

# MEASUREMENT OF SYRIAN REFUGEES' SATISFACTION WITH NGOS SERVICES A FIELD STUDY IN TURKISH SOUTHERN PROVINCES<sup>1</sup>

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**ABSTRACT:** This research aims to measure of Syrian Refugees' Satisfaction with Non-Governmental Organizations (NGOs) services who are living in Antakya, Kilis, Gaziantep province, three Turkish southern provinces. The main services dimensions have studied such as (General Impression, Services, Rendering of Service, and Transparency). A random sample of 384 people from these provinces was collected (Antakya, Kilis, and Gaziantep). The differences between refugees about previous variables according to four demographic variables (gender, age, education and city) have studied. The main results were the women could catch or perceive the higher level of quality about delivery of services and service transparency and the dimension of service can differentiate generally according to the age groups. It was determined that there is a significant difference among the graduates of primary, middle school, bachelor and postgraduate degree owners. In addition to there is a difference between Syrian Refugees' satisfaction about NGOs' services dimensions (General Impression, Service, Services rendering, service transparency) in Turkish Southern Provinces due to the city.

**Keywords:** Satisfaction, Rendering of Service, Non-Governmental Organizations, Syrian Refugees

**ÖZET:** Bu araştırma, Türkiye'nin güneyinde yer alan üç ildeki –Hatay, Kilis, Gaziantep- Suriyeli sığınmacıların kar amaçsız kuruluşlardan aldıkları hizmetin tatmin düzeyini ölçmeyi amaçlamaktadır. Hizmet boyutları, “Genel Etkiler”, “Hizmet Vermek” ve “ Hizmetin Şeffaflığı” kategorilerinde incelenmiştir. Araştırmanın örneklemini rasgele yöntemle Antakya, Kilis ve Gaziantep'ten seçilen toplam 384 kişi oluşturmaktadır. Sığınmacıların cinsiyet, yaş, eğitim ve geldikleri şehir açısından hizmet boyutları yönüyle farklılaşp farklılaşmadıkları incelenmiştir. Genel olarak, kadınların hizmet kalitesi ve hizmetin şeffaflığı boyutlarında daha yüksek düzeyde hizmet kalitesi ve hizmet sunumu algısına sahip oldukları, ayrıca hizmet şeffaflığı ve hizmet kalitesine ilişkin algılamaların yaş gruplarına göre farklılaştıkları sonucuna varılmıştır. İlk, orta, lisans ve yüksek lisans eğitimi alanların arasında da hizmet boyutları

<sup>1</sup> Bu makale 20-21 Mayıs 2017 tarihinde İstanbul'da düzenlenen International Congress of Management Economy and Policy isimli kongrede bildiri olarak sunulmuştur.

açısından anlamlı farklılıklar bulunmuştur. Ek olarak Türkiye'nin güney üç ilindeki Suriyeli sığınmacıların geldikleri şehirler dikkate alındığında Kar Amaçsız Kuruluşların verdikleri hizmetlerden tatmin olma yönüyle farklılaştıkları görülmüştür.

**Anahtar Kelimeler:** Hizmet Tatmini, Hizmet Vermek, Kar Amaçsız Organizasyonlar, Suriyeli Sığınmacılar

## INTRODUCTION

The conflict in Syria has been entered its seventh year, and the influx of refugees continues inside and outside the country. The number of Syrian refugees in the neighboring countries has reached about five million, especially (Turkey, Lebanon, Jordan), and the influx of Syrian refugees has far surpassed initial projections, which is a great burden on these countries, and it has resulted in a major humanitarian crisis that requires much work from all sides, so the UN Refugee Agency (UNHCR) released figures in 2015 showing that, for the first time, Syrians have become the largest refugee population under the agency's mandate (<http://data.unhcr.org/syrianrefugees/regional.php>, The Lancet, 2015).

