

# Impact of Covid19 disease on service projects of international non-government organizations

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**Abstract:** This paper aims to investigate the impact of Covid19 disease on service projects of the international non-government organizations (case of INGOs operating in Yemen). Data is collected for 75 INGOs by using questionnaires. Person's correlation and one simple linear regression are used for the data analysis. Services projects are the dependent variables, which are measured by through relief, health and education projects. Three models have been created based on coronavirus disease to explore its impact on the service projects of the INGOs. The results have presented that covid19 has a positive impact on the relief projects, also has a positive impact on the health projects, while insignificant result has showed for the education projects.

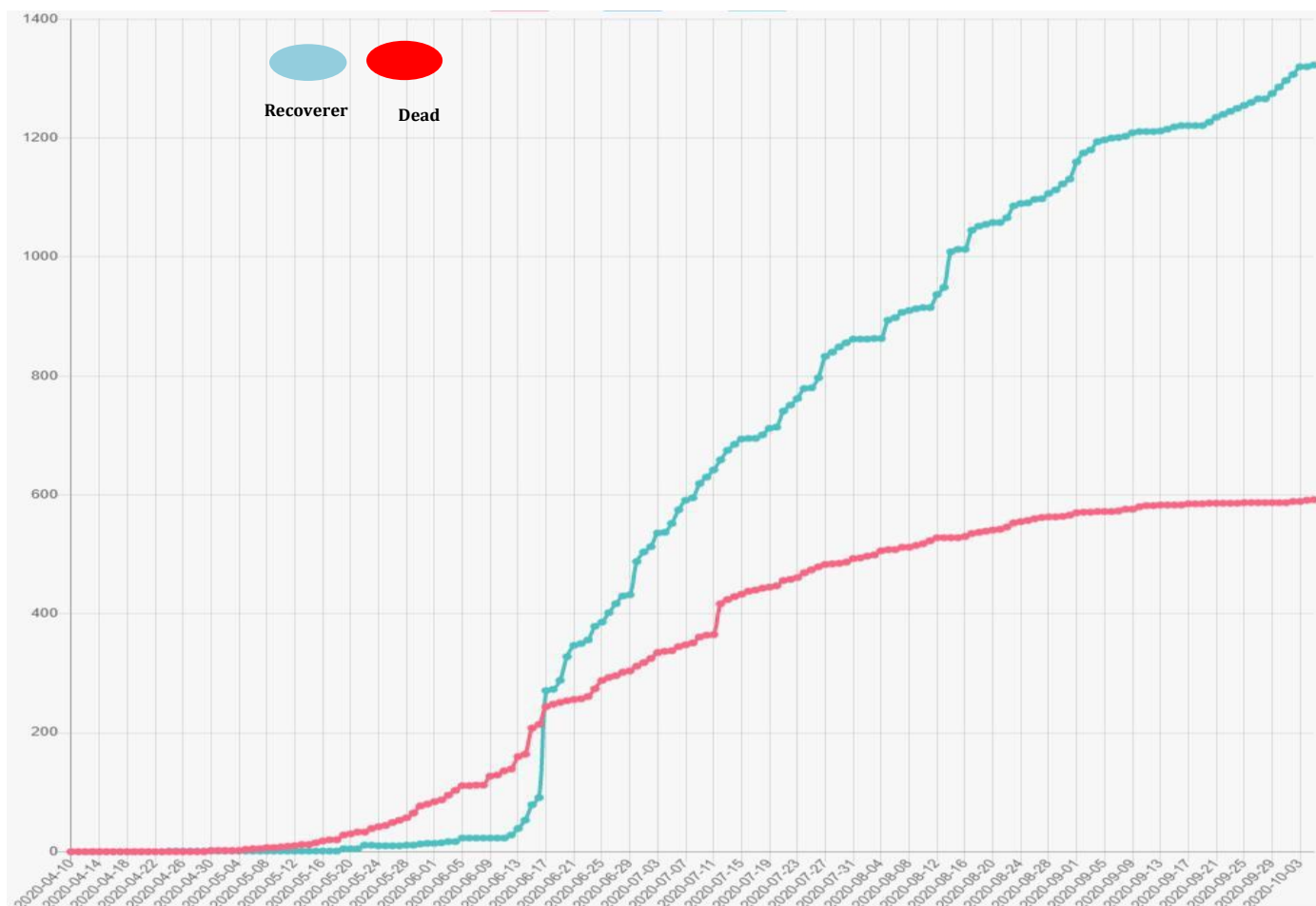
**Key Words:** Covid 19 (coronavirus disease 2019), service sector, INGOs, relief projects, health projects, education projects.

