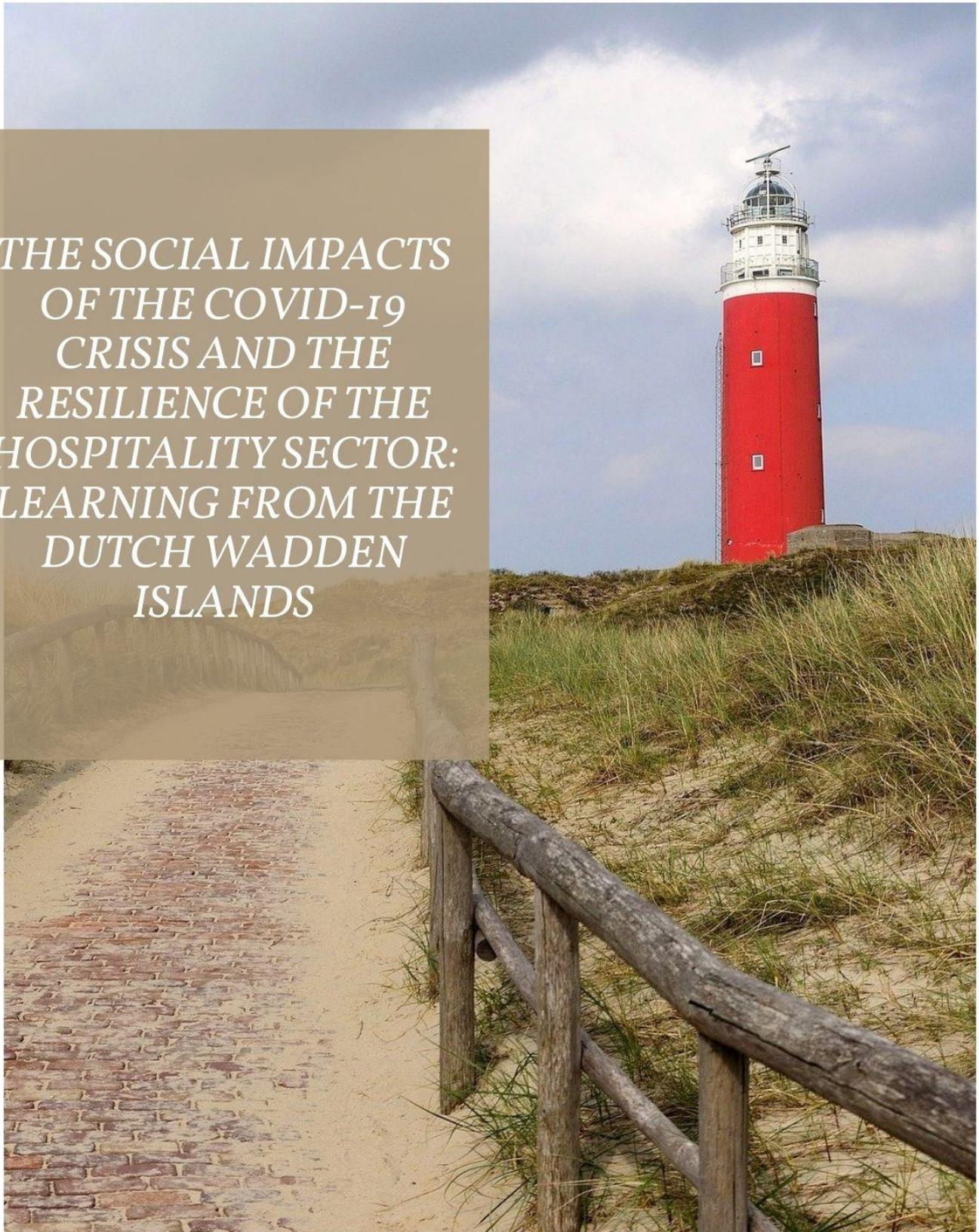


*THE SOCIAL IMPACTS
OF THE COVID-19
CRISIS AND THE
RESILIENCE OF THE
HOSPITALITY SECTOR:
LEARNING FROM THE
DUTCH WADDEN
ISLANDS*



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Colophon

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Abstract

Due to the COVID-19 crisis, the global tourism sector experienced several economic, health, and social well-being impacts. Local communities in tourism destinations experienced a severe decline of income, a risk of COVID-19 infection through tourists, and stress due to both the economic and health impacts. To be able to determine how a specific tourism destination can be helped to deal with these impacts and thus orient effective recovery interventions, investigating the negative social impacts on tourism destinations and local peoples' associated needs, perception, and resilience is crucial. The aim of this research was therefore to investigate the social impacts of the COVID-19 crisis on people working in the hospitality sector in the Dutch Wadden Islands, whether community resilience emerged to deal with those, and what the perception of this local community about the recovery interventions is. In the Dutch Wadden Islands, the same social impacts were experienced that could be found in the literature. A strength of the islands appeared to be that they are used to earning a lot of income in the crowded summer months, to get through the quiet winter months. This was also the case during the COVID-19 crisis, during which the summer months were extremely crowded. People working in the local hospitality sector in the Wadden Islands showed to have resilience, enacting several individual and collective actions that enabled them to better cope with the negative social impacts of the crisis. However, current recovery interventions primarily focus on individual income and are in some cases discouraging the implementation of individual and collective actions. By creating recovery interventions that are more focused on the community as a whole, the community resilience can be enhanced which can contribute to a better community well-being.

Key words: COVID-19, hospitality sector, Dutch Wadden Islands, social impacts, community resilience

Table of contents

Colophon	2
Abstract	3
1. Introduction.....	6
1.1 Background	6
1.2 Scientific and Societal Relevance	7
1.3 Research Aim & Research Questions	7
1.4 Reading guide.....	8
2. Theoretical Framework.....	9
2.1 Community Well-Being	9
2.2 The Social Impacts of Disasters	9
2.3 Community Resilience	11
2.4 Recovery Interventions.....	11
2.5 Conceptual Model	12
3. Methodology	14
3.1 Data Collection.....	14
3.1.1 Literature Review	14
3.1.2 Document Analysis.....	15
3.1.3 Media Analysis	15
3.1.4 In-Depth Interviews.....	16
3.2 Data Analysis.....	17
3.3 Ethical Considerations.....	17
4. Results.....	18
4.1 Research Area	18
4.2 The several dimensions of well-being for the local hospitality sector	19
4.3 Development of the COVID-19 crisis in the Dutch Wadden Islands	20
4.4 Perceived and experienced social impacts of the COVID-19 crisis.....	21
4.4.1 Economic impacts	21
4.4.2 Health impacts.....	22
4.4.3 Social well-being impacts.....	22
4.5 Community resilience in the local hospitality sector	23
4.5.1 Individual actions.....	23
4.5.2 Collective actions	24
4.6 Recovery interventions for the hospitality sector	24
4.6.1 The implemented recovery interventions	24
4.6.2 The perceptions about the recovery interventions.....	25
5. Discussion & Conclusion.....	27

5.1 Discussion	27
5.2 Conclusion.....	28
References	29
Appendix 1: Graphs with number of infections per island	34
Appendix 2: Interview guide.....	36
Appendix 3: Interview guide (English translation)	38
Appendix 4: Deductive code-trees for data analysis	40
Appendix 5: Inductive code book	42
Appendix 6: Consent form interviews	43
Appendix 7: Consent form interviews (English Translation)	45

1. Introduction

1.1 Background

In the end of 2019, the first signs of the SARS-CoV-2 virus were reported at the World Health Organization. This virus led to the COVID-19 disease, which at the beginning of 2020, spread at an alarmingly fast pace worldwide leading the World Health Organization to declaring a pandemic (WHO, 2020). This pandemic caused many social impacts on peoples' daily life, among which economic and healthcare impacts (Haleem et al., 2020). Also in the tourism sector, the COVID-19 pandemic hit hard. With the perception of tourists towards their choice whether to travel or not being considerably influenced the health crisis in the hosting country and the kind of coverage of this health crisis in the media (Fotiadis, 2020). This, together with the international travel bans implemented by national governments, exacerbated the negative impacts on the tourism industry (Gössling et al., 2020). International tourist arrivals declined with 70% in the first eight months of the year 2020, compared to the same months in 2019. This can be translated into a decline of 700 million international tourists and a loss of approximately 730 billion US dollars (UNWTO, 2020a). As the CBS states in the trend report *Tourism, recreation and leisure* (CBS, 2020), also 100 to 120 million jobs in the hospitality sector are in danger worldwide, which has serious social and economic consequences. The report states that, depending on how the pandemic will develop during the upcoming months, tourism will most probably recover only in the second half of 2021. In many cases, this requires financial support from the national governments and the development of specific national recovery strategies addressed towards the tourism sector.

In 2019, the tourism sector in the Netherlands experienced an annual record with an added value of 32 billion euros and 813.000 available jobs (CBS, 2020). However, the growth of the tourism sector abruptly ended halfway through March 2020 (CBS, 2020). In April 2020, a decrease of 98% of tourists coming from abroad was registered. To compensate for the missed income due to the decrease in the number of tourists, the Dutch Government set up a fund of €225 million in total. Of this fund, an amount of €4.5 million was reserved for the tourism sector on the Dutch Wadden Islands (Ollongren, 2021).

The hospitality sector can be described as the umbrella sector which includes tourism, travel opportunities, the offering of accommodation, and food and beverage services (Ionel, 2016). In the Dutch Wadden Islands, a large share of the local population is working in the hospitality sector and is therefore dependent on income generated in this sector (CBS, 2019; LISA, 2019). Due to this economic dependence, the local community in the Dutch Wadden Islands stated their concerns in a letter to the Secretary of State of the Ministry of Economic Affairs and Climate Policy. The letter was written by the partnership of 'De Waddeneilanden' and the 'Provincie Fryslân' (2020) and was addressed to highlight that not all local companies were able to apply for the '*steun- en herstellpakket*' (support and recovery package) of the Government, that received loans have to be paid back in the future, that there is no view on employment opportunities, and that services aimed for contributing to the well-being of the residents are closed.

1.2 Scientific and Societal Relevance

New epidemics and pandemics can have severe consequences for nations, companies, communities, and individuals (Yu et al., 2021). When there is elaborated on the social impacts of a previous disaster and on how communities coped with these, communities might better understand what the potential social impacts of the current disaster will be on their community and how they can cope with these. Moreover, it is needed to investigate specific tourism destinations and the implemented recovery interventions to turn the current crisis situation into an opportunity for tourism destinations to better cope with negative social impacts in the future (Sigala, 2020). Fotiadis et al. (2021) state that to be able to determine how a community can be better supported by the government, it is needed to do research on the impacts of the COVID-19 crisis in the researched community. An improved understanding of the social impacts of the COVID-19 crisis in the researched community allows for the creation of more accurate governmental supporting policies to address community-specific issues. Also, for businesses themselves it is valuable to gain insight into this topic, since they can adapt through learning from coping strategies that were used by other companies to deal with the crisis (Fotiadis et al., 2021).

