

# How do Legal Obstacles Affect the Quest to Employment of Iraqi Refugees in The Netherlands in 2016?

A Case Study – Research Design



(Justitia-Int, 2014)

University: The Hague University of Applied Sciences  
Study: International Public Management  
Course: Professional Skills IV: Applied Research II  
Assignment: Assignment Number 1: Research Design Assignment (67%)  
Instructors: Drs. Lieneke van Ijzendoorn M.A      Lecturer International Public Management  
                  Dr. Roeland Audenaerde Ph.D      Lecturer International Public Management

Version: First Opportunity – Final Version  
Number of words: 5577  
Date of Submission: June 23<sup>th</sup> 2016, The Hague, The Netherlands  
Name Student: Kevin Suleiman – 01-01-1995  
Student-Number: 15002489

*“We must take sides. Neutrality helps the oppressor, never the victim. Silence encourages the tormentor, never the tormented”*

- Elie Wiesel (Human Rights Society, 2016)

# Table of Contents

Preface.....	4
Theme Selection: Refugee Crisis .....	7
<b>Research Question:</b> How do legal obstacles affect the quest to employment of Iraqi Refugees in the Netherlands in 2016? .....	8
<b>Research-Sub Questions:</b> .....	9
1: What types of legal obstacles are there in the Netherlands for Iraqi refugees, and what is the main purpose of these legal obstacles in relevance to the quest to employment of Iraqi refugees in 2016? .....	9
2: How do these legal obstacles interact with each other within the legal infrastructure in the Netherlands, and how do these legal obstacles – solely or in combination - affect the quest for employment of Iraqi refugees in 2016? .....	9
3: How does the legal status of Iraqi refugees in the asylum procedure affect the degree and range of legal obstacles faced by Iraqi refugees in their quest to employment in the Netherlands in 2016?.....	9
4: How does the level of education and/or sector in which the Iraqi refugee seeks employment, affect the legal obstacles that are faced by Iraqi refugees in their quest to employment in the Netherlands in 2016?..	10
5: How do (non)-governmental organizations and/or (legal-assistance)-mechanisms cooperate with Iraqi refugees, in order to encounter and/or comply with the legal obstacles that are faced by Iraqi refugees in their quest to employment in the Netherlands in 2016?.....	10
6: How do the legal obstacles affect the physical and/or psychological status of Iraqi refugees who seek for employment in The Netherlands in 2016? .....	10
7: How does the Dutch government cope with the legal obstacles inflicted upon Iraqi refugees in their quest to employment in the Netherlands in 2016? .....	11
<b>Study Proposition:</b> Pyramid of Maslow & Stanford Prison Experiment .....	12
Pyramid of Maslow.....	12
Stanford Prison Experiment: The Essence of Human Nature and Behavior .....	13
Relationship Between Research Question and Theoretical Framework.....	14
Data Collection and Research Methods & Instruments .....	15
<b>Survey:</b> 100 persons per region utilized by VluchtelingenWerk Nederland, in order to compare and contrast the data and experiences .....	18
<b>Interview:</b> 3 interviews with employees on various levels of VluchtelingenWerk Nederland .....	19
Analytic Generalization: Meaning of employment in the lives of Refugees .....	20
Appendix: Research Instrument.....	21
An Interview with 3 employees from VluchtelingenWerk Nederland .....	21
Bibliography.....	24

# Preface

My name is Kevin Suleiman and I was born on 1 January 1995 in Koysinjaq, a town in the Iraqi Kurdistan Region. In that time, the Ba'ath regime headed by Saddam Hussein conducted the genocidal al-Anfal campaign against the Kurds, which resulted in more than 180.000 civilian casualties. What happened thereafter is part of history.

Many of my family members have died during these atrocities; however, this is no exception, as there is no Kurdish family that does not have the deep scars of a tragic loss. In 1997, my parents, grandmother and I fled through to Turkey, which took us and thousands of others, 7 long days and nights through the ferocious mountains.

At the time we arrived in the Netherlands, we were warmly welcomed by the Dutch people, and after we resided for a year in an asylum center in Dokkum, we were located in a guest-house in Ameland. Here we lived three years, and the heartily kind island-people assisted us with everything we could wish for.

This warm welcome and supportive environment empowered us to integrate into Dutch society, and comprehend the quite difficult Dutch language, as a means to work towards fruitful future in the country that has provided us a new home and sanctuary.

In some way, the tragic history of my people and my own background, has planted a seed in me; it provides me with an everlasting drive to contribute to justice and humanity in our world, and relief the suffering of those who are most desperately in need.

