at work.

Labour shortage in the bar and restaurant industry has increased the involvement of migrants in various activities in the industry. The outcome of most of these extra activities is rewarded with monetary value while others are not. For instance, Quadri (2019) informed us that majority of Irish-owned restaurants use reward systems and motivating incentives to increase staff performance by establishing performance benchmarks. This information could largely be responsible for the reasons why most migrant workers are usually willing to work on public holidays in Ireland, as many of those who work on public holidays claim to receive higher pay during this period compared to what they receive on normal working days.

In the same view, Ferreira and Otley (2009) reported that the significant factor of reward, which includes "expressions of approval" and "seniors or immediate supervisors' acknowledgment," is considered when analyzing staff performance in the bar and restaurant industry. This implies that a positive relationship exists between migrants who are well integrated into various work activities and their work performance. Hence, all these suggest that migrant's integration into the bar and restaurant activities is becoming noticeable, and the management of these organizations are using different ways to reward their improved active participation in the industry.

The data analysed for testing the second hypothesis to understand the extent of migrant workers' integration into various activities in the bar and restaurant industry shows that the P value was greater than 0.05 which makes the null hypothesis to be accepted. Accepting the null hypothesis in this instance also shows that the migrants who are working in bars and restaurants of Galway city agree that they are well integrated into various activities that take place at their workplace. On the contrary, this observation could also mean that before migrant workers fully understand other methods that might be adopted by them to be well integrated into activities at work, it may take some time to do so. As of now, two options considered by the migrant workers are monetary and non-monetary incentives.

Nonetheless, the result of this research supports the reports of the literature reviewed. The sense that, previous researchers found that when food and drink industry staff are well compensated and integrated, it influences their activities at work. This statement, to a certain extent, addresses research questions one and two, which suggests that when bar and restaurant workers are well paid, and employed based on the qualification they possess, the relationship will be positive in their activities at work.

5. 1. 3 Objective 3: Future plans of migrants working in the bar and restaurant industry of Galway city

The last objective was aimed at exploring the future intentions of the migrant workers. According to Thomas (2021), future aspiration is characterized as expressing a more profound sense of reality, particularly what individuals hope to accomplish in their lives. Lulle et al. (2017) also reported that migrants' future plans reflect a greater variety of mobilities and settlement-related uncertainty. The findings from this study show that migrants think about moving to other places within Galway, or other counties within Ireland. Only a small proportion of migrants who are already in supervisory or managerial positions plan to progress their career in the bar and restaurant industry within Galway city, while the majority are willing to change their career to other sectors.

The third hypothesis tested was to understand the future plans of migrants working in the bar and restaurant industry of Galway city. When this hypothesis was tested on the citizenship and educational qualification variables, the result showed that the null hypothesis was accepted, which means that the migrants working in bars and

restaurants of Galway city do not plan to progress their careers in the industry, and they also agree to change their jobs after working in the industry for some time.

This indicates a higher likelihood that the perceived lack of opportunities that are currently present in the industry is part of the reasons why the majority of the migrants think about leaving the food and drink sector for another industry. In addition, low pay and assigning responsibilities not equivalent to the level of education attained by migrants are other factors that have been linked to the migrant's decision. However, the key factor that prompts migrants to accept a job offer from a different sector was a compelling opportunity that exists in those sectors. To this end, this section provides answers to the final research question with regards to understanding the future plans of the migrants that currently work in the bar and restaurant industry of Galway city.

In summary, the outcomes of the hypotheses tests were varied. While the null hypothesis for the first research question was rejected, it was retained for the second and third research questions. This indicates that the analysis and findings of this research project identified connections between what the literature reported and the participants' viewpoints

Chapter 6: CONCLUSION AND RECOMMENDATIONS

6. 1. Conclusion

The major goal of this study was to learn more about the perspectives of the migrants who work in Galway's bar and restaurant sector. Given that migration and migrant workers are current topical issues, it's important to comprehend the significance and effects of migrants working in the food and drink industry. Also, the majority of local and international publications have acknowledged and covered activities of migrant workers; nevertheless, this does not indicate that all challenges confronting migrant workers in the bar and restaurant sector have been addressed.

In light of this, three objectives and hypotheses were set out for this study to provide insight into the significance of migrant contributions to the bar and restaurant industry. The goals of this study were to examine how migrant workers perceived their job responsibilities concerning their pay and level of education, to assess the degree to which migrant workers were integrated into various workplace activities, and to provide details on the future plans of migrants employed in Galway's bar and restaurant sector.

To meet these objectives, three hypotheses were applied and tested. As a result, the hypotheses tests for objective one were rejected, which denotes that migrants working in bars and restaurants of Galway city do not agree that their job responsibilities correspond with their wages and educational qualification. The result for this hypothesis depicts a gap in the research, possibly due to the sample size and the limitations faced during the research process. As for objectives two and three, regarding migrant's work integration and future plans, when the hypotheses were tested on the citizenship and educational qualification variables, the null hypothesis was retained which indicates that migrants are well integrated into various activities at work and at the same time, they are not planning to progress their career in the bar and restaurant industry. They plan to change jobs after working in the industry for some time.

