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**The Role of Governmental and
Non-Governmental International Organizations
in the management of the Refugee Crisis**

Internship Report
Communitarian Politics and Territorial Cooperation

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Abstract

The Middle East, and especially the Syrian conflict, opened the doors for the biggest humanitarian crisis since World War Two. The population of the region faces great difficulties and challenges with regards to their access to basic services, goods, education and protection while their safety and rights are also at risk. In order to reduce irregular immigration as well as to protect the rights and safety of refugees, states are required to improve their border control and extend the opening of borders. Very seemingly, they are asked to improve their cooperation with Governmental and Non-Governmental International Organizations.

The purpose of this research is to understand the role of Governmental and Non-Governmental International Organizations in the management of the refugee crisis. By doing so, we wish to identify the difficulties and challenges faced by these types of organizations. Moreover, we wish to understand their interactions with the Turkish government when dealing with such problematic circumstances.

This internship seeks to do so by analysing the efforts of two International Organizations: first, the United Nations High Council for Refugee in Turkey (UNHCR), the global UN refugee agency and secondly, the Association for Solidarity with Migrants and Asylum Seekers (ASAM), a Non-Governmental Organization that works as a partner of the UNHCR.

This research will allow us to generate a greater understanding of the role of these organizations in managing the refugee crisis. Additionally, this will allow us to understand how International Organizations cooperate with governments when dealing with humanitarian challenges.

Resumo

O Médio Oriente, e mais especificamente, o conflito Sírio despoletou a maior crise humanitária desde a Segunda Guerra Mundial. As populações desta região passam grandes dificuldades no que toca ao acesso aos serviços básicos, bens, educação e proteção, colocando os seus direitos e segurança em risco. Neste contexto particular, para reduzir a imigração irregular, para proteger os direitos e salvaguardar os refugiados, os Estados são chamados a melhorar o controlo das suas fronteiras, embora alargando o período de abertura das mesmas. De igual modo, é-lhes pedido para melhorarem a cooperação com Organizações Internacionais Governamentais e Não-Governamentais.

O propósito desta investigação é caracterizar o papel das Organizações Internacionais Governamentais e Não-Governamentais na gestão da crise dos refugiados. Deste modo, pretendemos identificar as dificuldades e desafios enfrentados por este tipo de organizações e caracterizar o tipo de relações que são estabelecidas com os governos.

Este estudo visa a análise do papel das Organizações Internacionais (OI) na gestão da crise dos refugiados, tomando como exemplos duas organizações internacionais, sendo uma de natureza governamental e outra não governamental. As OI's em análise serão a ACNUR, a Agência mundial da ONU para os refugiados, e a Associação de Solidariedade para os Exilados e Migrantes, uma OI não-governamental parceira da ACNUR. Este estudo visa criar um melhor entendimento das suas atividades particulares, intervenções e formas de cooperação com os governos.

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INTRODUCTION

In face of this immense humanitarian crisis happening in the Middle East, there is an increasing need to intensify the humanitarian aid provided in order to help the populations in need. In Syria alone, the European Commission for Humanitarian Aid and Civil Protection (ECHO) observed that 13.5 million people are in need of assistance, 6.6 million are internally displaced (IDPs) and 2 million people without access to clean water or electricity (European Union/ECHO, 2017). Despite the growing number of people in need, the humanitarian aid is continuously deteriorating due to an intensification of the conflict and high levels of violence, showing a vast disrespect for international law and abuse of human rights (European Union/ECHO, 2017). Targeting civil population, rapes and sexual abuse, executions and the recruitment of children soldiers, added to increasing difficulties of supplying basic need to population due to security reasons, the constant damage of infrastructures and civilian casualties prove to be the main challenges for international, humanitarian and non-governmental institutions (European Union/ECHO, 2017).

Due to these difficulties, Humanitarian Aid organizations prioritize the evacuation of the wounded and provide essential goods such as food, water, sanitation, hygiene, and health related substances such as medicine (European Union/ECHO, 2017). With the aggravation of this crisis and the targeting of medical infrastructure and international medical convoys, it is also important to understand that there is a reduction in the supply of these types of goods and of medical qualified personal, resulting in a decrease of humanitarian access. This brings another giant challenge: matching the goods and their access with the rising demand (European Union/ECHO, 2017). With these challenges and priorities faced by Governmental and Non-Governmental International Organizations in mind, this research will assess what these organizations are doing in practice. Indeed, the possibility of doing an internship in the Turkish capital, Ankara, has allowed me to achieve that goal.

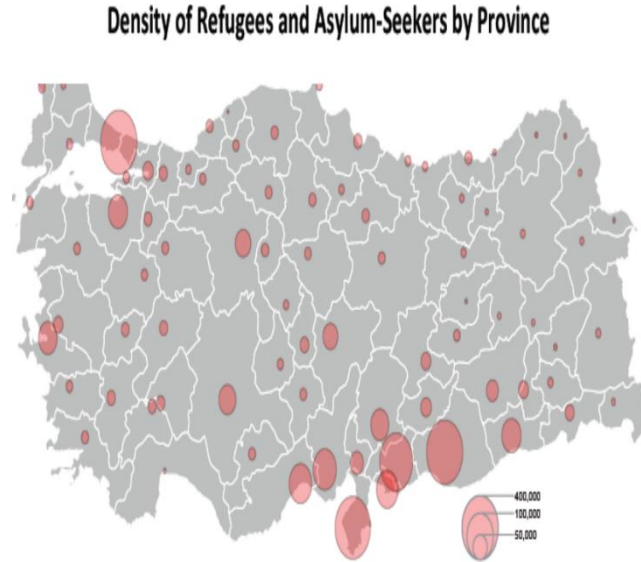
The idea of performing this internship in Turkey was justified by the geographical position of this country, but also by the social, economic and legal impact of this crisis within its national borders. Having a geographical relevance due to the

fact that its borders can be perceived as a bridge between Europe and the Middle East, Turkey is starting to feel a giant economical pressure because of the growing refugee influx coming from the neighbour country at war, Syria. This growing influx brings problems such a rise of unemployment, having therefore the social result of increasing feelings of xenophobia and racism coming from the native population. Additionally, the fact that Turkey does not apply fully the Geneva Convention of 1951, makes this country an interesting case study.

However, as stated by the president of the Republic of Turkey, Recep Tayyip Erdoğan in an opinion article for the British newspaper “The Guardian”, Turkey has been a safe haven for migrants in the region for centuries (Erdoğan, 2016). It is, in fact, true that Turkey has played an important role in reducing the impact of this crisis worldwide. Due to the rising of the conflict on its borders, Turkey is the country with the largest number of refugees in the world, hosting around 3 million refugees, with the possibility of seeing this number increased even further (European Union/ECHO, 2017). President Erdoğan describes Turkey as a generous country, spending a big share of its National Gross Domestic Product (GDP), a value that is estimated around 10 Billion dollars (0.6% of its GDP), over the past 5 years on humanitarian aid, more than any other country (Erdoğan, 2016). According to Erdoğan, the Turkish response to the Syrian humanitarian crisis can be seen as a successful story, showing an open-door policy since 2011, therefore having an important role on preventing illegal immigration and smuggling (*Ibidem*, 2016).

Nevertheless, due to the increasing density of refugees in cities like Hatay, Gaziantep, Kilis and Salinurfa, with more than 400.000 refugees (see Map 1 below) as well as terrorist activities occurring within its national borders, Turkey is taking a step back from opening its borders. Instead of reinforcing security measures alongside the border with Syria, in 2014, the Turkish government has decided to build a wall with more than 900 kilometres, making more than 100.000 people stuck at the border for the past year (Weise, 2016).

Map 1: Density of Refugees and Asylum-Seekers by Province



Source: Operational Update January - June 2016 (UNHCR, 2016) Retrieved from: <http://data2.unhcr.org/en/documents/details/50964>

After some deliberation about all these factors and problematics my personal curiosity about the refugee crisis increased, making me look forward for an opportunity of performing an internship in Turkey related to the topic of *“The Role of Governmental and Non-Governmental International Organizations in the Management of The Refugee Crisis”*. The topic and location of this internship fit perfectly into the field of the master degree in Communitarian Politics and Territorial Cooperation, as it can be perceived as an opportunity to reflect upon the refugee crisis within Turkish borders, as well as beyond Turkish borders in order to assess the role of International actors such as Governmental and Non-Governmental organizations in managing this crisis. Indeed, it is commonly argued that International Organizations play a major role on the resolution of this conflict, by finding solutions and sharing the burden of this global problem (Seufert, 2016).

The Non-Governmental Organization chosen to perform an internship, providing me the opportunity of exploring further the topic at hand was the Association for Solidarity with Asylum Seekers and Migrants (ASAM), an

implementation organization for the UNHCR. This IO will be presented in the next section. Additionally, we will explain in depth the reasons behind the proposal of such research question, as well as some key facts and problematics surrounding the topic under analysis.

Apart from this analysis, the role of this type of organization will also be discussed by looking at the activities carried out to support refugees. In addition, we will look at the interaction and cooperation that is established between ASAM and partners such as UNHCR, United Nations Children Fund (UNICEF) and Gesellschaft für Internationale Zusammenarbeit (GIZ) (see Informative Sheet 1 below).

Informative Sheet 1: Partnerships and Stakeholders of ASAM



Turkish Negotiations on Humanitarian Aid

The Turkish government's behaviour contrasts with the so-called open-door policy and raises massive criticism from the international community and organizations, especially from the United Nations High Council for Refugees (UNHCR) that asks the Turkish Government to extend the opening of borders according to the obligations under international law (Al Jazeera, 2016). Furthermore, the need for the

establishment of new legal mechanisms, particularly between the European Union and the Turkish government is evident, as 1.5 million refugees already entered illegally into European countries, most of them through the Aegean Sea (Seufert, 2016). In order to secure its borders and reduce the risk on new terrorism attacks, the European Union (EU) asks Turkey to implement new regulations for registration and classification of refugees in collaboration with the UNHCR.

