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Political Awareness among Syrian Refugees in Asylum Centers from the Perspective of Workers in Humanitarian Organizations in Jordan

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Abstract

The study aimed to identify the political awareness of Syrian refugees in asylum centers from the point of view of employees in humanitarian organizations in Jordan, and to reveal the significance of the differences in political awareness among Syrian refugees in asylum centers, according to the variables of gender, educational qualification, and experience. The descriptive analytical approach was used, using a questionnaire consisting of (45) items, whose validity and reliability indicators were verified, and was applied to a sample of (350) male and female employees. The study found that political awareness among Syrian refugees in asylum centers, from the point of view of workers in humanitarian organizations, was at a moderate degree, and that there were differences attributable to academic qualifications, in favor of those with postgraduate qualifications. It also showed that there were differences attributable to experience and in favor of those with more experience, while it was found that there were no differences in humanitarian organizations due to gender. In light of the results, the study recommended the importance of carrying out awareness-raising initiatives that encourage Syrian refugees to join political parties to exercise an active political role in serving the people, the homeland and the nation.

Keywords: Political Awareness Among Syrian Refugees, Asylum Centers, Employees in Humanitarian Organizations, Jordan.

Introduction

The deterioration of the security situation in 2011 AD as a result of the unrest within Syrian territory led to many people leaving their places of living, which caused the emergence of a refugee problem in the countries neighboring the Syrian border, and Jordan is among those countries that are generous in receiving refugees, as the mass influx of Syrian refugees has become a major issue. Of particular importance; Because of the complex interaction between its security, humanitarian, social and economic dimensions.

The ongoing civil war has made Syria the world's leading country in terms of forced displacement, affecting more than 11 million people through internal and external population movements, and nearly 5 million Syrian refugees have been registered by the United Nations

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High Commissioner for Refugees in Egypt, Iraq, Jordan, Lebanon, and by the Turkish government (UNHCR, 2016).

Those fleeing persecution and conflict for thousands of years were granted the right to asylum in other countries, but this right depended on the nature of the host and his whims, and there are no controls or laws that protect the refugee except for some customs and ethics, which are not binding, and the refugee issue was not viewed as an international issue that must be To address it, the UNHCR states that every two seconds a person is subjected to forced displacement, and there are more than (80 million) forcibly displaced people around the world at the end of 2019, and among them were 26 million refugees, half of whom are under the age of eighteen. (UNHCR, 2020).

Many places of asylum in the world are full of contradictions. Forced asylum camps, although they are a safe place for those refugees fleeing violence to take refuge in, thinking that they will recover from persecution, fear, and violence, are nevertheless an environment of despair, frustration, and loss of hope. From their point of view, they are prisons, which may be a solid ground for extremism. It is a wide field for terrorism for people who have lost their right to a better life, so that it becomes easy to control them, soften their brains, and push them to extremism under many economic and ideological names and feelings of injustice, persecution, despair, and fear of the unknown. This has been helped by the Internet and various means of communication, which have become easy to promote any ideas. It reaches all target groups (Tarawneh, 2021).

Several common factors affect refugees' vulnerability to extremism, such as: host country policies, health needs, youth security, economic opportunities, and civic organizations within the camps. Some of these factors affect the individual, and others affect entire communities. The poor and crowded living conditions in many Conditions in refugee camps negatively impact the physical and psychological health of refugees, hinder economic opportunities, and these conditions create many injustices that expose refugees to the risk of social ills (Sude, Stebbins & Weiland, 2015).

Jordan was affected by the Syrian crisis from two aspects. The first is related to the impact of the popular movement taking place in Syria on the national economy in general, which the study did not address here. The second is that the national economy was affected by the consequences and burdens of the migration of many Syrian refugees to Jordan en masse and with an unusual influx that led to... Jordan's population increased by 3% in less than a year, which placed major burdens on the national economy, especially in the field of infrastructure and services, not to mention the political pressures and other social effects associated with this type of mass forced migration (Mustafa, M Al-Mawadiah, 2023).

The influx of Syrian refugees to Jordan led to fear of the spread of extremist ideology and terrorism, which led to a focus on political awareness, as terrorist groups tried to pass their ideas and plans among the refugee masses in the camps and outside them, while exploiting children to smuggle weapons. This constitutes a challenge for Jordan, especially given the length of its northern borders. The area bordering Syria is 375 km, which requires caution against the infiltration of terrorist elements into Jordanian soil, and the infiltration of new ideological or doctrinal tendencies into Jordanian society (Bolshevar and Nahal, 2016).

The world is facing a fierce war against extremist thought, and it is a global phenomenon that does not differentiate between one society and another or one state and another. It is the problem of the era as it has taken a dangerous turn of cruelty and ferocity, and lack of

distinction between its victims, leaving effects and dangers that reflect on countries in their security and social, economic and political stability, and on The individual and society suffer from psychological harm represented by fear and terror, loss of psychological and social stability, and physical and material harm represented by the loss of lives and the destruction of money and property (Al-Badayneh, et.al, 2017).

Factors that influence refugee accommodation include land type, access to facilities, access to infrastructure, homogeneity, similarities, security, distance from danger, and environment (Ramazani, et.al, 2022).

Jordan responded with all its apparatuses to receive refugees with high efficiency, as witnessed by international organizations. Perhaps the great Jordanian experiences acquired by the military and security agencies as a result of their contribution to many security and peace missions around the world were the real lever to absorb the large influxes, receive them, and deal with them at the highest levels of readiness and efficiency (Dajani, et.al, 2023).

International organizations work to strive to play a very important and prominent role in serving the peoples of the world, by providing aid and relief to refugees who were forced to leave their homelands due to persecution and wars. This aid consists of providing shelter, food, clothing, security, and decent means of living. Among these organizations are those specialized in refugee affairs, such as the Commission. UN High Commissioner for Refugees, UNICEF, International Labor Organization, UNESCO and UNRWA (Al-Khawaldeh, Youssef, and Khattab, 2022).

