Chapter 14
Impact of Rohingya Refugee Migration Flow on Bangladeshi Tourism Destinations

Mallika Roy and Md. Mohiuddin Chowdhury

Abstract  Bangladesh is the land of natural beauty and resources, which has different tourist spot, such as beaches, archaeological sites, religious places, hills and islands, forests and others. Tourism industry is contributing to business and social development, the cultural and environmental quality, and employment and economic growth (Onetiu and Predonua, Procedia Soc Behav Sci 92: 652–655, 2013).

Recently, refugee crisis attacked the tourism environment in Cox’s Bazar, the most attractive tourist spot in Bangladesh. Recently, refugee crisis attacked the tourism environment in Cox’s Bazar, the most attractive tourist spot in Bangladesh. In this context, this study is an attempt by the researchers to sort out the effects of refugee, Rohingya, migration in the tourism capital city of Bangladesh. The specific research objectives of this study are: first, to analyze the present scenario of tourism industry in Bangladesh; second, to examine the effects of refugees in tourism industry of Bangladesh; and third, to find out the challenges and suggest some policy recommendations. In this paper the researchers work on a case study of Cox’s Bazar. The researchers follow explanatory research, and uses both qualitative and quantitative method to move on the way of purposes. The researchers use interview method, and follow random sampling from hotel managers, NGO workers and tourists in this study. Tourism is the important means for domestic and foreign remittances. But this industry is facing threats due to refugee issues and failing to maintain a good image. This paper focuses on impacts of refugee crisis, and propose some policy recommendations.

Keywords  Tourism · Refugees · Social · Challenges · Recommendations

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Introduction

In the mid of 2017, the Rohingya populace in Myanmar has been exposed to extreme violence and has been compelled to escape their homes. The Forcibly Displaced Myanmar Nationals (FDMNs) (Rohingya) are an ethnic group, the majority of whom are Muslims, who have lived for centuries in Buddhist-majority Myanmar. About 1.1 million Rohingya people are now displaced (British Broadcast Corporation 2020). The Rohingya Muslims are now described as the world’s most persecuted minority (Independent 2016). The FDMNs (Rohingya) speak “Rohingya” or “Ruaingga”. There are 135 official ethnic groups in Myanmar but the Rohingya people are not considered one of them and have been denied citizenship in Myanmar since 1982. Thus they have been left stateless. Almost all of the Rohingya people in Myanmar lived in Rakhine state in the western coastal region and were not allowed to leave without government permission. They were underprivileged in the country lacking basic services and opportunities (The Financial Express 2018). There have been reports of helicopters firing on civilians, extrajudicial executions of women and children, and the burning of entire villages in 2017. The United Nations High Commissioner for Human Rights considered the circumstance a “textbook example of ethnic cleansing”. Outrageous brutality and abuse in Myanmar’s Rakhine State have caused these individuals, an ethnic and strict minority, to escape their homes looking for wellbeing and has caused a mass departure of the Rohingya individuals.

Leaving about the entirety of their assets behind, most of the Rohingya individuals have fled across the border into Bangladesh. The recent geopolitical instability in Myanmar led to a significant increase in the refugee/migrant flows to Bangladesh and mainly to Cox’s Bazar. Bangladesh hosts over 900,000 Rohingya refugees, and their displacement is likely to be protracted (Wake et al. 2019).

Cox’s Bazar is known for a lot of significance in the field of tourism industry in Bangladesh. It’s a fishing port. The sea beach in Cox’s Bazar is a sandy slant with a solid length of 155 km. It is the longest normal sea beach on the planet. Cox’s Bazar spreads on 2491.85 Sq. km with a populace of 228,99,90. The education rate is 39.3%. Upazillas of Cox’s Bazar regions are Chakaria, Cox’s Bazar Sadar, Kutubdia, Moheshkhali, Pekua, Ramu, Teknaf and Ukhiya. Cox’s Bazar is one of the loveliest and popular places of interest in Bangladesh. The significant wellspring of Cox’s Bazar economy is the tourism industry. A huge number of foreigners and Bangladeshis individuals visit this city consistently. Around 500 hotels and cottages in the locale are subject to the travel industry. Individuals are likewise engaged with fishing and gathering fish and ocean items for their vocation. Oysters, snails, pearls and their ornaments are very popular with tourists. A few people are associated with transport business serving the vacationers. Cox’s Bazar is one of only a handful barely any significant spots for aquaculture in Bangladesh. Numerous individuals are engaged with hospitality and customer support orientated business (The Financial Express 2018).

Displacement of Rohingya refugees was concentrated in two Upazillas: Ukhiya and Teknaf, putting excessive pressure on infrastructure and services and also
straining patience of the host population. Bangladesh’s tourism industry has been confronting a few difficulties because of the Rohingya emergency. There are four fundamental points of view of the difficulties: environmental, health, society and economy. The degree of effect of such difficulties will rely upon how long they remain in Bangladesh. FDMNs’ transitory recovery at various pockets fundamentally inside Ukhia of Cox’s Bazar and furthermore in different Upazillas of the region is prompting aftermaths like chopping down trees, leveling slopes, air contamination, water contamination and commotion contamination. In addition, because of the immense populace, waste creation is likewise expanding. Those waste items are additionally discarded openly. As the results, the ecological balance and bio-diversity of Cox’s Bazar are in effect truly hampered. (The Financial Express 2018).