In addition, the EU also asks for a tighter visa policy for refugees to have access to social, medical and educational services (*Ibidem*, 2016). These measures should be taken into consideration as to secure these people's rights, facilitate their integration in a new country and integrate them in the world economy (*Ibidem*, 2016). If Turkey shows a good effectiveness in the implementation of such procedures, the EU and the Schengen countries will in exchange try to find a consensus on lifting the visa requirements for Turkish citizens re-open the talks about the accession of Turkey to the EU and give extensive long-term financial aid to support refugees in the country (*Ibidem*, 2016).

When talking about the agreement between the EU and Turkey regarding the refugee crisis, it is possible to observe the EU's expectations for major steps towards these objectives (*Ibidem*, 2016). The economic cost of aid, the political burden, the political tradition of Turkish asylum, the current legal situation and alien laws highlight the challenges that Turkey has to face (*Ibidem*, 2016). An example of these legal challenges is the fact that Turkey is the only country in the world that makes a difference between refugees from European Countries and Non-European Countries, showing therefore a limited application of the Geneva Convention of 1950 (Foça, 2011). This distinction is enforced by the law published in the International Protection section of the Directorate General of Migration Management by the Ministry of Interior of the Republic of Turkey, under the articles number 61 and 62 (See article 61 and 62 below).

Article 61 of the Law of Foreigners and International Protection

“ARTICLE 61 – (1) A person who as a result of events occurring in European countries and owing to well-founded fear of being persecuted for reasons of race, religion, nationality, membership of a particular social group or political opinion, is outside the country of his citizenship and is unable or, owing to such fear, is unwilling to avail himself or herself of the protection of that country; or who, not having a nationality and being outside the country of his former residence as a result of such events, is unable or, owing to such fear, is unwilling to return to it, shall be granted refugee status upon completion of the refugee status determination process. Conditional refugees”

Source: Law on Foreigners and International Protection (Republic of Turkey Ministry of Interior Directorate General of Migration Management, 2014) Retrieved from: http://www.goc.gov.tr/files/files/eng_minikanun_5_son.pdf

Article 62 of the Law of Foreigners and International Protection

“ARTICLE 62 – (1) A person who as a result of events occurring outside European countries and owing to well-founded fear PART THREE INTERNATIONAL PROTECTION Part Three International Protection 65 of being persecuted for reasons of race, religion, nationality, membership of a particular social group or political opinion, is outside the country of his nationality and is unable or, owing to such fear, is unwilling to avail himself or herself of the protection of that country; or who, not having a nationality and being outside the country of former habitual residence as a result of such events, is unable or, owing to such fear, is unwilling to return to it, shall be granted conditional refugee status upon completion of the refugee status determination process. Conditional refugees shall be allowed to reside in Turkey temporarily until they are resettled to a third country.”

Source: Law on Foreigners and International Protection (Republic of Turkey Ministry of Interior Directorate General of Migration Management, 2014) Retrieved from: http://www.goc.gov.tr/files/files/eng_minikanun_5_son.pdf

Apart from the partial application and geographical restrictions of this Convention applied by Turkey and Turkish legislation, an economical pressure due to a big influx of people also causes severe social constraints for refugees (Seufert, 2016). Added to that, the youth unemployment and overall unemployment rate rising from 11.5 % to 17%, and from 9, 9% to 11.6% respectively, and the reduction of economic growth from an expected 4% to a merely 2.5 % in 2016 have generated a big scepticism among the native population, associating refugees with criminality and insecurity (*Ibidem*, 2016).

RESEARCH QUESTION

In order to fully understand the role and activities performed by this type of International Organizations it is important to understand why I wanted to explore the role of Governmental and Non-Governmental International Organizations in the management of the refugee crisis, the Turkish limitation of dealing with such a crisis and the statistical background of the Refugee Crisis. This section will therefore describe the general aspects of the research question, the hosting organisation values and roles and my internship activities.

Due to its open-door policy described in previous sections and conditions in the region, Turkey is the leading country in the world hosting Syrian community, hosting around 1.7 million in mid-March 2015. By providing aid to both camp-based and urban refugees, the Turkish state finds itself shouldering a significant economic burden, reaching values around 5 billion USD by the beginning of 2015, while the international community was covering only a sum of around 3 per cent (Içduygu, 2015). Adding to this, when the civil war broke out in Syria, Turkey was in the middle of a standardization process of the asylum seeker and reception system to meet international and specially EU standards though a sweeping new law on foreign and international protection in 2013, bringing limitation to Turkish authorities' capacity of manage this crisis (*Ibidem*, 2015).

It was also understandable that for many years, the Turkish immigration polices favoured people that came from Turkish descent or culture and that the formal immigration channels remain restricted to citizens meeting these conditions (*Ibidem*,

2015). The need to change policies is seen as necessary. Turkey's geographic restriction on the Geneva Convention of 1951 mentions that the qualification of 'refugee' is only suitable to those fleeing from Europe, and its concurrent limitation in the European Citizens and Settlement Law of 2006 are particularly being scrutinized. (*Ibidem*, 2015). Considering these factors and the non-stop influx of people due to the aggravation of the Syrian conflict, it is clear that resources become rather limited, being need a closer cooperation with local and international NGOs in order to supplement the Turkish authorities' crisis management capabilities. (*Ibidem*, 2015).

The refugee crisis has also demonstrated the limitations of the present international asylum seeker and protection system while opening the opportunity for the international community to put new important concepts like "Burden-Sharing" into practice. It is more than obvious that states, international organizations and NGOs should cooperate at a global level on social, cultural, financial, political and technical components to solve or prevent a bigger aggravation of the Syrian Crisis (*Ibidem*, 2015).

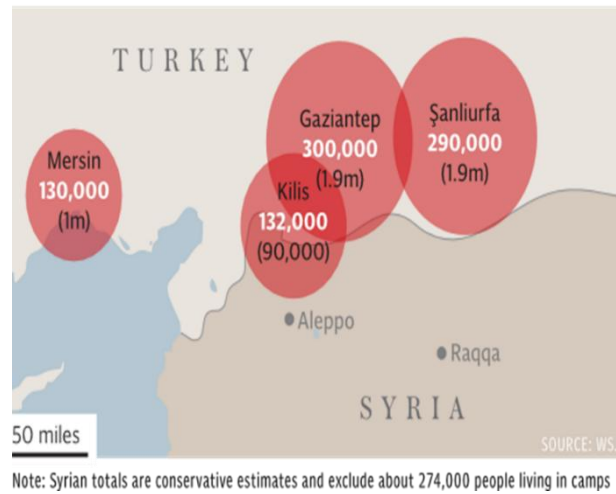
Taking this into consideration, my research question and the country chosen for this internship is perceived as particularly relevant within the fields of study of the master of "Communitarian Politics and Territorial Cooperation". The importance and relevance of this subject becomes even clearer by having in consideration other multiple reasons behind the Syrian refugee cases in Turkey.

Firstly, as it was already mentioned, the intensification of this crisis and the occupation of northern parts of Syria by the Islamic State of Iraq and Syria (ISIS) created a growth on the influx of people as many Syrians try to flee from the homes. With this increase in Syrian refugees, it is to be expected that feelings such as xenophobia from the Turkish natives and social tensions will arise in certain areas, posing a threat to the social, political and economic stability of Turkey as a whole (*Ibidem*, 2015). This is most notable in Turkish cities like Kilis, which hosts 132.000 refugees, having already more refugees that fled from Syria than actual native population. It is also possible to observe that the population in the 15 smallest cities in the country, having a sum-up of 2.613.414 inhabitants between them, have a lower population than the estimated total population of refugees in Turkey, number estimated around 3 million refugees. (See Map 2 and 3 below)

Map 2: Syrian Refugees

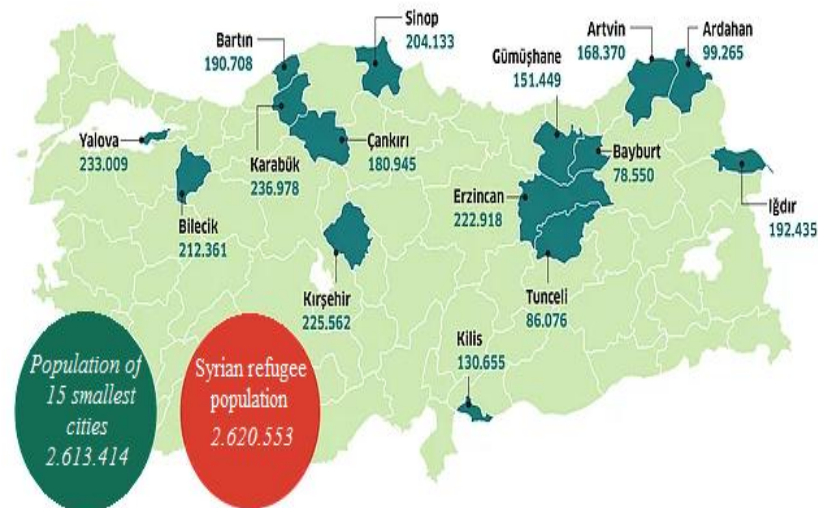
Syrian refugees

Number of refugees, local population in brackets



Source: Turkish town at centre of Syrian refugee crisis says: 'We're full' (Telegraph, 2016) retrieved from: <http://www.telegraph.co.uk/news/2016/04/19/turkish-town-at-centre-of-syrian-refugee-crisis-says-were-full/>

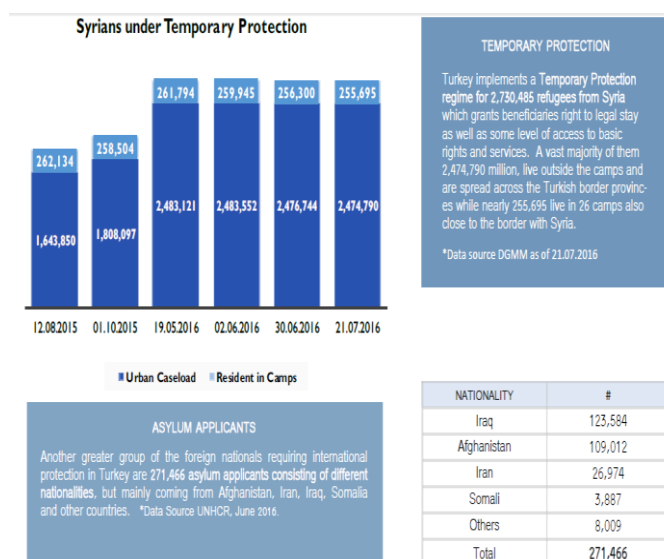
Map 3: Comparison between the Population of the 15 Smallest Turkish Cities and the Syrian Refugee Population



Source: Syrian refugees outnumber total population of 15 Turkish cities (Daily Sabah, 2016) retrieved from: <http://www.dailysabah.com/turkey/2016/02/21/syrian-refugees-outnumber-total-population-of-15-turkish-cities>

The presence of both camp-based and urban refugees and the Turkish reception system also provides the opportunity to investigate the reception and integration system in several perspectives. The application of the temporary protection (See report 1 below), for example, represents a unique model of response to this refugee crisis and also may prove to be an opportunity for permanent settlement (*Ibidem*, 2015).

