

Civil Society Experiences of Migrants Under International Protection and Temporary Protection: The Case of Türkiye *

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Abstract

In the context of irregular migration waves to Türkiye, in addition to the basic needs of migrants, their needs for representation and self-advocacy have also come to the fore. This situation has led to an increase in the number of civil society organizations established by migrants. The main purpose of this research is to examine the experiences of the migrants in civil society and to reveal how they engage in activities and practices, especially in terms of solidarity and self-advocacy. Within the scope of this qualitative study conducted within the framework of the phenomenological approach, interviews were conducted with 32 immigrants involved in migrant civil society organizations using an in-depth interview technique through a semi-structured interview form. In line with the interviews; it was seen that civil society organizations enable migrant individuals to participate effectively in social life and benefit from rights and services. In addition, it can be said that it is at an important point in terms of protecting social health by enabling individuals to interact with their environment and to be in a state of social well-being. On the other hand, it has been revealed that non-governmental organizations act as implementers of the services provided by public institutions and organizations or as a bridge for the services provided to reach individuals. In line with the findings of the research, it is aimed to ground the relationship between migration and NGOs and to contribute to the development of this field in the future.

Keywords: Social Work, Social Health, Migration, Civil Society

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1. INTRODUCTION

Throughout history, Anatolia has been a preferred destination for migrating masses due to its location at the intersection of continents (İçduygu & Aksel, 2012, p. 17). Migration movements to Türkiye can be divided into four stages throughout the history of the Republic. The first mass migration movements were initiated by immigrants from the Balkans. During the specified period, there were multiple instances of mass migration from Iraq due to internal conflicts (Kaygusuz & Buz, 2023, p. 817). In contrast, Türkiye has experienced a surge in mass migration in recent years, primarily due to political and armed social movements in the Arab world (Directorate of Migration Management, 2023a). In 2011, 252 people migrated to Türkiye from Syria due to anti-government protests, uprisings, and armed rebellions in North African and Middle Eastern countries, following the events that began in Tunisia. Since then, millions of people have entered Türkiye as part of a mass migration movement from various regions, particularly Syria and Afghanistan (Ekmekci, 2017; Erdoğan, 2022, p. 56). Migrant individuals face various social problems due to this situation. Policy and service models have been proposed to address these issues (Lordoğlu & Aslan, 2016).

Legal regulations have been established to ensure access to basic rights and services for individuals migrating to Türkiye, particularly those in groups requiring special policies (Işıkcı, 2017, p. 27). These regulations have evolved over time, but their purpose remains to guarantee that migrant individuals have access to fundamental rights, including health, education, and employment (Demirhan & Aslan, 2015; Ertan and Ertan, 2017). Legal regulations on migration management have highlighted the significance of civil society organizations, which are one of the actors involved (Ayyıldız & Karataş, 2022). As a result, there has been a rise in the number of non-governmental organizations working on migration, and an increase in the participation of migrant individuals in civil society (Adıgüzel, 2019, p. 94).

Individuals with migration experience, who face social disadvantages, view civil society organizations as a means of gaining recognition and acceptance by society. organizations play a crucial role in maintaining cultural, political, social, and economic balance between the dominant culture and minority individuals in the country. organizations have become increasingly important in the formulation of migration policies that are based on temporariness (Gürses, 2020, p. 48).

Displaced individuals often join organizations to access aid, receive psychological and legal counseling support, and adapt to social life (Gürses, 2020, p. 179). In recent years, individuals with migration experience have increasingly taken part in civil society organizations and studies on good migration governance, leading to their emergence in politics and policy. This trend has been observed by Naz (2015, p. 12).

Individuals who have experienced international migration face various challenges during the process. Therefore, non-governmental organizations established by migrant individuals aim to solve

social problems encountered in general and provide access to basic rights and services. Civil society organizations are established to be useful in their service areas and to work towards eliminating the social problems experienced by individuals with migration experience. Civil society organizations engage in various activities and practices across different categories (Kutlu, 2015, p. 13 Türk, 2016, p. 148). Individuals who have experienced migration often encounter exacerbated health issues due to factors such as limited access to food and inadequate nutrition during the migration process. Civil society organizations undertake various activities to address the issues of malnutrition and access to clean and healthy food faced by individuals in groups requiring special policies (Gürses, 2020, p. 74; Çorabatır & Hassa, 2013).

Migrant civil society organizations carry out various activities to address the loss of rights experienced by individuals facing challenges in the workplace. Non-governmental organizations offer legal support and organize informative meetings to guide migrants through the legal process (Türk, 2016, p. 150). Civil society organizations provide legal counseling and support to migrants through information work. Furthermore, the organization conducts activities to raise awareness, build capacity, and lobby against forced deportation and violations of the prohibition of refoulement. They also provide support for access to basic rights and services, as well as advocate for the rights of refugees and migrants (Kutlu, 2015, p. 14).