Here, the relevance is that I opted to design a case study which attempts to analyze how legal obstacles affect the quest to employment of Iraqi Refugees in The Netherlands in 2016. Besides the fact that I myself am an Iraqi-Kurdish refugee, I feel the urge to address this issue as I have experienced in my environment that these legal obstacles might pose structural obstacles in the quest of an individual for employment as a means of self-actualizations and independency.

Moreover, as I conduct research for the Refugee Talent Hub in Amsterdam, I also seek to utilize this case-study design to conduct further research into this complex issue, in an attempt to assist those refugees that are stripped from their hope for a better future, through sometimes unnecessary hindering legal requirements.

Iraqi-Kurdish refugees in 1991.



(Defense Imagery, 2016)

## Iraqi Refugees 2015.



(Pravoslavie, 2015)

# Theme Selection: Refugee Crisis

The conflicts in the Middle East, especially in Iraq, Syria and Afghanistan, create a massive amount of refugees who flee from persecution, to safe countries, preferably European, where they seek extensive protection and aid, as a means to build up a new life. (Healy, 2016). The immense numbers of refugees who are heading to Europe creates domestic, regional and international challenges for the European states. Therefore, the European states have to devise effective policies to provide shelter for these enormous numbers of refugees. However, considering the **pyramid of Maslow and the essence of human nature**, only providing shelter and other basic needs is not sufficient on the long term, as refugees in various degrees, also seek meaning, self-esteem and self-actualization in life, in order to reach their full potential, and care for their families. (McLeod, 2014)

It's essential for refugees, whether they are still in the asylum procedure or not, to conduct meaningful activities, or to resume the activities (e.g. work and education) that they were conducting in their country of origin. Some would like to resume their studies, and others would like to get employed as a means to become independent and take care of their families.

Subsequently, this creates an obligation for states to not solely provide shelter to refugees and a procedure to apply for asylum, but essentially anticipate and modify their domestic policies for the short and long-term needs of refugees. Here, legal obstacles can pose complex obstacles for refugees who seek for employment.

Considering the refugee crisis, and the massive amount of Iraqi refugees who have been forced to leave their home and belongings behind, one has opted to focus this case-study design on Iraqi refugees who seek to employment in the Netherlands.

Additionally, one does attempt to provide a general overview of which obstacles are faced by Iraqi refugees, and how these obstacles affect their quest to employment, as a means to devise a foundation for further research which can analyze the legal obstacles - and their importance, or better said, needlessness – more in depth. Consequently, this research can devise solid reports that may influence the Dutch government to reform and modify their policies, especially when considering the fact that **there are 55.236 Iraqi people living in the Netherlands, of whom 3009 Iraqi refugees applied for asylum in 2015 in the Netherlands.** (VluchtelingenWerk, 2016)

This importance of here is essentially to ensure that refugees in general, and Iraqi refugees particularly in this case, are empowered in their quest to employment. However, one must note that this quest to employment is an element of a more extensive integration process for the refugees, but it's vital in the development and proceeding, from a refugee to a full participating Dutch citizen. (VluchtelingenWerk, 2016)

## Research Question: How do legal obstacles affect the quest to employment of Iraqi Refugees in the Netherlands in 2016?

One has opted for this research question with a focus on Iraqi refugees, considering the fact that there are 55.236 Iraqi people living in the Netherlands, of whom 3009 Iraqi refugees applied for asylum in 2015 in the Netherlands (VluchtelingenWerk, 2016). Additionally, refugees in general face a wide variety of obstacles in their quest to employment, and here it's essential to note that these obstacles are intertwined. Furthermore, the (legal) obstacles that a refugee from Eritrea or Afghanistan might face, could be deviating from obstacles faced by Iraqi refugees; in order to provide a legitimate basis and effective scope and focus for further research and effective policy-reforms, one has therefore opted to focus on Iraqi refugees.

For this reason, one has opted to define the term "legal obstacles" as the obstacles that are faced by Iraqi refugees through government and municipality policies that impose these restrictions and barricades upon the refugees. Here it is vital to emphasize that these legal obstacles are intertwined and affect the course of action that might be taken (i.e. rule X, prevents person A, from obtaining license Z, because person A does not qualify for rule X). Therefore, it's vital to project the whole overview of legal obstacles that are faced by refugees in their quest to employment, as it enables to determine at a later stage and through further research, how certain legal obstacles can be reformed and encountered through effective government policies.