The aim of the chapter is to explore the current scenario of Rohingya refugee on tourism industry in Bangladesh. However, specific objectives include: first, to discover the reasons of refugee Rohingya flow. Second, to assess the challenges of tourism industry in environmental, economic, social, labor market arenas. Third, to explore the effect of refugee flow on tourists’ behavior. Finally, to proffer the best strategy to overcome the problems.

The main research question regarding the impact of Rohingya refugee flow on tourism in Bangladesh is “Is Bangladesh facing multidimensional problems due to Rohingya refugee flow? How depths are the problems? How can we solve it?”

Under this major research question, there are several questions. They are: first, what are the major reasons behind the refugee flow?; second, what are the effects on economic and financial sectors in Bangladesh?; third, how refugee crisis can lead social crisis?; fourth, does refugee crisis change tourists’ behavior?; fifth, are there any effects on labor market employment of refugee flow?; and finally, how does the refugee flow affect the environmental condition?

**Literature Review**

Tourism has effects on the labor market, and is contributing to employment growth, business and social development, the cultural and environmental quality, and economic growth (Onetiuia and Predonua 2013); and it also generates employment, increases hotels, restaurants, and transportation (Kumar and Singh 2019). It has effect on fiscal policies and taxable income (Song et al. 2019). But, these effects, now a day, have been challenged by refugee crisis. According to United Nations High Commissioner for Refugees (UNHCR) (1967), refugee is a person arriving in a different country than the one he/she resides in, in search of refuge or residence permit owing to the fear of lack of protection or persecution for reasons of religion, race, nationality, etc. in the country of his/her nationality. Recent research works have little attention on the relationship between tourism and refugee (Seetaram 2012), though it is a vital issue now a day. The connection between tourism and
refugee (immigration) posed more challenges to the host countries or host society’s social structure (Balli et al. 2016; Ekberg 1999).

Koščak and O’Rourke (2017) examined three key question while conduction their research work. The questions were (i) importance of tourism economically to countries in the West Balkan Migrant Corridor; (ii) Intensive nature of tourism for these countries; and (iii) Socio-economic consequences of the migrant flows. In their research they used sectional sample data to find out the socio economic and humanitarian effect of migrants on tourism. In their study they pointed out a mix of violence, dysfunctional political systems, decreasing international aid and globalization in general, are all triggers that push more and more people to cross borders. Migrants have certainly different reasons, backgrounds, pressures on their society and themselves as individuals, which places them in the situation to migrate. Some people became refugees because of enormous humanitarian crisis (Trihas and Tsilimpokos 2018), financial crisis (Gkionakis 2016) in the home country.

Krasteva (2018) said as the refugee and migrants’ movement is historical trend, global forces have driven it and it’s have effects on politics, economy and community of hosting countries. This is also supported by (Goldstein and Pevehouse 2013: p. 436). In his research Krasteva (2018) had focused on the following factors: Impact of refugee and migrant crisis on the local economy of the Greek islands; impact of refugee and migrant crisis on the social-demographic physiognomy; impact of refugee and migrant crisis on the regional policy and the natural environment, impact of refugee and migrant crisis on tourism industry of the Greek islands, and impact of refugee and migrant crisis on island as a tourism destination. Rabbany, Afrin, Rahman, Islam and Hoque (2013) opined that the quality of environment based on manmade and natural also essential for the tourism. According to them, ecosystems, natural habitat, wildlife, and forests were adversely affected and damaged by the tourism infrastructure, and also by tourist activities. They also opined that for sustainable tourism development it is necessary to avoid negative affects to tourism by proper planning. Because of refugee causes mass tourism in the tourist places. Mass tourism is one of the important causes of environmental, social, and cultural poverty (Mowforth and Munt 2003: p. 95).

For the sustainable community development in the tourists places the existence of host communities are important. Human communities are the basic resource on which tourism depends (Richards and Hall 2000). Local communities help the tourists in different ways. Nikolovski, Dimoska and Tuntev (2017) identified five policy areas for encouraging entrepreneurship activities in the tourist’s area such as – culture/climate of entrepreneurship: development education and training: availabilities workforce and skills development; financing alternatives; and leveraging bureaucratic barriers. According to them, from the view point of entrepreneurs, tourism products can be transferred to the business based on nature, culture, heritage, traditions, religions, and others. Without violating human rights and freedoms of the local community how stakeholders can minimize negative effects on the tourism industry due to the new challenges posed by refugee and migrants crisis (Krasteva 2016). The incomes of general people of the local people are decreased as a result of the refugee and migrant crisis. It is noted that this crisis also posed negative
effects on the natural environment and infrastructure of the host area or country (Krasteva 2018).

For refugee crisis housing cost also increased in the host country because of increment of population, as population is the indicator of housing price (Alola and Alola 2018). In this study, Alola and Alola (2018) identify the hypothesis of tourism and refugee factor on the housing prices. Refugee crisis can accelerate the dark tourism problem. Ivanov and Stavrinoudis (2018) included 96 accommodation and housing establishments in their study; they revealed that the refugee crisis had a very negative impact on the hotel industry of the Greek Islands.

Dincer, Karayilan and Cifci (2017) in their studies tried to identify the refugees effects on the Turkish tourism industry; for this they took the semi-structured elite interview as the data collection method. They identified five common themes from their collected data on effect of refugee crisis on tourism: these are illegal employment, tourism investment, tourism demand, social conflict and tourist experience.