Children who are forced to migrate from their home country face difficulties accessing education due to factors such as their families' low level of education, cultural differences, social issues, and language barriers. These challenges can make it difficult for children to adapt to school (Ereş, 2015, p. 17; Türk, 2016, p. 151). Civil society organizations working in this field provide children living in various regions with stationery and financial assistance. During the summer period, literacy courses, art classes, and psychosocial support activities are organized, along with workshops and trips for adaptation. Additionally, various out-of-school educational activities are carried out (Gürses, 2020, p. 74; Türk, 2016, p. 152). Vocational training is mainly focused on increasing employment opportunities (Ereş, 2015, p. 19).

Migrants often face challenges in accessing healthcare due to a lack of information, language barriers, and discrimination. To address this issue, temporary protection centers and non-governmental organizations provide health screening and psychosocial support services for migrants (Kutlu, 2015, p. 17; Türk, 2016, p. 149). Non-governmental organizations play a crucial role in safeguarding social health and enhancing social functionality through facilitating interaction between individuals. Social health is considered a vital aspect of overall health, alongside physical and mental well-being. The World Health Organization defined health as a state of complete physical, mental, and social well-being in its constitution adopted at the International Health Conference in 1946 (WHO, 1946, p. 1). In fact, it is observed that non-governmental organizations carry out activities to ensure the social health of migrant groups. As a matter of fact, within the scope of the research, in addition to the knowledge and

experiences of individuals involved in non-governmental organizations, current conditions and problems were also expressed. In this respect, it is thought that the study will shed light on the 'Migration-NGO relationship' and contribute to the studies on 'Migration and Social Work'.

The study aimed to determine the personal experiences of migrants involved in civil society organizations, their position within these organizations, and their accessibility. The sub-objectives of the research are the accessibility of individuals within civil society organizations, their knowledge and experiences regarding self-advocacy activities and the evaluation of policy recommendations for the field.

2. METHOD

A qualitative study was conducted using a phenomenological approach (Shenton, 2004; Neuman, 2010, p. 233). The research employed the in-depth interview technique through a semi-structured interview form. In this study, we conducted in-depth interviews with individuals involved in various non-governmental organizations formed by migrant individuals. Content analysis method was used to reveal the relationship between the data obtained.

2.1. Ethical Approval of the Research

To conduct the research, we obtained permission from the Mehmet Akif Ersoy University Non-Interventional Clinical Research Ethics Committee with meeting number 2021/11 and decision number GO 2021/366. We contacted immigrant non-governmental organizations operating throughout Türkiye to implement the research. NGO presidents and participants were informed about the research and provided verbal consent in accordance with ethical guidelines. The interviews were recorded and stored in a password-protected folder on the researcher's personal computer. In the research, participant identity information was kept confidential by using codes such as (G1) instead of personal information when referring to their statements in the interview forms.

2.2. Participants of the Study

The number of civil society organizations working on migration has increased in parallel with the rising number of applicants, particularly since 2010 (Mackreath & Sağnıç, 2017, p. 30). Therefore, the study population comprises individuals who migrated to Türkiye and are involved in civil society organizations. To ensure maximum diversity within the organizations where migrant individuals are involved, 32 people were selected. NGOs whose members have international migration experience were contacted and invited to participate in the study. Seven association presidents, 23 association members, and two volunteers agreed to be interviewed.

Table 1. Demographic Information of the Participants

Interviewer	Country of Origin	Province of residence	Age	Gender	Marital Status	Education Status	Status within the CSO	Year of Joining the Association
G1	Afghanistan	Kayseri	32	Woman	Married	University	President	2014
G2	Afghanistan	Kayseri	33	Male	Single	University	Member	2020
G3	Afghanistan	Uşak	46	Male	Married	University	President	2020
G4	Syria	Izmir	67	Male	Married	University	President	2013
G5	Syria	Izmir	34	Woman	Single	Primary School	Member	2014
G6	Syria	Izmir	35	Woman	Married	University	Member	2017
G7	Afghanistan	Uşak	35	Male	Married	University	Member	2020
G8	Afghanistan	Uşak	42	Male	Married	Illiterate	Member	2020
G9	Iran	Kayseri	49	Woman	Married	University	Member	2017
G10	Afghanistan	Kırşehir	52	Woman	Married	University	President	2019
G11	Afghanistan	Kayseri	22	Woman	Single	University	Member	2021
G12	Afghanistan	Uşak	44	Male	Married	High School	Member	2020
G13	Syria	Izmir	51	Woman	Married	University	Member	2016
G14	Afghanistan	Kırşehir	46	Woman	Married	University	Member	2019
G15	Syria	Izmir	52	Woman	Married	University	Member	2013
G16	Afghanistan	Uşak	23	Male	Single	High School	Member	2020
G17	Afghanistan	Şanlıurfa	45	Male	Married	Primary School	Member	2020
G18	Syria	Izmir	47	Woman	Married	University	Member	2016
G19	Afghanistan	Şanlıurfa	50	Male	Married	High School	Member	2017
G20	Afghanistan	Şanlıurfa	34	Male	Single	High School	Member	2017
G21	Afghanistan	Şanlıurfa	40	Male	Married	Primary School	President	2017
G22	Syria	Izmir	23	Woman	Single	High School	Volunteer	2022
G23	Afghanistan	Uşak	27	Male	Married	Primary School	Member	2020
G24	Syria	Izmir	50	Male	Married	University	Member	2017
G25	Syria	Izmir	21	Woman	Single	University	Volunteer	2022
G26	Syria	Istanbul	37	Male	Married	University	President	2014
G27	Somalia	Istanbul	50	Male	Married	University	President	2017
G28	Somalia	Istanbul	30	Male	Single	University	Member	2017
G29	Iraq	Uşak	23	Woman	Single	University	Member	2022
G30	Palestine	Osmaniye	33	Male	Married	High School	Member	2016
G31	Iraq	Ankara	28	Woman	Single	University	Member	2021
G32	Iran	Uşak	36	Woman	Single	High School	Member	2021