Report 1. Syrians under Temporary Protection



1

Source: Migrant Presence Monitoring Situation Report July, 2016 (International Organisation for Migration, 2016) retrieved from: <https://data.unhcr.org/syrianrefugees/download.php?id=11697>

Moreover, the big flow of people that travel through Turkey to Europe or other parts of the world also impacts the region, by creating the possibility of unregistered migration and illegal work, creating therefore effects on public and political debate about humanitarian aid and protection both on domestic and global levels (*Ibidem*, 2015). Since the beginning of 1980 immigration in Turkey has thoroughly changed, starting with the inclusion of migrants who were neither from Turkish or Muslim

descent. Such event was the result of the globalization process and the facilitation of movement of goods, people, technology, ideas and finance (*Ibidem*, 2015).

Economic prosperity and political stability allied with the political and economic turmoil in Middle East attracted professionals, retirees, students, temporary or permanent workers and encouraged people to move to safer and developed countries, making Turkey not only a possible option for host country but also an ideal passageway to Europe (*Ibidem*, 2015). In addition to this, the Turkish open door policy towards refugees mentioned in the previous sections has also been accompanied by some really important changes regarding three important policy elements. With the implementation of the new law on foreign and international protection (LFIP) since 2014, the Turkish government declared that Syrian refugees are subject to temporary protection. Before this only some elements of this protection were conceived through the 1994 Regulation on Asylum, becoming now clearer with this new set of laws the legal status of Syrian refugees (*Ibidem*, 2015).

Alongside the LFIP a new temporary protection (TP) regulation came into force, creating a more effective legal system in order to provide refugees with satisfactory protection and humanitarian assistance (*Ibidem*, 2015). These new regulations set out specific provisions for registration and documentation, which in turn gave refugees a mode for lawful stay in Turkey until they had safe conditions to return to Syria and access to social benefits and services like health, education and entry on the labour market. According to this regulation, people that have a TP identification card can apply for work permit in specific sectors, professions and geographical areas (*Ibidem*, 2015).

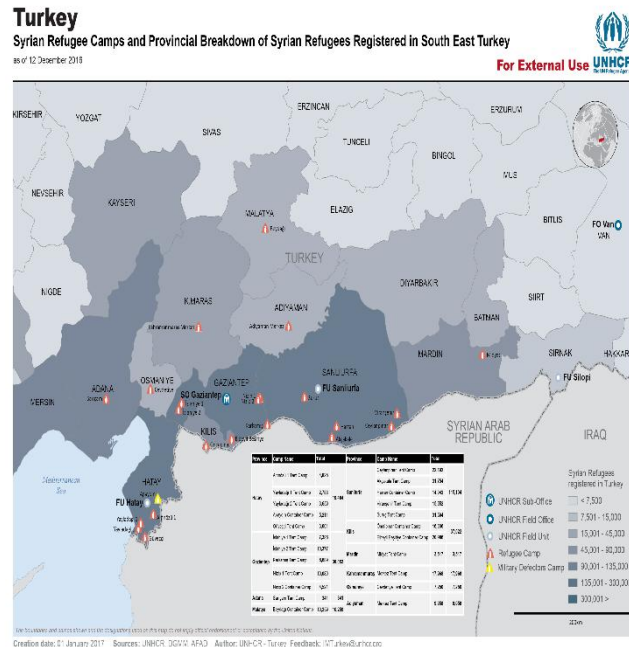
Other policies that went side-by-side with this Turkish open door policy, were policies in order to promote and provide optimal humanitarian assistance and the upholding of the principle of non-refoulement. This principle as well as the refugee and asylum status ensures the essential need to protect refugees from returning to a country where they have been persecuted, unless they can do it safely and without fear of the continuation of such persecution (UNHCR, 1977). Apart from legal changes, improvements and developments though time, it is also important to realize the change on social and public opinion about the refugees, special toward Syrians. In the beginning, Syrian refugees were treated as “guest”, but due to the non-stop arrivals

because of the rise of the conflict on their homeland, their social integration is becoming more complex (*Ibidem*,2015).

Historical and geographical components as well as the influence of demography and ethnical differences in the hosting cities or areas are of extreme importance to define the success or failure of the integration of these refugees. An example given by İçduygu is the fact that in cities that are mostly Alawite, like Hatay, there is a possibility to observe an opposition and discontentment with the rising numbers of Sunni Syrian refugees. (*Ibidem*, 2015). Economic factors also have a big influence on hosting community opinions regarding refugees. In areas with a rising unemployment rate and low wages, the possibility of anti-foreign feelings becomes even more visible. The possibility of rising prices of rents and housing costs of urban areas over-populated by refugees, economic competition from non-registered refugees in informal economies, business competition and poor living conditions also change the way refugees are perceived. (*Ibidem*, 2015). Recent polls show that Turkish population close to the border with Syria believe that refugees are a threat to public security and that most of them committed crimes previously (*Ibidem*, 2015).

Adding to the urban refugee's situation, the costs of hosting such a large number in camps also influences public opinion (see Map 4). Unlike other countries hosting refugees, Turkey choose to take full responsibility for funding and managing the camps through national organization because of political and security reason, instead of delegating this responsibility to international actors like UNHCR (*Ibidem*, 2015). With full control at national and local level by Turkish authorities such municipalities and Disaster and Emergency Management Presidency (AFAD), this brings a substantial financial burden for Turkey (*Ibidem*, 2015).

Map 4: Syrian Refugee Camps and Provincial Breakdown of Syrian Refugees Registered in South East Turkey



Source: Syrian Refugee Camps and Provincial Breakdown of Syrian Refugees Registered in South East Turkey (UNHCR, 2016) Retrieved from: <http://data.unhcr.org/syrianrefugees/settlement.php?id=59&country=224®ion=38>

By 2015, the financial costs of maintaining conditions and security on the refugee camps arrived to the amount of 5 billion USD, causing a tremendous impact public perception, by creating the perception that refugees are undermining Turkish economy and that creating strong public opposition to help Syrians since there are already lots of Turkish citizens living in poverty (*Ibidem*, 2015). In order to avoid such problems, Turkish government and International community should focus on redefining the status of Syrian refugee's, prioritizing integration policies to reduce native's hostility and make labour market available to the newcomers, preparing for future refugee flows in cooperation with local and international NGOs and sharing the burden with international community in order to reduce negative impacts in the area (*Ibidem*, 2015).

Taking all these legal developments and changes, the impact of the crisis within borders, the Turkish reception system, the limitations of Turkey when dealing with this issue, and the social and public reactions to this massive influx of people into consideration, it is safe to state that this country becomes a perfect study case to understand what NGOs are doing regarding the management of refugee crises.

THEORETICAL FRAMEWORK

Apart from the international recognition of the contributions ensured by the Turkish government in helping the refugees, this assistance was not accompanied by sufficient financial assistance. The economic pressure caused by this crisis makes Turkish officials feel that their capacity has reached its limits and in turn supports the notion that the international community should provide additional funds as an expression of solidarity and burden-sharing (Dinçer, 2013). Authors such as Dinçer assume that a more active participation and involvement of Non-Governmental Organisations (NGOs) would be an important step towards greater financial support for programmes to serve refugees. This could only happen if the patronizing culture of the western humanitarian assistance community changes, giving them more access, and further recognition and relevance to the central role of host governments and organizations (*Ibidem*, 2013).

Some NGO representatives in the field noted that Turkish and Syrian NGOs are systematically excluded from coordination meetings among international NGOs, and that the European Union keeps on channelling its humanitarian assistance through INGOs and international Organizations. Despite their constant appeals about insufficient international assistance, the Turkish government only allowed 10 to 12 international NGOs to register while rejecting several other applications (*Ibidem*, 2013). A more open approach to international NGOs would create the possibility of a greater flow of funds, alleviate complaints from Turkish government regarding the lack of burden-sharing by the international community and create more direct benefits for refugees (*Ibidem*, 2013).

Even though these difficulties exist, NGOs and other organizations have proven their relevance helping governments manage this crisis. For example, the Turkish

Disaster and Emergency Management Presidency (AFAD) created a programme called electronic aid distribution system (EYDA) that operates as an exchange market matching humanitarian needs with donors. If this system is implemented efficiently by the international community, it could help to overcome shortages in the needs and also facilitate the distribution of assistance (*Ibidem*,2013). Other organizations such as the Turkish Red Crescent have also proven to have an important role in managing assistance through cross-border assistance without compromising Syrian sovereignty on the border (*Ibidem*, 2013).

The NGOs also provide assistance in other fields, such as Education, health, registration and shelter. For example, registration is done by the UNHCR who has been doing so since May 2014 and has registered half million refugees outside the camps (Kirisci, 2014). The UNHCR is also in charge of overseeing refugee protection around the world and identifying volunteers willing to return to their countries in safe conditions. Alongside with integration and resettlement, this is seen as one of the best solutions to alleviate pressure from this crisis. In 2014, UNHCR asked for member countries to take 30,000 Syrians refugees, adding a request of 100, 0000 slots for the year 2015-2016 (*Ibidem*, 2014).

Regarding education, UNICEF provides data estimating that 74% of refugee children outside camps never went to school or had contact with proper education. One of this organizations' main goal is to prevent what they describe as a "lost generation" of Syrian citizens. This description is given due to the fact that without education, these young citizens will be unable to positively contribute to society and may even fall into a misguided life linked with crime (*Ibidem*, 2014). In order to fight this phenomenon, UNHCR together with AFAD and the Turkish Ministry of Education established a partnership project with the goal of providing 50 prefabricated schools and economical support for volunteer Syrian teachers. IOM also provides support for education, helping for example with the transportation of children in Sanlinurfa to nearby schools (*Ibidem*, 2014).

