

**INNOVATIVE
MANAGEMENT
OF THE REFUGEE
INTEGRATION
MODEL THROUGH
SELF-EMPLOYMENT**

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Instytut Badań i Innowacji w Edukacji
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<http://youngrefugees.inbie.pl/>

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1. INTRODUCTION

The objective of this Project is to find a digital tool that solves some of the important needs of youth refugees, contributing to the well-being and integration of them in Europe. The design of the project has been based on a previous diagnosis of each partner Institution.

This study has allowed us to identify the strengths and the needs of our entities to be able to help refugees, prioritizing those that can be covered by one of the partners through the exchange of good practices.¹

This book present a bibliographic analysis of online publications and scientific papers where at least one of the co-authors is an active member of “Research and Innovation in Education Institute” in the last five years [2015 – 2019] on the two main fields:

- Information and Communication Technology applied to Education
- Information and Communication Technology applied to Business.²

The second part of this publication is dedicated to a desk research on refugees integration in Turkey and Poland and special interest is given to the possibility of creating the best conditions for a self-employment. The data analysed has been searched on the web as it is the best source of information for this kind of studies.

Most of printed documents are not up to date and make difficult to have a clear idea of the real situation of the target group necessities and chances for self-employment in the new environment.

The last part of the book presents a field research carried out from 19.11.2018 to 11.01.2019 in Turkey. The main topics analysed are the refugees use of Information and communication Technology, which devices and applications they use for communication and if they know basic rules on online safety and browsing.

¹ Young Refugees: opening doors for their future Project number: 2017-3-ES02-KA205-010644

² More information can be found on: <http://youngrefugees.inbie.pl/>;
https://www.researchgate.net/profile/Luis_Ochoa_Siguencia;
https://www.researchgate.net/profile/Renata_Ochoa-Daderska;
https://www.researchgate.net/profile/Agnieszka_Kopiec

This research is the base for planning short training periods for self-employment and further implementation of the objectives of the project “Young Refugees: opening doors for their future” Project number: 2017-3-ES02-KA205-010644.

2. BIBLIOGRAPHIC ANALYSIS

Our bibliographic analysis will concentrate in books and research papers where at least one of the co-authors is a member of “Research and Innovation in Education Institute” in the last five years [2015 – 2018] on two main fields:

- a. Information and Communication Technology applied to Education
- b. Information and Communication Technology applied to Business

The goal of this study is not to prove anything about the subject, but rather to provide a general overview of the field. By looking through multiple books and articles, we would like to provide with context for the main subject to be studied: Innovative management of the refugee integration model through self-employment”.

The objective is to present a list of published documents in a scholarly source, available on Internet, and that could be of great support for entrepreneurs looking for self-employment and self-study materials.

Since our objective is focused on summarizing a list of sources for self-study, we have searched the most suitable paper and publications on:

- Polish National Library [<https://katalogi.bn.org.pl>]
- The achievements of “AWF Katowice – Poland” scientists [<https://www.opac.awf.katowice.pl>]
- Research gate [<https://www.researchgate.net>]
- Orcid [<https://orcid.org/>]
- Google Scholar Citations [<https://scholar.google.com>]

This research study seeks to review the current literature concerning Information and Communication Technology applied to education and business.

To make easier for the readers to find the paper cited in this research, a link to Research gate has been created. We have limit our description of each source to its abstracts.

2.1 INFORMATION AND COMMUNICATION TECHNOLOGY APPLIED TO EDUCATION

Almost every day use of Internet by young and Adult people, spending more and more time on it and using it (when using it) may indicate the fact that technological progress and the use of the Internet, in most cases for communication, also finds another application - education. Learners can find a great place in the virtual world and above all knows how to use it. They agree that such presentation of content certainly makes education easier and more enjoyable. Its traditional form, using books and lessons in schools will surely always be present in the education system, but the need to adapt to changing trends and technological progress may soon cause that young people will permanently want to learn using only the virtual world and tools that this world offers.

[Online participatory learning for low-qualified adult learners](#)

Participatory learning and online learning are increasingly appealing as educational approaches which can positively affect learners. Participatory learning engages students as active participants in the full educational programme, including homework and exercises, whilst online learning offers tools that facilitate learners' collaboration and peer evaluation, minimising student and instructor overhead in the conduction of courses. This article reports on EScAlADE, a two-year EU-funded project initiated at the end of 2015, which focuses on the education of low-skilled adults through participatory online non-formal and informal learning. This article presents and discusses the first phase of the EScAlADE project. Indeed, although their project is still in progress, the authors decided to report on the survey they made at the beginning of the project as well as on a collaborative training event that took place in the intermediate project phase, since a few interesting findings have emerged from them³.

³ Marzano, G., & Ochoa Siguencia, L. (2019). Online participatory learning for low-qualified adult learners. *International Journal of Web-Based Learning and Teaching Technologies*. 14, p. 50-66; doi:10.4018/IJWLTT.2019040104.

Zarządzanie wirtualną przestrzenią edukacyjną

Participation in the ICT course should be treated as innovative, because it applies technologies to the teaching and learning process, not only in the classroom but also outside it, building formal groups participating in teaching on the one hand and informal activities based on the fact that others in the group can exchange their opinions in the work done by the task force. This kind of learning or teaching promotes an efficient learning environment.⁴

Rola mediów społecznościowych w innowacyjnym kształceniu

The role of social media in innovative education – a new space of education (research results). The development of the social media has resulted in changes in learning and forms of leisure. This paper presents the role of the social media in education. The method used to prepare this analysis was an online survey on the use of social media, especially Facebook, educational websites and blogs for students for educational purposes. This allowed the author to obtain the answer to the research question and verify the opinion of young people on education online. This study was based on specialist literary sources in the field of social media, selected articles and publications. The validity of the use of social media tools in education has also been evaluated. Objective: Determine the impact of social media tools in the educational process of young people. Method: The analysis was based on a diagnostic survey. The data used in the survey technique for analysis were obtained through the use of questions (eight of a research nature, three of a metric nature) contained in the online questionnaire on the portal Survio.pl. A total of 138 questionnaires were displayed, of which 100 were filled. The analysis of the response content obtained during the study was used to develop the initial research conclusions. Results: Research has shown the functional potential of solutions and possibilities, that exist in the environment of social media from the point of view of implementation of educational needs and exploration potential of knowledge and information resources. The results indicate, that social media is an important link – educational space for Polish schools. Limitations of the research and conclusions: The conclusions formulated are limited by the specificity of the research object and environmental conditions, in which it operates and the nature of pilot studies. Therefore, they may constitute, at this stage of the study, exploration as a

⁴ Ochoa Siguencia, L., & Sadowska, E. (2019). Zarządzanie wirtualną przestrzenią edukacyjną; p. 1-170 doi:10.5281/zenodo.2595970.

research communication. Practical implications: As part of the presented study, it was pointed out, how to effectively use social media tools in the educational process. Originality: The conducted analysis clarifies the area of educational applications of social media, explored in the literature. It fills in the research gap with regard to the problem of applying these solutions to transfer knowledge from the environment to the educational needs of young people. Type of work: An article presenting the results of empirical research.⁵

[Learning from the knowledge and expertise of others](#)

There is a broad consensus that the digital revolution is moving towards the reshaping of traditional professions and jobs. The key idea emerging from expert opinion is that continuing education and learning are essential to help people stay employable in the labour force, and this idea is behind most of the programs and projects co-funded by the European Union over the last decade. Experts are also persuaded that education systems should be adapted to prepare individuals for the changing labour market, and that technological advances will offer new widely available ways to access education. From this perspective, new forms of learning that harness digital technology should be explored. Recently, we have been seeing an increasing interest from researchers in the engagement of connected people in initiatives and processes with social relevance, such as crowdfunding, crowdsourcing, and crowd sensing. Crowd learning is a new topic whose borders are not still well-defined. This paper focuses on internet social learning and crowd learning, which appear to be closely related to two new topical fields of investigation: ubiquitous learning and smart and connected cities. It will present some preliminary results from an ongoing research on how interconnected citizen can use, share, remix, and co-construct learning and cultural resources.⁶

[Online work-space-shared management to support collaborative learning](#)

There is a wide consensus that collaborative learning is effective for adult learners since they can share their experiences and build knowledge together.

⁵ Ochoa Siguencia, L., & Kaczmarczyk, P. (2018). Rola mediów społecznościowych w innowacyjnym kształceniu. Zeszyty Naukowe Państwowej Wyższej Szkoły Zawodowej im. Witelona w Legnicy nr 28 (3)/2018, p. 131-142.

⁶ Marzano, G., & Ochoa Siguencia, L. (2018). Learning from the knowledge and expertise of others. Society. Integration. Education. Proceedings of the International Scientific Conference, 5, p. 137 - 144. <http://dx.doi.org/10.17770/sie2018vol1.3083>

However, collaborative attitudes not always take place spontaneously in a group of learners. For this reason, strategies and techniques that facilitate collaborative learning and help learners to achieve effective results are necessary. The aim of this research is to present some reflexions on an experiment of collaborative learning conducted with a group of adult learners in Katowice – Poland and based on the use of PBworks. To better design the learning experiment, we submitted an online questionnaire whose results have been integrated with literature analysis. Our experiment showed the positive potentiality of a wiki-based approach to collaborative learning. Our experience confirms that online collaborative tools, if used in a suitable way, can effectively underpin adult education stimulating and facilitating learners' activities.⁷

[Online collaborative learning: the EsCAIADE training experiment](#)

There is a broad consensus that a collaborative learning approach is effective for adult learners, since they can share their experiences and build knowledge together. However, because collaborative attitudes do not always develop spontaneously in a group, strategies and techniques are necessary to facilitate collaborative learning and help learners to achieve effective results. Nowadays, ICTs offer a wide range of tools that can assist collaborative learning and encourage synchronous interaction amongst learners. In this paper, we present some considerations regarding online collaborative learning drawn from the learning experience that took place within EScAIADE, an EU-funded project that focuses on participatory learning and involve five countries (Latvia, Italy, Spain, Poland, and Greece). Our learning experience adopted a hybrid approach that included some participatory and social learning modules. In our paper, we highlight the aim of the EScAIADE project drawing attention to the online learning context, and discussing some difficulties that can arise in online collaborative learning, such as the choice and use of technology and synchronicity of interactions.⁸

⁷ Ochoa Siguencia, L., Marzano, G., & Kaczmarczyk, P. (2017). Online work-space-shared management to support collaborative learning. Proceedings of the International Scientific Conference "Challenges for high quality of adult education (Riga 30 May 2017), p. 135-141.

⁸ Marzano, G., & Ochoa Siguencia, L. (2017). Online collaborative learning: the EsCAIADE training experiment. Proceedings of the International Scientific Conference "Challenges for high quality of adult education (Riga 30 May 2017), p. 125-134.

[Information communication technology for professional development of adult education staff management: challenges and prospects in the silesia region](#)

This research focuses on the professional development of Adult Education Staff through the implementation of Information and Communication Technology skills. We present the data from a desk and field research carried out in the Silesia Region - Poland, on a sample formed of Adult educators working in different Non - formal Education Institutions. The research tool used in our paper is an online questionnaire developed within the ERASMUS+ project “Upskillead – 2016-1-SI01-KA204-021588” KA2 - Strategic Partnership in the field of Adult Education. The final research objective is to find solutions useful to develop digital competence of adult people through in-house training's, seminars and informal learning applications. Moreover, this paper illustrates benefits, limitations, challenges in using digital resources and tools in adult education. Keywords: Adult education; Cooperation for innovation; Erasmus+; Information and Communication Technology; Strategic Partnerships.⁹

[Challenges of web-based participatory learning](#)

In the last decade, the spread of the Internet has increased the importance of informal learning, since any sort of knowledge, both popular and scientific, can be found on the Internet in multifarious forms, e.g. online newspapers, books and e-books, scientific journals, blogs, forums, images, videos, etc. This paper analyses some challenges of Web-based learning, and briefly reports on an experience of computer-supported collaborative learning that is based on a social learning approach.¹⁰

[Experimenting participative e-learning in non-formal adult education: the ESCALADE project](#)

This paper presents the research approach designed for EScaIADE, an EU funded project that sees the participation of five European countries and focuses

⁹ Ochoa Siguencia, L., Marzano, G., & Herman, D. (2017). Information Communication Technology for professional development of adult education staff management: Challenges and prospects in the Silesia Region. Society. Integration. Education. Proceedings of the International Scientific Conference. 3, p. 575-584, doi:10.17770/sie2017vol3.2385.

¹⁰ Marzano, G., & Ochoa Siguencia, L. (2017). Challenges of web-based participatory learning. Society. Integration. Education. Proceedings of the International Scientific Conference. Volume II, p. 458-467 doi:10.17770/sie2017vol2.2395.

on adult participative e-learning. EScAlADE aims at investigating about the educational needs of adults (range: 50-65 years) involved in e-learning programs. This paper reports on the projects methodology and on the necessity of educational strategies able to provide adult trainees with the skills required by the labor market.¹¹

[Key issues in adult non formal participatory e-learning](#)

This paper presents the research approach designed for EScAlADE, an EU funded project that sees the participation of five European countries and focuses on adult participative e-learning. EScAlADE aims at investigating about the educational needs of adults (range: 50-65 years) involved in e-learning programs. This paper reports on the projects methodology and on the necessity of educational strategies able to provide adult trainees with the skills required by the labor market.¹²

[Creating effective online collaborative learning groups at higher education institutions](#)

Collaborative learning or group learning is something natural and practiced from ages by mankind but with the new possibilities of using Information and Communication Technology it is possible not only in the classroom and at work but also at home and everywhere a person has the possibility to connect to the Internet. We think it is important to analyze how we are using these online tools for learning activities and if there are differences in the use of them in male and female students. In this work we present a desk and field research on Computer-Supported Collaborative Learning. The target group was a Management Students' group of the second year bachelor studies at the Academy of Physical Education in Katowice (Poland), attending a course of "E-services" and using PBworks during and outside the lessons. {Ochoa Siguencia, L., Herman, D., Marzano, G. (2015). Creating effective online learning groups at higher education institutions. In M. Bieszczanin, A. Zaslona ed., Active in Languages -

¹¹ Ochoa Siguencia, L., & Marzano, G., & Ochoa-Daderska, R. (2016). Experimenting participative e-learning in non-formal adult education: the ESCALADE project. Society. Integration. Education Proceedings of the International Scientific Conference. Volume IV, p. 144-152, doi:10.17770/sie2016vol4.1544.

¹² Marzano, G., Lubkina, V., & Ochoa Siguencia, L. (2016). Key issues in adult non formal participatory e-learning. Society. Integration. Education. Proceedings of the International Scientific Conference. 4. P. 69-79. Doi:10.17770/sie2016vol4.1540.

inter-Active in Teaching, Wydawnictwo Wyższej Szkoły Filologicznej we Wrocławiu, 150-162.]¹³

[Psycho-educational context of supporting seniors in Poland , using tools from the EDUSENIOR project](#)

The purpose of the article was to capture the psycho-educational context of support for Polish seniors by institutions that have used the methods developed in the Edusenior project. The areas requiring seniors' education and the scope of work carried out by the developing institutions, government, and NGOs initiatives to raise the quality of life for seniors have been elucidated in the following article. The products obtained from the international Edusenior project, in which the preliminary results were evaluated by experienced Polish reviewers, comply with the above requirements.¹⁴

[Lifelong learning and active citizenship : the case of directing life change project](#)

Learning is our vehicle for change. As a learning community project, we can engage mature people to learn, initially through reflection, that they are empowered to, and can still influence, the direction of their life path. Choices including creative entrepreneurship, active citizenship through volunteering and mentoring, taking up further learning and address the emerging key societal challenge of the need for citizens to be and remain proactive. The aim of this paper is to emphasis in this process and to show how, 'Directing Life Change' 11 project empowers through direct participation, not only of other Learners, with whom relationships are fostered, but also with active participation of potential Life Change actors, locally and internationally. It also seeks to share innovation and experiences with a range of different audiences.¹⁵

¹³ Ochoa Siguencia, L., & Herman, D., & Marzano, G. (2015). Creating effective online collaborative learning groups at higher education institutions. In M. Bieszczanin, A. Zasłona ed., *Active in Languages - inter-Active in Teaching*, Wydawnictwo Wyższej Szkoły Filologicznej we Wrocławiu, p. 150-162

¹⁴ Kozerska, A., Napora, E., Piasecka, M., Górna, J. Gil, A. Nowacka, U., & Ochoa Siguencia, L. (2015). Psycho-educational context of supporting seniors in Poland , using tools from The Edusenior Project. *Society, Integration, Education. Proceedings of the International Scientific Conference. 2*, p. 124 – 132. 10.17770/sie2014vol2.669.

¹⁵ Chandler, K., Ochoa Siguencia, L., & Ochoa-Daderska, R. (2015). Lifelong learning and active citizenship : the case of directing life change project. *Society, Integration, Education. Proceedings of the International Scientific Conference. 3*. 512 - 522. 10.17770/sie2014vol3.687.

[A toolkit to evaluate the impact of an educational action to seniors' quality of life](#)

When an institution needs to evaluate the teaching-learning process then it can be done evaluating the knowledge and skills acquired by the learners or by the self-evaluating the trainers from the students perspective. The qualifications in this context is the main measure to get the metric for evaluation. On the other hand, when there is not a need to acquire a specific knowledge or expertise but when the learners wants to continue learning because he/she enjoys it, wants to keep learning and being active or any other personal motivation, then evaluation becomes a big challenge. This is the case of seniors' education (citizens over 65 or retired). Which metrics should be used when evaluating institution? how we can know if those institutions are doing the work correctly ? how can the institution increase the quality and effectiveness ? From this need the project QEduSen (supported by the Lifelong Learning Programme of the European Commission) produced an evaluation toolkit.¹⁶

[Analysis of selected areas of educational activity of senior citizens](#)

The aging of the society caused increased interest in problems of the elderly. This article presents the place of seniors in the educational space, defines the selected forms of their educational activity. Education counteracts social exclusion and sense of loneliness, provides access to the amenities of the modern world, allows the seniors to satisfy their need for self-accomplishment. Seniors thus face challenges they have never confronted before, while the age of transformation forces them to engage in continuous education, which becomes not only a duty, but also an obligation. Developing the expected forms of education of the elderly is one of the most vital tasks in the years to come.¹⁷

¹⁶ Esteller-Curto, R., Escuder-Mollon, P., & Ochoa Siguencia, L.. (2015). A toolkit to evaluate the impact of an educational action to seniors' quality of life. *Society, Integration, Education. Proceedings of the International Scientific Conference.* 2, p. 345 – 352, doi: 10.17770/sie2013vol2.592.

¹⁷ Gil, A., Nowacka, U. & Ochoa Siguencia, L. (2015). Analysis of selected areas of educational activity of senior citizens. *society, integration, education. Proceedings of the International Scientific Conference.* 1, p. 487 - 493, doi:10.17770/sie2012vol1.75.

E- Resource Management at part-time students of Management Higher Schools: Effective use of downloaded information for research purposes

E-resources are available in any device that can connect to Internet and the amount of information we can get in a subject depends of the search abilities of the researcher. This e-resources are difficult manage if we do not use the management functions like planning, organizing, monitoring, controlling. The information we get from Internet must pass a process of quality validation from one side and the use we do of this information depends of the objectives of the searcher. This paper presents a study done in 2014 to a group of week-end students of Management in the Silesia region, that have a work experience and used Internet tools to search information in their work places, in formal and non-formal education activities, with the objective to analyze how they use this e-resources and if this has a real influence in the final marks in their formal studies.¹⁸

Use of online collaborative writing tools by students of higher education

Our teaching and learning environment has changed since Internet became accessible to everybody with a mobile devices that can be connected to the web. It is no longer sufficient to use face to face methods to deliver knowledge, it is necessary to used online collaborative blended learning possibilities. This paper will focus on the educational possibilities Pbworks offers and the experience of using it by students of Management at Academy of Physical Education in Poland for collaborative writing activities. Pbworks is a content development and management technology that enable an interactive and intercreative engagement among students and between students and teachers. 42 students using this platform during their lessons filled out a questionnaire placed on the web. This study confirmed our thesis that this technologies enable desirable practices such as collaborative content creation, peer assessment, formative evaluation of student work, individual as well as group reflection on learning experiences.¹⁹

¹⁸ Marzano, G., & Ochoa Siguencia, I. (2015). E- Resource Management at part-time students of Management Higher Schools: Effective use of downloaded information for research purposes. *International Journal on Global Business Management and Research*. 2, p. 72-77.

¹⁹ Ochoa Siguencia, L.,Gómez-Ullate, M., & Herman, D. (2015). Use of online collaborative writing tools by students of higher education. n *New Media in Higher Education Market*. Publishing House of the University of Economics in Katowice, p. 229-244

[Electronic media management – use of cloud computing in students of higher school](#)

Cloud computing is becoming an adoptable technology not only for business management and formal education but also for keeping records and files for using it in daily activities. At the moment the virtualized resources as a service through the Internet has become not a privilege of big companies but also part of the students' daily use in their formal, non-formal informal education. The objective of this research was to find out the impact and use of cloud computing in our students of Management and Physical Education in the Academy of Physical Education in Poland, to be able to prepare a better methodology when using this important tool. In the paper we present the results of our quantitative research that shows that Cloud computing is an excellent alternative for educational institutions which are -especially interested in online collaborative learning or collaborative blended learning.²⁰

[The 1999 education reform: An analysis of the Reform implementation and impact on Arts Education in Poland](#)

The aim of this paper is to present the process and impact of the education reform of 1999 in the curricula and ways of implementation of this reform at pre-school institutions, primary schools, lower secondary schools (gimnazja) and upper secondary schools (post-gymnasium schools) taking into account the artistic education. We present an introduction to the Polish education system, its reform and authorities in charge of the implementation of this reforms, analyze the structure and validation of the programs to finish with a reflection on art education²¹

[Historical events illustrated with choral - orchestral music: the case of “siege of jasna góra in 1655”](#)

The paper analyse the process how was conceived, the first public performance and its repercussion on the local society of the “Siege of Jasna Gora in 1655”

²⁰ Ochoa-Siguencia, L., Marzano, G., & Herman, D. (2015). Electronic media management: use of cloud computing in students of higher school. In *New Media in Higher Education Market*. Publishing House of the University of Economics in Katowice, p. 164-177.

²¹ Ochoa-Daderska, R. (2015). The 1999 education reform: An analysis of the Reform implementation and impact on Arts Education in Poland. 10.2991/ermm-15.2015.1.

choral – orchestral music to commemorate the 360 anniversary of the defence of the shrine of Czestochowa - Jasna Gora during the Swedish invasion of Poland in 1655 during the II Northern War (1655–1660). The defence of Jasna Góra has grown to become a symbol in the Polish culture. Many papers, books, paintings and scenezation has been produce to commemorate this act of bravery from a small group of soldiers and monks, but it was the first time a young composer produce a choral – orchestral music. In this piece of art we can see how the composer emphasize the role played by the monastery on Jasna Gora with its abbot Augustyn Kordecki, Pauline and other defenders of the fortress in fighting against the enemy, not only military but also moral and how this victory became a turning point, as Poland then jumped up to fight the invaders, and the scales of victory leaned our country.²²

2.2 INFORMATION AND COMMUNICATION TECHNOLOGY APPLIED TO BUSINESS

Currently, the potential of the Internet in shaping reality and human behaviour and views seems to be invaluable. It is a promotion and communication tool for all types of institutions, companies and individuals. As a result, new branches of the economy were created, eg Internet service providers, or new areas for existing businesses - such as auctions or online bookshops. As a result, many new products appeared, and thus marketing and sales strategies, the manner of communication with customers and even employees of their own company changed. The Internet, like the media, creates new ways of development in many areas. One of them is professional development and the process of its optimization. Using the Internet, people are able to increase their potential on the level of knowledge as well as feelings, which also makes them much more susceptible to the process of professional optimization

[Transport infrastructures expenditures and costs analysis: The case of Poland](#)

To support trade, stimulate economic growth, create jobs and conditions favourable to the economic situation to prosperity, Europe needs a well-

²² Ochoa-Daderska, R., & Barrios Manzano, P., & Gómez, J. (2014). Historical Events Illustrated With Choral - Orchestral Music: The case of "Siege of Jasna Góra In 1655".

developed transport network. Transport is the basis of the European integration process and is closely related to the creation of the internal market, which promotes employment and economic growth. As one of the common policies in the European Union a transport policy has been defined (road, rail or air connections), that its implementation will improve the functioning of the common market and will promote the development of the transport. The aim of the paper is to analyse the structure of expenditures on transport infrastructure in Poland over the years 1995 - 2016. Peer review under responsibility of the scientific committee of the ICTE in Transportation and Logistics 2018 (ICTE2018).²³

[Crowdsourcing solutions for supporting urban mobility](#)

Recently, several urban crowdsourcing investigations and various experiments have been conducted with the aim of engaging citizens in order to produce information about their cities and their communities. This article reports on the results of a research based on a systematic analysis of the current literature on “urban crowdsourcing” and “citizensourcing” conducted by the authors (September 2017- September 2018) analyzing and discussing the applications that have been proposed and experimented to support urban mobility²⁴

[Economic missions as an instrument to support business tourism of enterprises in 2014-2020](#)

Support for foreign expansion of Polish companies is one of the priorities of government policy, as it is one of the ways to increase national capital, economic development of Poland and to improve its competitive position in the international arena. The European Union also tries to support micro, small and medium-sized enterprises (SMEs) in the national markets as well as in the common European market through various programmes. This paper presents how and where to find help e.g. grants for the consortium and stakeholders from the European project CULTOUR PLUS. The SME sector as a whole is the most stable part of the local economy and it is decisive for creating the new work

²³ Chęcińska - Zaucha, A., Ochoa Siguencia, s; Grodek Szostak, Z & Marzano, G. (2019). Transport infrastructures expenditures and costs analysis: The case of Poland. *Procedia Computer Science*, p. 149. 508-514. 10.1016/j.procs.2019.01.169.

²⁴ Marzano, G., Lizut, J., & Ochoa Siguencia, L. (2019). Crowdsourcing solutions for supporting urban mobility. *Procedia Computer Science*. 149, p. 542-547. 10.1016/j.procs.2019.01.174.

places. This concerns primarily support for the domain of local authorities. This article analyses economic missions as one of the instruments to support the development of enterprises' innovativeness using the public funds in 2014-2020. The objective of this paper is to present the outcomes of our own research on the motives of business tourism in the micro, small and medium-sized enterprises, and in particular, economic missions financed by public funds. The realization of this objective should contribute to the better recognition of barriers in undertaking the promotional activities in international markets as well as contribute to the further research in the area of creating systemic instruments supporting the development of innovative enterprises through the business tourism.²⁵

[The effectiveness of innovative processes in enterprises taking advantage of the technology audit](#)

Background & Purpose: The economic purposes of innovation in enterprises result from their growth strategy. Usually, they comprise replacing the products that are at the end of their life cycle and are withdrawn from the market, broadening the product offer, creating environmentally friendly products, maintaining or increasing the market share, winning new foreign and domestic markets, or increasing the production's flexibility. Technology audit is one of the special forms of the internal audit in an enterprise. It is not required by law, and usually it does not play a controlling role.²⁶

[Turystyka biznesowa przedsiębiorstw w doświadczeniach beneficjentów sieci Enterprise Europe Network](#)

Business tourism has become not only a way to accomplish the company's tasks, but also a new way of operating it in reality. The article presents the results of own research in the field of tourism activity of enterprises in the area of business missions and brokerage meetings. The research procedure analysed three periods of financing from public funds activities aimed at building international business relations by enterprises. The study covered three time intervals: 2008-2010;

²⁵ Ochoa Siguencia, Luis & Chęcińska - Zaucha, A., & Gródek-Szostak, Z. (2018). Economic missions as an instrument to support business tourism of enterprises in 2014-2020, p. 20-24.

²⁶ Gródek-Szostak, Z., Ochoa Siguencia, L., & Kajrunajtys, D. (2018). The Effectiveness of Innovative Processes in Enterprises Taking Advantage of the Technology Audit. Volume 2, p. 1-5.