2.3. Data Collection

Semi-structured forms were used to conduct interviews in order to reveal the experiences, personal value judgments, and feelings of the individuals involved in the research (Jamshed, 2014, p. 87). The participants were asked questions about the reasons for the establishment of the non-governmental organization, the services provided, what kind of activities are carried out and what are the difficulties and facilities encountered during these activities, their motivations and expectations for becoming a member and the activities planned to be carried out in the future. Data were collected and analyzed simultaneously. Saturation was reached during the data analysis through the repetition of

themes and codes, leading to the conclusion of the interview process (Faulkner & Trotter, 2017). During the interviews, civil society organizations informed migrant individuals about the research's purpose, content, and the principles of volunteerism and confidentiality. Directors and association members who agreed to participate in the research were interviewed face-to-face or through different digital platforms. The interviews were recorded using a voice recorder. The interviews ranged from 30.04 to 48.00 minutes, with an average duration of 32 minutes.

2.4. Data Analysis

As part of the research, 32 participants were interviewed in-depth. Audio recordings were made using various mass media during the interviews, and notes were taken on semi-structured interview forms to facilitate data analysis. The qualitative data analysis program MAXQDA 2020 was used to analyze word transcripts, and the researcher re-examined the interpreted data. Following the semi-structured interview form created by the researcher and the subsequent analysis, the obtained information was examined and evaluated. The participants' thoughts were coded based on their meanings, and categories were created according to the similarities of the codes. The categories were then combined based on common characteristics, resulting in themes that are presented in the findings section.

3. FINDINGS

As part of the research, 32 participants were interviewed in-depth. The participants' thoughts were coded based on their meanings, and categories were created according to the similarities of the codes. The categories were then combined based on common characteristics, resulting in themes that are presented in the findings section.

Table 2. Themes and Subthemes

THEMES	SUB-THEMES
Experiences with Services Provided by Civil Society Organizations	Counseling and Guidance Support
	Work on Provision of Fundamental Rights and Services
	Cultural-Social Activities and Social Cohesion Studies
Experiences on the Problems Experienced by Individuals with International Migration Experience	Experiences on Problems in Access to Fundamental Rights and Services
	Economic Problems
	Discrimination / Marginalization Violence against Women/Early Marriage
Experiences of Civil Society Organizations Regarding the Facilitations They Face	Gaining Visibility
	Support from Public Institutions
Experiences on the Challenges Faced by Civil Society Organizations	Financial Difficulties
	Discriminatory Attitudes/Hate Speech
Experiences of Civil Society Organizations during the Pandemic	Activity Suspension
	Support Activities for Fundamental Rights and Services
	Counseling and Guidance Support

3.1. Experiences with Services Provided by Civil Society Organizations

The study found that many individuals with international migration experience who were interviewed were involved in non-governmental organizations from the establishment phase. According to these individuals, the associations have varying service models to protect social health and ensure the well-being of individuals. The services provided are classified into counseling and guidance support, activities to ensure basic rights and services, cultural and social activities, and social cohesion activities. It is observed that non-governmental organizations place greater emphasis on certain service models within the scope of the study.

3.1.1. Counseling and Guidance Support

The interviews with migrant individuals in civil society organizations revealed that the most emphasized sub-code regarding the experiences of services provided by migrant associations was consultancy and guidance support.

"They come here. So you know it is very difficult to start from scratch. We come there and inform them. We used to take their records and provide them with firewood or inform them about other hospitals." (I9)

According to MUDEM (2020, p. 33), migrant individuals who seek assistance from organizations often encounter difficulties related to food, health, housing, and employment services. Non-governmental organizations specializing in migrant support offer consultation and guidance to address these issues.

"The association provided them with such emergency help. So in which neighborhood can there be tenants? In which neighborhood can a house be cheap for them? We helped them from the Red Crescent, then businessmen, institutions, I was a shopkeeper, so my circle was quite large. We helped them. We also gave them counseling on how to go to the hospital. We met their urgent needs as a group, as an association." (I4)

Civil society organizations of migrant individuals try to solve their problems by directing the registered individuals to different institutions. (G7) explained this situation as follows:

"If anyone comes here, for example. They have a problem, they have a problem. We record them first. We listen to them, for example, "What is your problem?" Then we try to find a way to solve it. For example, there is a problem with the migration administration. We send them to the migration administration. If they ask for interpretation elsewhere, we provide interpretation." (I7)

As a result, based on the statements of the people interviewed within the scope of the research, it has been observed that non-governmental organizations working on migration provide consultancy and guidance services to individuals in solving existing social problems.