Regarding food support, the World Food Programme (WFP), provides assistance to refugees regarding access to a basic alimentation, with a project that provides monthly payments within refugee camps, registered to a card, creating the possibility for vulnerable cases to buy food and goods inside of these camps. This organization

also works in cooperation with the Turkish Red Crescent and the AFAD in order to ensure food supply for vulnerable cases (*Ibidem*, 2014). INGOs have extensive experience providing specialized health services which can for example be observed by the creation of a clinic, as a result of a partnership from the NGO Helsinki Citizens Assembly (HYD) and Doctors without Borders, in the border city of Kilis (*Ibidem*, 2014). Another example of this experience is the creation of a major health center in 2014 by ASAM in Istanbul, in partnership of International Medical Corps (*Ibidem*, 2014).

These types of organization also cooperate on an administrative level with governments. For example, the General Directorate of Migration Management (GDMM) cooperates with UNCHR and IOM under the law on foreign and international protection, creating a better coordination between governments and NGO'S. UNHCR also provides help to the Turkish government in the form of a biometric system of registration implemented by this organization, promoting a faster registration, verification of the identities of refugees and ensuring the rights of people to receive assistance where and when they need it (*Ibidem*, 2014).

Other organizations, such as the Foundation for Human Rights and Freedoms and Humanitarian Relief (IHH), have proven themselves a major help to refugees inside and outside of these camps. This organization provides refugees with the basic necessities such as shelter, food and healthcare. They distribute child and baby food packages, clothes, hygiene packages, first aid kits, pillows, blankets and tents in order to provide a more comfortable shelter for refugees (Ozden, 2013).

In June 2011, IHH set up a mobile kitchen which provides hot meals for 12,000 people on a daily basis. Besides providing this type of assistance, IHH has also been raising the issues of human rights violations on a national and international level by participating in meetings of the Syrian Humanitarian Aid Forums in Geneva under the banner of the United Nations Office for Coordination of Human Affairs (OCHA) (*Ibidem*, 2013). Kimse Yok Mu (KYM), a Turkish non-governmental organization is also helping refugees by donating food, clothing and blankets and built portable toilets and bathrooms in Kilis (*Ibidem*, 2013).

In conclusion of this section, it is possible to observe the diverse range of assistance provided by these types of organizations in order to manage this crisis. It is also of extreme important to understand that most NGOs are providing aid to Syrians

outside of the refugee camps, while the ones living in the camps are more isolated and survive with what the Turkish government provides to them (*Ibidem*, 2013).

DATA AND METHODOLOGY

During the internship period, I sought to achieve this research's general goals by studying the social and economic impact of this crisis, migration law and international protection in Turkey and understand in which manner ASAM and its partners work together with the Turkish government in order to reduce the impact of this crisis within Turkey in practice.

Apart from this general research goal, more specific goals were formulated to properly facilitate the understanding of the national impact of NGOs when dealing with refugees. The foremost additional goal encompasses the study of the influence and importance of NGOs and their partners for the arrivals of refugees and the consequent facilitation of their integration with the local hosting community. These goals were achieved through the observation of registration team's procedures with newcomers, language courses, legal counselling, family counselling, activities with children and women and interviews where the ASAM staff could realize in which conditions the families lived, their problems and be able to address their main needs.

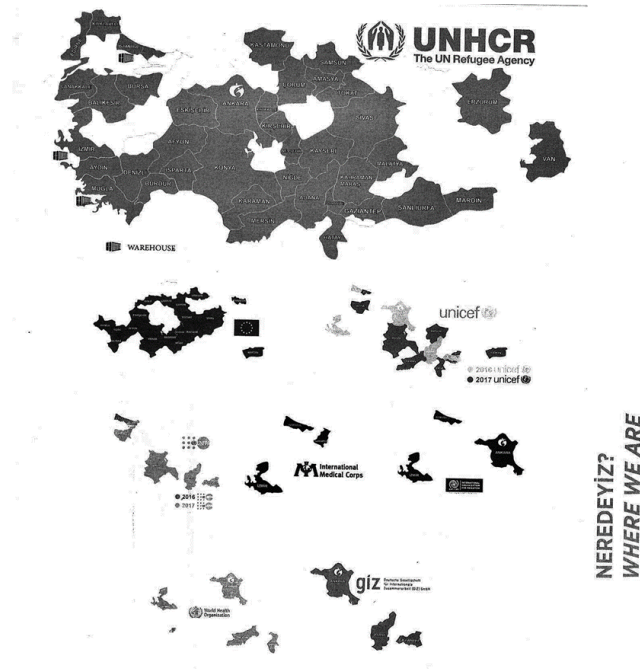
In order to have more conclusive idea of the crisis and achieve its goals this research employs a mixture quantitative and qualitative methods. For this, I propose to make a practical analysis of the activities performed by ASAM, combined with theoretical background achieved through external reports, news and articles as well as with a quantitative approach regarding the numbers of the crisis expressed in several graphics and statistics, some of them already presented in the sections before.

THE INTERNSHIP

First Office Experience - ASAM

Having all this in consideration for the formulation of this analysis, it is also needed to assess and reveal the pertinence of the hosting organisation within the proposed topic. Created in 1995, the Association for Solidarity with for Asylum Seekers and Migrants (ASAM) is a Non- Profit and Non-Governmental Organization that helps supporting refugees on their arrival country (ASAM, 2016). With 46 Offices spread all over Turkey (See Informative Sheet 2 below) and headquarters established in Ankara, this organization shares a vision of creating a space where people with refugee or asylum seeker status can see their fundamental freedoms and rights secured, aiding on this people's integration and harmonization within the hosting community (ASAM,2016).

Informative Sheet 2: ASAM informative sheet: Where we are?



Based upon its core values of equality, impartiality, neutrality, integrity and trust, ASAM tries to aid refugees without any discriminations regarding the person's language, sexuality, gender, religion, religion or political ideas (ASAM, 2016). ASAM's main activities relate to: the registration of the newcomers into a system and monitoring their process, providing access to fundamental rights and services, giving legal, health and psych-social support, secure protection, offer financial aid and shelter to the most venerable cases, strengthen social harmony and public peace, contributing to a process of structuration of legislation and inform civil society organizations and public institutions about statistical data regarding the analyses of needs and migratory tendencies (ASAM, 2016).

During my internship in ASAM I was able to further explore this subject and consolidate my theoretical knowledge while also gaining practical experience. As such I took part in a rotating system between 3 offices situated in Ankara and other offices in Turkey to gain a more in-depth knowledge of what the organization was doing and explore different projects managed by ASAM.

In the first weeks, I had the chance to work at ASAM's headquarters, where is managed one of ASAM's major project, the Registration of Newcomers. My main responsibilities included assisting the activities for refugee children whose parents were taking care of the registration process and explore migration laws in Turkey with a team of lawyers in the office. The headquarters specifically deals with cases of refugees that come from Afghanistan, Iran, Iraqi, Libya, amongst other places. Through these activities, I gained a better understanding of Turkey's migration policy, how this organization deals with policies and helps create a positive impact on children's lives.

After exploring Migration policies in Turkey I concluded that Syrian refugees do not need to effectuate a registration, receiving automatically the status of temporary protection (See Article 91).

Article 91 on the Law of Foreigners and International Protection

“ARTICLE 91 – (1) Temporary protection may be provided for foreigners who have been forced to leave their country, cannot return to the country that they have left, and have arrived at or crossed the borders of Turkey in a mass influx situation seeking immediate and temporary protection.”

Source: Law on Foreigners and International Protection (Republic of Turkey Ministry of Interior Directorate General of Migration Management, 2014) retrieved from: http://www.goc.gov.tr/files/files/eng_minikanun_5_son.pdf

As was explained during the introductory section, Turkey does not fully abide by the Genève convention, creating a separation between refugees coming from European Countries and Non-European countries (Foça, 2011). In order to highlight the differences between refugees according to the Law on Foreign and International Protection, published by the Interior Ministry of Turkey, I would like to turn your attention to three different cases.

If a refugee comes from Syria, according to Article 91 of this law, this refugee would get automatically temporary protection. A person in the same conditions that comes from Iraq, for example, according to the article 62 under the same law, will receive only conditional refugee status and temporary resident permit, being resettled to a third country afterward. But if this person comes from a European country, for example, they will receive full refugee status and be integrated in the hosting community (Turkish Ministry of Interior, 2014). This is a reflection on how complex the Turkish Asylum System can be and the impact of legislation on the organizations roles.

ASAM executes registration of refugees since January of 2013, but it was only from May 2015 that they started taking care of this process through a partnership with UNHCR, being this considered one of the main steps for achieving protection on Turkish Asylum system (ASAM, 2016). Prior to this registration, refugees will be settled in satellite cities according to the Directorate General of Migration Management (DGMM), having access to social services, free healthcare and education and informed

about their rights and obligations under the Turkish Asylum Seekers system (*Ibidem*, 2016).

During my stay with the organization, the chance of seeing tragic life-stories up close was always a constant. There were several cases of people that fled their houses and country due to political and religious persecution, war, sexual or physical threats, race discrimination and lack of opportunities. There were also women, children and entire families separated and allocated to different countries and cultures, lacking the documents to access basic services, being on top of that confronted with language barriers and poor living conditions.

An example that I observed and heard about during an interview in the office, regarding this conditions, was the case of a woman that fled from Afghanistan with three children and found shelter for several days in a mosque, scared that someone would rape her and mistreat the children's. This woman asked for help in the police station due to the lack of food and water for herself and the children for several days, but as she was taken for a beggar and there was a language barrier, the police authorities refused to help her, calling ASAM to take care of the case and help her to gain access to this type of goods and other types of services.

Apart from seeing and experience this type of suffering from refugees and this major project in ASAM's headquarters, during this 3 months' internship, it was also proposed to me the opportunity of rotating between this organization offices, in order to have a more in depth perspective of what they are doing on the field.