Additionally, it's vital to take into account that these legal obstacles are part of a more extensive spectrum of obstacles and contextual factors (e.g. supportive environment versus suppressing environment), which are all interacting and affecting each other in various degrees and intensities. However, as one has to demarcate to a certain extent, this case study shall only focus on the legal obstacles.

This research will solely focus on the legal obstacles faced in 2016, as the obstacles (and mechanisms of reform, and appeal) evolve from time to time: e.g. the obstacles that were faced by Iraqi refugees (like my mother) in 2004, might not be relevant to the obstacles faced nowadays, as they might have been modified or debased.

## Research-Sub Questions:

1: What types of legal obstacles are there in the Netherlands for Iraqi refugees, and what is the main purpose of these legal obstacles in relevance to the quest to employment of Iraqi refugees in 2016?

The first question aims to provide an schematic overview of which legal obstacles can be faced by Iraqi refugees in the Netherlands in their quest to employment. Subsequently and directly related, perhaps even more importantly, the question seeks to determine what the (main)-objectives are of said legal obstacles, in order to provide a judicious analysis and judgement upon the necessity or uselessness of the legal obstacles.

2: How do these legal obstacles interact with each other within the legal infrastructure in the Netherlands, and how do these legal obstacles – solely or in combination - affect the quest for employment of Iraqi refugees in 2016?

Secondly, this question seeks analyze and project the framework in which these legal obstacles are intertwined and may in various degrees and varieties affect each other'; here it's vital to project what the "relationship" is between these obstacles (e.g. reinforcing the obstacles, preventing further proceeding and/or compliance with other requirements i.e. rule A prevents to proceed to obtain certificate B, which is obligatory to conduct activities for job C). Subsequently, at the end of the case study, one can analyses the flaws, and unequitable elements and/or provisions within the legal obstacles, that may unnecessary hinder and/or intensify the legal obstacles faced by Iraqi refugees in their quest to employment. Here, further research should be conducted into the specific flaws, as a means to target the core-issues and to devise and/or modify effective or unnecessary policies of the Dutch government.

3: How does the legal status of Iraqi refugees in the asylum procedure affect the degree and range of legal obstacles faced by Iraqi refugees in their quest to employment in the Netherlands in 2016?

Here, this question is vital to determine if there is any distinction between the legal obstacles inflicted upon the Iraqi refugees, based on the (legal)-status of the Iraqi refugee, and the proceedings in the asylum procedure. (e.g. this questions seeks to determine if there is a relevant distinction between a refugee that is still in proceeding in the asylum procedure, and another Iraqi refugee who has received his (limited)-permit (e.g. W-document), and is located in a particular municipality in the Netherlands, who subsequently is stimulated by the municipality to search for employment). The importance here lies essentially in the equitableness between the various (legal)-status an Iraqi refugee is assigned by the IND<sup>1</sup> and Dutch government.

---

<sup>1</sup> The IND is the Dutch Immigratie and Naturalisatie Dienst (translated: Immigration and Naturalisation service, as part of the ministry of Security and Justice), and is primarily responsible for the Dutch asylum policy; i.e. carrying out the interviews with "asylum seekers" and determine whether their claim is legitimate or ungrounded. (IND, 2016)

4: How does the level of education and/or sector in which the Iraqi refugee seeks employment, affect the legal obstacles that are faced by Iraqi refugees in their quest to employment in the Netherlands in 2016?

This question is of high importance, as it essentially aims to determine what kind and the amount and/or intensity of the legal obstacles there are for various sectors (e.g. public, private, legal or healthcare sector) and professions. Subsequently, one can compare and contrast these various sectors and professions, in order to determine, and subsequently devise – grounds for further research and effective (legitimate) policy reports to the Dutch government.

5: How do (non)-governmental organizations and/or (legal-assistance)-mechanisms cooperate with Iraqi refugees, in order to encounter and/or comply with the legal obstacles that are faced by Iraqi refugees in their quest to employment in the Netherlands in 2016?