2011-2012; 2013-2014. The results in the scope of mission effectiveness and brokerage meetings organized by EEN centres operating in the Visegrad Group countries were analysed. After the declines in the number of organized events observed in 2011-2012, in the subsequent period, ie 2013-2014, there is a significant improvement in results, which can be interpreted as: improving the quality of business events offered and organized by the EEN network centres, and raising awareness among entrepreneurs in the area of the role and importance of business tourism in building an innovation advantage.²⁷

[Cultural Routes & Heritage, Tourism & Rural Development. Book of Proceedings](#)

International Conference “Cultural Routes & Heritage, Tourism & Rural Development”, University of Extremadura, Cáceres, Spain, February 27-28, 2018. This book of Proceedings has been funded under the framework of “Innovation and Capacity Building in Higher Education for Cultural Management, Hospitality and Sustainable Tourism in European Cultural Routes [Cultour+]” project nr. 2015-1-ES01-KA203-016142. Publishing House of the Research and Innovation in Education Institute Fundacja Instytut Badań i Innowacji w Edukacji KRS 506737 Czecha 13 lok.65 42-224 Częstochowa - Poland²⁸

[Wybrane działania promocyjne na rzecz obiektu turystycznego hotelu Mercure Częstochowa Centrum. Studium przypadku](#)

In modern times, we can observe a significant development of hotel services in Poland. This can be seen, among others, by analyzing available, long-term secondary sources and from own observations. The development of hotel services therefore has an impact on the increase of mutual competition between hotels. Promotion management is a key element for the development and operation of almost every enterprise, including chain hotels. Promotion is considered to be marketing tools whose proper application can help companies communicate with the market environment. Hotels are looking for more and

²⁷ Ochoa Siguencia, L., & Gródek-Szostak, Z., & Chęcińska - Zaucha, A. (2018). Turystyka biznesowa przedsiębiorstw w doświadczeniach beneficjentów sieci Enterprise Europe Network. In Cultural Routes & Heritage, Tourism & Rural Development, INBIE, p.310-319.

²⁸ Gómez-Ullate, M., Ochoa Siguencia, L. & Álvarez García, J. & Del Río-Rama, M. (2018). Cultural Routes, Heritage, Tourism & Rural Development. Book of Proceedings, INBIE, p. 1 – 422.

more effective marketing activities that will help them, among other things, to stand out from other competitors, gain new customers and maintain these existing. In this study, the authors presented the issue of managing the promotion of chain hotels using the example of the Mercure Częstochowa Centrum hotel. The aim of the article is to present the results of research on the identification of effective forms and tools for the promotion of hotel chains, including a specific example. The thesis will be the wording that among the effective tools for the promotion of chain hotels in the process of communication with a business and private client are public relations, personal sales and direct marketing with particular emphasis on modern forms of communication.²⁹

[Spotkania brokerskie jako innowacyjny instrument wsparcia rozwoju przedsiębiorstw](#)

One of the important instruments filling the space of business tourism companies' instruments are brokerage meetings. This tool, in a turbulent environment, supports business processes of enterprises, especially those aimed at increasing competitiveness and innovation. Brokerage meetings, due to their international character, give the opportunity not only to establish business contacts, stimulate the internationalization of enterprises, but also set trends in technological development. The aim of the study is quantitative and qualitative analysis of brokerage events organized in 2016-2017 by the Enterprise Europe Network (EEN). The specific objective of the work is to identify the directions of activity of enterprises in the field of business tourism and to learn about the effects and benefits resulting from the established cooperation for the technological development of the enterprise. The analysis was based on materials regarding the event activity of the EEN network. The implementation of the goal formulated in this way contributed to better recognition of the directions of business tourism and the effects of brokerage meetings in the field of technological cooperation of enterprises. As a result of the conducted research, it was found that the greatest value for participants of brokerage

²⁹ Ochoa Siguencia, L., Klaudia, K., & Ochoa-Daderska, R. (2018). Wybrane działania promocyjne na rzecz obiektu turystycznego hotelu Mercure Częstochowa Centrum. Studium przypadku. International Conference "Cultural Routes & Heritage, Tourism & Rural Development, Caceres-Spain, p. 282 – 294.

meetings was the opportunity to meet directly with a potential international technology partner and finalize a business contract.³⁰

Zrównoważone łańcuchy dostaw jako wyłaniający się obszar badawczy

The purpose of the article is to define, indicate what differentiated supply chains are, and to identify areas, in which scientific knowledge about sustainable supply chains is well developed and research gaps, poorly developed areas.³¹

Działalność instytucji otoczenia biznesu w zakresie wspierania rozwoju przedsiębiorstw instrumentami przemysłu spotkań

The cooperation of enterprises with broadly defined business environment institutions (BEI) constitutes one of the research trends in the area of business management in a turbulent environment. The problem of infiltration of BEI activities for the development of enterprises has been and is being undertaken in the subject literature, but white spots remain. The aim of the study is to identify the instruments of the meetings industry offered by business environment institutions to entrepreneurs in the area of development of their business. Discussion and evaluation of phenomena was carried out on the basis of literature and secondary sources in Polish and English, individual in-depth interview (IDI) with business environment institutions and observation of the participating authors. Forms of future empirical research were formulated, the results of which may be useful both in business management and in the activity of the MICE sector.³²

Wpływ efektów technologii informacyjnych na zadania menedżerów

The manager is the person responsible for the implementation of activities of subordinate people and department. Its aim is to increase work efficiency by

³⁰ Gródek-Szostak, Z., Chęcińska - Zaucha, A., & Ochoa Siguencia, L. (2018). Spotkania brokerskie jako innowacyjny instrument wsparcia rozwoju przedsiębiorstw. International Conference "Cultural Routes & Heritage, Tourism & Rural Development", University of Extremadura, Cáceres, Spain, p. 302 – 309.

³¹ Chęcińska - Kopiec, A., Chęcińska, M., Gródek-Szostak, Z., & Ochoa Siguencia, L. (2018). Zrównoważone łańcuchy dostaw jako wyłaniający się obszar badawczy. International Conference "Cultural Routes & Heritage, Tourism & Rural Development", University of Extremadura, Cáceres, Spain, p. 295 – 301.

³² Ochoa Siguencia, L., Gródek-Szostak, Z., & Chęcińska - Zaucha, A. (2018). Działalność instytucji otoczenia biznesu w zakresie wspierania rozwoju przedsiębiorstw instrumentami przemysłu spotkań, p. 107-114. 10.18276/ept.2018.2.42-11.

applying appropriate manners. In his work the manager has to be very responsible because he is the one who proves the whole team of people and makes decisions for which he is responsible.³³

Technologie Informacyjne jako instrument efektywnego wsparcia procesów biznesowych

Online commerce and services currently belong to dynamically developing business areas that intensively use the Internet as a platform for the organization and implementation of business processes, because via the Internet you can conduct a commercial business (direct or auctioning), as well as offer various services to access for applications, content and resources that are multimedia and digitized. In addition, an important advantage of online trading is lower operating costs and marketing costs compared to traditional activities as well as access to a larger group of clients and business partners thanks to the global nature and international reach of the Internet.³⁴

Zakres wykorzystania Technologii Informacyjnych i ich znaczenie dla zarządzania przedsiębiorstwem

The purpose of using information technology is to receive current information for employees and management about the status of issues and tasks and signaling threats, the possibility of approving documents with an electronic signature in a legally equivalent way in writing, standardizing external (outgoing) documents and internal organization, customer service Internet, electronic archiving of paper documents and general reduction of costs related to the current activities of the organization.³⁵

Contemporary Information Technologies in business management

The author reviews the growing state of research on new technologies used in the field of management, selects, collects, and explains terms used in business

³³ Ochoa Siguencia, L. (2018). Współczesne technologie informacyjne w zarządzaniu przedsiębiorstwem. Instytut Badań i Innowacji w Edukacji, Częstochowa., p. 1- 231

³⁴ Ochoa Siguencia, L. (2018). Współczesne technologie informacyjne w zarządzaniu przedsiębiorstwem. Instytut Badań i Innowacji w Edukacji, Częstochowa, p. 50- 98

³⁵ Ochoa Siguencia, Luis. (2018). Zakres wykorzystania Technologii Informacyjnych i ich znaczenie dla zarządzania przedsiębiorstwem. Instytut Badań i Innowacji w Edukacji, Częstochowa. p. 1- 231

management, then discuss in detail all aspects of management, in which the Internet is used. Explaining such basic concepts as communication, functions and goals of management, the essence of the Internet - becomes the basis, and the starting point for a multifaceted discussion of the role of the Internet in online business management. The analytical approach to the topic also allows conclusions leading to the development of the enterprise, hence the next topic discussed by the author is the role of the Internet in search of new markets, new customers or specific target groups, which in the era of globalization is becoming a common phenomenon in many companies and used on a global scale.³⁶

[Rola Technologii Informacyjnych w zarządzaniu nowoczesnymi przedsiębiorstwami](#)

In modern enterprises, the key resources are, in addition to customer relations, the Internet. Nowadays you cannot imagine life without computers that appeared in homes, shops, banks, offices or other institutions, mainly due to the rapidly growing number of Internet users, a global computer network created by the development of the small campus military network Arpanet - currently the Internet is the basic information, advertising and service medium.³⁷

[Internationalization of Enterprises Supporting Instruments for Technological Cooperation](#)

The functioning of enterprises on the international market facilitates the generation and transfer of innovations. The speed of information flow, technology exchange as well as facilitating access to them make more dynamic and easy to find new solutions and methods to improve operational efficiency. The analysis presented on this paper was based on the results of own research. The authors use the method of triangulation of research techniques: desk research, individual in-depth interview with business environment institutions and participant observation. For the purposes of the research, the experience of entrepreneurs, network customers from Lithuania, the Czech Republic, Slovakia,

³⁶ Ochoa Siguencia, L. (2018). Contemporary Information Technologies iBusiness Management.

³⁷ Ochoa Siguencia, L. (2018). Rola technologii informacyjnych zarządzaniu nowoczesnymi przedsiębiorstwami. [W] Współczesne technologie informacyjne w zarządzaniu przedsiębiorstwem. Instytut Badań i Innowacji w Edukacji, Częstochowa, p.11-60. ISBN: 978-83-941533-9-7

Germany and Poland in two periods of time was subject to comparative activities: 2011-2012 and 2013-2014. The research presents that business environment institutions are an important link in the system to support the development of enterprises.³⁸

[Online Booking: The Case of Booking a Hotel in Ogradzieniec using the Booking.com Platform](#)

Contemporary accommodation business requires effective computer-based applications. This article focuses on the use of Booking.com, one of the most popular accommodation booking platform, and will present the case study of booking at the "Pokoje Gocinne w Ratusz", a famous guesthouse in Ogradzieniec, Poland. The aim of our research is investigating the customer behaviour in an online accommodation booking system as well as analysing how users of Booking.com manage their booking. Our research takes into account three different periods of time.³⁹

[Enotourism and sustainable tourism in poland](#)

This paper presents a research conducted in three Polish regions, Dolny Slask, Malopolska, and Pod Karpacie, within the EU funded project "Innovation and Capacity Building in Higher Education for Cultural Management, Hospitality and Sustainable Tourism in European Cultural Routes" that aims to provide profitable solutions for sustainable tourism problems and focuses on how developing enotourism in places that have to improve their tourism capacity building. Based on literature analysis and the study of key cases, this article presents the reasons why enotourism is an important tourism opportunity in Poland. Our research was grounded on a cost and profit analysis of the enotourism business and we considered a few of relevant cases of wine tourism experiences. Indeed, the principal aim of our research was to find innovative

³⁸ Gródek-Szostak, Z., & Ochoa Siguencia, L., & Marzano, Gil (2018). Internationalization of Enterprises-Supporting Instruments for Technological Cooperation. Proceedings of the 8th International Conference "Economics and Management-Based on New Technologies" (EMoNT-2018); Vrnjapka Banja, Serbia; 25-28 June 2018. Vrnjapka Banja: SaTCIP Publisher Ltd., 2018, p. 164-170.

³⁹ Ochoa Siguencia, Luis & Marzano, Gilberto & Gródek-Szostak, Zofia. (2018). Online Booking: The Case of Booking a Hotel in Ogradzieniec using the Booking.com Platform. Proceedings of the 8th International Conference "Economics and Management-Based on New Technologies" (EMoNT-2018); Vrnjapka Banja, Serbia; 25-28 June 2018. Vrnjapka Banja: SaTCIP Publisher Ltd., 2018, p. 203-209. ISBN-10 86-6075-064-0

successfully ideas for this form of tourism. From our research, emerged that the most important factors for enhancing enotourism are incentivising laws, an effective cooperation between vineyard owners and tourist operators (e.g. hotels, restaurants, travel agencies, etc.) as well as the integration of enotourim with other local attractions.⁴⁰

[Information Technology and consumer behaviour in tourism: student travel planning by using the Internet](#)

The increasing competitiveness in the global tourism market and the use of ubiquitous mobile connection to the Internet by young customers encourage tourism operators to invest more in e-promotion and e-resources, in order to increase their business. Accordingly, it is useful to analyse students' expectations to understand their preferences as a potential customer group. This paper presents the first step of an ongoing investigation that focuses on the tourist preferences of university students. We report and discuss the result of a survey conducted involving the students of Sport and Tourism management at the Akademii Wychowania Fizycznego im. Jerzego Kukuczki in Katowice. For our survey, we used “Google form tool” and “Statistica 13” software suite. The χ^2 test was used for data analysis. From our research, it emerged that the preferred means of communicating is email for female students whilst telephone for male students; for both Booking.com resulted to be the most popular tourism platform.⁴¹

[EPSS method and tools for improving the competence in the XXI century](#)

The paper discusses the features and usability of Electronic Performance Support Systems (EPSS) in education and improving the competence of adults. It is a serious problem for enterprises to search for employees (definite period, employment of students) for work that requires the use of business software. Learning (training) in the performance of tasks in such environment is an investment (requires time and expense). EPSS have been designed as tools to

⁴⁰ Cichy, Andrzej & Ochoa Siguencia, Luis & Marzano, Gilberto. (2018). Enotourism and sustainable tourism in Poland. Society. Integration. Education. Proceedings of the International Scientific Conference. 6, p. 142 – 151, doi:10.17770/sie2018vol1.3087.

⁴¹ Ochoa Siguencia, L., Marzano, G., & Herman, Damian. (2018). Information technology and consumer behaviour in tourism: student travel planning by using the internet. Society. Integration. Education. Proceedings of the International Scientific Conference. 6, p. 402 – 410, doi:10.17770/sie2018vol1.3084.

reduce the number of hours of training involving a trainer (human). These systems are coached - supported by people who use business software in their work on an ongoing basis. In the research we present how to implement them and in which way their popularization can help in hiring people without special pre-preparation, and only with the basic computer skills.⁴²

Cultural Management and Governance for European Pilgrimage Routes, Religious Tourism and Thermal Tourism

Cultour+ has joint together a diversity of professionals in the fields of cultural heritage and cultural tourism. This is reflected in its congresses and outputs, where different voices and codes –not only the scientific- gather in a therefore much richer symphony that gives a hologramtic picture of the sociocultural phenomena. This is a real added value of this publication where poetry mix with science to express experience⁴³

Tourism Management in European Cultural Routes: The case of Uniejów Thermal Spa Area Development

The aim of this paper is to describe the current situation and the ideas for formation and development of thermal tourism business in Poland. It presents the research carried out in May-August 2017 concerning the possibilities to develop the new enterprises in the area of Thermal Spa Centre based on case study of Uniejów Thermal Spa. The research presents important facts about business activities that can be connected with thermal spa tourism management possibilities like: Health tourism, Agro tourism, Culinary tourism, Alternative Tourism, Qualified Tourism. The paper is part of the Intellectual outputs of the Innovation and Capacity Building in Higher Education for Cultural Management, Hospitality and Sustainable Tourism in European Cultural Routes ERASMUS+ project nr. 2015-1-ES01-KA203-016142.⁴⁴

⁴² Gródek-Szostak, Z. Kajrunajtyś, D., Ochoa Siguencia, L., & Chęcińska - Zaucha, A. (2018). EPSS – method and tools for improving the competence in the XXI century. Society. Integration. Education. Proceedings of the International Scientific Conference. 5. 272 - 282, doi:10.17770/sie2018vol1.3153.

⁴³ Gómez-Ullate, M., Ochoa Siguencia, L., Álvarez García, J., Del Río-Rama, M. , & Ochoa-Daderska, R. (2018). Cultural Management and Governance for European Pilgrimage Routes, Religious Tourism and Thermal Tourism. INBIE, p. 1 – 286.

⁴⁴ Kruszynska, K., Ochoa Siguencia, L., & Ochoa-Daderska, R. (2018). Tourism Management in European Cultural Routes: The case of Uniejów Thermal Spa Area Development. INBIE, p. 142 – 148.

Cultural Routes & Heritage Tourism & Rural Development: Abstracts Book

International Conference “Cultural Routes & Heritage, Tourism & Rural Development”, University of Extremadura, Cáceres, Spain, February 27-28, 2018, was part of the Intellectual outputs of the “Innovation and Capacity Building in Higher Education for Cultural Management, Hospitality and Sustainable Tourism in European Cultural Routes [Cultour+]” project nr. 2015-1-ES01-KA203-016142⁴⁵

Building democratic europe together: multiplier events in Czestochowa

Don't start planning your next event without reading this book. The objective of this publication is to give a good example of the planning and implementing of two multiplier events. The events were developed and implemented in Czestochowa – Poland, by “Research and Innovation in Education Institute” within the project: “Building Democratic Europe Together”. Supplementary information for this book and how was successfully implemented these two international events can be found at <http://www.budet.inbie.pl/> and <https://www.youtube.com/channel/uctv9bnhdxjxqpulqgqwpqg/videos>⁴⁶

Wsparcie rozwoju turystyki w doświadczeniach funduszu pożyczkowego rozwój turystyki w małopolsce"

The aim of the study is to analyse the determinants and effects of tourism development support from the loan fund. The main objective of this research paper was to determine the level of suitability of loan support for the development of rural tourism. The development of the tourism sector is playing an increasingly important role in our society, and it should be emphasized that it is not a homogeneous and compact area of the economy, but a complex system. On the other hand, the development of the loan funds [in Poland] is one of the instruments for the implementation of the socio-economic policy of the country. It allows for investing in areas that are important from the social and economic

⁴⁵ Gómez-Ullate, M., Ochoa Siguencia, L., Álvarez-García, J., & Del Río-Rama, M. (ed.). (2018) Cultural Routes & Heritage, Tourism & Rural Development. Cultour+ - Book of Abstracts. Czestochowa: Publishing House of the Research and Innovation in Education Institute, p. 1 – 2014.

⁴⁶ Ochoa Siguencia, L. (2018). Building Democratic Europe Together: Multiplier Events in Czestochowa. Publishing House of the Research and Innovation in Education Institute, p. 1 – 114.

point of view, and which due to the variety of regulations, requirements or adopted strategies adopted by the market have difficult access to sources of external financing. .⁴⁷

Management in European Thermal Routes and Sites: Book of Abstracts

This congress gathered world experts in cultural management and tourism management in Cultural Routes and sites. It has a special interest in consider sustainable cultural tourism as local development and a source of quality employment opportunities. So entrepreneurship, and entrepreneurship education are considered also under panels in this congress. While private cultural management is a focus, networking between stakeholders and good practices on governance for the cultural routes are also main objectives of the conference. The conference will have a special focus on two of the most important European cultural routes for pilgrimage and religious tourism: the St. James Way and the Via Francigena. This is a 21st Century Conference. Cultour+ encourages virtual participation and warrantee the media and testing to have a fluid virtual/presential mixture.⁴⁸

Sharing emotions and experience: How Social Media can affect travellers' behavior

Nowadays, it is widely evident that we are more and more conditioned by, and dependent on, new technologies. Indeed, they are heavily entered in our everyday life, connecting us to worldwide networks and allowing continuous and ubiquitous interactions with data, people, digital programs, and, more recently, with objects. In this new dimension, what is the influence of the new technologies, especially social media, in determining a place reputation? Can social media have the capability to create/maintain a favourable /not-favourable reputation of a place? Or, dare we say, have they the capability of affecting the opinions and evaluations of travellers? This paper presents the first outcomes of an ongoing research on some popular traveller social networks. From our

⁴⁷ Chęcińska-Zaucha, A., Grodek-Szostak, Z., & Ochoa Siguencia, Luis. (2018). Wsparcie rozwoju turystyki w doświadczeniach funduszu pożyczkowego „rozwój turystyki w Małopolsce”. *Roczniki Naukowe Stowarzyszenia Ekonomistów Rolnictwa i Agrobiznesu*, p. 68-72, doi:10.5604/01.3001.0010.7902.

⁴⁸ Gomez-Ullate, M., Ochoa Siguencia, L., Álvarez García, J., & Del Río-Rama, M. (2017). Cultural Management and Governance for European Thermal Tourism Creativity and Innovation for Cultural and Tourism - Management in European Thermal Routes and Sites: Book of Abstracts. Publishing House of the Research and Innovation in Education Institute, p. 1 – 55.

investigation, it emerges that the behaviour of travellers doesn't seem significantly influenced by comments posted in the in forums. Usually, people post comments asking for very simple questions, such as mobility, weather, and attractiveness, whilst their comments refer essentially their experience of hotels and restaurants.⁴⁹

[Towards a New Wave of Tele-rehabilitation Applications](#)

In recent years, new scenarios for experimenting tele-rehabilitation services have been opening thanks to the diffusion of the new technologies. The revolution brought about by the Internet of Things and Big Data Analytics is having an effect also in the field of tele-rehabilitation services. The literature has broadened in scope and grown in volume and, in certain aspects, the focus of research has changed in the last few years. This article examines the major changes that have come about in the field of tele-rehabilitation, which can essentially be divided into two main strands: low-cost end-user applications, and the integration of tele-rehabilitation services. We will briefly review the emerging investigations and experimentations in the field of tele-rehabilitation, analyzing the market trends in the sector and the commercial strategies of companies working in it, and aim to outline the most relevant challenges that exist for the delivery of effective and sustainable tele-rehabilitation services. Our opinion is that tele-rehabilitation currently represents a very promising field, although many questions still remain open, for which concrete and reliable answers are required. In this respect, we focus on a fundamental issue that underlies the field of tele-rehabilitation services, namely the influence that environment has on the effectiveness of treatment. In short, how can the type of environment affect the results of treatment?⁵⁰

[Project Cultour : Building Professional Skills on Religious and Thermal Tourism](#)

Pilgrims going on a pilgrimage tour or tourists seeking healing and relaxation at thermal springs and spas are special categories of travelers, involving a certain

49 Marzano, G., & Ochoa Siguencia, L. (2017). Sharing emotions and experience: How Social Media can affect travelers' behavior. Proceedings of the 20th IPSAPA/ISPALEM International Scientific Conference Reggio Calabria (Italy), p. 351 – 356.

⁵⁰ Marzano, G., Ochoa Siguencia, L., & Pellegrino, A. (2017). Towards a New Wave of Telerehabilitation Applications. The Open Public Health Journal. 1, p. 1-9. 10.23880/PHOA-16000105.

level of spirituality, interest in the cultural ambience and, sometimes, special needs. They constitute, thus, special clientele and need quite a good support on the information and services' level. The project CULTOUR+ (2015-1-ES01-KA203-016142) is a European Erasmus+ project aiming at enhancing the professional capacities and at upgrading the tourist services regarding pilgrims' routes and thermal springs in several European countries, namely Portugal, Spain, Italy, Greece, Bulgaria and Poland. It follows an innovative practice by bridging the gap between entrepreneurship and cultural tourism management, VET learning and the implementation of information technologies. The paper aims at presenting the philosophy and preliminary phases of the project at an international audience. The main issues addressed are: researching cultural routes management, investigating and understanding the needs of these special categories of tourists, pinpointing their places of interest, monitoring the infrastructure (notably the accommodation facilities) and training young entrepreneurs into improving and diversifying the services offered. The final aim is to create an instrument for presenting a cultural map for religious and thermal tourism in a large part of Europe as well as for training the future generations of tourism specialists in expanding their calibre of services and in anticipating the needs of the future generations of tourists⁵¹

[Applied Information and Communication Technology](#)

Information Technology has changed traditional methods of making profit from marketing and management not only from the point of view of managers but also from customers and all activities that take place in a business relation.⁵²

[The Role of Social Media in Sports Communication Management: An Analysis of Polish Top League Teams' Strategy](#)

Effective media relations and direct communication with customers are essential for all sports organizations. Successful managers in sports field must have a clear understanding of how Information and Communication Technology works

⁵¹ Kamara, A., & Gómez-Ullate, M., Ochoa Siguencia, L., Joukes, V., & Valentini, A. (2017). Project Cultour : Building Professional Skills on Religious and Thermal Tourism, Tourism, Culture and Heritage in a Smart Economy. Springer Proceedings in Business and Economics. Springer, Cham, p. 293-303. doi:10.1007/978-3-319-47732-9_20.

⁵² Ochoa Siguencia, L. (2016). Applied Information and Communication Technology. Edition: vol 1 issue 1, Publisher: Publishing House of the Research and Innovation in Education Institute, p. 1 -74.

to manage the communication process. Instagram can be a highly-targeted visual advertising channel for sports clubs. Nowadays, most people use social media and have a profile on social networking sites.⁵³

[Managing corporate identity through Internet: the case of the Górnik Zabrze handball Ltd](#)

Research reported in this paper looks at the interrelationship between company image and Internet development. Internet allows for comfortable and modern operating of the enterprise, and in terms of creating the image of the sports club it gives often more possibilities than traditional media. The research shows the possibilities offered by Internet in the area of creating the image of the sports clubs, and how it is already used in practice in this area. The paper describes the theoretical approach of image, what role the public relations play in creating the image and what is the relation of Internet to these components within the club Górnik Zabrze Handball Ltd. Peer-review under responsibility of organizing committee of the scientific committee of the international conference; ICTT 2016 <http://ihoaict.inbie.pl/1-1/managing-corporate-identity.pdf>⁵⁴

[Cultural and religious tourism management in european cultural routes](#)

This paper presents a desk research carried out in May-August 2016 about the possibilities a pilgrimage route offers to develop new business opportunities to cities and villages in the route to a pilgrim place like the sanctuary of Our Lady of Jasna Gora in Czestochowa. The paper is part of the Intellectual outputs of the “Innovation and Capacity Building in Higher Education for Cultural Management, Hospitality and Sustainable Tourism in European Cultural Routes [Cultour+]” ERASMUS+ project nr. 2015-1-ES01-KA203-016142. The research presents important facts about business activities that can be connected

⁵³ Ochoa Siguencia, L., Herman, D., & Marzano, G., & Rodak, P. (2016). The Role of Social Media in Sports Communication Management: An Analysis of Polish Top League Teams’ Strategy. *Procedia Computer Science*. 104, p. 73-80, doi:10.1016/j.procs.2017.01.074.

⁵⁴ Ochoa Siguencia, L., & Grzesiak, S. (2016). Managing corporate identity through Internet: the case of the Górnik Zabrze handball Ltd. *International Journal of Applied Information and Communication Technology*. 1, p. 5-20.

with cultural and religious tourism management possibilities like: Culinary tourism, Alternative Tourism, Qualified tourism and Health tourism⁵⁵

[Polish case study: analysis of hospitality base in the Radom-Czestochowa pilgrimage by bicycle route](#)

At the edge of the Silesian province, in the south of Poland, on the Visla River lies the town of Czestochowa. On the limestone hill is situated the church with the monastery of Jasna Góra. The hill rises to a height of 340 m. The main purpose of visiting the sanctuary [A 15th-century Gothic chapel] is the image of Our Lady of Czestochowa called “The Black Madonna”. The holy picture was painted, according to the tradition, by St. Luke the Evangelist, who painted two pictures of the Virgin Mary on a table top once used by the Holy Family⁵⁶

[Cultural Management and Tourism in European Cultural Routes: from theory to practice](#)

The presentations combined academic papers on heritage and tourism management, accounts of good practices applied in various European (as well as in non-European) countries, examples of innovation in cultural tourism, research work-in-progress carried out in areas selected as case-studies in participant countries as well as proposed plans of action of the Cultour+ entrepreneurs selected for mentoring and support in project’s framework⁵⁷

[Cultural Management: from theory to practice](#)

The partners of Cultour+ are proud to present the results of the work so far and pledge to continue working for tracing viable, sustainable and effective cultural routes in the common effort to bring European cultures in close contact.