1.3 Research Aim & Research Questions

The aim of this research is to gain insight into the social impacts of the COVID-19 pandemic on the local community in the hospitality sector in the Dutch Wadden Islands, whether community resilience is being put into action by the local community to be able to deal with these social impacts and what the perception of the local community about the recovery interventions is. Therefore, the following central research question is answered:

“What are the social impacts of the COVID-19 crisis on people working in the hospitality sector in the Dutch Wadden Islands and can examples of community resilience be detected?”

In order to answer the central research question, the following sub-questions have been formulated:

1. What is the COVID-19 pandemic?
2. What is meant with social impacts?
3. What is meant with community resilience?
4. What are the multiple dimensions of the well-being of people working in the hospitality sector in the Dutch Wadden Islands?
5. Which social impacts of the COVID-19 crisis are perceived and experienced by the local community in the hospitality sector of the Dutch Wadden Islands?
6. Did community resilience emerge among people in the hospitality sector to cope with the negative impacts of the COVID-19 crisis?
7. What are the recovery interventions the government put in place to support the hospitality sector in the Dutch Wadden Islands?
8. What are the perceptions of local people working in the hospitality sector in the Dutch Wadden Islands about these recovery interventions?

9. How can these recovery interventions be enhanced and better local community resilience in the hospitality sector in the Dutch Wadden Islands?

1.4 Reading guide

This thesis encompasses six chapters. The core concepts for this research are described in the theoretical framework in chapter two. Then follows chapter three that elaborates on the methodology by explaining the multiple research methods that were used in this research. Chapter four presents the findings in the case of the Dutch Wadden Islands. Then the main research question will be answered in the conclusion in chapter five. Lastly, the discussion and conclusion follow in chapter six in which recommendations for further research will be made.

2. Theoretical Framework

2.1 Community Well-Being

Disasters affect the multiple dimensions of community well-being (Imperiale & Vanclay, 2021). A person's well-being includes a person's basic needs, a good mental and physical health, being able to pursue dreams and goals, feeling connected to the rest of the local community, and an overall feeling of satisfaction with life (Smyth & Vanclay, 2017; Gillam & Charles, 2019; OECD, 2011). This well-being comprises both the material living conditions, which includes the person's income and wealth, jobs and earnings, and housing and the dimension of the quality of life which revolves around health, education, social connections, the work and life balance, civic engagement and governance, personal security, subjective well-being, and environmental quality (OECD, 2011). Moreover, an easier access to needed facilities is often considered to be of great importance for improving the well-being (Atkinson et al., 2020). The community well-being depends considerably on the previously described personal well-being (Gillam & Charles, 2019). However, community well-being is not only adding up the parts of well-being, but important are also the social relationships (e.g. trust, social integration, feeling of belonging) and the interaction processes within the community (Atkinson et al., 2020). Community well-being consists of among others, social (e.g. the social connections within the community), economic (e.g. income), cultural, environmental (e.g. access to services and facilities), and political elements that are perceived and experienced by the local (Wiseman & Brasher, 2008; McCrea et al., 2016).

2.2 The Social Impacts of Disasters

To gain better insight into the various social impacts that occur in the tourism sector as a result of the COVID-19 crisis and the national governmental measures that are implemented, different categories of social impacts are elaborated on drawing on various references (Vanclay, 2002; Imperiale & Vanclay, 2021). Social impacts are unwanted changes that are caused by a disaster, which influence the community well-being negatively (Imperiale & Vanclay, 2021). Since social impacts are dependent on social, cultural, political, economic, and historic aspects of a specific community, social impacts vary from place to place and are different per community (Vanclay, 2002). The conceptualization of social impacts can be categorized into the following groups (Vanclay, 2002):

- ❖ Health and social well-being impacts
- ❖ Livability impacts
- ❖ Economic impacts and material well-being impacts
- ❖ Cultural impacts
- ❖ Family and community impacts
- ❖ Institutional, legal, political, and equity impacts
- ❖ Gender relations impacts

In the context of the COVID-19 crisis, health and social well-being impacts and economic impacts are among those impacts that are perceived and experienced most in the hospitality sector (Hudson, 2020; Kovačević, 2020; Qiu et al., 2020).

Health and social well-being impacts include impacts on the security and quality of nutrition, and on the perceived and actual health of individuals. Social well-being impacts can be defined as effects on the mental health and the subjective well-being of individuals and on feelings of individuals or the community. These feelings can, amongst others, include uncertainty, annoyance, stress, anxiety, and dissatisfaction (Vanclay, 2002). These social well-being impacts may occur when economic impacts cause that people will be pushed towards poverty (Hudson, 2020). Moreover, residents can perceive the incoming tourists as a risk, which can lead to tension between them and the tourists (Hudson, 2020). Amongst employees, several kinds of stress can be caused by an epidemic. These kinds of stress can be the potential of becoming infected with the virus, the fear of a loved one contracting the virus, the fear of spreading this virus to other people, and the reduced income due to for instance unpaid leave. The caused stress will most probably not only be experienced individually, but can also lead to tensions between staff (Yu et al., 2021; Khalid et al., 2016). In context of the COVID-19 crisis and the effect on the local hospitality sector, health and social well-being impacts may occur when tourists can still travel during a pandemic, since the infectious disease can then easily spread at the expenses of the health of the local communities living in tourist destinations (Richter, 2003; Farzanegan et al., 2020). Qiu et al. (2020) elaborate on health impacts and analyze the potential consequences of the influx of tourists on the public safety of the local community. During a time of crisis, the negative impact of tourism can be amplified, because of the potential spread of the virus and the fear of the local community to become infected. This might have happened on the Dutch Wadden Islands due to the influx of domestic tourists. In the report of the CBS (2020), it can be seen that the number of domestic tourists in June 2020 was 1.9 million. The local community on the Dutch Wadden Islands might perceive this influx of domestic tourists in a negative way, since these tourists also brought a risk of COVID-19 with them (Qiu et al., 2020).

Economic impacts can be defined as impacts that affect people's wealth and welfare. Examples of this are the standard of living, economic dependence of individuals or the community, income, and the unemployment level within the community (Vanclay, 2002). In the context of the COVID-19 crisis and the effect on the local hospitality sector, a severe decline in income can be expected due to a decrease of 98% of tourists coming from abroad to the Dutch Wadden Islands in the summer of 2020 (CBS, 2020). Normally, these tourists would make use of services on the islands which boosts the economy and contributes to the number of available jobs. Thus, with the observed decline of tourists, there can be expected a big loss in regions that largely depend on tourism. This would cause a decrease in the GDP and income and an increase of unemployment (Kovačević, 2020). An example of this decrease in income for restaurants is given by Gössling et al. (2020). In the recovery phase of the COVID-19 pandemic, restaurants are allowed to open for take-away, which results in small profit margins, but also in fewer staff which leads to economic impacts for the employees as well. More examples are given by Pine and McKercher (2004), who state that during the SARS-epidemic, hotels had to push their staff to go on non-paid leave and terminate contracts of temporary staff.

2.3 Community Resilience

Community resilience is the set of cognitive and interactional social processes that encompasses the actions local communities enact to improve their well-being in times of crises or disasters (Imperiale & Vanclay, 2021; McCrea et al., 2016; Norris et al., 2008). These cognitive and interactional processes enable communities to learn from the crisis or a disaster and transform towards enhancing community well-being and addressing the negative impacts that people perceive and experience as common problems (Imperiale & Vanclay, 2021). Community resilience is not the capacity of bouncing back to previous conditions, but is especially the capacity of improving community well-being towards better reducing the risk and negative consequences of future crises and disasters (McCrea et al., 2016; Norris et al., 2008). An effective recovery of the region can only be obtained when local community resilience is engaged and strengthened, and when, therefore, the whole community that is affected by the disaster contributes to the process of recovering with their skills and knowledge (Coles & Buckle, 2004). Community resilience can be divided into a cognitive and an interactional dimension through which community well-being can be enhanced. The cognitive dimension encompasses many components, including empathy and social responsibility for people in the community that are most vulnerable, a perception of shared needs and desires, a sense of community, a sense of risk, and a sense of place. The interactional dimension includes mutual aid, cooperation and social sustainability (i.e. equity, inclusion, cohesion, and awareness for sustainability) (Imperiale & Vanclay, 2021).

In context of the COVID-19 crisis and the hospitality sector, this interactional dimension of community resilience is elaborated on by Škare et al. (2021), who state that to make sure that the tourism sector will revive, there is a need of cooperation rather than competition between the different actors within the community. Also positive social outcomes occurred due to the COVID-19 pandemic. There can be observed many acts of kindness, for instance, several tourism companies were offering free vacations and necessary accommodation for healthcare workers (Hudson, 2020). This cooperative behaviour of the local community is also elaborated on by Imperiale and Vanclay (2021). They state that because of the shared desire to find solutions that will benefit the local community, positive and cooperative behavior will most likely occur after experiencing a disaster.

2.4 Recovery Interventions

Recovery interventions can be implemented by governments to encourage community resilience and to enhance the capacities of the local community (Imperiale & Vanclay, 2020). Ideally, to strengthen the resilience of affected local communities, recovery interventions should strengthen the feeling of empathy and shared desires in the cognitive dimension, but also strengthen the dynamics within the local community in the interactional dimension (Imperiale & Vanclay, 2021). In context of the local communities in the hospitality sector during the COVID-19 crisis, strategies from the government to support these can for example be releasing certain businesses from their loans and helping to maintain the employees in the affected companies to decrease the economic impacts. Regarding recovering the national

tourism sectors, the UNWTO (2020b) set up a policy with strategies that can be implemented by countries to accelerate the recovery of the national tourism sector. These strategies are for example reviewing taxes, providing a financial stimulus for making investments in the tourism sector, improving the travel facilitation, and boosting the marketing strategies.

Supporting the hospitality sector of a touristic region should ensure that the large tourist flows will still be possible in the future, which is something that will be beneficial for the whole economy of the region (Ranasinghe et al., 2020). With effective measures to enhance local community resilience, tourist destinations might be able to better mitigate the negative social impacts of the pandemic (Ranasinghe et al., 2020).

2.5 Conceptual Model

Figure 1 depicts the conceptual model used in this research to gather data and analyze the research findings. In this conceptual model, the main concepts for this research and their relation towards each other can be seen. This conceptual model is based on the previously described theoretical framework.