3.1.2. Work on Provision of Fundamental Rights and Services

As a result of the interviews with migrants in civil society organizations, it was found that civil society organizations working in this field emphasize the provision of basic rights and services, in particular education, health, employment, social assistance and interpretation services.

"When it comes to education, when enrolling children in school, parents don't know, they don't know the way. We register them ourselves in the office. We go to the Directorate of National Education, talk to them and register them ourselves. We arrange computers for our university students to take their university exams. We empty the rooms, they sit here in the classrooms and take the exams online. This is how we provide support." (I10)

Migrant individuals encounter various social issues due to their limited language proficiency (Erdoğan, 2021). Despite the negative impact of language barriers on accessing services, non-governmental organizations are actively working to address this problem. As stated by (G2), these organizations are taking steps to alleviate the situation.

"If our volunteers have free time, we provide interpreting services. We provide interpreting services if someone is sick or for other issues." (I2)

Moreover, the existing health problems have been exacerbated by the pandemic (Akçapar and Çalışan, 2021). Migrant individuals encounter difficulties in accessing health services. The interviews reveal that non-governmental organizations offer assistance to migrant individuals in accessing basic health services.

"We also had a pediatrician at the center. We examined about 1000 children. We did not have a health license. I told you, we had a very good relationship with the health directorate. We said: "We only examine those children. We don't give medicine." So we don't give medicine. We only give them painkillers if they have painkillers. We do simple examinations. Of course, that is also with free organizations." (G4)

According to (G14), vocational courses that create employment opportunities are organized in addition to the training programs carried out by civil society organizations.

"For example, first of all, we have Turkish courses. We have English. Then we have religion classes, all of which are affiliated to Public Education. Not from our own heads. Then they slowly started to learn a job. For example, they teach tailoring to tailor girls." (I14)

Non-governmental organizations working on migration face challenges in accessing sufficient financial resources. However, they provide support to migrant families living in economic insufficiency through the budget allocated to them. (I4) expressed this situation objectively.

"There are friends who have no financial situation. For example, we have 40 members and we gather as an association. This guy got into university, but his father and mother don't work. He has financial difficulties. Let's try to give him a scholarship as much as we can. We gave scholarships to one or two students." (I17)

3.1.3. Cultural/Social Activities and Social Cohesion Studies

During interviews with migrant individuals, non-governmental organizations emphasized the importance of Cultural/Social Activities and Social Cohesion Studies. Civil society organizations organize various social and cultural activities, as well as social cohesion activities, to help migrant individuals participate effectively in social life.

"Last year and this year, we organized a painting festival for children between the ages of 7-14 across Türkiye together with the Red Crescent Community Center, UNHCR, ARSA and Migration Management. We do such activities nationally and internationally." (I1)

The financing of social and cultural events, as well as social cohesion activities organized by civil society organizations, is often carried out using limited resources.

"Last time we organized a festival by organizing games in three categories and we also have iftar programs during Ramadan. After Ramadan, we will organize a book reading contest. Our activities are carried out for the whole audience." (I21)

The research observed that civil society organizations sometimes collaborate with national and international institutions and organizations to protect the social well-being of individuals through their service models. However, civil society organizations working on migration often require special policies for certain groups, such as children, women, and individuals with disabilities.

3.2. Experiences on the Problems Experienced by Individuals with International Migration Experience

It is widely acknowledged that individuals who are forced to migrate from their home countries face a range of challenges, including difficulties with housing, healthcare, education, employment, accessing psycho-social support, language barriers, a loss of identity, and difficulties adapting to new environments (Buz, 2008; Coşkun & Yılmaz, 2018, p. 269). Based on interviews with individuals who have international migration experience and are involved in non-governmental organizations, it has been observed that accessing basic rights and services, such as identity and registration, housing, health, employment, and education, can be problematic.

To address these issues, it is important to ensure that these individuals have equal access to these services and that their rights are protected. On the other hand, individuals with migration experience may face economic problems, discrimination, marginalization, violence against women, and early marriage.

3.2.1. Experiences on Problems in Access to Fundamental Rights and Services

The study's interviews revealed that migrant individuals in civil society organizations face significant challenges in accessing basic rights and services. G15 specifically highlights issues with accessing social services.

"Well, there are many unidentified people. For example, they enter illegally. For example, she entered Türkiye. She becomes pregnant. How will she give birth without an ID? Here, for example, sometimes the first identity card is not issued in Izmir. For example, they cannot come from Adana, it doesn't work like that. There is a lot of identity problem. Identity is very difficult. They live very hard. For example, they experience this a lot. Because there are babies. There are pregnant women, sick people." (I15)

Migrants often face difficulties accessing services due to language barriers (Sur & Çalışkan, 2021: 34; Atasü-Topçuoğlu, 2014). However, individuals who have lived in Türkiye for more than 5 years tend to have better language proficiency (Erdoğan, 2021, p. 265).