The Syrian refugees and the organizations that support them are losing hope, they see the war going on, and everything in Syria has been destroyed (Carlos Fierros et al, 2016). Because of the prolonged duration of the crisis, it is expected to increase its impact on neighboring countries, as well as instability in the region (Regional Refugee & Resilience Plan, 2016 – 2017). The combined 2016 budgetary requirements for the UN and humanitarian partners' response to the Syria crisis were US\$ 7.73 billion (UNCHR, 2016).

NGOs are so diverse and so controversial that it is not possible to support, or be opposed to, all NGOs. They may claim to be the voice of the people and to have greater legitimacy than governments, but this can only be a plausible claim under authoritarian governments. However, their role as participants in democratic debate does not depend upon any claim to representative legitimacy (Peter Willetts, 2011).

In a period of time, NGOs have had a good reputation among people, in the media and the scientific community. However, this has changed in the last decade, and scholars began to conduct a critical evaluation to examine their organizational structures, credibility, legitimacy, accountability and impact, (Cecilia Cannon, 2013).

The principles of altruism and voluntarism are essential in the NGOs sector and they are respected because they contribute to raising the quality of public life through professional and personal integrity, dedication to public issues and charity (Stephen G and Thanuskodi S, 2015). As non-governmental organizations are closer to popular levels, they can better respond to the needs of the beneficiaries (Fayez A. Simadi and Fawwaz Almomani, 2008).

Syrian refugees in neighboring countries are divided between those living in camps and those living in cities with the country's population. In both cases, the majority are living in border towns near Syria. There is a wide spectrum of NGOs implementing many projects in multiple areas (Gani aldashev et al, 2014). The civil society's significant activities are in involving Syrian refugees and in providing food, clothing and other assistance. As one NGO worker put it, "we need to teach them how to fish" (Kilic Bugra Kanat and Kadir Ustun, 2015). So the main role of proposing improvements that focus on helping the neediest people should be the task of national or local NGOs. This means that the role of national non-governmental organizations should be strengthened when planning for needs identification and updating (Kamel Mohanna, 2015).

This research was conducted in three Turkish border cities with Syria (Gaziantep, Kilis, Antakya), where there are a large number of Syrian refugees, in addition to a large number of Syrian and international NGOs, In order to measure refugees' satisfaction with the services provided by these organizations (NGOs).

## **1. LITERATURE**

### **1.1. Syrian Humanitarian Crisis**

Undoubtedly, as of this writing, the Syria conflict is the biggest humanitarian, peace and security crisis facing the world today. The UN estimates 13.5 million people in Syria need humanitarian assistance while (5,022,731) in 2017 (<http://data.unhcr.org/syrianrefugees/regional>, Last Updated 05 Apr 2017) are registered refugees in the main host countries: Turkey, Lebanon, Jordan, Iraq and Egypt, (Australian Government: department of foreign affairs and trade, 2016). The conflict in Syria is now in its seventh year and the influx of Syrian refugees into Turkey has far surpassed initial projections. The estimated total number of Syrians in Turkey is about (3) million (World Health Organization, 2016). This large number of refugees requires the intervention of many local and international NGOs. Moreover, these organizations provide services to refugees in various areas such as relief, education, health, livelihoods, whether refugees within or outside the camps.

As the crisis in Syria continues humanitarian needs inside and outside the country are escalating rapidly and perhaps for a long period of time (Caroline Abu Sa'Da&Micaela Serafini, 2013). Despite all efforts, the Syrian refugees crisis is still very large and has affected all the Syrian governorates and led to the displacement of more than ten million internally and externally, and most of them need humanitarian assistance (Daniel Baker et al, 2015). Therefore, the crisis continues to have an enormous social and economic impact on the host countries, with many local, municipal and national services such as health, education and water under severe strain. Vulnerable host community populations have reported decreases in wages and deteriorating working conditions due to increased competition for low- and un-skilled jobs. Syrian families have severely

diminished livelihood and education opportunities, while living conditions in exile are steadily deteriorating (UNCHR, 2016).