Despite the economic, material and human costs incurred by international bodies in dealing with the Syrian refugee crisis, and despite the amounts requested by those bodies, especially the United Nations High Commissioner for Refugees, which amounted to more than (111) million dollars at one time, Jordan bore many financial, material, and human burdens, even though its economy was, and still is, groaning under the weight of major external shocks resulting from the global financial crisis, the harbingers of the Arab Spring, and the popular movement, the consequences of which were estimated at more than (3) billion Jordanian dinars(Khader, 2021).

Sheltering refugees due to conflict requires planning, training, building culture, enhancing readiness and coordination between organizations, and given the importance of the role of workers in humanitarian organizations in facilitating the provision of aid to refugees, providing security for them, and providing care that includes all aspects of life for refugees, all of these may be a strong bulwark of Adopting extremist thought.

The Problem of Study

The Jordanian government faced many challenges, including mass asylum as a result of wars and fighting, and the Syrian refugee file is considered one of the most dangerous humanitarian files that Jordan is dealing with. Because it is not limited to a period of time, and does not end with the end of the Syrian crisis, and due to the humanitarian, social and economic dimensions it leaves behind on the refugees and the host country, Jordan has dealt with successive refugee crises over the decades with all humanity despite the intense pressure on the national system and infrastructure, knowing that Jordan has not It signs the 1951 Refugee Convention, but it is considered one of the countries that takes into account the protection of refugees and asylum seekers.

Jordan is the second country in terms of hosting Syrian refugees relative to its population, as the number of Syrian refugees reached 760,000 refugees and asylum seekers registered with UNHCR (UNHCR, 2022).

Syrian refugees of working age pose a major challenge to Jordanian workers and to state policy, within the recently launched National Employment Strategy, towards creating job opportunities for Jordanians, as well as the direction of replacing Jordanian workers with expatriate workers in the Jordanian labor market. This study estimated the lost job opportunities as a result of this crisis, Jordanians created approximately (31,000) job opportunities. This has led to the loss of direct financial revenues to the state treasury in the form of work permits and to social security in the form of contributions in amounts exceeding (61) million JD, This led to the loss of the opportunity for approximately (31) thousand Jordanian citizens to benefit from the social insurance provided by the Social Security Corporation to its subscribers, and this has a major future impact on the same number of Jordanian families that were deprived of their breadwinners' participation in the various insurances provided by the Corporation. And its presence within the umbrella of the social safety network formed by the Social Security Institution for the Jordanian society.

The policies and strategies developed by the Jordanian state in managing the Syrian refugee file have relied on the standard of humanitarian relief, and on the basis of short-term asylum, but in light of the continuing Syrian crisis and international tensions, and the failure to reach a solution to it, refugees have become a great pressure on all services, and some international organizations have reduced its services and international support are not at the required level, and all of this had its effects on the economic, social and security aspects that affected Jordanian national security.

In the context of the above, this study estimated that the burden of the Syrian refugee crisis on the national economy is no less than half a billion Jordanian dinars annually, or approximately 191 million US dollars, an amount that constitutes about 3% of the country's gross domestic product. It also amounts to approximately 1% of the government's total current expenditures and drains more than 11% of the country's total domestic revenues. Rather, it constitutes about 61% of the total expected financial deficit of the government and the independent units together (Dajani, et.al, 2023).

In light of these political, economic and social circumstances, there were historical precedents for extremist thought in a number of refugee camps in some countries, and this study comes; To demonstrate the political awareness of Syrian refugees in asylum centers in the Hashemite Kingdom of Jordan. The problem of the study lies in its quest to know the answer to the following main question: What is the political awareness of Syrian refugees in asylum centers in the Hashemite Kingdom of Jordan from the point of view of workers in humanitarian organizations?

The Importance of Studying

The importance of the study stems from the fact that it focuses on the political awareness of Syrian refugees in asylum centers in Jordan, and hence its importance comes from two aspects, the first is scientific and the other is practical:

1- Scientific Importance

The scientific importance of the study is represented in seeking to supplement Arabic literature with an academic contribution that explains the political awareness of Syrian refugees

in asylum centers in Jordan. The scientific importance also comes from identifying the point of view of workers in humanitarian organizations on the political awareness of Syrian refugees, and the role of Syrian refugees in formulating decisions and enacting... Legislation and laws regulating political life.

2- Practical Importance

The practical importance of this study comes from providing a vision about the reactions of the various political forces active in the Jordanian arena regarding the political awareness of Syrian refugees in asylum centers. The practical importance of this study also lies in that it represents a preliminary information base that can be used to monitor future developments for the integration of Syrian refugees. In political life, on the other hand, this study presents scientific material to researchers about the political awareness of Syrian refugees in asylum centers in Jordan and the extent to which there is a real political will to allow Syrian refugees to practice their political lives.

Objectives of the Study

This study aims to demonstrate the political awareness of Syrian refugees in asylum centers in Jordan. It also aims to identify the point of view of employees in humanitarian organizations on the political awareness of Syrian refugees, also explaining the importance of supporting refugees and providing assistance to them in order to achieve the desired meanings of social solidarity.

The also aimed to demonstrate the waves of displacement of Syrian refugees caused a disruption in population growth and caused pressure on resources, infrastructure, and instability in prices and public facilities, especially in the education, transportation, energy, water, protection, security, infrastructure, and others sectors. The lack of aid and limited opportunities to obtain health services and education increase of daily costs and threatens to push refugee families into an irreversible spiral of vulnerability. Refugees suffer from multiple forms of vulnerability and deprivation that cannot always be easily addressed through monetary means. Many refugees in need are not reached by aid programs, either due to lack of funding or poor guidance.

Terminological and Procedural Definitions

Shelter: It is a covered habitable living space that provides a safe, healthy living environment with privacy and dignity in order to benefit from the protective space to live, store their belongings, as well as privacy, comfort and emotional support (UNHCR, 2020).

Sheltering Refugees: It is a basic human need and a critical factor for survival and dealing with the majority of crises. It is stipulated in human rights law under the right to adequate housing, which includes adequate space and protection, as well as the identification of appropriate camp sites and the availability of services (ECHO, 2017).

Sheltering Refugees is procedurally defined as ensuring the requirements of social, economic, and cultural life that allow Syrian refugees to live in dignity inside Jordan, in terms of the score that workers in humanitarian organizations obtain by answering the paragraphs of the questionnaire for the conditions of sheltering refugees; Developed for the purpose of this study.