## 1. INTRODUCTION:

The service sector is also called the tertiary sector and is considered the third stage in the three-sector economy. This sector produces services such as repairing, maintaining, consulting and training. As the main economy of countries consists of three major economies: agriculture and mining sector, manufacturing sector and businesses that facilitate the production of tangible goods, and the third sector is represented in the service sector, it is largely responsible for the commercial activity of the global economy (Investopedia,2020).In general, the service sectors have been affected significantly worldwide by the emerging of Covid19, due to the role of these sectors in the inputs for major economic activities. This pandemic led to a decrease in demand and supply, and thus severely affected the trade-in services. For instance, services that depend entirely on physical proximity between suppliers and beneficiaries of these demolitions are the most affected by restrictions imposed on social distancing and mobility (WTO, 2019). International NGOs are charities that transcend the borders of the country of origin, with the aim of mediating between donors and crisis-affected communities in the least developed countries. The role of international organizations has evolved from providing basic relief materials to sectors that may be similar to the government, as they provide services that are supposed to be guaranteed by governments (Saleh & Karia, 2020). The first international non-governmental international organization was established in the year 1840 (Lassa, 2018). Whatever trusteeship INGOs have, all work under the umbrella of human rights. All of them work not only during peacetime but also work during the armed tussle, unclear positions and in disaster-affected areas (Swed, 2018).

The Cold War in the middle of the last century gave great and increasing importance to international (non-governmental) organizations, for instance: NGOs were doing most of the tasks such as managing complex societies, mediating social conflicts, developing specialized knowledge, providing credit assistance and rebuilding societies after Natural and social disasters. The growth of international non-governmental organizations has led to direct international attention to solving many problems such as climate change, human rights violations, stopping civil wars and others. The spread of these organizations and their incorporation into development projects has led to an associations or organization revolution. These organizations have played and still play an important role in providing social services, especially relief and development aid in the contexts of failed and worn out countries, such as providing relief services in some places such as refugee shelters in Yemen, for example, Private regulatory bodies (Levi-Faur, 2012).

In non-government organizations presents services such as reliefs, Health, Education, reconstruction, child and women care, etc. these services include all countries of the world in general and Yemen in particular. so, among the major countries that focus on the service sector and considered rank among the top which are the United States, Australia, the United Kingdom and China (Investopedia, 2020). Generally, international organizations have signed several cooperation procedures with civil society organizations or local non-governmental organizations. This cooperation may be formal, informal or operational; it may focus on the political situation or focus more on fieldwork (Mandat International, 2020). This cooperation also allows the establishment of official relations and cooperation with international organizations, which may be: comprehensive cooperation with the United Nations or cooperation with specialized organizations affiliated with the United Nations, or cooperation with other international organizations. Local non-governmental organizations who wish to work with United Nations organizations or with other international organizations must determine the type of relationship they want, as mentioned earlier. It must also have a successful cooperation with itself and the international organizations cooperating with it. Some local NGOs want an advisory capacity, as obtaining this status requires a great deal of time and energy (Mandat International, 2020). The number of international NGOs working in Yemen, their expansion, and the impact of the Coronavirus on them and their activities is among the most important reasons beyond choosing Yemen as a major location for this research. Yemen ranks twelfth in terms of the number of refugees compared to the population (Wikipedia & UNHCR 2020). Covid19 in general, has caused a major economic, political, educational and health crisis. In this paper, we will mention the abbreviation of Covid19 formation and its effects on the service sector provided by international organizations, as the Coronavirus originated in the Chinese city of Wuhan on December 31, 2019, according to official Chinese reports, but gradually it quickly spread significantly all over the world until it was announced by World Health Organization, on January 30 of the year 2020, with the spread of the Coronavirus and considering it a pandemic. Until the date of preparing the research, the Corona virus still has an impact on most countries of the world, including Yemen, as the Yemeni government announced on May 7, 2020, the first case in the Republic of Yemen. As 2040 cases of Coronavirus and 589 deaths were recorded until October 3, 2020 (Elaph, 2020)



