

Some possibilities for faster and more complete integration of refugees arriving in Bulgaria

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Abstract. This article will deal with the issue of the integration of refugees arriving in Bulgaria from different parts of the world. A question arises and it is: How may the influx of migrants be used as a source of labour that would contribute to creating wealth in Bulgaria and at the same time solve the problem of people in distress? This study aims at identifying opportunities to expand and enrich the knowledge base on the employment potential of arriving migrants and to improve the interaction between institutions for their rapid placement and integration into suitable workplaces. Based on both national and international experience and with the support of artificial intelligence (AI), a questionnaire was generated to obtain additional information. Some arrangements and measures have been proposed to improve the use of this information.

Keywords: refugees, migrants, integration, information provision and questionnaire

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Climatic changes coupled by raging regional war conflicts, going hand-in-hand with the spiralling material inequality worldwide tend to constantly generate tides of migrants. All of this is fed by the rapidly developing communication media that provide the picture of what and where is happening and make irresistible the mirage of ascending to better living standards quickly and easily avoiding any efforts to overcome hardships in their own home countries. Such hardships may often appear insurmountable for a given individual or make welfare so distant in time that what may outweigh the rest is the idea of migration at any cost in the name of self-fulfilment and material welfare within the interval of one human generation. The host countries definitely face the problem of how to cope with the flows of people, whom such host countries cannot deny asylum by virtue of some ratified international agreements, on humanitarian grounds or because of their physical impossibility to defend their national borders without violating some fundamental human rights. In view of this, in addition to

diplomacy, the sense of empathy, justice and hospitality, appears the agenda featuring some economic reasons forcing the host states to seeking ways to integrate the migrants, i.e., people with alien backgrounds, mother tongues of their own, alien cultural traditions, different religious confessions and professional backgrounds, owners of knowledge achieved in foreign educational systems and corresponding to different standards, into their societies. It turns out that this is a daunting challenge, however, one way or another, it would be better to find some mutually beneficial solutions rather than erecting tall border wall or maintaining refugee camps or extradite people who may well return again. Furthermore, corruption environment may emerge where traffickers would make money on human suffering. Rapid and full-scale integration of arriving refugees might turn into a source of labour force for nation's prospering economic activities and into a way of spreading local people's cultural traditions all over the world. This is a unique opportunity that makes the question of migrants' integration very much up-to-date and an obligatory item of the agenda of both researchers and government authorities from a number of different levels.

The legal status stipulating both the rights and the liabilities of the refugees staying in Bulgaria is coherent to the Convention relating to the Status of Refugees, adopted on 28/07/1951 by the United Nations Conference of Plenipotentiaries on the Status of Refugees and Stateless Persons, and which was enforced in Bulgaria as of 10/08/1993. Seeking and obtaining protection and grounds for refusal are regulated in the Asylum and Refugees Act, which, from its enforcement as of 01/12/2002 has been amended on multiple occasions. This document guarantees the use of the basic rights and freedoms of refugees without discrimination based on race, religion, country of origin, etc., and these rights and freedoms are no less than those of any other foreigner residing on the territory of our country. The ratification of this convention by our country is an expression of the human nature of its legislation and of concern for life, health and human rights, regardless of where he comes from, as long as he meets the definition of a refugee and observes the rules for living and working on the territory of Bulgaria. The acquisition of such a status by persons who have committed an act incompatible with the principles of the United Nations (UN) is not allowed. The countries signatories of the Convention relating to the Status of Refugees undertake to provide the refugees with good conditions for work and business initiative, use of the judicial system, ensuring a favourable status for exerting liberal professions for which the refugees have internationally recognized diplomas. These are all factors that would allow refugees to be quickly, equally and mutually beneficially integrated into the economic life of the host country. Currently, the slow processing of documents and long administrative procedures for granting the possibility of residence in the country hinder the integration of refugees. Their long stay in temporary accommodation centres burdens the state budget and becomes a prerequisite for inactivity of young people, who while often having education and professional experience, suffer such forced inactivity and lack of money, which in turn gives rise to conflicts. The material deprivations they experience may become a prerequisite for some of them to become radicalized or to go into criminal activities.

The purpose of this article is to discuss the information base for refugees in Bulgaria and to indicate opportunities for its updating, supplementing and use for their faster and full integration into the labour market and into Bulgaria's social structures.