⁵⁵ Ochoa Siguencia L., Gomez-Ullate, M., & Kamara, A. (ed). (2016) Cultural Management and Tourism in European Cultural Routes: From theory to practice. Publishing House of the Research and Innovation in Education Institute, p. 70 – 89.

⁵⁶ Ochoa Siguencia L., Gomez-Ullate, M., & Kamara, A. (ed). (2016). Polish case study: analysis of hospitality base in the Radom-Czestochowa pilgrimage by bicycle route In Cultural Management and Tourism in European Cultural Routes: From theory to practice. Publishing House of the Research and Innovation in Education Institute, 198 – 212.

⁵⁷ Ochoa Siguencia, L., Gómez-Ullate, M., & Kamara, Afroditi. (2016). Cultural Management and Tourism in European Cultural Routes: from theory to practice. Publishing House of the Research and Innovation in Education Institute

Pilgrimage and thermalism have, after all, been disseminating traits of civilization for centuries; it is now time to carry the torch further and do so on firm academic ground.⁵⁸

[Place Branding: are we at a Turning Point?](#)

Recent investigations have enriched the place branding concept, presenting positive and negative factors that influence place promotion. Some researchers argue that the lack of clear political priorities for place marketing is one of the main obstacles for tourism development. At the same time, ICT is transforming tourism globally, and the idea of using the new technologies for manipulating place brands is becoming attainable. This paper shortly reports on the first outcomes of a preliminary exploratory research into online tourist communities and free web-based travel guides.⁵⁹

[The Turning Point of the Place Identity](#)

In this paper we propose the use of Place entity, a logical construct, to model the moot concept of place identity. Place entity can be deemed to be a mosaic of the physical and social settings of a real place, or of a place representation (virtual or literary); it is a hierarchical structure, which can be expressed through the Web Ontology Language (OWL) and used for modelling the place identity process. The preliminary structure of the Place entity is illustrated, and its components are described and analysed.⁶⁰

[Technologie informacyjno-komunikacyjne jako innowacyjne źródła informacji turystycznej](#)

The research work deals with information systems applied into tourism management, with particular emphasis on digital information. The research problem is to consider and also show the dominance of the digital nature of information in the field of tourism nowadays the analogue. The research method

⁵⁸ Ochoa Siguencia, L., & Gómez-Ullate, M., & i Kamara, A. (2016). Cultural Management: from theory to practice, Publishing House of the Research and Innovation in Education Institute, p. 1 - 98.

⁵⁹ Marzano, G., Ochoa Siguencia, L. (2016). Place Branding: are we at a Turning Point?. Proceedings of the 19th IPSAPA/ISPALEM International Scientific Conference. Napoli (Italy) July 2nd - 3th, 2015, p. 79-82.

⁶⁰ Marzano, G., & Ochoa Siguencia, L. (2016). The Turning Point of the Place Identity, p. 43-50 Proceedings of the 19th IPSAPA/ISPALEM International Scientific Conference. Napoli (Italy) July 2nd - 3th, 2015,

used in our research was a comparative analysis of the attractiveness and usefulness of these forms of information. Seems that commonly the present way of obtaining tourist information are modern technologies. Given the above assumption, it confirms the thesis assuming that: the digital nature of the information dominates the analogue information. It was chosen the most important examples of resources and tools for tourist information and presented in this paper.⁶¹

[A Preliminary Exploratory Research On The Turning Point Of Place Branding Management](#)

Recent investigations have enriched the place branding concept, presenting positive and negative factors that influence place promotion. Some researchers argue that the lack of clear political priorities for place marketing is one of the main obstacles for tourism development. At the same time, ICT is transforming tourism globally, and the idea of using the new technologies for manipulating place brands is becoming attainable. This paper presents the first outcomes of a preliminary exploratory research into online tourist communities and free web-based travel guides.⁶²

[Cultural Management and Tourism in European Cultural Routes: Cultour+ Summer School- Book of abstracts](#)

The International Summer School hold in Cáceres in different scenarios, was the first multiplier event of Cultour+ project, an Erasmus+ Strategic Action involving 9 partners from 6 different European Countries (Bulgaria, Greece, Italy, Poland, Portugal and Spain). This course gathered together experts, researchers and entrepreneurs from seven European countries to share diagnosis and think about applied solutions for European Cultural Routes as motors for sustainable development through tourism and cultural management.⁶³

⁶¹ Ochoa Siguencia, L., Ochoa-Daderska, R., & Grzesiak, S. (2016). Technologie informacyjno-komunikacyjne jako innowacyjne źródła informacji turystycznej, p. 111 - 129

⁶² Marzano, G., & Ochoa Siguencia, L. (2016). A Preliminary Exploratory Research on the Turning Point of Place Branding Management. International Journal on Global Business Management and Research. 5, p. 31-40.

⁶³ Joukes, V., Gómez-Ullate, M., & Ochoa Siguencia, L. (2016). Cultural Management and Tourism in European Cultural Routes: Cultour+ Summer School- Book of abstracts, doi:10.13140/RG.2.1.2030.3603.

[Managing cross-cultural online communication in multicultural project teams: the case of cultour+ project](#)

The paper aims to present the process and partnership building in multicultural project teams through the use of information and communication technologies (ICT) taking into account the Cultour+ communication project management plan to build virtual teams. CULTOUR+ is a Strategic Partnership (SP) of universities, local governments, SMEs and NGOs, that following the mainlines of the Higher Education Modernization Agenda, will offer high quality and innovative courses and tools, integrating innovation, international mobility and cross-border cooperation to enhance capacity building in higher education curricula in the fields of cultural tourism and hospitality, cultural management and shared cultural heritage. This paper aims to enhance the effective use of ICT in project work by analyzing the way it fits in with various project activities having as an example the Cultour+ project. This approach may facilitate the choice of appropriate tools by each project team and show how ICT can support key processes like leadership, management, communication and co-operation within other European project teams.⁶⁴

[Information Technology \(IT\) in the management of hospitals in Poland - GESITI Research Project at Region Silesia - Report ISSN: 2316-2309](#)

REPORT ISSN: 2316-2309 <<http://www.cti.gov.br/dtsd/gesiti-hospitalar/issn-2316-2309>>. In this article there are presented results of surveys carried out within the framework of GESTI Network – systems management and information technologies in hospitals. The data are collected in the fourth institutions where are situated in the south part of Poland (region Silesia). Prospective Questionnaire (PQ) is used which has questions on the use modern technologies in the variety of areas related to the management of the hospital. The institutions, which took part in the research, noticed the use of modern technologies as a factor contributing to improve the efficiency of the functioning of hospitals. In the other side they also notice the financial limits prevented the use of these technologies to the extent that would be the most optimal. The use

⁶⁴ Ochoa Siguencia, L., Gómez-Ullate, M., & Ochoa-Daderska, Renata. (2016). Managing cross-cultural online communication in multicultural project teams: the case of cultour+ project. Society. Integration. Education. Proceedings of the International Scientific Conference. 2, p. 598 - 608. 10.17770/sie2016vol2.1419.

of information communication technologies stays imperfect in the researching hospitals but it is one of the priorities of the development strategy.⁶⁵

[A study of entrepreneurial strategies in biomedical and genetics](#)

This study compares two entrepreneurial strategies: speed of entry and speed of accumulation of resources after entry. It tests whether the speed of accumulation of resources after entrance overcomes the advantage gained by early entrance into bio-medical and genetics. The findings show that the effect of speed of accumulation of resources is larger than the effect of early entrance, which suggests that first mover advantages are temporary and dependent on speed of accumulation of resources. We test these propositions on a sample of firms from North America and discuss strategic implications.⁶⁶

[Lider opinii, trendsetter, influencer, czyli blog pracą na pełny etat](#)

the starting point for further considerations of the Authors will be an attempt to explain the concepts of "opinion leader", "trendsetter" and "influencer". The historical outline of the blogosphere and the characteristic features that distinguish the blog from the regular website will be presented. Theoretical considerations on the strategy of earning the author's online diary will base the specifics of the Polish bloggers market. Influencer marketing has never been so accessible and effective⁶⁷

[Social Media Channels and Mobile Application Usage in Tourism Management: Case Study in Czestochowa](#)

Social media play a significant role both on the demand and on the supply side of tourism allowing destinations to interact directly with visitors via various internet platforms and monitor and react on visitors opinions and evaluations of services. The paper presents the social media and mobile applications and their

⁶⁵ Piasecka, M., Napora, E., Kozerska, A., Ochoa Siguencia, L., Cwięk, H., Ochoa-Daderska, R., & Balloni, A. (2015). Information Technology (IT) in the management of hospitals in Poland - GESITI Research Project at Region Silesia - REPORT ISSN: 2316-2309. 10.13140/RG.2.1.1579.8241.

⁶⁶ Rivas, Ronald & Ochoa Siguencia, Luis. (2015). A study of entrepreneurial strategies in biomedical and genetics. Innovative (eco-)technology, entrepreneurship and regional development, p. 21-25.

⁶⁷ Ochoa-Daderska, R., & Chęcińska - Kopiec, A. (2018). Lider opinii, trendsetter, influencer, czyli blog pracą na pełny etat. VIII, p.99-107.

usefulness in tourism business in general. Basing on research conducted in Poland we show the most popular apps and the case study of Czestochowa, that is the most famous place of pilgrimage in Poland focuses on the possibilities of using these applications in the Religious and Cultural Tourism. This presentation proves that use of such a modern applications can change the look of pilgrimage tourism, brings extraordinary possibilities of innovation in access and approach to this area of cultural tourism.⁶⁸

Cultural Management and Governance for European Pilgrimage Routes and Religious Tourism: Books of Abstracts

This congress will gather world experts in cultural management and tourism management in Cultural Routes and sites. It has a special interest in consider sustainable cultural tourism as local development and a source of quality employment opportunities. So entrepreneurship, and entrepreneurship education are considered also under panels in this congress. While private cultural management is a focus, networking between stakeholders and good practices on governance for the cultural routes are also main objectives of the conference. The conference will have a special focus on two of the most important European cultural routes for pilgrimage and religious tourism: the St. James Ways and the Via Francigena. This is a 21st Century Conference. Cultour+ encourages virtual participation and warrantee the media and testing to have a fluid virtual/presential mixture.⁶⁹

From Traditional Face-to face Bullying to Cyberbullying: The harmful Effects of Technology

Bullying is a harmful phenomenon largely diffused in our society and difficult to contrast effectively. With the advent of Information and Communication Technology bullying out of the schoolyard and placed it online. Nowadays, online bullying, or cyberbullying, is a new alarming threat, especially for children. Cyberbullying has rapidly gained popularity thanks to the spread of smartphones and social media and has become a big concern for educational

⁶⁸ Ochoa-Daderska, R., Kruszynska, K., & Mikrut, G. (2017). Social Media Channels and Mobile Application usage in Tourism Management: Case Study in Czestochowa.

⁶⁹ Gómez-Ullate, M., Ochoa-Daderska, R., & Álvarez García, José & Del Río-Rama, M. (2017). Cultural Management and Governance for European Pilgrimage Routes and Religious Tourism: Books of Abstracts.

institutions, educators, and parents. This paper focuses on the similarity, difference, and complementarity between bullying and cyberbullying aiming at a better understanding their characteristics in order to fight them.⁷⁰

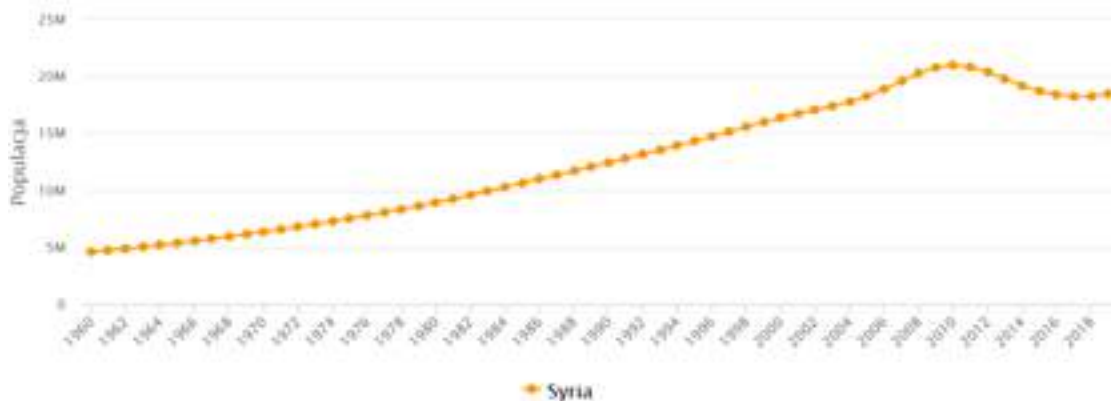
⁷⁰ Marzano, G., & Ochoa-Daderska, R. (2015). From Traditional Face-to face Bullying to Cyberbullying: The harmful Effects of Technology.

3. REFUGEE INTEGRATION

3.1 REFUGEES FROM SYRIA IN THE WORLD IN 2019

More than 4.8 million refugees from Syria reside in just 5 countries: Turkey, Lebanon, Jordan, Iraq and Egypt (data as of December 18, 2016). The population of Syria in 2019 will grow by 215,000 and reach 18 924 000 people in 2020. Migration has reduced the population by 248,000 people a year, including emigration and immigration. The average number of births in Syria is 378,689 a year, the number of deaths is 89,761 a year. The natural increase will be around 1.56 percent per year. Since 1980, the population density of Syria has changed from 48.6 to 99.5 in 2017.

Population of Syria (1960 - 2019)



<https://www.populationof.net/pl/syrian-arab-republic/>

Syria - population chart by age 2019 in% (left side of the woman, right - men)



<https://www.populationof.net/pl/syrian-arab-republic/>

The basis for international refugee legislation is the 1951 Convention on the Status of Refugees, originally enacted to regulate the status of millions of refugees expelled as a result of the Second World War. It defines the factors defining when a given person becomes a refugee and the scope of assistance to which he or she is entitled.

Two types of refugees. Of the 11.3 million people in Syria who left their homes due to military action, the threat of death and persecution, humanitarian organizations distinguish between two types of refugees:

- Refugees (statutory refugees) - persons who crossed the Syrian border and found refuge in the territory of another country.
- Internally Displaced Persons (IDPs) - persons who are in a refugee situation but have not crossed the Syrian border.

The dramatic situation of children staying in the territory of Syria. About 7.5 million children in Syria are growing up, knowing only the realities of war for about seven years. Over 2 million children do not attend school, ¼ of school buildings are damaged or destroyed. 60% of children must work or serve in armed groups. Without education, they will not be able to support the reconstruction of Syria. There is also the danger that they will be prone to radicalization and religious indoctrination.

Refugees usually come with small ships or on smugglers' pontoons. From their homeland, their wars are most often banished - especially the bloodiest conflict of recent years - the so-called the Syrian crisis, but also poverty and the desire to improve its existence. The end of immigration problems can not be seen. Only now, as it is estimated, almost 6.6 million people are expected to enter Europe.

Most refugees flee to neighbouring countries, that is, in the vast majority of developing countries in the Middle East and North Africa - not to a rich Europe, the United States or Canada. Most of the refugees currently reside in Turkey, Pakistan, Lebanon, Iran, Uganda and Ethiopia⁷¹⁷².

According to Bild, more than half of them (55 percent) come from Nigeria, Bangladesh, Guinea, Ivory Coast and Gambia.

⁷¹ Ochoa Siguencia, Luis & Marzano, Gilberto & Herman, Damian. (2015). Electronic media management – use of cloud computing in students of higher school. In New Media in Higher Education Market. Publishing House of the University of Economics in Katowice, 164-177

⁷² <https://www.euractiv.pl/section/migracje/news/uchodzcy-europie-krotki-przewodnik-faktach/>

Immigration crisis. The number of immigrants in the world increased sharply after the outbreak of the civil war from Syria, which escaped almost 5 million people (2016). Most of them currently live in camps in Turkey, Lebanon and Jordan.

The beginning of the immigration crisis is considered 2015. At that time, the EU states recorded a record 1.2 million applications for asylum. According to the UN, the majority of migrants who reached Europe in 2015 were Syrians (49%) and Afghans (21%). In all these countries, fierce military operations have been taking place so far. Currently, most refugees come from the following countries: Syria (23%), Afghanistan (12%), Nigeria (10%), Iraq (8%), Eritrea (6%)

Most immigrants went to Germany (almost 500,000 asylum applications in 2015). Other popular destinations are Sweden, Austria and Hungary. In total, approximately 2 million refugees came to Europe in 2015 and 2016. Although their exact number is difficult to estimate.

The Frontex data also shows that in April the EU border was illegally crossed over 14 thousand. times, or 2 percent more than in the previous month. The agency underlines, however, that this number does not necessarily mean that exactly so many people have tried to enter the territory illegally. It is possible that the same people tried to cross the EU border several times and in different places.

A large number of refugees come from Africa. It's mainly from Libya. The situation in centers for refugees and migrants applying for asylum in Italy is described as extremely difficult. There are 120,000 in them. adults and the right 20 thousand minors (mid-2016). The EU Border Agency indicates that the majority of refugees arriving in Italy come from Nigeria, Bangladesh and Côte d'Ivoire. In addition, since the beginning of 2017, the number of migrants from Bangladesh, Morocco and Pakistan has been steadily growing.

In 2015, the percentage migrants were men, 17 percent. - women, 25 percent - children. This is due, among other things, to the fact that EU countries allow later family reunification.

In addition, in war-torn countries, men are more vulnerable to forced participation in military operations.

According to the udzodzczy.info portal "the most popular route in 2015 was the western Balkans route leading through Turkey, Greece, Macedonia, Serbia and

Hungary." The trail was blocked after the Hungarian-Serbian border was closed in September 2015. It has had the desired effect. In Greece, the number of migrants has decreased in recent months. In April 2015, 46 percent came to the Greek islands. fewer people than in March, a total of 1.2 thousand people. In comparison to last year's figures, this figure is 68%. lower.

There are also other popular smuggling routes. The most important is West African, Western Mediterranean, Middle Mediterranean - through Apulia and Calabria. Refugees are also trying to get to Europe from the north. The so-called. the Arctic route leads from Russia to Norway and Finland.

Over 6 million immigrants and refugees are waiting at the gates of Europe. Who they are and where they come from⁷³

Refugees in the region:

- Turkey has welcomed more than 2.7 million refugees from Syria, more than any other country in the world;
- Lebanon has received about 1 million refugees from Syria, which is about one-fifth of the population of Lebanon;
- Jordan has received about 655 675 refugees from Syria, which is around 10% of the country's population;
- Iraq, where currently 3.1 million people are internally displaced, accepted 223,894 refugees from Syria;
- Egypt has 115,204 refugees from Syria

By the end of November 2016, appeals for humanitarian aid for Syrian refugees were financed in only 56%. 93% of Syrian refugees living in cities in Jordan live below the poverty line, as do 70% of Syrian refugees in Lebanon, 65% in Egypt and 37% in Iraq⁷⁴.

3.2 REFUGEE'S EDUCATION IN TURKEY

More than half a million small Syrians will go to Turkish schools from September. It's just over 60 percent. children who left their homeland with their

⁷³ <https://www.tvp.info/32781188/ponad-6-mln-imigrantow-i-uchodzcow-czeka-u-wrot-europy-kim-sa-i-skad-pochodza>

⁷⁴ <https://amnesty.org.pl/uchodzczy-z-syrii-kryzys-w-liczbach/>

parents for over seven years in a civil war. The rest must work to avoid starvation, writes Marcelina Szumer-Brysz from Izmir.

Izmet Necepin Erbakan Izmir High School in Karabaglar. In front of the beige-yellow building, as in front of every school in Turkey, a flag flutters. In the middle of the obligatory bust of Atatürk, as well as blue tiles, white walls and blue doors to the classrooms. The high building clearly contrasts with the surrounding residential buildings, just like modern playground contrasts with the surrounding littered squares covered with yellowed grass. This is not the best district of Izmir, but the school has something that other institutions lack: a class for Syrian refugees. Her class is attended by 15 students, the Syrians themselves, and the teacher has been teaching philosophy there for two years. She is also a refugee herself, in 2012 she came to Turkey from Damascus. First, she lived in Istanbul, for a while in Antalya, until she came to Izmir. In her homeland, she obtained a BS in sociology (further studies were interrupted by the war), in Turkey she was involved in various activities, but only after she learned the language, she began to work in the profession. First, in a foundation helping refugees, later in school⁷⁵.

The situation associated with the influx of refugees has a number of economic and social consequences directly affecting the populations of Lebanon, Jordan and Turkey:

- A sharp rise in unemployment and a drop in wages (labor prices), as refugees from Syria dominated low-paid jobs in the construction sector, agriculture or services (store operations),
- An increase in poverty among the population of the hostile regions of Syrian refugees caused by higher unemployment and lower incomes,
- Overloading of water supply, sewage and waste disposal systems due to the increase in population of towns and regions, often by over 100%. Desert Jordan is in danger of running out of drinking water.
- Decrease in the quality of education and health care. Schools must work on two or three shifts.
- In the first years of the war, hundreds of thousands of families in countries bordering Syria hosted refugees for free, sharing their home and food with them. The costs of maintaining additional household members and the

⁷⁵ Turcja uczy Syrię, czyli uchodźcy w szkolnych ławkach; Marcelina Szumer-Brysz, Izmir 30 sierpnia 2018 <http://wyborcza.pl/7,75399,23839197,turcja-uczy-syrie-czyli-uchodzcy-w-szkolnych-lawkach.html>

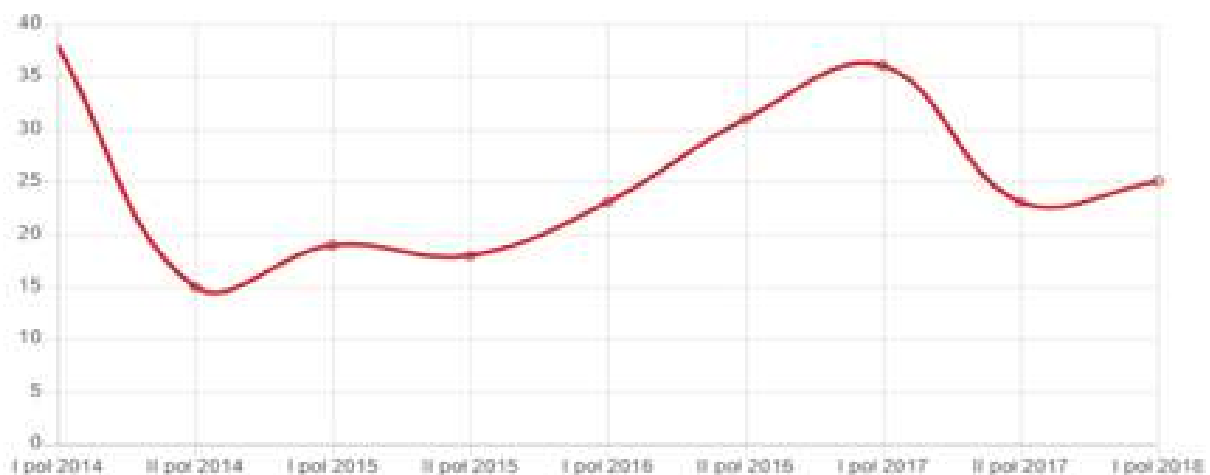
lack of work caused by the influx of refugees resulted in the depletion of savings and impoverishment.

- In a similar situation, there are owners of shops and pharmacies who allowed refugees to buy food and medicines for credit. They often face financial problems because refugees did not pay their debts due to the inability to find a job.

3.3 THE CHARACTERISTICS OF REFUGEES ON THE TERRITORY OF POLAND - STATE FOR 2019

Immigrants to Poland come mainly in search of work (75 percent of cases examined in 2018). The largest group of foreigners who received work permits in 2018 are Ukrainians (107 thousand people), but the number of Nepalese citizens (9.2 thousand), Belarus (7.6 thousand) and India (3.6 thousand) .) or Moldova (2.5 thousand). (<https://oko.press>)

Chart Increase in the number of foreigners with a valid residence permit in Poland (in thousands)

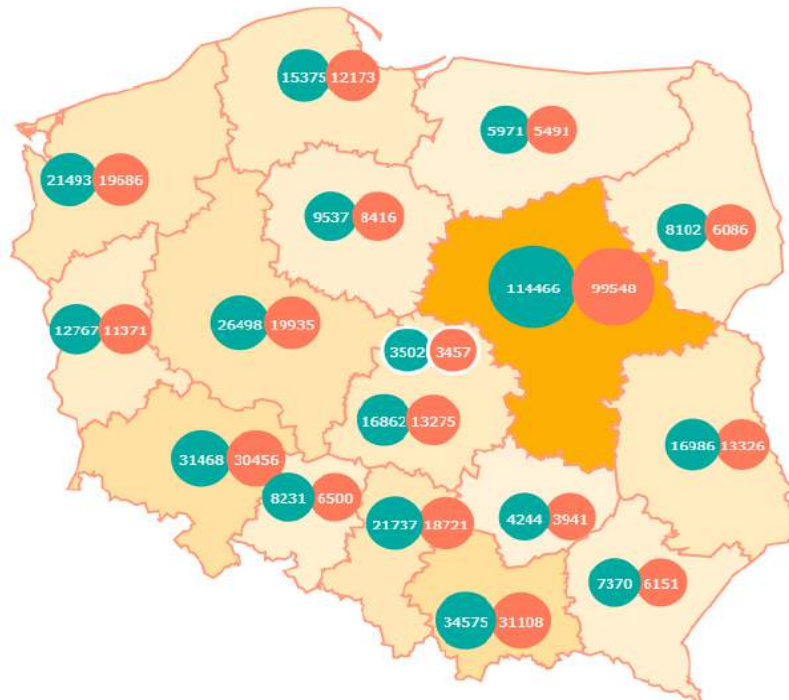


<https://oko.press/>

The Office for Foreigners reports that in the first half of 2018 the number of foreigners with a valid residence permit increased - year to year - by 25,000. people. On the map you can compare their number in 2017 (red) and 2018

(green) in individual provinces. The largest increase took place in Wielkopolska - by over 6,000. permits more.

Number of refugees in Poland, 2017 - 2018

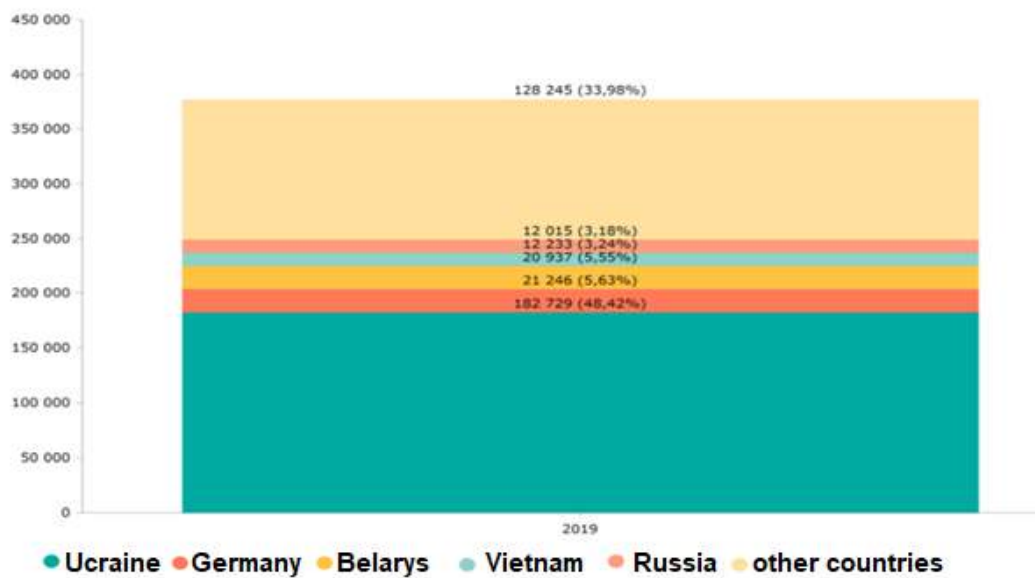


Data for 2017 - red / data for 2018 - green (source: <https://oko.press/>)

The country of origin of refugees on the territory of Poland in the first quarter of 2019

The largest number of refugees in Poland in the first quarter of 2019 are people from Ukraine - 48%, the next two groups are people from Germany (5.63%) and Belarus (5.55%). The Vietnamese account for 3.34% of the number of foreigners, while people from Russia - 3.18%. The remaining group 33.98% is made up of people from other countries of the world.