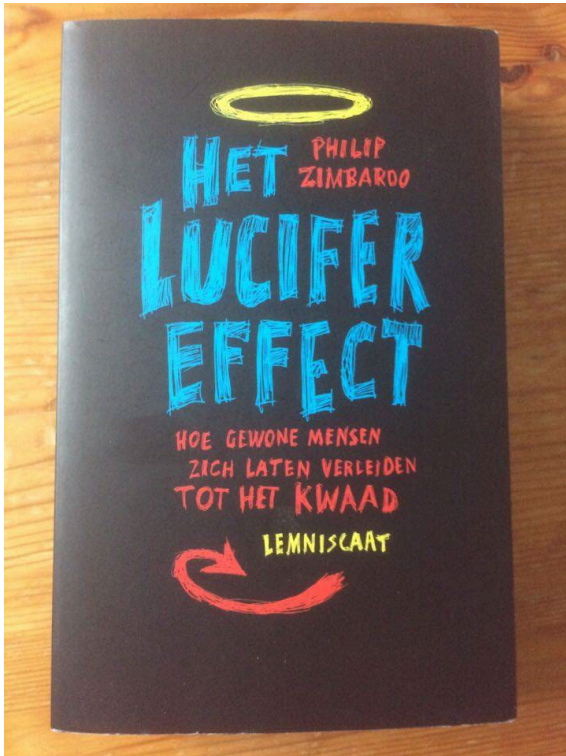
The importance of this questions is that it attempts to analyze which (non)-governmental organizations are in place that actively assist and or advise the Iraqi refugees which course of actions is best suited to encounter and/or comply with the legal obstacles that are faced. (e.g. VluchtelingenWerk Nederland, a Dutch NGO which actively assists and advises refugees – both within the asylum procedure (legal) as well as in the extensive integration process). Here, the relevance is to what degree the impact of the various legal obstacles is softened and/or anticipated on (based on advise and support) by the refugees in cooperation with various organizations and mechanisms. The mechanisms refer which possibilities there are in place for Iraqi refugees, to file a legal case and/or appeal to specific legal obstacles.

6: How do the legal obstacles affect the physical and/or psychological status of Iraqi refugees who seek for employment in The Netherlands in 2016?

One can argue that this is perhaps one of the most important questions, as in the end Iraqi refugees are human beings (mostly traumatized by the persecution and violence faced in their home-countries), and it's therefore vital to take into account the mental and physical health-impact these (combination) of legal obstacles might have in the short and long-term. Here, one would include the theory of the **Stanford Prison Experiment**; essentially, what a poisonous and or (continuous) difficult and/or inhumane circumstances might affect the mind, body, and behavior of a healthy individual, let alone a refugee who is traumatized. This process is extensively described in the book: "the Lucifer Effect" by Philip Zimbardo, and it essentially explains how power-positions and certain detrimental environmental and/or behavior factors affect the mind and body of an individual, and how it empowers individuals to show the vilest side of themselves, and consequently cause the suffering of others surrounding them. (Philip Zimbardo , 2007)

The relevance of this theory to the sub-questions is that, it is vital to anticipate and consider how the combination of circumstances (i.e. continuous x-obstacles in combination with traumas and a discriminative environment) can affect the physical and mental state of Iraqi refugees, and how that consequently affects their quest to employment in the Netherlands. (e.g. decreasing motivation, hopelessness or suicide).

(One does highly recommend to read this book, as it explains the fundamental elements of human nature, and therefore empowers our awareness of certain circumstances, and how these might affect individuals)



(Philip Zimbardo , 2007)

7: How does the Dutch government cope with the legal obstacles inflicted upon Iraqi refugees in their quest to employment in the Netherlands in 2016?

Here, there is a focus on the initiative and codes of conduct of the Dutch government itself, as taking into account that the government should be responsive by critique and feedback from their citizens, and especially from specialist (legitimate and valid) organizations, such as VluchtelingenWerk Nederland.

In case the concluding remarks might be that the Dutch government is taking insufficient action to reform their policies – including legal obstacles and appeal mechanisms - , one can primarily target target the government and provide sound arguments (based on further research) why certain legal obstacles might be unnecessary, and perhaps counterproductive towards the Iraqi refugee in the integration process.

# Study Proposition: Pyramid of Maslow & Stanford Prison Experiment

## Pyramid of Maslow

The Pyramid of Maslow is essentially a “needs” model, consisting of two separate, yet dependent, kinds of needs: the first type of needs are the deficiency (deprivation) needs, which consist of the first 3 layers of the pyramid: 1) Psychological needs (e.g. food, water, freedom of sexual-reproduction: provided by Dutch government at initial phase of asylum application); 2) Safety needs (Security, protection of family, belongings and environment: ensured by the Dutch government through rule of law and solid law-enforcement institutions); 3) Belongingness (e.g. family, love, relationship and friendship; here the Dutch government attempts to simulate an environment where one can reside with their family; however, practice has learned that in many cases family-members face extensive difficulties to reunite with their other family-members.