Humanitarian Organizations: These are organizations characterized by a humanitarian nature, which may be affiliated with governmental or non-governmental bodies or United Nations agencies, which in turn aim to carry out activities that work to alleviate the suffering of refugees, provide basic social services, enhance concern for the poor, and work to protect the environment and develop society (Mansi and Governorate, 2019).

Political Awareness: It expresses individuals' vision of the existing political system, political processes, political representatives, goals and programs of political organizations and parties, and their positions towards them. That is, political awareness is the individual's political knowledge of issues, institutions, and political leaders at the local and international levels

Political Awareness is Defined Procedurally: it is the knowledge, values, and skills that individuals have, as well as awareness and feeling of the political problems surrounding these individuals, and then trying to search for solutions to them or take a position on them.

Literature Review

The protection of refugees has become the primary mandate of the United Nations High Commissioner for Refugees, and it is the official international body charged with protecting refugees, by essentially undertaking the task of securing their admission to the country of asylum, and ensuring that their basic rights are respected there, and its role does not stop at this point, which is considered a solution. Temporarily solving the problem of the refugee, he must choose to voluntarily return to his homeland, remain in the country of asylum and integrate there permanently, or settle in another country.

There are about a (100) international humanitarian institutions in Jordan, in addition to the Commission, the World Food Programme, UNICEF, and others. These institutions provide assistance in a varying manner. For example, some of them provide in-kind assistance, and some of them focus on media propaganda for their activities, such as paying attention to women and children's affairs, and psychological and health support, which is largely monitored. The reality of refugees, their problems, movements, concerns, and conditions in a way that any research center or security agency can obtain comprehensive information about the conditions of refugees (Dajani, et.al, 2023).

The influx of Syrians is a political problem for Jordan. Syrians are largely concentrated in the most vulnerable local communities in Jordan, and the Syrian refugee crisis has exacerbated the political, economic, and chronic resource challenges in Jordan. Their influx also constitutes a great burden on Jordanian societies (Al-Tal, and Ghanem, 2019).

Sukhon, and, Khmash, (2019) says that there is (65%) of the refugees live in urban areas and the rest in camps prepared by the Jordanian government, such as the Zaatari camp. Despite the economic and security burdens imposed by the influx of hundreds of thousands of Syrian refugees into a number of governorates, However, the repercussions of the crisis are not limited to the negative aspects. As large sectors of the national economy have benefited directly or indirectly from the increasing demand for commercial goods and services, as well as the flow of foreign aid from donor countries in an unprecedented manner.

The Jordanian government gives the issue of Syrian refugees a high priority by facilitating the task of organizations in providing forms of support and delivering it to them inside and outside the camps by providing an appropriate educational environment for them and ensuring their health, in addition to providing in-kind and cash assistance to them in addition to implementing cultural, sporting, educational and social programs and activities. (Khader, 2020).

Syrian refugees face huge economic and social challenges, especially in the areas of access to shelter, education, health care, work, and freedom of political action. A group of political factors contribute to the emergence of many family problems in refugee camps, and these factors include: the low standard of life and services inside refugee camps, due to... Population density, deteriorating economic and social conditions, increasing psychological pressures, the concentration of the population in a bad environmental spot for a long period of time, the weakness of social and family relationships and ties, their disintegration, the separation of its members, a change in its lifestyle, and an imbalance at the family level and at the external level surrounding it, As well as begging, especially among children who abandon their education, their status as refugees is exploited to gain the sympathy of others. There are also other problems in refugee camps: the spread of underage marriage, the spread of child labor, high rates of poverty, and school dropout (Mustafa, and Al-Mawadiah, 2023).

Factors such as overcrowding, hunger, poverty, and local crime threaten to isolate refugees and can increase overall violence, but specific sets of factors can be more relevant in predicting the conditions most likely to contribute to radicalization: the actions of the receiving state and its citizens, and refugees' loss of personal opportunities. In prolonged crises, and the lack of integrated programs, in the case of Syrian refugees, the international community has the right ideas to address many of the main risk factors, but comprehensive programs, rare in historical cases, are still difficult to implement or continue today (Kikano, and Lizarralde, 2019).

Strategies to prevent refugees from adopting extremist ideology depend on a number of levels, including all components of society and official institutions, the most prominent of which are these strategies and practical discussions on issues of adopting extremist ideology that call for social action through formal and informal forms of education, and effective curricula on all levels. levels so as to provide refugees with tools that enable them to think critically, tolerance and human rights approaches, a culture of respect, and actions taken by governments, which include a stronger focus in educational processes on promoting dialogue, civic values, tolerance and respect between religions, and a focus on educating young people about the dangers of extremist thought, fake news and forums with extremist thought, through multiple measures to visualize, analyse, synthesize and evaluate information. Effectively, which is collected through observation and experience, reflection or communication, and openness to the possibility of correcting or disconfirming beliefs (AbduRazak, et.al, 2019).

Previous Studies

Previous studies dealt with the current variables of the study, which shows the importance of researching these variables, and studies are still dealing with these variables, whether as descriptive, correlational, or experimental studies. The following are the most prominent relevant previous Arab and foreign studies:

Mustafa, M and Al-Mawadiah (2023) conducted a study tackled the obstacles facing the community of Syrian refugee camps (SRC) in Jordan. The study population included (4000) male and female students at Jordanian universities residing in three Syrian refugee camps: Al-Za'tari Camp, Al-Azraq Camp and the Emirati Camp. The study took a random sample of (432) SRC students comprising (180) males and (252) females. A questionnaire was prepared to collect data to find out the obstacles facing the community of Syrian refugee camps in Jordan from the point of view of Syrian students. Study findings primarily revealed that the arithmetic mean of the degree of obstacles facing the Jordan-based SRC community stood roughly at

(3.42). Moreover, the study showed statistically significant gender-related (vs. domicile-related) differences between the attitudes of SRC students.

Al-Sayed (2022) conducted a study aimed at identifying the impact of the Syrian crisis on human security, and regional and international security. The study used both the historical approach and the descriptive approach to identify the causes of the Syrian crisis and the most important stages it went through. It also used the analytical approach to identify the extent of the effects of the crisis. On human security locally, regionally and internationally. The results of the study showed that the Syrian crisis has affected all aspects of Syrian people's lives locally, regionally and internationally. Syrian refugees represent dynamic crises regionally and internationally, and all attempts to end the Syrian crisis have failed. Given the complexity of the crisis and the actors in it.