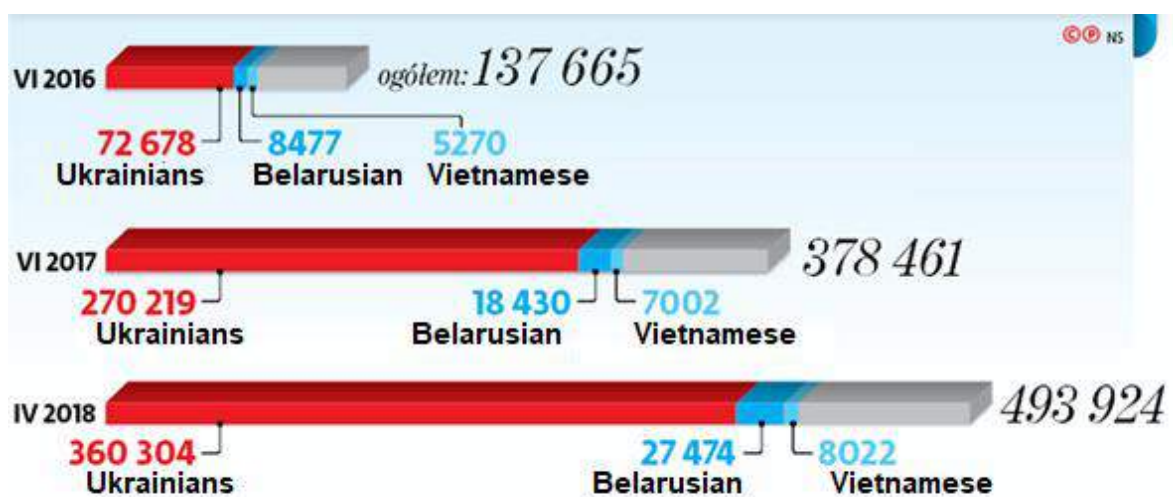
Country



(źródło: <https://oko.press/>)

From the data provided by the Social Insurance Institution (ZUS), the number of foreigners insured with ZUS increases year by year. The largest group are Ukrainians, then Belarusians and Vietnamese.

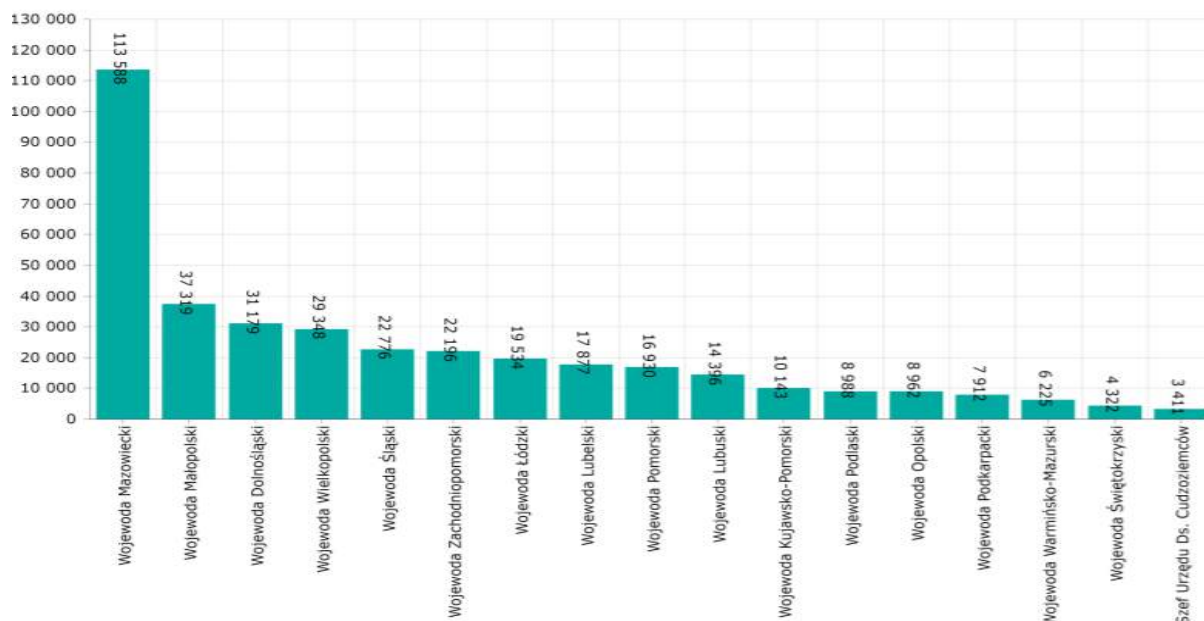
Foreigners insurance in ZUS



<https://forsal.pl>

The organ issuing the most permits for permanent residence in Poland in 2019 was the Voivode of Mazovia - 113 586 applications in the first quarter of 2019. The next four voivodeships are: małopolskie, dolnośląskie, wielkopolskie and śląskie.

The authority issuing the permit - Poland 2019



Analyzing the quality of applications - the applications for temporary stay dominate - almost 55% of the number of applications submitted in the first quarter of 2019. In the following places, you can mention the registration of the EU citizen's residence - 19.25% and issuing a permanent residence permit - 18.72%.

Document type	Number / 2019	participation %
Temporary stay	206 066	54,60%
Registering the stay of ob. EU	72 650	19,25%
Permanent residence	70 666	18,72%
Stay of a long-term EU resident	13 069	3,46%
Permanent residence of a citizen of the European Union	8 377	2,22%
Stay for humanitarian reasons	1 973	0,52%

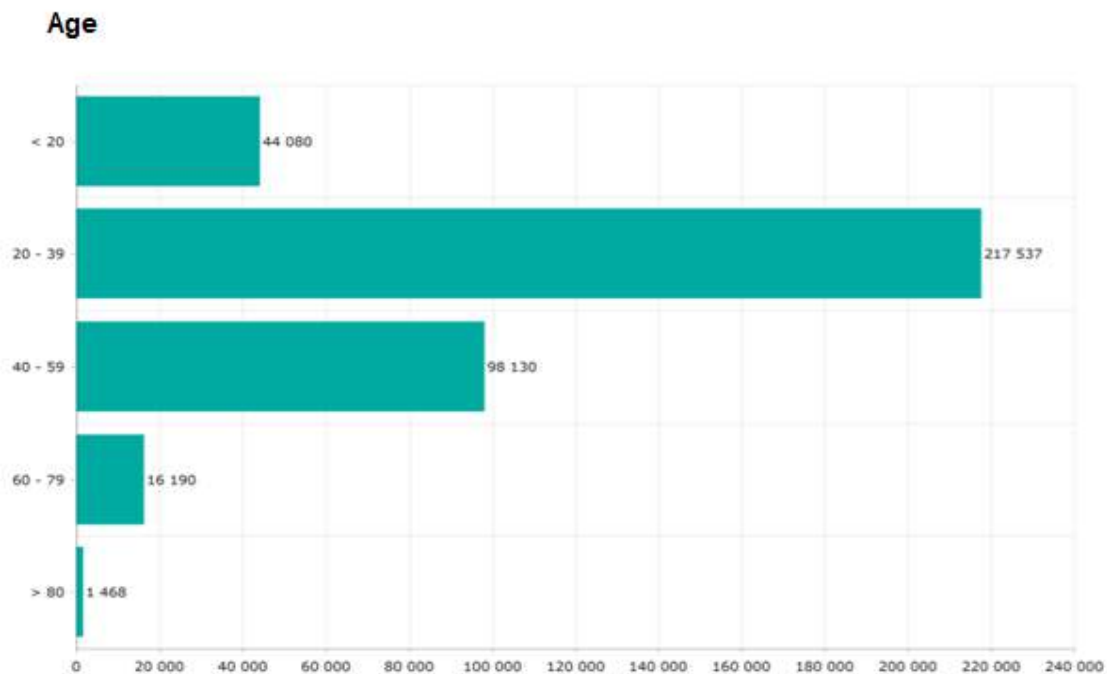
Complementary protection	1 965	0,52%
Refugee status	1 368	0,36%
Stay of a family member of a citizen of the European Union	913	0,24%
Tolerable stay	273	0,07%
Permanent residence of a family member of the European Union citizen	85	0,02%
Total	377 405	100%

(Sources: own elaboration based on -

<https://migracje.gov.pl/statystyki/zakres/polska/typ/dokumenty/widok/tabele/rok/2019/>)

The age structure of refugees in Poland in the first quarter of 2019, the dominant group are people between 20 and 39; these are mainly men (233,636 men, 143 769 women)⁷⁶

- Education and Training Monitor from 2017. Poland)



Źródło: https://ec.europa.eu/epale/sites/epale/files/monitor2017-pl_pl.pdf

⁷⁶ Źródło: Źródło: https://ec.europa.eu/epale/sites/epale/files/monitor2017-pl_pl.pdf

3.4 EDUCATION

Although education plays a key role in the integration of migrants, their situation in terms of school performance remains unfavorable compared to the situation of people born in a given country. In 2016, 33.9% of the population of people born outside the EU between the ages of 30 and 34 had low skills (ie had a lower secondary education or lower), a 19.1 percentage point increase (pp) higher than for the population people born in the countries concerned. In addition, for people coming from a migrant background, from countries outside the EU, there is often a simultaneous accumulation of a number of factors that put those people at a disadvantage, such as having poorly qualified parents or parents with low skills, not speaking in a local language at home, having access to less cultural resources and experiencing the effects of isolation and underdeveloped social networks in the host country. Young people from a migrant background are also more at risk of worse results at school and early school leaving. More generally, pupils from a migrant background, i.e. either born outside of a given country (i.e. in another EU Member State or outside the EU) or whose parents were born abroad, have learning difficulties, as evidenced by their significantly lower educational and learning achievements. lower level of education compared to students belonging to the population of people born in a given country.

The needs of refugees living in Poland relate not only to material matters. They would also like their children to be properly educated. Children of refugees and other foreigners may use education to the level of upper secondary schools on the same terms as Polish citizens. The presence of children who are not Polish citizens in schools ceases to be a marginal phenomenon and concerns more and more institutions. It is difficult to say, however, that Polish schools should be prepared accordingly.

Among the main reasons for this state of affairs is the lack of appropriate legal solutions concerning education of foreigners, insufficient number of qualified teachers who could conduct classes in Polish as a foreign language, and lack of educational materials prepared to work with foreigners.

The presence of a refugee child or foreign child in a Polish school is a challenge for both sides. First of all, so far in Poland there is no so-called "adaptation period" during which a child can learn Polish and make up for program differences. A small foreigner, regardless of the level of knowledge of the Polish language, is thrown into very deep water - he immediately goes to normal classes with his peers.

It is a fact that a student-foreigner can simultaneously benefit from additional Polish lessons of 2 hours a week. Many studies - for example those conducted by the Foundation for Social Diversity - show, however, that such a small hour does not allow you to quickly acquire language skills and, consequently, to achieve independence at school. Foreign students are also entitled to additional compensatory classes in individual subjects. The number of additional classes (compensatory and additional Polish lessons in total) cannot, however, exceed 5 hours per week. What's more, they take place in addition to the obligatory lessons. This means an additional burden and time spent at school, while at the same time the hours spent during ordinary lessons with the class are most often not used for the foreign student. It should also be added that foreign students are also required to take a sixth grade test and a lower secondary school exam - even if they have been learning in a Polish school for only a few weeks. From the 2015/2016 school year, students can use the simplified examination sheets, but it is still not possible to exempt such a student from taking the exam.

In Poland, there are still a shortage of people qualified to teach Polish as a foreign language, as well as people who could be employed as so-called cultural assistants. This is a particularly important deficit, because such a person is a huge support not only for foreign pupils, but also for other students, school employees or parents. The cultural assistant plays the role of a kind of mediator between two cultures, at the same time being a source of knowledge about the countries of origin and cultures of foreign children learning at school. The problem is that the remuneration of such a person should be covered by the money of the school's governing body, which is generally the self-government. However, this one - without additional support - usually can not afford such an expenditure.

This example is a good sign of the chronic underfunding of education of foreigners. Despite the increased educational subsidy, which is 150% higher than in the case of a Polish student with no special educational needs, it is still

not enough to organize the education of foreign children in a reliable and effective way.

[\(https://bezpiecznik.org/2018/02/22/uchodzcy-w-polsce/\)](https://bezpiecznik.org/2018/02/22/uchodzcy-w-polsce/)

3.5 ADVANTAGES - DISADVANTAGES AND BARRIERS SELF-EMPLOYMENT

The labor market as an integral part of the country's economic system requires a holistic approach, which means synchronized, multifaceted operations, ie perceiving the labor market in a systemic way. The tendency to increase labor market flexibility is a response to more and more dynamic changes in the economy and must be part of a systemic approach, as deregulation activities are very diverse and include various elements of this market. Self-employment is part of this trend because its dissemination is treated in specific situations as an attempt to solve the problem of unemployment⁷⁷

Self-employment is often the chosen form of employment, being either an attractive alternative for people who are not satisfied with full-time work, or the only possible way to work, especially during an economic slowdown, when many enterprises face the need to restructure and cut costs.

Self-employment gives you more freedom and possibilities in performing your duties. At the same time, self-employment is your own business activity, for which the entrepreneur's obligations lie. Typically, the transition to self-employment pays for both the employee and the employer. Self-employment means running your own business activity (sole proprietorship, entered in the register) on the basis of cooperation agreements, eg contracts of mandate or contracts for specific work, in which it is recorded that the contractor or the performer runs the company. The self-employed person works on his own account and at his own risk, subject to the law on the freedom of economic activity. Self-employed, to a large extent, decides on how to carry out the tasks assigned for execution, can therefore show greater creativity and use own ideas to organize their work.

⁷⁷ Puzio-Waławik B. Uniwersytet Ekonomiczny w Krakowie samozatrudnienie jako element systemowego wsparcia rynku pracy w Polsce

Unlike a contract of employment, there is no element of submission in the cooperation agreement. And that means in principle freedom in choosing a place and time of work or the opportunity to cooperate with several entrepreneurs and increase profits. A self-employed person may also pay lower social security contributions than a statute whose amount is not related to his / her actual income. Thanks to the possibility of including certain expenses in costs, it also saves on taxes.

The advantages of self-employment. Self-employment can be: Cost-effective, Creative and Diversified.

- become your own boss
- do what you are interested in
- Set and keep your own deadlines
- express yourself
- use your potential
- be proud of what you do
- control your destiny
- give up commuting
- transfer your company to those you care about - family, descendants
- get recognition in your family, relatives and communities
- implement your skills
- Get a sense of accomplishment by realizing challenges
- Get financial independence

Disadvantages of self-employment:

- You can feel lonely
- If you do not work, you do not earn - no sick leave, holidays cost you time outside of business
- Owners / managers must perform all roles - devoting a lot of time - long and unregulated working time
- Expect an unexpected ...
- It may take a long time for the owner / manager to start earning (or before the shareholders start receiving a dividend)
- Excessive transactions (transactions in business that will not be realized) may be a bigger problem to be solved than looking for a market

Barriers arising in connection with the development of self-employment are primarily:

- Insufficient finances;
- Legal regulations;
- Increased competition;
- Volatility, market uncertainty;
- Price increase for suppliers;
- Poor cross-sector cooperation.

In addition, when analysing the market situation on which refugees would appear, they could be:

- bias;
- Racism;
- Lack of trust of potential customers / clients.

4. RESEARCH RESULTS

4.1 AIM OF RESEARCH

The aim of the study was to determine the predisposition of refugees to integration through self-employment.

The research hypothesis established at the beginning of the study is as follows: self-employment is an important element of the systemic approach to issues related to the integration of refugees (from Syria) and can be an alternative form of their employment.

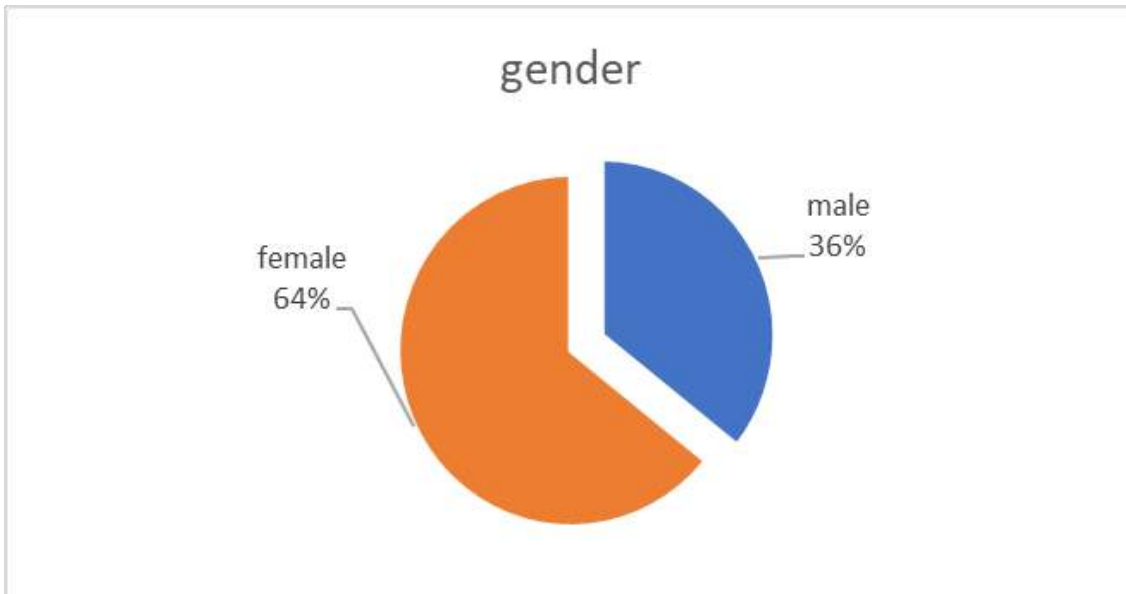
The analysis covered:

- what is their professional status
- what are their professional predispositions,
- what is the level of computer literacy,
- what is the level of their use of the Internet,
- what are their learned professions,
- and whether they have ideas for their creative development, business.

4.2 CHARACTERISTICS OF RESPONDENTS

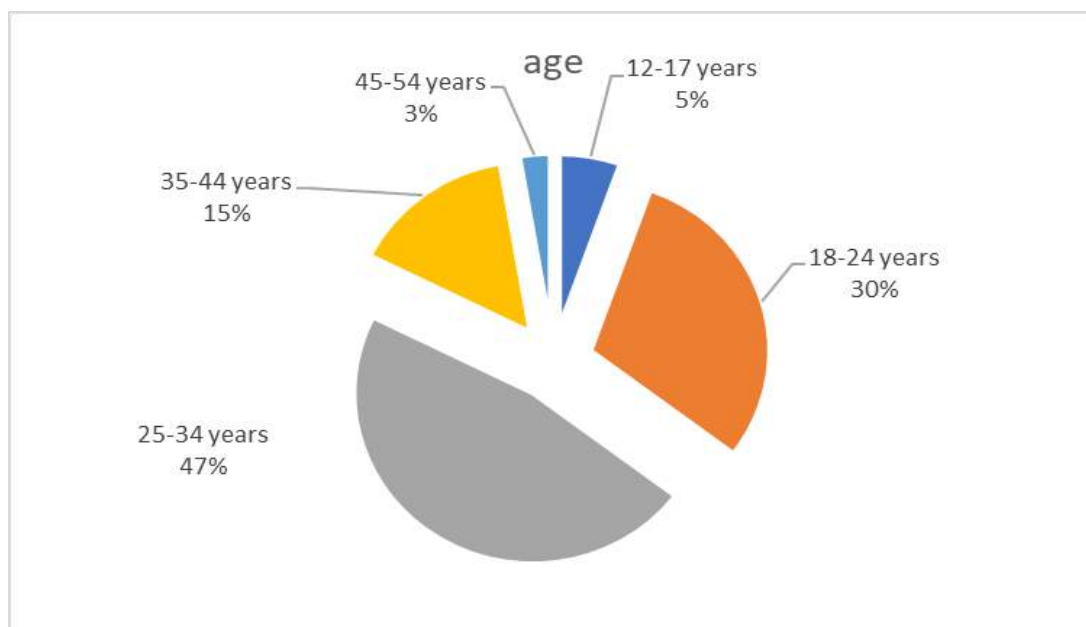
Research carried out in Turkey. Respondents were Syrian refugees living in Turkey. The survey was conducted in September-October 2019 and 221 respondents took part.

Respondents were women (64%) and men (36%). Women were the dominant group.



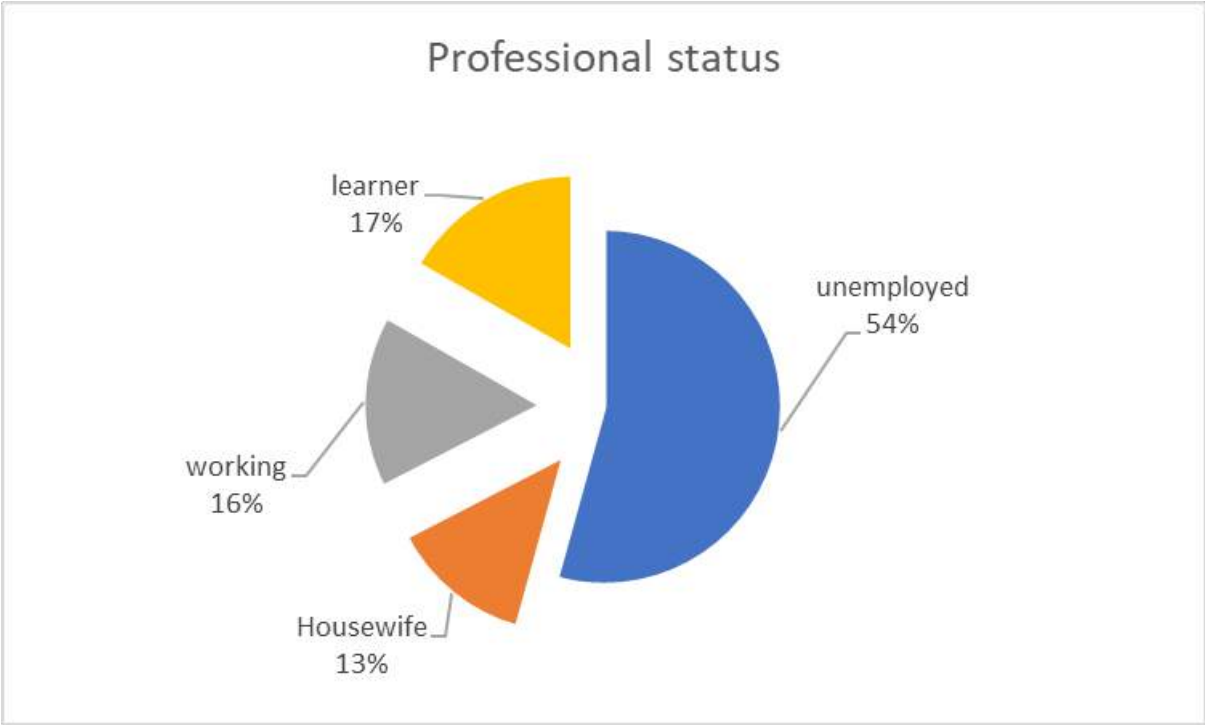
Sources: own sources

The largest group of respondents were people belonging to the 25-34 age group (47%); the second largest group were persons from the 18-24 age group (30%). People aged 35-44 accounted for over 15%. Groups of 12-17 years (5%) and 45-54 years (3%) were the least numerous.



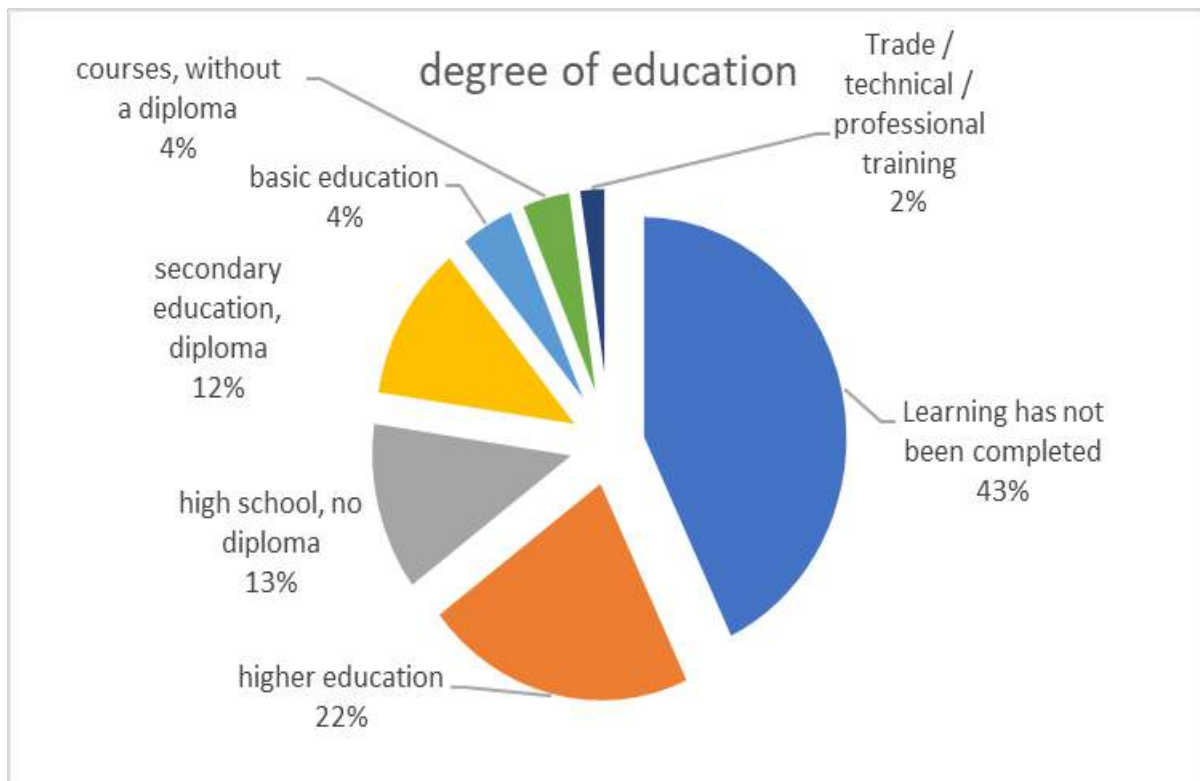
Sources: own sources

The professional status of refugees from Syria staying on the territory of Turkey is dominated by the unemployed along with housewives - 149 respondents, which is 67%. There were 16% of working people and 17% of those studying.



Sources: own sources

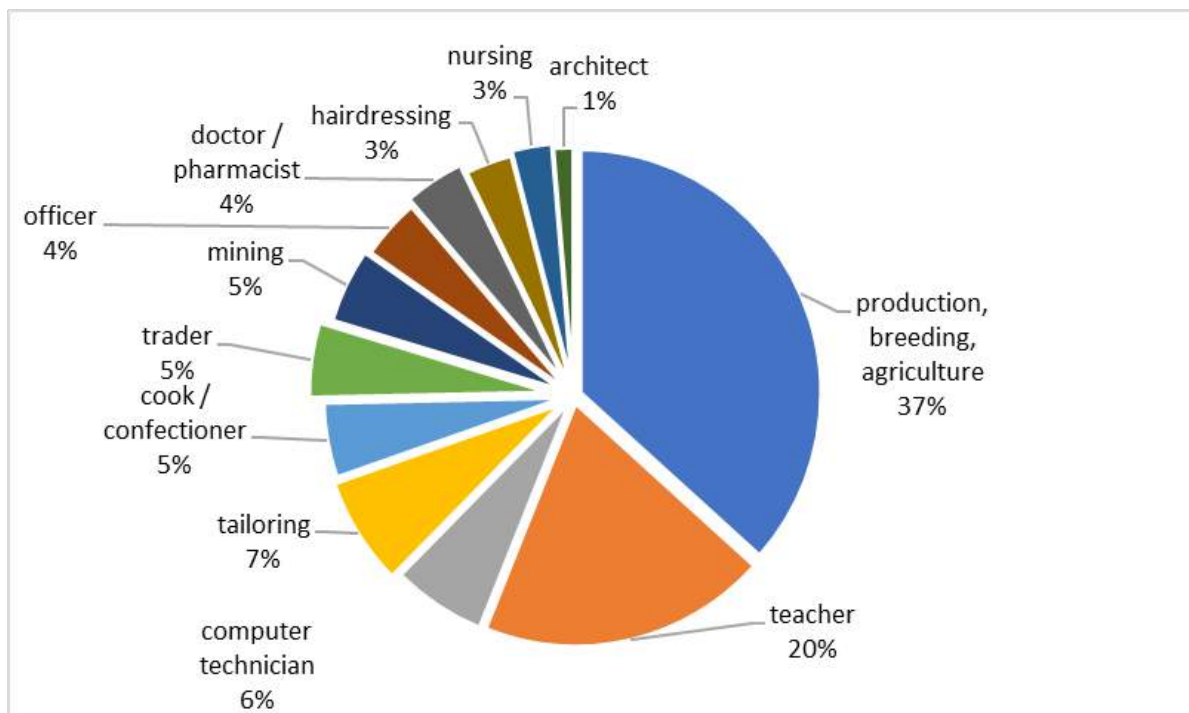
The level of education of the respondents is not optimistic, the refugees in the accident 43% of respondents (95 people) did not finish their education. Higher education graduated as many as 22% of respondents (48 people); such a result as for the conditions of the war is very positive. The next groups were people who received high school and secondary education. Only 10 people had primary education. The amazing fact is that for 221 people, only 2% (5 respondents) have professional or technical education.