The large numbers of refugees living outside the camps (also called “urban refugees”) are more vulnerable, as most of them do not benefit from services provided by the Turkish government or international agencies. The exception is health care: under a January 2013 governmental decree, all Syrian refugees can benefit from free primary health care (Souad Ahmadoun, (2014). The Turkish Government is working with UNHCR and other partners on the response, but many refugees find themselves in compromised conditions (Danielle Villasana, 2016). The crisis in Syria is fast becoming the worst humanitarian emergency of the 21st century and demands greater international attention and action (Justin Byworth, 2013).

Sustainable solutions are a critical issue for the Syrian refugee response. It was acknowledged that national and local NGOs will be responsible for ensuring the response continues over the long term, so developing their capacity and empowering them to drive the direction of the response is crucial. Owing to the short-term policy priorities of respective governments, however, coordination between civil society and ministries will need improvement to focus on longer-term objectives (NOREF and CHATHAM HOUSE, 2014).

As conclusion, for the last six years the Syrian conflict has generated immense needs. In the absence of political solutions to the conflicts and in the face of increasing war disasters, the humanitarian system is excessively challenged in its capacity to respond and finance the response to the growing needs worldwide. But the Syrian crisis is the biggest one in terms of required funding (Kathrin Schick et al, 2016). This means that all parties must cooperate and work together to mitigate the effects of this crisis on the Syrian refugees at home and abroad, in and outside the camps.

## **1.2. Role of NGOs in Syrian Crisis**

The definition of non-governmental organization (NGO) can initially be introduced, It is worth noting that the World Bank defines NGO as “Private organization that pursues activities to relieve suffering, promote the interests of the poor, protect the environment, provides basic social services, or undertakes community development” (Stephen G and Thanuskodi S, 2015). It has become evident that NGOs provide services that governments lack the resources to provide. More importantly, they have become “the preferred channel for service provision, in deliberate substitution for the state” (Carol Ann Tilt, 2005). Local and international NGOs have played an important role in many of the crises and disasters that have taken place in the world, most recently in Syria and a number of Arab and African countries experiencing wars and problems, and some of them became a milestone of global proportions.

NGOs have always been and will continue to be involved in complex emergencies. It is thus necessary for all actors to come together and formulate a common response of complex emergency, maximizing on the strengths of different players. Promoting public awareness and stimulating donor response are keys to a successful response to disasters. NGOs must be encouraged and supported in the roles they do best. This will result to rapid and efficient service delivery to affected populations (David .W. Muriuki et al, 2014).

The massive influx of refugees is coming from Syria and increased donor fatigue raises a new set of questions about the sustainability of the NGO response (Carlos Fierros et al, 2016). NGOs could assume an important role in ensuring that the refugees community benefit from services in Turkey. They can aim to fill the gaps, which cannot be covered by government agencies. A collaboration of Turkish and Syrian NGOs could directly work with the community to inform them on how to access services, to organize Turkish courses for women and children, to provide interpretation services when required, and arrange psychological support for women. In addition, NGOs are playing active role in development activities in the fields of education, health and sanitation, women and children to improve the quality of life (Amnesty international, 2014).

Non-governmental organizations played an important role during and after the war in terms of relief, health care and medical support. What distinguishes non-governmental organizations from others in the workplace is being on the ground as soon as possible in crisis, flexibility and ease of delivery of services in a changing environment, and recognizing the consequences of disasters for survivors and their rights to care and to sustain their lives (Hiam Al Zain, 2007).

Host and neighboring countries should ease the way for Syrian NGOs to register and establish themselves in order to receive funds and support from the international community. This will also provide greater accountability and transparency ([www.icanpeacework.org](http://www.icanpeacework.org), 2013). However, NGOs will have to play a major role in developing programs and projects that can assist in building refugees' capacity to live independently in Turkey. Cooperating with national and international NGOs providing psycho- social programs to refugees from Syria in Sanliurfa, Mersin, and Gaziantep provinces. (Daniel Baker et al, 2015). Many NGOs work well in Turkey, in cooperation with their partners, filling gaps in the needs. Currently, NGOs' and INGOs' ability to work with Syrian refugees are at the discretion of the GoT, the GoT may expel an INGO from Turkey if it is unsatisfied with its performance or actions (Sarah Bidinger and Susan M. Akram et al, 2015).