Second Office Experience – Child and Family Support Center

The second office that I had the chance to visit was the Child and Family Support Center, also situated in Ankara (See Informative Sheet 3 below).

Informative Sheet 3: "My Happiness"

"MUTLULUĞUM"	"MY HAPPINESS"	«الفرح»
<p>"Güvendiğim, Oyun Oynuyorum, Arkadaşlık Ediyorum."</p>	<p>"I am safe, I play, I connect"</p>	<p>أنا بأمان ، أأعب وأتواصل</p>
<p>Amaç</p> <p>Mutluluğum Çocuk Destek Merkezi, çocukların potansiyellerine tam olarak ulaşabilmeleri için ihtiyaç duydukları hizmetleri sağlamak amacıyla kurulmuştur.</p>	<p>Approach</p> <p>The Child Support Center is established with the aim of providing a comprehensive set of services that respond to the variety of children's needs in order for them to reach their full potential.</p>	<p>الهدف</p> <p>مركز دعم الطفل، يقدم مجموعة متنوعة من الخدمات التي يحتاجها الأطفال للوصول إلى إمكاناتهم بشكل كامل.</p>
<p>Aktiviteler</p> <p>Çocuk Destek Merkezi, 4-18 yaş grubundaki çocuk ve ergenler için yetkin gözetim altında, toplum desteğiyle çeşitli hizmetler sunmaktadır:</p>	<p>Activities</p> <p>The Child Support Center provides a range of services for children and adolescents (ages 4 to 18) which are adult-supervised and community-supported:</p>	<p>الأنشطة</p> <p>مركز دعم الطفل، يقدم خدمات متنوعة للأطفال والمراهقين (بين عمر الـ 4-18)، وذلك تحت إشراف البالغين ودعم من المجتمع المحلي.</p>
<ul style="list-style-type: none"> • Psikolojik destek programları ile çocukların karşılaşılabilecek sorunlarına etkili bir şekilde başa çıkma yeteneklerini geliştirerek olumlu sosyal, bilişsel ve duygusal durumlarının olumlu yönde desteklenmesini. Bu amaç doğrultusunda etkinlikler karnifonlar, resim, drama, müzik ve takım sporları gibi faaliyetler düzenlemek. • Yaşam Becerileri Eğitimi ile gençlerin kaalimlerini artırılmasına, ergenlerin (12-18 yaş) yönlenmişliği ve birleştirilme destek olabilecek programlarla sosyal yaşam ve dirençlerinin geliştirilmesine yönelik programlar yürütmek. • Çocukları kendileri koruma, güvenlik, korunma ve dayanıklılık konularında bilgilendirme, hassas durumlarda bireysel destek verme ve yerel hizmetleri geliştirme vb. amaçları olan çocuk koruma hizmetleri sunmak. • Sosyal yardım faaliyetlerini yaygınlaştırmaya yönelik, hizmet verenerler ve çocuklar arasındaki bağı güçlendirmeye ve toplumsal katılım ve desteği arttırmaya amaçlayan topluluk temelli girişimleri hayata geçirmek. • Anne babaların stresini azaltacak, ebeveynlik becerilerini ve olumlu disiplin kullanımlarını pekiştirip ebeveyn/çocuk ilişkisi-ni güçlendirecek aile eğitim programları düzenlemek. • Hamile veya emziren anneler için beslenme ve diğer konuların dışı çeyen sağlık hizmetleri alanında danışmanlık sağlamak. 	<ul style="list-style-type: none"> • Psychosocial support sessions are designed to reinforce children's social, cognitive and emotional well-being, thereby improving children's ability to cope effectively. This will be through a range of evidence-based activities such as painting, drama, music and team sports. • Adolescent engagement through life-skills Trainings and adolescent led initiatives (ages 12-18) with a focus on promoting resilience through social cohesion and peer mentoring. • Child protection-related services that teach children self-protection, safety, prevention or resiliency and provide individualized support for vulnerable cases and referral to local services. • Community based initiatives to expand outreach activities and strengthen the link between the Center, caregivers and children and increase focus on community participation and involvement. • Parenting education sessions that focus on coping strategies for parents to reduce stress, enhance parenting skills and positive discipline, and strengthen the parent/child relationship. • Primary health services, including basic health screening, counseling for pregnant or lactating mothers, and nutrition counseling. 	<p>• برامج الدعم النفسي والاجتماعي، بهدف دعم فوج الأطفال الاجتماعية والداركية والعاطفية من أجل تحسين قدرتهم في التعامل مع المشاكل التي يواجهونها بشكل فعال. ويتم تحقيق هذا الهدف من خلال تطبيق سلسلة من الأنشطة القائمة على الأدلة والمصممة ومصممة ومصممة بمشاركة الأطفال، وتعليم المراهقين من خلال مثل أنشطة مشاركة الأطفال والشباب وإشراف البالغين الذين تراوح أعمارهم من (12-18) والتمسك الاجتماعي والقدرة المنبجعة مع التركيز على زيادة قدرة الأطفال والمراهقين من خلال الدعم الاجتماعي.</p> <p>• خدمات حماية الأطفال، التي تهدف إلى تثقيف مواطني تحقق بأمانحة الذاتية، الأمن الوالدية أو الصغار وما إلى ذلك، وإشراك ألى تقديم الدعم الفردي للمحالات ذوي الخبرة والحاجة وإشراكها إلى تقديم الخدمات المحلية.</p> <p>• المبادرات المجتمعية التي تهدف إلى زيادة أنشطة المساهمة الاجتماعية، وفي نفس الوقت تقوية العلاقات بين المركز وبين كل من مقدمي الرعاية والأطفال، وإشراك التركيز على الدعم والمشاركة من أجل المجتمع.</p> <p>• تقديم برامج تعليمية للأهوال من دور الأهل والأهاليات وتسمية معارفهم وثقافة العلاقات بينهم وبين أطفالهم باستخدام الأنماط الإيجابية.</p> <p>• الخدمات الصحية الأولية بما في ذلك الفحوصات الصحية الأساسية وتوفر الخدمات الاستشارية لأهاليات الحوامل والمرضعات وإشراك الاستشارات الغذائية.</p>
<p>Merkeзде sunulan bütün hizmetler ücretsizdir.</p> <p>Mutluluğum Çocuk Destek Merkezi'ne verilen tüm hizmetler profesyonel çocuk koruma uzmanları, aile danışmanları, beslenme uzmanları, hemşireler, psikoloğlar, sosyal çalışmacılar, uzman sosyal yardım gönüllüleri, gençlik çalışanları ve toplum gönüllüleri tarafından sağlanmaktadır.</p>	<p>All services at the center are offered for free</p> <p>All services are provided by professional child protection specialists, family counsellors, nutritionists, nurses, psychologists, social workers, and trained community outreach workers, youth workers and community volunteers.</p>	<p>جميع الخدمات المقدمة في المركز مجانية.</p> <p>يتم توفير الخدمات من قبل خبراء متخصصين بحماية الطفل، واستشاريين أسريين، وفخراء تغذية، ومرشحات، وأخصائين نفسيين، واستشاريين اجتماعيين، وفخراء في الرعاية الاجتماعية، والعاملين من الشباب، والمتطوعين من المجتمع.</p>

The main aim of this Child Support Center is to provide a diversified set of services to respond to the different needs of children in order to give them space and possibility to achieve their full potential. In partnership with UNICEF and financed by the European Union, this office of ASAM in Ankara works only with Syrian children, ages 4 to 18 years old, offering them services which are adult-supervised and supported by the local community. Its services include psychological support sessions, life-skill trainings, child protection services, community based activities, parenting education sessions and basic health services.

Activities executed in this office such as drama, painting, music, team sports, peer mentoring, language courses, community activities and skills development proves to be effective in improving children's emotional, physical and social well-being facilitating therefore their development and integration on the host community. Activities for parents are also executed in order to help them reduce children's stress, improve their discipline and strengthen relationships within the family.

For the success of these services, the office staff is composed of child protection specialists, family counsellors, nutritionists, nurses, psychologist, social workers, youth workers and an outreach team, that when needed goes to the encounter of people outside of the office, in order to secure that all the needs of this people are matched (ASAM,2016).

During my stay in this second office, I had the chance to play and help with the children's activities, communicate with other interns but could only observe some cases and interviews due to the language barriers and the need to protect people's privacy. Nonetheless, I consider that my experience in this second office has really significant for the improvement and development of this report, since I could work and create a closer relationship with the families and have a deeper connection with not only the children but also with the staff members of this office. Also, it is of extreme importance to see that ASAM is not only offering legal advice though its headquarters, but also promoting health, education and skills developments thought its activities in other offices.

After my experience is the Family and Child Support Center, the General Deputy Coordinator of ASAM with the collaboration of the team building members decided to allocate me to a third office, also situated in Ankara. This office was the Multi-Service Support Center of ASAM (Informative Sheet 4), and has as major donor a German private organization called Deutsche Gesellschaft Fur Internationale Zusammenarbeit (GIZ) GmbH

Informative Sheet 4: Multi-Service Support Center

MULTI-SERVICE SUPPORT CENTER

SGDD-ASAM aims to offer systematic support and counselling services to refugees and asylum seekers in provinces where refugees are densely populated and counselling services are rather limited. Ankara Multi-Service Support Centre which was opened to this end in cooperation with German Corporation for International Cooperation (**GIZ**) aims to reach the refugees living in Ankara, particularly those who are in a vulnerable situation.

Services offered by **Multi-Service Support Centre** include:

- Offering psychological support and legal-social counselling services to refugees living in Ankara,
- Identifying the vulnerable state of refugees and mobilisation of required local protection mechanisms and addressing these issues to UNHCR, when necessary,
- Identifying refugees, who are in need of health services, education and nutrition, and taking the necessary steps to meet these needs,
- Conducting necessary guidance for the needs of individuals (registration, hospitals, schools, etc.) and providing interpreter support for these procedures, when necessary,
- Determining highly vulnerable refugees and those who cannot visit the centres, and ensuring that they have access to humanitarian assistance and counselling services,
- Performing various activities for the purpose of consolidating the communication and harmony between the refugees and the local population,
- Organizing psycho-social activities for the children and adults to increase awareness.

Access to all these services are free of charge.