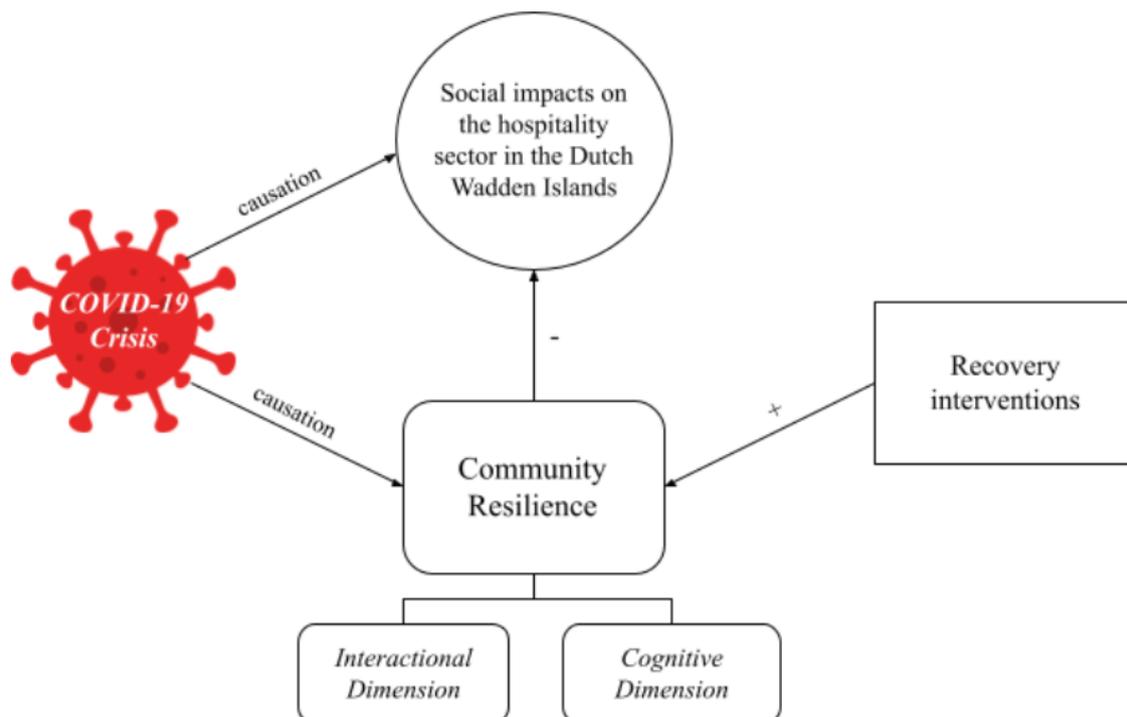


Figure 1. Conceptual Model.

As depicted in Figure 1, this research investigates the social impacts of the COVID-19 crisis on the hospitality sector in the Dutch Wadden Islands. Besides that, the examples of community resilience that emerged among people working in this sector that helped them cope with the COVID-19 crisis, are researched. As can be seen in the model, this community resilience encompassed two dimensions, a cognitive and an interactional dimension. Lastly, the implemented recovery interventions to support the local hospitality sector in the Dutch Wadden Islands and whether these engaged the resilience of local people in this sector, were explored. Based on this, recommendations are provided on how future recovery interventions can better engage and strengthen the resilience of people working in the local hospitality sector.

3. Methodology

3.1 Data Collection

In this research, a triangulation of research methods (Clifford et al., 2010) was used, combining a literature review, a document analysis, a media analysis, and in-depth semi-structured interviews, which strengthens the validity of the research outcomes. In table 1, an overview of these various research methods is given. In this overview, the relation between the research methods and the sub-questions is stated and there can be seen how the triangulation was conducted.

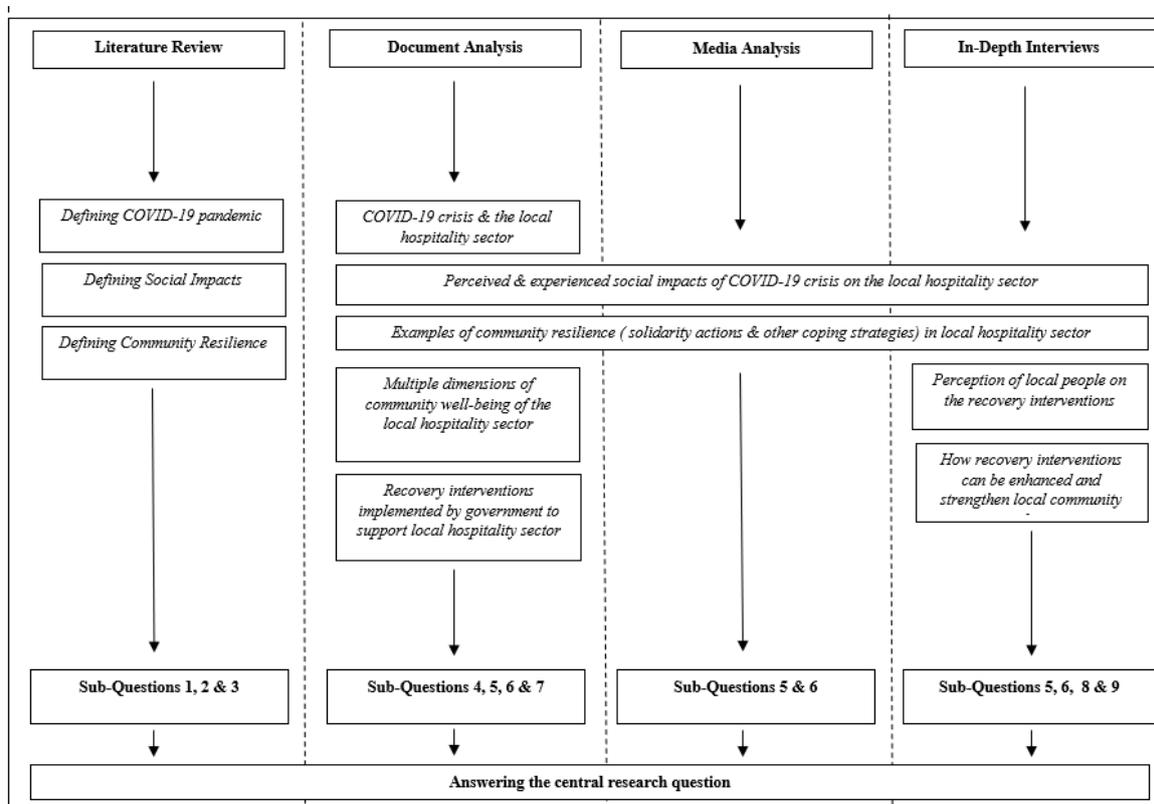


Table 1. Overview of the used research methods in relation to the sub-questions.

In table 1, there can be seen which research method was used to explore the various elements of this research. Moreover, this table shows how the triangulation was conducted since the perceived and experienced social impacts and the examples of community resilience are explored by using a document analysis, a media analysis, and in-depth interviews.

3.1.1 Literature Review

With conducting a literature review, the key concepts for this research were defined in the theoretical framework. By doing this, a clear focus for this research was created and

elaboration on relevant concepts was possible. With this theoretical framework, sub-questions 1, 2, and 3 could be answered, which laid the foundation for further data collection. The literature review guided as the basis for setting up the interview guide and the deductive code-trees. Additionally, the literature review makes sure that results of this research could be compared with existing literature. The relevant literature for this research was found by using search engines like ‘Google Scholar’ and ‘Smartcat’.

3.1.2 Document Analysis

The document analysis was used to further explore and triangulate data coming from the in-depth interviews. Moreover, this analysis was used to establish the dimensions of well-being for the people working in the hospitality sector in the Dutch Wadden Islands and to gain insight into the specific COVID-19 measures that were taken and the recovery interventions that were implemented by the Dutch Government. Documents that were used for this analysis were governmental documents that encompassed information on the number of infections of COVID-19 on the Dutch Wadden Islands and information on the specific COVID-19 measures, but also documents of the ferry boat services that showed the number of passengers.

3.1.3 Media Analysis

Since the COVID-19 crisis and the corresponding impacts on the Dutch inhabitants received a lot of media attention, a media analysis was a valuable addition to the data collection process. By conducting the media analysis, data that came from the in-depth interviews could be triangulated. Relevant media articles were gathered via ‘Nexis Uni’. In table 2, an overview of the used media articles is provided.

Author(s)	Title	Newspaper	Date of publication
Schouten, V.	<i>“Halfvolle veerboot is strop voor ondernemers op Wadden”</i>	Algemeen Nederlands Persbureau	June 12th, 2021
Santema, P.A.	<i>“Vijf eilanden richting Den Haag: help ons”</i>	Leeuwarder Courant	April 22nd, 2020
Visser, M.	<i>“Oproep Waddenburgemeesters: kom niet meer naar Texel”</i>	Noordhollands Dagblad	March 18th, 2020
Van den Berg, J.	<i>“Eilandburgemeesters overstag: toeristen blijf thuis”</i>	De Volkskrant	March 17th, 2020
Middel, M.	<i>“Desolaat Terschelling zonder toerist: toerisme bezoekers laten Terschelling links liggen”</i>	NRC next	April 6th, 2020
ANON	<i>“Laatste lap virusvrij Nederland”</i>	De Telegraaf	March 18th, 2020
ANON	<i>“Het coronavirus slaat nu ook hard toe op de Waddeneilanden”</i>	Leeuwarder Courant	October 22nd, 2020

Table 2. Overview of the used media articles.

3.1.4 In-Depth Interviews

For this research, primary data was collected by performing in-depth interviews with people working in the hospitality sector in the Dutch Wadden Islands. The aim of these interviews was to gain more insight into the specific social impacts that the respondents perceived and experienced, into the possible examples of community resilience that emerged to cope with those impacts, and into the perception of the respondents about the implemented recovery interventions. Performing the interviews in a semi-structured way made sure that a clear structure to the interviews was guaranteed, but it left enough space open for discussions about topics that arose during the interview (Clifford et al., 2010). The interviews were conducted in Dutch and the interview guide can be found in appendices 2 and 3. Due to the current COVID-19 measures, it was not possible to conduct interviews in person, which is why they have been held via phone.

The interviewees are selected on the following criteria: whether they are living on a Dutch Wadden Island and whether they are working in the hospitality sector. Per island, three interviews were performed, which caused a total of fifteen interviews. For recruiting the interviewees, purposive sampling was used to be able to select cases that held valuable information (Emmel, 2013). Within this method of purposive sampling, two specific methods were used. First, criterion sampling was useful to selected cases based on the predetermined criteria. Secondly, snowball sampling appeared helpful to find other valuable cases for this research using key informants (Suri, 2011). Table 3 provides an overview of the characteristics of the fifteen respondents.

Respondent	Date interview	Island	Occupation	Company
R1	4-4-2021	Terschelling	Entrepreneur	Lunchroom
R2	6-4-2021	Ameland	Entrepreneur	Cafe-restaurant
R3	7-4-2021	Vlieland	Entrepreneur	Coffee bar & Hotel
R4	7-4-2021	Terschelling	Entrepreneur	Restaurant
R5	8-4-2021	Ameland	Employee	Restaurant
R6	8-4-2021	Texel	Entrepreneur	Apartment rental
R7	9-4-2021	Schiermonnikoog	Entrepreneur	Hotel & restaurant
R8	12-4-2021	Schiermonnikoog	Entrepreneur	Restaurant
R9	12-4-2021	Vlieland	Entrepreneur/ employee	Linen service & hotel
R10	13-4-2021	Texel	Entrepreneur	Cafe-restaurant
R11	14-4-2021	Vlieland	Employee	Hotel & restaurant
R12	14-4-2021	Texel	Entrepreneur	Cafe
R13	28-4-2021	Terschelling	Entrepreneur	Restaurant
R14	30-4-2021	Schiermonnikoog	Employee	Restaurant
R15	2-5-2021	Ameland	Entrepreneur	Outdoor Center

Table 3. Overview of interviewees.