Al-Khawaldeh, Youssef, and Khattab (2022) conducted a study aimed at revealing the role of international organizations in serving Syrian refugees in Jordan. The study sample consisted of (400) Syrian refugees. The researcher relied on the survey method, and his tools were represented in a questionnaire form to collect data and information, and it showed The results of the study are the diversity of communication methods used by public relations in international organizations operating in Jordan to communicate with refugees. We find the telephone method at the forefront with a relative weight of approval (85%), followed by social networking sites with a relative weight of approval (70%), then the organization's websites and email. Finally, fax has a relative weight for approval (38%).

(Al-Hunaiti, et.al, 2018) conducted a study aimed at highlighting the new European security strategy towards refugee issues, so that the phenomenon of asylum has become one of the most important phenomena that requires attention at the international and regional levels within the framework of public international law in order to deal with it with an effective and effective security approach that emphasizes the protection of human rights. These refugees. As a result of the increase in the number of refugees in the world, many governmental and non-governmental voices are calling for the necessity of taking care of or proactively protecting against the refugee phenomenon through early and preventive action to prevent the spread of internal and international crises and conflicts. Therefore, research into the security repercussions of Syrian refugees on European security according to the European perception of regional/continental security on the one hand, and monitoring the suffering of Syrian refugees from difficult humanitarian conditions and the deterioration of living conditions in terms of displacement and catastrophic aspects in the health, social and economic fields on the other hand is an urgent matter. In addition to the necessity of reviewing the European strategy for dealing with the Syrian refugee crisis

Al-Azzam and Al-Damour (2021) conducted a study that aimed to find out the impact of Syrian youth resorting to Jordan in crystallizing their national identity, from three basic axes: social relations, socialization, and national concerns. The study used the descriptive approach, as it is a basic pillar in the social survey in the sample, which It consisted of (215) young men, residing in the Zaatari camp. The data was collected from the respondents based on the questionnaire, and included paragraphs for the previous three axes. The results showed that there is a high impact of national concerns first, socialization second, and social relations last, on the crystallization of the identity of Syrian youth. National - The results of the study showed that there were statistically significant differences in the impact of Syrian youth resorting to Jordan on the crystallization of their national identity, due to the variables: age, level of education, number of family members, length of stay inside the camp, nature of work inside the camp, and monthly income of the family.

Abu Zureiq and BaniSalamah (2021) conducted a study that aimed to learn about the United Nations High Commissioner for Refugees, its impact on Syrian refugees in the countries hosting Syrian refugees, Jordan and Lebanon, and to explain the nature of the Commission's work in general, and the response of both Jordan and Lebanon to the refugee crisis, where this study was used. The study includes the institutional approach to know the origin of the United Nations High Commissioner for Refugees, its structure and principles, the case study approach to describe the situation of Syrian refugees and the role played by the United Nations High Commissioner for Refugees in Jordan and Lebanon, and the comparative approach that shows the reason for the occurrence of these phenomena and compares them with each other. After answering its questions and objectives, the study reached a number of results, the most important of which are: that the role of the High Commissioner was positive in helping refugees in Jordan and Lebanon, and the Syrian crisis had a negative impact on both Jordan and Lebanon, between those who welcomed and those who did not.

Al-Twal and Al-Azm (2020) conducted a study aimed at clarifying the role of civil society institutions in protecting vulnerable groups of Syrian refugees in Jordan (2011-2018). The problem of the study revolved around the following main question: What is the role of civil society institutions in protecting vulnerable groups of Syrian refugees in Jordan? This study was based on a main hypothesis, which is: There is a correlation between civil society institutions and the protection of the vulnerable in international crises, using both the case study approach and this systems analysis approach. The study reached several results, including: the role and size of the events and activities carried out by civil society institutions. In protecting the vulnerable Syrian refugees, I was able to explain and clarify the foundations of the work of these institutions and the nature of the role that constitutes the essence of the concept of civil society institutions based on providing human security, which includes providing environmental security, health security, community security, and political security to achieve their goals of protecting the vulnerable.

Mansi and Al-Muhafadha (2019) conducted a study that aimed to identify the level of Syrian refugees' satisfaction with the services provided to them in the Jordanian Zaatari camp provided by international organizations, relying to achieve this on a survey of the opinion of the recipients of the service, that is, the refugees inside the camp, where the questionnaire was used as a tool for collecting data. The study was conducted on a stratified random sample, where (420) questionnaires were distributed to refugees from various sectors of the camp, and 373 questionnaires were returned, representing a rate of 89%. Descriptive statistics, t-tests, and one-way analysis of variance (ANOVA test) were used to test the relationship between the independent variables. The results of the study showed that the level of satisfaction of Syrian refugees with the services provided to them is average. Despite this, most Syrian refugees prefer to reside in the camp rather than outside it. The results of the study showed that there are no statistically significant differences in the level of satisfaction of refugees with services in the camp. This is due to the variables: gender, period of stay in the camp, or educational level, while statistically significant differences were found in the level of refugees' satisfaction with the camp due to the variable: age group. The study also showed that the three most important challenges faced by refugees in the camp are: the long wait for an ambulance, the unsuitability of shelter for weather conditions, and high prices in available commercial centers.

Al-Khazaleh and Al-Qadi (2019) conducted a study that aimed to identify the reality of the programs and services provided to Syrian refugees by civil society organizations inside the Zaatari camp from the point of view of Syrian teachers in Jordan. To achieve the objectives of

the study, a sample of (150) male and female teachers was selected, and they were selected using the following method: Simple randomization, and the researchers used the descriptive approach, where they designed a special questionnaire for the purposes of the study that included (4) areas: educational, which included (8) items, health, which included (9) items, social, which included (7) items, and economic, which included (7) items.) paragraphs, and their validity and reliability were confirmed, and the results of the study showed that the reality of the services provided to Syrian refugees by civil society organizations inside the Zaatari camp from the point of view of Syrian teachers in Jordan was generally to a great degree, and the educational field obtained the highest score with an arithmetic average of (2.45), and the results of the study also showed that there were no statistically significant differences at the significance level ($\alpha = 0.05$) in the responses of the study sample members to the reality of the programs and services provided due to gender.