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Yemen is located among the most affected regions in the world, and with the crises and wars that have increased in recent decades, where the geopolitical nature, lack of resources and human-induced crises are among the most important features that have characterized Yemen and are the main causes of a set of social and economic challenges that the population faces (Saleh & Karia, 2020). Coronavirus is not the only virus spreading in Yemen, but there are many viral fevers spread in several cities, which affected the service sector such as cholera, malaria, dengue fever and others for several reasons, the most important of which are: the ongoing war in Yemen, the weakness of the health sector, as well as the lack of awareness between citizens are notified of this virus and its deadly effects. As the Coronavirus spreads through the air or through saliva droplets resulting from an infected person's sneezing or coughing, and among the symptoms of this disease, the most common of which are fever, severe fatigue, shortness of breath, loss of smell and a runny nose. Whereas, reports issued by the World Health Organization stated that elderly people or people who have chronic diseases such as diabetes, cancer and others are more susceptible to this disease (Bansal, 2020).

Covid19 has led to the emergence of several issues that have affected small and medium-sized companies operating in the United States, the most important of which are: Firstly, many workers who used to work with these companies got laid off from their jobs a few weeks after the onset of the disease crisis. Secondly, companies had differing expectations about the duration of the imbalances and the implications of the emergence of the virus, in addition to the comprehensive closure by the central government. Thirdly, the majority of companies resorted to obtaining financing and loans as a form of bank credit through the Coronavirus, Relief and Economic Security Law, in order to face bankruptcy due to the impact of the crisis (Bertic, 2020). This discussion of the importance of the service sector and its impact on Covid19 leads the researcher to explain the problem, and the research questions emanating from the research problem are as follows: How have international or non-governmental organizations dealt with the imbalances resulting from the Corona pandemic? Also, is there an impact of Coronavirus on routine activities in international organizations operating in Yemen?

This study addresses the research questions by examining the business continuity mechanism to ensure the continued support of international organizations for the affected people by preserving and documenting basic work (Saleh & Karia, 2020). This paper is systematic as follows: section 1 reviews of literature of Covid19, INGOs and service projects. Section3 provides the research methodology and sample characteristics. Section4 presents discussion and analysis. Section 5, provides the conclusion of the research, concluded from the framework and lessons learned. Section6 presents limitations and further research.

## **2. LITERATURE REVIEW:**

Due to the increase in natural disasters as well as human-induced crises, also the high level of poverty in some countries and inequality among countries in the world: the emergence of international non-governmental organizations has greatly increased in response to development priorities and humanitarian emergencies (such as relief, health and educational projects), as most economics, administration and accounting scholars believe that international organizations are a force to be reckoned with in the global arena, due to their positive change for the affected people all over the world in general and in remote countries in particular (Saleh & Karia, 2020). International non-governmental organizations are also called international civil society organizations, as they are agents of change in times of social peace. But usually, the ability of these organizations remains unclear to promote human rights when armed conflicts occur (Swed, 2018). Swed, 2018) highlighted the role that international NGOs play in monitoring human rights violations during the war:, where some of the countries that witnessed an armed conflict were selected as a sample to test four indicators of human rights in them. The results showed that there is a link between international non-governmental organizations and the improvement of human rights conditions in them. Bertic 2020) aimed at the effect of coronavirus on small companies to explore its effect on small companies. The sample size had included 5800 small companies. They had used survey design, and details discussed the survey design for collecting the data according to an experimental method. The results had concluded that: on the first hand, Covid19 had already caused enormous dislocation among small companies just various weeks after its onset. On the other hand, 43% of small companies had closed due to Covid19 and reductions in demand and employee health concerns. (Hall 2020) aimed beyond panic buying: consumption displacement and Covid19 to evaluate the consumption displacement and shift in consumption. The sample size had included food services and retail trade of New Zealand. They had used observation designed through comparing data of 2019 and data of 2020. The result had provided evidence of temporal and locative displacement of consumption based on consumer spending patterns where the evidence of raised spending in some consumption categories. On the other hand, the hospitality sectors experienced a squeaky decrease in consumer spending over lockdown. (Jiang 2020) discussed the impacts of coronavirus disease on hotel marketing and management practices and limits three-pronged research scenarios to motivate knowledge development in the hotel sectors. The sample size had included the hotel industry which including (robotics, cleanliness, hygiene and health care). They had used for collecting data group discussion, surveys, digital analysis or mixed-method approach and in -depth interviews according to the experimental method. The result had concluded that: the hotel

marketing and management practices may open several types of artificial intelligence district research streams at the intersection of health crises and hotel management.