Despite efforts led by the UN refugee Agency, UNHCR, to provide Syrian refugees with essential services in accordance to international law and standards, significant under-funding of the UN humanitarian appeal has resulted in both UNHCR and refugees having to make very difficult choices. UNHCR has had to apply strict criteria for access to certain types of health care, while many refugees have gone into debt to pay for care, compromising their ability to pay for other

essentials such as rent. In some cases refugees have taken the huge risk of returning to Syria in an attempt to access treatment (Amnesty international, 2014).

Moreover, Transparency in NGOs' activities is considered a key element in accountability arrangement. Transparency is closely linked to accountability as only when agencies are transparent do donors and clients have the information to properly assess what an agency is doing. So the World Bank's concept of good governance is limited to the passage of laws and implementation of policies related to the promotion of transparency in economic administration and of decentralization of responsibility for development (Maura Leen, 2006; team of graduate students from Texas A&M University's Bush School of Government and Public Service, 2016).

### **1.3. Refugee's Satisfaction**

Marketing researchers generally agree that satisfaction is a response to consumption related experiences, customers who are satisfied tell others about their experiences and this increases Word of mouth (WOM) advertising. Prabhakaran (2003) highlights that the customer is the king. According to Drucker (1954), the fundamental purpose of any business is to create customer satisfaction (Beneficiary) (Salman Khalid, 2011).

Beneficiaries' satisfaction can be defined as all that relates to how beneficiaries evaluate the quality and /or impact of services. It can be inferred from attendance rates, premature terminations, and reapplication for services and related types of data (Fayez A. Simadi and Fawwaz Almomani, 2008). The difficulties faced by refugees in cities and outside camps are greater than others in rural areas or in camps ([www.3rpsyriacrisis.org](http://www.3rpsyriacrisis.org), 2016). Many researches has been conducted on NGOs and their effectiveness in providing essential services such as WASH, food and health, but there is little researches on the impact of staff training that may effect on the level of service provided by these organizations (Carlos Fierros et al, 2016).

According to mentioned above, it is not always easy to measure the impact of NGO programs or projects because of the nature of the services rendered, and the quality of some of them is difficult to monitor (Gani aldashev et al, 2014), and we also find that poorer beneficiary communicates have restricted access to NGOs and that is significantly affecting on their satisfaction. The level of community involvement in NGO decision making also varies, with some evidence that this affects community satisfaction (Abigail Barr et al, 2004).

Some of the main issues identified by these assessments include overcrowding, inadequate access to basic services, rising rent and food prices, and competition for the limited work opportunities (Ghida Anani, 2013). Aid agencies try to contain the crisis through aid, but note that the beneficiaries were not grateful because they had to queue up for a loaf of bread and food (Jon Bennett, 2013). NGOs conduct self-assessment of their work through their staff, which report on

programs and projects to senior management (Christina Laybourn, 2011). All non-government organizations (NGOs) are highly dependent on projecting a vital image and sound reputation to maintain legitimacy and access to funding bases (Patricia O’Keefe and Susan Conway, 2008).

NGOs face the issue of satisfying donors more than satisfying the needs of beneficiaries, because donations are the only “market force” in the non-government sector industry (Eric D. Werker and Faisal Z. Ahmed, 2007). Moreover, NGOs rely on donor funds; they have to work according to their criteria, (Gani aldashev et al, 2014). Additionally, some of the external donors impose their social program without taking into consideration the authentic needs of the community (Fayez A. Simadi and Fawwaz Almomani, 2008).

Donors now have far greater opportunities to support humanitarian financing for needs-based education and should continue to mobilize efforts in this direction. This should be complemented by increased funding for other sectors– increasing the overall envelope of funding for the Syria crisis rather than shifting money between sectors–and working with development counterparts to invest in reconstruction and capacity building programs (World Health Organization, 2014).