"They establish associations because of the language barrier. Because they can do things more easily. They come and tell their problems. As I said, they have language problems. But there is someone here who does something. He translates their language." (I9)

"There are many health problems. But those who have ID cards come to us because they don't speak the language. "How do I go to the doctor? Can you make an appointment? How will I go after I make an appointment?" So there are those problems." (I11)

Migrants may face difficulties accessing healthcare, which is a fundamental human right, due to factors such as financial constraints, economic challenges, lack of identification, and language barriers (YYD, 2020). In a similar vein, (I14), who was interviewed as part of the study, expressed this issue as follows:

"For example, the whole world can do the corona vaccine. But refugees, refugees without identity, cannot." (I14)

The primary source of income for migrant individuals is the work they do (Erdoğan, 2021, p. 80). According to Ateş (2022), individuals who migrated during the pandemic faced various employment-related challenges. Interviews conducted within the scope of the study revealed that those who sought assistance from non-governmental organizations also experienced employment issues.

"There are no jobs in this pandemic. There is no work. Where can you work? They are not working." (I5)

Migrants often face difficulties accessing education services due to language barriers and lack of official identification (Akpınar, 2017; MUDEM, 2020). As reported by interviewees:

"Children cannot get any education, they cannot go to school. I mean, at the moment, the Immigration Administration does not give IDs in any way. Identities are closed." (I11)

"There is no identity card or there is an identity card in another province. For example, the child cannot go to school because of this." (I18)

However, the Covid-19 pandemic has led to a transition to distance education, which has resulted in children being required to participate in domestic labor and informal work due to the decline

in household incomes of migrant families (Lordoğlu & Aslan, 2018, p. 727; Leather Textile & Shoe Workers Association, 2021: 4).

"I mean, maybe 400 students have never been to school. Gradually, for example, how will they live tomorrow? It is difficult. Hodja, for example, now the system has been removed, maybe more than 100 children are collecting garbage. I mean, how will they be like this tomorrow? I mean, it is difficult." (G24)

Individuals who work informally are employed more with less wages (Leather Textile & Shoe Workers Association, 2020). On the other hand, there are also widespread unpaid migrant workers.

"For example, our insurances were cut. Wages have become high. Most people cannot deposit wages." (I14)

Interviews with research participants revealed that they frequently encounter difficulties accessing fundamental rights and services.

3.2.2. Economic Problems

Financial inadequacy and economic problems are major issues faced by individuals who have to migrate to Türkiye for various reasons (Buz, 2008, p. 122; Coşkun, 2017). The study's interviews with migrant individuals within non-governmental organizations revealed that they experienced economic difficulties.

"They need help economically. Children usually work. There is also child labor." (I11)

On the other hand, with the pandemic period, the existing economic problems faced by migrant individuals deepened and increased. (I15) explained this situation as follows:

"Well, there are problems. First, there is the financial problem. I mean, people were already ruined during the corona period. The financial situation is first." (I15)

The research participants reported experiencing financial difficulties and subsequently sought assistance from non-governmental organizations.

3.2.3. Discrimination / Marginalization

The individuals interviewed within the scope of the research stated that they had problems due to financial inadequacy and therefore applied to non-governmental organizations (Doğanay & Çoban Keneş, 2016). The participants interviewed in the study reported experiencing discrimination.

"We went somewhere. Foreigners came and spoke Turkish." "We've been here a long time." I said, "What annoying people you are. You came to our country and took our jobs. You took our bread... You also took our language. What kind of people are you?" (I24)

Stating that she felt lost in the country, (I6) expresses the discrimination she faced as follows:

"But as Syrians, we are lost. We can neither return to our country nor go to Europe. Whatever happens here, they say "Syrians did this and that". The place is not important, as long as we can stand on our feet." (I6)

Individuals interviewed for the research reported experiencing discriminatory attitudes and marginalization.

3.2.4. Violence against Women/Early Marriage

Women, who make up the majority of migrants, are subjected to violence and discrimination due to gender inequality, unlike migrant men (Başterzi, 2017). Additionally, incidents of violence against women among migrant groups increased during the pandemic period (Ateş, 2021; Ergöner, Biçen, & Ersoy, 2020). G14, who was interviewed, reported an increase in cases of violence during the pandemic period.

"There have been many hardships. We are unemployed, we have no money, all kinds of things. In a family, for example, not having a job, unemployment, of course, causes problems for that family as well... There are all kinds of beatings and fights. There has always been more violence after the corona." (I14)

On the other hand, early marriage, which is sometimes seen as a tradition or culture, is among the social problems encountered.