3.2 Data Analysis

The interviews were audio recorded so that they could be transcribed afterwards. The recordings were transcribed using 'oTranscribe'. The transcripts were then coded with the predetermined deductive codes using the coding software 'ATLAS.ti'. Based on the literature review, three deductive code-trees were set up to be able to analyze the interviews. The deductive code trees that were used, can be found in appendix 4. During the process of coding the transcripts, also new (inductive) codes have been identified. These inductive codes can be found in the inductive code book in appendix 5.

3.3 Ethical Considerations

To be able to act ethically throughout the research process, it was of importance to be transparent about the research aim and the use of the obtained data. This is why, before performing the interviews, the interviewees were asked to sign a consent form (see appendices 6 and 7). In this consent form, the interviewees were asked whether they agreed with the interview being recorded and with the obtained data being used in the thesis and presentation. Since sensitive information could be discussed during the interview, anonymity of the interviewee was guaranteed and it was stated that the interviewee could withdraw from the interview at any moment. The interviewees were also given the right to correct the transcript of their interview when they detected faulty statements in the transcripts.

4. Results

4.1 Research Area

In figure 2, the exact location of the Dutch Wadden Islands can be seen, which is the research area of this research. Moreover, in the legend, the corresponding color per island can be found, so that it is clear what the names of the islands are.



Figure 2. Map of the Dutch Wadden Islands.

As can be seen in figure 2, the Dutch Wadden Islands are located in the North of the Netherlands, in the Wadden Sea. The islands can only be reached via ferry boats. This, together with the extensive nature areas on the islands, make that this area is a unique region in the Netherlands. Many tourists therefore visit the region to enjoy the atmosphere on the islands and to visit the wide variety of landscapes (Provincie Fryslân, 2007).

4.2 The several dimensions of well-being for the local hospitality sector

Based on the two dimension of well-being of the OECD (2011), an overview of the various dimensions of the community well-being of people living in the Dutch Wadden Islands is established and shown in figure 3. Information on these dimensions was gathered via documents of the ‘Provincie Fryslân’ and was put in categories by the author of this research.

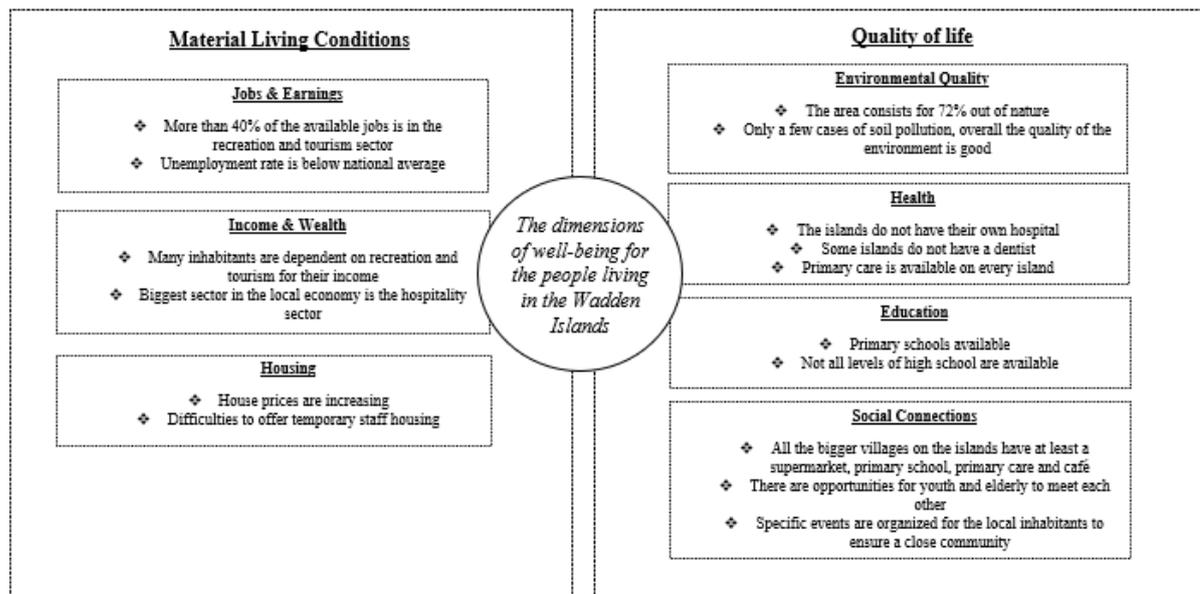


Figure 3. Overview of the dimensions of well-being for people working in the hospitality sector in the Dutch Wadden Islands. Source: Provincie Fryslân (2007) & Provincie Fryslân (2013). Adapted by Author.

When looking at the material living conditions that are depicted in figure 3, it can be seen that a large share of people living in the Dutch Wadden Islands depends on income generated in the recreation and tourism sector and that the hospitality sector is the biggest sector on the islands. Moreover, it is becoming more difficult for employers to reside their employees in the summer months, since many people from outside the local community are buying houses on the islands as holiday residence. As for the dimension of the quality of life, the quality of the environment on the islands is good and with 72% of the area consisting of nature, it is a pleasant environment for the local community to live in. The local community has access to primary facilities, but they have to go the mainland for hospitals or high schools. There are many events being organized for the local community to enhance the social connections and there are many opportunities for the people to meet each other.

4.3 Development of the COVID-19 crisis in the Dutch Wadden Islands

When in February 2020 the first COVID-19 infections arose in the Netherlands, the Dutch Government quickly decided on taking national measures in order to get through the pandemic. In figure 4, the national measures that are relevant for the hospitality sector are displayed.

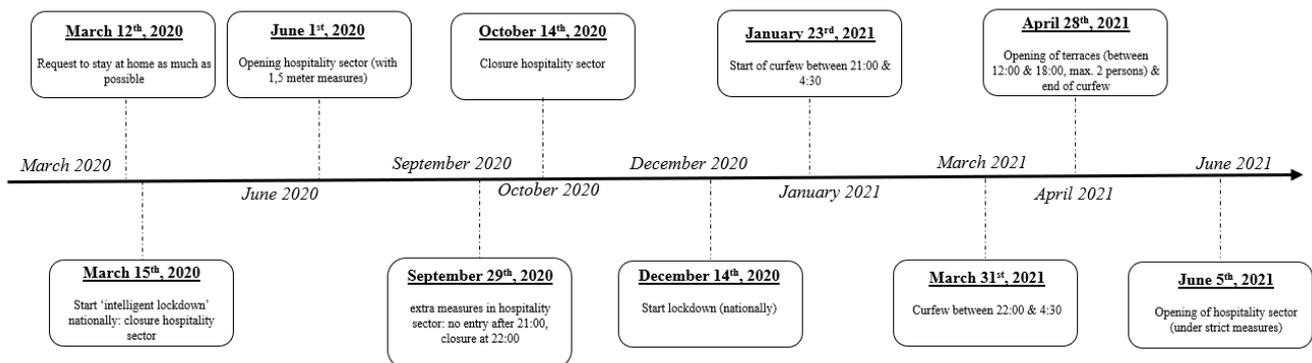


Figure 4. Timeline of the corona measures in the Netherlands that are relevant for the hospitality sector. Source: RIVM (2021). Adapted by author.

In figure 4 can be seen that there were two national lockdowns during which the hospitality sector had to close its doors from March 2020 until June 2020 and from October 2020 until April 2021. Also, when this sector could open its doors, there were still measures that had to be taken into account. Such as the 1,5 meter measure, a maximum amount of guests per table, earlier closing times, and only welcoming guests on the terraces. Due to these strict measures, it could be expected that the hospitality sector in the Dutch Wadden Islands experienced social impacts.

The measures that are displayed in figure 4 also had a negative impact on the number of tourists and guests that visited the Dutch Wadden Islands. Several media articles stated that the Dutch Wadden Islands have never been so quiet than in the Spring of 2020 and that many tourists cancelled their trip to the islands (Middel, 2020; Telegraaf, 2020). This is confirmed by documents on the number of passengers on the ferry boats to the islands. Rederij Doeksen (2020), the ferry boat service to Vlieland and Terschelling, states that in March, April, and May the number of passengers to Vlieland declined with more than 50%. For the ferry boat service to Ameland and Schiermonnikoog no monthly numbers are published. But the annual number of non-islanders on these ferry boats declined respectively from 640.090 in 2019 to 545.541 in 2020 and from 314.186 in 2019 to 264.496 in 2020 (Wagenborg Passagiersdiensten, 2019; 2019a; 2020; 2020a). For the ferry boat to Texel, there also was a decline of passengers in the Spring of 2020 and this decline even reached a low of -79% in April 2020 (KadoTexel, 2020).

However, from June onwards the number of tourists started to increase. On the ferry boat to Vlieland, the number of passengers in June, September, and October was even more than the

last few years (Rederij Doeksen, 2020). This also brought concerns to the islands, since not many infections of COVID-19 were reported in the beginning of the pandemic, but peaks in the infection rate started to occur at the end of the Summer holiday (RIVM, 2021a). In the graphs of the RIVM (2021a), that are included in appendix 1, can be seen that from September onwards, the number of infections with COVID-19 started to increase. This worried the doctors and mayors on the islands, since there are many elderly on the islands and the islanders are dependent on the mainland for hospitals (Leeuwarder Courant, 2020).

4.4 Perceived and experienced social impacts of the COVID-19 crisis

4.4.1 Economic impacts

Tourists are crucial for the Dutch Wadden Islands and with a decline of tourists, the entrepreneurs on the islands can experience economic impacts (Schouten, 2020; Santema, 2020). This was confirmed by the respondents of this research, who state that this loss in income was mainly experienced in the Spring of 2020. An example is given by R9, who states: *“During spring, when there were no tourists at the island [...] my company fell completely still. We saw 95% of the revenue disappearing”*. During these months, the hospitality sector was fully closed (see figure 3) and only a few tourists came to the islands. Most of the respondents mentioned that they immediately started with initiatives as take-away and delivery services, with the intention to obtain as much income as possible. While these initiatives generated some income for the respondents, it could not be compared to their income from before the COVID-19 crisis. Some entrepreneurs stated that they could receive financial support from the government to be able to pay their staff. However, these entrepreneurs also said that this support only covered the costs of their business and that they therefore did not receive an income themselves. An example of this is given by R4: *“They only compensate 80% of the costs and the other 20% you have to earn yourself. And then you have not even earned anything for yourself. You really thrive on your equity”*.

The employees that were interviewed for this research stated that they still received their normal salary, so there were no major economic impacts for them. For example, R5 states: *“I just receive my normal salary and I knew how much that was beforehand. The only thing is that I miss out on the tips [...] But those tips are only an extra”*.