Abu Harb (2018) conducted a study entitled *The Mental Image of International Relief Organizations among the Syrian Refugee in Jordan: A Study on the Zaatari Camp*. The study aimed to know the nature of the mental image of international relief organizations among the Syrian refugee in Jordan, and the nature of the services that these organizations provide to the refugees. It aimed to know the sources of the formation of the mental image of international humanitarian organizations and its dimensions (cognitive, emotional, and behavioral), and the factors influencing its formation, and to evaluate the mental image of these organizations from the point of view of the study sample, and the level of satisfaction of Syrian refugees with the work roles of international relief organizations to meet their basic needs, and to identify On the means and communication tools used by international relief organizations to improve their mental image among refugees, the descriptive study followed the survey approach, and the results of the study showed that the mental image of international relief organizations was highly positive, and there were no negative impressions, as opinions were divided between support and neutrality, and the most important The sources for creating this image were friends and relatives, then social media, then direct communication. I also concluded that the most important services provided by relief organizations are educational services, then health services, then professional services. I also found that the most prominent factors influencing the formation of the mental image are the services of relief organizations, then direct dealing with the organizations, then the organization's work style. I found a positive, statistically significant relationship between the sources of forming the mental image and its dimensions, and the existence of a positive, statistically significant relationship between the dimensions of the image and the behavioral dimension of refugees.

Al-Husseinat and Al-Khatatna (2018) conducted a study that aimed to identify the role of non-governmental organizations in providing social services to Syrian refugees in Jordan from their point of view, and to reveal differences in the Syrian refugees' point of view of the role of non-governmental organizations in providing social services depending on the differences in gender and age variables. And the duration of asylum. The study was conducted on a sample of (250) Syrian refugee families from the Zaatari camp. The study data was collected via a questionnaire, consisting of comprehensive and diverse questions to cover all the axes of the study, which consisted of two main sections. The results of the study showed that there are Non-governmental organizations played a large and effective role in providing social services to Syrian refugees in Jordan. The health field came in first place, with an average arithmetic average of (2.67%), and in second place came the educational field, with an average arithmetic average of (2.51%), while the financial field came. It ranked third, with a low average of (2.01%), while the field of social identity came in fourth place, with a low average of (1.77%).

The results of the study analysis also showed that there were statistically significant differences between (gender, age, educational level, do you work, monthly family income, number of children, marital status) and the role of non-governmental organizations in providing social services to Syrian refugees in Jordan. The results also showed that there were no Statistically significant differences due to the variable effect (length of residence in Jordan, health status), and the role of non-governmental organizations in providing social services to Syrian refugees in Jordan.

Al-Afeishat and Bani Khaled (2018) conducted a study that aimed to identify the level of satisfaction of Syrian refugees in the Zaatari camp with the services provided to them by the International Relief and Development Organization. To achieve the objectives of the study, the researcher used the descriptive analytical method, by applying a questionnaire distributed to a sample consisting of (300 individuals from the Syrian refugees in the Zaatari camp were selected in a simple way, and the results of the study showed that the degree of satisfaction of the Syrian refugees in general with the level of the various services provided to them by the International Relief and Development Organization in the Zaatari camp, and all of their areas came with a moderate degree of appreciation, with an arithmetic mean. Total (3.35), but they were all statistically significant at the level of significance ($\alpha = 0.05$), meaning that there is an acceptable level of services provided by the International Relief and Development Organization to the Syrian refugees in the Zaatari camp. The results also showed that there were statistically significant differences at the level of significance ($\alpha = 0.05$) in the areas of services as a whole according to the gender variable and in favor of females, while there are no statistically significant differences at the level of significance ($\alpha = 0.05$) in the areas of services as a whole according to the variable number of family members.

Al-Tarawneh and Al-Kharisha (2017) conducted a study aimed at identifying the effects of forced migrations from neighboring countries to Zarqa Governorate, identifying the degree to which forced migrations contribute to the spread of crimes in the governorate, as well as identifying the factors that lead to forcibly displaced individuals committing crimes in Zarqa Governorate, and detecting On the statistically significant differences in the average answers of the study sample of workers at the United Nations High Commissioner for Refugees in Jordan regarding the effects resulting from forced migration of Syrians to Zarqa Governorate, which are due to differences in gender variables, age, educational level, nature of work, and number of years of experience. process), the study relied on the analytical survey method in order to achieve its objectives, and used the questionnaire tool to collect field data. The study population consisted of employees of the United Nations High Commissioner for Refugees in Jordan. For the purposes of this study, the comprehensive survey method was adopted to select the study sample, and it consisted A sample of 353 male and female employees working in various administrative, financial and legal positions, and those working in field work. The study processed the data obtained from the field study statistically, using the Statistical Program for the Social Sciences (SPSS), and using descriptive and analytical statistics methods.

(Blerdouh, 2016) conducted a study aimed at identifying the reality of psycho-sociological alienation among Syrian refugees in Algeria. This topic is one of the current topics that deserves me as a researcher, or anyone else, to study and examine. For this reason, we adopted the descriptive approach with an analytical method, using the questionnaire as a tool. To collect data, on a purposive sample consisting of (190) Syrian refugees, the study concluded that Syrian refugees in Algeria suffer from psychosocial alienation at a high level, and that there are differences in the phenomenon of alienation among Syrian refugees in Algeria, due to the variables of gender, place of residence, and marital status.

Mahmoud and Al-Qatasha (2016) conducted a study aimed at clarifying the role of non-governmental organizations in responding to the Syrian refugee crisis in Jordan from 2011 to 2014. The study's hypothesis highlights that non-governmental organizations have a prominent role in responding to the Syrian refugee crisis in Jordan from 2011 to 2014. In 2014, the historical approach to the study was adopted to identify the developments and effects of the Syrian refugee crisis in Jordan, by reviewing the international and local decisions that were taken to respond to the Syrian refugee crisis, as well as the descriptive and analytical approach to analyze the repercussions of this crisis and this asylum and to know the role of non-governmental organizations in confronting these repercussions. The results showed that non-governmental organizations, institutions and international bodies that assist them have an important role that complements the role of the state and are able to achieve the demands and goals of the host community and the asylum community through their pursuit of civil and social rights for citizens.