Finally, some NGOs staff and representatives are perceived as unresponsive, less than good at what they do, and self-rather than community-serving, and these perceptions have a negative impact on community satisfaction (Abigail Barr et al, 2004). Most Syrian NGOs do not appreciate the importance of skills in their work, but some have become aware of the importance of skills, by seeking donor support in this area (Zedoun Alzoubi, 2015).

As a conclusion, we can define the key indicators for project success as following: (a) Service Targeting: percentage of poor and vulnerable groups that have received improved social services; (b) Governance: percentage of recipient NGOs implementing good governance, accountability and transparency standards as defined in the NGO Code of Conduct; and (c) Sustainability: mobilization of new funding sources for financing social service delivery by NGO Development Center (Liana Lopes, (2011).

## **2. AIMS, OBJECTIVES AND RESEARCH QUESTIONS**

The research aims to achieve the following:

- Highlight the NGOs that provide services to Syrian refugees in the southern provinces of Turkey.
- Evaluation of the general image of non-governmental organizations from the point of view of the Syrian refugee.
- Knowledge of the beneficiaries’ satisfaction level with NGOs services

To achieve the above outlined aims, the study attempts to define the problem through the following research questions:

1. Is there a difference between Syrian Refugees' satisfaction about NGOs' services dimensions (General Impression, Services, Rendering of Service, Transparency) in Turkish Southern Provinces due to the gender variable?
2. Is there a difference between Syrian Refugees' satisfaction about NGOs' services dimensions (General Impression, Services, Rendering of Service, Transparency) in Turkish Southern Provinces due to the age variable?
3. Is there a difference between Syrian Refugees' satisfaction about NGOs' services dimensions (General Impression, Services, Rendering of Service, Transparency) in Turkish Southern Provinces due to the education variable?
4. Is there a difference between Syrian Refugees' satisfaction about NGOs' services dimensions (General Impression, Services, Rendering of Service, Transparency) in Turkish Southern Provinces due to the city variable?

### **3. HYPOTHESES**

H1: There is a difference between Syrian Refugees' satisfaction about NGOs' services dimensions (General Impression, Services, Rendering of Service, Transparency) in Turkish Southern Provinces due to the gender.

H2: There is a difference between Syrian Refugees' satisfaction about NGOs' services dimensions (General Impression, Services, Rendering of Service, Transparency) in Turkish Southern Provinces due to the age.

H3: There is a difference between Syrian Refugees' satisfaction about NGOs' services dimensions (General Impression, Services, Rendering of Service, Transparency) in Turkish Southern Provinces due to the education.

H4: There is a difference between Syrian Refugees' satisfaction about NGOs' services dimensions (General Impression, Services, Rendering of Service, Transparency) in Turkish Southern Provinces due to the city.

### **4. Methodology**

#### **4.1. Population, Sample Size and Sampling Procedure**

The study population consisted of about one million Syrian refugees are living in Gaziantep, Kilis, Antakya, and by using formula Cochran (384) Syrian refugees were selected as sample size and then using simple random sampling questionnaires were distributed samples.



## 4.2. Collection data tool

The questionnaire consisted of 25 questions plus four questions as first part were about Demographic information, and it has covered the following points: the second part (General Impression questions), the third part (Services questions), the fourth part (Rendering of Service questions), and the fifth part (Transparency). The reliability of the questionnaire was (Cronbach's alpha= 0.965).

## 4.3. Data analysis

### 4.3.1 Demographic Findings

The number of participants is 384. 45.3% of them are about 20-30 years old, and again among them 37 % are graduated only from primary education school, 21.9 % of them are graduated from middle school, and 26.8 % of them are graduated from universities. Only 19 of the participants are graduated from high education institutes. Having a close outlook it is seen that 48.2 % of the participants are from Aleppo, 15.6 % of them coming from Idlib, 16.1% of them are from Homs and 7.6 % of them are from Latakia, 12.5% of them coming other cities.