All respondents state that it became extraordinarily crowded on the islands from June onwards. During these Summer months, most of the respondents were able to cover the loss of the Spring of 2020. This is elaborated on by R4, who states: *“in the summer, it was exceptionally crowded and the island could therefore earn enough money to get through the crisis”*. Some respondents even obtained more revenue than normally, which can for example be seen in a quote of R3: *“With respect to previous years, we had an increase of 5% or 10% in our revenue”*. Moreover, the revenue that was obtained during the Summer, appeared to be an essential buffer to cover the losses that was experienced from October 2020 onwards. However, the end of these buffers is coming in sight and it will become more difficult for the respondents to get their businesses through the COVID-19 crisis. This increase of income during the summer months is something that most respondents experience every year already. These respondents see this experience as a strength of the Dutch Wadden Islands to overcome the COVID-19 crisis. As R9 states: *“The winter months are always worse here on the islands.*

We are more seasonally bound. So as soon as everyone will have a good summer season and everything can open again, it won't have severe consequences. But yeah, everyone has a really hard time right now”.

4.4.2 Health impacts

As can be seen in appendix 1, there were almost no infections of COVID-19 on the Dutch Wadden Islands during the Spring months of 2020. The mayors of the islands therefore urgently requested tourists to not travel towards the islands during the first months of the crisis (van den Berg, 2020; Visser, 2020). The latter is confirmed by all respondents. Amongst the respondents, there also was the fear for a spread of the virus on the Dutch Wadden Islands since the effects of the virus were still unknown. R1 and R10 elaborate on this by stating that all inhabitants were quite scared in the first three months of the pandemic. However, this fear quickly made room for the fear that the local economy would collapse. Soon, these people prioritized their loss of income over the risk of the COVID-19 virus. Which can be seen in the statement of R3: *“Of course you are scared that tourists bring the virus with them [...] that is the fear you have all summer. But we have no choice, this is our only source of income. We need the guests here”.*

According to most of the respondents, it were mainly the elderly on the island and the people that do not depend on tourists, that complained about the arrival of the huge amount of tourists in the Summer months. Moreover, some respondents perceive that it were the tourists that brought the virus to the islands, since peaks in the number of infections on the islands occurred after the crowded Summer (see appendix 1). On the other hand, some respondents also state that the virus would have reached the islands without tourists as well. This can for example be seen in a statement of R4: *“On the island we have quite a population with wanderlust. Many of them sail and work abroad [...] They also come home, so they can bring the virus with them as well. Also, there are quite some islanders that go to the mainland often”.*

4.4.3 Social well-being impacts

Many respondents state that there were some tensions between the tourists and local population and this was mainly due to the fact that many tourists did not behave according to the COVID-19 measures. R9 for example states: *“We often say that when tourists get on the boat in Harlingen that they forget about the corona rules”.*

What appeared to be the main influence on people's social well-being was the decrease of satisfaction with work. As R7 states: *“You do this work in the hospitality sector because you like to work with people and that disappeared almost completely”.* Most of the respondents state that they miss having guests in their businesses and having contact with them. R8 even states that their work now has nothing to do with hospitality anymore. Moreover, the work that the respondents had to do in the Summer of 2020 costed them more energy than normally. They for example had to make sure that guests kept behaving according to the rules, which was experienced as stressful for the staff (R3). This, together with stressing about the financial situation of the business, made that R10 even states: *“I never had such a terrible season as last year, financially but also mentally”.*

What also was brought up by many respondents, was the behavior of the Dutch tourists. They state that there were many tourists on the islands last summer, who had more money to spend and were less patient than tourists that normally visit the island. R5 states this by saying: *“The tourists were demanding more and they were a bit more difficult”* (R5). Because of this, the behavior of these tourists was classified as anti-social and the respondents stated that this caused a decrease in their satisfaction with their works.

Out of the interviews, it appears that the local community in the Dutch Wadden Islands was more close-knit before the COVID-19 crisis than during. Which is confirmed by the statement of R3: *“Normally we do more together on the island, since you then have more contact with each other”*. The COVID-19 crisis therefore has a negative influence on the tightness of the community in some aspects. For example, some respondents mentioned that normally there were more meetings with other entrepreneurs and that there were more collaborative actions before the crisis, since it then was more easy to meet up with each other. This can be seen in a statement of R7: *“It is way harder to organize things together nowadays. Normally you could sit together for an evening to organize it and now it costs more energy”*

On the other hand, there were some respondents who mentioned positive changes in social well-being. For example, R4 states that it is now possible to be more at home to spend time with his wife and children. And also R12 notions that he now has more time for his friends. Normally he can only talk to people briefly at the bar during work, but he can now talk longer to people and visit people at home.

4.5 Community resilience in the local hospitality sector

4.5.1 Individual actions

To be able to deal with the impacts of the COVID-19 crisis, most respondents state that they initiated individual coping strategies. Amongst the respondents were primarily entrepreneurs and some respondents state that entrepreneurs are already used to solving their own problems, which is also how they handle the COVID-19 crisis. This is for example stated by R8: *“If you became an entrepreneur, then you are used to taking initiative and to find your own solutions”*.

Most of the respondents started with adopting individual coping strategies after the first COVID-19 measures were taken in March 2020. Especially initiatives as take-away and delivery services are mentioned by all respondents and those were mainly implemented for financial purposes. R13 estimates that around 80% of the entrepreneurs on Terschelling started with these initiatives. Overall, it can be seen that these initiatives help the respondents to receive a bit more income, but it does not reach the usual level of income. What is also mentioned by some respondents, is that those initiatives cost a lot of energy and time. Which was fine in the first few months, but it now does not give the intended satisfaction anymore. This can be seen in the following statement of R3: *“In the first lockdown you start to think of some strategies and it was fun to tackle the challenges back then [...] But now you don't want to think about new things and you don't want to put more energy in it anymore”*.

Besides this motivation which is more focused on improving the material living conditions, there were also some initiatives that focused more on improving the social connections within

the community but also between the staff. R2 tried to improve the social connections between the staff: *“In March 2021 we organized many workshops and trainings for our staff, to make sure that they stick together”*. And R14 elaborates on improving the social connections within the community: *“We initiated some things, but not necessarily to better the company. We for example delivered split pea soup to the participants of our belote tournament that we normally organize in December [...] out of a more social thought”*.

4.5.2 Collective actions

Although most respondents primarily focused on individual actions to cope with the impacts of the crisis, collective actions and strong solidarity were detected as well. R10 states that it is an advantage to live in a small community during a time of crisis: *“that is the advantage in this crisis to live here in a small community, there is always some sort of solidarity”*. This solidarity can be seen in some initiatives, such as ordering at each other’s businesses or sharing promotion material of other businesses online. On both of these initiatives is elaborated on by R10: *“People from Texel are really loyal. They try to order at different companies each week. [...] If a colleague of me promotes his business on Facebook, then I will always share that and he will do the same for me [...] You have to support each other ”*.

Some respondents also set up some collaborative actions with other entrepreneurs. These actions mainly came forward out of a financial motivation and were therefore initiated to improve the material living conditions of the community. These initiatives include for example a Christmas dinner box that was set up by six companies on Schiermonnikoog, or collaborating with an apartment rental business to deliver breakfast at their apartments (R8). Moreover, R5 and R15 mention a Facebook group for the hospitality sector on Ameland, in which entrepreneurs promote their initiatives to let the tourists know where they could order food. While not a substantial amount of revenue was obtained with these initiatives, they did help the entrepreneurs to obtain a bit more revenue than without the initiatives. Next to the financial motivation, R12 also mentions the positive reactions of tourists to be a drive to keep working together, which can be seen in the following statement of R12: *“We definitely reach out to each other [...] so that we keep busy and stay positive. But also the reaction of people, the positive reaction gives a boost to keep going”*. The positive reactions of tourists made sure that the respondents became more satisfied with their work, which was an improvement of the social well-being. Moreover, some entrepreneurs on Schiermonnikoog collaborated to reach out to the media together. R7 explains that they wanted to create a narrative about the financial situation they were in, since they did not feel heard by the municipality.

4.6 Recovery interventions for the hospitality sector

4.6.1 The implemented recovery interventions

To be able to deal with the severe economic consequences that the COVID-19 crisis has on the Netherlands, the Dutch Government set up several recovery interventions. In table 4, these recovery interventions are stated with a brief description.

Recovery intervention	Category	Description
TOZO3	Financial support	<ul style="list-style-type: none"> ❖ Temporary support for the self-employed ❖ This is the third TOZO period, which runs until June 2021
TONK	Financial support	<ul style="list-style-type: none"> ❖ Temporary support for necessary costs for entrepreneurs ❖ Meant for: rent or mortgage, utilities, service charges, municipal taxes ❖ Applying via municipalities ❖ Maximum of 6 months
TVL	Financial support	<ul style="list-style-type: none"> ❖ Compensation for fixed costs (not wage costs). ❖ Applying is possible once every 3 months ❖ The more loss is experienced, the higher the TVL will become ❖ Extra TVL support for hospitality businesses
NOW3	Financial support	<ul style="list-style-type: none"> ❖ Temporary Emergency Bridging Measure for Sustained Employment ❖ For compensation of employees' wages ❖ From October 2020 until July 2021 ❖ The third period of the NOW, NOW1 & NOW2 are closed
Postponement of payment taxes	Financial support	<ul style="list-style-type: none"> ❖ Can be applied for until July 1st 2021 ❖ From October 1st 2021 onwards the payment arrangement of maximum 36 months will start
Social package	Additional support	<ul style="list-style-type: none"> ❖ Intensive guidance in the process of finding new work when unemployed
Time-Out Arrangement (TOA)	Additional support	<ul style="list-style-type: none"> ❖ Restructuring debts and preventing bankruptcies

Table 4. Overview of the implemented recovery interventions relevant to the hospitality sector. Source: Rijksoverheid (2021). Adapted by author.

In table 4 can be seen that these recovery interventions were mainly financial support measures for entrepreneurs. These vary from compensation for their fixed costs, to compensation for the employees' wages. Moreover, there are some additional support measures to make sure that Dutch inhabitants will find a new job more easily when becoming unemployed during the COVID-19 crisis and to prevent bankruptcies of Dutch businesses (Rijksoverheid, 2021).

4.6.2 The perceptions about the recovery interventions

Regarding the national financial recovery interventions that are implemented, some respondents state that the support is enough, but that improvements can be made and are necessary to optimally help companies in the hospitality sector through this crisis. R9 for example states: *“Overall I hear that people are quite satisfied with the financial support. You don't make a turnover, but it covers your costs”*. However, most of the respondents state that many changes need to be made in order to get the companies through the crisis. One problem that arises a few times, is that starting entrepreneurs cannot receive financial support, since they cannot indicate their turnover of the period before 2019. Especially for entrepreneurs the financial support is not sufficient in some aspects, since it covers the employees' wages and the fixed costs, but the entrepreneurs do not earn something for themselves. Another problem that arises often amongst the respondents, is that the individual and collective actions are

discouraged by the current financial recovery interventions. R6 for example states: *“It is painful to see that the businesses that come up with creative strategies and work hard to earn some money, but don’t make a lot of money in the end, that they have a certain amount of income and can therefore don’t ask for financial support”*. Some respondents would like to see some more tailor made support measures, so that every business receives what it deserves. As R11 states: *“I get that it is hard to deliver tailor made solutions [...] but we now already live more than a year in this situation, so by now it should be possible I think”*.