The results of the hypotheses tested varied, but two were retained and one was rejected, which means that there are still gaps and points to improve concerning remuneration and educational qualification used for employment within the industry.

6. 2. Recommendations

For any future research that is designed to understand the views of migrants who work in the bar and restaurant industry, whether the design is quantitative or qualitative, it is important to deal with a large sample size to obtain a more reliable result. The gap found in this research denotes a path those future researchers can take to make an improved conclusion and recommendations based on their findings. For instance, the outcome of the research shows that migrants, although, confirmed they are well integrated into various activities at work, majority of them indicated that the job responsibilities assigned to them did not correspond with their educational qualifications and the wages they receive. Therefore, the researcher suggests that a qualitative methodology can also be used to explore similar studies in the future. This will allow direct observations and assessment from the participants which will assist in the data analysis.

In addition to this, bar and restaurant are two separate sectors but are interrelated, therefore making it a broad research topic, where many peculiar factors affect the activities of each sector. As indicated in the literature reviewed, the bar sector is a big sector on its own, as likewise the restaurant industry too. Therefore, it will be difficult to determine all the factors that affect the activities of migrants in these sectors through this research. Moreover, it will be of great importance to carefully determine what type of research design to be used for subsequent studies, either qualitative or quantitative, depending on what the study intends to achieve.

Employers in the bar and restaurant industry should endeavour to give letters of contract to the migrant workers. Those who were given a letter of a contract have indicated that a positive relationship exists between the contractual agreement and their activities at work. In light of this observation, employers in this sector should set minimum educational requirements to be used to employ people in the industry, and job activities and remuneration should correspond with what they have in their letters of agreement.

Lastly, activities in the industry should be enlarged, and its scope should be widened so that migrants would be willing to build a career in the industry, and at the same time, the rules of engagement should be made attractive so that migrants will be ready to work in the sector for a long time.

6. 3. Implications of Findings

The researcher believes that the findings of the study will assist key stakeholders in policy formulations and decision-making. However, it is noteworthy to mention that it will take some time to implement some of the recommendations of this study. The reasons are partly attributed to the various, and contradictory interests of different actors that regulate the activities of the industry. In the same view, the free entry and exit barriers that most employers in the industry are known to often demonstrate can also be a major factor that can militate against the quick implementation of some of these recommendations. Nevertheless, setting out a plan for implementation within a reasonable timeframe is possible if those who are empowered to legislate and execute such decisions at all levels are ready to do so.

6. 4. Personal Learning Statement

Overall, the whole process of the research work was highly challenging and overwhelming for me. As someone who moved from animal science background to social science, I found the whole research process tedious compared to my previous years of academic experience. Nevertheless, I was able to learn many new things during the research work. To mention a few, I learned how to draft research questionnaires, how to use Mendeley for reference citations, the use of the SPSS statistical package, and finally how the reports of social science are written and structured.

However, let me quickly give an overview of what prompted my interest in this research topic. The desire was borne out of my personal experience when I got to Ireland and decided to reside in Galway city. Since my arrival, I have worked as a deli assistant, commis chef, cleaner and night porter of restaurants and hostels. On two occasions, I have experienced harsh treatment from my employer who got my contract terminated without notice, and all efforts to appeal this decision did not yield positive results. I have also encountered people who faced similar challenges. I have also read on social media about what migrants who work in the bar and restaurant sector encounter in their everyday lives. More so, considering the strategic importance of Galway city to Ireland's tourism sector, I envisaged a continued inflow of migrants into Galway city. Hence, my experiences, assumptions, and observations are summed together to form the basis for my interest in this research topic.

Nonetheless, while I found some aspects of the study enjoyable, other parts of the research process were overwhelming. Specifically, I enjoyed the fact that the research work allowed me to make new friends and meet more people. I interacted often with some students and staff in the Department of Geography, National University of Ireland, Galway, the library staff of NCI were also helpful, and many of my colleagues who worked with me in the food sector were all supportive. These experiences were part of what made social science research more fulfilling for me, as I was happier dealing with humans compared to my years of engaging more with animals during an academic exercise.

As I mentioned earlier, I had never used the SPSS tool for analysis before, so I found it difficult and time-consuming to learn. From a different perspective, the analysis and interpretation of the data collected posed the greatest challenge to me. I had a lot of trouble selecting the right instrument for data analysis. Initially, I was hoping to use Kruska Wallis to test the hypotheses of the study, but I later realized that Kruska Wallis can only analyse data of equal means, and since the data I generated for this research were of unequal measurements, so I could not use it. So, I reverted to Welch's test for the analysis, as this appears to be more specific and accurate for this type of data and research. More so, I was under pressure because of the little time I had for the study, especially when it got to analysing and interpreting the research findings.

In summary, if there is one lesson to be learned from this experience, it is not to underestimate the process of conducting research, reporting the information, and interpreting the data collected, as this is thought to be the most important aspect of the process and requires dedication and attention. I do not doubt that the conclusion and recommendations made in this study will be useful for similar studies that will be carried out in the nearest future

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