### 4.3.2. The role of Demographic Variables in the Evaluation of Services

First of all, it was examined whether the quality of services are perceived differently according to the gender of participants. In this respect the t-test was applied, and then the results are shown in table-1. As is seen in table-1, the perceptions about the service rendering and service transparency can be changeable upon the gender based differences. As is compared it is seen that women can catch or perceive the higher level of quality about rendering of services and service transparency.

**Table. 1. The effects of the gender of participants upon the evaluation of service rendering**

Dimensions	Gender	Average	Levene test		T value	df	P
			F value	P			
General impression	Male	2.70	1.143	.286	-1.448	382	.148
	Female	2.86					
Service	Male	2.85	.016	.899	-1.918	382	.056
	Female	3.06					
Rendering of Service	Male	2.75	2.218	.137	-2.785	382	.006*
	Female	3.06					
Service Transparency	Male	2.67	.912	.340	-2.812	382	.005*
	Female	3.00					

\*p<.05

Secondly, it was analyzed whether the participants perceive the quality of services differently as to their ages. In this respect ANOVA test was applied. According to the obtained results the evaluation in table- 2 was presented. As is seen in table-2, the perception about the dimension of services can be changeable according to the ages of participants. Multiple comparison tests are applied as to determine to understand the root of differentiation, derived from which group. In choosing the multiple comparison test, Scheffe test has applied, as the variance was homogenous (Kayri, 2009). As the results of multiple comparison tests were examined, it was determined that there is no significant difference after the age groups were analogized. According to this, it can said that the dimension of service can differentiate generally according to the age groups.

**Table 2. The effect of participants' ages upon the evaluations of services**

Dimensions	Age	Average	Levene test		F value	df1/df2	p
			F value	p			
General Impressions	20-30	2.92	.088	.986	-1.588	4/379	.177
	31-40	2.64					
	41-50	2.71					
	51-60	2.61					
	60 and above	2.90					
Services	20-30	3.14	1.820	.124	2.736	4/379	.029*
	31-40	2.88					
	41-50	2.71					
	51-60	2.68					
	60 and above	2.50					
Rendering of Service	20-30	3.04	.875	.479	1.437	4/379	.221
	31-40	2.77					
	41-50	2.81					
	51-60	3.01					
	60 and above	2.72					
Service Transparency	20-30	2.97	.195	.941	1.543	4/379	.189
	31-40	2.80					
	41-50	2.61					
	51-60	2.75					
	60 and above	2.48					

\*p<.05

Thirdly, it was investigated whether the participants perceive the quality of services according to their level of education. In this respect ANOVA was applied. According to the obtained results, the evaluation was shown in table-3. As is seen in table-3, it was seen that the evaluations about both general services and the dimensions of services can be differentiated as to the status of educational backgrounds. At this point, multiple comparison tests were applied in order to determine that it was derived from which groups. The homogenous positions of variances were paid attention in choosing multiple comparison tests. According to this, Scheffe test was paid

attention in the comparison of the delivery of services and the transparency dimension of service along with the general service evaluation of variance which is homogeneous. Following this, as the homogeneity of variance for service dimension was not sustained; Tamhane test was preferred (Kayri, 2009).

As the multiple comparison test results was examined in terms of general impressions, it was determined that there is no significant difference when the education groups were analogized. When it is paid attention in terms of the dimension of service, there were found a significant difference among the graduates of primary, middle school, bachelor and post graduate degree owners. Looking at the issue in terms of the dimension of service, it was similarly determined that there is a significant difference among the graduates of primary, middle school, bachelor and post graduate degree owners. In terms of the transparency of services, again, a congener result was caught, and then it was determined that there is a significant difference among the graduates of primary, middle school, bachelor and post graduate degree owners.