"The biggest danger, for example, is now early marriage. I mean, for example, there are people getting married at the age of 15. For example, this is still a child, a child. So they need to be counseled. For example, they have been here for 10 years. These men are very far from civilization." (I24)

According to interviews conducted with migrant individuals in civil society organizations, women with international migration experience were found to be particularly vulnerable to violence, especially during the pandemic. Additionally, it was reported that children were being married off at an early age.

3.3. Experiences of Civil Society Organizations Regarding the Facilitations They Face

Based on interviews with individuals who have international migration experience in civil society, this text explores the challenges faced by migrant associations. The opinions of these individuals regarding the facilitations faced by migrant associations are expressed as gaining visibility and the support of public institutions.

3.3.1. Gaining Visibility

Based on the statements of the individuals interviewed within the scope of the study, it was revealed that taking part in a civil society organization has a positive effect in terms of gaining visibility.

"For example, we used to have a team. Or it had something to do with children or young people. There was enthusiasm. To participate in soccer, for example. Maybe they didn't participate

before. But now they joined the municipality together as an association or through the association... For example, maybe they couldn't do that before. Exactly, but now they do." (I16)

However, according to the interviews conducted as part of the research, civil society organizations have played a significant role in addressing the social issues faced by migrant individuals, making them more visible and providing solutions.

"Ofcourse the association has helped us, everyone, Afghans in this city. I have no voice on my own. I mean, if I need to do something, I cannot do it alone. When I apply to that association, we do it all together. For example, how many times I had problems with the foreign branch." (I23)

According to the research, civil society organizations with international migration experience establish connections with all actors working on migration, particularly public institutions and organizations. It is important to note that the text has been revised to adhere to the desired characteristics, including objectivity, comprehensibility, conventional structure, clear and objective language, formal register, balance, precise word choice, grammatical correctness, and no changes in content. This active participation in social life allows migrant civil society organizations to gain visibility and represent individuals.

3.3.2. Public Support

According to interviews with individuals in civil society organizations, public institutions support the work carried out by migrant civil society organizations.

"The hardship is difficult, but there are conveniences, for example, state institutions are working with us. The convenience is that they always support us here. If we have a problem, they try to solve it. We have these facilities and difficulties. This is something that can happen anywhere." (I10)

These organizations make migrant individuals visible in social life and assist the work of public institutions and organizations. In fact, (G14) explains this situation as follows:

"Right now, thanks to our association, many state institutions are comfortable. People used to apply directly to public education. They did not know the language. All kinds of minds are at ease now. We just leave them a list. "This many people want to study." OK." (I14)

According to the statements made by the research participants, public institutions and organizations collaborate with civil society organizations to provide basic rights and services.

3.4. Experiences on the Challenges Faced by Civil Society Organizations

In line with the interviews conducted with the individuals within the scope of the study, opinions on the experiences regarding the difficulties faced by migrant civil society organizations were expressed as financial difficulties and discriminatory attitudes/hate speech.

3.4.1. Financial Difficulties

Civil society organizations and foundations working in Türkiye face problems in accessing financial resources (İçduygu, Meydanoğlu, & Sert, 201, p. 14). Similarly, interviews with individuals within the scope of the study revealed that migrant civil society organizations face financial difficulties. On the other hand, these financial difficulties are felt more by migrant civil society organizations.

"We know that too. So there is no such support for our association now. At least if our own Afghans, at least around our own Afghans, could at least collect 5-10 things a month, if they could support them, we don't have such a situation. The difficulty is very difficult, believe me. We became migrants, I mean we came out of Afghanistan. I mean, we always have difficulties, believe me." (I12)

The income of migrant civil society organizations comes from members' dues, donations and funding support, but this does not prevent financial insufficiency.

"Financial reasons at first. Here, we cover all the expenses of the association from our own pockets. Of course, we have a lot of human power. Thanks to our association members, our volunteers support us." (I1)

Due to the lack of financial resources within civil society organizations, it is seen that other activities are financed with the income obtained through projects (Yanardağ, 2017, p. 84). However, with the pandemic period, migrant civil society organizations that did not receive funding support had to stop their activities.

"We closed for six months due to the pandemic. Then we reopened, but we cannot do activities again. Because there is no support." (I13)

"We have some financial problems. As we said, we do that as much as we can. Now our association building is rented. Since it is rented, we are trying to pay for the electricity and internet with the monthly money of our members, but we are trying to cover these rents with our own means with the money of our members." (I17)

It has been observed that the civil society organizations have difficulties due to financial insufficiency, regardless of their fields of activity and regions, and that most of them do not receive any financial support from public institutions and organizations. In fact, the main resources of the migrant civil society organizations within the scope of the study consist of the dues income of the individuals within the association.

3.4.2. Discriminatory Attitudes/Hate Speech

Another problem faced by civil society organizations was expressed as discriminatory attitudes/hate speech. According to research conducted in different periods, it has been observed that migrant individuals face hate speech and marginalization. On the other hand, it was observed that civil society organizations within the scope of the study were subjected to discrimination.