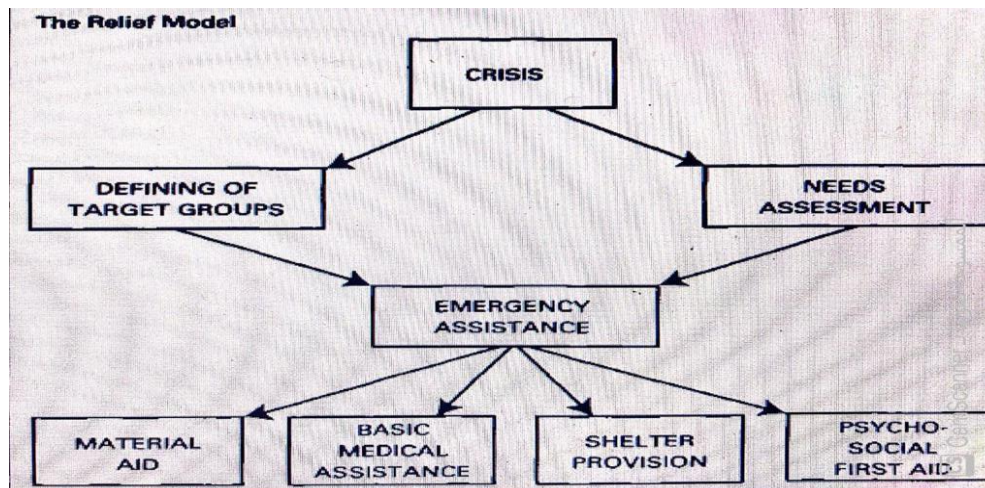
Bansal (2020) aimed to focus on the significant impact of coronavirus disease on a pandemic situation in India's economy. The sample size included the Indian economy. They had used secondary data such as (books, journals, research papers, etc.) for collecting data according to the descriptive method. The findings had concluded that there was a significant impact on the Indian economy cause of lockdown across the country and that impact was negative on commercial activities, social life, service industries etc. Battams (2014) aimed at the impact of service users and NGOs on housing for people with a psychiatric disability to examine mental public housing tenants and health service users and cares with sharing NGOs. The sample size had included period mental system rehabilitation which selected 92 Employees in South Australia from 2000-2005. They had used interviews, participant observation, focus group and analyze the documents for collecting the data according to the descriptive method. The result had concluded that the community participants that existed during the rehabilitation period were huge an end itself rather than a means for groups to shape policy processes with including housing policy. Saleh & Karia (2020) aimed to formulate Covid19 benchmarks which INGOs have considered to recover from the sudden stopping of operations fastly and consequences of Covid19 pandemic. The sample size had included 59 INGOs. They had used secondary data, such as interviews (six semi-structured interviews with INGOs leaders). The findings had concluded that: firstly, inclusion, participation, comprehensiveness, adaptive, resilient management and learning were global values and shared lessons learned among all of the specified benchmarks. Secondly, INGOs have played an important and essential role in the lives of people affected by the Coronavirus in Jordan through development projects and international aid. Nemeč & Špaček (2020) focused specifically on the epidemiological aspects and in general on the economic and political aspects, as the Covid19 crisis marginally covered the effects on local budgets. The sample size had consisted of three interviews with three experts (elected municipal representative, official and academic) for each of the Czech Republic and Slovakia. The study had based on secondary data such as data published by government agencies, information available in the traditional regulations of national governments, media articles and international statistics. The findings had concluded that: The information available from the countries under study indicated that the level of municipal financial imbalance due to the Covid19 crisis does not comply with the principles required by the charter, and the municipalities in the specific countries faced problems in providing services in some areas during the Covid19 crisis. Walton, (2018) aimed to find out how and why international NGOs represent multitasking conflicts of armed conflict. Whereas, the researcher concluded that international NGOs usually adopt a two-way approach to representing conflicts: publishing standardized images of the conflict in press releases and engaging in an alternative set of communications that provide more accurate and complex calculations. The results showed: First, international NGOs gave priority to discussing consequences for solutions in press releases. Second, international NGOs have largely aligned with the disaster framework.