Together, these two organizations aim to provide refugees and asylum seekers with systematic support and counselling services in areas where refugees are densely populated and the access to this type of services are rather limited. This aim is achieved by offering psychological and legal-social counselling services, identification of vulnerable cases and mobilization of local protection by addressing this cases to UNHCR, identifying the refugees in need of health services, education and nutrition, conducting guidance for the needs of these individuals (hospitals, registration, schools, etc.) by providing them with support though interpreters, determine the most vulnerable cases and who cannot go into the office and ensure that their access to humanitarian assistance and counselling services is secured, create initiatives that promote consolidation of communication and harmony between refugees and local community and organizing activities to raise children's and adults awareness.

Third Office Experience – Multi-Service Support Center

In the Multi-Service Support Center is possible to find a diversified range of activities such as language courses for refugees (Arabic, English and Turkish), activities to enhance creativity (painting, music, sculptures, ceramic, etc.) and skill-building courses (watering, sewing, website design, toy making, handcrafts, etc). During my stay with this office, I had the chance to closely observe some interviews with some refugees translated from Arabic and Turkish to English. This was really sad but relevant for my analysis, since this time they allowed me to watch a full interview and realise how difficult these refugees' lives are and understand exactly what is going on this people's lives and what made them leave their homeland and come to Turkey.

A good example of this is an interview with a woman from Syria while ASAM staff members made some questions regarding her economic, social, legal, health and familiar conditions. During this interview, this woman got really emotional due to the fact that she lost two of her four children while moving from Syria to Turkey in an irregular way. She did not want to move to Turkey, but the reason that made her move was the need of one of her children to get a surgery that is no longer available in Syria due to the destruction of its main hospitals. It was also perceivable that this woman and her family comprised of four elements (two children, herself and husband), did not have documents and where possibly smuggled into Turkey through the province of Hatay. The children in need for surgery got a total of 3 surgeries, one to the head and two to the knees, but now required a regular check-up from specialist to follow his case in the hospital yet it could not have access this type of service as a result of the lack of documentation.

The ASAM team also realized that this family had no income, since both parents were unemployed, that they both had low literacy and that the children attended school only for a short time in their home country. ASAM'S main role in such case, for what I could assess, was to engage in helping this family getting documents in order to provide medical care for the family and make them have access to other services like education.

They evaluate whether this family has the requirements to ask for these documents and receive other types of help, sending their files to UNHCR in order for this partner

organization to re-evaluate their case and make a final decision regarding what types of help this family needs. Alongside with its partners, ASAM also helped with temporary accommodation for this family, helping them find a house and supporting economically this family during 1 month, by paying their rent and bills.

In this same office, I also had the chance to observe another case regarding a refugee child that had special educational needs because of a rare disease. These children required a close interaction and supervision from a teacher in order to achieve basic learning outcomes. This proved to be a difficult case since in Turkey, government helps though financing specific programmes to aid children with special educational in schools, but only if those children are of Turkish nationality.

The children's parents, which in this case had low income, had no other choice than to admit the child in a private school, so she could have proper access to educational system matching her needs. The role of ASAM in this case was to provide financial aid for 1 month tuition fee of this private school, and getting in touch with Turkish Ministry of Education in order to present them this case and try to find a way of either creating an extension of these programs to non-Turkish citizens or find a suitable alternative that could provide these children with their specific educational needs.

INTERNATIONAL ORGANIZATIONS AND HUMANITARIAN AID IN TURKEY

Governmental International Organization and Humanitarian Aid

Apart from financial aid, legal, educational, health, family counselling and diversified range of activities, it is really important to understand that this type of organizations also work as a link between this people and the governance levels of the countries that are hosting them, guiding them through difficult processes, supporting and facilitating their communication, access to basic rights, needs and integration into their new society. I will refer here to UNHCR, one of the partners of ASAM mentioned before, as an example of how this type of organizations help. While I was staying at the Multi Service Support Center, I could understand that there was a creation in partnership with Postal and Telegraph Cooperation Turkey (PTT) of a multi-purpose cash assistance through PTT debit cards (UNHCR, 2016).

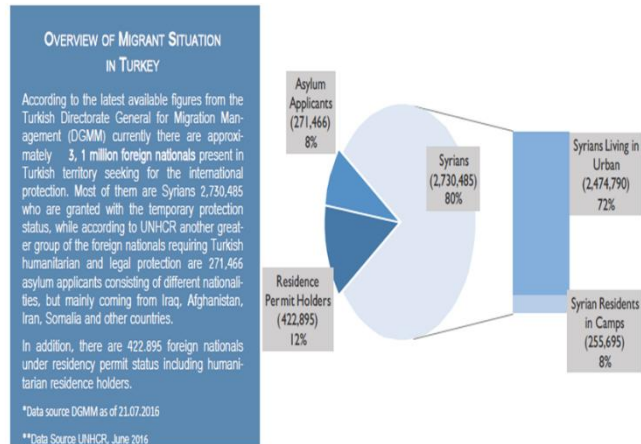
This card was created to give refugees an opportunity to meet their basic needs during winter, through one time financial aid of a limited amount of money. They can spend this budget in any shop or service provider which is part of the MasterCard circuit network across the country. UNHCR Turkey Representative, Pascale Moreau notes that this assistance will extend refugees and asylum seekers the chance of acquire several types of good and products to meet their basic need, since they are the ones that know best what they need and allow them to have a more dignified and normal life during winter time (UNHCR, 2016).

The data analysed by UNHCR provides the intel that the beneficiaries who received this financial support already spent 90% of the amount provided to them in only 15 days, a sum around 12 million USD. This fact shows the effectiveness of the UNHCR cash support during winter time, since during this season refugees face a bigger number of obstacles on meeting their needs (UNHCR, 2016). The main goal of UNHCR, during its annual winter support programme for 2016/2017 was to help and reach around 510,000 people, by this one-time financial aid, between the months of December 2016 and January 2017. Through the identification and assessments of the most vulnerable refugees and asylum seekers in cooperation with partners, this

organization expects to cover up to 50 of 81 Turkish provinces with high refugee concentration and also help around 270,000 refugees in camps, by providing them winter clothing's in cooperation with Prime Ministry Disaster and Emergency Management Presidency (AFAD) (UNHCR, 2016).

At the moment, Turkey has 22 active camps spread in the border with Syria. These camps are described by UNHCR and several international commentators as more comfortable, standardized and controlled that in other countries that host Syrians refugees (Içduygu, 2015). In these camps, it is provided educational and recreational activities for this refugees and security is enforced by Turkish armed forces in order to prevent crimes among the residents. (Içduygu, 2015). Nonetheless, it is also important to note that most of Syrian refugees that live in Turkey, a number surrounding 72% of the total refugee population, find themselves living outside of the refugee camps with the host community (see Report 2). Several reports show that the conditions of urban refugees' lives is worse than the ones from the camps due to difficulties finding houses, paying rents, obtaining employment and access to education and health system (Içduygu, 2015).

Report 2. Migrant Presence Monitoring



Source: Migrant Presence Monitoring Situation Report July, 2016 (International Organisation for Migration, 2016) retrieved from: <https://data.unhcr.org/syrianrefugees/download.php?id=11697>

The financial aid mentioned above given to the refugees proves to be really important since it is more than just an economical measure to improve this people's lives but also to benefit local business and economy, improving it and making stronger therefore the relationship between the host and refugee community (UNHCR, 2016). This monetary aid could only be possible and implemented in coordination with national authorities like the DGMM and organizations like ASAM and the generous contributions of the governments of Canada, France, Germany, Japan, Lithuania and USA (UNHCR, 2016). It is possible therefore to conclude that these organizations always work side by side with civil society, national organizations, partners and a numerous variety of states in order to make a bigger and more positive impact in refugees' lives.

After working in these three offices in Ankara, I had the opportunity to visit the Child and family support center in Istanbul for the duration of 2 weeks. This allowed me to construct a different perspective of what this organization is doing in different cities, and also the impact of this crisis in different areas of Turkey. Firstly, one needs to have in mind the population of both of these cities as well as numbers of refugees

that they host. In comparison with Ankara, Istanbul not only has a higher population but also hosts a higher number of refugees, causing different social perceptions among these cities. Having a population approximat of 14 million people compared to only around 5 million in Ankara, according to the 2012 Population Projections (See table 1 below), it is possible to assume that by 2015, Istanbul was already hosting more than 317 thousand refugees (see Assessment 1 below) compared to a number around 50 thousand in Ankara.

Table 1. Number of population on 10 Turkish Provinces in the year 2012

No	Provinces	2012
1	İstanbul	13 854 740
2	Ankara	4 965 542
3	İzmir	4 005 459
4	Bursa	2 688 171
5	Adana	2 125 635
6	Antalya	2 092 537
7	Konya	2 052 281
8	Gaziantep	1 799 558
9	Şanlıurfa	1 762 075
10	Mersin	1 682 848

Source: Population Projections (Turkish Statistical Institute, 2013) retrieved from: <http://www.turkstat.gov.tr/PreHaberBultenleri.do?id=15844>

and that they share the building with United Nations Population Fund (UNPF). In spite of this, the activities performed by this office are very similar to the ones performed in the office in Ankara.

While in Istanbul, it was possible for me to join an outreach team, composed by one Syrian translator and a member of ASAM staff. During my activities with them, we visited several refugees at their homes, observing their life conditions and interviewing them regarding their vulnerabilities. With this I could conclude that most of the refugee's we visited entered Turkey illegally and had problems regarding the access to services, like schools and hospitals, economic problems due to lack of access to labour market and integration problems. One of the cases that was truly memorable for me was a visit to a house, inhabited by a family composed of the parents and their 2 children. In this family, it was really easy to perceive the despair felt by them during the interview. The man, was shot in Syria during the war in his knee and after 5 months, he still had the bullet in, due to the fact that the doctors in Turkey did not believe in a radiography that he presented in the hospital, postponing his case. This person could register into the Turkish system to go to the hospital due to the emergency of his case, nonetheless, he shared that he felt that no one was helping him with his condition and showed high signs of despair and loss of hope. His wife had surgery to her breasts in Syria due to the possibility of breast cancer, still she did not register into the Turkish system in order to follow up her case.