From deprivation need number 3 the pyramid does focus on the 2 growth needs: 4) Esteem: e.g. achievement, reputation, self-worth and status; 5) Self-actualization; personal growth and fulfillment, also known as the principle of “Bildung”; here the individual reaches its highest potential and produces the most fertile and extraordinary ideas and achievements. (Businessballs, 2016)

Here, it’s essentially these “growth needs” which this case-study attempts to target and take into account, as the legal obstacles extensive and continuous barricades for an individual to attain employment (and the connected status and achievement, and respect), and to reach his self-actualization objectives.

In fact, one argues that these legal obstacles are so detrimental for Iraqi refugees, that they are restricted in their development, which in the long-term might create a negative reinforcing vicious circle, especially when taking into account the second relevant theory of the Stanford Prison Experiment about the essence of Human nature and behavior.

## Stanford Prison Experiment: The Essence of Human Nature and Behavior

The Stanford Prison Experiment was essentially a study-experiment to analyze the psychological – and subsequently physical – effects of healthy individuals becoming a prisoner or prison-guard. Here, the experiment was supervised by Dr. prof. Philip Zimbardo, a psychology professor. (Lucifer Effect, 2016)

One argues that this theory is highly relevant and vital to take into account as a means to place oneself in the situation of another human being. In fact, this theory provides ad psychical and psychological analysis and argumentation how the (combination) of legal obstacles affect the physical and mental health of an Iraqi refugee who seeks for employment in the Netherlands.

A pivotal question here is: how do the (combination) of legal obstacles, in combination with the environment and other contextual factors (e.g. supportive environment) affect the course of actions, motivation, and mind-set of an individuals. Here it is of utmost importance to emphasize that many Iraqi refugees suffer from traumas and mental problems, due to the wide array of persecution that is inflicted upon them. Therefore, these physical and psychological factors tend to be intensified and deepened. (Philip Zimbardo , 2007)

## Relationship Between Research Question and Theoretical Framework

The combination of the two said complementary theories, provides a vital theoretical and psychological framework for the course of action of the research, and analysis of the results. Essentially, one talks about the lives of human beings; therefore, it's pivotal to take the needs and **nature of human beings** into account, in order to anticipate on those fragile factors, and subsequently improve the (detrimental) policies.

Here, the focus should primarily be on those legal obstacles that are 1) unnecessary due to a variety of reasons, 2) detrimental to the development of an individual, 3) not proportionate to the context of the individuals.

One has to take into account that it's under stable and actually desirable that there should be certain rules and regulations for all individuals – including refugees – to attain employment, especially in sectors which are essential for the public-national security. (e.g. military, healthcare).

Additionally, one does recommend to integrate the relevant contextual factors such as: 1) the environment wherein the refugee resides; 2) the individual perception of the refugee, and how this is affected by said environment; 3) the governmental and non-governmental institutions and mechanisms that attempt to assist the refugee to cope and comply with the said legal obstacles (e.g. VluchtelingenWerk and the IND/COA); 4) the effect all these combined factors have on the prolongation, intensity and success of an Iraqi refugee who seeks for employment in the Netherlands in 2016.

# Data Collection and Research Methods & Instruments

One has opted to utilize 2 research methods:

1. Survey among 100 Iraqi refugees in the 15 regions of the Netherlands (parallel regions that VluchtelingenWerk Nederland does utilize)
2. 3 interviews with 3 different employees of VluchtelingenWerk Nederland:

- **1)** The local coordinator of VluchtelingenWerk Roermond & Venlo, Ms. Awaz Hamma (my mother, she is an Iraqi refugee herself) who has much intensive (face-to-face) contact with the Iraqi refugees and can provide a bottom-up approach of her experiences how legal obstacles affect the quest of employment of Iraqi Refugees, and how these have evolved over time;

- **2)** The CEO of VluchtelingenWerk Limburg, Mr. Chris Baltussen (I already conducted an interview with for the IPA portfolio about the organizational structure and management strategies of VW. He can provide his experiences from a middle-level perspective, and in his experiences in the cooperation and mediation with local (municipality) organizations to relief the impact of legal obstacles.