The aim of study of Trihas and Tsilimpokos (2018) was to examine the profile, motivations and on-site experiences of volunteer tourists, and the results of the study exposed three philanthropic motivations: to help people in need, to do something meaningful and worthwhile, and to work with an organization whose mission they support. The motivation to become volunteer tourists to the college students was to help others (Gage III and Thapa 2012). Proyrungroj (2017) had identified five different motivational factors to become the volunteer tourists to help in an orphanage are: (i) to help the children, (ii) to gain new experiences, (iii) to gain personal development and growth, (iv) to learn about/be immersed in local culture, and (v) to meet and make friends.

**Methodology**

The study is based on primary and secondary data sources. Primary data were collected through a questionnaire responded by randomly selected NGO people, tour operators and policy maker of the country during the period from 15th February, 2019 to 4th March 2020. On the other hand, the data and information have been collected and analyzed mainly from different published articles and reports, research monograph, Bangladesh Parjatan Corporation (BPC), Ministry of Civil Aviation and Tourism, and different websites.

**Sample Design**

By following a simple random sampling method, information has been collected by questionnaire survey. The study area is Cox’s Bazar. Large number of Rohingya are living their life in Cox’s Bazar. That is why, that area is the best place to conduct our study.
Survey Instrument

Questionnaire survey method is conducted among the respondents by providing a 42-item questionnaire developed by the researchers to gather primary data where questions are about demographic characteristics, travel characteristics of respondents and the remaining questions about the impacts of refugee on environmental, social, economic factors and some questionnaires are about Tourists behavior. Questions are designed on the basis of 7-point Likert scale scoring (7 = strongly Agree, 6 = Agree, 5 = Somewhat Agree, 4 = Neutral, 3 = Somewhat disagree, 2 = Disagree and 1 = Strongly Disagree).

Mode of Data Analysis

Likert Method Analysis with Various Graphs

Several graph analyses such as column, bar, pie; doughnut, cone etc. have been done to explore the impacts of refugee flow in tourism industry in Bangladesh. It displays a clear picture of the actual fact.

SWOT Analysis

A SWOT analysis is a high-level strategic planning model that helps organizations identify where they’re doing well and where they can improve, both from an internal and external perspective. It is an acronym for “Strengths, Weaknesses, Opportunities, and Threats.” To offer a systematic overview of the various effects it is meaningful to use a SWOT (Strength-Weakness Opportunities-Threats) analysis in which past, current and future effects are assessed from a broad socio-economic perspective.

- SWOT analysis of economic and financial factors
- SWOT analysis of social factors
- SWOT analysis of environmental factors
- Strategic Choice Matrix (SCM) analysis

By means of a “Strategic Choice Matrix (SCM)”, a tool that focusses on strategy formulation and undertaken strategic choice (s), it is now useful to determine which are most important Strength and Weakness factors that may affect the opportunities and threats included in the SWOT-analysis. The SCM is used to answer two main questions: first, what is the most important Strength factor (S) and how can it be used to participate in, or take advantage of, Opportunities (O) (SO strategies) and counter or avoid Threats (T) (ST strategies)?; and second, what is the most important Weakness factor (W) and can it be eliminated or improved in order to participate in opportunities (O) (WO strategies) and counter or avoid the impact of Threats
(T) (WT strategies) ?. The answers to these questions can aid in the development of appropriate immigration policies for host countries.

- Strategic Choice Matrix (SCM) analysis of economic and financial factors
- Strategic Choice Matrix (SCM) analysis of social factors
- Strategic Choice Matrix (SCM) analysis of environmental factors

**Relative Importance Value Index (RII)**

Relative importance value index is a part of SCM. There is a formula to measure the value.

\[
RII = \frac{7n_7 + 6n_6 + \ldots + 1n_1}{A \times N}
\]

Where RII = Relative importance index
- \(n_7\) = Number of respondents for strongly agreed
- \(n_1\) = Number of respondents for strongly disagreed
- \(A = 7\) for 7 point Likert score
- \(N = \) total number of respondents

**Result and Analysis**

**Reasons of Migration Flow**

There are several reasons of migration flow. To explore the reasons of Rohingya’s flow in Bangladesh, the authors’ pointed out some topics and presented as statements in the questionnaire.

**Poor Governance in Home Country**

Due to poor governance in home country, people often leave the country and find out a destination country. Respondents were asked: One of the important reasons for migrants’ flow is the poor governance in the home country. (Fig. 14.1)

| Strongly disagree | Disagree | Somewhat disagree | Neutral | Somewhat agree | Agree | Strongly agree |
|-------------------|----------|-------------------|---------|----------------|-------|---------------|
| 1                 | 2        | 3                 | 4       | 6              | 6     | 7             |

From the above Pie Diagram, we can see that there was no extremist in the both side (i.e. in the side of strongly agree and strongly disagree). But 60% respondents were agreed with the statement. The interesting part is that a large amount of respondents that is 30% stayed neutral.
Dysfunctional Political System in Home Country

Respondents were asked:

Another reason for refugee flow is the dysfunctional Political System in the home country. (Fig. 14.2)

From the Cylinder Diagram we can see that, in this case also no respondents responded like extremist. 43.33% were agreed with dysfunctional political system in home country, whilst 6.67% were somewhat disagreed. Half of the respondents are neutral.