The fact that no adults in this family were able to work, made this family a very vulnerable case. In order to have some money, in the absence of income, the father had to ask money on the street in front of the mosque, while his children were observing. This created really high pressure into his emotions and his psychology, making him feel ashamed of himself and useless in protecting and providing for his family. In other cases that we observed, the scenario of war was always a current pattern. In a visit to a family of eleven, we could conclude through the interview that one child lost its hearing after an airplane bombed their house in Syria. With limited income, this family required support from ASAM in order to get hearing devices for this child, minimizing the impact of such event in this child's life.

Performing these activities has really opened my eyes, since I could actually see how much these people were suffering with the destruction of their homelands, and in

which dimensions and to what extension this crisis was affecting them. After these 3 weeks in Istanbul, I returned to ASAM headquarters in Ankara. At this time, the human resources staff changed my position, tasking me with observing the activities performed by the protection team and observing the registration procedures. During these observations, I could understand the steps taken in registration within ASAM. By interviewing non-Syrian citizens, from Iraq, Iran and Afghanistan for example, registration procedures were based in a set of questions introduced into a software where this people's folder was created. These questions were regarding identification documents, family details and personal details like ethnicity, religion and education.

After these general questions, they would ask the person seeking refugee what was their claim to do so, and I could observe that most of their claims were based on generalized violence or war scenarios. The staff members would also ask to take a picture of these people to add into their process, if they have health related problems and give them detailed information regarding their rights in Turkey, like access to hospital, education and market labour. Questions regarding whether they had any family in Turkey and in which city they would like to be settled were also asked. This question was made due to the fact that most cities are already closed to receiving more refugees as they have already reached their maximum quota.

During these interviews, I also had access to data regarding the number of people registered, the number of asylum requests and the number of active cases. I observed for example that until 31.01.2016 there were 37.975 people registered, 215.977 requests for asylum and 253.952 active cases (UNHCR, 2016). These numbers are from nationals from Afghanistan, Iraq, Iran, Somalia and other countries and do not include Syrian refugees, since they are hosted under temporary protection outlined by government of Turkey.

One year later, by 31.01.2017 a total of 45383 people registered, 250.018 requests for asylum and 295.401 active cases (UNHCR, 2017). It is possible to observe that in the space of one year, 7.408 new people have registered, the number of new asylum requests increased by 34.041 and the number of active cases by 41.449, according to data provided by UNHCR. Furthermore, I came to the conclusion that most of these refugees come from Iraq and Afghanistan. In the presented date from 2016, 27.865 people registered from these countries, 188.100 people asked for asylum

and there were 215.965 active cases. The values achieved from Afghan and Iraqi citizens correspond to more than 50% of total number of registered, asylum requests and active cases. This pattern continued throughout that year until 2017.

After this interviews and registration processes, the information collected would be given to UNHCR in order to perform a new interview and provide a final assessment of whether these people can in fact receive some type of help related with the refugee's legal framework. During this activity, I could also learn that some minors came to Turkey by themselves, without knowing anyone in the country. In 2013, it was possible to conclude that 302 out of a total of 428 minors arriving in this year to Turkey came from Afghanistan. This number would raise massively in the year of 2015 with 2317 minors from Afghanistan arriving Turkey out of a total number of 2662. In 2017, the number achieved until February was 138 Afghanis minors out of a total number of 298.

I also had access to the number of people that arrived irregularly into Turkey. In 2013, most irregular people came also from Afghanistan, a number corresponding of 1436. This number also reach is peek in 2015, with 5873 Afghanis citizens arriving the country illegally out of a total of 6537. In the first months of 2017, it was possible to observe a total of 473 irregular entries, being 467 of these irregular entries corresponding to only Afghanis citizens. In turn, it was possible to assess that most minors and irregular entries are from Afghanistan. According to data provided by ASAM's registration survey the main reason behind the movement from their homelands is linked to sectarian or religious violence, war scenario, life threats or generalized violence.

Non-Governmental International Organization and Humanitarian Aid

Apart from their importance described within the theoretical framework and in the previous sections, NGO's and other civil society groups should be considered not only as important stakeholders in governance but also driving forces behind a greater international cooperation on the basis of active mobilization for public support for international arrangements (Gemmill,2002) This section will focus on analysing the

impact of this type of organizations and their main functions in the management of the refugee crisis.

The UN recognized and supported the need and importance of collaborating with the non-governmental sector, cooperating throughout its history primarily with NGOs as partners in implementation of certain programs, in areas such as emergency response or human rights (*Ibidem*, 2002). In fact, new forms of NGOs participation changed international policymaking, being recognized international community that an effective global action requires meaningful stakeholders' involvement in international policymaking and implementation (*Ibidem*, 2002).

Gemmill describes that this involvement in global governance by NGOs can take several forms. For example, NGOs can provide expert advice and analysis, therefore facilitating negotiations by giving politicians access to competing ideas reached from outside the normal bureaucratic channels. NGOs can also provide intellectual competition to governments, offering often better analytical and technical skills and showing capability to respond more quickly than government officials (*Ibidem*, 2002). Apart from this, and like what I could observe during my analysis, Gemmill also defines that the NGOs have a crucial impact on mobilization of public opinion and influencing public through campaigns and broad outreach, representing the voiceless through the representation of the interests of persons not well-represented in policymaking and by providing services, through the delivery of technical expertise on specific topics needed by governments and participate directly in operational activities (*Ibidem*, 2002).

Other important roles include aiding the strengthening of international agreements by monitoring negotiation efforts and governmental compliance as well as legitimizing the global-scale decision-making mechanisms by creating a broader base of information for decision-making, improving the quality, authoritativeness and legitimacy of the policy choices of international organizations (*Ibidem*, 2002). The involvement and importance of NGOs related with humanitarian aid in Turkey can be traced back to the 1990s, when Turkish organizations gave support in the field during the crises in Bosnia and Kosovo. Aggregating to this the increasing of awareness towards human rights violations created the perfect opportunity for NGOs to focus on other several topics such as women's rights and refugee protection (Zahed, 2017).

Events such as the Marmara Earthquake in 1999 demonstrate the significance of civil society movements in Turkey, revealing the role of NGOs as promoters of humanitarian values. Since this event, it is possible to say that Turkish NGOs have become more inclusive and diversified (*Ibidem*, 2017). This raise of awareness and also the political reconciliation with the EU created the chance of promoting and facilitated to a certain extent the work and roles of NGO'S, having as a result a Turkish civil society that is more organized and empowered (*Ibidem*, 2017).

It is possible to observe that the main focus of local response on the beginning of this crisis was on providing emergency shelter and supplies to the families in need. Nonetheless, it has become increasingly clear that the war in Syria will not be short lived and local NGOs have changed and adapt their focus on initiating long-term projects that would contribute to the personal development of Syrians, giving extreme importance specially to providing education for children (*Ibidem*, 2017). This was proved for example while I observed the efforts of ASAM, during my staying in the Child Family Support Centers, to provide language courses and help the children to have access to public schooling.

As time went on, international NGOs started their own response, by giving support to Syrians and other refugees in their struggle to survive, with the primary focus being on providing shelter, sanitation and distributing aid. Still, these efforts were not enough and most of the attention had to be given to primary survival needs, meaning that other social needs sometimes weren't met. Due to this, children became the main victims as they continued to lack proper education (*Ibidem*, 2017). The number of school-aged Syrians surpasses the 800,00 children, and it is possible to observe that after six years of hosting Syrians in Turkey, 40% of these children still remain out of school, proving that this matter was not properly address since the beginning. More than 300,000 of these children have access to education through Temporary Education Centers (GEM), created by local NGOs, showing the important role of this NGOs on promoting and providing basic forms of education for children (*Ibidem*,2017).

Without them, the continuous efforts of the UN and other donors would be determined to not be successful, since NGOs are the ones in charge of the implementation of projects in the field. Nonetheless, other problems arise when

talking about international organizations in general (*Ibidem*, 2017). Their conditions imposed on direct cash and financial assistance to local NGOs as well as the allocation of aid and funding to where it is most easily provided or needed are seen as too restricted (*Ibidem*, 2017). Donors from Western Countries do not show the necessary flexibility to adapt to the changes appearing in the field. It is therefore of extreme importance that donors become more flexible, allowing local NGOs to provide aid and assistance where the demand is high (*Ibidem*, 2017).

It is possible to conclude that local NGOs and other members of civil society can be perceived as more productive in achieving results than the UN in general (*Ibidem*, 2017). Still, governments and international organizations find it hard to recognize the important role of NGOs, in achieving a sustainable and proper response to the refugee problems (*Ibidem*, 2017). Hence, collaboration should be enhanced on a national as well as an international level, facilitating the coordination and anticipation of future refugee flows. In order for them to achieve this result, Turkish NGOs should work together closely in order to establish a refugee protection network that would facilitate the exchange of information, at least among themselves (*Ibidem*, 2017).

CONCLUSIONS

The escalating of the Syrian Civil war since 2013 has brought on what the previous UN high Commissioner for Refugees and current general secretary of the UN, Antonio Guterres describes as the most frightening escalation of the refugee outflow rate since the Rwandan genocide almost 20 years ago (Phillips, 2013). More than 4.8 million refugee Syrians were forced to move to bordering countries due to war, around 3 million of them being hosted in Turkey alone, making this country the world leader on hosting refugees (Amnesty International, 2016).

Aggravated with intensification of conflict and being described as the largest humanitarian emergency in almost 2 decades (Phillips, 2013), the UN expects that as a result of this crisis, there are 13.5 million people in urgent need for humanitarian assistance and the number of internally displaced will reach 8.7 million by the end of 2016 (Amnesty International, 2016). It is expected that humanitarian response

respects and is guided though the pillars of assistance and protection. Assistance is the aid provided by disaster or crisis affected population in order to save lives and reduce the chances of human suffering, while protection should aim to secure full respect for rights of refugees according to international, humanitarian and refugee law (van Mierop, 2004).