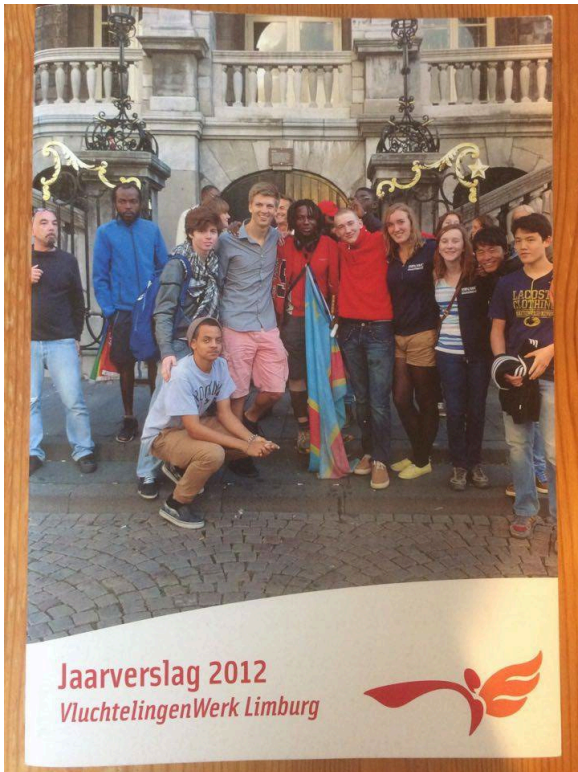
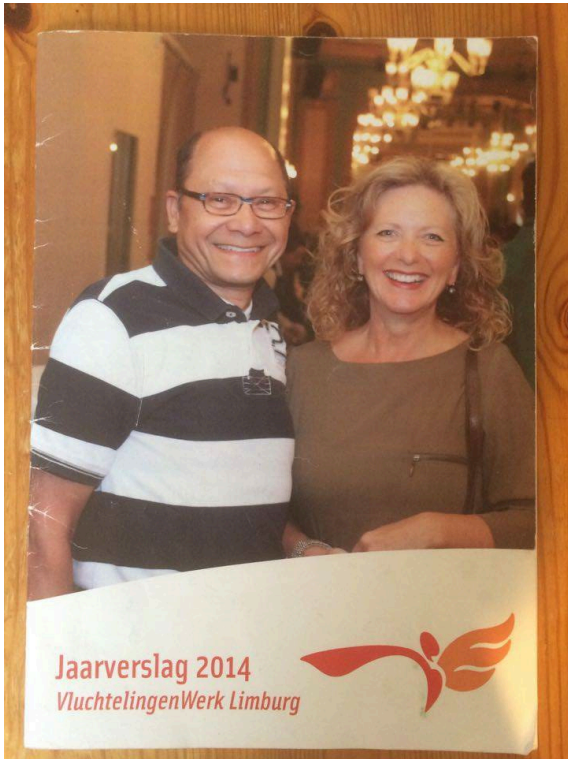
- **3)** The CEO board of VluchtelingenWerk Nederland, Ms. Dorine Manson, (I have met Ms. Dorine Manson at the launch of the Refugee Talent Hub by Accenture, in Amsterdam). Ms Manson can provide me her leadership-supervising perspective from national, yet distant level.

These complementary but distinct research methods and instruments for a variety of reasons: 1) a bottom-up (grassroots) approach through the surveys combined with a middle-level and top-down approach (through the interviews) provides a foundation to compare and contrast results, find a middle ground, and provide a reliable and balanced conclusion; 2) As the results will be reliable and legitimate, one can conduct further in-depth research in the specific flaws in order to devise effective policy recommendations to the Dutch government and relevant institutions to reform the legal obstacles.

Additionally, one will utilize previous research reports, policy-reports and year-reports of governmental and non-governmental organizations, such as VluchtelingenWerk; these contain a vast amount of vital information that one can utilize for the data collection. Essentially, one always has to take into account the objective of the reports, and be perceptible to possible bias. One has to carefully analyze the objective and record of the organization, and if possible trace the funding (e.g. fund or business with selfish agenda)

These are some sources from VluchtelingenWerk that could be used for the data collection: Here one wants to emphasize that it's effective to use these sources from so-called expertise organizations, because VW has collected and analyzed these data continuously.





**Survey:** 100 persons per region utilized by VluchtelingenWerk Nederland, in order to compare and contrast the data and experiences

Here, one will conduct a survey – in cooperation with VluchtelingenWerk Nederland, in the 15 regions that VluchtelingenWerk Nederland does utilize. Here, it provides the opportunity for comparing and contrasting the results. Moreover, VluchtelingenWerk has a huge amount of expertise and experience, and therefore has much data to utilize in the analysis of the case-study results. Here VluchtelingenWerk utilizes a VVS (Vluchtelingen Volg Systeem – translates: Refugee Follow System) in order to collect all the data relevant to the clients of VluchtelingenWerk and monitor their proceedings carefully, as it provides opportunities to assist the refugees more effectively.

The surveys can in addition also be conducted through social media, e-mail, and other communication technologies. Essentially, the surveys provide the grassroots perspectives of the refugees, and these are vital to take into account in the process of analysis. Moreover, the surveys will be in English and Arabic language.