Foreign Studies

(Balcilar, Nugent & In Turkey, the study sample consisted of a randomly selected sample of more than (4,584) Syrian refugee families (with more than 10,000 individuals) from sites outside the camps 6 taken from 15 Turkish provinces 7 with the largest number of refugees, and the study used the analytical descriptive statistics approach. The results showed that the effects on mental health are the most common, especially among females, but also (1) the effects on diseases and physical/motor problems are also very large, (2) in most cases, the effects of income in Syria on health adversities are positive, (3)) and that some of these negative effects have increased over time since fleeing Syria.

(Alshoubaki& Harris, 2018) conducted a study that aimed to find out the impact of Syrian refugees on total public spending and health care sector spending and public education in a step towards assessing the burden of Syrian refugees on the Jordanian government. This study used secondary data from the General Budget Department for the years 2006-2015. For all Jordanian governorates, a comprehensive analytical framework was developed to explore the impact of refugees on receiving countries.

Research Gap

This study used semi-mixed designs as research strategies: quantitative analysis of governorate-level data and systematic reviews of the literature and peer-reviewed articles. The results showed that the presence of Syrian refugees led to increased public spending. At the expense of public investment projects in the northern and central governorates that received more refugees, the analytical framework addressed the political, economic, social, cultural and environmental impact of the adoption of Syrian refugees in Jordan. The analysis led to a better ability to detect the potential consequences of the influx of large numbers of refugees, including vital factors. Which contribute to shaping the refugee burden and formulating policies based on specific critical areas that need more attention and resources in response to the influx of the refugee crisis.

Study Approach

The current study adopted the descriptive analytical approach, as it is the most appropriate approach to achieving the objectives of the study. This approach is based on conducting a desk survey with reference to published peer-reviewed articles, research and scientific papers, and a field survey to

collect data using the study tool (the questionnaire), which was developed and distributed to the sample members and analyzed statistically for the answer. On study questions.

Study Population

The study population included all workers in humanitarian organizations in Jordan during the year 2023, amounting to (1000) male and female employees working in humanitarian organizations.

Study Sample

A sample was drawn using a simple random method, which was distributed among (410) male and female employees, from which (356) questionnaires were retrieved, representing (86.8%) of the distributed questionnaires. (6) questionnaires were excluded because they were not suitable for statistical analysis, and thus they were subjected to for analysis (350), a questionnaire, i.e. (85.4%) of the questionnaires distributed to the study population. Table (1) shows the distribution of the study sample items:

Table 1: Distribution of the Study Sample According to Demographic Variables.

Variables	Variable class	Number	Percentage
Sex	male	149	42.6%
	feminine	201	57.4%
Educational qualification	Bachelor's	259	74.0%
	Postgraduate	91	26.0%
Experience	Less than 5 years	86	24.6
	5-Less than 10 years	81	23.1
	10- Under 15 years old	88	25.1
	15 years and over	95	27.1
Sum		350	100%

Study Tool

The questionnaire consisted of two parts:

The first part: It includes the characteristics of the study sample in light of personal and functional variables according to the following personal factors (gender, educational qualification, and years of experience).

The second part: It includes paragraphs (1-45), which measure (political awareness among Syrian refugees in asylum centers in the Hashemite Kingdom of Jordan). This part included (45) paragraphs divided as follows: the field of political interest, and paragraphs (1-10) measure it.). The field of political knowledge is measured by paragraphs (11-24). The field of political demands is measured by paragraphs (25-35). Finally, the field of political voting, which is measured by paragraphs (36-45).

The weights of the questionnaire items were determined according to a five-point Likert scale. In light of the average values of the paragraphs, the level of perceptions is high if the average values range from (3.67-5), and the level of perceptions is average if the average values range from (2.34-3.66), and if the average is less than (2.33), then the level of perceptions is low.

Validity of the Study Tool

The questionnaire was reviewed by presenting it to (6) arbitrators with technical and academic specialization in Jordanian universities, to verify the veracity of the content of the questionnaire

paragraphs, and to express their opinions about each paragraph of the questionnaire, and its consistency with the variables and dimensions of the study. The validity of the questionnaire was also verified using the validity of internal consistency by calculating the correlation between the score of the item and the score on the dimension to which the item belongs on a survey sample of (35) male and female employees who were randomly selected from within the community and outside its sample. Table (2) shows the correlation coefficients:

Number	Paragraph	Number	Paragraph	Number	Paragraph	Number	Paragraph
	Political interest		Political knowledge		Political demands		Political voting
1	.53	11	.68	25	.73	36	.76
2	.79	12	.76	26	.68	37	.78
3	.74	13	.79	27	.59	38	.70
4	.58	14	.76	28	.72	39	.63
5	.62	15	.78	29	.64	40	.76
6	.59	16	.62	30	.71	41	.65
7	.54	17	.48	31	.58	42	.52
8	.66	18	.59	32	.64	43	.75
9	.55	19	.60	33	.54	44	.48
10	.47	20	.49	34	.63	45	.53
		21	.64	35	.66		
		22	.76				
		23	.50				
		24	.67				

Table 2. Internal construct validity was calculated by calculating the Pearson correlation coefficient between the total score on the item and the sub-score on the dimension to which the item belongs (n=35).

It is clear from Table (2) that the questionnaire achieved good internal construct validity indicators, as the correlation coefficients ranged between (0.47-0.79). The correlation coefficient was also found between the score on the domain and the total score on the questionnaire, as in Table (4):

The dimension	Correlation coefficient
Political interest	**0.63
Political knowledge	**0.58
Political demands	**0.58
Political voting	**0.59

*Statistically significant at the level. ($\alpha \leq 0.05$).

It is clear from the data in Table (3) that the correlation coefficients for the dimensions ranged between (0.58-0.63), and all of them are statistically significant, which indicates that the questionnaire has appropriate internal consistency validity indicators.