The above studies provided a solid base and gave the researcher an idea about Covid19 and the service sector, as well as the results and conclusions that were already concluded in the same field for different countries and the environment from different aspects, and on this basis, the researcher developed the methodology for the research (Abdul and Mohamed, 2007). This study will focus on Covid19 and its effects on the service sector for a sample of international non-governmental organizations operating in Yemen, as this study seeks to achieve the following goal: To know the extent of the impact of the Coronavirus on the service sectors in international non-governmental organizations operating in Yemen.

Based on the study problem, research questions, and in order to achieve the aim of the study, the study relied on **three hypotheses**, which are as follows:

#### **Relief projects:**

Corbett. S and Fikert. B have defined relief is an urgent provision of emergency aid to reduce suffering during a crisis. When a crisis occurs in any country, it will have a beginning, middle and end, and it will pass through many stages of development and strategic plans. Therefore, the international relief organizations are concerned first with humanitarian needs, with a focus on emergency operations, such as: distributing material aid, ensuring adequate housing, and ensuring the provision of medical aid and psychological and social first aid (Mimica 1996).



**The relief model**

The relief projects differ from one project to another when natural disasters occur or in the event of armed conflicts, by providing food, drinks and some basic necessities that were not available (Lifewater 2020). Relief projects must have a department to develop a strategic plan to commit to implementing these projects and calculating the budget spent (Afonin 2019). The strategic planning of relief projects increases the efficiency and effectiveness of using the organizations' scarce resources. It also helps provide a framework for monitoring and evaluation and enables these organizations to continuously collect reports on impact (Afonin 2019). The number of Yemenis in need of relief aid in the year 2019 reached more than 24 million people, or about 75% of the population to work and support herself (Abbas 2019).

**H01** There is no impact of Covid19 on the relief sector in Yemen.

### **Health projects:**

The definition of health according to WHO in 1948: health is a situation of full physical, mental and social well-being and not just the absence of disease or inability". Health in the social sphere is considered a dynamic balance between constraints and opportunities, as they are affected by external circumstances such as environmental and social challenges. Also, by living with the disease, the community will be able to participate in various activities and feel healthy despite the various restrictions. According to the Standford Chronic Disease Self-Management Program: Patients with chronic diseases who are under surveillance reported improved health, increased energies, reduced fatigue, reduced distress, reduced restrictions on social activities and reduced health care costs (Huber 2011). There are several classification systems for measuring health scores developed by the World Health Organization for example: the world organization of family doctors (WONCA) and Dartmouth Cooperative Group (COOP) (Huber 2011). The main task of health projects is to promote, support and evaluate health programs, combat chronic diseases and epidemics of all kinds and prevent them, by providing medical care to all members of society who are eligible and reducing the rate of health care inflation by putting pressure on unnecessary expenditures. In recent years, health projects have focused on granting and disseminating initiatives that enhance community health and its results-based impacts (Hopkins 2020). The growing conflict in Yemen for six years has led to the deterioration of the health system and the collapse of basic services for the Yemeni people. As the number of people affected by the lack of access to medical assistance reached 19 million, and most of the PEOPLE, especially the villagers, had to travel hundreds of kilometers in rugged terrain to obtain medical assistance. However, the health system recovered quickly, with support and funding from international non-governmental organizations such as UNICEF, the World Bank and WHO. Among the most important of these projects is the emergency health and nutrition project (EHNP), where the number of beneficiaries of health projects reached nearly 16 million people (EHNP 2019).

**H02** There is no impact of Covid19 on the health sector in Yemen.

### **Education projects:**

Education is a process aimed at the learner acquiring the general foundations building for knowledge in an organized manner and with specific and well-known goals, and an effort is made by the teacher to provide fruitful and effective learning through interaction between them and students. Educational projects are a strategic tool through which educational institutions can define their adopted political orientations, procedures and expected results in order to ensure educational success. Education projects provide information and awareness programs for the benefit of entertainment. They must be a cooperative process in which teachers, employees and educators participate, and are carefully planned to achieve the desired goal of education. The current situation in Yemen has led to the deterioration of education in

Yemen to its lowest levels, as three-quarters of teachers, employees and educators have been affected, prompting many international non-governmental organizations to support educational projects. Educational projects and their increase collapsed, resulting in the deprivation of about 3.7 million children from education.