Sources: own sources

Analyzing the results of the research on the ideas of respondents to self-employment - the results are extremely promising. 81 people would like to be able to open their business in the area of production, trade or agriculture. It can be observed that refugees indicating the areas in which they would like to start their activity indicated the correct areas - in which they have a chance to find themselves and depend on their skills and competences - as a teacher (English, French, Arabic, mathematics or physical education).

The group's railways were technical or manual positions - a computer technician, tailor, cook / confectioner or trader. It is wondering about such a high number of indications regarding mining - these people indicated that they have education in this area. Least refugees would look for self-employment in the area of an architectural or nursing studio - these are highly specialized areas, which may explain such research results. A small number of indications regarding hairdressing and nursing may be considered.

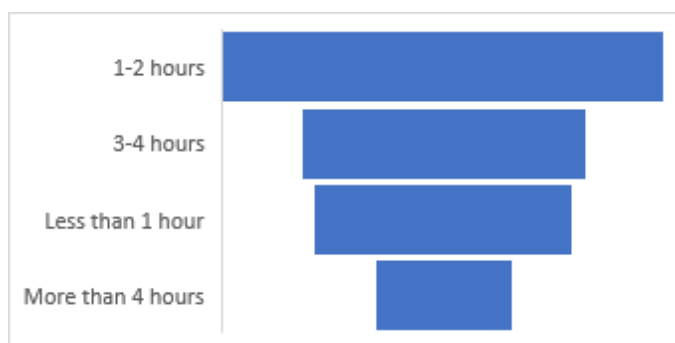


Sources: own sources

4.3 TIME SPEND ONLINE

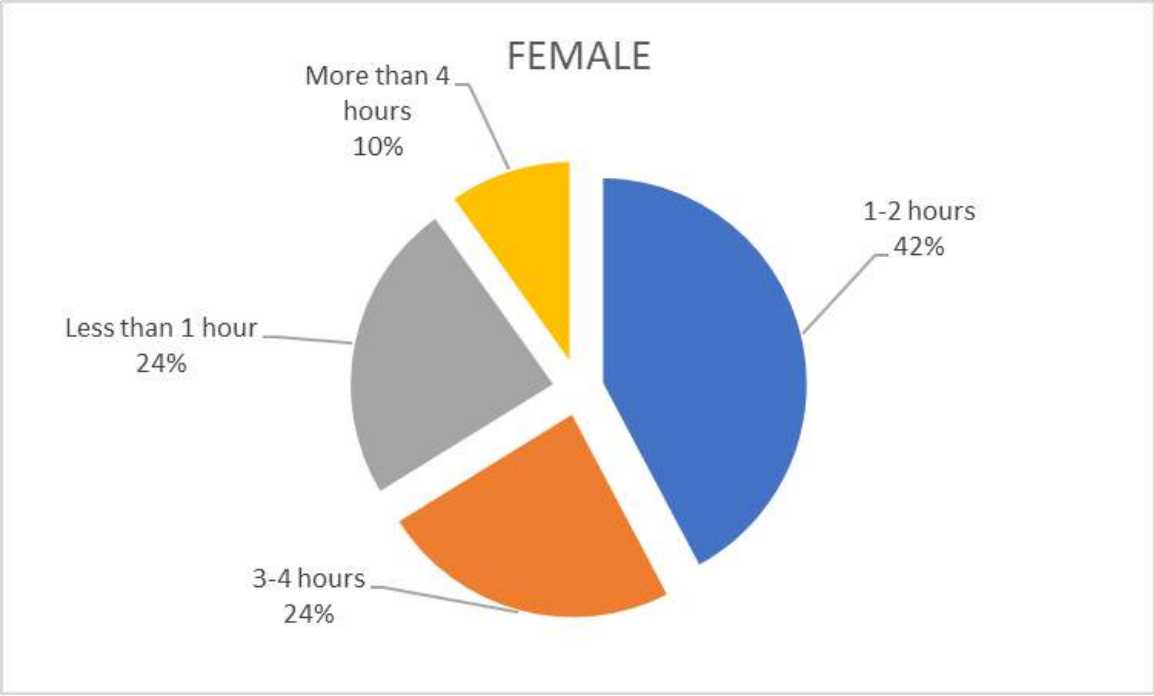
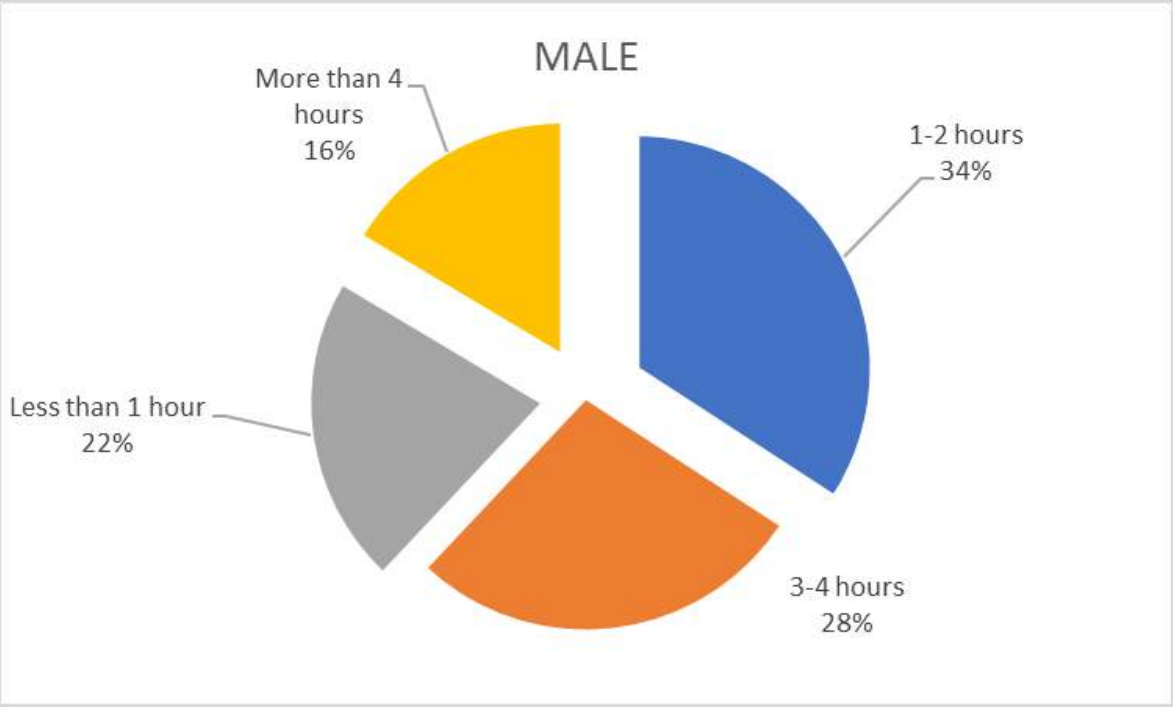
Internet

When analyzing the frequency of using the Internet by respondents, it can be observed that the dominant response was 1-2 hours a day - 39% of respondents.



Sources: own sources

Analysis of the everyday use of the Internet in the opinion of women and men. As you can see in both women and men, the answers break down in similar proportions.



Sources: own sources

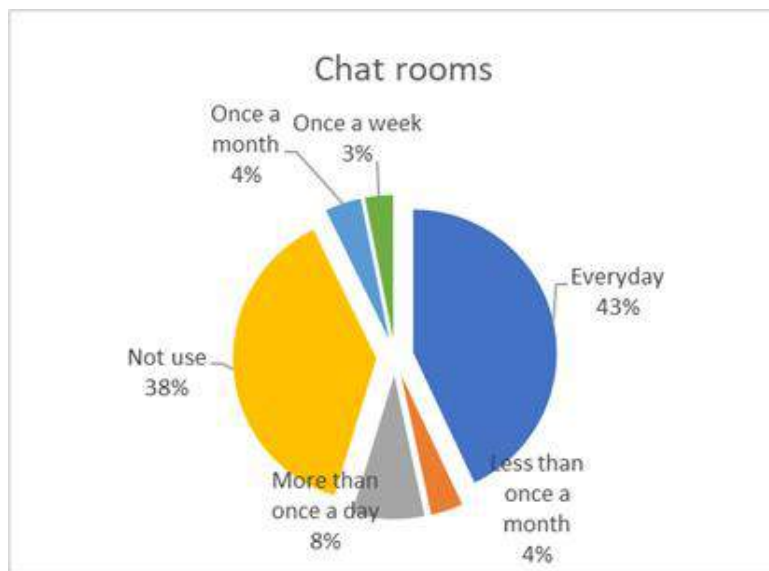
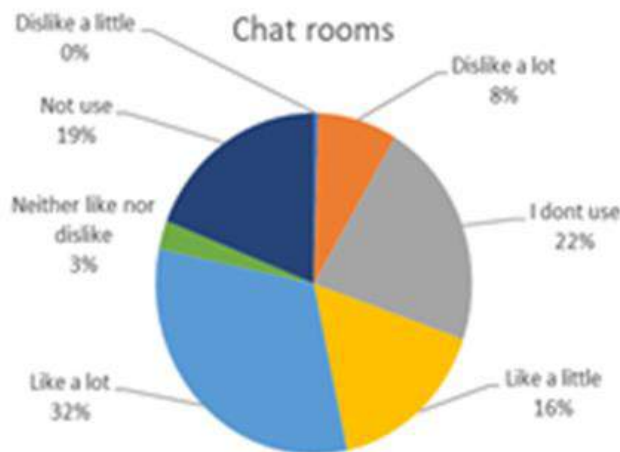
4.4 FREQUENCY OF INFORMATION AND COMMUNICATION TECHNOLOGY USE

Chat rooms

Chat room is an area on the Internet or other computer network where users can communicate, typically one dedicated to a particular topic.

106 respondents said they liked chat rooms, others did not use or dislike.

The frequency of using chat rooms is spreading half and half - 50% of respondents using these services each day (43%) and more than once a day (8%).

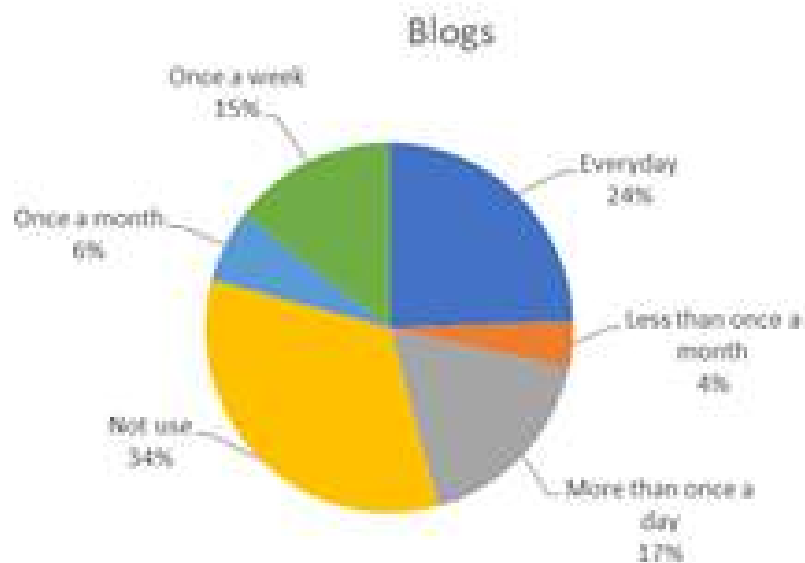
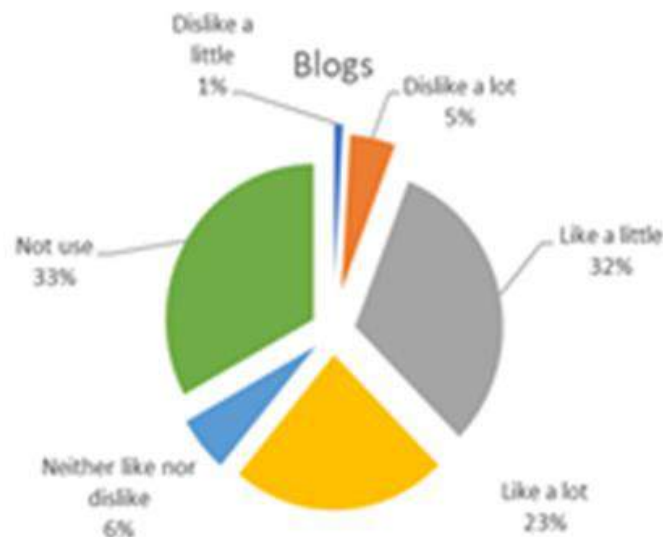


Sources: own sources

Blogs

Blogs are a regularly updated website or web page, typically one run by an individual or small group, that is written in an informal or conversational style.

122 respondents said that they liked to follow blogs, others did not use them, or did not like these types of websites. Every day and more than once a day, 41% of respondents follow blogs.

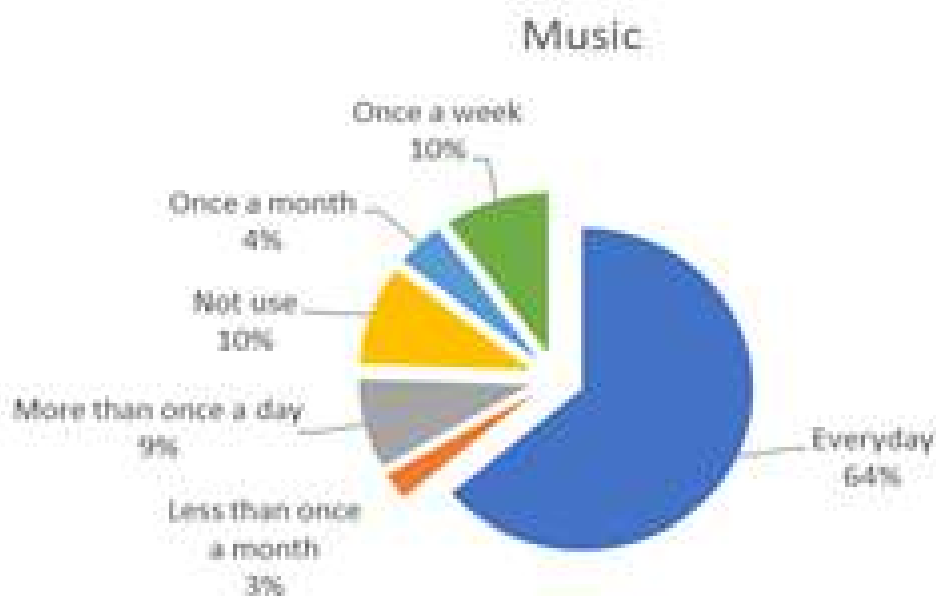
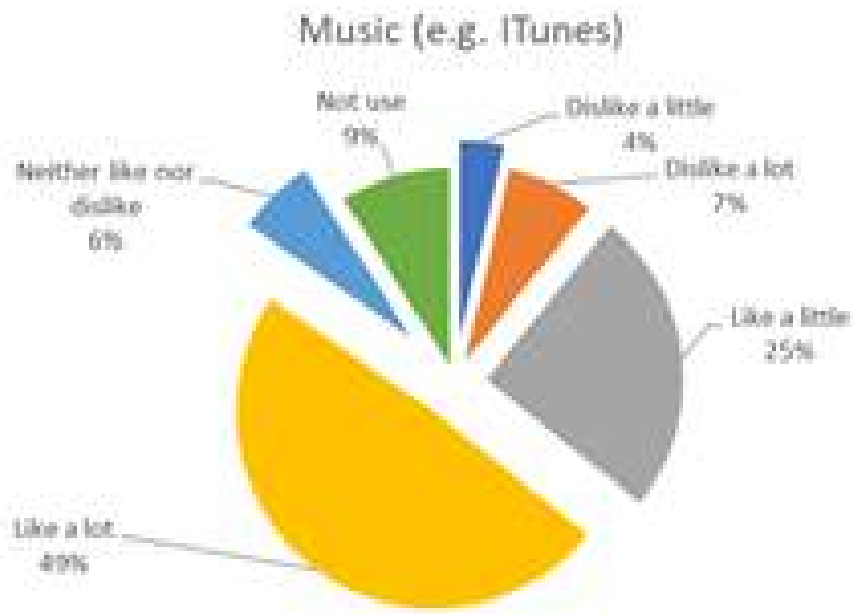


Sources: own sources

Music (for ex. iTunes)

Some online music stores now plug high-resolution files which claim to go.

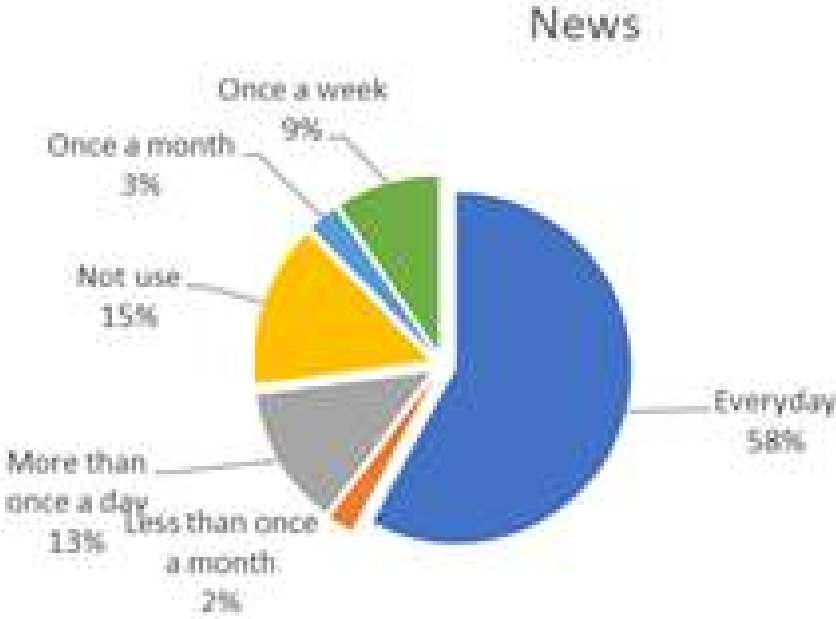
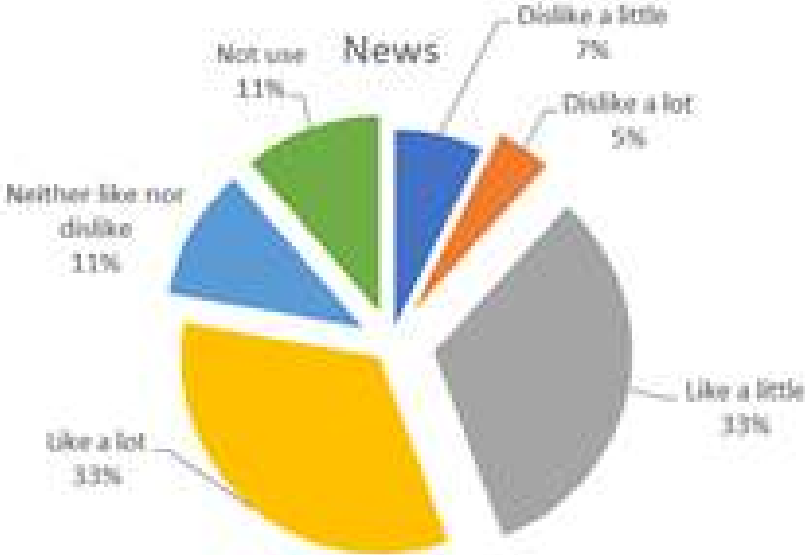
Almost 75% of respondents said they listen to online music - moreover 73% said that they listen to it every day; the others have either no opinion (14%) or they do not like (24%); of which only 10% do not play music online..



Sources: own sources

News

The issue of tracking refugees' information on websites spreads with a large advantage of positive reception – 66% of respondents like and love to use this source of information, and 71% of respondents check messages every day; while 23% of respondents do not like or do not use; while 11% have no opinion – but only 15% do not do it at all.

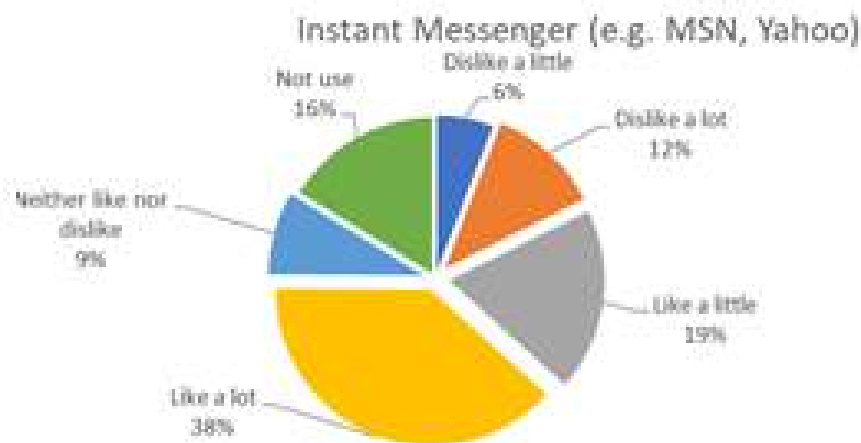


Sources: own sources

Instant Messenger

Instant Messenger (IM) - a computer program that allows you to send instant messages between two or more computers, via a computer network, usually the Internet (therefore instant messaging). It differs from e-mail in that, in addition to the message itself, information about the presence of users is also transmitted, which significantly increases the chance of having a direct conversation.

Almost 60% of respondents believe that they like or even really like using the communicator. The remaining respondents either have no opinion on the subject (9%), or they do not like or dislike (around 30%).

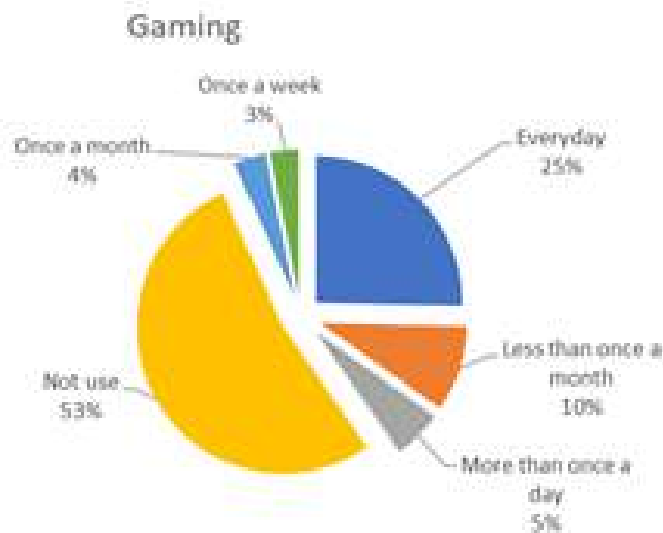
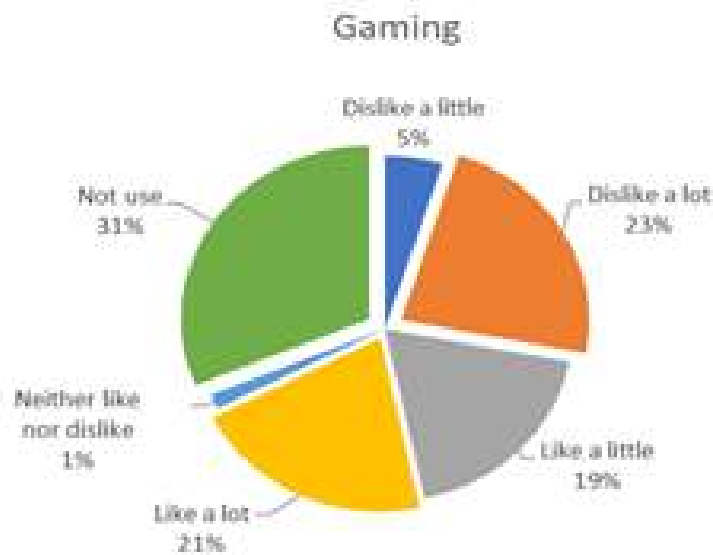


Sources: own sources

Gaming

Gaming refers to playing electronic games, whether through consoles, computers, mobile phones or another medium altogether. Gaming is a nuanced term that suggests regular gameplay, possibly as a hobby. Although traditionally a solitary form of relaxation, online multiplayer video games have made gaming a popular group activity as well.

60% of respondents answer that they do not like and do not use online games; while a group of 40% said they liked and played them. 30% of respondents play every day or several times a day; while 53% do not play; and the others play occasionally.

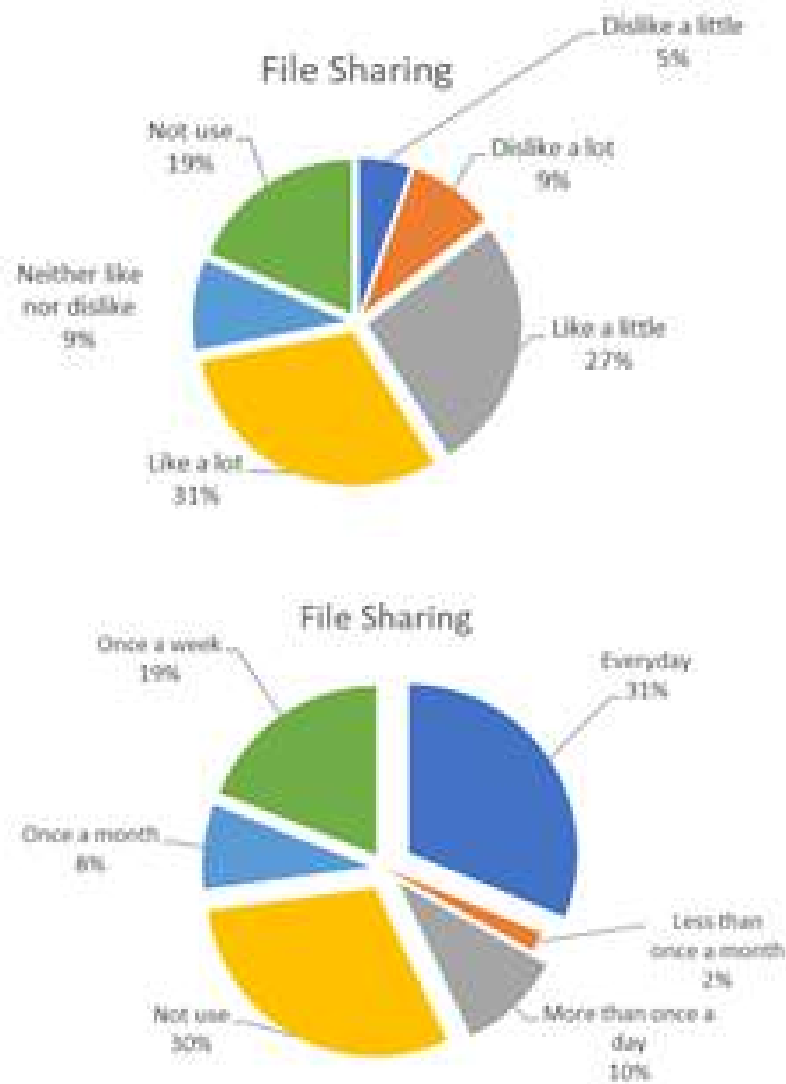


Sources: own sources

File Sharing

File sharing is the practice of distributing or providing access to digital media, such as computer programs, multimedia (audio, images and video), documents or electronic books. File sharing may be achieved in a number of ways. Common methods of storage, transmission and dispersion include manual sharing utilizing removable media, centralized servers on computer networks, World Wide Web-based hyperlinked documents, and the use of distributed peer-to-peer networking.