International Conflict

Respondents were asked:

Refugees are both a result of international conflict and a source of conflict. (Fig. 14.3)

From the Column Diagram above, it is quite clear that all the respondents were agreed with the statement where 33.33%, 46.67% and 20% respondents were
strongly agreed, agreed and somewhat agreed. In this case, no one was disagreed with the statement and also no one are neutral.

**Government Pushing Out**

Many people claim that Rohingya, in their home country, were not well educated and literate, so the governments clean their country by pushing out them from their own country. (Fig. 14.4)
From the Figure above we can say that no respondents were disagreed with the statement. “Government of Myanmar were pushing out the Rohingya refugee”, 16, 4 and 10 respondents were agreed, strongly agreed and somewhat agreed respectively.

**Descriptive Statistics (Tables 14.1 and 14.2)**

**Table 14.1** Summary statistics on poor governance in home country and dysfunctional political system in home country based on authors’ study

| Poor governance in home country | Dysfunctional political system in home country |
|---------------------------------|-----------------------------------------------|
| Mean                            | Mean                                           | 4.63333333 | 4.36667 |
| Standard error                  | Standard error                                 | 0.15524051 | 0.11227 |
| Median                          | Median                                         | 5           | 4       |
| Mode                            | Mode                                           | 5           | 4       |
| Standard deviation              | Standard deviation                             | 0.85028731 | 0.61495 |
| Sample variance                 | Sample variance                                | 0.72298851 | 0.37816 |
| Kurtosis                        | Kurtosis                                       | −0.3341377 | −0.5668 |
| Skewness                        | Skewness                                       | −0.2679085 | −0.4039 |
| Range                           | Range                                          | 3           | 2       |
| Minimum                         | Minimum                                        | 3           | 3       |
| Maximum                         | Maximum                                        | 6           | 5       |
| Sum                             | Sum                                            | 139         | 131     |
| Count                           | Count                                          | 30          | 30      |
| Confidence level(95.0%)         | Confidence level(95.0%)                        | 0.3175025   | 0.22963 |

Source: Authors’ study (2020)
Table 14.2 Summary statistics on international conflict and government pushing out based on authors’ study

| International conflict | Government pushing out |
|------------------------|------------------------|
| Mean                   | 6.13333                | Mean                   | 5.8                  |
| Standard error         | 0.13333                | Standard error         | 0.1213               |
| Median                 | 6                      | Median                 | 6                    |
| Mode                   | 6                      | Mode                   | 6                    |
| Standard deviation     | 0.7303                 | Standard deviation     | 0.66436              |
| Sample variance        | 0.53333                | Sample variance        | 0.44138              |
| Kurtosis               | −1.0191                | Kurtosis               | −0.6338              |
| Skewness               | −0.2142                | Skewness               | 0.24191              |
| Range                  | 2                      | Range                  | 2                    |
| Minimum                | 5                      | Minimum                | 5                    |
| Maximum                | 7                      | Maximum                | 7                    |
| Sum                    | 184                    | Sum                    | 174                  |
| Count                  | 30                     | Count                  | 30                   |
| Confidence level (95.0%) | 0.2727               | Confidence level (95.0%) | 0.24808            |

Source: Authors’ study (2020)

Effects of Refugee Migration

Economic and Financial Effects

- **Downturn of destination country**

  After the arrival of Rohingya, the economic system of Bangladesh faced a downturn. (Fig. 14.5)

- **Increase in tourism enterprise income**

  Refugee crisis increases the tourism enterprise income. (Fig. 14.6)
From the Horizontal Cylinder, we can realize that ‘Refugee crisis increases the tourism enterprise income’ - no one disagreed with the statement. Less than 10% respondents were neutral, whilst more than 90% were agreed with the statement. That means, there is huge impact of Rohingya refugee flow on tourism enterprise income.

- **Decrease in income of natives of destination country**

Due to refugee, host country faces some problems. Among the problems, the income of natives often decreases. The respondents were asked the questions that “Rohingya crisis decreases the income condition of the native population in many ways”. (Fig. 14.7)
According to the response of the respondents, no one was disagreed with the statement. 56.67% respondents were agreed with the statement, whilst a large percentage of the respondents (43.33%) remained neutral for unknown reasons.

- **Increase in living cost**

  The living costs of the affected area are increasing day by day, so that local people faced problem. (Fig. 14.8)
From the Doughnut Diagram, we can say that 37%, 43% and 10% scored the statement as “agree”, “somewhat agree” and “strongly agree” respectively. However, only 10% were neutral. No respondents were disagreed with the statement.

**Social Effects**

- *Increase in terrorism violence and crime*

  Many people believe that terrorism violence and crime have been increasing during the Rohingya Crisis. (Fig. 14.9)

  Around 70% respondents agreed with the statement that because of refugee flow, terrorism and crime has been increased. Only 3.33% were disagreed with the statement. 26.67% respondents were neutral.

- *Decrease in the ratio of the permanent population*

  Decrease of the ratio of the permanent population in Cox’s Bazar due to the Rohingya effects. (Fig. 14.10)

![Increase in terrorism violence and crime (%)](chart.png)

*Fig. 14.9* Opinion on the increase in terrorism violence and crime, based on authors’ survey. (Source: the authors’ survey, 2020)
From the above Pie Diagram, we can see that 97% respondents opined that they were agreed with the statement that due to refugee flow, local population decreases. Among them, 13% were strongly agreed with the statement.