Our thesis is that the refugees arriving in Bulgaria should not be seen as a burden, but as a potential that, if supported and directed to appropriate professions, might bring some benefit to the economy, improve demographic indicators and through integration with work towards Bulgarian national traditions and culture to win them over to the ideals of multicultural development of our country and to strengthen the ties with other economies around the world.

A similar thesis is also stood by D. Hajduković in a report of his before the Parliamentary Assembly of the Council of Europe (Hajduković 2021). Building on good practices from Norway, Sweden and Finland, he stressed that the integration of refugees and migrants should be seen as a long-term investment in human capital.

The first question is: How to distinguish economic migrants from climate-disaster-stricken African and Asian countries from those who are threatened with death and repression in their home countries because of political beliefs, ethnicity, or tribal rivalries over resource-rich territories? It will be important to keep in mind the conceptual difference between an immigrant and a refugee. In the first case, the person would leave his or her country in order to obtain a better job, a better education or to reunite with his or her family, i.e., voluntarily. In the second case, the person would leave their home country in which they live under compulsion of a religious, military or other nature. In Europe, asylum is called "international protection" and the people fleeing from their countries seeking asylum abroad are defined as "refugees".

It should also be remembered that among the migrants with pure intentions there may be fighters of extremist groups who preach the change of the world order through terror and violence. The creation of compact communities of people with a different culture, religion and values can easily create tension in underdeveloped areas where the local population is too small to resist and the hospitality of our people can be exploited. These considerations explain the careful approach to the assessment of each individual case by the specialized institutions in our country.

In our view, gathering more detailed information on the education, marital status, work experience, work motivation, language literacy, life goals and ambitions of refugees would be beneficial in order to organize appropriate language and skills training courses that would increase their competitiveness on the labour market without jeopardizing the jobs of the local population. Their incomes should enable them to meet their basic needs of shelter, food, clothing, medicine, etc., without imposing a significant burden on social funds. The permanent shortage of drivers, nurses, tourism staff, construction workers, etc., could be overcome by a labour force formed by the refugees. At the moment, there are quite a few foreigners who have successfully started businesses of their own or are employed in Bulgaria in such sectors as trade, catering or services. Some of them have concluded mixed marriages with Bulgarian citizens and have children, who are Bulgarian citizens, are fluent Bulgarian speakers and

feel well in Bulgaria both in economic terms and in terms of the climate and their prospects of development. An example of this are the words of Ali Panakhi from Afghanistan, who has been in Bulgaria since 2016: “I am grateful to Bulgaria because it provides me the opportunity to develop both as a personality and as a professional, and to enjoy a normal life. I have to prove that I’m capable and worthy of the trust I have been given” (Ivanova, Raynova, Hristova 2020, 26). A Syrian female refugee says: “If we have a place to live and work to feed ourselves, why leave Bulgaria? The country is beautiful and the people are very kind” (Krsteva 2019, 15). Mathijs Le Rutte, the representative of the UN Refugee Agency (UNHCR) in Bulgaria, stated that: “I have met refugees who have integrated in Bulgaria. They are business owners or factory workers, restaurant owners, or car mechanics. Most of them have received no help except from friends or relatives who have already been here. They are living proof that there are families with ambition, stamina and energy to settle in Bulgaria” (Andreeva, Petrov 2017). The latter source contains a list of good practices for the integration of refugees in Bulgaria, Finland, Germany, Austria, Italy, Slovakia and Poland. Detailed guidelines have also been developed on what and how municipalities should do, with precise references to the regulatory framework, as well as templates for integration-related documents. While there is a lot of bitterness there is also optimism and gratitude in the words of a successful Afghan refugee who is in Bulgaria with many of his relatives. Baker Sarvari lives with his family and his brother in Svishtov. He is a professional teacher and has experience as a headmaster of a private secular school in his homeland. He makes a living selling shawarma, having tried other family business options. “I tell them that this country has given us everything, but we have never really received support. The Bulgarian government issues the identity papers and stops taking interest in the refugees. No one asks you if you have somewhere to go, where to live, if you have anything to eat. That is why all the refugees are fleeing from here.” He goes on to say: “If my children are learning and I have given them a chance to develop, I am happy. I am fond of education. They will make my dream of getting a doctorate come true. I have told all my children and nephews, don’t come into my house unless you’re a doctor. I will thank Bulgaria with seven defended theses” (Ivanova, Raynova 2020). A set of good practices in the integration of refugees is offered by the international REST project. For Bulgaria, the case of Petrov Technology is described, which employs a highly motivated and qualified refugee, although he does not yet speak Bulgarian well. “The foreigner Rafiq is highly motivated to do his best as a quality control specialist. His professional knowledge and skills are the main arguments to convince the rest of the team and they do not hesitate to hire him” (Four Elements NGO et al. 2024). There is also a description of the “Prolet” EOOD company in 2018 to hire into the leather industry and integrate four Afghani young people of the Refugee Integration Centre based in the town of Harmanli, located in Southeast Bulgaria. The source cited provides examples of successful integration of refugees into companies in Greece, Italy, France, Austria, Bulgaria and Germany. Guidance and other supporting materials are also provided to support businesses and organizations wishing to recruit and integrate refugees into their workplaces. A special REST logo has been established, which has the