58% of respondents use File Sharing, and 41% use these features daily. 9% of respondents have no opinion while on File Sharing, when 33% do not like it and do not use it; of which up to 30% never use.



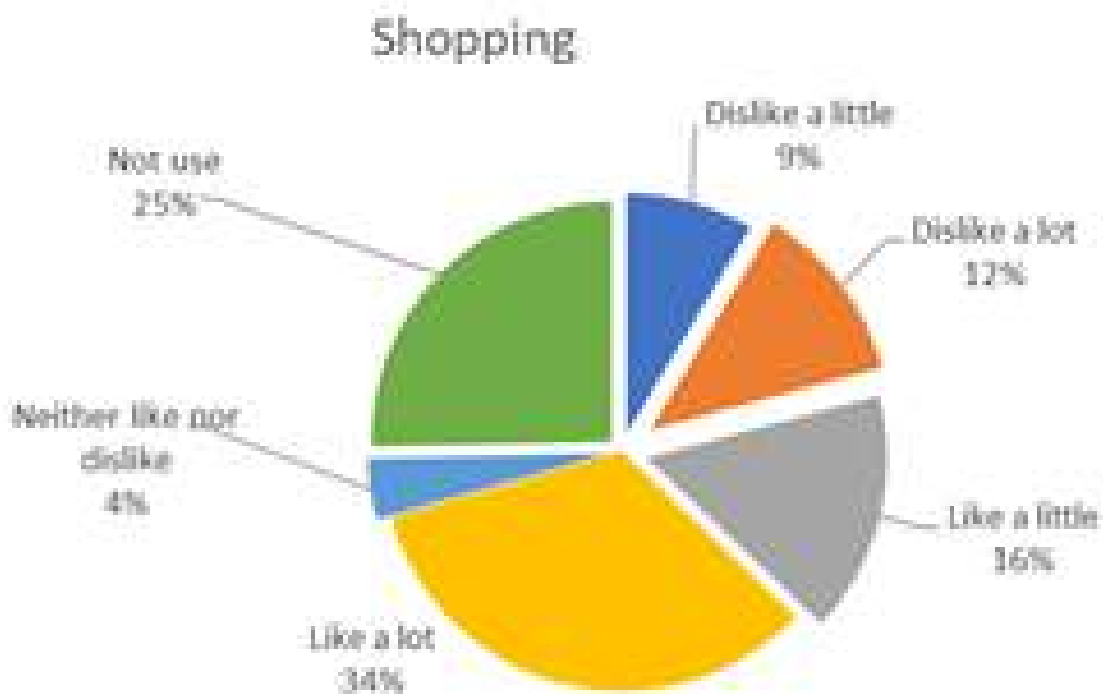
Sources: own sources

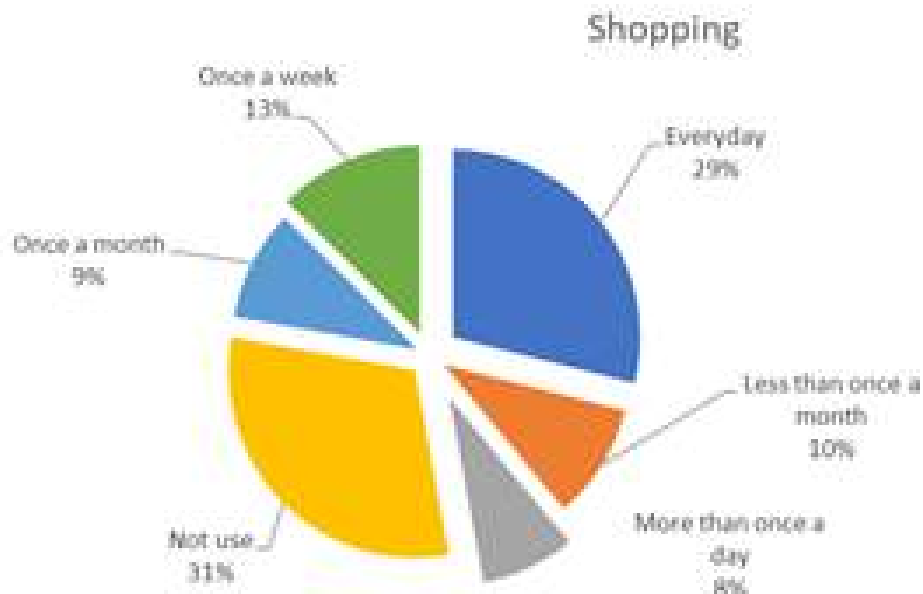
E - shopping

On line shopping "e-shopping", a shortened form of "electronic shopping". An online store may also be called an e-web-store, e-shop, e-store, Internet shop, web-shop, web-store.

Opinions on online shopping divided the respondents equally into two halves. 50% like and likes online shoppins very much; while others do not like and do not use.

Analyzing the frequency of online shopping, it can be observed that 37% of respondents make purchases on a daily basis; 13% once a week; 29% less often; whereas from a declared group of 25% of people who do not do online shopping are joined by people who have no opinion on the subject and finally a group of 31% of respondents who never use online shopping.





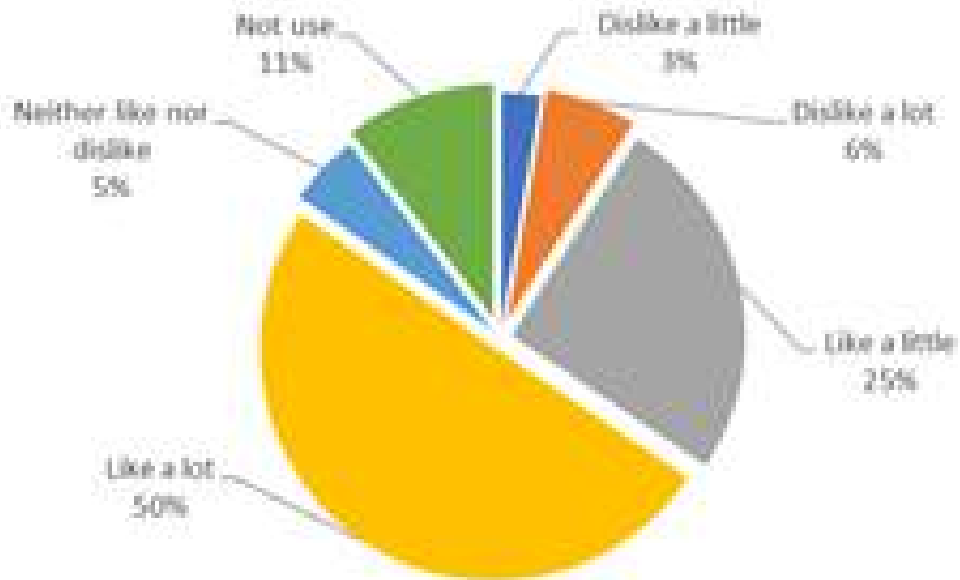
Sources: own sources

Social Networking (Facebook, Myspace)

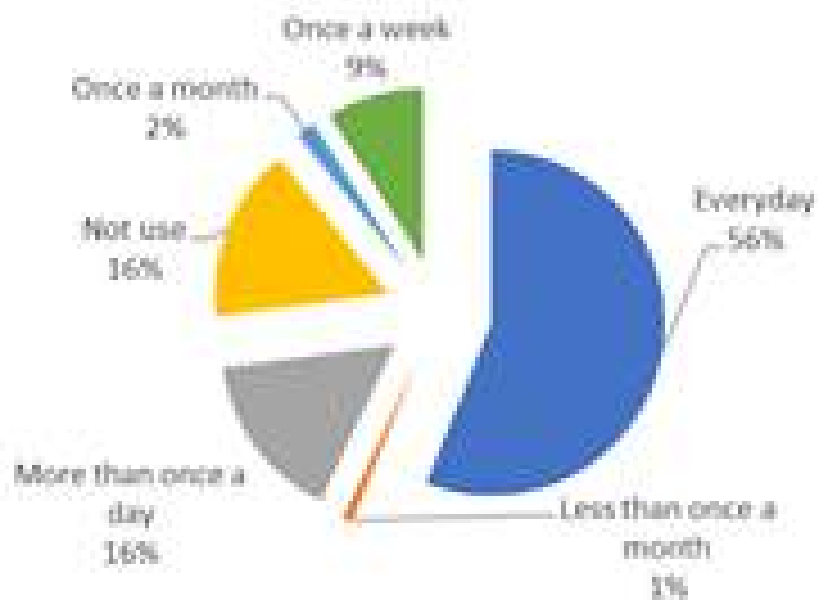
A social networking service (also social networking site, or SNS or social media) is an online platform which people use to build social networks or social relations with other people who share similar personal or career interests, activities, backgrounds or real-life connections.

Social Networking in 75% is a favorite source of contact between respondents and the environment. Only 9% of respondents do not like social media, 16% do not use or do not care. In the frequency of visits by respondents, it can be observed that also a large group - 72% visits social networking sites daily or more often than once a day.

Social Networking (e.g. Facebook, Myspace)



Social Networking sites



Sources: own sources

4.5 COMMUNICATION CHANNELS

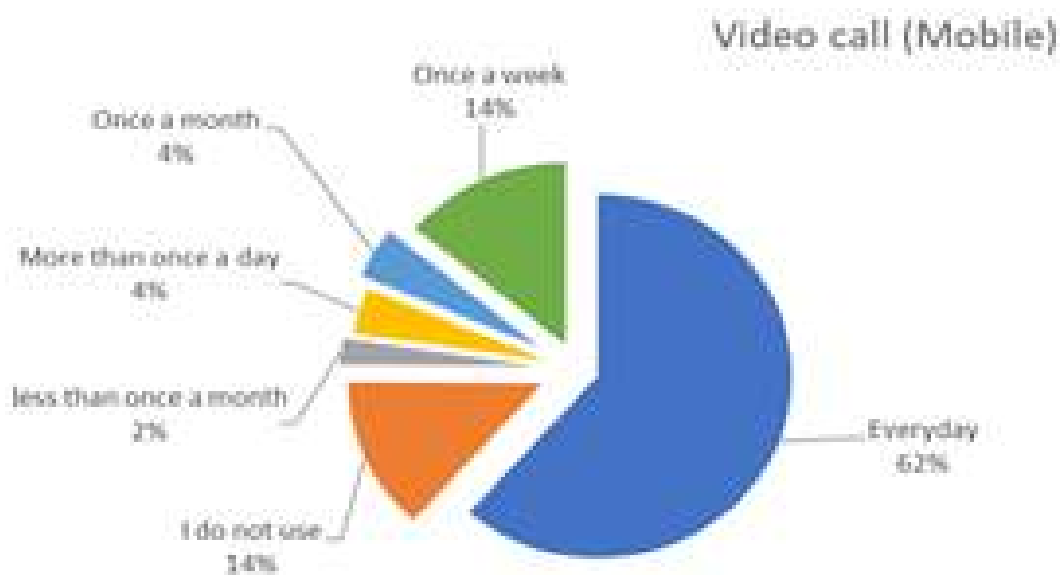
Internet communication is fundamentally different from the one we encounter on a daily basis. Usually in the network we do not see our interlocutor, his facial expressions, gestures or even hear the color and tone of his voice. Internet communication has developed its own specificity and is governed to a large extent by its laws.

The broadly understood communication became another important issue analyzed by the researchers. Respondents indicated the frequency of using particular communicators.

Video call

Videotelephony comprises the technologies for the reception and transmission of audio-video signals by users at different locations, for communication between people in real-time.

66% of respondents use video call on a daily basis; 14% do not use in inches; and the others sporadically.

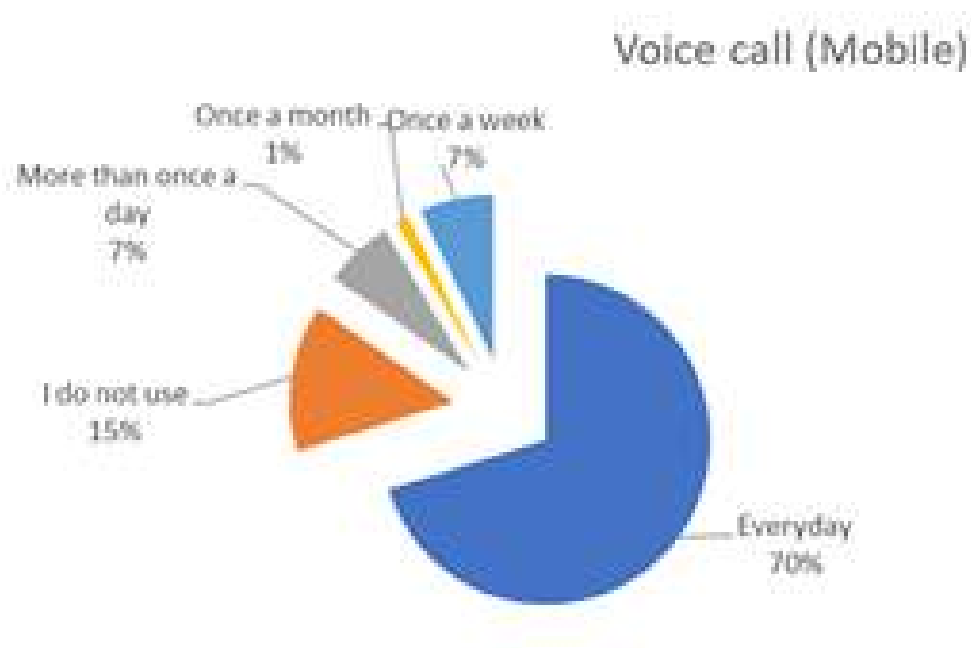


Sources: own sources

Voice call

A telephone call may carry ordinary voice transmission using a telephone, data transmission when the calling party and called party are using modems, or facsimile transmission when they are using fax machines. The call may use land line, mobile phone, satellite phone or any combination thereof. When a telephone call has more than one called party it is referred to as a conference call. When two or more users of the network are sharing the same physical line, it is called a party line or Rural phone line.

77% of respondents use VoiceCenter on the Internet at least once a day; 15% of respondents do not use, and others use it occasionally.

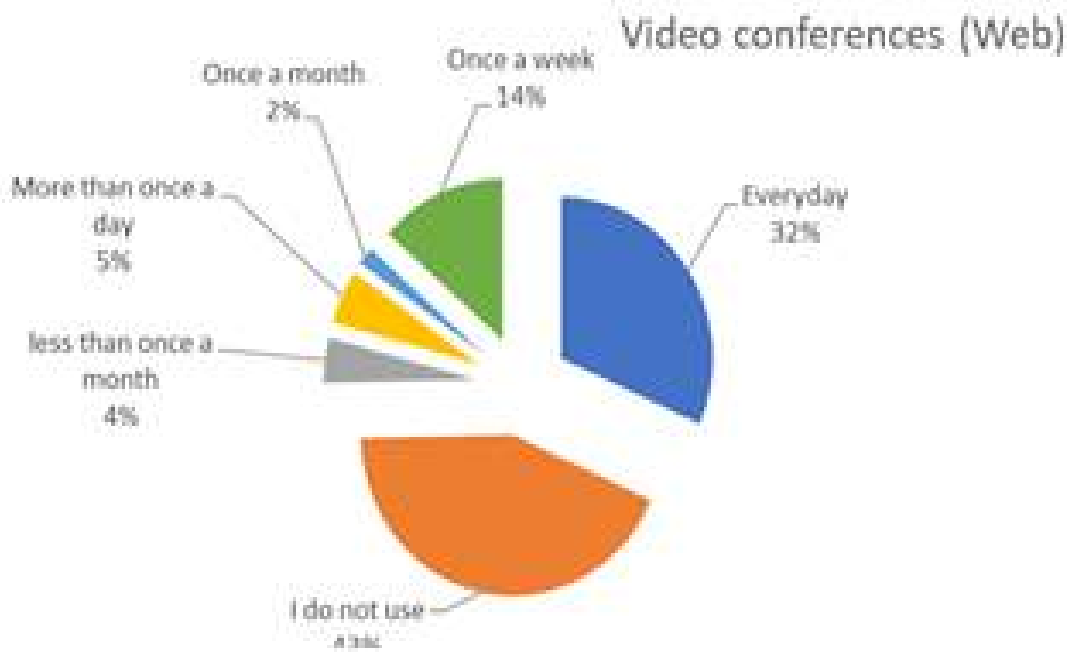


Sources: own sources

Video conferences

Video conferences is an interactive multimedia communication, usually made with the help of computers, consisting in real-time transmission of image and sound between distant locations.

The majority of respondents - about 47% do not use video conferences, while 37% of respondents do it everyday and 16% of respondents occasionally.



Sources: own sources

Webinar

Webinar is a modern training format (type of e-learning) that uses real-time audio-video transmission. Streaming technology enables the transfer of data such as voice, vision and text "live" so that the participant receives a full-fledged training:

- voice / voice - you hear the teacher conducting the training "live"
- vision / video - you see a teacher who conducts the training "live"
- slide show and presentation - you can see the whole presentation on your screen.

About half of respondents do not use Webinar, and about 34% use it every day.

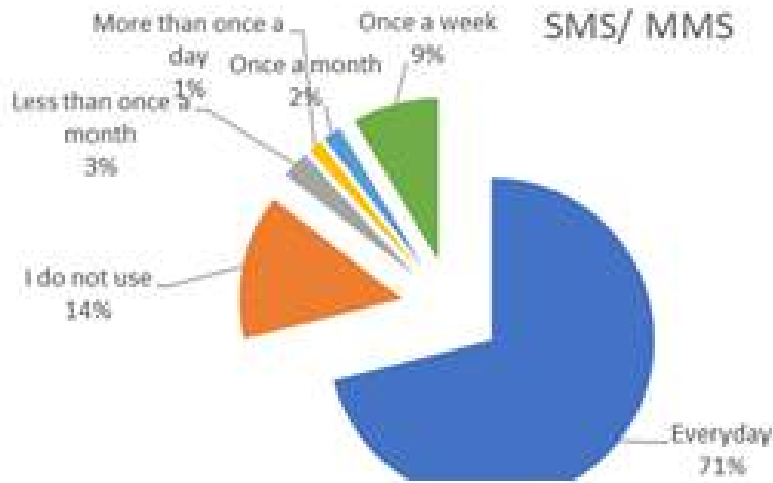


Sources: own sources

SMS/ MMS

SMS (Short Message Service) - a service for sending short messages in digital cellular networks. This service is also introduced to the landline telephone network. MMS (Multimedia Messaging Service) - extending the SMS and EMS function with the possibility of sending multimedia such as graphics, animations, video clips, sounds etc..

The majority of respondents - 72% use SMS and MMS daily. In the 21st century it may come as no surprise that as much as 14% do not use in inches; and 14% occasionally. Certainly, this situation is caused by the difficult situation of refugees from Syria staying in Turkey.

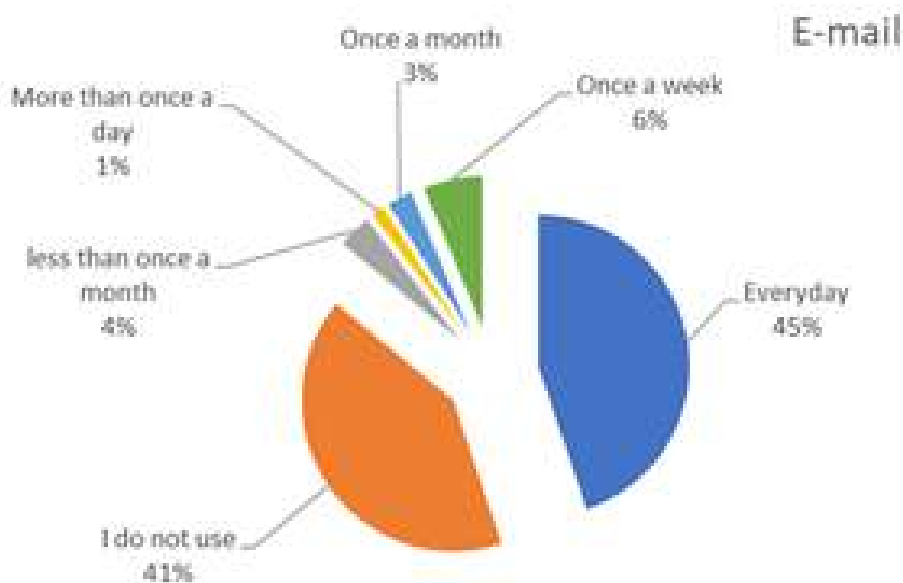


Sources: own sources

e-mail

Electronic mail, e-mail, e-mail (electronic mail, e-mail) - internet service, in the legal nomenclature referred to as the return of electronic services, used for sending text messages, as well as multimedia messages, so-called electronic letters - hence the usual name of this service.

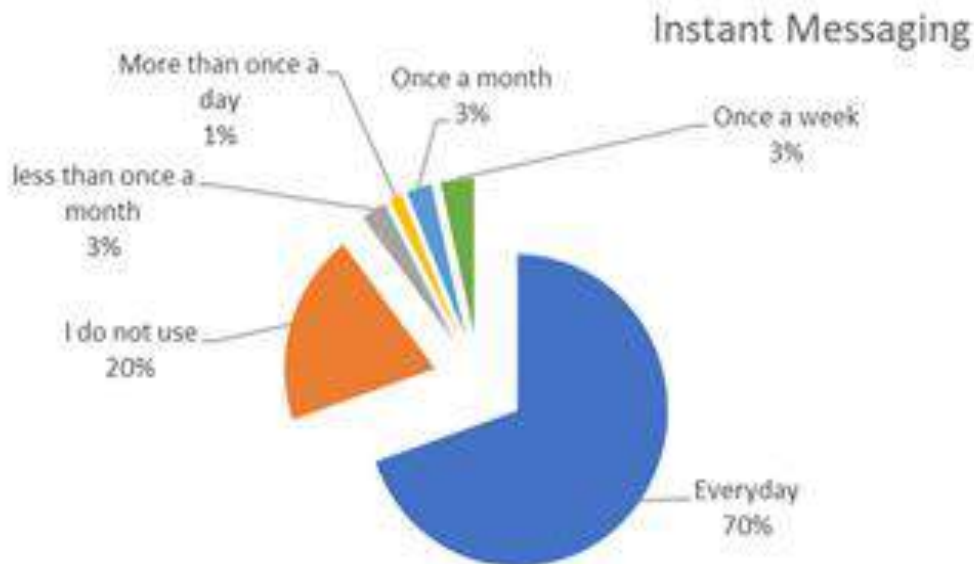
Respondents' answers were almost equally distributed. Every day, 46% of respondents use electronic mail, about 45% do not use it; and the others use it occasionally.



Sources: own sources

Instant Messaging

A group of 71% of respondents use Instant Messaging daily; 20% do not use; while others use it occasionally.

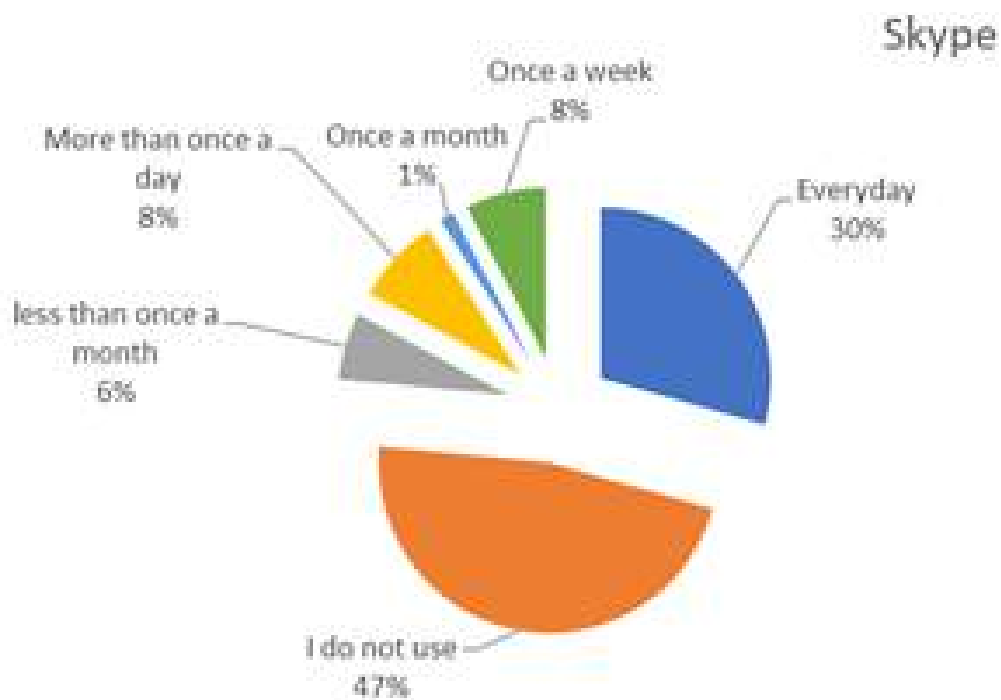


Sources: own sources

Skype

Skype is a telecommunications application that specializes in providing video chat and voice calls between computers, tablets, mobile devices, the Xbox One console, and smartwatches via the Internet. Skype also provides instant messaging services. Users may transmit text, video, audio and images. Skype allows video conference calls.

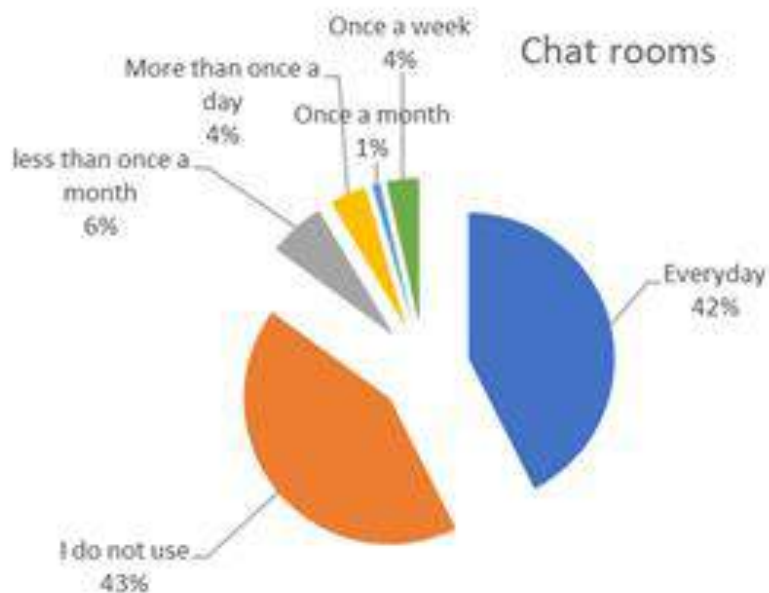
Skype is a communication tool that 47% of respondents do not use. 38% use the program daily or several times a day; the remaining 15% occasionally.