Stability of the Study Tool

The reliability of the questionnaire was verified according to the Cronbach Alpha equation to ensure internal consistency in its final, overall form, and for each variable in all its dimensions, by distributing it to an exploratory sample consisting of (n=35) respondents from outside the study sample, and the results were as shown in Table (4). following:

Table 4: Resolution Stability Coefficients.

The dimension	Number of Paragraph	Cronbach's reliability coefficient alpha
Political interest	10	0.83
Political knowledge	14	0.90
Political demands	11	0.85
Political voting	10	0.84
Total	45	0.93

It is clear from Table (4) that the Cronbach's alpha reliability coefficient for the study tool as a whole was (0.93) and for the dimensions it ranged between (0.83-0.93). (Sekaran, and Bougie, 2016).

Statistical Treatments

To answer the study's questions, statistical methods were used using the statistical package (SPSS.22.1). These methods are: percentages and their frequencies, mean and standard deviation, Cronbach's alpha, and multivariate analysis of variance (MANOVA). Then, two-way analysis of variance (Two Way ANOVA) and Schaffé test for post-hoc comparisons.

Presentation and Discussion of Results

Results related to the first question and their discussion: What is the political awareness of Syrian refugees in asylum centers in the Hashemite Kingdom of Jordan?

Table 5: The Mean and Standard Deviation of Political Awareness Among Syrian Refugees in Asylum Centers in the Hashemite Kingdom of Jordan.

the field	Average Arithmetic	Standard deviation	Rank	The level
Political interest	3.53	0.82	1	Middle
Political knowledge	3.48	0.89	2	Middle
Political demands	3.40	0.88	4	Middle
Political voting	3.41	0.88	3	Middle
Total	3.45	0.84	-	Middle

It is noted from Table (5) that political awareness among Syrian refugees in asylum centers in the Hashemite Kingdom of Jordan came in at a moderate degree, with an arithmetic mean (3.45) and a standard deviation (0.84), and all areas also came in at a moderate degree, as the field (political interest) came in It ranked first, at an average level, with an arithmetic mean (3.53) and a standard deviation (0.82), while the field (political demands) came in last place, at an average level, with an arithmetic mean (3.40) and a standard deviation (0.88).

Results related to the second question and their discussion: Are there statistically significant differences at the significance level ($\alpha \geq 0.05$) in political awareness among Syrian refugees in asylum centers in the Hashemite Kingdom of Jordan due to demographic variables (gender, years of experience, and educational qualification)?

Table 6: Arithmetic Means and Standard Deviations of Political Awareness Among Syrian Refugees in Asylum Centers in the Hashemite Kingdom of Jordan According to Demographic Variables (Gender, Educational Qualification, and Years of Experience).

Variable	Variable class	Statistician	Political interest	Political knowledge	Political demands	Political voting	Total
Sex	male	Average	3.56	3.52	3.44	3.43	3.49
		standard deviation	0.80	0.85	0.84	0.83	0.80
	feminine	Average	3.50	3.45	3.37	3.40	3.43
		standard deviation	0.84	0.92	0.91	0.92	0.86
Educational qualification	Bachelor's degree or less	Average	3.45	3.38	3.30	3.30	3.36
		standard deviation	0.83	0.91	0.89	0.89	0.84
	Postgraduate	Average	3.75	3.76	3.69	3.71	3.73
		standard deviation	0.75	0.77	0.80	0.80	0.75
Experience	Less than 5 years	Average	3.20	3.03	2.99	3.01	3.05
		standard deviation	0.98	1.06	1.02	1.04	.99
	5- Less than 10 years	Average	3.52	3.47	3.36	3.35	3.43
		standard deviation	0.91	0.99	0.99	0.96	0.93
	From 10 years to less than 15 years	Average	3.64	3.62	3.54	3.54	3.59
		standard deviation	0.70	0.76	0.74	0.74	0.71
		standard deviation	0.57	0.53	0.59	0.62	0.52

Table (6) shows the presence of differences between the arithmetic means in the political awareness of Syrian refugees in asylum centers in the Hashemite Kingdom of Jordan according to the variables of gender, educational qualification, and years of experience. To know the significance of these differences, a multivariate analysis of variance (MANOVA) was used, and

Table (7): Shows the Results of the Analysis:

Impact	Value	The corresponding F value	Significance level
Sex Hotelling's Trace	.0030	0.291	.8840
Hotelling's Trace educational qualification	.0300	0.573	.0380
Wilks' Lambda Experience	.9000	3.062	.0000

Table 7. Results of analysis of variance (MANOVA) to determine the significance of differences in political awareness among Syrian refugees in asylum centers in the Hashemite Kingdom of Jordan according to the variables of gender, educational qualification, and years of experience.

It is clear from Table (7) that there are no statistically significant differences at the significance level ($0.05 \geq \alpha$) in the political awareness of Syrian refugees in asylum centers in the Hashemite Kingdom of Jordan due to the gender variable, where the value of Hotelling's Trace was = (.0030). The corresponding F value = (.2910) and its significance level = (.884), while it is noted that there are differences due to academic qualification, as Hotelling's Trace value was = (.030), and the corresponding F value = (.5730). Its level of significance = (.0380), and it is also noted that there are differences due to experience, as the value of (Wilks' Lambda) = (.9000) and the corresponding value of (F) = (3.062) and its level of significance = (.0000), and to determine in which areas with regard to experience These differences were due to a two-way analysis of variance (Two Way ANOVA), and Table (8) shows that:

Table 8: Two-way Anova for the Significance of Differences in Political Awareness Among Syrian Refugees in Asylum Centers in the Hashemite Kingdom of Jordan According to the Variables of Educational Qualification and Experience.