prestige of a European quality certificate. It is awarded to public and private sector enterprises and organizations, and to non-governmental organizations, that have succeeded in attracting and integrating refugees into the workplace. It is open to enterprises and organizations based within the European Union as well as in Iceland, Liechtenstein, Norway, Switzerland and Turkey.

Some real gestures of sympathy by state institutions towards the refugees from Ukraine are impressive and evoke a sense of pride. For example, the decision taken by the Academic Council of the National Academy of Theatre and Film Arts (NATFA) this academic institution “to provide free tuition, free student accommodation, free use of a student canteen and a free urban transport card for the period until the end of the academic year 2021/2022 (15 July 2022) as well as the opportunity (for willing refugee students) to start work immediately under a civil contract in the NATFA Theatre, NATFA Puppet Theatre, Educational Audio-Visual Complex, Academic Library and Archive, Student Dormitory or the Student Canteen” (OFFNews 2022).

The education of foreigners, and mainly of children arriving from abroad, in the Bulgarian language and their inclusion in the national education system is free of charge for them and is entirely borne by the state budget (Stoyanov 2023). It is only necessary to apply to the Regional Inspectorate of Education. After an interview with the foreigner, the level of education to be included is determined, and this in a school that is as close as possible to his place of residence.

Following the decision to admit Bulgaria to Schengen by air and water from 31 March 2024, the Government has proposed: “Refugees should be included in the integration programmes of municipalities. Those of them who are raising their children in Bulgaria or expecting a baby will now be able to receive family benefits. The children of refugees will also receive free education from 1st to 12th grade, like Bulgarian children” (Angelova 2024).

Access to education and training for both children and adults with refugee status in Bulgaria is equated to the rights of Bulgarian citizens, with e-courses and learning aids specifically developed for them, but considered less effective for their integration than in-person learning (Balgarski savet za bezhantsi i migranti 2024).

In fact, as it might be expected, highly developed countries, to which the influx of refugees is the largest, would prefer online learning (Kirilova 2016). The link between the health status, training and labour integration of refugees has been the subject of research by the Signe Smith Jervelund from the Department of Public Health, University of Copenhagen (Jervelund 2020; Jervelund, Krasnik, Rosenkrantz de Lasson (eds.) 2020). She highlights the advantages of the Danish health system and emphasizes good health status, education and language literacy as necessary conditions for successful and rapid integration of refugees.

Regarding the integration and employment of foreigners seeking or granted international protection, or registered with refugee status, art. 56, para. 1, of the Asylum and Refugees Act deserves attention. It reads: “The State Agency for the refugees, independently or jointly with the bodies of the local independent government and local administration, the Bulgarian Red Cross and other non-

governmental organisations, can organise auxiliary labour activities through which the foreigners seeking or having received protection will be given a possibility of education with professional purposes and for a possibility to work” (Asylum and Refugees Act 2002: Art. 56, para 1).

The very fact that in Bulgaria the problems of refugees are dealt with by a State Agency under the Council of Ministers proves the responsible approach of the administration and the existence of managerial prerequisites and administrative capacity to deal with them quickly and effectively. For example, the procedure for registering refugees is described in detail and accessible (Asylum.bg 2024).

A few days after registering with the Bulgarian Refugee Agency, each of them receives a registration card, which acts as a temporary identity document and includes the following information:

- name and photograph
- date of birth
- sex (male or female)
- birthplace
- nationality (citizenship)
- accompanying children aged under 14
- personal number in Bulgaria
- the address of residence in Bulgaria - a refugee camp, or at an external

address

- the area around the camp in which the person has the right to move without express permission granted by the Refugee Agency.