Sources: own sources

Chat rooms

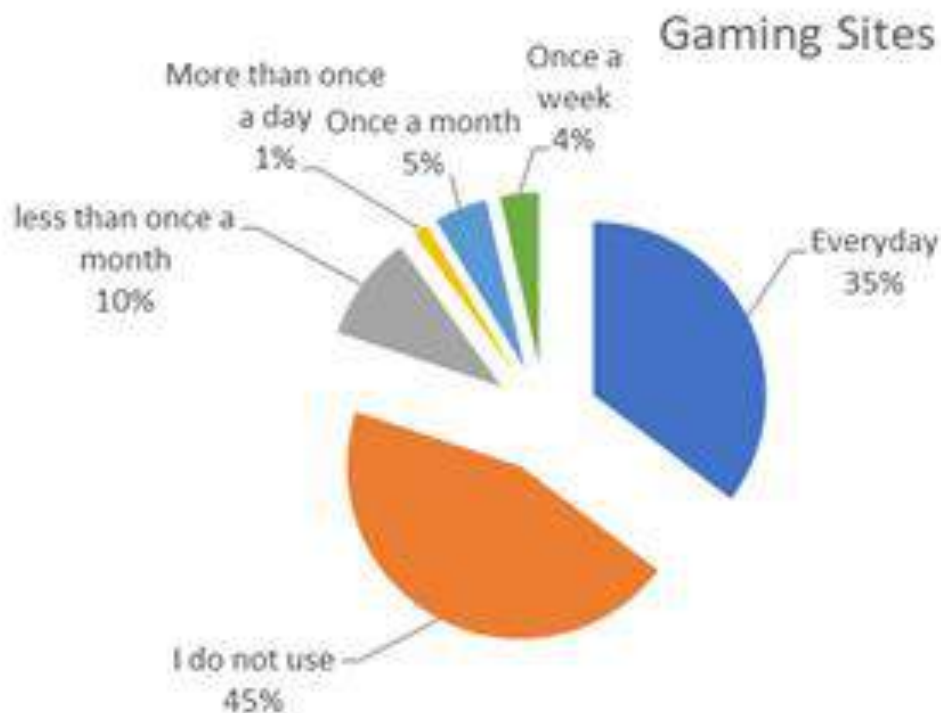
Respondents have divided opinions on the use of chat rooms. 46% of them use every day, while 43% do not use it categorically.



Sources: own sources

Gaming sites

55% of respondents do not like and do not use websites containing games; while 36% of them play games daily.

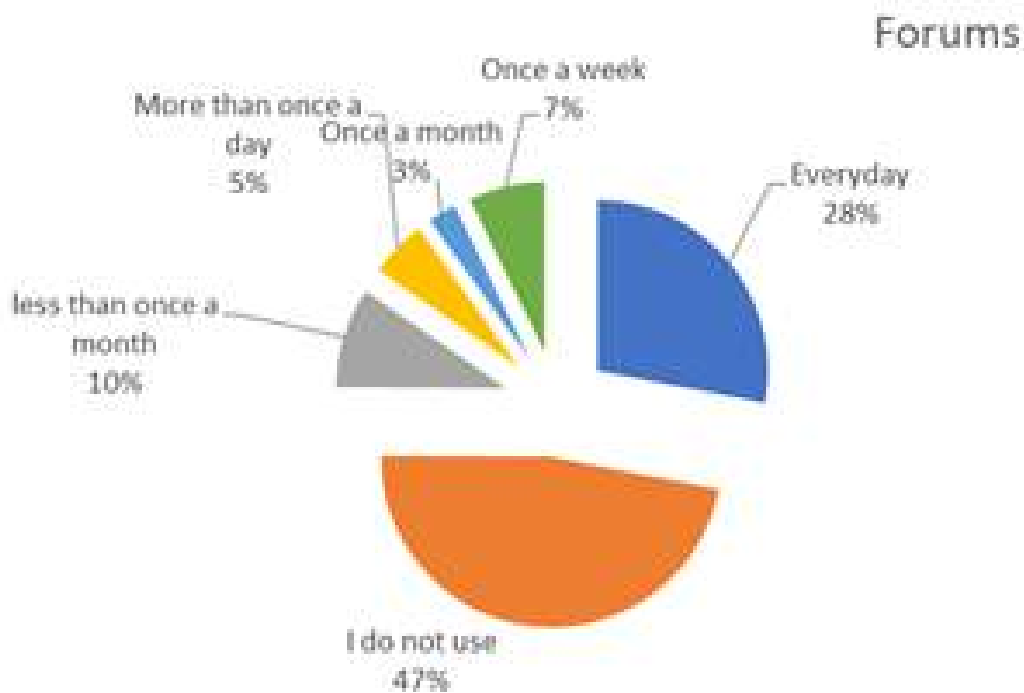


Sources: own sources

Fora internetowe

Discussion forum - a form of discussion groups transferred to the structure of websites, which is used to exchange information and views between people with similar interests using a web browser. Discussion forums are now a very popular form of discussion groups on the Internet.

33% of respondents use discussion forums on a daily basis; while almost half do not use or very rarely use them.



Sources: own sources

4.6 INTERNET SAFETY

Internet safety or online safety is trying to be safe on the internet and is the knowledge of maximizing the user's personal safety and security risks to private information and property associated with using the internet, and the self-protection from computer crime in general.

According safety on the Internet it's obvious to think about this areas:

- 1 Information security:
 - a. Phishing
 - b. Internet scams
 - c. Malware
- 2 Personal safety:
 - a. Cyberstalking
 - b. Cyberbullying
 - c. Online predation
 - d. Obscene/offensive content

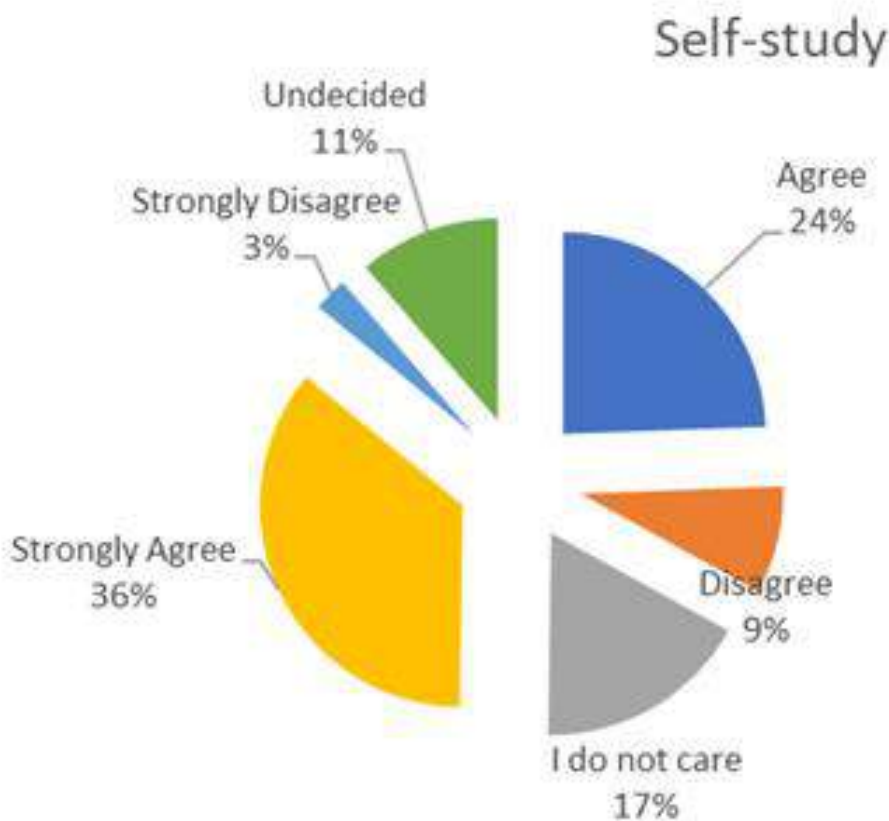
e. Sextortion

What Respondents know about safety on internet is shown below.

“How do you improve your safety on the Internet?”

Self-study

The 60% of respondents agree and strongly agree with improving their safety on internet by self – study. Niepokojący jest fakt, że 11% respondentów nie zgadza się, 11% nie ma zdania, a 17% just „dont care” about safety.



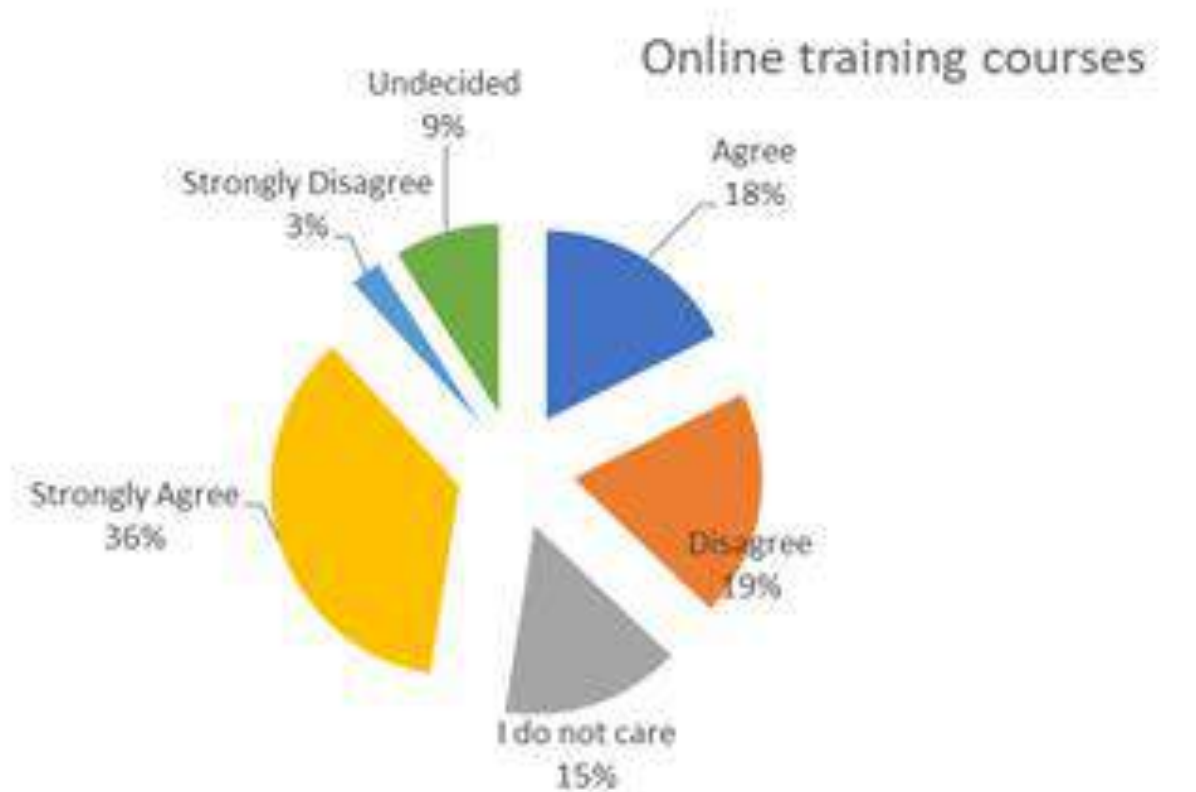
Sources: own sources

Online training courses

An online course is a course that is focused on use of information and communications technology for learning.

It is very optimistic that as many as 54% of respondents use online courses to improve their security while using the Internet. Unfortunately, these positive

results collide with 22% of respondents' answers who disagree with this opinion; 9% of unresponsive respondents and 15% of respondents who attach importance to staying safe on the internet

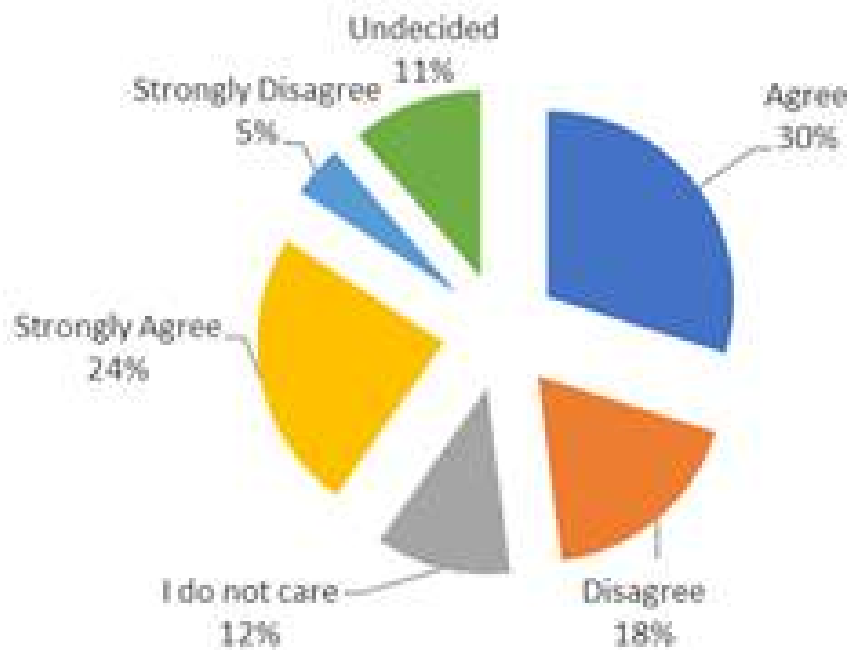


Sources: own sources

Discussion with colleagues

54% of respondents consider discussions with friends about online security as helpful. 23% consider them unnecessary, 11% have no opinion; and 12% of respondents have no opinion.

Discussion with colleagues

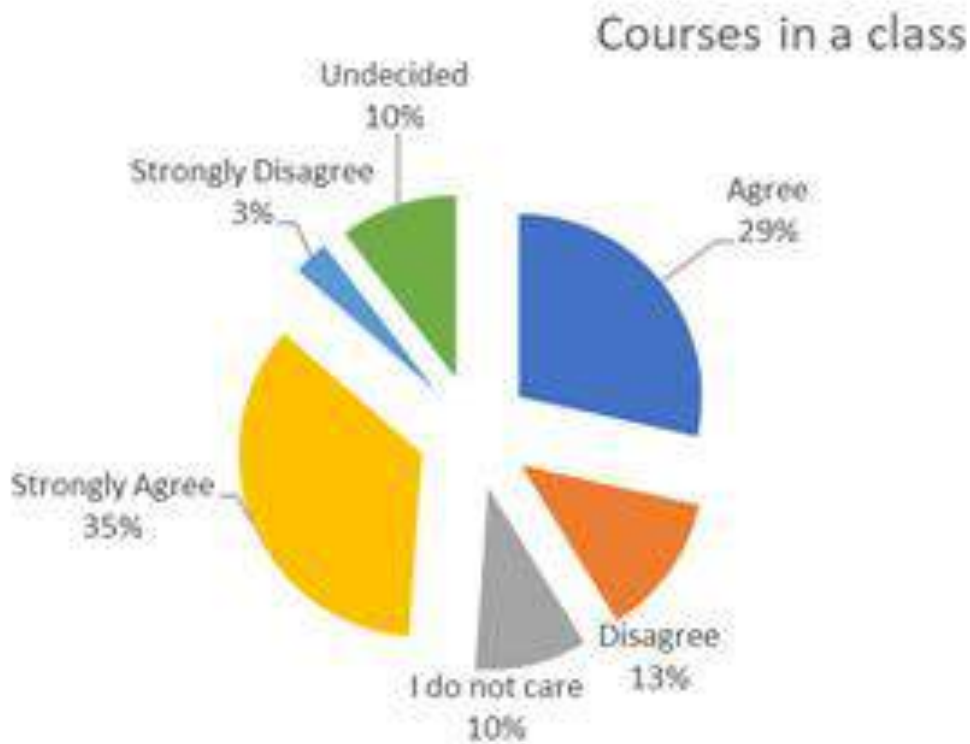


Sources: own sources

Courses in class

Courses in classes are a series of meetings in which students are taught a particular subject.

Aż 64% respondentów uważa poszerzanie wiedzy podczas uczestniczenia w tradycyjnych kursach za przydatne. 16% się się zgadza, 10% nie ma zdania oraz 10% don't care.

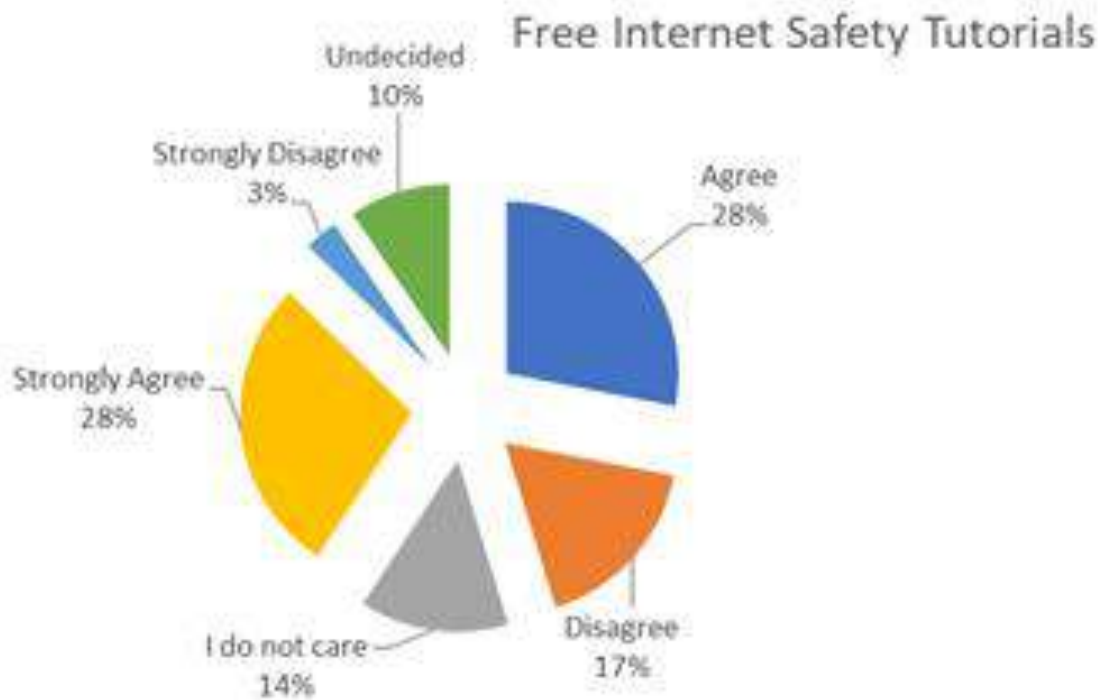


Sources: own sources

Free Internet Safety Tutorials (freeware antivirus software)

Antivirus software, or anti-virus software (abbreviated to AV software), also known as anti-malware, is a computer program used to prevent, detect, and remove malware.

56% of respondents agree with the statement that you should use free antiviral software. 10% of respondents, as in the above statements on Internet security, are not determined, 14% do not care and as many as 20% of respondents do not agree.



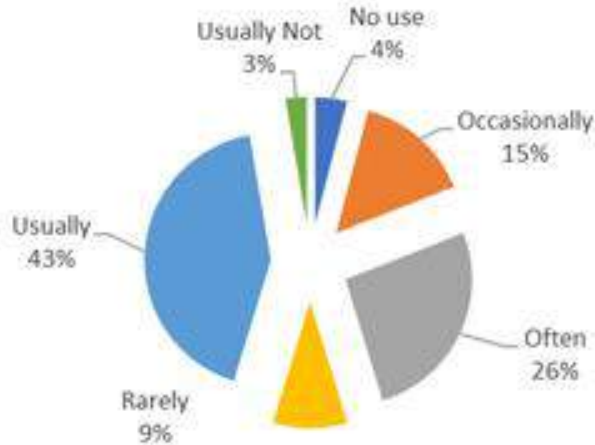
Sources: own sources

4.7 BROWSING THE WEBSITE

It can be observed that respondents' opinions on maintaining security on the web coincide with their behaviors and decisions.

Behaviors 69% of respondents focus on responsible storage of documents; occasionally uses 9% document security; rarely and no use - 16%.

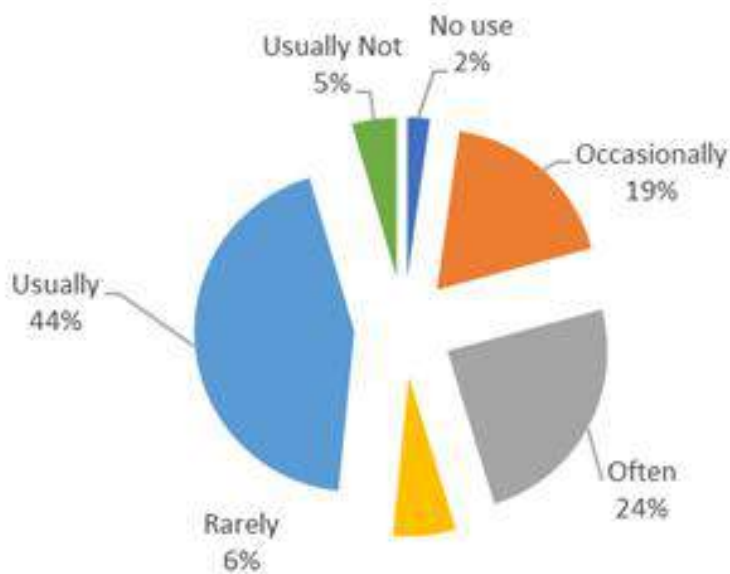
I keep Personal Information Professional and Limited



Sources: own sources

Maintaining private settings is one of the possibilities to secure your data against the dangers of free Internet access. 68% of respondents say they have their own private settings. The remaining group - 32% uses on an occasional basis or does not use individual settings.

I keep my Privacy Settings On

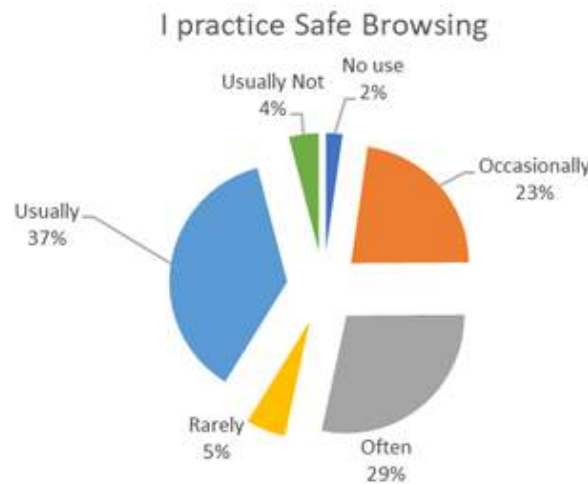


Sources: own sources

Google Safe Browsing

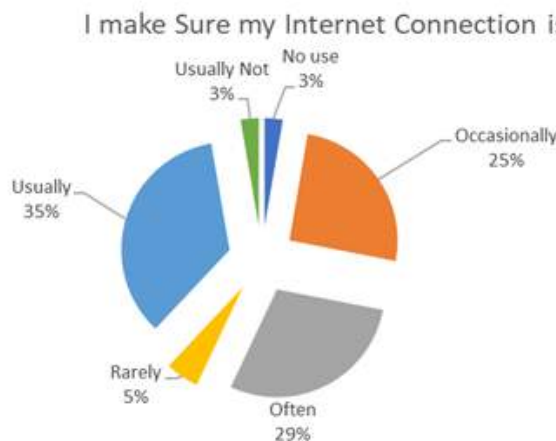
It is a blacklist service provided by Google that provides lists of URLs for web resources that contain malware or phishing content. The Google Chrome, Safari, Firefox, Vivaldi, and GNOME Web browsers use the lists from the Google Safe Browsing service for checking pages against potential threats.

How does safe browsing look like in refugees practice. Bardzo pozytywną informacją jest przekaz, że 66% respondentów używa safe browsing zazwyczaj oraz często; Occasionally – 23% and others with not or rarely using 11%.



Sources: own sources

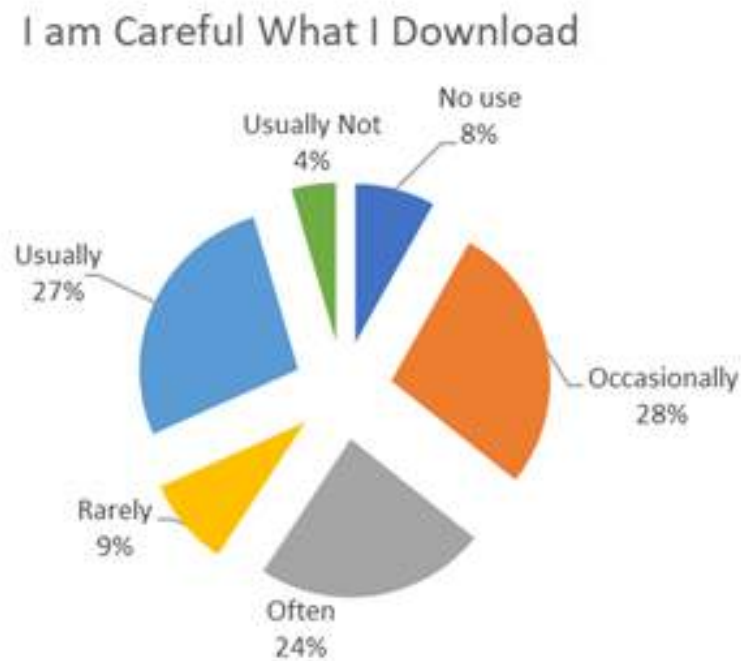
We receive similar information if we examine respondents' confidence in verifying that they use a secure connection. Only 11% of respondents do not check the security of the connection. Others - 25% occasionally and 65% usually and often.



Sources: own sources

File sharing

Data on secure downloads received from respondents are worrying because 21% of respondents do not control download files; 28% do it occasionally; while only 51% do it often or always.

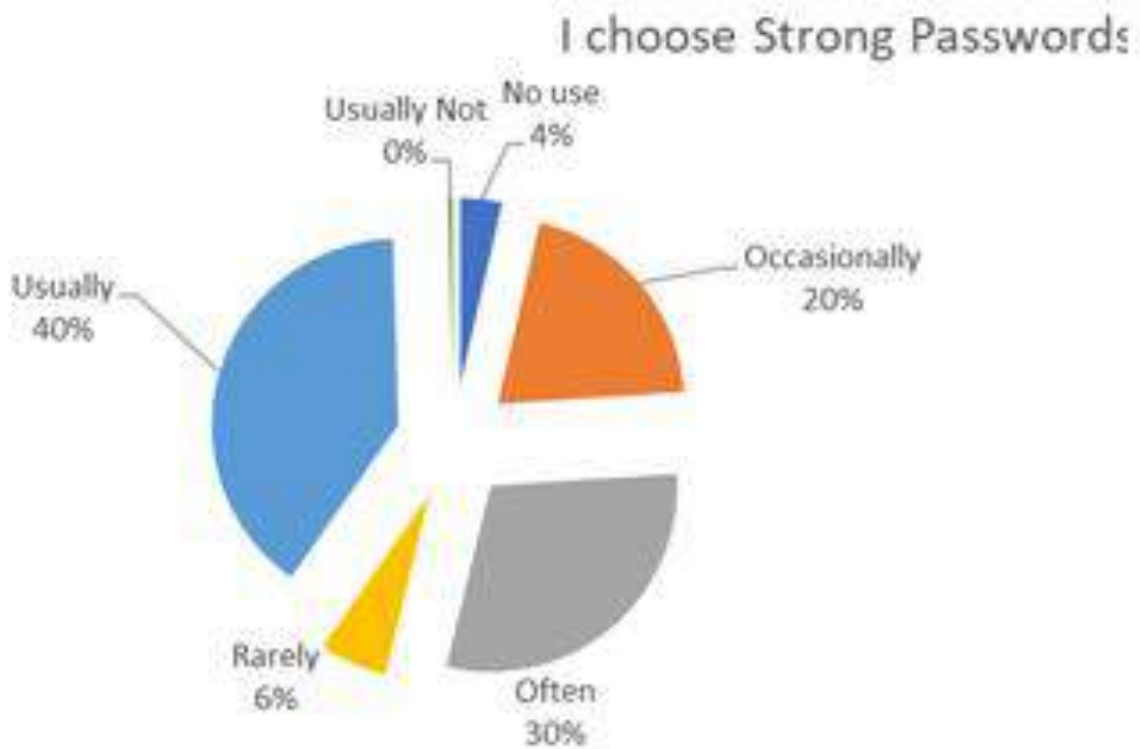


Sources: own sources

Passwords

A strong password consists of at least six characters (and the more characters, the stronger the password) that are a combination of letters, numbers and symbols (@, #, \$, %, etc.) if allowed. Passwords are typically case-sensitive, so a strong password contains letters in both uppercase and lowercase.

The issue related to the selection of the right type, strong password is very important and important in maintaining security on the network. In this area of knowledge, the knowledge and habits of respondents are surprisingly positive. 70% use strong passwords usually and often; occasionally - 20%; rarely 5% and just 4% don't use special strong password protection.