# Interview: 3 interviews with employees on various levels of VluchtelingenWerk Nederland

1: Local level: Ms Awaz Hamma.                      Coordinator of VluchtelingenWerk Roermond & Limburg  
Trainer VW Limburg

2: Regional level: Mr. Chris Baltussen.              CEO VluchtelingenWerk Limburg

3: National level: Ms. Dorine Manson.              CEO VluchtelingenWerk Nederland

The Guideline for this interview will be the research question and related sub-questions. As this case-study seeks to cooperate with VW, there is also an advantage for this organization. This provides as equal level playing field, and empowers the dialogue and openness.

The general course of action of the interview will be illustrated in the appendix. One intentionally wants to keep the outline in general, as it provides for a more adaptive and flexible interview method. Moreover, undersigned will primarily listen, and allow the interviewed employees to project their experiences and recommendations. Based upon these moment-to-moment answers and the flow of the interview, undersigned will devise more in-depth questions.

## Analytic Generalization: Meaning of employment in the lives of Refugees

Unfortunately, many people around the world are forced to flee from persecution and extensive violence, and to leave their home and belonging behind in the war-torn regions of the world. Those refugees who survive the dangerous journey to the primarily Western countries where they apply for asylum, suffer greatly from psychological, and mental traumas. However, the refugees who are sheltered in the Netherlands, are directly provided the most required human needs and healthcare, as well as legal protection to file an asylum claim. (Here the deprivation-needs of the Maslow triangle are assured).

As the Maslow triangle also projects, refugees also seek belonging, and independency, as a means to care for their families and to reach their objectives. Here, the socio-economic process of integration, socialization includes the vital element of employment, as it provides the refugee with a salary to be independent and take care of their families, with recognition and status, but most importantly with the means to develop oneself and reach their full potential, both in their profession as in their personal lives. (growth needs)

Here, the dilemma is that Iraqi refugees have to go through a whole bureaucratic (legal) system, to comply to certain requirements in order to conduct their desired profession.

Therefore, this case study essentially attempts to underline the fact that every human being must be granted the rights to develop oneself, through various elements – including education, socialization and employment. In fact, the International Human Rights Law conventions include the Universal Declaration of Human Rights, as well as two additional treaties: 1) The International covenant on civil and political rights (ICCPR), and 2) the International covenant of Economic Social and Cultural Rights (ICESCR).

Here, one would underline that these rights of development and employment does not only have a moral and ethical justification, but also a legal (customary law) justification, which obliges all states to protect and actively stimulate these rights. Therefore, states should be adaptable for reform of legal requirements for Iraqi refugees to attain employment, as a means to empower the extensive socio-economic process of integration and becoming a full Dutch citizen of the Netherlands.

Essentially, one has to consider what we ourselves, as human beings strive for in our lives, because one does argue that nowadays many people refrain from putting their selves in the shoes of those who suffer (i.e. approaching an issue from another perspective, and prevent tunnel-vision).

Considering the Stanford Prison experiment and the Pyramid of Maslow, it's crystal clear that human behavior is significantly determined and affected by the environment they reside in.

“The law's the law, but people are people.”

— M.L. Stedman, *The Light Between Oceans*

# Appendix: Research Instrument

## An Interview with 3 employees from VluchtelingenWerk Nederland

Here, one has opted to use the sub-questions as guidelines for the interviews. Undersigned will make an appointment with the three employees from VW, and conduct a Face-to-Face interview. Moreover, one will ask permission to record the interview (by signing a confidentiality-statement which elements may be publicized), in order to make a transcript of the interview, and provide sound arguments for the concluding remarks and policy recommendations.

### General Outline Interview

What is your function within the organization of VluchtelingenWerk?

Why did you opt to work for VluchtelingenWerk?

- What drives you?

What makes VluchtelingenWerk an essential organization in the Netherlands for refugees, and Iraqi refugees in particular?

What are the main objectives of VluchtelingenWerk? - (local, regional, domestic, international)

What are the main obstacles faced by VluchtelingenWerk in the Netherlands to conduct and implement its policies in an effective manner?

What does characterize Iraqi refugees, both generally and those that apply for asylum in the Netherlands?

What does characterize the asylum-procedure (e.g. the interviews with the IND) of Iraqi refugees?

- Complexities, legal obstacles, evidence, etc.

What are the legal obstacles in the Netherlands for Iraqi refugees who seek employment in the Netherlands?

How are the legal obstacles experienced by Iraqi refugees in their quest to employment?