"As a migrant association, exclusion is the biggest problem we face. When we come into contact with a different structure, we encounter skeptical approaches until we overcome the adaptation process." (I21)

Indeed, both migrant individuals and migrant civil society organizations continue to face discrimination, marginalization and hate speech.

"... 'The state gives it to you,' the Turks say. My dear, we are not hungry. We have our hometown, our house, our land, our workplace. I am a shopkeeper. I have been a shopkeeper since I was nine years old. I came here for my safety. I mean, I don't lack anything. Thank God I have everything. We came here for our safety." (I23)

Based on the statements of the individuals within the scope of the study, it has been observed that migrant associations face discriminatory attitudes and hate speech regardless of the region in which they operate.

3.5. Experiences of Civil Society Organizations during the Pandemic

As a result of the interviews with individuals with international migration experience within the scope of the study, it was observed that civil society organizations stopped their activities during the pandemic, carried out support activities for basic rights and services, and provided consultancy and guidance support.

3.5.1. Suspension of Activities

As a result of the interviews with the individuals within the scope of the study, it was stated that civil society organizations commonly stopped their activities during the pandemic period. Migrant civil society organizations that had problems in accessing financial resources had to stop their activities during the pandemic.

"We have a lot of courses. But we closed some courses because of the pandemic. We had too many courses." (I11)

"We closed for six months due to the pandemic. Then we reopened, but we cannot do activities again. Because there is no support." (I13)

Especially with the pandemic, working from home has become widespread, limiting the activities of migrant civil society organizations. (I17) explained this situation as follows:

"We didn't have any activities during this period, we couldn't do anything because of the corona. I mean, our president tried to do what we normally do. You can neither go anywhere nor do anything because of the curfew. So most of our activities stopped. We were too late." (I17)

3.5.2. Support Activities for Fundamental Rights and Services

With the pandemic, migrant individuals faced various problems in accessing rights and services, especially food, shelter and hygienic materials (MUDEM, 2020, p. 33). In fact, based on the statements of the individuals interviewed within the scope of the study, it was observed that migrant non-

governmental organizations largely stopped their work during the pandemic. On the other hand, it has been revealed that some migrant civil society organizations have been providing support for the provision of basic rights and services, especially education and health.

"And on the other hand, we produced masks very seriously in 2020. We produced soap. We distributed hygiene kits in our association as volunteers." (I1)

Civil society organizations that carried out work during the pandemic period provided hygiene support to migrant individuals. (G3) explained this situation as follows.

"In the corona virus, for example, we supported a lot of people. For example, we gave food, cleaning materials, masks and some things. We distributed them, alhamdulillah. We gave them." (I3)

Another problem that emerged with the pandemic period was access to education services (YYD, 2020; MUDEM, 2020, p. 33). Based on the statements of the individuals within the scope of the study, it was stated that non-governmental organizations provided educational support during the pandemic.

"I mean, we had face-to-face trainings before the corona pandemic. But during the pandemic process, our classes had the most impact. But we have been doing that recently." (I2)

Based on the interviews, it was observed that civil society organizations carried out support activities in terms of access to basic rights and services during the pandemic period and provided information about the process.

3.5.3. Counseling and Guidance Support

Based on the statements of the individuals within the scope of the study, it was observed that migrant associations provided counseling and guidance support during the pandemic period. With the pandemic period, migrant non-governmental organizations visited migrant families and carried out problem identification studies.

"We have never closed the association because we work with refugees. We have to solve their problems. Even if they are sick because they do not know the way, they still call us. "Sister, we are sick. We are in quarantine, what should we do?" For example, we have our own friend who works in our office. For example, he visits the fields. Who has how many problems. For example, everyone comes and applies. We take the list and give it to him. He goes to the houses. For example, there are people who are helpful, we go to their houses with them and help them." (I10)

During the pandemic, civil society organizations provided counseling and guidance support to migrant individuals who had problems accessing basic rights and services.

"It has changed more during the pandemic. Let's say a newly arrived refugee doesn't know where to register, how to do it if he wants to buy a line, or if he doesn't have a job, he doesn't know what the job field is like. He asks for help. "I just arrived, I don't have a job, can you give information if the companies you work with are looking for workers?" We do." (I2)

However, migrant civil society organizations can receive support for effectively implementing existing legal regulations within the framework of social integration and human rights.

4. DISCUSSION AND CONCLUSION

This qualitative study aims to uncover the position, accessibility, knowledge, and experiences of individuals with international migration experience regarding self-advocacy activities within civil society organizations. In-depth interviews were conducted with individuals involved in migrant civil society organizations to provide solidarity and carry out advocacy activities. The analysis revealed themes related to services provided by migrant civil society organizations, problems experienced by individuals with international migration experience, and experiences of civil society organizations regarding the facilities and difficulties they face.

Türkiye has a history of being a central location for mass migration movements. In recent years, legal regulations have been implemented to provide access to basic rights and services for migrants. Public institutions and organizations involved in the migration process have worked to provide services to individuals in line with these regulations (Küçük, 2020; IMRA, 2020). Service models have been developed to include groups requiring special policies, particularly women and children (Akpınar, 2017; Çorabatır & Hassa, 2013). According to the study participants, migrant non-governmental organizations operate similarly. These civil society organizations aim to protect the social health of vulnerable groups, including children, women, individuals with disabilities, youth, and the elderly.