Several members of the international community supported the humanitarian response, but due to the magnitude and duration of this crisis, these efforts are no longer enough. The response given by the International community as a whole should match both in the scale and emergency of the crisis, since millions of people freedom, rights and lives depend on this (ICVA, 2014). The recognition of challenges comes with the need to appeal to Syrian neighbouring countries to keep their borders open in line with their international obligations, otherwise the fleeing population will not have a place to go. In order for countries to maintain their open borders, international support for the host states must increase drastically, with resettlement commitments from partners. (*Ibidem*, 2014). The traditional and non-traditional resettlement countries were urged by a wide range of NGO'S to come together and resettle at least 180,000 Syrians, matching a 5% of the projected refugee population by the end of 2015. To achieve this, states are called to explore alternatives to facilitate the arrived of an even bigger number of Syrians to third countries, with projects such as humanitarian visa programs, expedited family base immigration process, community sponsorship, academic scholarships and labour opportunities, conceding protections that are described in the 1951 Geneva Convention (*Ibidem*, 2014).

Apart from these needs, other problems are also visible when dealing with the refugee crisis impacts. Several organizations highlight that even though European Countries, like Sweden and Germany are making generous efforts to host refugees; the European Economic Area hosted less than 2% of the 3.2 million registered refugees by 2014, which is considered a small number when considering the dimension of this area and the reality of the numbers (*Ibidem*, 2014). Organizations that participate in the High Commissioner Dialogue on protection at sea also reveal concerns about actions like the creation of fences and increasing surveillance of external land borders, since they may push refugees to seek for a more dangerous alternative to escape

persecution and war (*Ibidem*, 2014). This was observable though the increase of refugees trying to arrive for example Europe in “coffin boats”.

These phenomena make clear that there is a need for a stronger action in order to ensure that all violations of international law cease in Syria, that the responsible are held account for their crimes and that these citizens’ rights are secured (*Ibidem*, 2014). International organizations have a very relevant position when dealing with this type of crisis. Through them it is possible provide support including capacity building to governments and different stakeholders in implementing integration policies for the newcomers and in providing opportunities for states to exchange information, experiences and identify good migration management practices. The integration process should be improved to respond to the complexities and challenges of the modern-day migration (International Organization for Migration, 2008).

For example, it should consider the changes in direction of migration flows, the duration of their stay, the different cultural backgrounds and specific problems related to gender and skill levels. This type of integration should also promote a continued effort to counteract negative perception and stereotypes in the host community regarding immigrants and refugees, in order to facilitate and consolidate a positive interaction between them (*Ibidem*, 2008). For what I could conclude during this research and with the internship experience, refugee integration is focused on three main aspects: Economical integration, legal integration, cultural and social integration.

Economic opportunities may lead refugees to a specific host country, providing therefore manual labour and reducing the gaps in labour market, since there might be a lack of skills in these countries or a lack of desire of these countries’ nationals to fill some types of positions. This is positive for the host society, creating the opportunity to increase the economic activity as well as the number of skilled workers available, since most of these migrants may bring innovation, investment and entrepreneurship for the hosting country (*Ibidem*, 2008). It is possible to conclude that the working place proves to be a vital platform for integration since it is the place where most of the migrants interact with members for the hosting community (*Ibidem*, 2008).

Nonetheless, if this economic integration fails, the consequences are usually very hard to overcome. Long-term unemployment among migrants normally leads to alienation and dependency, negatively affecting their integration and the cohesion of

the entire society. And even if they find a job, there is a chance that migrants might experience discrimination at their workplace, or may receive less income due to lack of documentation, not being able therefore to reach their full potential and maximize their contribution to the society (*Ibidem*, 2008). Bearing this in mind, it is also important to analyse the legal dimension of integration. Legal integration, including mutual rights and obligations on the parts of migrants and the hosting society are also seen as fundamental for their overall integration.

A legal structure that doesn't promote discrimination, protects basic human rights and secures right to migrants, may in the end create a successful integration based on the rule of law. Migrants are expected to respect and observe national laws in order to understand the rights of all national and permanent residents. For this, it is crucial that migrants are aware of their rights and obligations within the borders of their hosting country (*Ibidem*, 2008). It is also of extreme importance to realize that some countries created regulations to extend legal protection to migrants that arrived the country through irregular channels, including severe criminal liability for organizations involved in activities such as smuggling and trafficking. Enforcing fundamental human rights, regardless of a person migration status is essential in order to have a successful integration policy (*Ibidem*, 2008).

The access and provision of social services to migrants performed normally through partnerships between host government and stakeholders may also facilitate integration by providing refugees with information and resources seen as necessary for their self-reliance and successful integration. Access to social services is viewed as the most visible and quantifiable index to analyse integration and social cohesion. Nonetheless, social integration should go further than just ensuring access to services, such as education and healthcare, being needed to analyse the day-to-day coexistence between migrants and their host societies (*Ibidem*, 2008).

This should be achieved through structured and unstructured interactions in schools and kindergartens, shops, neighbourhoods and sports clubs, and through political life and decision making at local and national level. Social integration should create the chance for migrants to feel that they are part of the host community and social networks around them. Social cohesion being an important objective of

integration, the significance of this dimension within integration for societal security and stability should not be underestimated (*Ibidem*, 2008).

Aggregating to the forms of integration described above, it is possible to realize that with the increasing diversity of migration flows and different relevance given to religion in different societies, the relationship between culture, religion and migration receives an extra significance. Cultural and religious diversity achieves expression through values, customs, clothes, language, food, holidays and types of religious education provided in the educational system. Networks linked with religion can provide transnational support structures to refugees during their journey, performing a role of “havens of familiarity” for new arrivals and fill the void left by the social service system (*Ibidem*, 2008).

Religious must be viewed as an extreme powerful dimension that may determine the success of integration. Values brought by migration, such as freedom of speech and freedom of religion, can be seen as enriching for the host community, but can also be perceived as a threat, resulting in intolerance and xenophobia. Therefore, there must be a sensitization of migrants and host populations on how to deal with difference and create a positive attitude toward diversity (*Ibidem*, 2008). NGOs have been proven to play an extremely important role by providing migrants with direct and practical assistance in their daily lives. They often also track integration policies and advocate for migrants’ rights and help address issues of immediate concern to migrants themselves at the local level. (*Ibidem*, 2008).

The King Baudouin, a Belgian foundation that promotes integration in a multicultural society, claims that the roles of NGOs regarding migrants integrations are to secure that migration and integration policies respect human rights, ensure that this policies are based on expertise and evidence and not driven by political agendas, evaluate the impact of policies regarding the general public opinion toward new migrants and to measure the efficiency of social integration models in comparative perspective (*Ibidem*, 2008). Additionally, NGOs may provide training sessions for journalists, social workers, and education offices, civil servants and others regarding the subject of integration and multicultural understanding. In the national and international levels, NGOs have lobbied for migrants’ rights and performed campaigns to “active” or “civil” rights in the absence of permanent citizenships (*Ibidem*, 2008).

As mentioned in this section and in the previous sections of this report, and after having taken in consideration the importance of all these types of integration and challenges due to impact and scale of this crisis, the NGOs play an important role in helping national governments and national institutions with this “burden” as well as providing enormous support through humanitarian aid. Humanitarian organizations and programmes such as the World Food Programme (WFP), the World Health Organization (WHO), United Nations Children’s Fund (Unicef), the United Nations High Council for Refugees (UNHCR), the United Nations Population Fund (UNPFA), Food Agriculture Organization of the United Nations (FAO) and the International Organization for Migration (IOM), are helping the national governments, through cross-sectors support to millions of people (United Nations Security Council, 2015).

Within these examples it is possible to observe that the WFP delivers food assisting an average of 3, 8 million people per month, the WHO distributes medicines and supplies medical treatment for an average of 700,000 people per month, UNICEF provides multi-sectorial support like water, sanitation and hygiene services for around 4.3 million and protection services for around 55,000, the UNPFA deliver reproductive health services to around 102,000 people per month, FAO distributed food and agricultural assistance to 310,000 people and IOM provides basic relieves items for around 40,000 people per month (*Ibidem*, 2015).

Nonetheless, the delivery of humanitarian assistance to the 13.5 million people in need just in Syria, proves to be extremely challenging due to the rising of active conflict, insecurity and impositions of restrictions, including burdensome administrative procedures, imposed by the parties in conflict (*Ibidem*, 2015). Apart from these difficulties, during the analysis I could understand that NGOs and specifically ASAM are helping a lot of people in need within Turkey, by helping them with registration into the Turkish System and providing them with Psychological Support, Legal Counselling, Health related services, translators and information’s regarding their rights and obligations in the Turkish territory (ASAM, 2016). These organizations fill the voids left by government, helping the target population in need to achieve their basic rights like education, health services, schools and humanitarian aid.

After the performance of the internship and due to the rising numbers of refugees coming to Turkey, I could conclude that their help cannot reach the entire

population in need because there are just too many people in need of this help, and the resources either from state or Non-Governmental organizations are not enough to assist everyone. Also, I could understand that the official number, around 3 million refugees within Turkey, is based on the registered refugees and the ones that came legally into Turkey. If the numbers of irregular refugees and irregular newcomers is added to the full picture, then it would be easy to observe that this number would rise almost to the double.

In addition to this, it is possible to observe that even though there were already changes in motion regarding the Turkish legal background, massive changes still need to be implemented. A suitable legal framework that gives the same rights to all refugees, independent of their place of birth, is perceived for me as a major step to secure refugees' rights and promote human rights protections. Perhaps Turkey should be therefore considered a milestone within the global Humanitarian System. It is certain that the world should and could have made a greater effort in addressing the Syrian refugee crisis. Turkey has taken the initiative, nonetheless it cannot face this problem all by itself. An attempt to minimize and put an end to vulnerable cases should be made (Zahed, 2017).

Common efforts from humanitarians and governments to strengthen capacities and potential of young children is seen as one of the main initiatives towards a solution for this problem, but there is still a lot of work to do (*Ibidem*, 2017). Apart from providing other types of goods and services, providing access to education is one of the main targets of international organizations. This can only be achieved by investing in and developing the capacity of local NGOs who work in the field (*Ibidem*, 2017). Turkish NGOs are perceived to be overwhelmed with all the work that they face yet the fate and future of refugees ultimately rests upon the shoulders of the actions and reactions of the international community as a whole. (*Ibidem*, 2017). It only leaves me to conclude that the internship experience at ASAM was truly enriching for me on both a personal and cultural level. It really opened my eyes to different mind-sets and problems that I would previously considered unreal in my daily live reality.

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