A positive thing that some respondents mention on a local level, is that the municipalities initiated that entrepreneurs could receive more space for the terraces of their businesses. This was mainly done in consultation with the neighbors of the businesses, so that the entrepreneurs could place more tables outside to receive more income. However, some respondents also notion that the municipalities could have shown more compassion to the hospitality sector, which can be seen in the statement of R3: *“You don’t see the mayor during this crisis [...] She doesn’t show her face to the entrepreneurs, there is no sign of compassion”*. Moreover, the respondents say that the municipality could have offered a listening ear to the local community. This can be seen in a statement of R11: *“People need a listening ear right now. [...] it doesn’t really feel personal right now and that is something which should be the case on an island and which is definitely possible here”*.

From these statements can be concluded that people working in the local hospitality sector would like to have someone to talk to, so they can discuss the problems the entrepreneurs run into and alleviate their feelings of worry or anxiety. R4 mentions an ‘island coach’ that is working on Terschelling. This ‘island coach’ can help entrepreneurs with thinking of solutions to their problems and is therefore more focused on helping entrepreneurs individually and not the community as a whole. This idea is well received among some other respondents. R2 for example states that it would be a good initiative from the municipality to send a mediator to entrepreneurs, to discuss the problems they run into. By doing this and by also creating more opportunities among the entrepreneurs to meet each other, it can be accomplished that all entrepreneurs will behave according to the corona measures.

5. Discussion & Conclusion

5.1 Discussion

Since this research was specifically aimed at the local hospitality sector in the Dutch Wadden Islands, the results cannot be generalized to the hospitality sector as a whole. Moreover, since only a small part of this sector was interviewed for this research, it is also difficult to generalize the results for the whole local hospitality sector in the Dutch Wadden Islands. To gain a broader view on the perceived and experienced social impacts, more different companies should have been interviewed per island. As for the validity of this research, the chosen research method gave valuable insights and is therefore considered to be the most suitable method. With the interviews, a deeper insight into the researched topics could be established well. Since the gathered data was gained from primary sources, triangulation was used to make the results more reliable.

This research attempted to find an answer on the following question: *“What are the social impacts of the COVID-19 crisis on people working in the hospitality sector in the Dutch Wadden Islands and can examples of community resilience be detected?”*. This was done by conducting in-depth interviews with people working in the local hospitality sector and by doing a document analysis on governmental documents and a media analysis on the perceived and experienced social impacts and the examples of community resilience that emerged.

The COVID-19 crisis caused several social impacts on the global tourism sector. Firstly, health impacts are experienced in tourism destinations, since tourists could bring the coronavirus with them to the tourism destination and local inhabitants could therefore fear to become infected with the virus (Farzanegan et al., 2020; Qiu et al., 2020; Richter, 2003). The results from this research show that this fear could also be seen in the Dutch Wadden islands in the beginning of the pandemic. However, in this community, this fear quickly made room for the fear of not obtaining enough revenue, so already from the summer onwards, people in the local hospitality sector wanted tourists to come to the islands again. This had to do with the severe economic impacts that were felt in the tourism sector. Due to a decline in the number of tourists and the strict governmental measures that the hospitality sector had to work under, a decline in income was experienced in the global tourism sector (Gössling et al., 2020; Kovačević, 2020; Pine & McKercher, 2004). This is confirmed by the respondents in the researched area of this research, who saw a severe part of their income disappearing in the first months of the pandemic. The summer months were experienced as crowded, which made sure that the respondents could build up a buffer to get through the second lockdown. A strength of the local hospitality sector is that they normally also build up a buffer in the crowded summer months, to get through the quiet winter months. Lastly, social well-being impacts were experienced in the tourism sector in general, since the decline in income and the risk of getting infected with the virus could lead to stress (Hudson (2020; Khalid et al., 2016; Yu et al., 2021). This stress was also experienced by the local hospitality sector of this research and on top of that, the respondents did not enjoy their work anymore due to the strict corona measures and the anti-social behavior of the tourists.

To be able to deal with these social impacts and to therefore improve the community well-being, individual and collective actions can be applied by the local community, which is defined as community resilience (Imperiale & Vanclay, 2021; McCrea et al., 2016; Norris et al., 2008). Overall, more individual actions than collective actions could be seen in the researched community, since the respondents found it hard to reach out to each other to collaborate during the pandemic. Individual actions revolved mostly around take-away and delivery services, with the intention of obtaining as much income as possible. The few collective actions that were set up were also with the intentions of obtaining income, but also to offer the few tourists that were coming to the islands something extra.

To help the hospitality sector, the Dutch Government set up several financial recovery interventions. From the perceptions about these recovery interventions can be seen that they can be improved to enhance collective and individual actions that contribute to enhancing community resilience. Now, the recovery interventions are primarily focused on the individuals in the local community. They do ensure that people working in the local hospitality sector receive an income now via the financial support, but they also discourage the individual and collective actions of the local community. Moreover, besides the offering of more space for terraces, the recovery interventions are not focused on the community as a whole and therefore did not improve the collective actions.

5.2 Conclusion

Although there were some limitations in this research, a few policy recommendations can be made on how to better tailor recovery interventions. It can be seen that not many collective actions are set up, because people in the local community find it hard to reach out to each other during a pandemic. By implementing certain recovery interventions that facilitate the opportunity to work together, more collective actions could be set up. This would be a valuable addition to the already existing examples of community resilience in the local community, since community resilience can decrease the existing social impacts, which can then better the community well-being in the end. Moreover, most respondents noted that more personal contact with the municipality was desired. Therefore, the municipalities could have sent someone to the companies in the local hospitality sector to offer a listening ear and to discuss the problems that are experienced in the sector. The municipalities can do this by for instance implementing something similar as the ‘island coach’ on Terschelling, who offers entrepreneurs on Terschelling a listening ear and who collaborates with them to come to optimal solution to the experienced problems.

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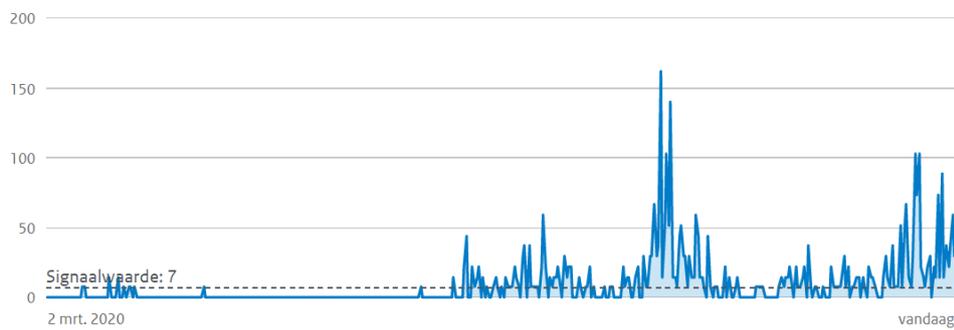
Appendix 1: Graphs with number of infections per island

Infections with the coronavirus per 100.000 inhabitants per Dutch Wadden Island

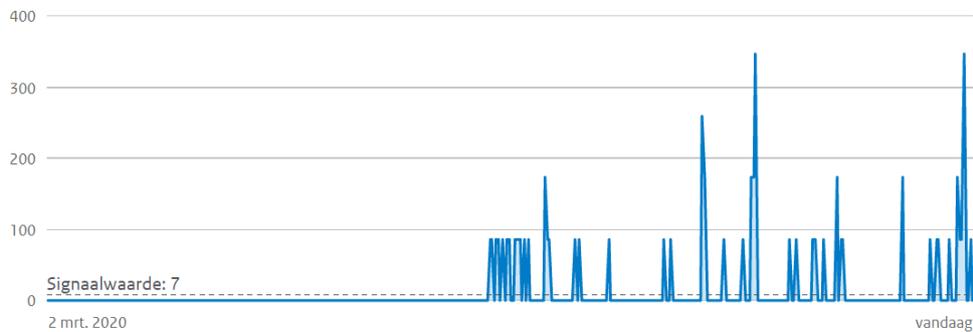
All graphs show the numbers of infections from March 2nd 2020 until May 11th 2021

Source for all graphs: RIVM (2021)

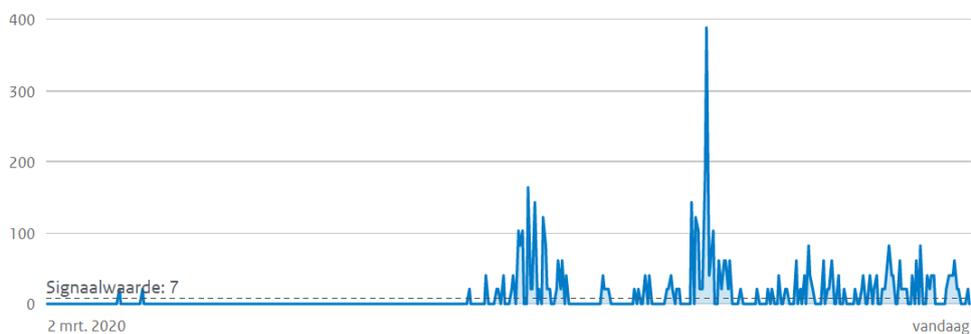
Texel



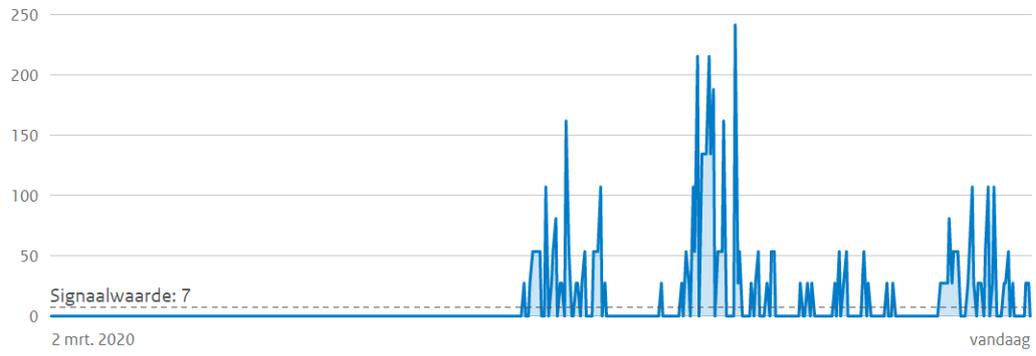
Vlieland



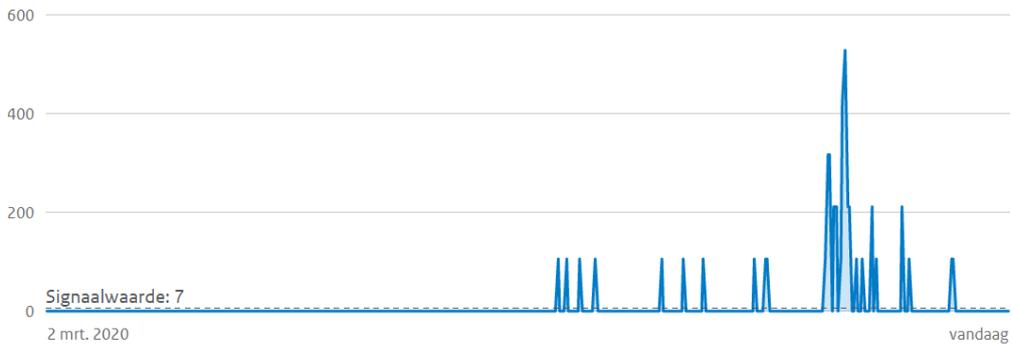
Terschelling



Ameland



Schiermonnikoog



Appendix 2: Interview guide

Introductie:

Allereerst nogmaals bedankt dat u wilt meewerken aan mijn onderzoek door middel van dit interview. Dit onderzoek voer ik uit voor mijn bachelor scriptie wat onderdeel is van mijn studie Sociale Geografie & Planologie aan de Rijksuniversiteit Groningen. In dit onderzoek kijk ik naar de gevolgen van de coronacrisis op mensen werkzaam in de gastvrijheidssector op de Waddeneilanden, hoe deze lokale sector omgaat met deze gevolgen en wat hun perceptie is op de huidige ondersteuningsmaatregelen. Met de interviews wil ik het perspectief op deze kwesties vanuit de lokale gemeenschap goed in beeld brengen.

Zoals u in het toestemmingsformulier heeft gelezen zullen de gegevens uit dit interview volledig anoniem verwerkt worden, zal het interview opgenomen worden zodat deze achteraf geanalyseerd kan worden en kunt u op elk gewenst moment stoppen met dit interview of weigeren antwoord te geven.

Heeft u voor nu nog vragen over het formulier of over het interview?

START OPNAME

Blok 1: Inleidende vragen.

1. Hoelang woont u al op ‘*het Waddeneiland in kwestie*’?
2. Wat is uw huidige baan in de lokale gastvrijheidssector? En hoelang bent u al werkzaam in deze sector op dit eiland?
 - a. Heeft u naast deze baan andere bronnen van inkomen?

Blok 2: Vragen met betrekking tot de ‘social impacts’.

3. Op welke manieren heeft de coronacrisis uw dagelijks leven en werk beïnvloed?
4. Hoe ging u om met deze gevolgen? Wat voor acties heeft u ondernomen om hiermee om te kunnen gaan?
5. Hoe heeft de coronacrisis het aantal gasten en toeristen beïnvloed op uw eiland in vergelijking met voorgaande jaren?
 - a. Hoe heeft deze afname/toename uw werk beïnvloed?
 - b. Hoe voelt u zich over deze afname/toename?
 - c. Wat zijn uw behoeftes in relatie hiertoe?
6. Zijn er nog andere invloeden van de coronacrisis op uw dagelijks leven en werk die we nog niet besproken hebben? Wat zijn uw gevoelens en behoeftes bij deze invloeden?

Blok 3: Vragen met betrekking tot ‘community resilience’:

7. Heeft u contact met andere mensen die werkzaam zijn in de lokale gastvrijheidssector op uw eiland?
 - a. Wie zijn de mensen op uw eiland die het meest getroffen zijn door de pandemie?
 - b. Weet u wat hun behoeftes en gevoelens zijn met betrekking tot de pandemie?
8. Welke gezamenlijke initiatieven zijn er georganiseerd op uw eiland om om te gaan met de effecten van de coronacrisis?

- a. Hoe zijn deze initiatieven georganiseerd?
- b. Wat was de gedachte achter deze initiatieven? Wat was de motivatie? (gevoelens, redenen, etc)
- c. Welk doel werd geprobeerd te bereiken met deze initiatieven?
- d. Namen mensen deel aan deze initiatieven?
- e. Hebben deze initiatieven de solidariteit van uw eiland en de lokale gastvrijheidssector versterkt? Zo ja, op welke manier? (opbouwen website, ontwikkelen van narratives en kennis om sense of risk, sense of community, sense of place, te versterken, het versterken van empathie en social responsibility naar de meest getroffen, etc.)

Blok 4: Vragen met betrekking tot ‘recovery interventions’:

9. Bent u op de hoogte van de huidige ondersteuningsmaatregelen voor de gastvrijheidssector op uw eiland? Zo ja, wat zijn deze?
 - a. Komt u hiervoor ook in aanmerking? Maakt u hier gebruik van?
10. Hoe denkt u over deze ondersteuningsmaatregelen?
 - a. Wordt de lokale horecasector hier genoeg mee ondersteund?
11. Hoe zou de lokale horecasector beter ondersteund kunnen worden door lokale en nationale overheden?

Blok 5: Afsluitende vragen:

12. Is er nog iets wat u wilt toevoegen aan dit interview?
13. Heeft u nog verdere vragen?

Appendix 3: Interview guide (English translation)

Firstly, again thank you for participating in my research by doing this interview with me. This research is performed for my bachelor thesis, which is part of my bachelor Human Geography & Planning at the University of Groningen. In this research, I am investigating the social impacts of the COVID-19 crisis on people in the hospitality sector in the Wadden Islands, how the local hospitality sector copes with these impacts, and what their perception on the implemented recovery interventions is. With the interviews, I want to analyse the perspective of the local community on these topics.

As stated in the consent form, the information that will emerge from the interview will be processed anonymously, the interview will be recorded so that it can be analysed afterwards, and you can stop with the interview at any moment or you can refuse to answer if you wish so.

Do you have any questions about the form or the interview for now?

START RECORDING

Block 1: Introductory questions.

1. For how long do you live on *'the particular Wadden Island'*?
2. What is your current occupation in the hospitality sector on this island? For how long are you working in the hospitality sector on this island now?
 - a. Do you have other sources of income?

Block 2: Questions regarding the social impacts.

3. How did the COVID-19 crisis affect your daily life and work?
4. How did you cope with the negative impacts of the pandemic? What actions did you undertake to cope with it?
5. How did the COVID-19 crisis influence the number of guests and tourists in comparison to previous years?
 - a. How did this decrease/increase affect your daily life and your working activity?
 - b. How do you feel about this decrease/increase?
 - c. What are your main needs in relation to this?
6. Are there other effects of the COVID-19 crisis on your daily life that we have not discussed so far? What are your main feelings and needs about these effects?

Block 3: Questions regarding the community resilience.

7. Do you have contact with other people working in the local hospitality sector in your island?
 - a. Who are the people in your island that are most affected by the pandemic?
 - b. Do you know what can be their needs and feelings in relation to this pandemic?
8. What collective initiatives did you organize in your island together to cope with the effects of the COVID-19 crisis?
 - a. How did you organize these actions together?

- b. Which was the main motivation of these initiatives? (feelings, reasons etc.)
- c. What aim did you want to achieve with these initiatives?
- d. Did people participate in these initiatives?
- e. Did this strengthen the solidarity and cohesion within your island and the local hospitality sector? If so, in which way? (building up website, developing narratives and knowledge to enhance people sense of risk, sense of community, sense of place, enhance empathy and social responsibility towards the most affected and so on)

Block 4: Questions regarding the recovery interventions.

- 9. Are you aware of the current recovery interventions that are implemented by the national and local government to support the local hospitality sector? If so, what are they?
 - a. Are these also applicable to you? Are you making use of them?
- 10. What is your perception of the current recovery interventions?
 - a. Is the local hospitality sector supported enough with these interventions?
- 11. How can the local hospitality sector be better supported by the national and local government?

Block 5: Closing questions.

- 12. Is there anything you want to add to this interview?
- 13. Do you have any further questions?

Appendix 4: Deductive code-trees for data analysis

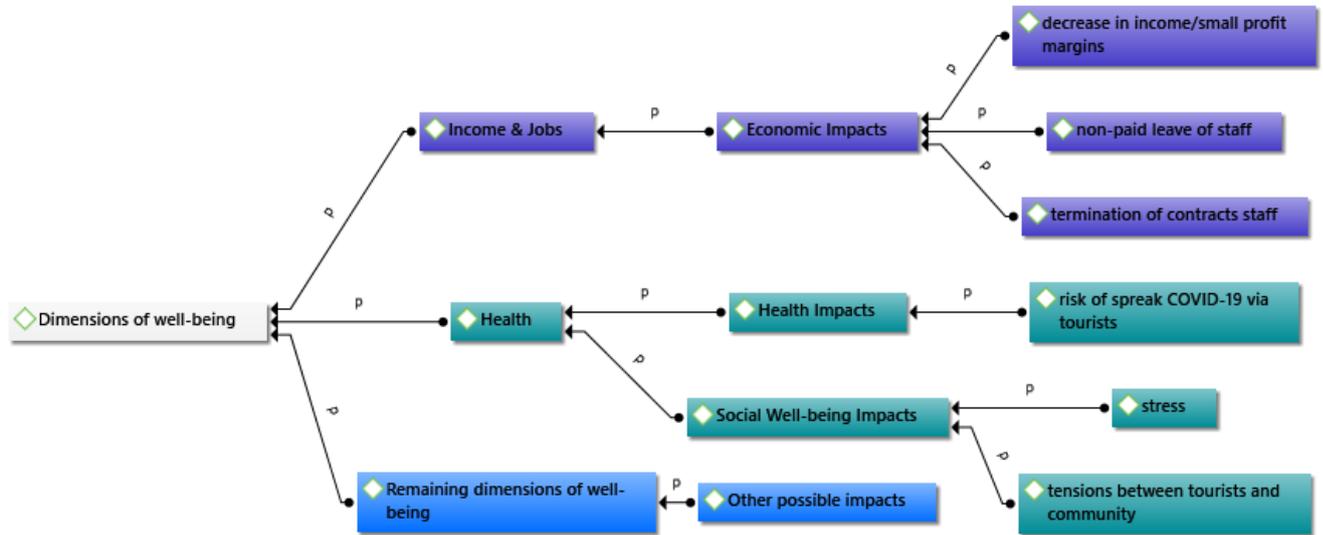


Figure 5. Code Tree: The multiple dimensions of well-being and the social impacts that affect these.