Sources: own sources

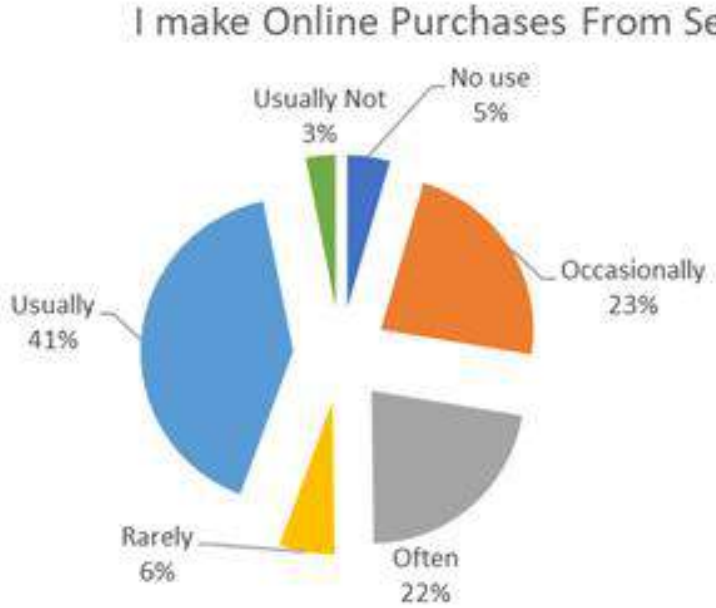
Online shopping

It is a form of electronic commerce which allows consumers to directly buy goods or services from a seller over the Internet using a web browser. Online stores typically enable shoppers to use "search" features to find specific models, brands or items.

Online shopping safety tips:

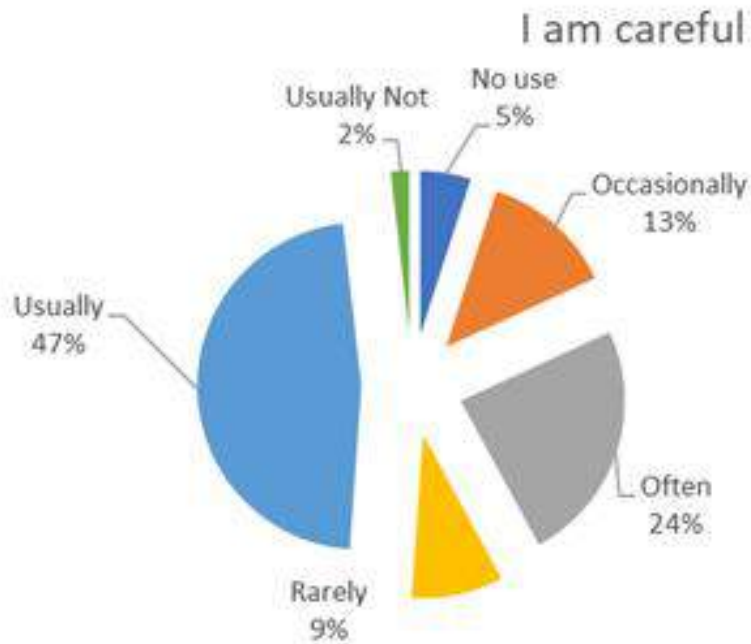
- Research retailers online to make sure they're legitimate.
- Make sure the website is secure.
- Know your rights and the company's returns policy.
- Keep software and virus protection up-to-date and use strong passwords for online accounts.
- Don't use public Wi-Fi.
- Pay using a credit card.
- Be smart.

63% of respondents usually and often cares about making online purchases from secure sites; others do it occasionally in 23%, rest - 14% not use any securities according on line shopping.



Sources: own sources

Publishing messages in an online forums or newsgroups. The caution of respondents associated with placing posts and comments via the Internet is diverse, however, the majority of respondents - 71% - consider online activities in this area. Occasionally does it 13% of respondents who do not care about it.

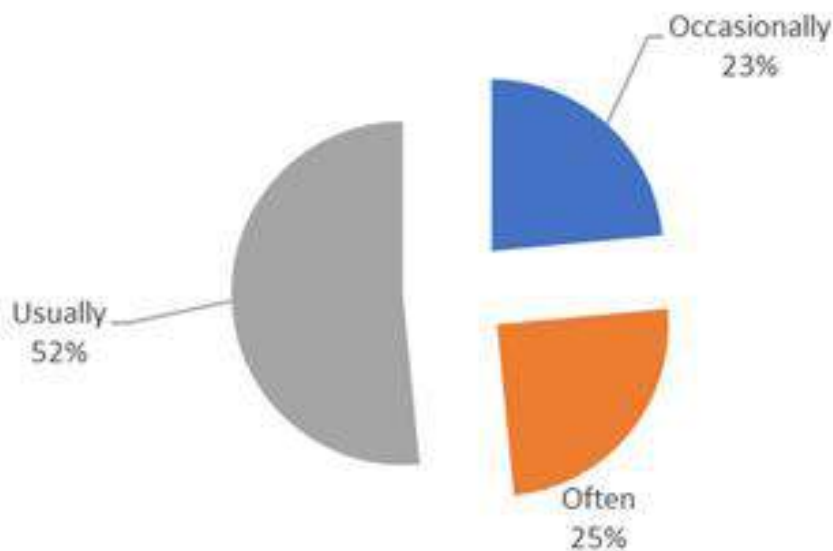


Sources: own sources

An Online Meeting is a meeting conducted via the internet rather than on a face-to-face basis. The 'online meeting room' provides a virtual space where participants can come together. It's visible on their screens, and provides lots of useful features for collaboration.

Respondents are very careful if it concerns online meetings. 52% of respondents are always attentive; usually - 25%; the others are careful (23%).

I am careful Who I Meet Online



Sources: own sources

An antivirus program is a computer program whose task is to detect, eradicate and remove computer viruses. Nowadays, it is usually part of a suite of programs that protect your computer against many other threats.

Antivirus programs are usually equipped with two independently working modules:

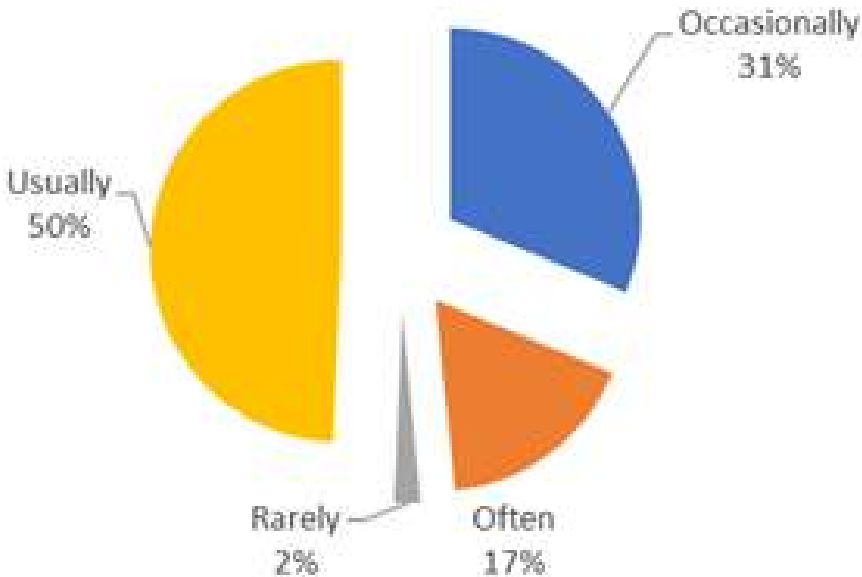
- scanner - examine files on demand or from time to time; it is used to search the contents of the disk; they can also specify files as containing suspicious code using heuristic methods.
- resident monitor / scanner - examine files continuously in an automatic manner; is used to control current computer operations.

Antivirus programs have the ability to update the definition of newly discovered viruses, often on a regular basis, by downloading them from the Internet. Antivirus packages often also include a firewall, e-mail control modules and network downloads, intrusion detection and prevention module, memory scanner and MBR guard.

All these modules have internet security programs, but they can be installed separately, which, according to numerous tests of antivirus laboratories, offer a much higher level of protection against malware than security packages.

Modern anti-virus programs use cloud computing, which allows an accelerated response to new threats even before the updated definition of viruses. A large part of producers thanks to the cloud reduces the size of their definition files. 67% of respondents use the update of antivirus programs usually and often. Others occasionally - 31% and rarely only 2% of respondents.

I keep my Antivirus Program Up To Date



Sources: own sources

4.8 DEVICES USED TO ACCESS THE INTERNET

Before connecting to the Internet, you must determine the method you'd like to use. Are you going to be connecting to the Internet using a modem or a broadband Internet connection? Or do you want to use your smartphone to provide Internet service to your computer? Below is additional information about each of these types of connections and how to utilize them.

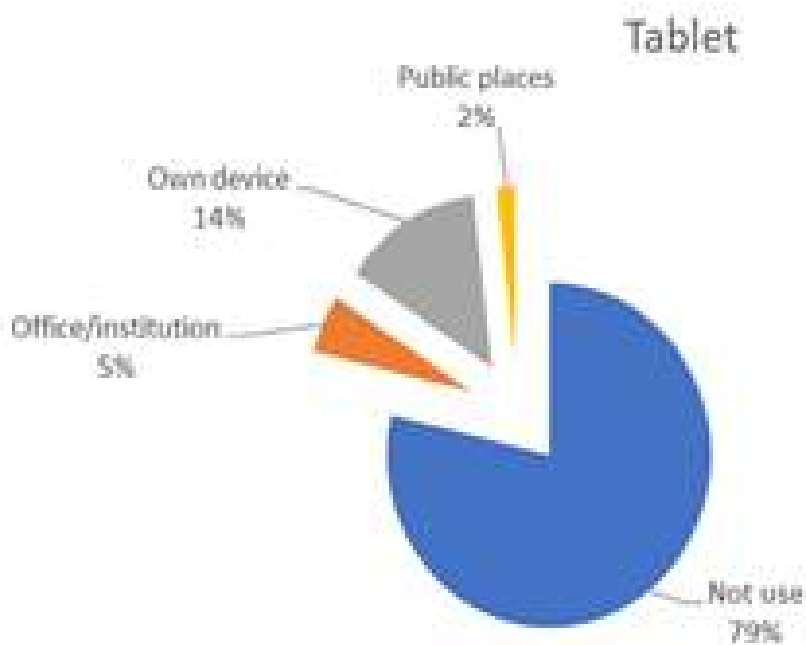
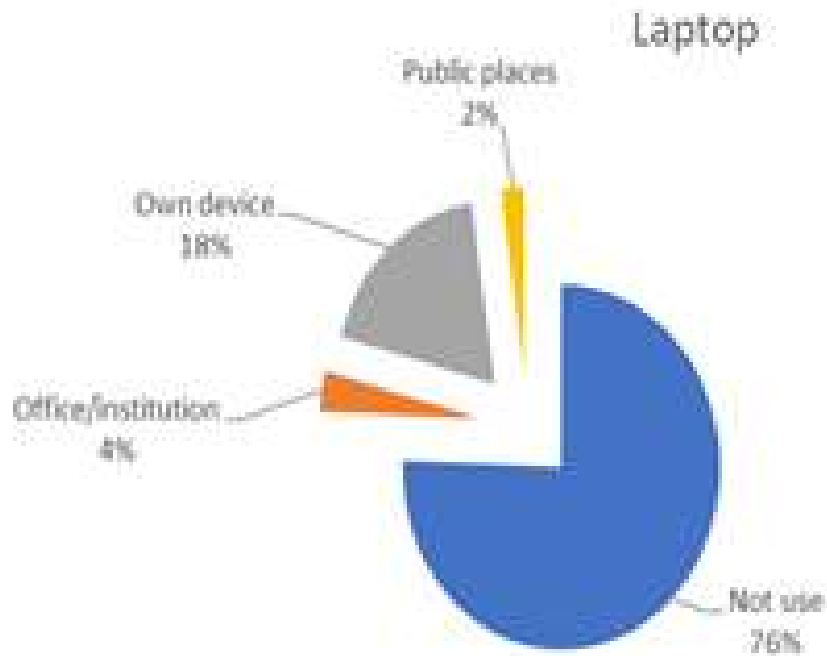
- Connecting to the Internet using dial-up is still viable despite the growing use of broadband Internet connections. However, a dial-up connection is much slower. If you plan on doing more than the occasional web surfing

or reading and sending e-mail, you should consider broadband. Using dial-up to connect to the Internet requires your computer to have an internal or external modem as well as a home phone line (landline).

- Connecting to the Internet using broadband is much faster than a standard 56k modem. Having more bandwidth allows you to do more exciting things on the Internet, such as watch movies, listen to music, and play games, as well as better load times for websites.
- Using smartphone to connect to the Internet by tethering, a process that allows it to act as a wireless access point for a computer. Configuring your phone and computer for Internet service differs depending on which operating system your phone uses, as well as the type of phone you have. Check online for specific instructions for the tethering software and smartphone you are using. However, not all smartphones are capable of tethering, and not all cell phone carriers allow smartphones on their network to be used for tethering.

Laptop / Tablet

The issue of devices through which respondents connect to the internet is very important. It should be noted that these are refugees from Syria who live in Turkey. The results should not surprise that people do not use either a laptop (76%) or a tablet (79%). Some of the respondents use laptops or tablets in various institutions (about 5%) or other public places (2%). Only 18% of respondents have their own laptop or 14% tablet.



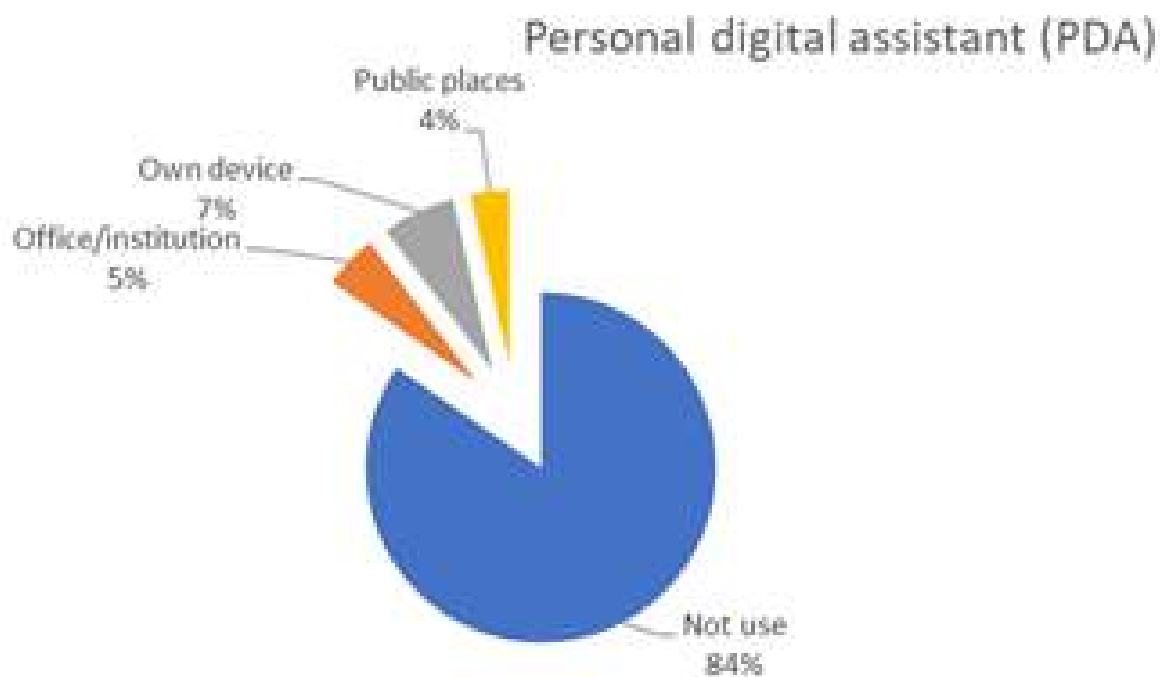
Sources: own sources

Personal digital assistant (PDA)

Personal digital assistant is a term for a small, mobile, handheld device that provides computing and information storage and retrieval capabilities for

personal or business use, often for keeping schedules, calendars and address book information handy.

84% of respondents do not use; 7% give PDA; others use in institutions or public places.

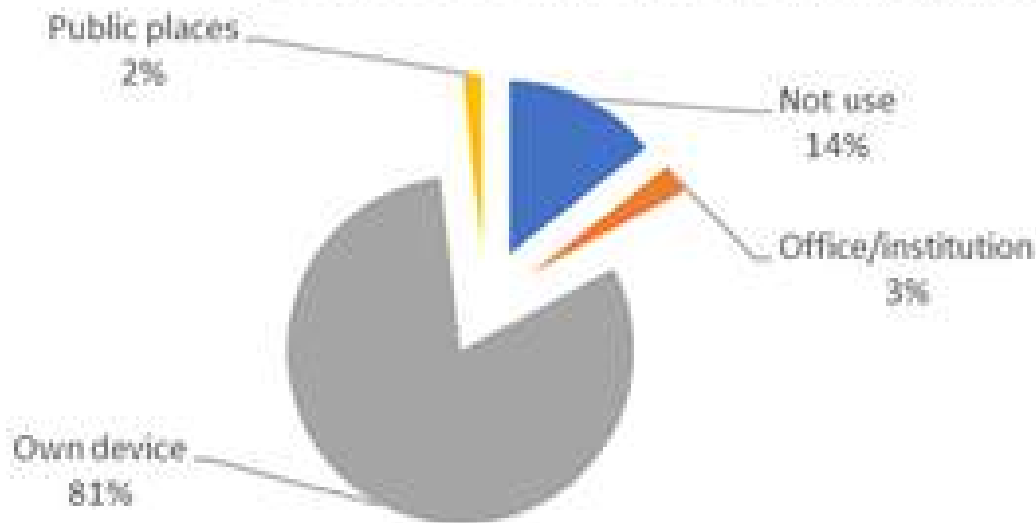


Sources: own sources

Smartphone

81% respondentów łączy się z internetem za pośrednictwem swoich narzędzi – smart phone. 14% nie łączy się z internetem; a 5% łączy się w miejscach publicznych lub w instytucjach.

Which of the following devices do you use to connect to internet? [Smart phone]



Sources: own sources

4.9 COMMUNICATION WITH THE BUSINESS ENVIRONMENT

Business communication (or simply "communication," in a business context) encompasses topics such as marketing, brand management, customer relations, consumer behavior, advertising, public relations, corporate communication, community engagement, reputation management, interpersonal communication, employee engagement, and event management. It is closely related to the fields of professional communication and technical communication.

Media channels for business communication include:

- the Internet,
- print media,
- radio, television,

- ambient media,
- and word of mouth.

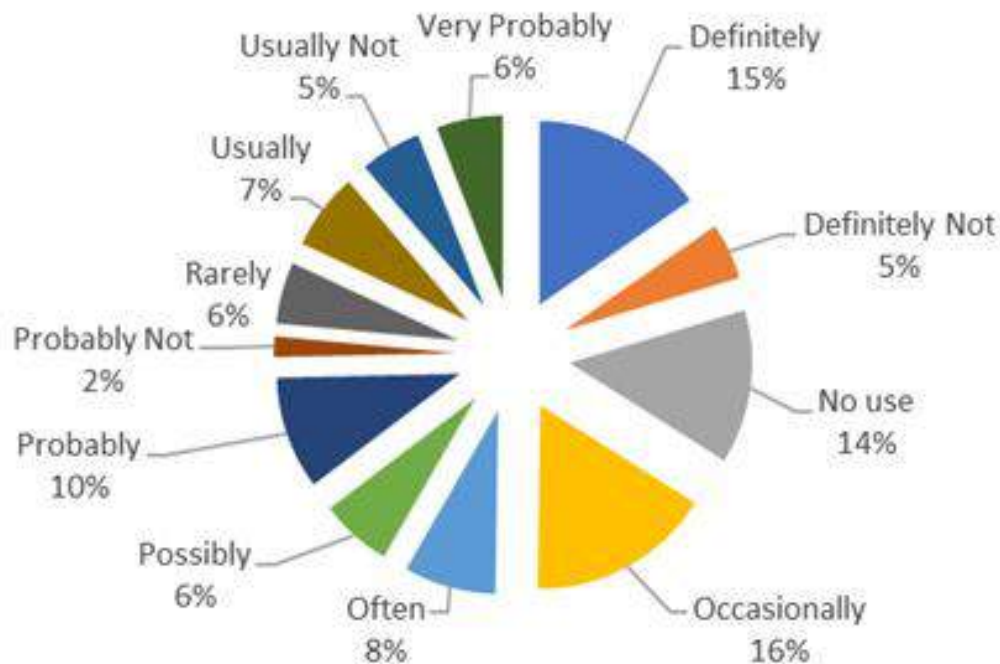
Business communication can also be said to be the way employees, management and administration communicate in order to reach to their organizational goals.

Methods of business communication include:

- Web-based communication;
- Video conferencing – allows people in different locations to hold interactive meetings;
- Reports – important in documenting the activities of any department;
- Presentations – popular method of communication in all types of organizations, usually involving audiovisual material, like copies of reports, or material prepared in Microsoft PowerPoint or Adobe Flash;
- Telephone meetings – which allow for long distance speech;
- Forum boards – which allow people to instantly post information at a centralized location;
- Face-to-face meetings – which are personal and should have a written followup;
- Suggestion box – primarily for upward communication, because some people may hesitate to communicate with management directly, so they can give suggestions by drafting one and putting it in the suggestion box.

Respondenci nie byli zgodni co do wybrania jednej grupy odpowiedzi. Skala udzielanych odpowiedzi jest dość równomiernie rozłożona pomiędzy wszystkie odpowiedzi – od potwierdzających po skrajnie nie zgadzające się z możliwością utrzymywania kontaktu z co-workers.

Keep in touch with current or former co-workers



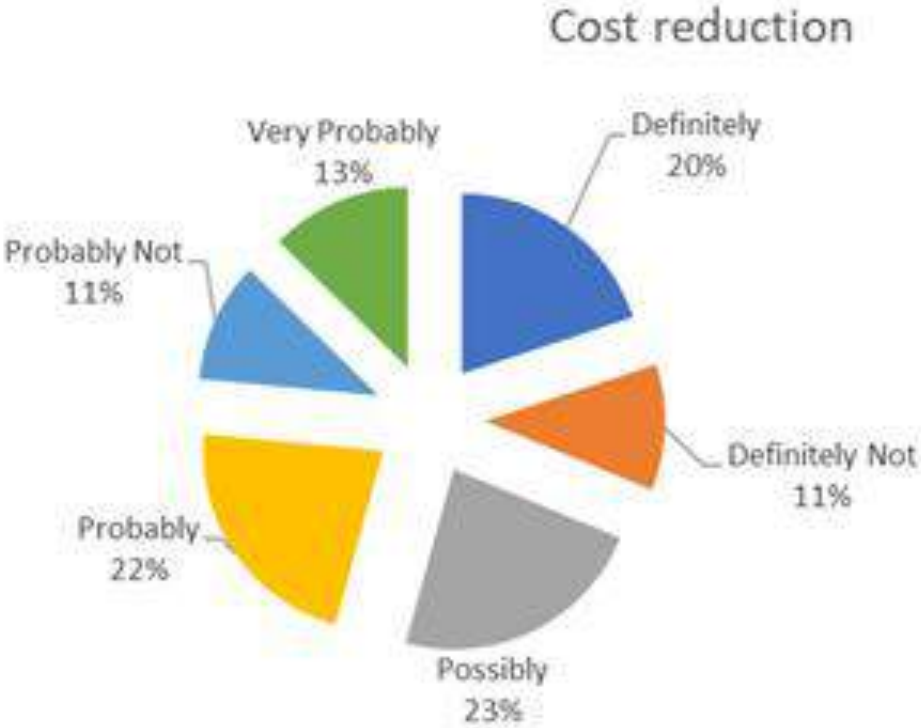
Sources: own sources

Reducing costs in your small business and creating processes that will cost you less money over time doesn't have to take a lot of time or even a lot of effort. In many cases, it's about making smarter choices when deciding where to put your small business funds.

Information and Communication Technology (ICT) is becoming increasingly useful within business organisations around the globe. As technology advances and more efficient communications solutions are introduced to the labour force, companies are finding that production levels are significantly increased, employee satisfaction is at an all-time high and overall, business efficiency is benefiting from the speed at which communications can take place. From customer satisfaction to improved communications between staffers and management, ICT is accelerating the rate of growth in businesses large and small.

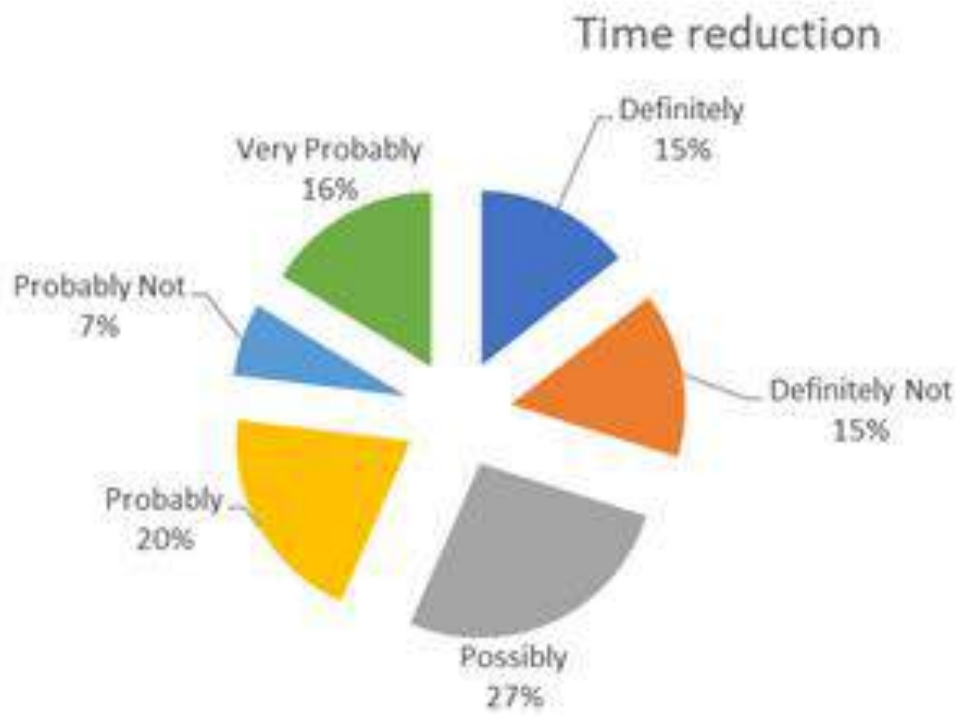
Cost reduction is the process used by companies to reduce their costs and increase their profits. Depending on a company's services or product, the strategies can vary. Every decision in the product development process affects cost.

65% of respondents define a clear correlation between the use of ICT in business and the reduction of costs. 35% of respondents do not see the link between cost reduction and ICT and do not intend to use it in their future business.



Sources: own sources

The second issue studied was the reduction of time thanks to the use of ICT in small business. The opinion of the respondents regarding the correlation between the use of ICT in business and the reduction of time is very positive. 78% of respondents see the need to use ICT to reduce time; others - 22% of respondents probably will not use these tools to reduce working time.



Sources: own sources

5. CONCLUSION

Ensuring the basic conditions for the life and integration of refugees in the European Union is a primarily the task of the member state at various levels of its administration. The central authorities (whose responsibility is to provide adequate financial resources under a well-thought-out migration and integration policy of the countries) and local governments (which should be responsible for planning and implementing local integration policy) should share responsibility for this. The states have no right to transfer this responsibility to society, expecting it to replace the administration in carrying out the tasks entrusted to them. The inclusion of society in aid, however, is advisable and helpful. It is often such bottom-up activities that turn out to be invaluable and particularly effective.

Self-employment has become a challenge and a necessity for people losing their current professional status. At the same time, it is a manifestation of entrepreneurship, which in recent years has acquired a special significance in Poland. The situation on the labor market is unstable, and permanent mismatch between labor demand and labor supply has proved to be a permanent feature of this market.

The necessity of reacting to the dynamically changing economic situation forces the application of comprehensive solutions aimed at making the labor market more flexible and better adapting it to the needs of the economy. Self-employment is therefore part of the trend of solutions deregulating the labor market, such as atypical forms of employment.

The analysis of statistical information on refugees from Syria living in Turkey indicates that they are young, entrepreneurial people willing to start their own business. These people have education or experience enabling them to take up self-employment.

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