**Table 3. The effect of participants’ educational background upon the evaluations of services**

Dimensions	Education	Average	Levene test		F value	df1/df2	p
			F value	p			
General Impressions	Illiterate	2.65	2.252	.063	3.317	4/379	.011*
	Elementary school	3.00					
	Secondary school	2.74					
	Bachelor Degree	2.65					
	Postgraduate	2.31					
Service	Illiterate	3.01	3.180	.014	9.327 <sup>a</sup>	4/90.065	.000*
	Elementary school	3.33					
	Secondary school	2.86					
	Bachelor Degree	2.60					
	Postgraduate	2.34					
Rendering of Service	Illiterate	3.00	1.580	.179	15.177	4/379	.000*
	Elementary school	3.36					
	Secondary school	2.73					
	Bachelor Degree	2.54					
	Postgraduate	2.05					
Service Transparency	Illiterate	3.02	2.383	.051	14.959	4/379	.000*
	Elementary school	3.30					

Secondary school	2.70
Bachelor Degree	2.41
Postgraduate	1.92

\*p<.05; <sup>a</sup>: Asymptotically F distributed. This is a result of Welch test

Finally, it was investigated whether the participants perceive differently the quality of service according to the settlement place in Syria they are coming from. In this respect ANOVA was applied. The obtained results are shown in table-4. As is seen in Table-4, it was determined that the evaluations about both the general service and the dimensions of service could be changeable according to the settlement place in Syria they are coming from. At this point, in order to determine the root of difference derived from which groups, the multiple comparison tests were performed. In choosing the multiple tests, the homogeneity of variances was paid attention. According to this, as the all dimensions support the homogeneity, Scheffe test was preferred (Kayri, 2009).

**Table 4. The effect of the settlement places in Syrian where the participants have come from on the evaluation of services**

Dimensions	City	Average	Levene test		F value	df1/df2	P
			F value	P			
General Impressions	Aleppo	2.88	.450	.772	5.847	4/379	.000*
	Idlb	2.63					
	Latakia	2.80					
	Homs	2.33					
	Other	3.19					
Service	Aleppo	3.23	1.785	.131	11.676	4/379	.000*
	Idlb	2.58					
	Latakia	2.68					
	Homs	2.38					
	Other	3.26					
Rendering of Service	Aleppo	3.19	1.033	.390	12.953	4/379	.000*
	Idlb	2.54					
	Latakia	2.65					
	Homs	2.29					
	Other	3.23					
Service Transparency	Aleppo	3.15	1.481	.207	13.349	4/379	.000*
	Idlb	2.47					
	Latakia	2.47					
	Homs	2.19					
	Other	3.14					

\*p<.05; <sup>a</sup>: Asymptotically F distributed. This is a result of Welch test

When the multiple comparison test results are examined in terms of general impressions, there were found significant differences between the participants from Aleppo and Homs, or the participants from Homs and the other regions. Looking at the case in terms of the dimension of service, it was determined that there were significant differences in between the participants from Aleppo and the participants from not only Homs but also İdlib. As the delivery dimension of

services was paid attention, similarly, significant differences were found in between the participant from Aleppo and the participants from not only Homs but also Idlib. Considering the transparency of services, it is seen that the participant from Aleppo evaluated differently when they are compared with the participants coming from Idlib, Latakia and Homs.

### 4.3.3 The Effect of Service Delivery upon the General Impressions

In order to examine the effect of evaluations of participants related with the service dimensions upon their general impressions, a multiple regression analysis was performed.

**Table 5. The effect of service dimensions upon general impressions**

Dimensions	Beta	The level of Relation	Linearity	
			Tolerance	VIF
Service	.355	6.154*	.332	3.015
Rendering of Service	.294	4.327*	.239	4.178
Service Transparency	.168	2.614*	.266	3.761
R <sup>2</sup>	F	The significance level of F Value	Durbin-Watson	
.578	175.793	.000	1.567	

\*p<.05.