**H03** There is no impact of Covid19 on the Education sector in Yemen.

### 3. METHODOLOGY:

Yemen is one of the countries that have witnessed an increasing number of international NGO operations, due to the fact that Yemen suffers from weaknesses, wars and cumulative crises, which made it the warmest points for international organizations worldwide. Whereas, Yemen hosts at least 75 international non-governmental organizations (Yemen org. index, 2020). (Also see the appendix). The aim of this study is to investigate the impact of Covid19 on services projects of the INGOs. Descriptive statistic, correlation and one simple linear regression tool were used for the data analysis of this study. There are three dependents variables which are relief, health and education projects, while the independent variable is a coronavirus and its impact. The following simple linear regression models were created based on corona disease to explore its impact on the service projects of the INGOs.

Model 1

$$\text{Relief}_n = \beta_0 + \beta_1(\text{Covid19}) + \varepsilon$$

Model 2

$$\text{Health}_n = \beta_0 + \beta_1(\text{covid19}) + \varepsilon$$

Model 3

$$\text{Education}_n = \beta_0 + \beta_1(\text{covid19}) + \varepsilon$$

Sample characteristics:

According to the information collected from the questionnaire in table 1, more than 59 percent of the people participants included in the questionnaire are males, and the age of participants in the questionnaire is largely less than 40 years old (representing nearly 90%). Most of them are managers, head of sections and employees with an educational background of secondary school and university to above, where the questionnaire approached to some extent of the people who work in NGOs that deal with international non-government organizations, INGOs and UN agencies.

Control variable	Categories	Frequency	%	Control variable	Categories	Frequency	%
Gender	Male	39	59.1	Jobs	Manager	9	13.6
	Female	27	40.9		Head of section	21	31.8
Age	less than 30 years	22	33.3		Employee	17	25.8
	From 30 to 40 years	36	54.5		Another that	19	28.8
	From 41 to 50 years	8	12.1	sections of organizations	UN agency	11	16.7
	More than 50 years	-	-		International non-government organization	10	15.2
	Qualification	Secondary school	1		1.5	non- government organization	27
Bachelor		40	60.6		Another that	18	27.3
Master		16	24.2				
Doctorate		8	12.1				
Another that		1	1.5				

Table 1: Summary of respondents' information

### 4. DISCUSSION & ANALYSIS:

Various statistical methods have used for the data analysis such as (Descriptive statistics, correlation and one simple linear regression). The following table shows the result of Descriptive statistics:

Table 2: Descriptive statistics for INGOs

	N	Range	Minimum	Maximum	Mean	Std.Deviation
RP	66	3.60	1.20	4.80	3.2242	0.78408
HP	66	4.00	1.00	5.00	3.5242	0.82705
EP	66	3.00	1.80	4.80	3.3424	0.67461
Covid19	66	2.67	1.75	4.42	3.1616	0.60990

The above table shows Descriptive statistics used to provide the present paper brief summary of the data collected for the analysis.

Table 3: correlation INGO

	RP	HP	EP	Covid19
RP	1			
HP	0.42	1		
EP	0.125	0.281	1	
Covid19	0.516	0.366	0.159	1

The above table shows the results of correlation for INGOs those respondents. Pearson correlation is calculated to scout how various variables are moving together. Average impact significant correlation of Covid19 and relief and health projects has been found. Also, a weak impact significant correlation of Covid19 and education projects has been found. Three simple linear regression models have been created for exploring the impact of coronavirus on service projects in international non-governmental organizations in the republic of Yemen. The results of these simple regression models are provided below.

Table 4: Results of simple linear Regressions for Model 1

particulars	unstandardized coefficients	t	Sig.
	Beta		
Constant		2.543	.013
Impact of Covid19	0.663	4.820	.000
R			0.516
$R^2$			0.266
Adjusted $R^2$			0.255
F			23.232
Sig.			.000

In order to find out the impact of Covid19 on relief projects, one simple linear regression model was utilized in which impact of Covid19 was considered as the independent variable and relief projects as a dependent variable. The first model is significant, which can be seen from the F statistics and T value.  $R^2$  is highlighting that coronavirus has approximately 26.6 percent impact on relief projects. Insignificant results were observed between Covid19 and relief projects so the first hypothesis is accepted and it is stated that no impact for Covid19 on RP. To verify the presence of the above-mentioned impact, the result showed the VIF factor of this model was ( $1.000 < 3$ ) as showed in table 3. The result indicates the following equation:

$$\text{Relief projects} = 1.127 + 0.663 \text{ impact of Covid19} + \text{error term.}$$

The present result is not in line with the result of other experimental studies (Saleh & Karia, 2020).