Unsocial activities and immoral business

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Unsocial activities and immoral business

The local people, especially the youth, were involved in unsocial activities and immoral business after Rohingyas’ arrival at Cox’s Bazar. The respondents were asked to opine about the statement in the following 7 point Likert scale: (Fig. 14.11)
From the above Column Diagram, we can say that 56.67% were agreed with the statement, whilst 13.33% were somewhat disagreed. No one strongly opposed the statement. 40% respondents were neutral for some unknown reasons.

- **Population explosion**

  Many people think that because of Rohingyas’ arrival, population increases in Cox’s Bazar area.

  Respondents were asked the statement: “Since Rohingyas were not adopting any birth control method, there was a possibility of population explosion in Cox’s Bazar area.” (Fig. 14.12)

  From the cylinder graph above, it can be said that the percentage of agree was more than percentage of disagree as well as percentage of neutral.

- **Violation in human rights**

  Respondents were asked the following statement regarding human rights:

  Many observers say that human rights are being violated in Rohingya camps. (Fig. 14.13)
From the above Horizontal Column Diagram, it can be said that 90% respondents agreed with the statement, where only 10% were neutral.

- **Dark tourism**

  Dark tourism is one of the threats for tourism destination country. The respondents were asked the following statement:
  
  Due to Rohingya Crisis, the possibility of dark tourism (tourism to historical locations associated with death, sufferings, violence, or disaster) has increased. (Fig. 14.14)

From the Pie Diagram above, we can see that 97% respondents agreed with the statement that dark tourism has been increased after arrival of the Rohingya refugees. Only 3% were neutral.
Environmental Effect

Following statement were asked to the respondents:

RAE 1: Water (River) pollution has risen to alarming levels due to Rohingya.

RAE 2: Lots of hills and trees have been cut down to accommodate Rohingya endangering the natural environment.

RAE 3: Land erosion has increased for developing Rohingya housing system.
RAE 4: Rohingya crisis forces local populations to compete for the use of natural critical resources (land, water, air, etc.)

| Strongly disagree | Disagree | Somewhat disagree | Neutral | Somewhat agree | Agree | Strongly agree |
|------------------|----------|------------------|--------|----------------|-------|----------------|
| 1                | 2        | 3                | 4      | 5              | 6     | 7              |

RAE 5: The poor communities in Cox’s Bazar are receiving no significant benefits from the tourism; rather they have to pay some of the social and environmental costs for Rohingya crisis.

| Strongly disagree | Disagree | Somewhat disagree | Neutral | Somewhat agree | Agree | Strongly agree |
|------------------|----------|------------------|--------|----------------|-------|----------------|
| 1                | 2        | 3                | 4      | 5              | 6     | 7              |

RAE 6: Wildlife can be adversely affected by the construction and maintenance of Rohingya infrastructure, and by NGO activities.

| Strongly disagree | Disagree | Somewhat disagree | Neutral | Somewhat agree | Agree | Strongly agree |
|------------------|----------|------------------|--------|----------------|-------|----------------|
| 1                | 2        | 3                | 4      | 5              | 6     | 7              |

RAE 7: The quality of air has deteriorated to a great extent, and many (including Rohingya and local people) have been infected with airborne diseases. (Fig. 14.15)

| Strongly disagree | Disagree | Somewhat disagree | Neutral | Somewhat agree | Agree | Strongly agree |
|------------------|----------|------------------|--------|----------------|-------|----------------|
| 1                | 2        | 3                | 4      | 5              | 6     | 7              |

Fig. 14.15 Environmental crisis due to Rohingya flow based on authors’ survey, 2020. (Source: the authors’ survey, 2020)
Based on literature review, authors got some environmental factors on which refugee tourism have impacts such as water pollution, hill and tree cutting, land erosion, social and environmental cost, wildlife affected, air pollution etc.

Most of the respondents strongly agreed with the statement regarding air pollution. Around 60% respondents were agreed with the statement related to hill and tree cutting. More than 30% respondents were somewhat agreed.

Current Scenario of Labor Market

- **Unemployment problem**

  Respondents were asked:

  Refugee entrance is contributing to solve the unemployment problem in Cox’s Bazar/Bangladesh. (Fig. 14.16)

  ![Unemployment problem (%)](image)

  From the below graph, we can see that 63.33% were disagree with the statement, whilst only 3.33% were somewhat agreed with the fact. Furthermore, 33.33% respondents were neutral.

- **Government initiatives and Rohingya as labor force participant**

  Some analysts believe that it will be good for Bangladesh, if Bangladesh Government take initiatives to convert Rohingya as the labor force.

  ![Unemployment problem (%)](image)

Fig. 14.16  Opinion to solve the unemployment problem based on authors’ survey, 2020. (Source: the authors’ survey, 2020)
From the graph below, 22 respondents gave opinion against the statement i.e. they disagreed with the statement. 5 respondents were neutral and only 3 respondents were somewhat agreeing about the statement. (Fig. 14.17)

• **Local labor’s job crisis**

  The local workers lose their job because of cheap labor of refugees.

Respondents were asked the above question. The result of the study regarding this statement is given below: (Fig. 14.18)

From the Figure below Pie Diagram, 77% respondents were agreed, where only 3% strongly disagreed. 20% respondents were neutral.