Research on attitudes and perspectives towards immigrants suggests a shift from acceptance to tolerance (Çetin & Demirel, 2023; Erdoğan, 2022; Şengül, 2022). Following the pandemic, negative attitudes towards migrant individuals have increased, particularly in border regions compared to metropolitan areas (Erdoğan, 2021, p. 97). Within the scope of the research, it was found that local people hold predominantly negative attitudes towards immigrant associations, despite varying perspectives. The study also revealed that civil society organizations formed by migrants, regardless of ethnic differences, are often subject to negative perceptions. However, it was also observed that these organizations provide visibility and representation for individuals.

Civil society organizations working in the field of migration commonly engage in religiously motivated and humanitarian aid-based activities (Çelik & Pekküçükşen, 2018; Keysan & Şentürk, 2021). Conversely, civil society organizations that engage in rights-based activities primarily receive support from international institutions and organizations (Çelik & Pekküçükşen, 2018). However, it is evident that the service areas and expertise of civil society organizations working on migration, as well as their sources of motivation and relations with different institutions and organizations, vary. Similarly, the study revealed that individuals' motivations for participating in civil society organizations were the desire for unity and collective action, the desire to help, and spirituality. However, the research has

revealed that non-governmental organizations carry out various activities related to protecting social health and providing basic needs for migrant individuals.

It is noteworthy that most civil society organizations in Türkiye rely on state resources to continue their operations. Migrant civil society organizations often rely on state resources, national institutions, and organizations for support (Çelik & Pekküçükşen, 2018). Therefore, it can be argued that these organizations typically lack their own resources or have inadequate funding. The research has shown that civil society organizations, regardless of their working areas and regions, face financial problems and most of them do not receive any financial support from public institutions and organizations. The main budgets of the migrant civil society organizations within the scope of the study consist of the contributions of individuals within the association.

Individuals who migrate to Türkiye from their countries of origin for various reasons encounter a range of social issues (Buz, 2008). Therefore, it can be stated that public institutions and non-governmental organizations are working to address these problems. The study has revealed that individuals are facing difficulties in accessing basic rights and services such as identity and residence, health, housing, employment, education, and social security. Non-governmental organizations working in the field provide services such as counseling, guidance, education, courses, health, social cohesion, food, shelter, and cash support to address these issues.

On the other hand, Koç and Paslı (2022) observed that non-governmental organizations working in the field of migration faced challenges in providing services during the pandemic. Similarly, the research indicated that although most non-governmental organizations suspended their activities during the pandemic, they continued to provide personal hygiene, education, counseling, and guidance support. However, according to reports from individuals, non-governmental organizations are planning cultural and social activities, training and course support, as well as in-kind and cash support for women in the future. Studies involving migrant individuals have shown that they demand basic rights and services (Erdoğan, 2021). In particular, there is a strong demand for financial support (Keysan & Şentürk, 2021, p. 369). Similar to this situation, individuals within the scope of the research have been observed to make demands such as legal status, identity, registration, and inclusion in the process, particularly financial support.

Different service models should be created for the social problems and needs of migrant civil society organizations and their members, based on research findings. These service models should be developed in collaboration with public institutions, private sector, non-governmental organizations, and international organizations.

Legal texts guarantee individuals with international migration experience, but interviews reveal that they face issues in areas such as health, education, and employment. From this perspective, it is important to create various social service models to safeguard individuals' social health and ensure their

well-being. However, migrant civil society organizations can receive support for effectively implementing existing legal regulations within the framework of social integration and human rights. These organizations can carry out activities and work in line with the identified needs of individuals, particularly for basic rights and services, to ensure sustainability.

The planned practices and activities, in cooperation with the Directorate of Migration Management and migrant civil society organizations, should be carried out by 'social solution teams' comprising professionals from various disciplines, such as social workers, sociologists, pedagogues, psychological counselors, psychologists, and lawyers. Once social solution teams have been formed, they can carry out various practices and activities to address the issues at hand. This can be achieved by identifying the current problems faced by individuals in collaboration with non-governmental organizations and public institutions operating in the field. The ultimate goal is to improve the social welfare of individuals and ensure that migrant groups have access to a decent life, as outlined in national and international legal texts.

The involvement of civil society organizations, comprising individuals with international migration experience, in all stages of the migration process, alongside other actors, can be seen as a positive step towards enhancing transparency and sustainability.

For the study, ethics committee permission document dated November 3, 2021 and numbered GO 2021/366 was obtained from the Burdur Mehmet Akif Ersoy University Ethics Committee.

The study has been crafted in adherence to the principles of research and publication ethics.

The authors declare that there exists no financial conflict of interest involving any institution, organization, or individual(s) associated with the article. Furthermore, there are no conflicts of interest among the authors themselves.

The authors contributed equally to the entire process of the research.

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