Table 5: Results of simple linear Regressions for Model 2

particulars	unstandardized coefficients	t	Sig.
	Beta		
Constant		3.849	.000

Impact of Covid19	0.497	3.149	.002
R			0.366
$R^2$			0.134
Adjusted $R^2$			0.121
F			9.914
Sig.			.002

In order to find out the impact of Covid19 on health projects, one simple linear regression model was utilized in which impact of Covid19 was considered as an independent variable and health projects as the dependent variable. The second model is significant, which can be seen from the F statistics and T value.  $R^2$  is highlighting that coronavirus has approximately 13.4 percent impact on health projects. Insignificant results were observed between Covid19 and health projects, so the second hypothesis is accepted, and it is stated that no impact for Covid19 on HP. To verify the presence of the above-mentioned impact, the result showed the VIF factor of this model was ( $1.000 < 3$ ) as showed in table 3. The result indicates the following equation:

$$\text{Health projects} = 1.954 + 0.497 \text{ impact of Covid19} + \text{error term.}$$

The present result is not in line with the result of other experimental studies (Saleh & Karia, 2020).

particulars	unstandardized coefficients	t	Sig.
	Beta		
Constant		6.343	.000
Impact of Covid19	0.176	1.287	.203
R			0.159
$R^2$			0.025
Adjusted $R^2$			0.010
F			1.656
Sig.			.203

In order to find out the impact of Covid19 on education projects, one simple linear regression model was utilized in which impact of Covid19 was considered as an independent variable and education projects as a dependent variable. The third model is insignificant, which can be seen from the F statistics and T value.  $R^2$  is highlighting that coronavirus has approximately 2.5 percent impact on education projects. No significant results were observed between Covid19 and health projects so the third hypothesis is rejected and it is stated that no impact for Covid19 on EP. To verify the presence of the above-mentioned impact, the result showed the VIF factor of this model was ( $1.000 < 3$ ) as showed in table 3. The result indicates the following equation:

$$\text{Health projects} = 2.787 + 0.176 \text{ impact of Covid19} + \text{error term.}$$

The present result is not in line with the result of other experimental studies (Saleh & Karia, 2020).

## 5. CONCLUSION:

The study was conducted to explore the impact of Covid19 on service projects for INGOs in the Republic of Yemen. The researcher has used a questionnaire and secondary data, such as reports to collect the data. Various statistical tools were utilized for the data analysis such as (Descriptive statistics, correlation and simple linear regression). Three various models were created by using coronavirus for exploring its impact on three projects (relief, health and education) in a stand-alone manner. The results have demonstrated that Covid19 has a positive impact on services projects. The potential explanation of this positive impact is that the selected organizations have positively increased their relief and health projects due to the Coronavirus, while this effect decreased in their educational projects negatively. However, some limitation should be noted that used one simple linear regression in this paper because the respondents did not respond too much due to the weakness of the Internet in Yemen, and the war in Yemen was one of the most important reasons that made the respondents avoid the issue of responding.

## 6. RESEARCH IMPLICATIONS:

International non-governmental organizations play an indispensable role in the life of vulnerable people all the world by their international development and aid projects, relief projects, health projects, etc. so, limitations of movements



related with Coronavirus drive more encumbrance on the community and sporadic their arrival to assistance and support. Also, this article helps to present the critical support of international non-government organizations to all people who need it.

#### 7. LIMITATIONS AND FUTURE RESEARCH:

The existence of any problem that has not been fully understood is a matter of no escape from it in the research, and this paper is not an exception like others. First, the mediator variable specified in this paper is only about the Covid 19 pandemic, so other potential intermediate variables were ignored. Second, some limitation should be noted that used one simple linear regression in this paper because the respondents did not respond too much due to the weakness of the Internet in Yemen, and the war in Yemen was one of the most important reasons that made the respondents avoid the issue of responding. Finally, the sample scope in this study is limited to only one country, Yemen, which means that it will facilitate follow-up studies to expand surveys across countries and to compare differences in service projects for different economies and cultures.

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