• **Improvement in general infrastructure**

  The constructions of general infrastructure (road and airports) are going on rapidly because of Rohingya affect, which will help to decrease the unemployment problems.
Local labor's job crisis (%)

- Strongly agree
- Agree
- Somewhat agree
- Neutral
- Somewhat disagree
- Disagree
- Strongly disagree

Fig. 14.18  Opinion on local labor’s job crisis based on author’s survey, 2020. (Source: the authors’ survey, 2020)

Improvement in general infrastructure (%)

- Strongly agree
- Agree
- Somewhat agree
- Neutral
- Somewhat disagree
- Disagree
- Strongly disagree

Fig. 14.19  Opinion on improvement in general infrastructure based on authors’ survey, 2020. (Source: the authors’ survey, 2020)

| Strongly disagree | Disagree | Somewhat disagree | Neutral | Somewhat agree | Agree | Strongly agree |
|-------------------|----------|-------------------|---------|----------------|-------|---------------|
| 1                 | 2        | 3                 | 4       | 5              | 6     | 7             |

This statement was presented in questionnaire with 7 point Likert score. The results from the respondents are given above: (Fig. 14.19)

From the Pie Diagram above, we can see that only 23% agreed with the statement. 47% respondents disagreed with the statement and 30% were neutral.
New accommodation facilities and employment (%)

| Strongly disagree | Disagree | Somewhat disagree | Neutral | Somewhat agree | Agree | Strongly agree |
|-------------------|----------|-------------------|---------|---------------|-------|---------------|
| 0                 | 0        | 10                | 56.67   | 33.33         | 0.00  | 0.00          |

Fig. 14.20 Opinion on new accommodation facilities and employment based on author’s survey 2020. (Source: the authors’ survey, 2020)

- **New accommodation facilities and job market**

  New hotel, motel, and other residential premises are also developed which increases business for local people, which will help to minimize the unemployment problems. Respondents were asked the statement with following 7 point Likert scale scoring board. (Fig. 14.20)

  From the Figure above, we can see that 33.33% respondents somewhat agreed with the statement, where 10% respondents somewhat disagreed. More than half respondents were neutral.

**Food Business and Job**

Respondents were asked the following statement:

  Restaurants and other food businesses are also developing due to the arrival of Rohingya in Cox’s bazar, which will help to minimize the unemployment problems. (Fig. 14.21)
From the Column Diagram above, 10% were somewhat agreed with the statement. 40% respondents were neutral and half of the respondents were disagreed with the statement.

### Changes in Tourists’ Behavior

To explore the change in tourists’ behavior, the following statements were presented in the questionnaire:

**ATB 1:** Nowadays the tourists show less interest in the Cox’s Bazar.

**ATB 2:** Tourists thinks that Cox’s Bazar, Teknaf and St. Marin’s island became less safety area than before Rohingya crisis.

**ATB 3:** Accommodation costs, food costs, and other related costs are higher than before Rohingya crisis.
ATB 4: Do you agree with the statement that, “the tourists are losing their interests because of restrictions posed in some area, which were open before”. (Fig. 14.22)

The result can be seen from the graph above. Based on literature review, authors have got four major changes in factors: less interest, less safe, higher cost and increased restrictions. Very few respondents disagreed. More than 50% were neutral in the statement related to increased restrictions. No respondents were strongly disagreed regarding these four factors of tourists’ behavior.

**SWOT Analysis**

Economic and financial factors of refugee tourism:

**Strengths**

- Economic development can add value in tourism.
- Tourism enterprise income is increasing day by day.
- Competition force is rising.
- People are being attracted by Entrepreneurship as the job is not available that much.
- As tourism industry is expanding, unemployment is decreasing.
- Tourism increases the industrial activities.
**Weakness**

- Economic downturn due to Rohingya crisis and COVID 19 is slowing down the economy.
- Native’s income in Cox’s Bazar is decreasing.
- Living cost is rapidly increasing.
- Employment problem is a concern for the economy.

**Opportunities**

- Economic wealth and investment can improve economic development.
- Cultural tourism and tourism initiatives can increase in tourism enterprise income.
- Competition can create skilled and effective labor force.
- More entrepreneurs increase economic growth.
- Decrease in unemployment stables the economy.
- Industrialization improves economic condition.

**Threats**

- It is tough to control economic downturn due to Rohingya crisis and Covid-19.
- Local poor people could face extreme poverty as incomes are decreasing.
- Consistent increase in living cost will make the living standard expensive.
- It is a great challenge to create employment for both local and Rohingya.

**Social Factors of Refugee Tourism**

**Strengths**

- Improvement in customs and culture is going on.
- Low price holiday accommodation (Social tourism) is one of the important social factors of tourism.
- Improvement in transport service is making the journey comfortable for the tourists.
- Improvement in living standard has two opposite issues: One is positive that people are changing themselves into a standard measure of living the life. Another one is negative in this sense that poor people cannot afford expensive living standard.
- Upliftment of women and disadvantaged social groups is one of the significant issues.
Weakness

- Terrorism violence and crime is increasing significantly due to refugee flow.
- Unsocial activities and immoral businesses are also increasing.
- Population explosion is a great problem.
- Dark tourism is a matter of concern.