This information seems too scarce to assess the possibility of anyone’s labour integration, but it still provides information about age, gender, marital status and country of origin. The decision to grant or deny refugee status will last an average of three months, unless it is appealed in court or a second procedure is initiated following a denial of the first, due to new significant circumstances that threaten the life of the applicant if deported to their country of origin. During this time, refugee applicants placed in a refugee camp will typically receive three meals a day from the Refugee Agency, those meals being tailored to their religious affiliation. Holders of a registration card receive the right to work after three months of registration with the Refugee Agency. Within the same statutory period, such card holders are allowed to open a bank account and receive money transfers. This period of complete inactivity and living with meagre personal resources and food that is not tailored to everyone’s personal tastes sometimes may often become a cause of tension and interpersonal conflicts. We believe that some form of employment could be provided on the territory of the refugee camps, as is the case in places of deprivation of liberty, so that the inmates of working age and in good health could obtain additional funds for daily expenses such as telephone maintenance, purchase of clothes and medicines, etc. This would reduce the likelihood that some of them would engage in illegal activities such as distribution of prohibited goods, human trafficking, etc.

One of the advantages of foreigners starting work immediately would be that those of working age would have health insurance. For refugees who

have received temporary protection, the Bulgarian state takes over the health insurance of minors and minor children, as well as persons of incapacitated age (women aged 63 and over and men aged 65 and over) (Ministerski savet na Republika Bulgaria 2022). For persons of working age, health insurance shall be provided for 90 days.

Following the issuance of Decision No. 54 of 25 January 2024, by the Council of Ministers to extend the temporary protection period until 4 March 2025, and Decision No. 67 of 1 February 2024, approving the templates for registration cards, the process of re-registration of the registration cards of Ukrainian citizens who wish to extend their temporary protection in the territory of the Republic of Bulgaria officially begins (Darzhavna agentsiya za bezhantsite 2024).

The issues with meeting the refugees fleeing to Bulgaria as a result of the warfare plaguing Ukraine and care provided to them are the focus of research carried out by Rossen Koroutchev. In a publication, he comes to the conclusion that the existence of some essential similarity and historical ties between the Bulgarian and the Ukrainian people may significantly facilitate the integration of refugees, however he notices the existence of factors that do cause some adverse impacts. These are: low remuneration against the jobs they are offered, limited childcare and heavy bureaucracy (Koroutchev 2023, 303).

As for childcare, they would largely enjoy the rights of Bulgarian children, but there is probably more to be desired as these children need to adapt to the new conditions, they need to learn Bulgarian and develop their talents and skills, as in their homeland. Moreover, while the right to work for adult and able-bodied refugees from Ukraine is legally regulated throughout the European Union, the shortage of vacant places for children in municipal kindergartens would hinder mothers from starting work. The above-cited author mentions that through a survey conducted by him in Sofia and in the Northern Black Sea Region, he found that the employment of refugees was mainly in the tourism and service sectors. They are mentioned for their diligence in their work, their knowledge of foreign languages and the positive feedback from employers. Recognition of the acquired qualifications and length of service would remain a problem before full-fledged employment.

From the information that is being collected on migrants arriving in Bulgaria, it can be concluded that this information is the minimum necessary to settle their status and legalize their residence if they do not pose a threat to national security. However, their integration into society and into Bulgaria's economic structures seems to remain underestimated by the specialized state agencies. Once they have obtained the required rights, they are expected to settle down and start their new lives independently or using the support of friends, family or non-governmental organizations. The relatively low standard of living in our country coupled with the level of pay in the economic sectors most in need of labour force are often the reason why migrants find themselves in a situation of shortage of money, although some of them have specific qualifications or are young and healthy and can successfully support rapidly developing economic activities and create a product both for themselves and for the benefit of the entire economy. In order to obtain this beneficial effect, more detailed information will be needed about their attitude, knowledge, skills

and qualifications and guaranteeing a long-term development perspective when deciding to stay permanently in the country. This would predominantly apply to doctors, nurses, computer experts or multilingual translators, to people with creative occupations or people with experience in science or entrepreneurship. A more detailed and well-focused survey could contribute to uncovering potential for integration and harnessing it through targeted action by local and central authorities. The provision of housing, regular income and the inclusion of children in daycare centres emerge as priority tasks for integration.