Which legal obstacles are faced by Iraqi refugees according to official reports and case-studies?

- (difference between 2 and 3 to determine **perception of individual** itself and specialized organizations)

How does the length of the asylum-procedure affect the legal obstacles that Iraqi refugees face in their quest to employment in the Netherlands in 2016?

How do personal factors determine the obstacles that Iraqi refugees face in their quest to employment?

- Trauma, mental, physical difficulties? -> relate to Maslow triangle & Stanford Prison Experiment

How are Iraqi refugees assisted in overcoming these legal obstacles?

- Government & non-government actors?

What financial obstacles are faced by Iraqi refugees?

How are these legal obstacles influenced by external factors?

- Focus on intervening variables:

What types of legal obstacles are there in the Netherlands for Iraqi refugees, and what is the main purpose of these legal obstacles in relevance to the quest to employment of Iraqi refugees in 2016?

How do these legal obstacles interact with each other within the legal infrastructure in the Netherlands, and how do these legal obstacles – solely or in combination - affect the quest for employment of Iraqi refugees in 2016?

How does the legal status of Iraqi refugees in the asylum procedure affect the degree and range of legal obstacles faced by Iraqi refugees in their quest to employment in the Netherlands in 2016?

How does the level of education and/or sector in which the Iraqi refugee seeks employment, affect the legal obstacles that are faced by Iraqi refugees in their quest to employment in the Netherlands in 2016?

How do (non)-governmental organizations and/or (legal-assistance)-mechanisms cooperate with Iraqi refugees, in order to encounter and/or comply with the legal obstacles that are faced by Iraqi refugees in their quest to employment in the Netherlands in 2016?

How do the legal obstacles affect the physical and/or psychological status of Iraqi refugees who seek for employment in The Netherlands in 2016?

How does the Dutch government cope with the legal obstacles inflicted upon Iraqi refugees in their quest to employment in the Netherlands in 2016?

## Bibliography

- Businessballs. (2016). *maslow's hierarchy of needs*. Retrieved June 11, 2016, from Businessballs: <http://www.businessballs.com/maslow.htm>
- Defense Imagery. (2016). *Iraqi Refugees*. Retrieved June 11, 2016, from Defense Imagery: <http://www.defenseimagery.mil>;
- Healy, H. (2016). Fight for the Heart of Europe . *The Internationalist* , 12-17. Retrieved June 6, 2016, from <http://web.a.ebscohost.com.ezproxy.hhs.nl/ehost/detail/detail?sid=e65a035f-c01e-459c-ad56-267f39112ea6%40sessionmgr4002&vid=7&hid=4109&bdata=JnNpdGU9ZWhvc3QtbGl2ZQ%3d%3d#AN=111925920&db=aph>
- Human Rights Society. (2016). *Genocide*. Retrieved June 12, 2016, from Human Rights Society: <https://humanrightssociety.org/issues/genocide/>
- IND. (2016). *Organization*. Retrieved June `11, 2016, from IND: <https://ind.nl/EN/organisation/Pages/default.aspx>
- Justitia-Int. (2014). *Significant legal Security Challenges - Draft law on Amending the Law on passports, etc.* Retrieved June 6, 2016, from Justitia-Int: <http://justitia-int.org/en/significant-legal-security-challenges-draft-law-on-amending-the-law-on-passports-etc/#prettyPhoto>
- Lucifer Effect. (2016). *Lucifer Effect*. Retrieved June 11, 2016, from Lucifer Effect: <http://www.lucifereffect.com/>
- McLeod, S. (2014). *Maslow's Hierarchy of Needs*. Retrieved June 6, 2016, from SimplyPsychology: <http://www.simplypsychology.org/maslow.html>
- Philip Zimbardo . (2007). *The Lucifer Effect* . New York : Brockman .
- Pravoslavie. (2015). *OVER 3 MILLION IRAQIS HAVE BECOME REFUGEES SINCE JANUARY 2014*. Retrieved June 11, 2016, from Pravoslavie: <http://www.pravoslavie.ru/english/80300.htm>
- VluchtelingenWerk. (2016). *Hulp bij het vinden van werk*. Retrieved June 11, 2016, from VluchtelingenWerk: <http://www.vluchtelingenwerk.nl/wat-wij-doen/werk-voor-vluchtelingen>
- VluchtelingenWerk. (2016, 2016). *Irak: Situatie nog steeds onveilig*. Retrieved June `11, 2016, from VluchtelingenWerk: <http://www.vluchtelingenwerk.nl/feiten-cijfers/landen-van-herkomst/irak>