Opportunities

- Cultural diversity provides scope for development.
- Accommodation facilities, packages and varieties can attract the people.
- If train service can be started with road transport to go to Cox’s Bazar, then more tourists will visit the place.
- Higher living standard can attract highly valued tourists.
- Women and disadvantaged groups can get privileges through jobs from the tourism development.

Threats

- Terrorism and crime should be handled by police effectively.
- Management and marketing skilled manpower is needed in each industry to monitor unsocial activities and immoral tasks.
- Population explosion is a curse if benefits cannot be taken from this factor.
- Dark tourism can be an uncontrollable threat if measures to control it are not taken.

Environmental Factors of Refugee Tourism

Strengths

- Picturesque natural environment
- Comfortable and mild weather condition
- Good geographic location
- Attractive traditional products in market
- Wide range of Aquatic eco system
- Variety of accommodations (hotels, resorts, cottages etc.
- Effective labor force in fishing industry
- Presence of varieties of local food
- Existence of varieties of Mexican, Indian, Chinese etc. food
**Weakness**

- Water pollution
- Cutting of Hills and trees
- Increase in land erosion
- Decrease in facility in the usage of natural resources for the local people
- Increase in social and environmental cost
- Adverse effects on Wildlife
- Air pollution and airborne diseases

**Opportunities**

- Good management and services can increase the value of picturesque natural environment.
- People often demand for comfortable and mild weather condition. Authority should advertise and promote this feature so that tourists can get the information.
- The feature of good geographic location should also be promoted.
- More attractive traditional and cultural products can be added in market.
- Good management team is needed to preserve the wide range of Aquatic eco system.
- Variety of accommodations (hotels, resorts, cottages etc.) should be offered various affordable packages.
- Incentives from government should be given to the effective labor force in fishing industry.
- More restaurants should be introduced to present signature products from the local food
- Varieties of Mexican, Indian, Chinese etc. food should be increased to attract foreigner tourists.

**Threats**

- Water pollution can be harmful for health issues.
- Cutting of Hills and trees imbalances the environmental factors, which also have some health issues.
- Increase in land erosion is threat for mankind.
- Local people are not getting sufficient natural resources for survival.
- Increase in social and environmental cost has negative impacts on local people.
- Adverse effects on Wildlife is alarming for biodiversity
- Air pollution and airborne diseases affects both the local people and tourists highly.
Strategic Choice Matrix (SCM)

Strategic Choice Matrix (SCM) for Economic and Financial Issues

In the below Table 14.3, first column and second column shows the name and the statements regarding Strengths and weaknesses factors in economic and financial respectively. Third and fourth column shows absolute frequency and relative frequency respectively. Fifth and sixth column shows relative important index values of Opportunities and threats respectively which help us to explore the most important value among the all in each statement. Relative importance index value is always less than one. It shows that out of one, how much important is that statement.

| Strength factors | Economic and Financial | Absolute frequency | Relative frequency (%) | Relative importance index value(O) | Relative importance index value (T) |
|------------------|------------------------|--------------------|------------------------|-----------------------------------|-----------------------------------|
| S1: Economic development | 12 | 40 | 0.93 | 0.94 |
| S2: Increase in tourism enterprise income | 2 | 6.67 | 0.87 | 0.91 |
| S3: Competition force | 2 | 6.67 | 0.89 | 0.92 |
| S4: Entrepreneurship | 5 | 16.67 | 0.94 | 0.93 |
| S5: Decrease in unemployment | 5 | 16.67 | 0.91 | 0.87 |
| S6: Increase in industrial activities | 6 | 20 | 0.92 | 0.89 |
| **Total** | **30** | **100** | **0.94** | |

| Weakness factors | Economic and Financial | Absolute frequency | Relative frequency (%) | Relative importance index value(O) | Relative importance index value (T) |
|------------------|------------------------|--------------------|------------------------|-----------------------------------|-----------------------------------|
| W1: Economic downturn | 22 | 73.33 | 0.91 | 0.94 |
| W2: Decrease in native’s income | 3 | 10 | 0.92 | 0.91 |
| W3: Increase in living cost | 3 | 10 | 0.89 | 0.92 |
| W4: Employment problem | 2 | 6.67 | 0.94 | 0.87 |
| **Total** | **30** | **100** | | |

Source: The authors’ survey (2020)
Table 14.4  (SCM matrix on social issues developed by authors based on the authors’ survey)

|                | Social                          | Absolute frequency | Relative frequency (%) | Relative importance (O) | Relative importance (T) |
|----------------|--------------------------------|--------------------|------------------------|-------------------------|-------------------------|
| Strength factors | S1: Customs and culture        | 5                  | 16.67                  | 0.87                    | 0.94                    |
|                | S2: Low price holiday accommodation (social tourism) | 12                 | 40                     | 0.89                    | 0.93                    |
|                | S3: Improvement in transport service | 6                  | 20                     | 0.94                    | 0.87                    |
|                | S4: Improvement in living standard | 5                  | 16.67                  | 0.93                    | 0.87                    |
|                | S5: Upliftment of women and disadvantaged social groups | 2                  | 6.67                   | 0.87                    | 0.89                    |
|                | Total                          | 30                 | 100                    |                         |                         |
| Weakness factors | W1: Terrorism violence and crime | 22                 | 73.33                  | 0.87                    | 0.89                    |
|                | W2: Unsocial activities and immoral business | 5                  | 16.67                  | 0.89                    | 0.91                    |
|                | W3: Population explosion       | 2                  | 6.67                   | 0.91                    | 0.92                    |
|                | W4: Dark tourism               | 1                  | 3.33                   | 0.92                    | 0.87                    |
|                | Total                          | 30                 | 100                    |                         |                         |

Source: authors’ survey (2020)

**Strategic Choice Matrix (SCM) for Social Issues**

In the above Table 14.4, first column and second column shows the name and the statements regarding Strengths and weaknesses factors in social factors respectively. Third and fourth column shows absolute frequency and relative frequency respectively. Fifth and sixth column shows relative important index values of Opportunities and threats respectively which help us to explore the most important value among the all in each statement. Relative importance index value is always less than one. It shows that out of one, how much important is that statement.