Variable	Source of variance	Sum of squares	Degree of freedom	Mean squares	Value (F)	Sig
Political interest	qualification	3.930	1	3.930	6.219	0.013
	Experience	11.484	3	3.828	6.058	0.000
	The error	218.007	345	.6320		
	Corrected kidney	235.679	349			
Political knowledge	qualification	5.571	1	5.571	7.831	0.005
	Experience	22.440	3	7.480	10.515	0.000
	The error	245.420	345	.7110		
	Corrected kidney	277.218	349			
Political demands	qualification	6.281	1	6.281	8.937	0.003
	Experience	19.379	3	6.460	9.192	0.000
	The error	242.458	345	.7030		
	Corrected kidney	271.866	349			
Political voting	qualification	7.079	1	7.079	10.008	0.002
	Experience	19.832	3	6.611	9.346	0.000
	The error	244.028	345	.7070		
	Corrected kidney	274.923	349			

Table (8) shows that there are differences in political awareness among Syrian refugees in asylum centers in the Hashemite Kingdom of Jordan attributable to academic qualifications and in favor of those with qualifications (postgraduate studies). As for the presence of differences attributable to academic qualifications and in favor of those with higher qualifications, this may be due to the fact that workers may have Those who have obtained advanced degrees have greater knowledge of political awareness among Syrian refugees, and will have gained deeper knowledge of best practices for political awareness.

Table 9: Results of the Shafia Test for Post-hoc Comparisons Regarding the Direction of Differences in Political Awareness Among Syrian Refugees in Asylum Centers in the Hashemite Kingdom of Jordan According to the Variable of Experience

The field	Experience (A)	Experience (b)	The difference between the two averages	Indication
Political interest	Less than 5 years 5- Less than 10 years	5- Less than 10 years	-.31859	.088
		10- Under 15 years old	-.43406*	.006
		15 years and over	-.51989*	.000
	Less than 5 years 5- Less than 10 years	10- Under 15 years old	-.11547	.831
		15 years and over	-.20130	.431
		10- Under 15 years	15 years and over	-.08583
Political knowledge	Less than 5 years 5- Less than 10 years	5- Less than 10 years	-.43866*	.012
		10- Under 15 years old	-.58849*	.000
		15 years and over	-.72376*	.000
	Less than 5 years 5- Less than 10 years	10- Under 15 years old	-.14983	.728
		15 years and over	-.28510	.181
		10- Under 15 years	15 years and over	-.13527
Political demands	Less than 5 years 5- Less than 10 years	5- Less than 10 years	-.37427*	.045
		10- Under 15 years old	-.55187*	.000
		15 years and over	-.67746*	.000
	Less than 5 years	10- Under 15 years old	-.17760	.605
		15 years and over	-.30318	.135
		5- Less than 10 years	15 years and over	-.12559
Political voting	Less than 5 years 5- Less than 10 years	5- Less than 10 years	-.34364	.081
		10- Under 15 years old	-.53166*	.001
		15 years and over	-.69513*	.000
	Less than 5 years 5- Less than 10 years	10- Under 15 years old	-.18802	.562
		15 years and over	-.35149	.061
		10- Under 15 years	15 years and over	-.16347

Table (9) shows that the differences in the two areas (political interest and political voting) were between those with experience (less than 5 years) on the one hand and those with experience (10-less than 15 years) and (15 years or more) on the other hand and in favor of those with experience. 10 - less than 15 years) and (15 years and more), and it is noted that there are differences in the fields of (political knowledge and political demands) between those with experience (less than 5 years) on the one hand and those with experience (5 - less than 10 years) and (10 - less than 15 years)) and (15 years and more), and in favor of those with experience (5 - less than 10 years) and (10 - less than 15 years (15 years and more); that is, the differences are in favor of those with more experience. With regard to the presence of differences attributed to experience and in favor of those with more experience, this may be due to The workers are more knowledgeable about political awareness among Syrian refugees, and have acquired deeper knowledge of the best practices for political awareness as a result of their accumulated experiences.

Conclusion

The results indicated that political awareness among Syrian refugees in asylum centers in the Hashemite Kingdom of Jordan reached a moderate degree

It can be said that despite the expansion of the circle of democracy, and the Syrian refugees' keenness on their political rights and their pursuit of more political, economic, social and cultural participation in managing their lives, and their keenness to obtain all their rights to freedom, work, education, etc., their interest in pursuing political issues is still Below the required level, in addition to this, the nature of the political events taking place in the countries of the world, specifically in the countries of the Arab Levant, is complex and moving at a rapid pace that is difficult to monitor, track, analyze, and understand its repercussions on the local environment, not to mention the absence of accurate information to diagnose these situations in light of the media scramble that lacks objectivity. Which makes the masses unable to realize and follow what is happening in a way that meets their desire and interest, and the residues of the stage of political work have contributed to the formation of a state of doubt and lack of confidence in political work, and thus the masses are born with a state of aversion and indifference to what is happening in light of their feeling that their participation will be worthless. The masses pay attention to the living aspect over the rest of the areas of life, and the acceleration of global events makes the curriculum unable to contain them.

The results indicated that refugees are satisfied with any form of work permits increases the demand for work and reduces the supply of job opportunities, which leads to a decline in reputation. Likewise, refugees are forced to obtain work permits, and this is until there are bodies that supervise work permits, which gave the opportunity to everyone and fairly without and other.

The results indicated that Jordan, with its limited, modest capabilities, cannot continue to bear these burdens, which are putting pressure on the purchasing power of income of its citizens, who have willingly accepted with the government the hosting of Syrian refugees, due to the humanitarian, fraternal, social, religious, moral, and international dimensions of this matter. However, continuing to share the livelihood with refugees, it is necessary and required for the international community in general and the Arab region in particular, and perhaps we say the Gulf region in more particular, to carry out their duty towards this humanitarian and moral situation, not only based on kinship, religion or morals, but also based on the agreements that

those countries have signed. International refugee affairs and based on international covenants on human, political, civil, economic, cultural and religious rights.

Recommendations

Based on the results of the study, the researcher makes the following recommendations:

1. The need to improve the social, economic and cultural conditions of sheltering Syrian refugees and shelter services; For its role in improving political awareness about them.
2. The necessity of holding training workshops and awareness lectures through various audio-visual media and social media applications for Syrian refugees in refugee camps; To educate them politically, which contributes to achieving security and human stability.
3. The need to intensify the efforts of government institutions and civil society organizations and their cooperation with humanitarian organizations working in refugee camps. To improve shelter conditions and improve political awareness about them.
4. Conduct awareness initiatives that encourage Syrian refugees to join political parties to exercise an active political role in serving the people, the homeland and the nation.
5. Conduct further studies on the variables addressed in this study on communities other than the population of the current study; To benefit from the results of this study and its generalizations.

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