In a survey made by Maxime Giraudet among the refugees from Ukraine who have settled in the capital of Poland, Warsaw, based on a survey, valuable information was collected about the condition and attitudes of the refugees (Giraudet 2023, 4-24). The questions were helpful in achieving information on: gender and nationality, current migrant status, date of arrival in the host country, how much money they spent on arrival, whether someone was paid for transport and crossing the border, what consequences of the war in Ukraine forced the person to emigrate, how the right place of emigration was chosen, if the person was subject to discrimination after arriving in the host country, what the reason for discrimination was, if any, in what kind of property the person lives, etc. In order to obtain information that would be useful for the person's work and social integration, questions were asked about: their current employment status and what the main challenges they would probably face when starting work as an executive or a manager.

Regarding age, gender, place of origin, place of residence and migration status and accompanying persons under 14, these questions are currently put to any newly arrived refugees in Bulgaria in accordance with the procedure of issuance of temporary identity documents. In our opinion, it would be useful to further specify:

- type and degree of acquired education level and availability of documents for them;
- what they are qualified in;
- length of service within what they are qualified in;
- command of a non-native language (English, German, French, etc.);
- actual and certified health status (required a document in case of limited working capacity);
- desire to obtain a higher educational degree, a new type of qualifications or to increase the already acquired qualifications;
- the amount of income that would satisfy the basic needs of the person and those accompanying him/her in the same household.

It is of interest what the generally available artificial intelligence software would recommend regarding the information provision of the efforts of state institutions and non-governmental organizations for the integration of refugees arriving both from Ukraine and other countries.

To the question: "What should the questionnaire look like provided it is filled out by newly arrived migrants in order to facilitate and support their labour and social integration in Bulgaria as a host country?", the following answer was received:

The sample configuration of the questionnaire is as follows:

1. Personal information:

Name

Date of birth

Nationality

Sex

Fluent in which languages

2. Contact information:

Permanent residence address in the country of origin

Telephone number

Email

3. Family and dependant persons:

Number of family members (including spouse and children)

Ages of family members

Occupations of family members

Special needs of the family members (e.g., health status, disabilities)

4. Education and professional experience:

Highest level of education (with details of type and duration of education)

Professional skills and experience (with details of nature of work, responsibilities and length of employment)

Certificates or qualifications relevant to the profession

5. Current situation:

Reason for leaving country of origin

Date of arrival in Bulgaria

Planned location in Bulgaria

Expected start date of work

6. Desired field of work:

Select one or more fields from a list of options (e.g., healthcare, construction, information technology, etc.)

If no options are provided, please indicate the specific area of interest

7. Other questions:

Do you have any specific needs or requirements related to either housing, work or any other aspects of integration?

Would you like any additional support or guidance in finding a job or accommodation, or gaining access to social services?

Do you have any worries or concerns about moving to Bulgaria? (OpenAI 2020).

It is noteworthy that the questionnaire mock-up as suggested by artificial intelligence is in line with established practices and the considerations we have outlined above. It might also be noteworthy to stress out that it will be infeasible to offer them a long list of professions for the respondent to choose from. It is reasonable for the respondent to suggest a few options of labour activities for which they have the knowledge, documentation, and skills. Furthermore, artificial intelligence would not provide for asking questions relative to an individual's personal desire of training or acquisition of a new profession or upgrading their upskilling. With these corrections, the questionnaire model proposed by artificial intelligence could be considered acceptable. The language barrier problem when welcoming and registering refugees in Bulgaria has been solved, because an interpreter would be provided during the interview with

them. A primary medical examination is also provided, which, on the one hand, benefits the individual, and, on the other, the host community. Refugees would sometimes arrive in Bulgaria exhausted, frostbitten, sick, or in need of special care.

In view of the information collected so far and the need to adapt support for labour and social integration by expanding the information base, we believe that the following questions should be asked at an initial interview, for which an interpreter should be provided:

1. Name, sex, date of birth, country of origin and nationality, address in the country of origin.

2. Current address in the host country, telephone number and email address for contact.

3. Accompanying persons (spouse, children, parents, etc.) with whom they live in the same household), age, professional skills and experience of the accompanying persons.

4. Health status (factual and according to documents provided they have them). Needs concerning special health care.

5. Levels of education completed, profession and length of service in the profession.

6. Desire to do training or upgrade the qualification level.

7. Preferred activities for work fulfilment, for which the individual has the required competencies and capabilities.

8. Preferred place of residence and job placement in the host country.

The information issue would be adequately solved by drawing up a suitable template of a questionnaire and its implementation. The information collected can be used by both the state authorities entitled to support the integration of refugees, as well as by non-governmental organizations providing some kind of humanitarian aid, and private employers who have vacant positions on their labour list.