**Strategic Choice Matrix (SCM) for Environmental Issues**

In the below Table 14.5, first column and second column shows the name and the statements regarding Strengths and weaknesses factors in environmental factors respectively. Third and fourth column shows absolute frequency and relative
frequency respectively. Fifth and sixth column shows relative important index values of Opportunities and threats respectively which help us to explore the most important value among the all in each statement. Relative importance index value is always less than one. It shows that out of one, how much important is that statement.

### Table 14.5 SCM matrix on environmental issues developed by authors based on the authors’ survey

| Weakness factors | Environmental | Absolute frequency | Relative frequency (%) | Relative importance (O) | Relative importance (T) |
|------------------|---------------|--------------------|------------------------|-------------------------|------------------------|
| W1: Water pollution | S1: Picturesque natural environment | 12 | 40 | 0.93 | 0.94 |
| W2: Cutting of hills and trees | S2: Comfortable and mild weather condition | 3 | 10 | 0.87 | 0.91 |
| W3: Increase in land erosion | S3: Good geographic location | 2 | 6.67 | 0.89 | 0.92 |
| W4: Decrease in facility in the usage of natural resources for the local people | S4: Attractive traditional products in market | 2 | 6.67 | 0.94 | 0.87 |
| W5: Increase in social and environmental cost | S5: Wide range of aquatic eco system | 2 | 6.67 | 0.91 | 0.89 |
| W6: Adverse effects on wildlife | S6: Variety of accommodations (hotels, resorts, cottages etc.) | 5 | 16.67 | 0.92 | 0.94 |
| W7: Air pollution and airborne diseases | S7: Effective labor force in fishing industry | 2 | 6.67 | 0.87 | 0.91 |
| W8: Presence of varieties of local food | S8: Presence of varieties of local food | 1 | 3.33 | 0.89 | 0.92 |
| W9: Existence of varieties of Mexican, Indian, Chinese etc. food | S9: Existence of varieties of Mexican, Indian, Chinese etc. food | 1 | 3.33 | 0.94 | 0.87 |
| Total | Total | 30 | 100 | 0.89 | 0.91 |

Source: authors’ survey (2020)
Recommendations

Fourteen key recommendations are given below:

- Provide incentives to reduce environmental and social cost.
- Continue to press for adequate levels of funding to improve living conditions in camps for Rohingya refugees.
- Strengthen the monitoring system to detect immoral activities.
- Increase the activities of police force to reduce terrorism violence and crime
- Effective communication and engagement of refugees.
- Continue with surveys on medium-term aspirations and support.
- Improve community engagement, community relationships and camp governance.
- Adopt strategies to contribute to the self-reliance of refugees.
- Focus international dialogue on the priorities articulated by refugees.
- Develop, fund and deliver a medium-term development plan for Cox’s Bazar that addresses priority needs as articulated by refugee and host populations.
- Increase effective waste dispatching system to save the environment.
- Take good care of all natural resources including water, air etc.
- Provide good health care service to both local and refugee people in this COVID pandemic period.
- Strategic planning is needed to decrease dark tourism.

Conclusion

In the Age of Globalization international mobility, closely related to migration, is a “normal” socio-economic phenomenon. Where there is clearly no forced migration (e.g. refugees), migration has a clear socio-economic background in terms of income, wage, and job motives. Therefore, it cannot be ignored that the rising importance of migration worldwide is becoming an important part of our modern economic research. It is clearly a major development in our society, with many positive but also negative consequences involved. But when the migration is forced migration, then is there any positive impact on the economy, society and environment? Or only there is negative impact. To discover the answer of these questions, authors’ completed the study.

In light of the various perceptions regarding the negative effects of immigration, a social cost-benefit analysis of migration has been made through strategic choice matrix. This is the major contribution in this study. Nevertheless, from an economic perspective, it seems reasonable to make an estimate of the socio-economic (dis) advantages of significant refugee migration inflow, if all costs and benefits can be quantified accurately.

A SWOT analysis is not meant to calculate the effects of migration on purely financial grounds, but rather it is used to calculate various socio-economic aspects
of migration as far as it is possible for each dimension. Such an analysis systematically follows the confrontation of the strengths and weaknesses with the opportunities and threats factors, whereby past, current and future effects are assessed, in a Strategic Choice Matrix (also the essence of SWOT analysis). This helps both to determine the existing fit of migration in its environment and to devise effective strategies in response to issues in the socio-economic environment; in brief, the matrix indicates what options suit the key issues.

If the government can implement good policy for refugee migrants, after a certain period of time, a point will be reached when significant positive socio-economic effects dominate the negative effects. There is, of course, a great variety in the behavior of refugee migrants and their influence on the national, regional or local economy.

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