The assumptions of linear regression were preliminarily checked. In this respect, first of all the Durbin-Watson value (Anderson, Sweeney and Williams, 2011) for auto correlation investigation, then for the examination of multiple linearity VIF value was analyzed (Stevens, 2009). As the VIF and Durbin-Watson values didn't pass the recommended threshold value, it can be reported there occurred no infringement. According to this, the ultimately effective service dimension upon the general impressions of participants was seen as the service itself. Secondly the delivery of service comes, and lately the transparency of service can be seen the final effective dimension. Indeed, the explanatory power of those dimension via ratios are around 57.8%. In other words, it can be stated that the changes around 57.8 % occurred in the general impressions of participants were derived from those primary variables.

## 5. FINDINGS

1-It can be found from the table 1 that P value equal to (.148) at general impression dimension and (.056) at service dimension. They are bigger than (0.05) which means that we can accept the first null hypothesis (H0) partially: There is no difference between Syrian Refugees' satisfaction about NGOs' services dimensions (General Impression, Services) in Turkish Southern Provinces due to the gender. In the same time we can refuse the null hypothesis (H0) partially at rendering of service dimension because P value (.006\*) is smaller than (0.05), and the same thing at service transparency dimension (P value =.005\*). Alternatively, the women can catch or perceive the higher level of quality about delivery of services and service transparency.

2- It can be found from the table 2 that P value equal to (.177) at general impression dimension and (.221) at service rendering dimension, (.189) at service transparency dimension. They are bigger than (0.05) which means that we can accept the second null hypothesis (H0) partially: There is no difference between Syrian Refugees' satisfaction about NGOs' services dimensions (General Impression, Services rendering, service transparency) in Turkish Southern Provinces due to the age. In the same time we can refuse the null hypothesis (H0) partially at service dimension because P value (.029\*) is smaller than (0.05). Alternatively, it can said that the dimension of service can differentiate generally according to the age groups.

3- It can be found from the table 3 that P value equal to (.011\*) at general impression dimension and (.000\*) at service dimension, (.000\*) rendering of service dimension, (.000\*) at service transparency dimension. All of them are smaller than (0.05) which means that we can accept the third alternative hypothesis (H1): There is a difference between Syrian Refugees' satisfaction about NGOs' services dimensions (General Impression, Service, Services rendering, service transparency) in Turkish Southern Provinces due to the education. Alternatively, it was determined that there is a significant difference among the graduates of primary, middle school, bachelor and postgraduate degree owners.

4- It can be found from the table 4 that P value equal to (.000\*) at general impression dimension and (.000\*) at service dimension, (.000\*) rendering of service dimension, (.000\*) at service transparency dimension. All of them are smaller than (0.05) which means that we can accept the fourth alternative hypothesis (H1): There is a difference between Syrian Refugees' satisfaction about NGOs' services dimensions (General Impression, Service, Services rendering, service transparency) in Turkish Southern Provinces due to the city.

5- According to the table 5, it can see that the examining of the effect of evaluations of participants related with the service dimensions upon their general impressions; by using, a multiple regression analysis showed that the changes around 57.8 % occurred in the general impressions of participants were derived from those primary variables.

## CONCLUSION AND SUGGESTIONS

As a conclusion, the non-governmental organizations (NGOs) have an important role in Syrian crises, and they are introducing many services and helping to Syrian refugees in all hosting countries and inside Syria, but that does not mean there are no problems or dissatisfaction with their services, so the measurement this satisfaction is very important for develop the work. Therefore, in this search we focused on Syrian refugees' satisfaction with NGOs services from many points such as (General Impression, Services, Rendering of Service, and Transparency) in Turkish Southern Provinces.

We can introduce some suggestions may contribute in improvement of NGOs services; this will lead to increase Syrian refugees' satisfaction such as: more collaboration between Turkish and Syrian NGOs could directly work with the community to inform them on how to access services. More coordination between civil society and ministries will need improvement to focus on longer-term objectives. Providing greater accountability and transparency and appreciating the

importance of skills in the work. More cooperation with national and international NGOs providing psycho-social programs to Syrian refugees.

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