The second problem is organizational and concerns the way the collected information is used. All levels of government could benefit from this information.

Local government should invite scarce staff by providing them with shelter and suitable work.

The central authority should control compliance with the legal basis for the integration of refugees and to support their employment through subsidized programmes, where the companies that have hired such people would receive some compensation for the initial period during which these people adapt to be able to achieve the expected performance.

The social and educational institutions should accommodate the children of the refugees in childcare facilities, and the adolescents should be placed in schools, universities or language courses to learn Bulgarian.

Opinions about the benefits and harms of arriving migrants are controversial both in our country and in elsewhere worldwide. The problems stem from the impossibility of predicting and controlling: their numbers, education, qualifications, motives and ways of arriving in the host country. Screening migrants arriving in the US after pre-interviews in their homelands has undeniable advantages, but recent evidence suggests that both unwanted and

illegal migrants coming to the US from Mexico are doing good and benefiting the economy. According to statistics cited by Rusalin Venev, “The total number of foreign arrivals in the United States in 2023 exceeded 3.3 million people” (Venev 2024).

Among them there are both those with proper documents and illegal immigrants. According to data cited by the same author, “in 2023 alone, more than 2.5 million immigrants crossed the border between Mexico and the United States”. What is important in this case is that it mentions a positive economic balance from the invasion of foreigners: “According to data from the Department of Health and Human Services, between 2005 and 2019, refugees who sought asylum in the United States generated income in the amount of more than 37.5 billion dollars. At the same time, the costs incurred for them by the American authorities amounted to about 21.4 billion dollars” (Venev 2024). The reason is that the majority of immigrants are men of working age who quickly find work and generate income for the tax system, while at the same time a significant number of them do not qualify for social benefits.

Conclusion

The following conclusions can be drawn from the conducted research:

1. The legislation in Bulgaria is well adapted to the international commitments of our country for the acceptance and integration of refugees. Conditions have been created for the prevention of any kind of discrimination and for the observance of human rights in the relations of the institutions towards the arriving refugees, regardless of whether they have valid personal documents or not.

2. There are examples of good practices both in Bulgaria and in some other EU Member States for empathy and successful labour and social integration of refugees.

3. Non-governmental organizations play a valuable role in the integration of refugees, but the greatest portion of aid is provided by their relatives and friends who arrived in Bulgaria before them.

4. Part of the materials developed to help the integration of refugees are aimed at the municipalities, but they do not have the resources for their implementation, i.e., municipal housing for accommodation, monetary resources for direct material assistance, without this affecting their social programmes to help Bulgarian citizens who are disadvantaged.

5. State institutions authorized to deal with refugees strictly fulfil their duties, but there is still a lack of close interaction and interest in the successful end result of integration. For example, the information obtained through the interview in the units of the State Agency for Refugees should be provided to the Social Assistance Agency and the Labour Bureau linked to the place of residence of the refugees with the clear commitment to follow up and support their accommodation, support, training and employment. This process is much more developed and secured with regard to refugees from Ukraine, but surveys conducted with them on the initiative of individual researchers in Bulgaria, Poland and Germany show that there is still much to be desired (bureaucratic

procedures are long, the job proposed is low-paid and does not match the qualifications and capabilities of the refugees).

6. The inclusion in the mandatory interview with the arriving refugees of additional questions related to their professional skills, education, length of service, ambitions and health status would greatly facilitate the measures taken to arrange them for suitable jobs.

7. The existence of special training programmes with subsequent employment provision, where companies that employ refugees receive government support, would be more beneficial than directly providing support to idle people of working age. This would help refugees to be offered jobs that pay well enough to ensure their material independence.

8. For a faster and more complete integration of refugees arriving in Bulgaria, the available foreign experience and international programmes can be successfully used to support and finance this process. There are quite a few employers that are not informed about the existence of such programmes and about the regulations for participation in such programmes. Therefore, active advertising campaigns in mass media would contribute to establishing contacts and taking measures to attract labour force from the groups of refugees.

9. The rapid and mutually beneficial integration of refugees would certainly reduce the risk of their radicalization and disruption of public order in settlements where large groups of migrants are concentrated.

10. The experiment carried out with the cited version of artificial intelligence shows that it is not suitable for conducting a bibliographic reference and for evaluating the research experience accumulated to date, but once the problem is identified and the perspectives for its solution are discussed, it can help generate a questionnaire serving as a guide for upgrading expert decisions with a view to forming the desired information base.

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