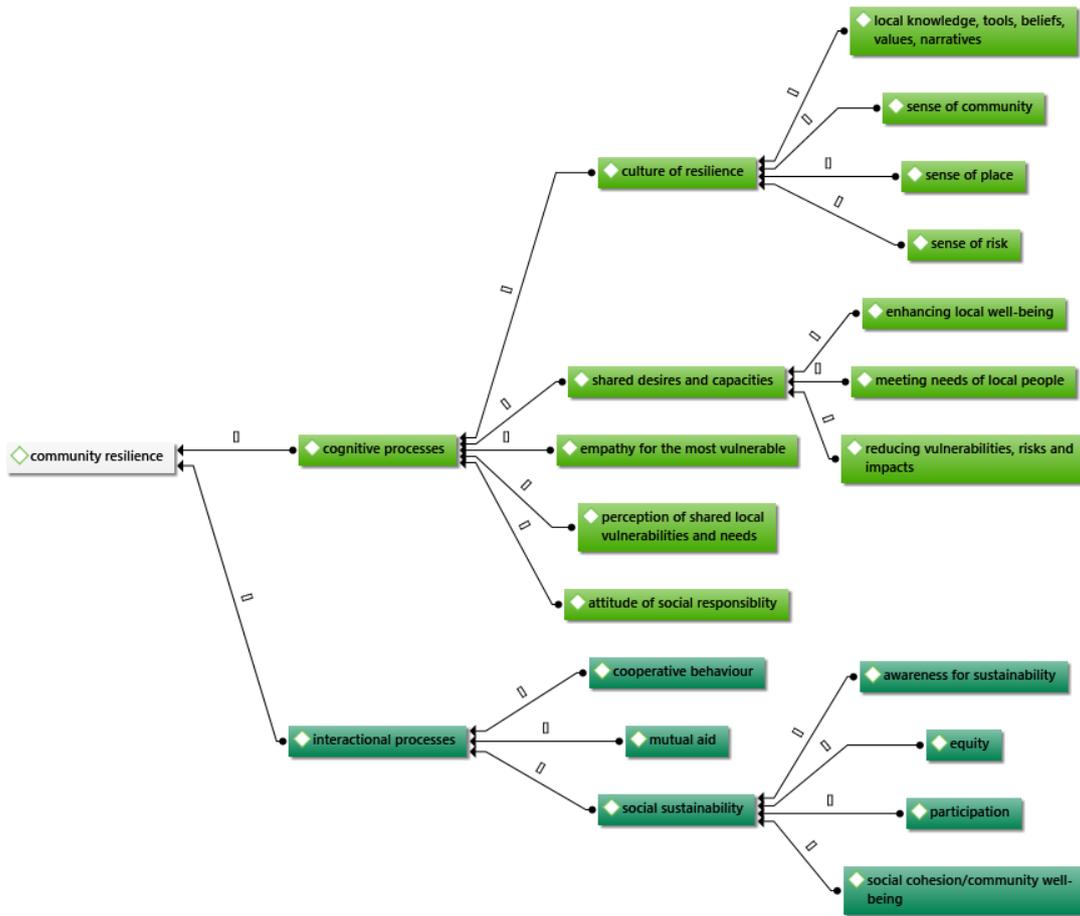


Figure 6. Code Tree: Community resilience.

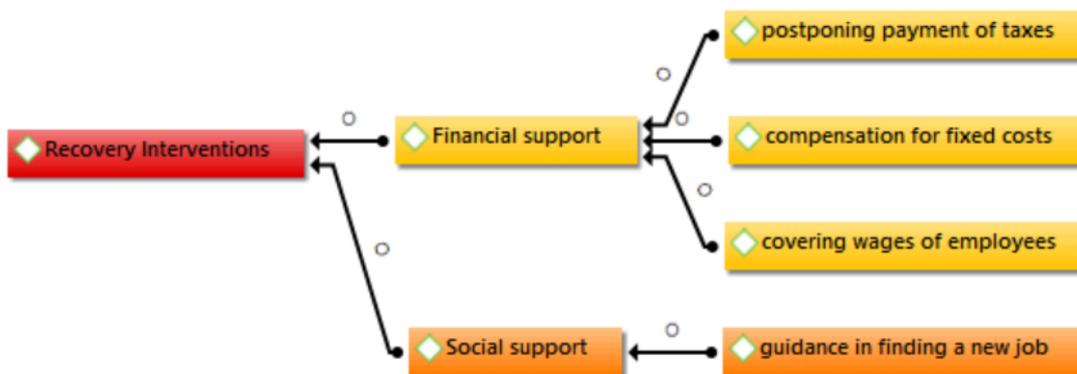


Figure 7. Code Tree: Recovery interventions.

Appendix 5: Inductive code book

Concept	Code Group	Code	Sub-code	
<i>Dimensions of well-being</i>	<i>Income & Jobs</i>	Economic Impacts	Increase of income	
			The need to work harder	
			No change in income	
	<i>Health</i>	Social well-being impacts	Decrease of satisfaction with work	
			More time for family and friends	
			Dissatisfaction amongst the staff	
<i>Recovery Interventions</i>		Financial Support	Tourists are neglecting the Corona measures	
			Discussion with guests and tourists	
			More space for terraces	
			Social Support	Need for more income for entrepreneurs
				Lack of compassion from Government
				Need for a listening ear

Table 5. Inductive Code Book.

Appendix 6: Consent form interviews

Toestemmingsformulier interview

Project: Bachelor Scriptie Human Geography & Planning – Yildiz Heeringa

Universiteit: Rijksuniversiteit Groningen

Naam onderzoek: “The social impacts of COVID-19 on people in the hospitality sector in the Wadden Islands”

Doel onderzoek: inzicht verkrijgen in de sociaal-economische gevolgen van de COVID-19 pandemie die zijn ervaren door mensen in de horeca sector op de Waddeneilanden en hoe de lokale gemeenschap hiermee omgaat.

Beste meneer/mevrouw,

Bedankt dat u mij wilt helpen bij mijn onderzoek naar de sociaal-economische gevolgen van de COVID-19 pandemie op de horeca sector op de Waddeneilanden, met daarbij een focus op de veerkrachtigheid van deze lokale gemeenschap. Met deze brief zou ik u graag willen informeren over het verloop van het interview.

Wegens de huidige coronamaatregelen zal het interview online plaatsvinden. Het interview zal ongeveer 30 minuten duren. Tijdens dit interview bent u vrij om op ieder gewenst moment te stoppen of om geen antwoord te geven op een vraag wanneer u dit niet wenst. Het interview zal deels een open structuur hebben, wat ervoor kan zorgen dat het iets uitloopt wanneer u extra uitleg wenst te geven bij een bepaalde vraag.

Het interview zal opgenomen worden, waardoor deze achteraf getranscribeerd en gecodeerd kan worden. Na afloop van het onderzoek zal de audio-opname verwijderd worden. Als u dit wenst, heeft u na het interview de mogelijkheid om het transcript te controleren op onjuistheden. Het doel van het transcript is om achteraf de mogelijkheid te hebben om de verkregen informatie goed te kunnen analyseren en te verwerken in het onderzoek. De verkregen gegevens van het interview en het transcript zullen vertrouwelijk behandeld worden en zijn enkel toegankelijk voor mij en mijn begeleider, Dr. Angelo Imperiale. De scriptie zal na afronding opgenomen worden in het archief van de Rijksuniversiteit Groningen. Het transcript is hierin niet opgenomen. In de scriptie zult u volledig anoniem blijven.

Met het ondertekenen van dit formulier verklaar ik dat:

- Ik het doel van het onderzoek begrijp.
- Ik begrijp dat ik volledig anoniem zal blijven in de uitwerking van dit onderzoek.
- Ik begrijp dat deelname aan dit onderzoek volledig vrijwillig is en dat ik mij op ieder gewenst moment tijdens het interview kan terugtrekken en dat ik de mogelijkheid heb geen antwoord te geven op een vraag wanneer ik dit wens.
- Ik begrijp dat de verkregen gegevens volledig vertrouwelijk behandeld zullen worden en dat, zonder mijn schriftelijk bezwaar, deze gegevens gebruikt kunnen worden in de scriptie (in het algemeen of in de vorm van citaties) en presentatie.
- Ik begrijp dat alle verkregen informatie vertrouwelijk wordt opgeslagen op een met wachtwoord beveiligde computer.
- Ik begrijp dat ik na afloop van het onderzoek het transcript kan controleren op feitelijke onjuistheden en daarbij enkel deze feitelijke onjuistheden kan wijzigen.

Wanneer u verdere vragen heeft, kunt u contact opnemen met:

Yildiz Heeringa (onderzoeker)
Y.e.heeringa@student.rug.nl

Of

Dr. Angelo Jonas Imperiale (begeleider)
a.j.imperiale@rug.nl
(Enkel contact opnemen in het Engels)

Wanneer u akkoord gaat met hetgeen wat bovenstaand is beschreven, graag het volgende invullen:

Naam deelnemer interview:

.....

Datum:

.....

E-mailadres (als u wenst het transcript te ontvangen om deze te controleren op feitelijke onjuistheden):

.....

Handtekening:

.....

Appendix 7: Consent form interviews (English Translation)

Informed consent form interview

Project: Bachelor Thesis Human Geography & Planning – Yildiz Heeringa

University: University of Groningen

Research: “the social impacts of the COVID-19 pandemic on people in the hospitality sector in the Wadden Islands and the possible examples of community resilience”

Aim of this research: gaining insight into the perceived and experienced social impacts of the COVID-19 pandemic on people in the hospitality sector in the Wadden Islands and whether community resilience emerged to cope with these social impacts.

Dear sir/madam,

Thank you for helping me with my research in the social impacts of the COVID-19 pandemic on people in the hospitality sector in the Wadden Islands, with also a focus on the possible community resilience that emerged. With this letter, I would like to inform you about the running of this interview.

Due to the current COVID-19 measures, the interview will be held fully online. The interview will take approximately 30 minutes. During this interview, you are free to stop at any moment and to decline to answer when you desire this. The interview will partly have an open structure, which can cause that it takes a bit longer when you wish to elaborate more on certain questions and topics.

The interview will be recorded, so that it can be transcribed and coded afterwards. When the research is completed, this audio-recording will be deleted. If you wish, you have the possibility to check the transcript for faulty inaccuracies after the interview. The aim of the transcript is to have the possibility to analyse and progress the obtained information well in the research. The obtained information will be used confidentially and will only be accessible for me and my supervisor, Dr. Angelo Imperiale. The thesis will be stored in the archive of the University of Groningen. The transcript will not be included in this. In the thesis, you will remain fully anonymous.

With signing this form, I confirm that I:

- Understand the aim of this research.
- Understand that I will remain fully anonymous in the thesis.
- Understand that participating in this research is fully voluntary and that I can stop with the interview at any moment and that I have the possibility to not answer to a question when I do not want to.
- Understand that the obtained information is used confidentially and that, without my written objection, this information can be used in the thesis and presentation (in general or in the form of quotes).
- Understand that all obtained information will be stored on a laptop that is secured with a password.
- Understand that I can check the transcript of my interview for faulty inaccuracies and that I thereby only can change these faulty inaccuracies.

For further questions, you can reach out to:

Yildiz Heeringa (researcher)
Y.e.heeringa@student.rug.nl

Or

Dr. Angelo Jonas Imperiale (supervisor)
A.j.imperiale@rug.nl
(only contact in English)

When you approve with all of the above, please fill in the following:

Name participant:

.....

Date:

.....

E-mail address (when you wish to receive the transcript to check for faulty inaccuracies):

.....

Signature:

.....